INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

CASE NUMBER: [redacted] STATUS: In Progress
OPEN: 09-29-2023 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | | |
DEALER NAME: Rockwall Ford
PA CODE: 03567 DLR SALES CODE: 52520 REGION: C1 ZONE: C1A
VIN: 3FMCR9A62M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9A - BRONCO SPORT CX430 BASE
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | TX | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Moving | UNKNOWN | UNKNOWN
ANALYST NAME: SYSTEM OPEN ANALYST NAME: Dominique Dixon
COMMENTS:
2023-09-29 18:29:54

no ro info on uptime

2023-09-29 18:47:08

OBC to Dlr: - Bryan in service
Service Advisor:
Customer Name:
Customer Number:
CLV SCORE:
Is the veh there?
Mileage?
RO#
RO date
Veh Concern?
Diagnosis:
Repairs ETA:
Offer delivery?
rental?
loaner?
Warrantable?
Technician Pending or assigned?

2023-09-29 18:57:13

OBC to Dlr:
Service Advisor: Bryan
Customer Name: [redacted]
Customer Number: [redacted]
CLV SCORE: 76
Is the veh there? yes
Mileage? 3,455
RO#[redacted]
RO date- 9/28
Veh Concern? Warning lights , no crank
Diagnosis: replaced battery
Repairs ETA: vehicle is completed, waiting on pick up
Offer delivery?
rental?no
loaner?no
Warrantable? yes
Technician Pending or assigned? completed

2023-09-29 19:06:39

Case Number : [redacted]
Customer : [redacted]
Business Phone :
Home Phone : [redacted]
Mobile Phone :
LTV Score : 76
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number :
Part Number :
Dealer Name : Rockwall Ford
Dealer P&A : 03567
Dealer phone : 972-290-2200
VIN : 3FMCR9A62M[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage :37455 Miles
Engine Specification :1.5L Dragon I3 DI TC Gas B
Transmission Specification :8 Speed Auto Transmission 8F35
Warranty Start Date : 2021-09-24
Open Recall/FSA: :

21C31FRONT BRAKE PAD REPLACEMENT
22S21RIGHT-HAND ENGINE OIL SEPARATOR INSPECTION
22S73PCM PROGRAMMING AND DRAIN TUBE INSTALLATIONESP :0968 - USA 2021 NEW 84/85,000 PREMIUMCARE W/ROADSIDE
Hotline Contact : no
Warranty History : no

2023-09-29 19:14:27

Obc to cust-

VM LEFT OF ASSITNANCE PROVIDED AND STATUS UPDATE
AND WILL REACH BACK OUT FOR VEHICLE SATISFACTION

2023-10-03 19:27:37

OBC TO DLR -NEESE IN SERVICE
vehicle is not showing currently at dealership
not sure when customer picked up the vehicle

obc to cust -
no answer from cust , email sent to check for satisfaction

2023-10-04 15:53:04 Obc to dlr - vm left for customer on acceptance of ESP , cxs will follow up with email.

2023-10-05 15:58:32 OBC TO CUST - VM LEFT TO CUST ON ESP OFFERING

2023-10-09 20:22:44

OBC to cust-
VM LEFT FOR CUST, ON ESP OFFERING

NEXT- UTC letter

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 12-07-2023 CLOSED: 01-23-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Letter
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | CLP / Lincoln Loyalty Criteria | Has been to Dealer
DEALER NAME: Advantage Ford
PA CODE: 02600 DLR SALES CODE: 48223 REGION: G2 ZONE: G2E
VIN: 3FMCR9B64M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 51,961
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | OH | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | No Crank | UNKNOWN
ANALYST NAME: Eliana Gonzalez OPEN ANALYST NAME: Marsha Wojewski-Boyd
COMMENTS:
2023-12-07 20:14:41

BEST CONTACT
[redacted]

original case is

[redacted]

Please note: The Correspondence team responds to inbound USPS letters only and does not have the ability to make outbound phone calls or emails. All inbound phone calls and chats should be handled according to normal inbound processes.

CUST SAYS:I wanted to let you know I filled out this survey with not positive comments
I have a 2021 for Bronco with 50k miles on it. I broke down 1 K from home on [redacted]
Here is what happened:
I broke down at a service plaza on [redacted] car would not start, smelled smoke, and the electronics going
haywire. Called roadside assistance and ended up waiting 4 hours, mult, tow companies cancelled after an hour or so,
to later find out there is only one tow company licensed to tow on [redacted] which ford does not have a contract with so
had to facilitate and pay for it out of pocket to get it towed to Advantage ford.
I'm out of my 36k bumper to bumper warranty and was without a car for 12 days.
The first 4 days the dealer had the car they could find nothing wrong and tried to tell me it was a corn stalk jammed
under the wheel well that caught fire and they could find nothing wrong. As I was getting ready to make the 1 Vi trip
back to the dealer ...it wouldn't start again for them. They then kept it a few more days and determined it was a bad
starter. A few more days later it was finally fixed. I had to call daily to try to push them along and get status.
The repair itself was $1,700. A little rubber stopper fell loose from the bottom of the starter unit leaking fluid onto the
oil cooler. This ruined the starter, ruined the oil cooler, and ruined the battery as the starter was continually pulling
power incorrectly from the battery. On top of that they charged 3 hours of "diagnostic fees" to finally find the burned
up starter that should have been the first thing they checked.
I get allot of folks saying- those broncos look sharp - what do you think of them? I always said I love it..until now....very
bad experience.
-2 yr old car loses a plug from the starter and causes me $1,700 in damage ford did not stand by
-roadside assistance was a terrible experience
-dealership repair process a terrible experience.
I handle all the car stuff for me, my wife, my two older daughter....have had 20 cars in my life and never an experience
this bad before- even with much older cars with much higher miles.
Taking the time to explain this in hopes some type of refund can be made ....appreciate your time in reviewing.

CRC ADVISED: escalated to SUV for handling

2023-12-11 22:16:20

OBC to [redacted], no ansswer left VM.

NEXT STEPS: Re-schedule F/U

Ford Motor Company ®
Eliana Gonzalez
FORD TOUGH – TEXAS PROUD
Customer Relationship Center –SUV Team
Egonz212@ford.com | www.ford.com
office: 866-631-3788 ext. 79039

2023-12-12 22:45:56

OBC to [redacted], 2nd attempt no answer left VM.

NEXT STEPS: Re-schedule F/U

Ford Motor Company ®
Eliana Gonzalez
FORD TOUGH–TEXAS PROUD
Customer Relationship Center –SUV Team
Egonz212@ford.com|www.ford.com
office: 866-631-3788 ext. 79039

2023-12-19 16:36:17

IBC from customer trying to f/u on case reached out to CXS who advised that she will call customer back today/ Advised customer of this information

Next Steps, NONE

Jocelyn Jones
Customer Experience Specialist, Ford PV Team
office: 866-631-3788 ext. 79528

2023-12-20 21:16:40

OBC to [redacted], customer is requesting towing reimbursement and also he had to towed in his veh from a 3rd party towing company customer mention he contact Ford roadside assistance but they weren't able to assist him at the moment he needed his vehicle towed and he was not on a secure place.

original case number since this has been more then 30 days was [redacted] but no one provided customer with assistance.

NEXT STEPS: SAFETY NET

Ford Motor Company ®
Eliana Gonzalez
FORD TOUGH – TEXAS PROUD
Customer Relationship Center –SUV Team
Egonz212@ford.com | www.ford.com
office: 866-631-3788 ext. 79039

2023-12-20 21:42:25

OBC to DLR spoke with service director John he stated that repairs were warrantable but due to mileage this was not cover under B2B.

Labor amount $ 1000.00
Parts $646.25
Line A
RO#[redacted]

NEXT STEPS: submit reimbursement.

Ford Motor Company ®
Eliana Gonzalez
FORD TOUGH – TEXAS PROUD
Customer Relationship Center –SUV Team
Egonz212@ford.com | www.ford.com
office: 866-631-3788 ext. 79039

2023-12-21 18:03:00

OBC to customer [redacted], CXS inform customer that we will be reimbursing $658.50 for repairs and $223.95 for towing customer was very satisfied with the amounts and accepted the reimbursement,

Morley has been transmit case#[redacted]

NEXT STEPS: F/U with customer.

Ford Motor Company ®
Eliana Gonzalez
FORD TOUGH – TEXAS PROUD
Customer Relationship Center –SUV Team
Egonz212@ford.com | www.ford.com
office: 866-631-3788 ext. 79039

2023-12-27 16:22:30

As per Morley reimbursement is pending.

2023-12-28 20:40:12

Morley Case Progression Specialist
Debit Card Reimbursement Rejected:

Hello I have sent back the Morley activity

Next Steps:
1. We need to obtain a paid repair receipt.
2. The amount to reimburse for repair reimbursement is only $658.50
3. We do not reimburse for towing customer would need to contact

Roadside Assistance Refund
There may be times whena customer has to arrange a tow with a service with a non-Ford company even though they are eligible to have the tow covered by Ford.
If the customer arranges roadside services directly with a local service provider, advise them to mail their original receipts, along with the repair order, to the mailing address below.
Cars, Trucks up to E/F-150 & 250
Ford Roadside Assistance
Claims Reimbursement
P.O. Box 9145
Medford, MA 02155
FAX: 833-239-1240

For future submissions, please compile all attachments using the “Morley Submission” tab under “Actions” and “Tasks” in GCCT. This process is recommended. This step places all documentation supporting the reimbursement in one location for faster review.

Please correct, save, and re-transmit as soon as possible to avoid possible deletion
Thanks for partnering,

Maurice Sampy
Case Progression Specialist, Ford CX Lead Agent
Ford Motor Company
msampy@ford.com| www.ford.com
Office: 866-631-3788 EXT 79246
Hours: Mon-Fri 9:00 AM-5:30 PM CST

2023-12-29 18:05:57

OBC to Customer [redacted], no answer left VM.

NEXT STEPS: Send customer email needing additional documentation.

Ford Motor Company ®
Eliana Gonzalez
FORD TOUGH – TEXAS PROUD
Customer Relationship Center –SUV Team
Egonz212@ford.com | www.ford.com
office: 866-631-3788 ext. 79039

2024-01-03 17:37:27

Re-submitted Morley.

Ford Motor Company ®
Eliana Gonzalez
FORD TOUGH – TEXAS PROUD
Customer Relationship Center –SUV Team
Egonz212@ford.com | www.ford.com
office: 866-631-3788 ext. 79039

2024-01-15 23:10:10

OBC to customer [redacted], CXS inform customer that his payment has been confirm and he will received a debit card in the mail in the next 7-10 business days.

NEXT STEPS: SAFETY NET FOR CLOSURE.

Ford Motor Company ®
Eliana Gonzalez
FORD TOUGH – TEXAS PROUD
Customer Relationship Center –SUV Team
Egonz212@ford.com | www.ford.com
office: 866-631-3788 ext. 79039

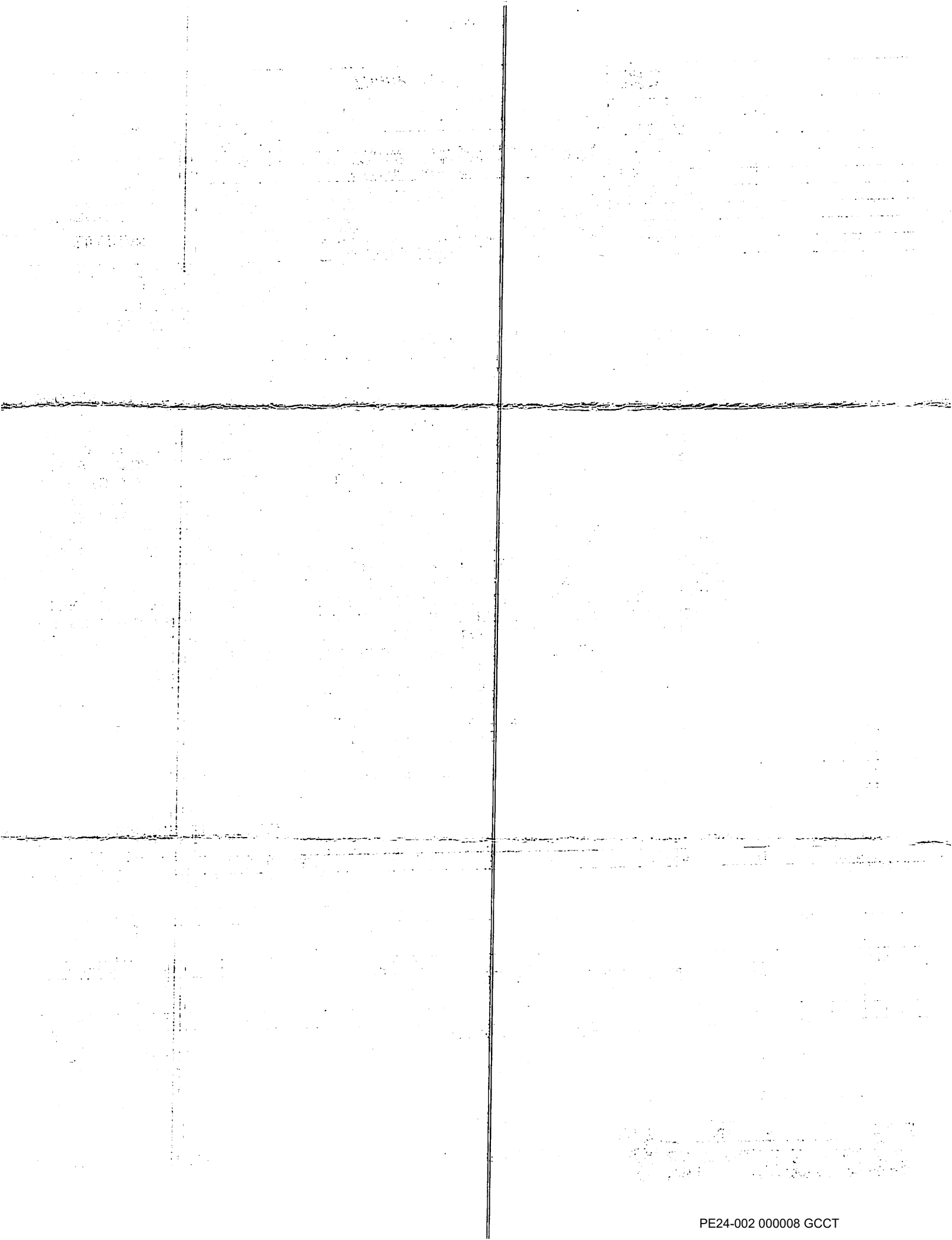
2024-01-19 23:29:48

OBC to customer, no response left VM.
Advised of assistance rendered by advocate in regards to repair reimbursement. Mentioned that survey is based on experience with advocate only.

Case approved to close

CASE ATTACHMENTS:

2023-12-20 21:28:31	Eliana Gonzalez	[redacted]
2023-12-29 18:07:24	Eliana Gonzalez	[redacted]



CUSTOMER #: [redacted]

[redacted]

INVOICE

ADVANTAGE
Ford LINCOLN

885 HAGERTY DR. · P.O. BOX 1167
FREMONT, OHIO 43420
(419) 334-9751

[redacted]
COPLEY, OH [redacted]
HOME [redacted] CONT [redacted]
BUS: [redacted] CELL:

PAGE 1

SERVICE ADVISOR: 48323 [redacted]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	21	FORD BRONCO SPORT	3FMCR9B64M[redacted]	[redacted]	51961/51961	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN21 DD			17:00 30NOV23		125.00	CASH	17NOV23

R.O. OPENED	READY	OPTIONS:
08:39 06NOV23	13:55 17NOV23	ENG:1.5_Liter_Dragon

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A TOWED IN. WONT START. BURNING SMELL COMING FROM ENGINE COMPARTMENT			
50 ENGINE ELECTRICAL			
47580 CPF 8.00		1000.00	1000.00
1 BAGM*48H6*760 BATTERY	224.95	224.95	224.95
1 JX6Z*11002*A STARTER MOTOR ASY	325.45	325.45	325.45
1 HX7Z*6B856*A OIL COOLER ASY	87.67	87.67	87.67
1 BE8Z*6731*AB KIT - ELEMENT & GASKET - OIL F	8.18	8.18	8.18

WAS TOWED TO THE SHOP, NO HISTORY HERE ON THE VEHICLE, CUSTOMER STATED SMELLED BURNING SMELL, SCAN THE SYSTEM SOME MODULES SHOWING LOW VOLTAGE, TESTED AND TRIED TO CHARGE THE BATTERY BUT WOULDNT CHARGE DUE TO BATTERY SHORTED, INSPECTED UNDER HOOD FOUND CORN HUSK RIGHT COWL/STRUT TOWER, REMOVED THE RIGHT FRONT INNER FENDER WHEEL INSPECTED FOR WIRE DAMAGE NOTHING FOUND, INSTALL NEW BATTERY AND STARTED, REASSEMBLE AND DROVE 22 MILES AND WORKED FINE, NEXT MORNING HAD TO JUMP START DUE TO THE FAILED BATTERY AND DROVE ANOTHER 37 MILES, PARKED OUTSIDE TO MOVE CAR IN THE BAY WENT OUT AND WOULDNT START OR JUMP START, INSTALLED THE NEW BATTERY AND NOW POWER BUT STILL NO CRANK, FOUND NEGATIVE CABLE GETTING REAL HOT REMOVED THE LEFT SIDE TIRE AND INNER WHEEL WELL, REMOVED THE MODULES AND CHECK PIN FIT AT THE HARNESSES ONE MODULE AT A TIME, WHEN TO THE HARNESS TO THE STARTER AND FOUND VERY WARM, FOUND THE INTERNAL PART OF THE STARTER MUST HAVE STARTED TO FAIL, ORDER AND REMOVE THE STARTER AND FOUND INNER AREA ON THE STARTER HAVE MELTED AND SHORTED, THE MATERIAL IN THE STARTER RAN OUT OF THE HOLE IN THE STARTER CASE ONTO OIL COOLER WHICH HAD TO BE REMOVED TO GET TO THE STARTER, REPLACED THE STARTER, AND COOLER PER THE WORK SHOP MANUAL, ADDED NEW OIL FILTER AND TOPPED OFF THE OIL AND COOLANT AND ROAD TESTED TO VERIFY THE REPAIR. LABOR TIME INCLUDES THE DIAG TIME, TESTING TIME AND REPLACEMENT OF THE NEEDED PARTS

****

B** CUST REQUESTED TO CHECK FRONT LOWER CONTROL ARMS REARWARD CONTROL ARM BUSHINGS

45 STEERING/SUSPENSION

47580 CPF 0.00 — 0.00 — 0.00

INSPECTED BUT SEEN NOTHING OTHER THEN NORMAL WEAR

IMPORTANT

You may receive a customer satisfaction survey from the manufacturer in the next few weeks. If for any reason you cannot grade us "Completely Satisfied," please contact your service advisor immediately.

Thank You!
Advantage Ford Lincoln
419-334-9751

DISCLAIMER OF WARRANTIES

Any warranties on products sold are those made by the manufacturer. The seller, ADVANTAGE FORD-LINCOLN SALES, INC., hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and ADVANTAGE FORD-LINCOLN SALES, INC., neither assumes, nor authorizes any other person to assume for it any liability in connection with the sale of said product or services.

PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST ON FORD FACTORY INSTALLED PARTS. (A COPY OF THIS REPAIR ORDER MUST BE PRESENTED).

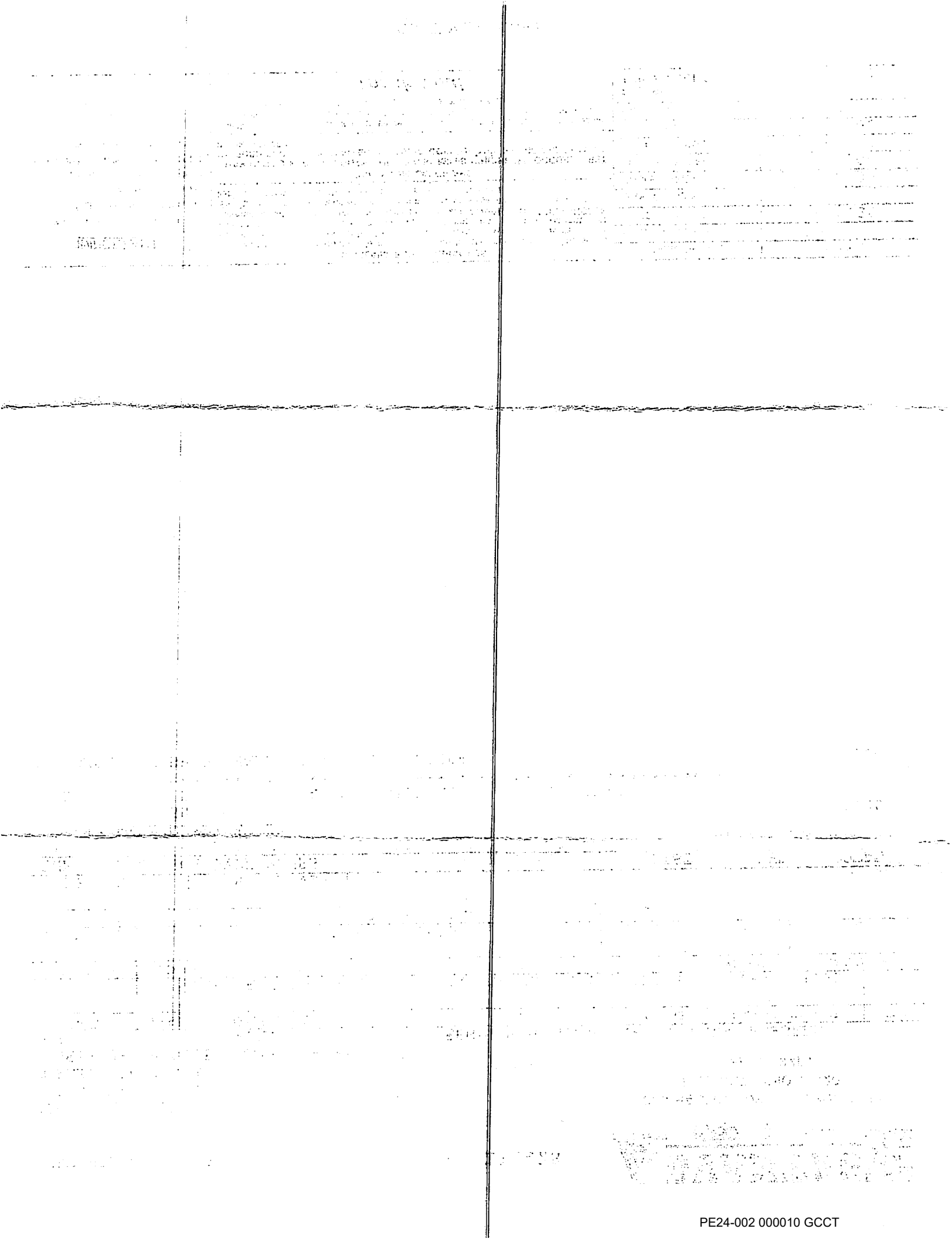
Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

Thank You!

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Copyright 2000 ADP, Inc. SERVICE INVOICE TYPE 2 - SI2C

CUSTOMER COPY



CUSTOMER #: [redacted]

[redacted]

INVOICE

ADVANTAGE
Ford LINCOLN

885 HAGERTY DR. · P.O. BOX 1167
FREMONT, OHIO 43420
(419) 334-9751

[redacted]
COPLEY, OH [redacted]
HOME [redacted] CONT [redacted]
BUS: CELL:

SERVICE ADVISOR: 48323 [redacted]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	21	FORD BRONCO SPORT	3FMCR9B64M[redacted]	[redacted]	51961/51961	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN21 DD			17:00 30NOV23		125.00	CASH	17NOV23

R.O. OPENED	READY	OPTIONS:
08:39 06NOV23	13:55 17NOV23	ENG:1.5_Liter_Dragon

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
C** CUST REQUESTED TO CHECK REAR AXLE CARRIER BEARING			
47 AXLE/DIFFERENTIAL			
47580 CPF 0.00		0.00	0.00
INSPECTED NO EXCESSIVE PLAY OR NOISE HEARD AT THIS TIME			
**********			
CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER			10.00

IMPORTANT

You may receive a customer satisfaction survey from the manufacturer in the next few weeks. If for any reason you cannot grade us "Completely Satisfied," please contact your service advisor immediately.

Thank You!
Advantage Ford Lincoln
419-334-9751

DISCLAIMER OF WARRANTIES

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PARTS AND LABOR ARE

GUARANTEED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST ON FORD FACTORY INSTALLED PARTS. (A COPY OF THIS REPAIR ORDER MUST BE PRESENTED).

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

Thank You!

DESCRIPTION	TOTALS
LABOR AMOUNT	1000.00
PARTS AMOUNT	646.25
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	10.00
TOTAL CHARGES	1656.25
LESS INSURANCE	0.00
SALES TAX	120.08
PLEASE PAY THIS AMOUNT	1776.33

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CUSTOMER COPY

Bronco

Powered by RoadSync

Madison Motor Service
RoadSync ID: 60465
Tax ID: 83-3321361
Phone: 4193320727
2921 W State St
Fremont OH, 43420

RS Trans#[redacted]
Generated: Nov 5, 2023 8:56 AM EST

PAID BY	DESTINATION
[redacted]	**Madison Motor Service** 2921 W State St Fremont OH, 43420

LINE ITEMS

Towbook Amount	$223.95

COMMENTS

RECEIPT DETAILS

CLERK	Dan Reinhart
PAYMENT METHOD	Self-Checkout / Card
Towbook Number	[redacted]
AMOUNT	$223.95
CONVENIENCE FEE	$8.12
GRAND TOTAL	**$232.07**

PAYER'S SIGNATURE

[redacted]

PAID IN FULL

Please note that the charge may show up on your credit card statement as ROADSYNC, our payments partner.
No Refunds or Returns

This site uses RoadSync. For more information on RoadSync text RSINFO to (404) 994-4399.

Hi [redacted],

Thank you for choosing Advantage Ford for your recent 2021 FORD BRONCO SPORT service visit on November 17, 2023.

Ford and Advantage Ford would like to learn about your experience with us. Your feedback will help us continue to improve our ability to serve you in the future.

Please start with the question below. Once you respond, you will be connected to an online survey that will take less than 5 minutes to complete. This survey will close on December 06, 2023.

How likely would you be to recommend Advantage Ford to others?

Not At All Likely Extremely Likely

1 2 3 4 5

Thank you again for choosing Advantage Ford and for giving us your feedback.

Sincerely,
Elena Ford
Chief Customer Experience Officer

Please do not "Reply" to this email.

This survey invitation will expire on December 06, 2023.

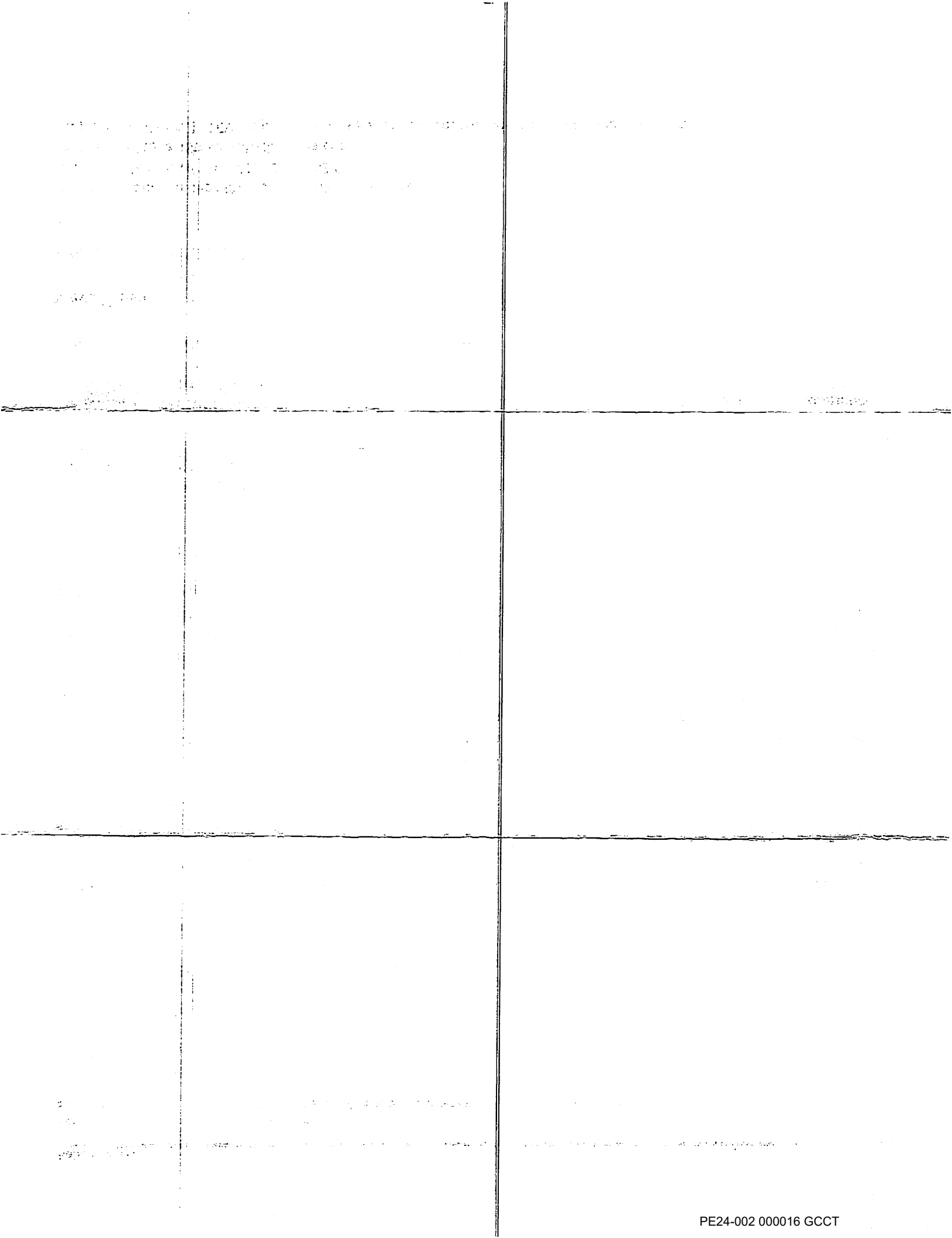
Should you need help accessing or completing this survey, please click here.

Privacy

Click to opt out of future customer experience surveys about Dealership Sales & Service.

Do Not Sell My Personal Information

Your CA Privacy Rights



CONSUMER AFFAIRS SECTION
2023 DEC 5 P 1:39

Kahelin,Steve

To: Ford Service
Subject: [redacted] please tell us about your recent experience at Advantage Ford

Customer Service,

I wanted to let you know I filled out this survey with not positive comments.

I have a 2021 for Bronco with 50k miles on it. I broke down 1 ½ from home on the Ohio turnpike.

Here is what happened:
I broke down at a service plaza on the Ohio turnpike, car would not start, smelled smoke, and the electronics going haywire. Called roadside assistance and ended up waiting 4 hours, mult. tow companies cancelled after an hour or so, to later find out there is only one tow company licensed to tow on turnpike- which ford does not have a contract with so had to facilitate and pay for it out of pocket to get it towed to Advantage ford.

I'm out of my 36k bumper to bumper warranty and was without a car for 12 days.

The first 4 days the dealer had the car they could find nothing wrong and tried to tell me it was a corn stalk jammed under the wheel well that caught fire and they could find nothing wrong. As I was getting ready to make the 1 ½ trip back to the dealer ...it wouldn't start again for them. They then kept it a few more days and determined it was a bad starter. A few more days later it was finally fixed. I had to call daily to try to push them along and get status.

The repair itself was $1,700. A little rubber stopper fell loose from the bottom of the starter unit leaking fluid onto the oil cooler. This ruined the starter, ruined the oil cooler, and ruined the battery as the starter was continually pulling power incorrectly from the battery. On top of that they charged 3 hours of "diagnostic fees" to finally find the burned up starter that should have been the first thing they checked.

I get allot of folks saying- those broncos look sharp – what do you think of them? I always said I love it...until now....very bad experience.

-2 yr old car loses a plug from the starter and causes me $1,700 in damage ford did not stand by
-roadside assistance was a terrible experience
-dealership repair process a terrible experience.

I handle all the car stuff for me, my wife, my two older daughter....have had 20 cars in my life and never an experience this bad before- even with much older cars with much higher miles.

Taking the time to explain this in hopes some type of refund can be made ....appreciate your time in reviewing.

[redacted]

From: Ford Service <Ford@express.sea1.medallia.com>
Sent: Tuesday, November 21, 2023 5:43 PM
To: [redacted]
Subject: [EXTERNAL] [redacted] please tell us about your recent experience at Advantage Ford



[redacted]
Copley, OH [redacted]

CLEVELAND OH 440
22 NOV 2023 PM 1 L

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

48121-62848

PE24-002 000019 GCCT

From: Gonzalez, Eliana (E.)
Sent: Friday, December 29, 2023 1:05 PM
To: [redacted]
Subject: In reference to [redacted]

Hello Mr. [redacted],

According to our department for the towing reimbursement you will need to mail the original receipts along with the repair order to the address below,
Also if you can send me a copy of the original receipt when you paid for the repairs all I have is the invoice and the towing receipt.

Thank you,

Ford Motor Company ®
Eliana Gonzalez
FORD TOUGH – TEXAS PROUD
Customer Relationship Center – SUV Team
Egonz212@ford.com | www.ford.com
office: 866-631-3788 ext. 79039



CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 02-15-2021 CLOSED: 02-15-2021 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Tier 1 Inbound NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |

DEALER NAME:

PA CODE: DLR SALES CODE: REGION: ZONE:

VIN: 3FMCR9B64M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 1,400

BODY STYLE:

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | MD | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Stalls/Quits | Acceleration | UNKNOWN

ANALYST NAME: Carl Noreen Nogot OPEN ANALYST NAME: Carl Noreen Nogot

COMMENTS:

2021-02-15 19:47:13 CUST SAYS: I've been talking to roadside assistance, they transfer me to you. They said they need to verify that i have a roadside assistance it stopped running while on the road. they wanted to charge me, i have this transaction needs to be approve. DLR SAYS: na CRC advised: Roadside Assistance is available for five years or 60,000 miles from the Warranty Start Date (WSD), whichever occurs first. As long it's within 35 miles distance from the location to the ford dlr. transferred to roadside (800) 241-3673

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 03-09-2021 CLOSED: 03-19-2021 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford SUV-CUV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle | CCT Criteria
DEALER NAME: Stivers Ford of Birmingham
PA CODE: 00305 DLR SALES CODE: 21011 REGION: S1 ZONE: S1C
VIN: 3FMCR9B6XM[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 7,000
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | AL | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | UNKNOWN
ANALYST NAME: Jason Ruiz OPEN ANALYST NAME: Joel Buebos
COMMENTS:

2021-03-09 17:07:01

NAME: [redacted]
CONTACT VIA PHONE: [redacted]

CUST SAYS:
They purchased a ford bronco. The dealership told them that this is a brand new veh but it has 4000 miles when we purchased it. This veh has been at the dealership for 4 times already because there are instances that the veh would start then you put it into gear then it would shut down. Sometimes the veh would not start at all and you have to wait for a couple of minutes to start it. There is also noise, like a growling noise when you are driving the veh. We just don't feel comfortable with the veh. My girlfriend has been left stranded due to this. We want ford to get us a different Bronco or get a different ford veh

AS PER DLR, CUST SAYS:N/A

CRC ADVISED:
I will escalate your case/request to our Ford Regional Customer Service Manager who works daily with your dealership's management team. The Ford Regional Customer Service Manager has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Ford Regional Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Service Manager within 1 business day. The case number that I have established for you today is [redacted]

Name(s) on title: [redacted]
Is customer purchasing or leasing? Finance
Vehicle Identification Number (VIN): 3FMCR9B6XM[redacted]
State where vehicle was purchased: AL
State where vehicle is registered: AL
Ownership status (new/used/Certified Pre-Owned (CPO): The dealer told me that its a brand new veh with 4000 miles on it
Purpose of vehicle (business or personal): Personal
If business, number of vehicles registered to business: N/A
Primary reason for repurchase (why would the customer like a buyback?): I just dob't want My girlfriend to be stranded no more. This happened to her twice were in she has to get a hotel because she is stranded.

2021-03-09 18:51:41 [redacted] CONTACT VIA PHONE: [redacted] EMAIL: [redacted]
wont start since she was late for 2 and a half hours since she is stranded and 2 hrs to get towed and the whole panel was black and she went to the dealership they have to drive it off again and she was told that the wire is not tighten and they didn't do anything to put it into a paperwork since they were stranded last night. PER CUST, DLR SAYS: N/A CRC ADVISE: Advised cust that this case was already been escalated to our Ford Regional Customer Service Manager who works daily with your dealership's management team. The Ford Regional Customer Service Manager has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Ford Regional Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Service Manager within 1 business day.

2021-03-09 23:05:46 When did the concern begin? Has the vehicle had a history of at least one repair attempt for the same issue? Has the vehicle been to the dealer for the current concern within the past 30 days? When was the last time the vehicle was at the dealership? Where is the vehicle currently located? Is it at the dealership? What specifically is causing the customer to want the vehicle bought back? Have you had repairs completed for this concern at multiple dealerships? If yes, obtain names of dealerships and locations. Registered owner(s) name(s) for the vehicle? State where the vehicle is currently registered? What was the exact date the vehicle was purchased? State where the vehicle was purchased? Name of the dealer where the vehicle was purchased? Mileage on the vehicle at the time of purchase? What is the vehicle's current mileage? Is there a current concern with the vehicle? What is the repair status of the vehicle?

2021-03-10 16:25:13

3/09/2021

OBC to [redacted]
No answer/ did not leave VM

OBE (unsuccessful - email not found)

Hello Ms. [redacted]

This is Courtney from Ford Motor Company. I just tried to call you regarding the case [redacted] - [redacted] for your 2021 Ford Bronco. I have a few questions I'd like to discuss with you. Please return my call at 866-631-3788 ext. 79069 or reply to this email (if preferred).

Thank you

Courtney Viser
Customer Experience Specialist
CVISER@ford.com|www.ford.com
office: 866-631-3788 ext. 79069
Hours: M-F 9am-5pm CST

Ford Confidentiality:

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.

Ford Motor Company ®
Courtney Viser
Customer Experience Specialist
CVISER@ford.com | www.ford.com
office: 866-631-3788 ext. 79069

2021-03-10 18:08:52

Case Review 03/10/2021

Cxs needs to contact Dealership to see if they have a diagnosis on the vehicle and determine if a parts Sme or tech SME needs to be added to case and focus on repair while the good faith review is being initiated.

Review Kb Article- Repair Assistance request, Consequential expenses, and debit Card Process Cxs Overview.

Ford Motor Company ®
Syvonne Maddox
Lead Customer Experience Speciialist
Smaddox9@ford.com| www.ford.com
Mon-Fri 7am-3:30pm
office: 866-631-3788 Ext 79268

2021-03-10 18:46:37

[redacted]

Customers

OBC to Stivers Ford of Birmingham

Spoke with SA Ed who transferred to SA Jenny Reaves. Jenny stated veh has not been diagnosed due to shop being busy. Will look at veh no later than tomorrow 3/11/2021

I will follow up with dealer 3/12/2021 for proper diagnosis then update cust.

Ford Motor Company ®
Courtney Viser
Customer Experience Specialist
CVISER@ford.com | www.ford.com
office: 866-631-3788 ext. 79069

2021-03-10 18:47:15

Case Number : [redacted]
Customer : [redacted]
Business Phone :
Home Phone : [redacted]
Mobile Phone : [redacted]
LTV Score : 56
Vehicle Purchase Status : Subsequent Owner
Ford Credit Contract Number :
Part Number :
Dealer Name : Stivers Ford of Birmingham
Dealer P&A : 00305
Dealer phone : (205) 941-6070
VIN : 3FMCR9B6XM[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 7000
Engine Specification :
Transmission Specification :
Warranty Start Date : 2020-12-22
Open Recall/FSA: :
ESP :
Hotline Contact :
Warranty History :

2021-03-10 21:48:19

*WEB*VEHICLE HAD A BATTERY REPLACED ON JANUARY 27TH, AT STIVERS AND I HAVE FOUND NO OTHER HISTORY OR BEING AT ANY OTHER DEALERSHIPS. WE HAVE PUT A BATTERY IN THE VEHICLE AGAIN TODAY TO MOVE IT FROM WHERE IT WAS TOWED AT. WE HAVE A HOTLINE CASE OPEN ON IT DUE TO THE FACT THAT WE CAN SEE MULTIPLE EVENTS THROUGH OASIS WHERE WARNING LIGHTS HAVE CAME ON 6 OTHER TIMES TO BE EXACT SINCE JAN 26TH. WHEN HOTLINE UPDATES US WE WILL UPDATE THE CASE.

2021-03-10 22:05:16

OBE to [redacted]

Good afternoon Mr. [redacted]

This is Courtney from Ford Motor Company. As promised, you can find my contact information below in the signature. Please feel free to reach out if yourself or Dr. [redacted] have any questions/concerns.

I will follow up with you all soon. Have a wonderful week!

Courtney Viser
Customer Experience Specialist
CVISER@ford.com|www.ford.com
office: 866-631-3788 ext. 79069
Mon – Fri 9am-5pm

Ford Confidentiality:

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.

2021-03-11 22:16:53

OBC to Stivers Ford

Inquired on diagnosis of veh

Per Ed, tech was actively working on the veh now

I informed I'd call back tomorrow 3/12 for update

Ford Motor Company ®
Courtney Viser
Customer Experience Specialist
CVISER@ford.com | www.ford.com
office: 866-631-3788 ext. 79069

2021-03-12 16:58:08

Checked historical and VIN status: None

NAVIS verified ownership status: Original

Ford Motor Company ®
Kora Williams | Specialist
Specialized Buyback Handling Team, Ford CX Team

2021-03-12 16:58:46

Notes did not save call to dlr: on 3/11 BRT called dlr and was advised that they had changed the battery previously and that the customer vehicle came in completely dead. They changed the battery and where able to move the vehicles that it was blocking. Advised there are code in the history and they would be reaching out to hotline, advised he wouldn't be changing the battery and leaving it as last time. Advised he would get more information due to the codes and because the vehicle is a new vehicles. RO# (had the RO number but it did not save) OPEN DATE: 3/9/2021 MILEAGE:7773 Concern: No Start Tech: found codes and as of now they had to replace the battery to move the car Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team

2021-03-12 17:07:34

OBC to dealer – [redacted]- Tony Sera Ford spoke with Amber who advised the vehicle was only there for an oil change and inspection Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team

2021-03-12 17:08:42

At this time Ford does not believe the vehicle qualifies for repurchase/replacement. Once the repair is complete, we will review again for a Final recommendation Talking Points: •Deny GFR •Review notes in Milestones •Focus on vehicle repair Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team

2021-03-12 22:41:33

OBC to Stivers Ford

TSB water intrusion
Repair to be completed by Monday 3/15

OBC to [redacted]

Informed of dlr findings and repair estimated completion date

I will keep cust. up to date as repairs progress

Ford Motor Company ®
Courtney Viser
Customer Experience Specialist
CVISER@ford.com | www.ford.com
office: 866-631-3788 ext. 79069

2021-03-17 16:43:03

BRT [redacted] to dealer –(205) 941-6070, Spoke with SA Jessica advised the vehicle is going for the road test and will be picked up. Advised outside of the warranty repair the customer is requesting ford to pay for new tires due to the times she has had to get her vehicle towed. BRT closing milestone. BRT previous decision notated on 3/12 stands. Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team

2021-03-18 17:03:55

OBC to Johnathan from Stivers

Johnathan informed veh is ready for pickup

Will call cust

Ford Motor Company ®
Courtney Viser
Customer Experience Specialist
CVISER@ford.com | www.ford.com
office: 866-631-3788 ext. 79069
M-F 9am-5pm CST

2021-03-19 16:41:08

OBC to delegate/ no answer / vm full

OBC to Johnahan at Stivers

Johnathan confirmed cust. picked up veh.

closed case

Ford Motor Company ®
Courtney Viser
Customer Experience Specialist
CVISER@ford.com | www.ford.com
office: 866-631-3788 ext. 79069
M-F 9am-5pm CST

2021-03-19 16:46:06

Case Number : [redacted]
Customer [redacted]
Business Phone :
Home Phone : [redacted]
[redacted]
LTV Score : 56
Vehicle Purchase Status : Subsequent Owner
Ford Credit Contract Number :
Part Number :
Dealer Name : Stivers Ford of Birmingham
Dealer P&A : 00305
Dealer phone : (205) 941-6070
VIN : 3FMCR9B6XM[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 7000
Engine Specification :
Transmission Specification :
Warranty Start Date : 2020-12-22
Open Recall/FSA: :
ESP :
Hotline Contact :
Warranty History :

CASE ATTACHMENTS:

CASE NUMBER: [redacted]
STATUS: In Progress
OPEN: 03-29-2021
CLOSED:
BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Exec Liaison NA CRC
COMMUNICATION: Email
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | |
DEALER NAME:
PA CODE:
DLR SALES CODE:
REGION:
ZONE:
VIN: 3FMCR9B60M[redacted]
MODEL YEAR: 2021
MODEL: BRONCO SPORT
MILEAGE: 3,000
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | FL | | USA
HOME PHONE:
SYMPTOMS: | | |
ANALYST NAME: SYSTEM
OPEN ANALYST NAME: Lynn Arledge
COMMENTS:

2021-03-29 16:48:31

Executive Liaison
Email addressed to [redacted] on behalf of Customer
**Delegate Writes:I am hoping you can assist me in escalating the issue outlined below to field ops (regarding the dealership) and alert engineering due to this hazardous issue of the vehicle suddenly going into park while driving.

2021-03-29 17:16:19

OBC to the customer. The customer says they purchased the vehicle for their son. The customer says the vehicle has warning lights and has stopped while driving.
The vehicle has been down at this time for approximately 3 weeks. The customer is requesting a buyback/replacement of the vehicle.
The customer says the dealer finally provided a loaner, but their son is not able to drive it because he is under 21. EL advised the customer we will review her request for a buyback/replacement.

2021-04-01 18:51:49

OBC to the customer. Left msg requesting a call back.

2021-04-09 19:31:53

04/01-IBC from the customer. EL advised the custmoer we reviewed her request. EL offered the customer a buyback/replacement. The customer accepted a refund.
EL uploaded RAV and submitted. Customer to contact EL if further assistance is needed.

2021-04-12 16:04:08

RAV uploaded and submitted.
Customer to contact EL if additional assistance is needed.
EL to f/u to close case.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 04-22-2021 CLOSED: 04-22-2021 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Tier 1 Inbound NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | CLP / Lincoln Loyalty Criteria | Support Dealer Decision

DEALER NAME: Lewis Ford Sales, Inc.

PA CODE: 05075 DLR SALES CODE: 23211 REGION: C3 ZONE: C3C

VIN: 3FMCR9B65M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 4,300

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | AR | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | UNKNOWN

ANALYST NAME: Rodel Dela cruz OPEN ANALYST NAME: Rodel Dela cruz

COMMENTS:

2021-04-22 21:41:51

CUST SAYS:
His daughter received the Bronco order and it stopped. His daughter took it to the dlr and they said it is battery. The veh has 4300 miles on it. It is 3 months old. She bought her preffered package. When the veh stopped, he said that it might be the cable to the battery. She took it to Ford dlr in Fayetteville, AR, Lewis Ford. The dlr is charging his daughter $1100. They said there is soda in the veh.

PER CUST, DLR SAYS:
n/a

CRC ADVISED:
I called the dlr and talked to Andy and he said, they found a soda all over the gear shift module and it causes the issue of the veh. Here in Ford, we support dlr assessment. Your local Ford/Lincoln dealership has factory-trained technicians, the most current engineering service information, and the specialized equipment required to resolve your vehicle concerns. Now, if your feel that this is not the cause of the issue, you may bring the veh in to another dlr.

Cust says it is unacceptable. Cust wants to talk to someone about this. Advised cust I understand where he is coming from because we are talking about his daughter. Advised cust even if he speaks to someone else, same info will be provided to him. Advised cust to bring it to other dlr. Cust says he is not happy. The case number is [redacted]. Cust hung up.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 04-28-2021 CLOSED: 04-28-2021 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Tier 1 Inbound NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle | CCT Criteria

DEALER NAME: Ford of Smithtown

PA CODE: 09749 DLR SALES CODE: 13098 REGION: N1 ZONE: N1A

VIN: 3FMCR9D98M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 150

BODY STYLE: R9D - BRONCO SPORT BADLANDS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | NY | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Hesitates/Stumble | Acceleration | UNKNOWN

ANALYST NAME: German Sto domingo OPEN ANALYST NAME: German Sto domingo

COMMENTS:

2021-04-28 17:58:44	CUST SAYS: name is [redacted] (mom). son purchased a bronco on Friday. Has had problems with the car. On Monday, it stalled and is now not driveable. PER CUST, DLR SAYS: na CRC SAYS: advised cust that it has been documented. She wanted to know about the lemon law. told her that we can file a buyback request. had her find out first whether her son would like to go that route. to call back with the case no.
2021-04-28 17:59:39	Unable to add KB article: Non-California Buyback Request: Non-Truck All Other Vehicles
2021-04-30 13:27:43	IBC FROM THE CUST STATING THAT HIS VEH HAS BEEN AT THE DLR FOR 2 DAYS AS OF NOW. PER THE CUST HE IS NOT BE PROVIDED WITH A CLEAR EXPLANATION OF WHAT IS GOING TO BE DONE REPAIR WISE TO HIS VEH. HE IS STATING THAT IF HE DOES NOT GET FURTHER ASSISTANCE HE WILL BE RETURNING THE VEH BACK TO THE DLR AND WILL LEAVE FORD AS A CUST. I STATED THAT I WILL SUBMIT A MSG OVER TO THE AGENT THAT WAS ASSISTING THE CUST AT THIS TIME.
2021-05-01 01:05:22	Nathan Tekle/Ext.79515/ntekle@ford.com: IBC from CUST() CUST() provided the following information: CUST needs to get a call back wants to initiate the buyback and would like the case manager to reach out to him. And will be in a Exam from 1-2pm ET. Also would like a Supervisor to reach out to him. CSX will notify agent Ford Motor Company ® C. Nathan Tekle Customer Experience Specialist, Ford CX Team ntekle@ford.com | www.ford.com office: 866-631-3788 ext. 79515 efax: 8334300234

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 06-04-2021 CLOSED: 06-29-2021 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford SUV-CUV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle | CCT Criteria
DEALER NAME: Caribou Ford
PA CODE: 02562 DLR SALES CODE: 56650 REGION: W4 ZONE: W4C
VIN: 3FMCR9B66M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 2,027
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | ID | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Moving | Engagement Quality | UNKNOWN
ANALYST NAME: Mary Scott OPEN ANALYST NAME: Perzeus Cruz
COMMENTS:

2021-06-04 18:18:30

CONTACT VIA : [redacted]
AFF ARTICLE : Non-California Buyback Request: Truck Team

CUST SAYS :
cust called in wants ford to buyback the vehicle. she said that the transmission has been replaced before and its doing the same thing again . cust dont want the vehicle anymore and wants for to buyback the vehicle . there's also a check engine light on the dash and transmission fluid is leaking.

AS PER CST DEALER SAYS :
na

CRC ADVICED :
I will escalate your case/request to our Ford Regional Customer Service Manager who works daily with your dealership's management team. The Ford Regional Customer Service Manager has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. You can expect a phone call from your Customer Service Manager within 1 business day. The case number that I have established for you today

2021-06-04 23:53:39 •What specifically is causing the customer to want the vehicle bought back? cust has had the veh two months and they transmission went out •Have you had repairs completed for this concern at multiple dealerships? no •Registered owner(s) name(s) for the vehicle? [redacted] •State where the vehicle is currently registered? Idaho •What was the exact date the vehicle was purchased? [redacted] •State where the vehicle was purchased? Idaho •Name of the dealer where the vehicle was purchased? John Adams Ford •Mileage on the vehicle at the time of purchase? 20 •What is the vehicle's current mileage? 2,027 •Is there a current concern with the vehicle? yes •What is the repair status of the vehicle? still being worked on at the dlrshp •Where is the vehicle currently located? Is the vehicle currently at the dealer? Yes, John Adams Ford

2021-06-04 23:57:46 Cxs Pasley Shaw/ext.79478/ OB call to cust to get the BB process started Cust stated that the SA is Colton informed cust that the BB takes 3-5 business day and the BB is based off her state lemon law also informed cust that I will reach out to the dlrshp on Monday to gather more information Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478

2021-06-07 18:24:06

Case Number : [redacted]
[redacted]
Business Phone : n/a
Home Phone : [redacted]
Mobile Phone : [redacted]
LTV Score : 96
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : n/a
Part Number : n/a
Dealer Name : John Adams Ford
Dealer P&A : 02562
Dealer phone : 2085474344
VIN : 3FMCR9B66M[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 2027
Engine Specification :1.5L Dragon I3 DI TC Gas B
Transmission Specification :8 Speed Auto Transmission 8F35
Warranty Start Date : 2021-04-13
Open Recall/FSA: : n/a
ESP : n/a
Hotline Contact : yes
Warranty History [redacted]

2021-06-07 19:54:49 Cxs Pasley Shaw/ext.79478/ OB call to dlrshp to get an update on cust's veh spoke w/ the SA Colton and he stated that the veh was leaking fluid and had blown the field plug he stated that the tech informed him that it shouldn't be causing that much pressure. They were able to fill the car back up w/ fluids and will be test driving the veh has well informed SA Colton that the cust us considereing a BB and that the BB team will be giving him a call as well f/u w/ cust Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478

2021-06-07 21:07:47 Cxs Pasley Shaw/ext.79478/ OB call to cust informed cust that I was able to speak w/ SA Colton and he stated that they were able to put the fluids in the veh and will be test driving the veh as well also notified cust that we should have a response back from the BB team by Friday Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478

2021-06-08 14:46:59	
	*Checked VIN and Report Historicals: None Ford Motor Company ® Shelley Michel Specialized Buyback Handling Team Specialist, Ford CX Team
2021-06-08 14:56:44	
	BRT Shelley x77775 from Melbourne OBC to DLR (208-547-4344) Spoke with Colton (S/A). DLR stated the veh is currently there. RO[redacted]: 6/4/21: 2027: wrench light, shift in park would not drive: fluid leak, topped off fluids, diagnosis phase: no line on RO for loaner/rental DLR verified these are the only ROs for this customer. *BRT will complete GFR Ford Motor Company ® Shelley Michel Specialized Buyback Handling Team Specialist, Ford CX Team
2021-06-08 14:59:08	
	After review; veh does not meet state guidelines for buyback/replacement criteria for ID. Talking Points: -Deny GFR -Review note in milestone -Follow Repair Assistance Procedures Per Process -Recommend Dealer Engage Hotline for Repair Assistance -Focus on getting veh repaired Ford Motor Company ® Shelley Michel Specialized Buyback Handling Team Specialist, Ford CX TeamFord Motor Company ® ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **
2021-06-08 18:19:50	Cxs Pasley Shaw/ext.79478/ OB call to dlrshp to spoke w/ the SA Colton to get an update on the veh. He stated that he wanted to put a little bit more miles on it to see if it would act up in their care as of now no issues. informed Colton that I will f/u on Friday to give them more time to look into the veh f/u w/ cust Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478
2021-06-08 21:17:01	Cxs Pasley Shaw/ext.79478/ OB call to cust left voicemail Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478
2021-06-11 17:16:49	Cxs Pasley Shaw/ext.79478/ OB call to dlrshp spoke w/ SA Colton to get an update on veh. Colton stated that they haven't been able to get the veh to act up and they were able to drive it for some miles w/ no issues. Colton believes that the veh came as a full assembly and he believes the plug wasn't put on properly. He stated that he was going to reach out to the cust to pick up the veh to see how it does over the weekend. f/u w/cust Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478
2021-06-11 21:07:59	Cxs Pasley Shaw/ext.79478/ OB call to cust left voicemail Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478
2021-06-17 19:50:11	Cxs Pasley Shaw/ext.79478/ OB call to cust to see if she was able to pick up her veh. Cust stated that she has the veh and no issues offered cust a BM as a goodwill cust cust accepted submit via morley Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478
2021-06-17 23:10:36	Morley[redacted]
2021-06-22 21:51:39	Cxs Pasley Shaw/ext.79478/ OB call to cust left voicemail Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478
2021-06-26 21:11:25	Cxs Pasley Shaw/ext.79478/ OB call to cust left voicemail Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478
2021-06-28 22:11:54	Cxs Pasley Shaw/ext.79478/ OB call to cust informed cust that the ESP for the BM plan is now attached to her case send final recap email safety net to close the case Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478
2021-06-28 22:20:10	MoniqueJustice/79651/mjusti16@ford.com ibc[redacted] VIN: 3FMCR9B66M[redacted] [redacted] cust calling to get update on BB request. Adv cust that BB request was denied. cust stated if he has to take veh to repaired again would they count towards the BB. Av cust I am unsure of what her state guidelines are . Ford Motor Company ® Customer Relationship Center – Car Team Monique Justice Mjusti16@ford.com | www.ford.com office: 1-866-631-3788 ext.79651
2021-06-28 22:20:31	also adv cust of gwg is now attached to vin
2021-06-28 23:32:52	Good Afternoon Ms.[redacted] Thank you for allowing me to assist you throughout this case. Your ESP Basic Maintenance Plan is now attached to your Vin. If you have any further concerns related to your case, please call me back at >. We appreciate the opportunity to serve you and for being a loyal Ford customer. Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 07-14-2021 CLOSED: 07-14-2021 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Outside Criteria |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: 3FMCR9D93M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 4,000
BODY STYLE: R9D - BRONCO SPORT BADLANDS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | TX | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | Not Listed | UNKNOWN
ANALYST NAME: Carissa Clarke OPEN ANALYST NAME: Carissa Clarke
COMMENTS:
2021-07-14 16:14:35

Info At 11:27 AM Jul 14
Thank you for choosing to chat with us. An agent will be with you shortly.
Info At 11:27 AM Jul 14
You are now chatting with Brittany. Please do not enter any sensitive personal data such as social security number or credit card numbers.
Hello [redacted], my name is Brittany. How can I help you today?
11:28 AM
Hello, I am writing to you for my brand new Bronco Sport
I had to pay for a new battery yesterday as mine was dead and I would like to know how to send the invoice to Ford to get a refund
[redacted]11:29 AM
Thanks for chatting in today and congratulations on your new purchase. My apologies for having to get a new battery. May i ask who replaced the new battery for you?
11:33 AM
I reached out to my insurance and they sent a company to fix it
[redacted]11:33 AM
One moment please.
11:35 AM
Sure
[redacted]
We appreciate your patience, please continue to wait.
11:43 AM
Thank you, please continue and I'll be with you shortly
11:45 AM
Info At 11:46 AM Jul 14
There is a problem connecting with Brittany. Please wait while your chat is transferred to another agent.
There is a problem connecting with {name}. Please wait while your chat is transferred to another agent.
11:46 AM
Info At 11:48 AM Jul 14
All agents are currently assisting others. Your estimated wait time is 0 minutes and 30 seconds. Thank you for your patience.
Info At 11:50 AM Jul 14
You are now chatting with Carissa. Please do not enter any sensitive personal data such as social security number or credit card numbers.
Hello [redacted]! My name is Carissa. How can I help you?
You 11:50 AM
I'd like to make sure your concerns are addressed and I haven't heard from you in a few minutes. Do you need more time?
You 11:54 AM
Hello, I was with another agent who asked me to wait
I am writing to you for my brand new Bronco Sport I had to pay for a new battery yesterday as mine was dead and I would like to know how to send the invoice to Ford to get a refund
[redacted]:55 AM
How many miles does your vehicle have?
You 11:57 AM
4000 miles
[redacted]11:57 AM
Thank you for this information, [redacted]
Which dealership did your bring your vehicle to for these concerns?
You 11:58 AM
I haven't heard from you in a few minutes. Do you need more time?
You 12:02 PM
I'll be closing this chat. Please feel free to chat with us again if you need further assistance!
You 12:04 PM

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 08-11-2021 CLOSED: 08-16-2021 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Social Media NA CRC COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |
DEALER NAME: Palm Springs Ford
PA CODE: 05574 DLR SALES CODE: 71430 REGION: W1 ZONE: W1B
VIN: 3FMCR9C65M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | CA | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Runs Rough | Acceleration | UNKNOWN
ANALYST NAME: Will Schulk OPEN ANALYST NAME: Will Schulk
COMMENTS:
2021-08-16 14:04:48

Customer:
Hello, I was asked to provide my vin due to hesitation while accelerating in a forum. My vin # 3FMCR9C65M[redacted] A few different things are happening,
1. While I am accelerating the rpm's gets up to 3 then does a fast drops to 2, it is not smooth. It is very jerky.
2. When I am starting up after a stop, it seems there's a delay in accelerating or slow reaction, then all of a sudden it accelerates like its trying to catch up. Sometimes it seems like the vehicle may stall.
I have noticed that it does this more frequently in the heat, I live in Palm Springs where its been about 110+ most of the summer. When I first received the vehicle in March it did not do this and it isn't as frequent in areas with lower temps. I wasn't sure if I should bring it in to my local dealer. I had an Escape for 10 years in this heat, and the transmission was very smooth nothing like this.
Please let me know what i can try or do. I am using Regular fuel mostly purchased from Costco or Chevron.

Also, is it possible to get some Bronco "swag". I did not receive anything from Ford or my dealer with my purchase. Would think that purchasing the 1st generation of the new bronco, i would have received something special, but I did not receive anything.
Also, if its easier for correspondence, I would prefer using email, my email is [redacted]
Thanks
[redacted]

Ford:
We appreciate taking the time to send us a private message, [redacted]. My name is Will; I'm a Social Media Specialist for Ford. We can certainly see why you are reaching out to us here regarding the issues with your Bronco. I would be happy to investigate this concern for you today. To do so, could you please provide the following information?
Mileage:
Your full name:
Vehicle owner's full name (if applicable):
Zip code:
Phone number:
Name and location of dealership:
Will S
Ford Social Media Team

Customer:
Mileage:
Your full name: [redacted]
Vehicle owner's full name (if applicable): [redacted]
Zip code: [redacted]
Phone number: [redacted]
Name and location of dealership: Palm Springs Motors, Cathedral City, CA

Ford:
Thanks for sending over those details. Just to clarify, have you been to the dealer or received a diagnosis for your vehicle in the last 30 days?
Will S
Ford Social Media Team

Customer:
No I have not, should I do that first.

Ford:
In regards to your inquiry about "Bronco Swag," I'd recommend reaching out to your Dealership or contacting the Marketing Program Headquarters (MPH) at 1-800-334-4375, option 3. Marketing hours are 8:30 a.m. - 5:30 p.m. EST (Monday-Friday). We recommend that your vehicle be inspected by a Ford/Lincoln dealership to determine the cause of any symptoms your vehicle may be experiencing. Palm Springs Motors has factory-trained technicians, the most current engineering service information, and the specialized equipment required to resolve your vehicle concerns. If there is no coverage under applicable warranties, recalls, or ESPs, repairs and services would be your responsibility. Your next step is to make an appointment with your servicing dealership to have your vehicle diagnosed. Thanks again for reaching out to us, [redacted]. Have a great rest of your day!
Will S
Ford Social Media Team

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 08-11-2021 CLOSED: 08-11-2021 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Inbound NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Feedback | Product | |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: 3FMCR9B63M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | NC | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Engine Surge | Acceleration | Intermittent
ANALYST NAME: Jessielyn Oca OPEN ANALYST NAME: Mark Alcarde
COMMENTS:
2021-08-11 21:57:18

Custname: [redacted]
phone: [redacted]
vin: 3FMCR9B63M[redacted]
=
Cuist says: Sharon from marketing department called in wants to transfer the customer. She has a bronco sports.
I wants to file a complaint. I have a 2021 Ford Bronco it Left me stranded 4 times. I do have like a engine problem with the acceleration They dealer can't find the issue is. The vehicle is at the ford dealership at Franklin Ford, Inc. I don't want to file a complaint to the dealer I want to file a complaints to ford for this vehicle.
I ordered it like october or september.

Agent advised: Inform the customer that we will raised this concern.
Provide case number

2021-08-25 15:32:06

CUST SAYS:
I called about claim and was told that someone will call me back.I was just pick up the vehicle 3 days ago.I had issues with the vehicle 2021 brnco multiple times like 5 times at dlr now I dnt have issues since I just pick up the veh 3 days ago.

PER CUST, DLR SAYS:
n/a
CRC ADVISED:
Adv cust that no case is open and not seeing any cb case regarding her details and VIN.
Cust got upset and insisted to speak to a sup.

2021-08-25 16:26:18

SUPERVISOR ESCALATION- LIVE

CUST SAYS:
She called 3 weeks ago because DLR told her to call Ford and open up a claim.

She has taken the veh to the DLR 4 times because of engine issue and cylinder misfire.

Cust wants a buyback.

SUP ADVISED:
(Please see buyback case: [redacted]

Iwill be escalating this case to a Customer Experience Specialist on the escalated SUV support team. They will contact you through your preferred/best contact method within 1 business day to assist you. Your case number is [redacted]

Unable to attach AAF article:
Non-California Buyback Request

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 09-03-2021 CLOSED: 10-13-2021 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford SUV-CUV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle | CCT Criteria
DEALER NAME: Royal Oak Ford
PA CODE: 05340 DLR SALES CODE: 48005 REGION: G2 ZONE: G2A
VIN: 3FMCR9B63M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 3
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | MI | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Lack/Loss of Power | Not Listed | UNKNOWN
ANALYST NAME: Indiyah Ray OPEN ANALYST NAME: Jc Lyn Barela
COMMENTS:

2021-09-03 23:46:24

Contact Via: Phone [redacted]

CUST SAYS: leased bronco ford, twice broken down stranded, all electronic wont out, wont go on neutral it cant be moved. cant fix it. I want ford to give me new one. Im now afraid to continue using this vehicle. I dont want to take my old vehicle anymore.

CRC ADVISED: I will be escalating this case to a Customer Experience Specialist, I provided all the information you gave me, I'll let them know that your vehicle caused you major inconveniences and you are requesting for a new vehicle cause you no longer feel comfortable driving the one that you have after causing you to be stranded and I apologize that our service centers cant fix the issue. Let me forward your contact info to our CXS so they can get back to you within 1 BD.

Type of purchase [new - used from the dealer - Certified Pre-Owned (CPO) - private sale or gift]: New
•Purchase state: MI
•Purchase date: [redacted]
•Mileage at the time of purchase: 900
•Name of selling dealer, business, or seller: Royal Oak Ford
•Registered owner(s) name(s) for the vehicle: [redacted]
•State/province where the vehicle is currently registered: MI
•Is the vehicle primarily used for personal or business reasons? Personal
•If a business, the total number of vehicles the business has registered:
•Primary mechanical concern for buyback request: all electronic wont out, wont go on neutral it cant be moved.
•Is the vehicle currently at the dealer? Yes
•If the vehicle is currently at the dealer: Royal Oak Ford
Name of dealer (if applicable) and Service Advisor (SA):
Date vehicle arrived at the dealer: Aug. 27, 2021
Does the customer require a rental? Yes

AAF: Non-California Buyback Request

2021-09-04 22:53:28

CORRECTION: The VIN is3FMCR9B63M[redacted]

2021-09-07 22:08:21

Case Number : [redacted] Customer : [redacted] Business Phone : n/a Home Phone : [redacted] Mobile Phone : [redacted] LTV Score : 56 Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Royal Oak Ford Dealer P&A : 05340 Dealer phone : 2485484100 VIN : 1FADP3J22H[redacted] Year : 2017 Make : FORD Model : FOCUS Mileage : 3000 Engine Specification : 2.0L I4 16V DI GAS 160 PS Transmission Specification : 6 SPD AUTO TRANS DCPS Warranty Start Date : 2017-05-10 Open Recall/FSA: : n/a ESP : 0968 - USA 2018 NEW 84/60K PREM MAINT(M&W) 7.5K INTERVAL Hotline Contact : n/a Warranty History : [redacted], [redacted]

2021-09-07 22:15:37

Buyback Request Info: QUESTIONS FOR CUST: What specifically is causing the customer to want the vehicle bought back? all electronic wont out, wont go on neutral it cant be moved, DLR is unable to duplicate the problem Have you had repairs completed for this concern at multiple dealerships? If yes, obtain names of dealerships and locations. Royal Oaks Ford Registered owner(s) name(s) for the vehicle? [redacted] State where the vehicle is currently registered? MI What was the exact date the vehicle was purchased? [redacted] State where the vehicle was purchased? MI Name of the dealer where the vehicle was purchased? Royal Oaks Ford Mileage on the vehicle at the time of purchase? 900 What is the vehicle's current mileage? 4082 Is there a current concern with the vehicle? electrical problems with the VEH What is the repair status of the vehicle? VEH is currently at the DLR

2021-09-07 22:18:41

Buyback Request Template

Name(s) on the Title: [redacted]

Customer is leasing the vehicle

Vehicle Information
VIN: 3FMCR9B63M[redacted]

Current Mileage: 4082

Ownership Status: New

Purpose of vehicle: personal
vehicles registered to the business. (If yes to business)
If Used
Purchase Date: Enter month, date, and year.

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

State Information
State Where Purchased: MI

State Where Registered: MI

Dealer Information
Purchased from Dealer? yes
Dealership (if yes): Royal Oak Ford

Primary Reason for Repurchase: all electronic wont out, won't go on neutral it can't be moved, DLR is unable to duplicate the problem

2021-09-07 22:45:09 CXS made outbound call to [redacted] speak to the CUST who stated that she doesn't feels safe driving the VEH and would like to have it bought back. CUST states that the VEH has been at the DLR multiple times and they can't locate a cause for concern. NEXT STEPS: CXS will set follow up for 9/8/21 to contact the DLR to check the status of the repairs and to confirm that hotline was contacted. Ford Motor Company ® Indiyah Ray Customer Experience Specialist, Ford CXS Team iray@ford.com | www.ford.com office: 866-631-3788 ext. 79494 eFax: 833-430-0224 Mon-Fri 1:30 pm-10 pm CST

2021-09-08 20:01:32 CXS made outbound call to [redacted] to speak to service to check on the status of the repairs and CXS spoke to SA James 2485446584 is direct contact. SA James stated that they are unable to duplicate the concern that they are having. DLR stated that they have driven the VEH 40+ miles and are unable to duplicate the concern. Drove the VEH for 30 minutes. ********** CXS made outbound call to [redacted] to speak to the CUST to confirm the VIN so that i can update information for the buyback. 3FMCR9B63M[redacted] NEXT STEPS: CXS will set follow up for 9/13/21 to contact the DLR to check the status of the repairs and to contact the CUST to provide her with a status update on repairs. CXS will also monitor buyback request. Ford Motor Company ® Indiyah Ray Customer Experience Specialist, Ford CXS Team iray@ford.com | www.ford.com office: 866-631-3788 ext. 79494 eFax: 833-430-0224 Mon-Fri 1:30 pm-10 pm CST

2021-09-08 20:02:29 OBE TO THE CUST [redacted] Hello [redacted] I spoke to the Service Advisor James who stated that they haven't been able to duplicate the concern and that they are currently waiting to be contacted by Ford Motor Company technicians to determine what their next steps would be in regards to getting the vehicle to duplicate the concern. I will set a follow up for 9/13/21 to contact the dealership again to see if there has been an update on your vehicle. Please let me know if you have any questions or concerns. Respectfully, Ford Motor Company ® Indiyah Ray Customer Experience Specialist, Ford CXS Team iray@ford.com | www.ford.com office: 866-631-3788 ext. 79494 eFax: 833-430-0224 Mon-Fri 1:30 pm-10 pm CST

2021-09-08 20:47:23 EMAIL CORRESPONDENCE WITH THE CUST [redacted] I'll actually be out of office 9/9/21-9/10/21 which is why it is scheduled for Monday, also to allow time for the technicians to review the case and contact the dealership with any additional steps that they may suggest. That typically can take up to 2-3 business days. I'll contact the dealership as soon as I make it into the office on Monday and you can always contact the dealership for an update on the status of the repairs as well. Respectfully, Ford Motor Company ® Indiyah Ray Customer Experience Specialist, Ford CXS Team iray@ford.com | www.ford.com office: 866-631-3788 ext. 79494 eFax: 833-430-0224 Mon-Fri 1:30 pm-10 pm CST From: [redacted] Sent: Wednesday, September 8, 2021 3:42 PM To: Ray, Indiyah (I.) Subject: Re: In regards to Case No. [redacted] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Can we check tomorrow to make sure the technicians called? I don't want to wait I've days just to find out no one is doing anything. Sent from my iPhone

2021-09-09 18:24:01

Checked VIN and Report Historicals:

None.

_____
Ford Motor Company ®
Michelle Ebinger
Specialized Buyback Handling Team Specialist, Ford CX Team

2021-09-09 18:24:17

BRT Michelle Ebinger x77785
OBC to dealer – 912485484100
BRT left message on Service voicemail

BRT seeking VEH location/status and to discuss RO history.

BRT Michelle Ebinger x77785
OBC to dealer – 912485446584 (Direct Line)
BRT left message on SA James voicemail

BRT seeking VEH location/status and to discuss RO history.

*BRT will try back later

** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

Ford Motor Company ®
Michelle Ebinger
Specialized Buyback Handling Team Specialist, Ford CX Team

2021-09-13 18:37:10

SA left message advising RO number and that they have not been able to duplicate the concern.

[redacted]

BRT Michelle Ebinger x77785
OBC to dealer – 912485446584
BRT left message for SA James

BRT seeking additional details concerning the RO.

BRT had to call back and provide contact information in second message.

BRT attempted to contact SA throught DLR number, but disconnected after begin on hold for a while.

Per IWL case [redacted], CUST is in a loaner.

HL open, notes advise still in diagnosis, and FSE to come out

*BRT will try back later

** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

Ford Motor Company ®
Michelle Ebinger
Specialized Buyback Handling Team Specialist, Ford CX Team

2021-09-13 22:21:11 Alisha Mosley/ EXT:79574/AMOSLE18@ford.com IBC from Cust, [redacted] Cust: -Trying to contact Agent. -Requesting an update on veh Buyback decision and veh repair status. CXS: -Sent Webex message to Agent. Next Steps: -Notate case for Agent. Ford Motor Company® Alisha Mosley| Truck Team Customer Experience Specialist (CXS) AMOSLE18@ford.com Office: (866) 631-3788, EXT: 79574 Mon.-Thurs. | 11:30am-8:00pm. Sat. | 10:30am-7:00pm.

2021-09-13 23:46:48 CXS made outbound call to [redacted] to speak to the to inform her that the buyback is still pending and to inform her that Ford techs will be looking into the repair to try to duplicate the concern. NEXT STEPS: CXS will set follow up for 9/15/21 to contact the DLR to check the status of the repairs and to contact the CUST to provide her with an update in regards to the buyback and her repairs. Ford Motor Company ® Indiyah Ray Customer Experience Specialist, Ford CXS Team iray@ford.com | www.ford.com office: 866-631-3788 ext. 79494 eFax: 833-430-0224 Mon-Fri 1:30 pm-10 pm CST

2021-09-14 13:54:37

BRT Michelle Ebinger x77785
OBC to dealer – 912485484100
IBC from SA James

VEH is at the DLR
SA over VEH is James
Aftermarket modifications: None
Is Concern a Safety Concern: No

Current RO:

RO: [redacted]
Date: 8/27/21 - Current
Mileage: 4045
Loaner: yes
Days Down: 18 cal. days

Customer Comments: veh will shut off while driving intermittently

Tech Notes: unable to duplicate concern, contacted HL for assistance, HL advised to check for historical codes to help assess concern, still in diagnosis phase.

_____
*BRT will complete GFR.

** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

Ford Motor Company ®
Michelle Ebinger
Specialized Buyback Handling Team Specialist, Ford CX Team

2021-09-14 13:55:46

After review, VEH does not meet state guidelines for buyback/replacement criteria for MI.

Talking Points:

-Deny GFR
-Review note in milestone
-VEH is at the dealer
-DLR working with HL and FSE, and Tech SME submitted
-Focus on getting VEH repaired
-Follow Repair Assistance Procedures Per Process

Ford Motor Company ®
Michelle Ebinger
Specialized Buyback Handling Team Specialist, Ford CX Team

2021-09-15 23:56:39

CXS made outbound call to 912485484100 to speak to the DLR to check status of repairs and CXS was unable to speak to anyone, DLR was closed. ********** CXS made outbound call to provide her with the BB decision that was denied and the CUST stated that she wanted out of her lease. CXS informed the CUST that she would need to speak to Ford Credit in regards to getting out of her lease. CUST stated that she wanted to speak to my SUP, someone that would be able to have a say in the decision. CXS informed the CUST that she may elect to pursue independent arbitration through the Better Business Bureau (BBB) and that would be her next course of action. CUST stated that she wanted to speak to SUP, CXS xfer'd call to ext 79331, no answer...CXS tried SUP ext 79002, no answer. NEXT STEPS: CXS will submit SUP escalation for CUST to be contacted in regards to her denied buyback. CXS will set follow up for 9/17/21 to contact the DLR to check on the status of the repairs and to provide the CUST with a update. Ford Motor Company ® Indiyah Ray Customer Experience Specialist, Ford CXS Team iray@ford.com | www.ford.com office: 866-631-3788 ext. 79494 eFax: 833-430-0224 Mon-Fri 1:30 pm-10 pm CST

2021-09-16 00:26:35

CXS Supervisor – William Huffman / whuffm11@ford.com
866-631-3788 Ext 79502

******SUP ESCELATION *****
OBC to CUST [redacted] Reached out to cust per her request for a sup call back. Cust is frustrated with the denial on her BB request and is requesting the BB process be reinitiated. I expl'd that we can do that and we will also continue to provide repair status updates for her throughout the process.

NEXT STEPS: CXS will initiate the BB process again for cust and continue to progress the case appropriately.

Ford Motor Company ®
Customer Relationship Center - Non Truck Team
William Huffman
whuffm11@ford.com | www.ford.com
Office: 1-866-631-3788 ext. 79331
Efax Numbers: 888-897-9888

2021-09-17 22:27:58	Buyback Request Template Name(s) on the Title: [redacted] Customer is leasing the vehicle Vehicle Information VIN: 3FMCR9B63M[redacted] Current Mileage: 4082 Ownership Status: New Purpose of vehicle: personal # vehicles registered to the business. (If yes to business) If Used Purchase Date: Enter month, date, and year. Exact Mileage at Purchase: Enter mileage. Do not round up or down. State Information State Where Purchased: MI State Where Registered: MI Dealer Information Purchased from Dealer? yes Dealership (if yes): Royal Oak Ford Primary Reason for Repurchase: all electronic wont out, won't go on neutral it can't be moved, DLR is unable to duplicate the problem
2021-09-17 22:28:47	QUESTIONS FOR CUST: What specifically is causing the customer to want the vehicle bought back? all electronic wont out, wont go on neutral it cant be moved, DLR is unable to duplicate the problem Have you had repairs completed for this concern at multiple dealerships? If yes, obtain names of dealerships and locations. Royal Oaks Ford Registered owner(s) name(s) for the vehicle? [redacted] State where the vehicle is currently registered? MI What was the exact date the vehicle was purchased? [redacted] State where the vehicle was purchased? MI Name of the dealer where the vehicle was purchased? Royal Oaks Ford Mileage on the vehicle at the time of purchase? 900 What is the vehicle's current mileage? 4082 Is there a current concern with the vehicle? electrical problems with the VEH What is the repair status of the vehicle? VEH is currently at the DLR
2021-09-17 22:50:30	CXS made outbound call to [redacted] to speak to the CUST to inform her that we would resubmit her request for a BB and that we would get in contact with the DLR and then provide her with a status update. CUST states she is a lawyer. NEXT STEPS: CXS will set follow up for 9/20/21 to contact the DLR to check status of repairs and will contact CUST to provide an update. CXS will also monitor buyback. Ford Motor Company ® Indiyah Ray Customer Experience Specialist, Ford CXS Team iray@ford.com | www.ford.com office: 866-631-3788 ext. 79494 eFax: 833-430-0224 Mon-Fri 1:30 pm-10 pm CST
2021-09-20 20:55:15	CXS made outbound call to 912485484100 to speak to service to check on the status of the repairs and CXS was informed that the SA is James. CXS was informed that they have ordered a communication port and they are waiting on ford to send it. it was ordered on 9/15/21. DLR got next steps from FSE. REFERENCE REPAIR ORDER NUMBER IS [redacted] ********** CXS was xfer'd to the parts DEPT and spoke to PA Allen who stated that the part was on back-order. parts manager is Sean Horsey email is sean.horsey@royaloakford.com PM Sean is unavailable so CXS left VM for him to contact me back. ********** CXS made outbound call to [redacted] to speak to the CUST to inform her that the part to complete her repairs is currently on back order. CXS informed the CUST that we would attempt to locate part needed to complete the repairs. CUST stated that she would reach out to the DLR to get a more detailed repair update. NEXT STEPS: CXS will send email to PM Sean to confirm that COPIS case will be started. Follow up will be set for 9/22/21 to confirm that COPIS case has been started. Ford Motor Company ® Indiyah Ray Customer Experience Specialist, Ford CXS Team iray@ford.com | www.ford.com office: 866-631-3788 ext. 79494 eFax: 833-430-0224 Mon-Fri 1:30 pm-10 pm CST
2021-09-21 20:53:34	Checked VIN and Report Historicals: None. _____ Ford Motor Company ® Michelle Ebinger Specialized Buyback Handling Team Specialist, Ford CX Team
2021-09-21 20:53:45	BRT Michelle Ebinger x77785 OBC to dealer – 912485484100 BRT left message on Service voicemail BRT seeking update on VEH status and repair. _____ *BRT will try back later ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER ** Ford Motor Company ® Michelle Ebinger Specialized Buyback Handling Team Specialist, Ford CX Team

2021-09-22 15:52:14

BRT Michelle Ebinger x77785
OBC to dealer – 912485484100
BRT spoke to SA James

Verify VEH did not leave DLR, confirm b/o status

VEH is at the DLR
SA over VEH is James
Aftermarket modifications: None
Is Concern a Safety Concern: No

Current RO:

RO[redacted]
Date: 8/27/21 - Current
Mileage: 4045
Loaner: yes
Days Down: 27 cal. days

Customer Comments: VEH will shut off while driving intermittently

Tech Notes: unable to duplicate concern, contacted HL for assistance, HL advised to check for historical codes to help assess concern,still in diagnosis phase. Update 9/21/21: FSE worked with tech and advised replacement of the GWM.

Off b/o date 10/4. COPIS case created.

_____
*BRT will complete GFR

** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

Ford Motor Company ®
Michelle Ebinger
Specialized Buyback Handling Team Specialist, Ford CX Team

2021-09-22 15:55:00

Initial Recommendation:

At this time Ford does not believe the vehicle qualifies for repurchase/replacement.

DO NOT CLOSE THE BUYBACK MILESTONE!
DO NOT CLOSE GFR!

-Please submit a Part SME to assist with part escalation.

** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

_____
Ford Motor Company ®
Michelle Ebinger
Specialized Buyback Handling Team Specialist, Ford CX Team

2021-09-22 16:01:58

After review, VEHmay meetstate guidelines for buyback/replacement criteria forMI.

Talking Points:

-GFR Sent over for second review
-Review note in milestone
-VEH is at the DLR

Ford Motor Company ®
Michelle Ebinger
Specialized Buyback Handling Team Specialist, Ford CX Team

2021-09-22 20:15:58

EMAIL CORRESPONDENCE WITH PARTS MANAGER (Sean Horsey): Hello Sean, Thank you for providing me with that information. Respectfully, Ford Motor Company ® Indiyah Ray Customer Experience Specialist, Ford CXS Team iray@ford.com | www.ford.com office: 866-631-3788 ext. 79494 eFax: 833-430-0224 Mon-Fri 1:30 pm-10 pm CST From: Sean Horsey Sent: Tuesday, September 21, 2021 7:25 AM To: Ray, Indiyah (I.) Cc: James Sockow Subject: [redacted] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Good morning, RO# [redacted] Customer name: [redacted] Part# M1PZ*14F642*A DOR/COR# [redacted] FPSD# [redacted] COPIS CASE# [redacted] Thank you, Sean Horsey Parts Manager 27550 Woodward Ave | Royal Oak, MI 48067 tel (248) 544-6503 | fax (248) 548-3619 https://clicktime.symantec.com/3EDFXYkjVjsFTdxyZq8PXbd7Vc?u=www.royaloakford.com | shorsey@royaloakford.com

2021-09-22 21:16:52	CXS made outbound call to [redacted] to speak to the CUST to inform her that the review process for the BB is still underway and that I would contact her once i have an update. CXS also informed the CUST that her parts concern has been escalated. NEXT STEPS: CXS will set a follow up for 9/29/21 to contact the CUST to provide her with the BB decision. CXS will also check on the status of the repairs. Ford Motor Company ® Indiyah Ray Customer Experience Specialist, Ford CXS Team iray@ford.com | www.ford.com office: 866-631-3788 ext. 79494 eFax: 833-430-0224 Mon-Fri 1:30 pm-10 pm CST
2021-09-24 20:04:31	COM Support Team Buyback approved. Veh is LL eligible. Next Step : BRT Special Handling- complete the RAV form in Morley and note activity , complete milestone.
2021-09-30 20:57:26	CXS made outbound call to [redacted] to speak to the CUST to provide her with the BB decision and CXS was unable to speak to anyone, CXS left VM for the CUST to contact me back. ********** CXS made outbound call to 912485484100 to speak to the service dept to check on the status of the repairs. CXS was unable to speak to SA James but CXS left VM for him to contact me back. NEXT STEPS: CXS will set follow up for 10/4/21 to contact the CUST to provide her with the BB decision and to contact the DLR to get a status update. Ford Motor Company ® Indiyah Ray Customer Experience Specialist, Ford CXS Team iray@ford.com | www.ford.com office: 866-631-3788 ext. 79494 eFax: 833-430-0224 Mon-Fri 1:30 pm-10 pm CST
2021-09-30 21:17:50	OBE TO THE RAV TEAM: Hello Bradley, The case stated that: "Buyback approved. Veh is LL eligible. Next Step : BRT Special Handling- complete the RAV form in Morley and note activity , complete milestone." My question is who would be in charge of completing the RAV form, the case was last updated from the RAV team on 9/24/21. Can someone update this information so that I can progress the case. Respectfully, Ford Motor Company ® Indiyah Ray Customer Experience Specialist, Ford CXS Team iray@ford.com | www.ford.com office: 866-631-3788 ext. 79494 eFax: 833-430-0224 Mon-Fri 1:30 pm-10 pm CST From: Bradley Moses Sent: Thursday, September 30, 2021 4:11 PM To: Ray, Indiyah (I.) ; Kristina Rosas Cc: Gatlin, Rose (R.) ; Cole, Don (D.) Subject: RE: In regards to Case No. [redacted] VIN 3FMCR9B63M[redacted] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Hello Indiyah – I don't pull up a buyback case in our system for this vehicle. A buyback case would need to be uploaded into the Morley VSPC portal. Thanks, Bradley Moses Team Lead Ford RAV Headquarters From: Ray, Indiyah (I.) [mailto:IRAY@ford.com] Sent: Thursday, September 30, 2021 4:50 PM To: Kristina Rosas ; Bradley Moses Subject: In regards to Case No. [redacted] VIN 3FMCR9B63M[redacted] Hello All, Just wanted to reach out to you to see if there would be any progress in this BB case. on 9/24/21 it stated that the VEH is LL eligible but no one from the RAV team has contacted the CUST yet and I don't see any RAV information when I look in Morley. Can you please provide me with a status update.
2021-09-30 21:27:49	STMS uploaded to Morley Ford RAV Case Transmission CASE NUMBER: [redacted] STMS set disposition to RAV and closed BB Milestone. CXS/CSM will advise CUST to expect RAV contact within 3-5 business days and set follow-up accordingly to verify RAV contacted the CUST. Ford Motor Company ® Don Cole Support Team| Morley Specialist, Ford CX Team Dcole113@ford.com | www.ford.com Monday – Friday 9:30 AM to 6:30 PM Eastern ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **
2021-10-04 22:49:05	CXS made outbound call to [redacted] to speak to the CUST to inform her that the BB was approved and that RAV team would be contacting her within 3-5 business days. CUST stated that she got her VEH back and was told that it was fixed. CXS informed the CUST that she would need to discuss the next steps with the RAV team once they have contacted her. NEXT STEPS: CXS will set follow up for 10/11/21 to contact the CUST to confirm that the RAV team have contacted her. If CUST will be keeping VEH, CXS will offer ESP. If CUST will move forward with BB, CXS will submit for closure. VEH has been repaired. Ford Motor Company ® Indiyah Ray Customer Experience Specialist, Ford CXS Team iray@ford.com | www.ford.com office: 866-631-3788 ext. 79494 eFax: 833-430-0224 Mon-Fri 1:30 pm-10 pm CST
2021-10-12 00:12:46	***AGED CASE REVIEW*** -BB has been approved and CXS told CUST to expect RAV contact w/ in 3-5 business days -CXS has plans to make GW ESP offer if CUST decides to keep the VEH -CXS should call CUST to find out if RAV has been in contact -If so and CUST is moving forward w/ BB/replacement process, CXS should send recap email and safety net case for closure -If CUST is not moving forward w/ BB/replacement process, CXS should create Morley case to provide GW ESP to CUST and make offer Next Steps: Call CUST to find out if they have been contacted by RAV analyst yet and if they are moving forward in BB/replacement process Ford Motor Company ® Vince Gonzales Lead Experience Specialist, Ford SUV Team vgonza78@ford.com | www.ford.com Office: 866-631-3788 ext. 79227 Hours: MON-FRI 1:30pm-10:00pm CST
2021-10-12 00:22:07	CXS made outbound call to [redacted] to speak to the CUST to confirm if she would be moving forward with the BB and CXS was only able to leave a VM for the CUST to contact me back. NEXT STEPS: CXS will set follow up for 10/12/21 to contact the CUST to determine next steps. Ford Motor Company ® Indiyah Ray Customer Experience Specialist, Ford CXS Team iray@ford.com | www.ford.com office: 866-631-3788 ext. 79494 eFax: 833-430-0224 Mon-Fri 1:30 pm-10 pm CST
2021-10-12 19:24:14	***2ND ATTEMPT*** CXS made outbound call to [redacted] to speak to the CUST to confirm if she would be moving forward with the BB and CXS was only able to leave a VM for the CUST to contact me back. NEXT STEPS: CXS will set follow up for 10/13/21 to contact the CUST to determine next steps. Ford Motor Company ® Indiyah Ray Customer Experience Specialist, Ford CXS Team iray@ford.com | www.ford.com office: 866-631-3788 ext. 79494 eFax: 833-430-0224 Mon-Fri 1:30 pm-10 pm CST
2021-10-12 19:28:54	EMAIL CORRESPONDENCE WITH THE CUST[redacted], Thanks so much for that update. Since you have been in contact with the buyback team, that would close out the case that I was working on for you. You would continue to work with that team to resolve your concern. It has been my pleasure assisting you and feel free to reach out to me if you have any questions or concerns. I will go ahead and close this case out for you, I wish you the best. Respectfully, Ford Motor Company ® Indiyah Ray Customer Experience Specialist, Ford CXS Team iray@ford.com | www.ford.com office: 866-631-3788 ext. 79494 eFax: 833-430-0224 Mon-Fri 1:30 pm-10 pm CST From: [redacted] Sent: Tuesday, October 12, 2021 2:25 PM To: Ray, Indiyah (I.) Subject: Re: In regards to Case No. C[redacted] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. I was in contact with someone else and I provided all of the requested documentation and they are supposed to come back with an offer for me this week. Sent from my iPhone

2021-10-12 20:14:08

CXS Supervisor – William (Dave) Huffman / whuffm11@ford.com
866-631-3788 Ext 79331

Safety Net
NEXT STEPS: FOR CXS: Close Case

Ford Motor Company
Customer Relationship Center - Non Truck Team
Operations Supervisor, William Huffman
whuffm11@ford.com | www.ford.com
Office: 1-866-631-3788 ext. 79331

2022-01-26 01:45:11

Customer has accepted Cash Settlement in lieu of RAV repurchase/replacement

CASE ATTACHMENTS:
2022-01-26 01:45:11 [redacted] [redacted]

Katherine Hamel

From: [redacted]
Sent: Wednesday, October 20, 2021 11:09 AM
To: Katherine Hamel
Subject: Re: RAV Case #[redacted] - Settlement Offer

I would like to keep the repaired vehicle in exchange for the two loan payments, provided that if it breaks again, I can make another claim.

Can you send me this paperwork?

Sent from my iPhone

> On Oct 19, 2021, at 5:01 PM, Katherine Hamel <Katherine.Hamel@fordrav.com> wrote:
>
> Good Afternoon,
>
> Attached is the settlement letter for your case. Please review, sign both pages, and return via fax or email. Please let me know that you've had a chance to review this letter and are ready to move forward. If you have any questions, please call or email me.
>
> If your vehicle is repaired, and you decide you would prefer to keep the vehicle, in lieu of repurchase or replacement, Ford would be willing to provide a settlement for 2 loan payments or and extended service plan, if your vehicle is eligible. In exchange for this check, you will retain ownership of your vehicle and will sign a Confidential Settlement Agreement and Release of Ford Motor Company; all warranties will remain in effect.
>
> These offers are valid through 10/25/2021..
>
> Thank you
>
> **Katherine Hamel**
> **Repurchase Coordinator**
> **Ford Reacquired Vehicle Headquarters**
> 2717 Schust Rd. Saginaw, MI 48603
> T: (877) 477-1023 Ext: 1910 | F: (877) 489-3091
> Katherine.Hamel@fordrav.com
>
> [redacted]

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 09-07-2021 CLOSED: 10-07-2021 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Exec Liaison NA CRC COMMUNICATION: Email
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Baxter Ford of Papillion
PA CODE: 08146 DLR SALES CODE: 53024 REGION: C4 ZONE: C4E
VIN: 3FMCR9B69M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | NE | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Hesitates/Stumble | Cruise/ Steady Speed | Intermittent
ANALYST NAME: Lynn Arledge OPEN ANALYST NAME: Lynn Arledge
COMMENTS:

2021-09-07 15:28:11

Executive Liaison
Social Media Referral
Tweetaddressed to J. Farley
**Customer Writes:

Case Number: [redacted]

Hey[redacted] Sorry to take so long to get back to you regarding my Mom and her Ford Bronco Sport, she works night shifts at the hospital so I was waiting to hear from her when she woke up.

You asked for the VIN and the dealership name. Please find below:
- VIN: 3FMCR9B69M[redacted]9.
- Dealership: Baxter Ford of Papillon Nebraska.
- She also filed a case with Ford Motor Corp and that number is [redacted].
- If you or someone would like to to speak with her, then she can be reached at [redacted] her name is [redacted]

This is the second time her car has broken down now in less than a year of ownership. This time the car died while in motion and left her stranded in the middle of a busy road, with no electrical power through out the entire car. No flashers. Nothing. Nothing to stop someone from hitting her. She tried to use the Ford App to request a tow but the request failed on 4 attempts, so she had to call the police to help her because of how much danger she was in. When the police arrived they immediately called a tow truck for her because they also thought she was in extreme danger. She's [redacted] with her first ever Ford vehicle that she was so excited for. The first time vehicle died for a bad fuel pump and was in the shop for two months. Both times she has been talked down to and treated like she is wasting their time. I don't know about you, but I don't think we should treat anyone that way, but especially a retired Army veteran and Nebraska Health nurse who has worked through all of covid night in and night out, and I definitely don't think she should have to burst into tears in the middle of a service department while they tell her they don't have a rental car for her. I get it, we are in a weird time with chip shortages and rental car shortages. That can't be the excuse.

She means the world to me and I feel terribly guilty because I convinced her to get a Ford since my high school and college car was a 2001 V6 Mustang that got me through some of my biggest moments in life, and I miss it dearly. I convinced her to trust the brand because I could trust my Mustang and I loved her for buying it for me.

Thank you for responding to me, I hope you can at least touch base with her, send an executive engineer to diagnose the car with the dealership, and get things right. She wants to trust the car, to believe in Ford.

2021-09-08 21:17:11

OBC to the customer. Left msg requesting a call back.

2021-09-10 20:39:54

OBC to the customer. The customer says her vehicle has failed twice now. The customer says the vehicle has left her stranded twice. The first time the vehicle was down approximately 2 months according to the customer.
The customer says she received the vehicle yesterday and the dlr stated the replaced the battery.
The customer says she has no confidence in the vehicle and is seeking a buyback.

EL advised the customer we will review her request and f/u.

2021-09-16 16:14:48

OBC to the dlr to confirm days down. Dlr confirmed the vehicle has been down for approximately 42 days.

OBC to the customer. EL offered buyback. The customer accepted the offer. EL to upload buyback request.

2021-09-30 12:05:15

EL submitted RAV.

Customer to contact EL directly if further assistance is needed.
Closing case.

2021-10-11 18:52:31

FORD RAV has made contact with customer & is moving forward.

2022-01-26 01:40:03

Customer has accepted Cash Settlement in lieu of RAV repurchase/replacement

CASE ATTACHMENTS:

CASE NUMBER[redacted] STATUS: Resolved
OPEN: 09-20-2021 CLOSED: 10-29-2021 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford SUV-CUV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Murray Motors Milton
PA CODE: 04132 DLR SALES CODE: 16571 REGION: N3 ZONE: N3C
VIN: 3FMCR9C65M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 8,683
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | PA | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Stalls/Quits | Acceleration | Cold
ANALYST NAME: Mercedes Aguilar OPEN ANALYST NAME: Desiree Thibodeaux
COMMENTS:

2021-09-20 12:22:23

Desiree Thibodeaux/Ext.79583/DTHIBO13@ford.com ibc from [redacted] stating that his bronco shut completely off while pulling out of the driveway and he had to get vehicle towed to delaership cust stated this is the 2nd issue that has occured since he had this vehicle i made cust that i will be in contact with the dealership today and will follow-up with him later today

Next Steps:follow-up with dealership

Ford Motor Company ®
Desiree Thibodeaux
Customer Experience Specialist, Ford CX Team
DTHIBO13@ford.com | www.ford.com
office: 866-631-3788 ext. 79583
efax: 866-242-4958

2021-09-20 21:09:44

Cust:
2nd time
Ty
[redacted]

Ford:
Good morning, [redacted]. Thank you for taking the time to send us a message. My name is Amelia and I'm a Social Media Specialist for Ford. I would be happy to look into this situation for you. To do so, could you please share some more details on what's going on with the vehicle, along with the following information?
VIN:
Current mileage:
Your full name:
The vehicle owner's full name and your relation to them (if applicable):
Zip code:
Email address:
Preferred method of contact:
Name and location of your servicing dealership:

Cust:
Thank you for reaching back out I already Got a hold of Desiree thank you

Ford:
Sure thing! Feel free to reach back out to us here if you need any further assistance.

2021-09-23 18:12:33 ** Case Re-Assignment ** The case has been re-assigned to CXS: Apiffany Next Steps for CXS: ! Please review case ! Reach out to the customer to introduce yourself & send customer email (AAF: Reassigned Cases) ! Reach out to the SM/SA for update ! Progress case Ford Motor Company ® Marcus Chery| Customer Experience Operations Supervisor | Houston CRC

2021-09-24 00:39:39 UNABLE TO ADD VOR DUE TO NO VIN ON CASE. NXT STEP: WILL CALL DEALER FOR UPDATE AND TO GET VIN TO ADD ON TO CASE. Ford Motor Company ® Apiffany Richards Customer Experience Specialist-SUV Team Arich182@ford.com | www.ford.com Office: 866-631-3788 ext. 79314

2021-09-24 21:39:55 CXS-Apiffany Richards/Ex. 335578/Arich182@ford.com: OBC to DLR: CXS spoke to SM: [redacted] Still waiting on Ford for approval for repair. Tech is gone for the day. CAS-[redacted] (IWL) DLR opened up for CUST. NXT STEP: F/U with CUST and dlr again on Tues. 9/28. Ford Motor Company ® Apiffany Richards Customer Experience Specialist-SUV Team Arich182@ford.com | www.ford.com Office: 866-631-3788 ext. 79314

2021-09-28 16:15:25 CXS-Apiffany Richards/Ex. 335578/Arich182@ford.com: OBC to DLR: CXS spoke to SA: Sue. The veh is all but finished and should be finished by tomorrow morning. NXT STEP: F/U with dlr to confirm complete and f/u with CUST and offer goodwill on Thurs. 9/30. Ford Motor Company ® Apiffany Richards Customer Experience Specialist-SUV Team Arich182@ford.com | www.ford.com Office: 866-631-3788 ext. 79314

2021-09-29 23:48:27 From: Richards, Apiffany (A.) Sent: Wednesday, September 29, 2021 6:48 PM To: [redacted] Hello Mr. [redacted] I was just checking to see if you did receive your vehicle back? Ford Motor Company ® Apiffany Richards Customer Experience Specialist-SUV Team Arich182@ford.com | www.ford.com Office: 866-631-3788 ext. 79314

2021-09-30 22:57:15	From: [redacted] Sent: Wednesday, September 29, 2021 9:14 PM To: Richards, Apiffany (A.) Subject: [redacted] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. I'm picking up my vehicle around 6am Thursday. Sent from my iPhone
2021-09-30 22:59:05	From: Richards, Apiffany (A.) Sent: Thursday, September 30, 2021 5:59 PM [redacted] Subject: RE: [redacted] Hello [redacted] That is great to hear!! We are very sorry for all that you have been through with your Ford vehicle. We are happy to see your vehicle is repaired. I know this doesn't just change everything around for you but as a goodwill we would like to offer you our Ford Protect Maintenance Plan. It is free of charge to you. Coverage will begin once the plan is processed and you will be covered up to 4 yrs/60,000 miles. This plan covers all of your scheduled maintenance like oil and filter replacement, tire rotation, and multi-point inspection. This is a prepaid plan, meaning you pay nothing for covered services. Please let me know if you approve and I will put it into system to be attached to your VIN for use. Ford Motor Company ® Apiffany Richards Customer Experience Specialist-SUV Team Arich182@ford.com | www.ford.com Office: 866-631-3788 ext. 79314
2021-10-01 23:17:45	From: Richards, Apiffany (A.) Sent: Friday, October 1, 2021 6:18 PM To: [redacted]: RE: [redacted] That last email was the email I sent you because I thought your vehicle was complete and I was offering and Extended Service Plan as a goodwill. So your vehicle is back at the dealership? I'm so sorry to hear that. I will contact dealership on Monday to see why it failed again. We don't like to see our customers get their vehicle back after repair only to have to bring vehicle back. Ford Motor Company ® Apiffany Richards Customer Experience Specialist-SUV Team Arich182@ford.com | www.ford.com Office: 866-631-3788 ext. 79314
2021-10-04 17:39:43	CXS-Apiffany Richards/Ex. 335578/Arich182@ford.com: OBC to DLR: CXS spoke to SA: [redacted]-it had to be towed back. They have not determined anything yet.. VEH CONCERN: -It wouldn't start or move. DLR put spark plugs in it and died on your again. NXT STEP: F/U with CUST and F/U with dlr again on Thurs. 10/7 and put in Tech SME. Ford Motor Company ® Apiffany Richards Customer Experience Specialist-SUV Team Arich182@ford.com | www.ford.com Office: 866-631-3788 ext. 79314
2021-10-04 17:47:10	CASE NOTES: PUT IN TECH SME BUT CAN'T ATTACH VOR. CUST VEH IS OFF ROAD SINCE 9/20. Ford Motor Company ® Apiffany Richards Customer Experience Specialist-SUV Team Arich182@ford.com | www.ford.com Office: 866-631-3788 ext. 79314
2021-10-07 18:56:07	CXS-Apiffany Richards/Ex. 335578/Arich182@ford.com: OBC to DLR: CXS spoke to SA: [redacted]-Were in contact with Ford Engineer Jonathan Yee. They have expedited parts, the parts got here at 5pm yesterday. Tech is working is on it repairing and will test drive after repairs are complete. CXS advised that I will call back on Wed. to check on update. CXS will follow up with CUST and will F/U with dealership on Wed. 10/13 to check update and if VEH has been repaired, if VEH has been repair we will offer Maintenance ESP to CUST. Ford Motor Company ® Apiffany Richards Customer Experience Specialist-SUV Team Arich182@ford.com | www.ford.com Office: 866-631-3788 ext. 79314
2021-10-08 18:51:25	customer would like to begin buyback process
2021-10-11 12:56:30	Melbourne SBHT Alex: 3FMCR9C65M[redacted] PA Checked historical and VIN status: None
2021-10-11 13:00:32	Melbourne SBHT Alex: After review, vehicle may meet State guidelines for buyback/replacement criteria for PA. Talking Points: -GFR sent over for second review -Review notes in milestone -Focus on getting vehicle repaired
2021-10-11 13:02:48	SBHT Email Alert: [redacted](Case Age @ 20+ days) to Apiffany Richards
2021-10-13 18:12:53	COM Support Team Buyback approved. Veh is LL eligible. Next Step : BRT Special Handling- complete the RAV form in Morley and note activity , complete milestone.
2021-10-13 18:54:11	***Case Progression Specialists*** VOR Updated "Primary Reason" to "Buyback Welcome Call from RAV processing Team Not Received". Per case note, Buyback is approved. I recommend agent should contact customer with BB approval update. However,Morley has to be uploaded by RAV team, before agent canadvise customer to expect a contact from RAV in 3 business days. NOTE: Ensure All necessary fields in the VOR are updatedaccording to case status andinformation provided in the VOR isaccurate each time case is being progressed. Ford Motor Company. CXS Magreola Olaseni Customer Experience Specialist/ SWAT/Ford Truck Team omagreol@ford.com/www.ford.com
2021-10-14 14:09:41	BRT uploaded to Morley Ford RAV Case Transmission CASE NUMBER: [redacted] BRT set disposition to RAV and closed BB Milestone. CXS/CSM will advise CUST to expect RAV contact within 3-5 business days and set follow-up accordingly to verify RAV contacted the CUST. Ford Motor Company ® Corri Embry Support Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **
2021-10-21 00:03:36	From: Richards, Apiffany (A.) Sent: Wednesday, October 20, 2021 7:03 PM To: [redacted] Subject: [redacted] Hello Mr [redacted] My apologies, I was out last week. I'm very sorry to that your vehicle was still not fully repaired. At the time your Good Faith Review was still under review. Your buyback was approved on the 14th, the day after for the state of PA for days out of service. The next step is the Reacquired Vehicle Specialist (RAV) will contact you to start the buyback process within 3-5 days. Have RAV specialist contacted you yet? And where is your vehicle located now? Ford Motor Company ® Apiffany Richards Customer Experience Specialist-SUV Team Arich182@ford.com | www.ford.com Office: 866-631-3788 ext. 79314

2021-10-22 00:09:45	From: Richards, Apiffany (A.) Sent: Thursday, October 21, 2021 7:10 PM To: [redacted] Subject: RE: [redacted], Thank you for the update and allowing me to manage your case. I know it's been a long and frustrating journey but I'm happy that the Buy Back decision came back in your favor. I apologize for the inconvenience your vehicle has caused in your day to day life. I wish we were able to have your 2021 Ford Bronco repaired however, I know the technicians did the very best they could, it just didn't work in their favor. Needless to say, I'm happy that your Buy Back was approved. If there is anything I could assist you with in the future, you have my contact information, please feel free to reach out to me. Thank you for the opportunity to resolve your vehicle concerns. I am pleased that your vehicle has been repaired to your satisfaction and hope that you find contacting Ford to advocate for you was valuable. Please feel free to contact myself via email or phone regarding any questions, concerns or inquiries that you may have. I want to thank you for allowing me to assist you with you thank you for being a part of the Ford Family! It has been my absolute pleasure to work for you and I hope you enjoy your vehicle! Ford Motor Company ® Apiffany Richards Customer Experience Specialist-SUV Team Arich182@ford.com | www.ford.com Office: 866-631-3788 ext. 79314
2021-11-15 18:56:00	Houston DXS Quiana ext. 77090/Emailed Sue SM, Hi Sue, Please disregard the last email. Upon review, it appears you would need to contact RAV @ 1-877-477-1022 for any further concerns in reference to CAS-[redacted] Thanks for your partnership. Kindest Regards, Next Step: None Follow-up: None Ford Motor Company ® Quiana Holmes Dealer Experience Specialist, Ford CX Team qholmes@ford.com | www.ford.com office: 866-631-3788 ext. 79090 eFax: 888-655-3529 Monday-Friday 7am-3:30pm Central Time
2021-11-15 18:58:01	Houston DXS Quiana ext. 77090/Additional Notes. Recived an email from Sue SM in reference to CAS-[redacted] I was attempting to get an extension on the rental this customer is in today, because I was told by Wonnona on 11/4/2021 that I would have to call back to get another extension if it was still not back to customer. So today is the date she gave me to call back 11/15/2021. I was told by Xenia that she could not extend it pass 11/18/2021 but would send it on to higher authority and the result would be posted to the portal on the case. I requested an email be sent to me at the time the portal is updated, due to not having time to sit and wait to see a portal message with an unknown time to look. (within 24 hours) Replied back, Hi Sue, Happy Incredibly Rejuvenating Monday! Upon review, it appears we will need the email evidence from the 3rd party provider stating a Ford loaner was not available at the time the customer got into the rental in reference to [redacted] with a letter head, including customer's name and the date. Advise when the parts were ordered and delivered. Advise when job was completed. Thanks for your partnership. Kindest Regards, Sent Sue SM anther email, Hi Sue, Please disregard the last email. Upon review, it appears you would need to contact RAV @ 1-877-477-1022 for any further concerns in reference to CAS[redacted] Thanks for your partnership. Kindest Regards, Next Step: None Follow-up: None Ford Motor Company ® Quiana Holmes Dealer Experience Specialist, Ford CX Team qholmes@ford.com | www.ford.com office: 866-631-3788 ext. 79090 eFax: 888-655-3529 Monday-Friday 7am-3:30pm Central Time

CASE ATTACHMENTS:

2021-10-08 18:50:00	Bria Taylor
2021-10-22 19:00:33	Apiffany Richards



Buyback Request Template

Purpose: Use the template below to provide additional information to the appropriate specialized buyback handling team so they may make informed decisions regarding a vehicle repurchase/replacement.

Customer Information	
Name(s) on the Title [redacted]	
Complete [redacted]	
Milton, PA [redacted]	
Email Address: [redacted]	
Customer is purchase the vehicle	
Vehicle Information	
VIN: 3FMCR9C65M [redacted]	
Current Mileage: 8636	
Ownership Status: New	
Purpose of vehicle: Personal	# vehicles registered to the business. (If yes to business)
If Used	
Purchase Date: Enter month, date, and year.	
Exact Mileage at Purchase: Enter mileage. Do not round up or down.	
State Information	
State Where Purchased: PA	
State Where Registered: PA	
Dealer Information	
Purchased from Dealer? Yes	Dealership (if yes): Murray Motors Milton
Primary Reason for Repurchase: Ongoing issues with start/stop second engine placed in veh	

Ford Motor Company

CASE CLOSURE CHECKLIST

Detailed List to be Completed Prior To Case Closure

	Timing for Completion	Completed
All Cases		
Has the vehicle been repaired & returned to the customer?	BB Approved, VEH still at dlrshp	
Did you close out all obligations you may have with the dealership (Repair $$$ assistance, rental, etc. - if necessary)?		yes
Did you close out all obligations you may have with the customer (If necessary)?		yes
Do you have documentation to support the customer reimbursement attached to the case?		N/A
Has the debit card been transmitted?		N/A
Do you think goodwill is appropriate in this case?		N/A
If you made an offer - did it tie to the physicals of the case? (rental as an example)		N/A
Did you complete final repair satisfaction check?		N/A
Did you send the case closing email to highlight value we brought by assisting?		yes
Proofread email		yes
Does email clearly state what assistance was provided to the customer?		yes
Did you complete the following prior to closing (i.e. enter symptom codes, ensure VIN is attached to case, etc.)?		yes
Buyback Request		
Did you deliver Buyback decision to the customer and communicate next steps?		yes
If request was approved, have the RAV Analyst and customer made contact?		yes
Did you follow next steps outlined in Completing an Approved Buyback Request?		yes
If request is denied, have you completed next steps outlined in Vehicle Buyback Denied?		N/A
Financial Assistance		
Has the approval code been processed and presented?		
Pls. ensure verification of correct P&A code (lot of issues w/ this)		

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 10-18-2021 CLOSED: 11-26-2021 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford SUV-CUV NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Parts Issue | Unit Down (not drivable) |

DEALER NAME: Ray Price Ford

PA CODE: 07553 DLR SALES CODE: 16478 REGION: N3 ZONE: N3C

VIN: 3FMCR9B63MR[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 5,912

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | VA | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Lack/Loss of Power | Not Listed | UNKNOWN

ANALYST NAME: Alandra Hunt OPEN ANALYST NAME: Alandra Hunt

COMMENTS:

2021-10-18 14:24:15

IBC
CXS (Alandra Hunt /extension #79301)

SA CLAMBERT@RAYPRICECARS.COM
PM MPERRY@RAYPRICE.COM
HOME DLR COONS FORD OF WOODBRIDGE

IBC from CUST[redacted]

CXS was advised by CUST that his Bronco died while traveling out of the city. CUST is a traveling CUST and VEH broke down at 200 miles. CUST is in a rental currently at enterprise but needs it for one more day so they can get home. CUST states part is back ordered and they need help.

CXS reached out to DLR while CUST was on hold. CXS spoke with SA CHRIS who verified CUST needs a deactivation cyliniod that is currently on back order. SA verified CUST was in a loaner and that they may have to switch it out to go home. CXS ADV that we will transport the VEH once repairs are completed, but i want to speak with PM to get copis case open. CXS was transferred to PM MIKE who agreed to open a copis case in parts order status inquiry assigned to VEH off road to expedite the part for CUST. PM verified he would get the case open on part today. CXS ADV CUST i would contact them about getting home tomorrow and will update them on part being expedited.

Next step : VERIFY CUST GOT HOME/VERIFY COPIS IS OPEN

Ford Motor Company ®
Customer Experience Specialist – Car/SUV Team
Alandra Hunt
ahunt67@ford.com | www.ford.com
Office: 1-866-631-3788 ext. 79301

2021-10-19 16:59:16 OBC CXS (Alandra Hunt /ext #79301) OBC to Ray Price Ford CXS reached out to service to inform the CUST SA Chris that Copis was open on CUST case part successfully and that i will follow up weekly for update. CXS sent email to SA and PM. CXS reached out to cust to ensure they got home, check on rental need, and update them on COPIS. CXS ADV CUST that COPIS is open and we will FU weekly until part comes. CUST stated the rental they are in from DLR they need until Friday and will use his dads VEH. RENTAL is being paid for by warranty CUST agreed to FU on Friday to make sure everything is good with transportation needs while we await his part. Next Steps: F/U with CUST ON TRANSPORTATION Ford Motor Company ® Customer Experience Specialist – Car/SUV Team Alandra Hunt ahunt67@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79301 Monday-Friday 8AM-4:30PM

2021-10-22 15:47:59 QA reviewed- 5 day Case Progression Audit

2021-10-22 16:34:49 BC CXS (Alandra Hunt /ext #79301) OBC to Ray Price Ford CXS reached out to parts department to get an update on CUST copis case. SM AND CXS discovered COPIS was updated on Monday 10/18 stating the unit is being prepped for transit before 10/25. CXS AND PM agreed to FU on Friday for new update, CXS suggested he check the case daily. CXS to email SA part update and ADV about CUST rental that he will be returning today. CXS reached out to cust to check rental/ transportation status and update them on part status. CUST ADV he will return rental today and that his father is letting him borrow a car until repairs are done. CXS ADV CUST he will ADV SA that if he has surpassed his 10 rental limit we will pay dlr for extra cost but if they make him pay i will reimburse him when repairs are completed. CXS ADV that part is being prepared for transit before 10/25 as COPIS CASE ADV and informed him we will talk on Friday next week for a new update. Next Steps: F/U with CUST ON part Status Ford Motor Company ® Customer Experience Specialist – Car/SUV Team Alandra Hunt ahunt67@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79301 Monday-Friday 8AM-4:30PM

2021-10-29 16:55:14 CXS (Alandra Hunt /ext #79301) OBC to Ray Price Ford CXS reached out to parts department to get an update on CUST part status. CXS checked copis case and it was resolved stating part was shipped on 10/26. CXS reached out to cust to provide an upade on the status of repairs. CXS ADV part came in and repair should begin today. CXSADV CUST to send the information on his home DLR to me so i can have it ready to begin the tranport to his home dlr once repairs are completed. CXS ADV CYST we will FU on wednesday. Next Steps: F/U with CUST ON REPAIR STATUS/COMPLETION Ford Motor Company ® Customer Experience Specialist – Car/SUV Team Alandra Hunt ahunt67@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79301 Monday-Friday 8AM-4:30PM

2021-11-01 15:26:34 QA reviewed- 10 day follow up Case Progression Audit

2021-11-03 17:38:57

From: [redacted]
Sent: Saturday, October 30, 2021 5:09 PM
To: Hunt, Alandra (A.)
Subject: [redacted] Bronco Sport

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

HelloAlandra,

I have the Bronco Sport that is being repaired in Mt. Pocono PA, at Ray Price Ford. We live in Northern Virginia and need to get the car flat beddelivered to us. The Local Dealer that I purchased the vehicle from is

Koons Ford Woodbridge: 13779 Noblewood Plaza Woodbridge VA,22193. (where i would pick up the car)

As requested from you. I went in to get the service parts managers contact info but was only able to get his name and phone number, I hope this is helpful for you.

>Service Parts Manager: Greg Keilwart (703)-986-5500

Please call me if you have any concerns or questions.

Kind Regards,
[redacted]

2021-11-03 18:06:02 OBC to Koons Woodbridge Ford (703)-986-5500 Cxs reached out to CUST home DLR to speak with SM about VEH transport. No answer, CXS OBC to Ray Price Ford CXS reached out to speak with SA Chris because he is able to get the CUST VEH transported on Monday for $1000 . SM JIM agreed to do the transport as long as we reimburse them for it once it is complete. CXS ADV SM that i am awaiting response/confirmation from home dlr SM to do transport on monday and we will FU on Friday. CXS reached out to cust to provide an update on VEH transport status. No answer, CXS left a message and to send detailed email update and set FU for Friday Next Steps: F/U with CUST/DLR ON VEH TRANSPORT ARRANGEMENTS Ford Motor Company ® Customer Experience Specialist – Car/SUV Team Alandra Hunt ahunt67@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79301 Monday-Friday 8AM-4:30PM

2021-11-05 18:47:21 OBE/C to Ray Price Ford CXS reached out to speak with SA Chris to verify that the CUST VEH will be picked up on Monday and delivered to CUST home DLR Monday Afternoon. SA verified this is true we will FU on transport reimbursement on WEDNESDAY OBE to Koons Woodbridge Ford (703)-986-5500x 5603 Cxs reached out to CUST home DLR to speak with SM about VEH transport. SM Greg verified he would have someone inspect the VEH once it arrives before returning it to the CUST. CXS reached out to CUST to provide an update on VEH transport status. CUST had a death in the family so he will be out of town on Monday and will be returning next Thursday, so he will Call SM to see if they will allow someone else to pick up the VEH. Next Steps: F/U with CUST/DLR ON VEH TRANSPORT COMPLETION Ford Motor Company ® Customer Experience Specialist – Car/SUV Team Alandra Hunt ahunt67@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79301 Monday-Friday 8AM-4:30PM

2021-11-10 22:28:50 OBE/C to Ray Price Ford CXS reached out to speak with SA Chris to get the ro information and pricing total for transport for their reimbursement. SA Chris left for the day but i told the REC that i will email him the information needed to process the approval code the reimbursement. OBE to Koons Woodbridge Ford (703)-986-5500x 5603 Cxs reached out to CUST home DLR to verify VEH was delivered to CUST and inspected. SM verified that VEH arrived and he inspected it for damage and everything checks out. CUST has not picked up yet and they close at 7:00 PM. CXS ADV i will contact CUST and see when he will pick up and email him that information. CXS reached out to CUST to see if he was picking up today. CXS was ADV by CUST that they are still out of town for the funeral and may not be able to pick up this week at all. CXS ADV i will give SM their contact information to SM to see discuss when the pick up arrangements. Next Steps: F/U with CUST/DLR ON PICK UP REPAIR SATISFACTION Ford Motor Company ® Customer Experience Specialist – Car/SUV Team Alandra Hunt ahunt67@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79301 Monday-Friday 8AM-4:30PM

2021-11-10 22:35:27

From: Hunt, Alandra (A.)
Sent: Wednesday, November 10, 2021 4:22 PM
To: clambert@raypricecars.com
Subject: RE: [redacted] PARTS/REPAIR ASSISTANCE CRM[redacted]

Good Afternoon,

I was reaching out to you today to get the final total and cost for the transport and the any days the customer went over on his rental as well.
Please make sure the transport is on a different line number than the repairs so I can properly provide an approval code for the reimbursement.
I will attach a template with the information needed, as soon as I get that back I can upload it and respond with the payment approval code. I will reach out again on Monday – Tuesday if need be.

Ro Mileage-
Ro Number
RO Open Date
RO Line
Total Parts
Total Labor
Total Amount
Customer paid share $
Ford Motor Company ®
Customer Experience Specialist – Car/SUV Team
Alandra Hunt
ahunt67@ford.com | www.ford.com
Office: 1-866-631-3788 ext. 79301

From: clambert@raypricecars.com clambert@raypricecars.com>
Sent: Monday, November 8, 2021 7:42 AM
To: Hunt, Alandra (A.) AHUNT67@ford.com>
Subject: RE: [redacted] PARTS/REPAIR ASSISTANCE CRM:[redacted]

good morning talked to customer this morning jeremy allen let him know his vehicle was deliverd this morning at KOONS WOODBRIDGE FORD

2021-11-15 21:28:22

3- rental, 4 transport OBE/C to Ray Price Ford CXS reached out to speak with SA Chris to provide approval codes for rental and transport after verify the line number for them. OBE to Koons Woodbridge Ford (703)-986-5500x 5603 Cxs reached out to CUST home DLR to verify VEH was picked up. CXS reached out to CUST via email with approval from SUP to get repair satisfaction, verify pick up and make a goodwill offer. Next Steps: F/U with CUST/DLR goodwill offer acceptance Ford Motor Company ® Customer Experience Specialist – Car/SUV Team Alandra Hunt ahunt67@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79301 Monday-Friday 8AM-4:30PM

2021-11-18 23:34:06

OBC to CUST CXS reached out to CUST to get goodwill offer acceptance for premium maintenance plan. CUST Accepted offer and stated VEH is fine but he was upset that the SM lied and did not test drive VEH after CXS asked twice. CXS apologized on his home DLR behalf and stated we will process goodwill today. CXS explained the process and ADV we will FU for an update net wednesday. CASE NUMBER:[redacted] Next Steps: F/U with CUST maintenance plan status Ford Motor Company ® Customer Experience Specialist – Car/SUV Team Alandra Hunt ahunt67@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79301 Monday-Friday 8AM-4:30PM

2021-11-19 23:54:25

Premium Care Maintenance plan has been transmitted in Morley

2021-11-24 21:37:46

OBC to CUST CXS reached out to CUST to update him on status of premium maintenance plan. CXS ADV CUST that maintenance plan is active on vin for use and the paperwork will come in the mail in 14 business days. CXS adv we will be closing out his case and sending a case closure email. No answer, cxs left a message and to send recap email and safety net for closure. checklist will be in case notes. Next Steps: F/U on approval to close case. Ford Motor Company ® Customer Experience Specialist – Car/SUV Team Alandra Hunt ahunt67@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79301 Monday-Friday 8AM-4:30PM

2021-11-26 13:48:02

**** Safety Net *****
Cxs can close case.
TL Syvonne

CASE ATTACHMENTS:
2021-11-24 23:11:07 Alandra Hunt

[redacted]

Ford Motor Company

CASE CLOSURE CHECKLIST

Detailed List to be Completed Prior To Case Closure	Timing for Completion	Completed
All Cases		
Has the vehicle been repaired & returned to the customer?	N/A	YES
Did you close out all obligations you may have with the dealership (Repair $$$ assistance, rental, etc. - if necessary)?	N/A	YES
Did you close out all obligations you may have with the customer (If necessary)?	N/A	YES
Do you have documentation to support the customer reimbursement attached to the case?	N/A	N/A
Has the debit card been transmitted?	N/A	N/A
Do you think goodwill is appropriate in this case?	N/A	YES
If you made an offer - did it tie to the physicals of the case? (rental as an example)	N/A	YES
Did you complete final repair satisfaction check?	N/A	YES
Did you send the case closing email to highlight value we brought by assisting?	N/A	YES
Proofread email	N/A	YES
Does email clearly state what assistance was provided to the customer?	N/A	YES
Did you complete the following prior to closing (i.e. enter symptom codes, ensure VIN is attached to case, etc.)?	N/A	YES
Buyback Request		
Did you deliver Buyback decision to the customer and communicate next steps?	N/A	N/A
If request was approved, have the RAV Analyst and customer made contact?	N/A	N/A
Did you follow next steps outlined in Completing an Approved Buyback Request?	N/A	N/A
If request is denied, have you completed next steps outlined in Vehicle Buyback Denied?	N/A	N/A
Financial Assistance		
Has the approval code been processed and presented?	N/A	YES
Pls. ensure verification of correct P&A code (lot of issues w/ this)	N/A	YES

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 10-21-2021 CLOSED: 11-01-2021 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford SUV-CUV NA CRC COMMUNICATION: Chat

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

DEALER NAME: Levittown Ford, LLC

PA CODE: 07792 DLR SALES CODE: 13082 REGION: N1 ZONE: N1A

VIN: 3FMCR9C61M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 2,400

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | NY | | USA

HOME PHONE:

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

ANALYST NAME: Danielle Henderson OPEN ANALYST NAME: Wendy Gonzales

COMMENTS:

2021-10-21 18:32:08

CONTACT VIA: [redacted]
CUST SAYS:car stop and shut off mid way in a street
stuck in Drive and unable to put on neutral I want a rent a car from Ford the dealer said i needed to conatct Ford
CUST SAYS, DLR SAYS:
CRC ADVISED:The case number that I have established for you today is [redacted]

2021-10-21 20:16:22

OBC CUST VEH was having network connectivity problem. Screen goes blank & Car stopped. VEH wouldnt shift gears to neutral. Had it towed to DLR where purchased. Issue unknown after 3 days at DLR. Need a rental. DLR has no known ETA. [redacted] CUST spoke with Rob at the DLR NEXT STEP: Contact DLR and follow up with CUST Ford Motor Company ® Customer Relationship Center – Passenger Vehicle Team Danielle Henderson Danielle.henderson@ford.com | www.ford.com office: 1-866-631-3788 ext. 79265

2021-10-21 20:17:53

Case Number : [redacted] Customer : [redacted] Business Phone : [redacted] Home Phone : [redacted] Mobile Phone [redacted] LTV Score : NA Vehicle Purchase Status : Original Owner Ford Credit Contract Number : NA Part Number : NA Dealer Name : Levittown Ford, LLC Dealer P&A : 07792 Dealer phone : 5163364718 VIN : 3FMCR9C61M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 2400 Engine Specification : NA Transmission Specification : NA Warranty Start Date : 2021-05-21 Open Recall/FSA: : NA ESP : NA Hotline Contact : NA Warranty History : NA

2021-10-21 21:38:57

Case Progression Specialists

Updated VOR"Primary Reason"to "RO Details Not Received".Initial contact to dealer not complete

NEXT STEP:
I recommend agent should:

Follow-up with Dealer for further details regarding vehicle concern and repair prcess
Set regular follow-up to properly progress case

NOTE: Ensure All necessary fields in the VOR are updatedaccording to case status andinformation provided in the VOR isaccurate each time case is being progressed.

Ford Motor Company.
CXS Magreola Olaseni
Customer Experience Specialist/ SWAT/Ford Truck Team
omagreol@ford.com/www.ford.com

2021-10-22 14:05:51

OBC SM and SA Unavailable. Left a voicemail for the SA Nico. And left my contact information for the SM with the Secretary. NEXT STEP: Follow up with DLR through Portal message. Follow up with CUST with updates. Ford Motor Company ® Customer Relationship Center – Passenger Vehicle Team Danielle Henderson Danielle.henderson@ford.com | www.ford.com office: 1-866-631-3788 ext. 79265

2021-10-22 16:38:35

IBC/OBC Customer calling for an update on his case Advised Customer that I will send an email to the CXS and her her reach Next Step Email CXS/Document recontact Customer Experience Specialist – Car/SUV Team Candace Bell cbell98@ford.com | Office: 1-866-631-3788 ext. 79689

2021-10-22 16:59:58

OBC unable to speak with DLR. NEXT STEP: contact CUST nad reschedule follow up. Ford Motor Company ® Customer Relationship Center – Passenger Vehicle Team Danielle Henderson Danielle.henderson@ford.com | www.ford.com office: 1-866-631-3788 ext. 79265

2021-10-22 18:42:36

IBC CUST called for update on case. I have been unsuccessful at reaching the DLR and will continue to reach out to gather more information. NEXT STEP: Reschedule follow up with CUST & contiue to getting information from DLR. Ford Motor Company ® Customer Relationship Center – Passenger Vehicle Team Danielle Henderson Danielle.henderson@ford.com | www.ford.com office: 1-866-631-3788 ext. 79265

2021-10-25 16:31:17

OBC SM at DLR. staged to go into shop to see what is wrong. DLR does not have any loaners to give CUST. NEXT STEP: Update CUST and stay in touch with DLR for VEH diagnostic Ford Motor Company ® Customer Relationship Center – Passenger Vehicle Team Danielle Henderson Danielle.henderson@ford.com | www.ford.com office: 1-866-631-3788 ext. 79265

2021-10-25 17:33:19

OBC informed CUST on the updated status. The DLR does not have any loaners. The VEH is still being looked at for the issues it was bought in for. NEXT STEP: Follow up with DLR Ford Motor Company ® Customer Relationship Center – Passenger Vehicle Team Danielle Henderson Danielle.henderson@ford.com | www.ford.com office: 1-866-631-3788 ext. 79265

2021-10-26 13:52:39	OBC Called for SM. He was unavailable. The Secretary that answered took my information down for him to call me back. NEXT STEP: Send a Portal message to DLR. Ford Motor Company ® Customer Relationship Center – Passenger Vehicle Team Danielle Henderson Danielle.henderson@ford.com | www.ford.com office: 1-866-631-3788 ext. 79265
2021-10-26 18:47:04	OBC Spoke with the SM. He stated they are still looking into the VEH to check for connectivity issues and they also replaced the battery. He is waiting to her back from Tech for additionl update. NEXT STEP: Follow up with the DLR for additional updates. and Follow up with CUST Ford Motor Company ® Customer Relationship Center – Passenger Vehicle Team Danielle Henderson Danielle.henderson@ford.com | www.ford.com office: 1-866-631-3788 ext. 79265
2021-10-26 20:19:07	***Case Progression Specialists*** UpdatedVOR "Primary Reason"to "RO Details Not Received". Per case notes, dealer is still working on vehicle to determine vehicle issue. Agent should consider advising dealer to initiate Hotline if there is no clear path to repair and submit TechSme activity. NOTE: Ensure All necessary fields in the VOR are updatedaccording to case status andinformation provided in the VOR isaccurate each time case is being progressed. Ford Motor Company. CXS Magreola Olaseni Customer Experience Specialist/ SWAT/Ford Truck Team omagreol@ford.com/www.ford.com
2021-10-27 15:03:06	OBC spoke with SM. He stated that a part for the transmission was ordered yesterday and should be in today or tomorrow. The part was ordered through United Radio. He did not have a order number or part number when asked. NEXT STEP: Update CUST. and schedule follow up with DLR tomorrow 10/27/2021. Ford Motor Company ® Customer Relationship Center – Passenger Vehicle Team Danielle Henderson Danielle.henderson@ford.com | www.ford.com office: 1-866-631-3788 ext. 79265
2021-10-27 19:13:11	OBC informed CUST of the part that has been ordered and its estimated arrival date which is tomorrow. CUST is adamant about getting help with a rental. NEXT STEP: Look into rental resources to offer CUST Ford Motor Company ® Customer Relationship Center – Passenger Vehicle Team Danielle Henderson Danielle.henderson@ford.com | www.ford.com office: 1-866-631-3788 ext. 79265
2021-10-27 21:23:12	***Case Progression Specialists*** UpdatedVOR "Primary Reason"to "RO Details Not Received". Per case notes, Part has been ordered via United Radio. Agent will check in with dealership from time to time on part status. NOTE: Ensure All necessary fields in the VOR are updatedaccording to case status andinformation provided in the VOR isaccurate each time case is being progressed. Ford Motor Company. CXS Magreola Olaseni Customer Experience Specialist/ SWAT/Ford Truck Team omagreol@ford.com/www.ford.com
2021-10-28 16:28:51	OBC Rob SA. He will be checking in with the technician and email me with a update on when the repairs can be expected to be done and if all the concerns have been meet. NEXT STEP: once email is received notify and update CUST. Ford Motor Company ® Customer Relationship Center – Passenger Vehicle Team Danielle Henderson Danielle.henderson@ford.com | www.ford.com office: 1-866-631-3788 ext. 79265
2021-10-28 17:46:54	OBC Informed CUST he will have the responsibility of paying out of pocket and to email the receipts and any other information concerning the VEH to me. NEXT STEP: Complete Rental Activity once receipts are received. Schedule Follow Up with CUST for Monday. Schedule Follow Up with DLR for update on part and repair ETA. Ford Motor Company ® Customer Relationship Center – Passenger Vehicle Team Danielle Henderson Danielle.henderson@ford.com | www.ford.com office: 1-866-631-3788 ext. 79265

2021-10-29 13:38:32

Case Progression Specialists

UpdatedVOR "Primary Reason" to "RO Details Not Received".Per case note, repair has not began, agent need to contact dealer for more details such as:

What concerns are there to be met?
Isthere a possible delay?
What is the estimated repair date?
Are parts available?
Is there a clear path to repair?

NOTE: Ensure All necessary fields in the VOR are updatedaccording to case status andinformation provided in the VOR isaccurate each time case is being progressed.

Ford Motor Company.
CXS Magreola Olaseni
Customer Experience Specialist/ SWAT/Ford Truck Team
omagreol@ford.com/www.ford.com

2021-11-01 15:40:44 OBC spoke with SA Rob. He advised me that Mr. [redacted] Picked up his VEH Saturday. NEXT STEP: Follow up with CUST for satisfaction and close case Ford Motor Company ® Customer Relationship Center – Passenger Vehicle Team Danielle Henderson Danielle.henderson@ford.com | www.ford.com office: 1-866-631-3788 ext. 79265

2021-11-01 15:43:45 OBC CUST is satified NEXT STEP resolve and close case. Ford Motor Company ® Customer Relationship Center – Passenger Vehicle Team Danielle Henderson Danielle.henderson@ford.com | www.ford.com office: 1-866-631-3788 ext. 79265

2021-11-01 15:44:51 Case Number : [redacted] Customer : [redacted] Business Phone : [redacted] Home Phone : [redacted] Mobile Phone : [redacted] LTV Score : Vehicle Purchase Status : Original Owner Ford Credit Contract Number : NA Part Number : NA Dealer Name : Levittown Ford, LLC Dealer P&A : 07792 Dealer phone : 5163364718 VIN : 3FMCR9C61M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 2400 Engine Specification : NA Transmission Specification : NA Warranty Start Date : 2021-05-21 Open Recall/FSA: : NA ESP : Hotline Contact : Warranty History :

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 11-08-2021 CLOSED: 11-17-2021 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford SUV-CUV NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |

DEALER NAME: Towne Ford

PA CODE: 00565 DLR SALES CODE: 44119 REGION: G4 ZONE: G4A

VIN: 3FMCR9B61M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 6,500

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | NY | | USA

HOME PHONE:

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

ANALYST NAME: Brandy Anderson OPEN ANALYST NAME: Brandy Anderson

COMMENTS:

2021-11-08 21:18:18	Case Number : [redacted] Customer : [redacted] Business Phone [redacted] Home Phone : [redacted] Mobile Phone : NA LTV Score : 75 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : NA Part Number : NA Dealer Name : Towne Ford Dealer P&A : 00565 Dealer phone : 7166626500 VIN : 3FMCR9B61M[redacted] Year : 2021 Make : bronco Model : Sport Mileage : 6500 Engine Specification : NA Transmission Specification : NA Warranty Start Date : 2021-03-29 Open Recall/FSA: : ESP : 29-March-2026 Hotline Contact : NA Warranty History : yes
2021-11-08 21:26:45	Customer Information Name(s) on the Title: [redacted] Address: [redacted] BUFFALO NY [redacted] Email [redacted] Customer is Select purchasing or leasing the vehicle. Vehicle Information VIN: 3FMCR9B61M[redacted] Current Mileage: 6657 Ownership Status: New, Purpose of vehicle: personal Purchase Date: 03/2021 Exact Mileage at Purchase: 10 State Information State Where Purchased: NY State Where Registered: NY Dealer Information Purchased from Dealer? Yes Dealership (if yes): Towne Ford all repairs have been done at DIR on case Primary Reason for Repurchase: screen issues and now the vehicle just died and is at dir
2021-11-08 21:37:32	Customer wants buyback she has had her vehicle in and out of DIR and it is currently there since Oct 21 OBC-DIR for Jay he said it had a fuel pump code they cleared it and it has been driving fine. he wants to put more miles on it before returning to customer next steps- 11/11 F/U W/Dir and customer on if they vehicle has anymore issues and update customer/check on buyback decision Respectfully, Ford Motor Company ® CXS Brandy Anderson Customer Experience Specialist, SUV Team bande258@ford.com |www.ford.com office: 866-631-3788 ext.79025 M-F 8:00-4:30
2021-11-11 18:11:17	Melbourne SBHT Rosemary. Checked historical and VIN status: None
2021-11-11 18:35:08	Melbourne SBHT Rosemary made OBC to DLR @ 7166626500. Asked to speak w/someone in service. Kirsty in service attempted to transfer me to GM Jay Lucernoni. but he was unavailable. Will send an email to GM @ JLUCERNONI@TOWNEAUTO.COM Ford Motor Company ® Rosemary M. Badillo | Specialized Buyback Handling Team Specialist, Ford CX Team
2021-11-11 19:04:31	OBC-Customer to let her know the buyback is still pending and DIR will be putting more miles on the vehicle to try to get it to act up as there was a fuel code that came up Next steps- 11/15 F/U W/DIR and customer on buyback Ford Motor Company ® CXS Brandy Anderson Customer Experience Specialist, SUV Team bande258@ford.com |www.ford.com office: 866-631-3788 ext.79025 M-F 8:00-4:30
2021-11-11 21:19:08	Melbourne SBHT Rosemary received email from Jay Lucernoni This vehicle was towed in on 10/21/21 at 6641 miles because it died while driving and would not restart. The vehicle started for us on arrival and has not acted up since. The was a fuel pump related code in the system that we cleared and it has not come back. The vehicle is still here and the customer is in a loaner as she is afraid that it will die again and leave her stranded. We have roadtested multiple times but it has not acted up. RO# was [redacted] and last 6 of the VIN is [redacted] Her other issue was a problem with her SYNC and navigation system locking up. We replaced the APIM but there was a programming issue and the vehicle was not driveable until 7/13. The vehicle was out of service for 43 days although the customer was in a loaner. She states that she still has intermittent problems with SYNC locking up. RO number was [redacted] Jay Lucernoni Towne Automotive Group Ford Motor Company ® Rosemary M. Badillo | Specialized Buyback Handling Team Specialist, Ford CX Team
2021-11-11 21:59:54	Melbourne SBHT Rosemary. After review, vehicle may meet State guidelines for buyback/replacement criteria for NY. Talking Points: -GFR sent over for (second) review -Review notes in milestone Ford Motor Company ® Rosemary M. Badillo | Specialized Buyback Handling Team Specialist, Ford CX Team *** NOT A CUSTOMER FACING AGENT *** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER ***
2021-11-15 16:05:45	SBHT Secondary Review Buyback Approved. Veh is LL Eligible. Next Step: BRT Special Handling. Complete the RAV form in Morley and note activity, complete milestone.
2021-11-15 18:06:39	BRT uploaded to Morley Ford RAV Case Transmission CASE NUMBER: [redacted] BRT set disposition to RAV and closed BB Milestone. CXS/CSM will advise CUST to expect RAV contact within 3-5 business days and set follow-up accordingly to verify RAV contacted the CUST. Ford Motor Company ® Janice Morehouse Support Team | Morley Specialist, Ford CX Team JMOREHOU@ford.com | www.ford.com Monday – Friday 9:00 AM to 5:30 PM Eastern ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2021-11-15 19:32:51	
	Case Progression Specialists UpdatedVOR "Primary Reason" to "Buyback Welcome Call from RAV processing Team Not Received". Per case note, Buyback is approved. I recommend agent should contact customer with BB approval update andto expect a contact from RAV in 3 business days. NOTE: Ensure All necessary fields in the VOR are updatedaccording to case status andinformation provided in the VOR isaccurate each time case is being progressed. Ford Motor Company. CXS Magreola Olaseni Customer Experience Specialist/ SWAT/Ford Truck Team omagreol@ford.com/www.ford.com
2021-11-15 22:06:44	OBC-Customer to see if RAV made contact left VM/emailed [redacted] Hi [redacted], I was checking to see if the buyback team has contacted you yet? If you could let me know please.. OBC-DIR to see if customer has vehicle back/left VM next steps- 11/16 F/U W/Customer to see if RAV has made contact Respectfully, Ford Motor Company ® CXS Brandy Anderson Customer Experience Specialist, SUV Team bande258@ford.com |www.ford.com office: 866-631-3788 ext.79025 M-F 8:00-4:30
2021-11-16 19:59:37	OBC-Customer to see if RAV made contact left VM next steps- 11/17 F/U W/Customer on if RAV made contact yet Respectfully, Ford Motor Company ® CXS Brandy Anderson Customer Experience Specialist, SUV Team bande258@ford.com |www.ford.com office: 866-631-3788 ext.79025 M-F 8:00-4:30
2021-11-16 20:08:13	OBC-DIR SM Anthony he said customer is trading the vehicle in and he will have her reach out to me so I can confirm with her and close case next steps- Close case once customer confirms she trading the vehicle in Respectfully, Ford Motor Company ® CXS Brandy Anderson Customer Experience Specialist, SUV Team bande258@ford.com |www.ford.com office: 866-631-3788 ext.79025 M-F 8:00-4:30
2021-11-16 21:30:04	Customer called and said to close her case she is trading the vehicle in/sent closing email and added case closure [redacted] , Thank you for contacting Ford Motor Company and allowing us to assist you with your 2021 Ford bronco Sport. We hope that your experience was both pleasurable and valuable. Our primary goal is to leave a positive customer experience with you as one of our valued customers. Partnering with Towne Ford we were able to provide up to date contacts with you throughout the repair process and buyback process. We hope that your experience with Ford Motor Company met your expectations. If there were any delays on our end, we sincerely apologize as we are working against some tough times and appreciate your patience. If you have any further questions or concerns regarding this repair, please let us know by contacting us via phone with your case number [redacted] Thank you for being a valued customer and a part of the Ford family. We sincerely appreciate your business. It has been my pleasure serving you. Respectfully, Ford Motor Company ® CXS Brandy Anderson Customer Experience Specialist, SUV Team bande258@ford.com |www.ford.com office: 866-631-3788 ext.79025 M-F 8:00-4:30
2021-11-16 22:33:37	Supervisor review: Ok to close case.

CASE ATTACHMENTS:
2021-11-16 21:34:52 Brandy Anderson

[redacted]

Ford Motor Company

CASE CLOSURE CHECKLIST

Detailed List to be Completed Prior To Case Closure

	Timing for Completion	Completed
All Cases		
Has the vehicle been repaired & returned to the customer?		yes
Did you close out all obligations you may have with the dealership (Repair $$$ assistance, rental, etc. - if necessary)?		yes
Did you close out all obligations you may have with the customer (If necessary)?		yes
Do you have documentation to support the customer reimbursement attached to the case?		NA
Has the debit card been transmitted?		NA
Do you think goodwill is appropriate in this case?		NO
If you made an offer - did it tie to the physicals of the case? (rental as an example)		NA
Did you complete final repair satisfaction check?		yes
Did you send the case closing email to highlight value we brought by assisting?		yes
Proofread email		yes
Does email clearly state what assistance was provided to the customer?		yes
Did you complete the following prior to closing (i.e. enter symptom codes, ensure VIN is attached to case, etc.)?		yes
Buyback Request		
Did you deliver Buyback decision to the customer and communicate next steps?		yes
If request was approved, have the RAV Analyst and customer made contact?		yes
Did you follow next steps outlined in Completing an Approved Buyback Request?		yes
If request is denied, have you completed next steps outlined in Vehicle Buyback Denied?		na
Financial Assistance		
Has the approval code been processed and presented?		na
Pls. ensure verification of correct P&A code (lot of issues w/ this)		na

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 11-16-2021 CLOSED: 11-18-2021 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford SUV-CUV NA CRC COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | Parts Issue | Unit Down (not drivable) | CCT Criteria
DEALER NAME: Ken Ganley Ford
PA CODE: 09748 DLR SALES CODE: 44206 REGION: G4 ZONE: G4B
VIN: 3FMCR9B69M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 152
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | OH | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Moving | Not Listed | UNKNOWN
ANALYST NAME: Jessica Herron OPEN ANALYST NAME: Chris Ryan
COMMENTS:
2021-11-16 19:00:28

CONTACT VIA PHONE

Cust:
Hey Ford Motor-what has happened to your road side assistance? My friend has spent the last 7.5 hours trying to get her brand new Ford Bronco Sport towed because the vehicle won't start!! She's had it 2 weeks! First Ford purchase-she's having huge regrets! How can this get resolved ASAP? It's cold in Ohio and her vehicle is half way out her garage! What a let down
Ford:
Good morning [redacted]. Thank you for taking the time to send us a message. My name is Chris and I'm a Social Media Specialist for Ford. I'd like to make sure your experience is documented in our system. Before moving forward, could you please provide the following information? Full name: Zip code: Best method of contact:
Cust:
This is my friend's experience going on right now-she's a first time Ford owner and based her decision on my positive Ford experiences. Her name is [redacted]. Zip Code [redacted] and her phone number is [redacted]. Please reach out to her ASAP. She was even further given the run around at 10pm last night
Just an FYI, she has owned the Bronco Sport 16 days, put less than 300 miles on it and it would not start yesterday nor could the initial tow driver get the neutral override to work
Ford:
Thank you for providing that information. To clarify, are you still currently waiting on your Bronco to be towed?
Cust:
Yes
And a courtesy car is needed while it is being repaired
Ford:
Thank you for clarifying that for me. Roadside Assistance benefits include towing, battery jump start, flat tire change, fuel delivery, and lockout assistance. For specific questions regarding Roadside Assistance, please access https://owner.ford.com/service/roadside-assistance.html…. If the customer requires one of these services, provide them with Roadside's phone number: 800-241-3673. As for your concern, I would like to look into things a bit further on my end. Could you please provide me with the following details? VIN: Mileage: Your full name: Vehicle owner's full name and your relation to them (if applicable): Email address: Name and location of servicing dealership:
Cust:
Do you have a direct phone or number I can have this info sent to you?
Or email address? She does not have a Twitter acct
Ford:
As a Social Media Specialist, I do not have the ability to make or receive phone calls or emails, however, I can provide you further assistance here. Before moving forward, I do need you to verify the information listed above. Please feel free to send that information over at your earliest convenience.
Cust:
I understand but she is not comfortable putting giving her VIN thru Twitter. She cannot get the exact mileage because her vehicle will not turn on but it's less than 300 miles as previously stated. Her email is [redacted]
The dealership is Ganley West
sent photo
This should have her VIN
Ford:
Thank you for providing that information. I will escalate your case/request to our Customer Experience Specialist who works daily with your dealership's management team. The Customer Experience Specialist has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Customer Experience Specialist will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Experience Specialist within 1 business day. The case number that I have established for you today is [redacted].

2021-11-16 20:19:08

(Jessica/1456179851) OBC to Ganley Ford West(2169419800)

Spoke with Aaron at Ganley Ford West he stated that the veh has not been to the dlrship for the current concern, veh was only at dlrship for pdi, and they do not have a partnering towing company.

Next Steps: Contact customer to adv getting veh towed to dlr to be diagnose by a ford tech

Customer Relationship Center – Passanger Vehicle Team
Jessica Herron
Jherro22@ford.com | www.ford.com
office: 1-866-631-3788 ext.

2021-11-16 22:49:18

(Jessica/1456179851) OBC to CUST [redacted]

Cust stated veh is at Ken Ganley Ford she spoke with Drew in service department,she purchased veh at Ganley Ford West. Cust stated when she opened her door the media and dashboard did not come on. she tried to start vehicle still did not come on, 3 attempts and on the 3rd attempt after giving veh a jump start the veh started dash still did not come on veh cut off.

Cust stated best time to contact is after 10 am eastern time

F/U: Contact with dlr about diagnose and fu with customer on veh diagnose update

Customer Relationship Center – Passanger Vehicle Team
Jessica Herron
Jherro22@ford.com | www.ford.com
office: 1-866-631-3788 ext.

2021-11-17 15:07:36

CXS (Jessica/1456179851) OBC to Ken Ganley Ford(8063050942)

Spoke with Drew in service he stated veh is still awaiting a diagnose should have on later to day.

F/U; with customer to inform still awaiting a diagnose, contact Drew in service to see if a diagnose has been made later today

Ford Motor Company ®
Customer Relationship Center – Passanger Vehicle Team
Jessica Herron
Jherro22@ford.com | www.ford.com
office: 1-866-631-3788 ext.

2021-11-17 15:15:44

CXS (Jessica/1456179851) OBC to [redacted]

Updated cust her veh is still awaiting a diagnose once I have an diagnose from the dealer I will f/u with her 11/18.

F/U; contact dlr for diagnose, contact customer with diagnose

Ford Motor Company ®
Customer Relationship Center – Passanger Vehicle Team
Jessica Herron
Jherro22@ford.com | www.ford.com
office: 1-866-631-3788 ext.

2021-11-17 20:17:33 CXS (Jessica/1456179851) OBC to Ken Ganley Ford (8063050942) Spoke with service department at Ken Ganley Ford stated Drew was unavailable, CXS left contact information 866-631-3788 ext. 79851 F/U; Contact dealer again regarding diagnostic test later today, f/u with customer on 11/18 Ford Motor Company ® Customer Relationship Center – Passanger Vehicle Team Jessica Herron Jherro22@ford.com | www.ford.com office: 1-866-631-3788 ext.

2021-11-18 15:20:48 CXS (Jessica/1456179851) OBC to Ken Ganley Ford (8009426305) Spoke with Drew sa he stated no diagnostic with veh Drew stated he charged battery and will test drive it and [redacted] will pick veh up on 11/18 F/U; ensure customer satisfaction with veh Ford Motor Company ® Customer Relationship Center – Passanger Vehicle Team Jessica Herron Jherro22@ford.com | www.ford.com office: 1-866-631-3788 ext.

2021-11-18 18:53:09

Case Number : [redacted]
Customer : [redacted]
Business Phone :
Home Phone : [redacted]
Mobile Phone : [redacted]
LTV Score : 0
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : N/A
Part Number : N/A
Dealer Name : Ken Ganley Ford
Dealer P&A : 09748
Dealer phone :8009426305
VIN : 3FMCR9B69M[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 152
Engine Specification :1.5L Dragon I3 DI TC Gas B
Transmission Specification :8 Speed Auto Transmission 8F35
Warranty Start Date : 2021-10-30
Open Recall/FSA: : N/A
ESP : N/A
Hotline Contact : N/A
Warranty History : N/A

2021-11-18 19:38:00 CXS (Jessica/1456179851) OBC to [redacted] Customer is satisfied Ford Motor Company ® Customer Relationship Center – Passanger Vehicle Team Jessica Herron Jherro22@ford.com | www.ford.com office: 1-866-631-3788 ext.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 11-23-2021 CLOSED: 12-06-2021 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford SUV-CUV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria
DEALER NAME: Bredemann Ford In Glenview
PA CODE: 01554 DLR SALES CODE: 41077 REGION: G1 ZONE: G1C
VIN: 3FMCR9C61M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | IL | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Lack/Loss of Power | UNKNOWN | UNKNOWN
ANALYST NAME: Blaise Sanders OPEN ANALYST NAME: Blaise Sanders
COMMENTS:
2021-11-23 16:55:32

Customer Information
Name(s) on the Title: [redacted]
Address: [redacted] IL [redacted]
Email Address: [redacted]
Customer is purchasing the vehicle.
Vehicle Information
VIN: 3FMCR9C61M[redacted]
Current Mileage: 1683
Ownership Status: NEW
Purpose of vehicle: personal
vehicles registered to the business. (If yes to business)
If Used
Purchase Date: 9/10/2021
Exact Mileage at Purchase: about 3 miles
State Information
State Where Purchased: IL
State Where Registered: IL
Dealer Information
Purchased from Dealer? Yes (if yes): Bredemann Ford In Glenview (NEW).
Primary Reason for Repurchase:
Customer says the VEH is unsafe and her husband is on the side of the road currently as of 11/23. VEH is being towed to Bredemann Ford in Glenview. First, VEH died in parking lot then they jumped it and it was okay for a few days. Then VEH died again and DLR put new battery in it (do not see in warranty history). Now VEH is stuck on the side of the road 11/23 and they are getting it towed ot Ford DLR. 2021 Ford bronco with only 1683 miles. CUST says VEH has been in shop more than it has been driven.

2021-11-23 16:57:51

Attach KB articles;
Repair Assistance- Call handling

Blaise Sanders/Ext.79746/bsande60@ford.com:

IBC; CUST [redacted] called stating the below;

VEH died in parking lot
Died again and DLR put new battery in it
Now VEh is stuck on the side of the road
CXS also stated she is working with Sales manager to get out of VEH.

Advised CUST of repurchase request option. Submitted BB.

Next Steps:
F/U with DLR and CUST 11/24for BB/part/repair/rental updates.

Ford Motor Company ®
Blaise Sanders
Customer Experience Specialist, Passenger Vehicle Team
bsande60@ford.com | www.ford.com
office: 866-631-3788 ext. 79746
Monday- Friday: 8:30AM CT to 5:00PM CT

2021-11-23 17:00:18

Case Number : [redacted]
Customer [redacted]
Business Phone : na
Home Phone : [redacted]
Mobile Phone : na
LTV Score : 75
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : na
Part Number : na
Dealer Name : Bredemann Ford In Glenview
Dealer P&A : 01554
Dealer phone : 8475105585
VIN : 3FMCR9C61M[redacted]
Year : 2021
Make : ford
Model : bronco
Mileage : 1683
Engine Specification :1.5L Dragon I3 DI TC Gas B
Transmission Specification :8 Speed Auto Transmission 8F35
Warranty Start Date : 2021-09-23
Open Recall/FSA: : na
ESP : na
Hotline Contact : na
Warranty History : na

2021-11-24 21:57:25

Good afternoon,

I hope all is well! I am sorry for the delay, however I will be able to reach out again 11/29 due to the holiday. I wanted to make sure your vehicle was Bredemann Ford in Glenview and that they were able to provide you with a loaner/rental.

Ford Motor Company ®
Blaise Sanders
Customer Experience Specialist, Passenger Vehicle Team
bsande60@ford.com | www.ford.com
office: 866-631-3788 ext. 79746
Monday- Friday: 8:30AM CT to 5:00PM CT

2021-11-24 21:59:54

Blaise Sanders/Ext.79746/bsande60@ford.com:

OBC; Contacted DLR seeking status update onVEH.(Sent portal message.)

Contact CUST to relay above information. (Sent email.)

Next Steps:
F/U with DLR and CUST 11/29for BB/diagnosis/part/repair/rental updates.

Ford Motor Company ®
Blaise Sanders
Customer Experience Specialist, Passenger Vehicle Team
bsande60@ford.com | www.ford.com
office: 866-631-3788 ext. 79746
Monday- Friday: 8:30AM CT to 5:00PM CT

2021-11-26 20:24:08 *WEB*waiting on parts due monday

2021-11-29 22:00:20

Good afternoon,

I hope all is well and that you enjoyed your weekend! Your repurchase request is still under review and the dealer advised your parts should arrive by the end of business day today.

I will reach put again 12/01 with more updates. Happy Monday! J

Ford Motor Company ®
Blaise Sanders
Customer Experience Specialist, Passenger Vehicle Team
bsande60@ford.com | www.ford.com
office: 866-631-3788 ext. 79746
Monday- Friday: 8:30AM CT to 5:00PM CT

2021-11-29 22:01:29

Blaise Sanders/Ext.79746/bsande60@ford.com:

OBC; Contacted DLR seeking statusupdate onVEH. DLr advised parts should be in by EOBD 11/29. Per WEB message.)

Contact CUST to relay above information. (Sent email.)

Next Steps:
F/U with DLR and CUST 12/1for BB/part/repair/rental updates.

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Blaise Sanders
Customer Experience Specialist, Passenger Vehicle Team
bsande60@ford.com | www.ford.com
office: 866-631-3788 ext. 79746
Monday- Friday: 8:30AM CT to 5:00PM CT

2021-11-29 22:31:26

I am so sorry to hear that [redacted]. I was not aware you have been without your vehicle for so long. When your wife reached out, she advised that your vehicle had just broken down and you had it towed to the Ford dealer 11/23/2021. Did the dealership provide you with a loaner/rental?

I advised your wife that the repurchase requests takes about 15 days to review and in the meantime, I will keep you updates on repairs and the repurchase requests.

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Monday- Friday: 8:30AM CT to 5:00PM CT

2021-11-29 22:59:36

Yes sir understood. When you stated 21 days down, you were not referring to consecutive days down. Completely understand the frustration and I will do my best to advocate on your behalf.

The state will make the repurchase decision as soon as they can, and the dealership will do everything thing they can to find a true fix for your vehicle concerns. I will reach out 12/01 with more updates.

Enjoy your evening. J

Ford Motor Company ®
Blaise Sanders
Customer Experience Specialist, Passenger Vehicle Team
bsande60@ford.com | www.ford.com
office: 866-631-3788 ext. 79746
Monday- Friday: 8:30AM CT to 5:00PM CT

2021-12-01 19:21:06

Blaise Sanders/Ext.79746/bsande60@ford.com:

OBC; Contacted DLR and Dave Owens was not available. Seeking status update for CUST VEH. (Left voicemail. Sent email.)

Contact CUST to relay above information. (Sent email.)

Next Steps:
F/U with DLR and CUST 12/3for BB/part/repair/rental updates.

Ford Motor Company ®
Blaise Sanders
Customer Experience Specialist, Passenger Vehicle Team
bsande60@ford.com | www.ford.com
office: 866-631-3788 ext. 79746
Monday- Friday: 8:30AM CT to 5:00PM CT

2021-12-01 19:26:46

Good afternoon,

The dealership has not yet updated me regarding whether or not the part has arrived. I have reached out to the service director Mr. Owens and left a voicemail. He should get to me as soon as he can. Also, your repurchase request is still under review.

Since the dealer is unable to provide a loner, if you are able to get a rental, Ford will be able to reimburse you up to $2K for rental expenses incurred while your vehicle is being repaired.

I will reach out 12/3 with more updates. Have a great day! J

Ford Motor Company ®
Blaise Sanders
Customer Experience Specialist, Passenger Vehicle Team
bsande60@ford.com | www.ford.com
office: 866-631-3788 ext. 79746
Monday- Friday: 8:30AM CT to 5:00PM CT

2021-12-02 18:23:58

OGC Check - None Owner Status - Original Ford Motor Company ® Corri Embry Specialized Buyback Handling Team Specialist, Ford CX Team **Dealer Facing Team ONLY, do not provide contact information to Customers**

2021-12-02 18:35:23

After review, VEH does not meet state guidelines for buyback/replacement criteria for IL. Talking Points: -Deny GFR -Review note in milestone -Focus on getting VEH repaired -Recommend Dealer Engage Hotline for Repair Assistance -Follow Repair Assistance Procedures Per Process Ford Motor Company ® Corri Embry Specialized Buyback Handling Team Specialist, Ford CX Team **Dealer Facing Team ONLY, do not provide contact information to Customers**

2021-12-03 19:04:45

Good afternoon,

The decision for your repurchase request has been made. I will reach out again 12/6. Happy Friday and enjoy your weekend! J

Ford Motor Company ®
Blaise Sanders
Customer Experience Specialist, Passenger Vehicle Team
bsande60@ford.com | www.ford.com
office: 866-631-3788 ext. 79746
Monday- Friday: 8:30AM CT to 5:00PM CT

2021-12-03 19:06:47

Blaise Sanders/Ext.79746/bsande60@ford.com:

OBC; BB denied. Veh DOES NOT meet IL Days out of service or repair attempts. Please visit state website to view Lemon Law eligibility for your state. If you feel this decision was reached in error, you may elect to pursue independent arbitration through the Better Business Bureau (BBB). Please refer to your Owner's Manual or Warranty Handbook for information about the arbitration process.

Contact CUST to relay above information. (Left voicemail. Sent email.)

Next Steps:
F/U with CUST 12/6for BBupdates.

Ford Motor Company ®
Blaise Sanders
Customer Experience Specialist, Passenger Vehicle Team
bsande60@ford.com | www.ford.com
office: 866-631-3788 ext. 79746
Monday- Friday: 8:30AM CT to 5:00PM CT

2021-12-06 21:44:49

Blaise Sanders/Ext.79746/bsande60@ford.com:

OBC; BB denied. Veh DOES NOT meet IL Days out of service or repair attempts. Please visit state website to view Lemon Law eligibility for your state. If you feel this decision was reached in error, you may elect to pursue independent arbitration through the Better Business Bureau (BBB). Please refer to your Owner's Manual or Warranty Handbook for information about the arbitration process.

Contact CUST to relay above information. Says that VEHwill break down again and he will go to social media. Says he doe snot understand the process.

Advised how the BB process works and that if he wants to know the specifics for his states Lemon Law eligibility, he can visit is state website.

CUST says he does not want car and that some one will get killed in this car but it will not be him and he is going to social media regarding his concern.

Next Steps:
Wait for safety net to resolve.

Ford Motor Company ®
Blaise Sanders
Customer Experience Specialist, Passenger Vehicle Team
bsande60@ford.com | www.ford.com
office: 866-631-3788 ext. 79746
Monday- Friday: 8:30AM CT to 5:00PM CT

2021-12-06 21:51:11

Hello Mr [redacted]

Thank you for contacting Ford Motor Company and allowing us to assist you with your 2021 Ford Bronco. We hope that your experience was both pleasurable and valuable. I hope you and your family are safe and wish you all the best. Our primary goal is to leave a positive customer experience with you as one of our valued customers.

We hope that your experience with Ford Motor Company met your expectations. If there were any delays on our end, we sincerely apologize as we are working against some tough times and appreciate your patience.

If you have any further questions or concerns, please let us know by contacting us via phone/email with your case C[redacted].

Thank you for being a valued customer and a part of the Ford family. We sincerely appreciate your business. It has been my pleasure serving you.

Respectfully,

Ford Motor Company ®
Blaise Sanders
Customer Experience Specialist, Passenger Vehicle Team
bsande60@ford.com | www.ford.com
office: 866-631-3788 ext. 79746
Monday- Friday: 8:30AM CT to 5:00PM CT

2021-12-06 21:52:48

Safety Net*
NEXT STEPS: FOR CXS: Approved to Close Case

Ford Motor Company ®
Customer Experience Operations Supervisor– Passenger Vehicle Team
Charles Casiano
CCASIANO@Ford.com | www.ford.com
Office: 1-866-631-3788 ext. 79502
Efax:

CASE ATTACHMENTS:
2021-12-06 21:51:11 Blaise Sanders



Ford Motor Company

CASE CLOSURE CHECKLIST

Detailed List to be Completed Prior To Case Closure

	Timing for Completion	Completed
All Cases		
Has the vehicle been repaired & returned to the customer?		y
Did you close out all obligations you may have with the dealership (Repair $$$ assistance, rental, etc. - if necessary)?		y
Did you close out all obligations you may have with the customer (If necessary)?		y
Do you have documentation to support the customer reimbursement attached to the case?		y
Has the debit card been transmitted?		y
Do you think goodwill is appropriate in this case?		y
If you made an offer - did it tie to the physicals of the case? (rental as an example)		y
Did you complete final repair satisfaction check?		y
Did you send the case closing email to highlight value we brought by assisting?		y
Proofread email		y
Does email clearly state what assistance was provided to the customer?		y
Did you complete the following prior to closing (i.e. enter symptom codes, ensure VIN is attached to case, etc.)?		y
Buyback Request		
Did you deliver Buyback decision to the customer and communicate next steps?		y
If request was approved, have the RAV Analyst and customer made contact?		na
Did you follow next steps outlined in Completing an Approved Buyback Request?		na
If request is denied, have you completed next steps outlined in Vehicle Buyback Denied?		y
Financial Assistance		
Has the approval code been processed and presented?		na
Pls. ensure verification of correct P&A code (lot of issues w/ this)		na

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 11-27-2021 CLOSED: 01-06-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford SUV-CUV NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria
DEALER NAME: Kendall Ford Lincoln of Anchorage
PA CODE: 01089 DLR SALES CODE: 57492 REGION: WE ZONE: WEG
VIN: 3FMCR9B60M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 14,000
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | AK | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Moving | Engagement Quality | Forward
ANALYST NAME: Allan Castellon OPEN ANALYST NAME: Wendy Gonzales
COMMENTS:

2021-11-27 23:20:44	[redacted] CUSTOMER SAID:The Ford Service Dept in Anchorage, AK is terrible and won't help me really.They already tried to "fix" it once and didn't fix anything.When I try to drive it stalls out dangerously on the road. So now I have no vehicle or way to get around, and a $30,000 car loan with Ford DLR SAID:I picked it up yesterday and they claimed they fixed it and it's not fixed And they say they have no loaner carrs AGENT ADV:The case number that I have established for you today is [redacted]
2021-11-29 16:00:53	Case Number : [redacted] Customer : [redacted] Business Phone : [redacted] Home Phone : [redacted] Mobile Phone : N/A LTV Score : 86 Vehicle Purchase Status : N/A Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Kendall Ford of Anchorage - Sep of Warranty Dealer P&A : 04318 Dealer phone : VIN : 3FMCR9B60M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 14000 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-03-06 Open Recall/FSA: : N/A ESP : N/A Hotline Contact : N/A Warranty History : YES Ford Motor Company Customer Experience Representative – Truck Team Allan Castellon ACASTE37@ford.com | www.ford.com Office: 866-631-3788 ext. 79020
2021-11-29 16:09:19	OBC Placed call to CUTS, who informed that he will be contacting DLR in order to get an appointment since VEH is still having issues. Will follow up with CUST on 12/02/2021 to verify VEH has appointment. NEXT STEPS: Will follow up with CUST on 12/02/2021 to verify VEH has appointment. Ford Motor Company Customer Experience Representative – Truck Team Allan Castellon ACASTE37@ford.com | www.ford.com Office: 866-631-3788 ext. 79020
2021-12-02 19:44:40	OBC Placed call to DLR. Was not able to contact service dept. Will follow up with CUST as scheduled. NEXT STEPS: Will follow up with CUST as scheduled. Ford Motor Company Customer Experience Representative – Truck Team Allan Castellon ACASTE37@ford.com | www.ford.com Office: 866-631-3788 ext. 79020
2021-12-02 20:58:36	OBC Placed call to CUST, who informed that he has taken VEH to DLR but they have not been able to diagnose the issue. Will follow up with CUST on 12/07/2021 in order to verify if DLR was able to diagnose CUST concern. NEXT STEPS: Will follow up with CUST on 12/07/2021 in order to verify if DLR was able to diagnose CUST concern. Ford Motor Company Customer Experience Representative – Truck Team Allan Castellon ACASTE37@ford.com | www.ford.com Office: 866-631-3788 ext. 79020
2021-12-04 20:42:47	NOTE: Please see case [redacted] for full chat transcript. CUST STS: I already had a "case" That was never fixed or followed up on, because Ford doesn't care that its brand new cars don't work. And they won't help me get rental for me to get to work.Ford owes me $600 for the rental cars I've had to get. Oh I'm sure it will be really escalated considering I already had an open "case" that was completely ignored. Ford doens't care about consumers at all, they are pretty sad. Going to make sure I share on social media that my 2021 Bronco Sport stopped working in traffic multipole times. Will be sure to tag Ford. I expect a call-back from your management team tomorrow morning on this. Letting me know why it's okay for my new car to stop workling in traffic, why it's okay for me not to have a car for weeks on end And why it's okay to continue to charge me car loan fees for a car I don't have. DLR ADV: Per cx: why it's okay for the service dept. not to call me back to let me know what is wrong with my car. CRC AGNT ADV: I will most definitely forward your concerns up to Ford and I will escalate this to a manager to contact by email. If want me to have a manger contact you it will be by email and it will take 1 to 3 business days. SUP OBE to CX: I was able to thoroughly review your case details, and per your case notes, I see your case is currently open/active (Case number: [redacted]) and under review by a Customer Experience Specialist (CES) on the SUV support team. Our records indicate there is currently a scheduled follow-up for December 7, 2021. I can confirm your case is still currently under review; however, the level in which your case has been escalated is outside of my scope of things, and I would not want to misguide you. Moving forward we ask that you continue to work with, Allan Castellon, for the most up-to-date information regarding your case. Please be assured that I have documented your concerns regarding this situation in your case notes.
2021-12-07 21:08:01	OBC Placed call to DLR. Was not able to contact SA Michael. Spoke with SA Stephen, who informed that VEH has been seen by tech & diagnosed but could not confirmed what parts have been ordered. Will follow up with CUST as scheduled. NEXT STEPS: Will follow up with CUST as scheduled. Ford Motor Company Customer Experience Representative – Truck Team Allan Castellon ACASTE37@ford.com | www.ford.com Office: 866-631-3788 ext. 79020
2021-12-07 21:10:56	OBC Placed call to CUST. Was not able to contact, left voicemail. Will follow up with CUST on 12/09/2021 in order to verify if parts have been ordered. NEXT STEPS: Will follow up with CUST on 12/09/2021 in order to verify if parts have been ordered. Ford Motor Company Customer Experience Representative – Truck Team Allan Castellon ACASTE37@ford.com | www.ford.com Office: 866-631-3788 ext. 79020

2021-12-09 21:13:47	OBC Placed call to DLR. Was not able to contact service dept. Will follow up with CUST as scheduled. NEXT STEPS: Will follow up with CUST as scheduled. Ford Motor Company Customer Experience Representative – Truck Team Allan Castellon ACASTE37@ford.com | www.ford.com Office: 866-631-3788 ext. 79020
2021-12-09 21:16:40	OBC Placed call to CUST, was not able to contact. Left voicemail. Will follow up with CUST on 12/14/2021 in order to verify if parts have been ordered or if repairs have started. NEXT STEPS: Will follow up with CUST on 12/14/2021 in order to verify if parts have been ordered or if repairs have started. Ford Motor Company Customer Experience Representative – Truck Team Allan Castellon ACASTE37@ford.com | www.ford.com Office: 866-631-3788 ext. 79020
2021-12-13 21:39:41	IBC CUST: Veh was repaired and it is still now working. Cust dropped the vehicle back off. Cust is in need of a rental. This is the 3rd time the veh has been taken to the dlr. Next Step: inform agent. Ford Motor Company ® Jenna Pennington Customer Experience Specialist, Ford CX Team jpenni27@ford.com | www.ford.com office: 866-631-3788 ext. 79716
2021-12-14 18:47:00	OBC Placed call to DLR. SA Michael was not available, left my contact information. Will follow up with CUST as scheduled. NEXT STEPS: Will follow up with CUST as scheduled. Ford Motor Company Customer Experience Representative – Truck Team Allan Castellon ACASTE37@ford.com | www.ford.com Office: 866-631-3788 ext. 79020
2021-12-14 18:59:22	OBC Placed call to CUST, who verified he returned VEH to DLR because TRANS was still shifting rough. Informed CUST we were not bale to contact SA Michael. Will follow up with CUST on 12/17/2021 in order to verify if SA has taken a look at CUST VEH. NEXT STEPS: Will follow up with CUST on 12/17/2021 in order to verify if SA has taken a look at CUST VEH. Ford Motor Company Customer Experience Representative – Truck Team Allan Castellon ACASTE37@ford.com | www.ford.com Office: 866-631-3788 ext. 79020
2021-12-15 19:33:28	CXS Alexia Boyd (79762) IBC from CUST [redacted] CUST have not been able to get in contact with agent on case, Voicemail box is full and cust is requesting for case to be escalated to supervisor PER CUST took veh to dlr because 2021 Bronco Sport is still having transmission issues, not shifting properly. Dlr was able to duplicate concern. ** Case Progression *** Contact dlr and have them to engage hotline. CUST wants CXS to call dlr and see why veh has not been able to fix. CUST is making VP and veh while veh is still at shop. Next Sup escalation. Ford Motor Company ® Alexia Boyd Customer Experience Specialist, Ford CXS Team aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Thurs and Saturday's from 8:30 am - 5 pm CST
2021-12-16 21:35:28	OBC Placed call to CUST, who informed that he took VEH back to DLR but tech said there is nothing wrong with TRANS. Informed CUST that we will be reaching out to DLR & himself tomorrow. Will follow up with CUST as scheduled. NEXT STEPS: Will follow up with CUST as scheduled. Ford Motor Company Customer Experience Representative – Truck Team Allan Castellon ACASTE37@ford.com | www.ford.com Office: 866-631-3788 ext. 79020
2021-12-17 18:18:47	OBC Placed call to DLR. Spoke with S Stephen since SA Michael was not available. SA informed that VEH is not at DLR at this time but had no information on last time VEH was at DLR. Will call DLR again later today & follow up with CUST as scheduled. NEXT STEPS: Will call DLR again later today & follow up with CUST as scheduled. Ford Motor Company Customer Experience Representative – Truck Team Allan Castellon ACASTE37@ford.com | www.ford.com Office: 866-631-3788 ext. 79020
2021-12-17 20:51:22	OBC Placed call to CUST, who informed that DLR contacted him & told him he would need to drive VEH for 1,000 miles before TRANS no longer shifts rough. CUST inquired if that is accurate, informed CUST we will inquire with our resources. Will follow up with CUST on 12/21/2021 in order to verify if CUST decides to submit BB or not. NEXT STEPS: Will follow up with CUST on 12/21/2021 in order to verify if CUST decides to submit BB or not. Ford Motor Company Customer Experience Representative – Truck Team Allan Castellon ACASTE37@ford.com | www.ford.com Office: 866-631-3788 ext. 79020
2021-12-17 20:56:01	*RENTAL RECEIPT 1* Ford Motor Company Customer Experience Representative – Truck Team Allan Castellon ACASTE37@ford.com | www.ford.com Office: 866-631-3788 ext. 79020
2021-12-17 20:56:33	*RENTAL RECEIPT 2* Ford Motor Company Customer Experience Representative – Truck Team Allan Castellon ACASTE37@ford.com | www.ford.com Office: 866-631-3788 ext. 79020
2021-12-21 19:06:53	OBC Placed call to CUST, who informed that he has made a deal to sell VEH to DLR & obtain a different VEH. Informed CUST we will still reimburse for rental expenses. CUST understood. Will follow up with CUST on 12/27/2021 in order to allow time for DC to process. NEXT STEPS: Will follow up with CUST on 12/27/2021 in order to allow time for DC to process. Ford Motor Company Customer Experience Representative – Truck Team Allan Castellon ACASTE37@ford.com | www.ford.com Office: 866-631-3788 ext. 79020
2021-12-27 18:45:51	*DEBIT CARD REIMBURSEMENT TEMPLATE* Ford Motor Company Customer Experience Representative – Truck Team Allan Castellon ACASTE37@ford.com | www.ford.com Office: 866-631-3788 ext. 79020

2021-12-27 18:51:53	OBC Placed call to CUST. Was not able to contact, left voicemail. DC reimbursement has been transmitted. Morley case number: [redacted] Will follow up with CUST on 12/30/2021 in order to allow for DC to process. NEXT STEPS: Will follow up with CUST on 12/30/2021 in order to allow for DC to process. Ford Motor Company Customer Experience Representative – Truck Team Allan Castellon ACASTE37@ford.com | www.ford.com Office: 866-631-3788 ext. 79020
2021-12-30 20:25:05	OBC Placed call to CUST. Was not able to contact, left voicemail. Will follow up with CUST on 01/04/2022 in order to inform CUST that reimbursement has fully processed. NEXT STEPS: Will follow up with CUST on 01/04/2022 in order to inform CUST that reimbursement has fully processed. Ford Motor Company Customer Experience Representative – Truck Team Allan Castellon ACASTE37@ford.com | www.ford.com Office: 866-631-3788 ext. 79020
2022-01-05 16:23:59	OBC Placed call to CUST. Was not able to contact, left voicemail. Will call CUST again later on today. NEXT STEPS: Will call CUST again later on today. Ford Motor Company Customer Experience Representative – Truck Team Allan Castellon ACASTE37@ford.com | www.ford.com Office: 866-631-3788 ext. 79020
2022-01-05 18:08:59	OBC Placed call to CUST. Was not able to contact, left voicemail. Will follow up with CUST on 01/06/2022 in order to inform CUST that reimbursement has processed. If no answer we will proceed to resolve the case. NEXT STEPS: Will follow up with CUST on 01/06/2022 in order to inform CUST that reimbursement has processed. If no answer we will proceed to resolve the case. Ford Motor Company Customer Experience Representative – Truck Team Allan Castellon ACASTE37@ford.com | www.ford.com Office: 866-631-3788 ext. 79020
2022-01-05 18:15:08	OBC Placed call to CUST, informed that reimbursement has processed through our system & he should be receiving the debit card in a couple of weeks. CUST understood. At this time case is ready to be resolved. NEXT STEPS: At this time case is ready to be resolved. Ford Motor Company Customer Experience Representative – Truck Team Allan Castellon ACASTE37@ford.com | www.ford.com Office: 866-631-3788 ext. 79020
2022-01-06 14:12:02	Ok to resolve.

CASE ATTACHMENTS:

2021-12-17 20:56:01	Allan Castellon
2021-12-17 20:56:33	Allan Castellon
2021-12-27 18:45:51	Allan Castellon



THRIFTY- SPENARD
FLOYD & SONS INC. 3730 SPENARD ROAD
ANCHORAGE, AK 99517
(907) 276-2855

Contract #[redacted]

[redacted]
[redacted]
Anchorage, AK [redacted]

HOW WAS YOUR EXPERIENCE?
WE'D LIKE YOUR FEEDBACK
1) Visit WWW.THRIFTYRENTALSURVEY.COM
2) Enter Access Code: [redacted]
3) Take Brief Survey

Rental Summary

				Date	Time	Odom	Fuel	Loc
1. Unit #: [redacted]								
Rented Class: 92	Lic: [redacted] AK		Out:	11/21/2021	11.18	14,639	8	AN2
2021 Volkswagen Atlas SE	VIN: 1V2LP2CA7M[redacted]		In:	11/26/2021	13.50	15,139	8	AN2
2. Unit #:								
Rented Class: 92	Lic:		Out:		0.00	0	0	
0	VIN:		In:		0.00	0	0	

Charge Summary

Description	Charged	Rate	Per	Amount
Regular: Overtime Hour	3 @	13.44	hour	40.32
Regular: Daily	5 @	41.56	day	207.80
Net T&M				248.12
VLF	6 @	1.29	day	7.74
Municipal Car Rental Tax		8.000	%	20.47
Alaska State Car Rental Tax		10.000	%	25.59
Subtotal of Other Charges				53.80
Total Charges				301.92
Payment [redacted]	11/26/2021			301.92
Total Deposits/Payments				301.92
Net Due				0.00

AVIS Alaska

Avis System Licensee
441B Street
Anchorage, AK 99501
(907) 243-4300

Contract # [redacted]

[redacted]

Rental Summary

1. Unit #: [redacted]				**Date**	**Time**	**Odom**	**Fuel**	**Loc**
Rented Class: MID-SIZE SUV	Lic: [redacted]	AK	Out:	12/03/2021	12.20	27,484	8	AC2
2020 TOYOTA RAV4 XLE	VIN: 2T3P1RFV0L[redacted]		In:	12/05/2021	12.20	27,729	3	AC2

Charge Summary

Description	Charged	Rate	Per	Amount
Regular: Overtime Hour		8.23	hour	.00
Regular: Daily	2 @	49.33	day	98.66
Regular: Weekly		345.31	week	.00
Net T&M				98.66
VLF	2 @	.98	day	1.96
8% RENTAL TAX		8.000	%	8.05
STATE RENTAL TAX		10.000	%	10.06
Fuel Charge For Unit#[redacted]	9.06	3.69	gal	33.43
Subtotal of Other Charges				53.50
Total Charges				152.16
Deposit[redacted]	12/03/2021			118.73
Payment[redacted]	12/05/2021			33.43
Total Deposits/Payments				152.16
Net Due				0.00

Comerica Debit Card Reimbursement Template

Morley Case #: [redacted]
Primary Reason for Reimbursement Offer(s): Rental expenses while vehicle was down.
Is this reimbursement due to a parts delay: No **Part Name/Number: N/A**
Date or Expected Date of Vehicle Repair: N/A
Is there a risk for a Buyback Request: No
GCCT Case #: [redacted]
Customer Information
Name: [redacted]
Mailing Address: [redacted], ANCHORAGE, AK [redacted]
Mailing Address Verified: Yes
Is the customer a Citizen of India: NO
VIN: 3FMCR9B60M[redacted]
Reimbursement Information (fill in each payment type entered in Morley Case)
Consequential Expense Reimbursement: N/A
Amount: N/A
Vehicle Payment Reimbursement: N/A
Amount: N/A
Rental Reimbursement: Supporting documents attached to case.
Amount: $454.08
(#13 in Morley Submission Form) **Reason for Customer Reimbursement:** RENTAL
Causal Part Number: N/A
Amount: N/A
Additional Comments: N/A
IMPORTANT: Please see below for information about the Delegation of Authority (DOA)

Delegation of Authority (DOA) - Houston		
Program	**Job Roles**	
	BOM/AOM	**CXS/DXS**
Rental (Incl. IWL/TAP)	$3,500	$2,000
Repair (Gas Engine, All Other)	$5,000	$4,000
Repair Diesel Engine	$5,000	$4,000
Vehicle Payments	$2,000	$1,500
Consequential Expenses	$3,500	$2,000
Refund	$5,000	$3,500
Time and Mileage	7/150	7/150

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 01-17-2022 CLOSED: 01-24-2022 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION: Phone

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

DEALER NAME: Scarsdale Ford, Inc.

PA CODE: 03702 DLR SALES CODE: 13073 REGION: N1 ZONE: N1A

VIN: 3FMCR9D99M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9D - BRONCO SPORT BADLANDS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | | |

HOME PHONE:

SYMPTOMS: Start/Run/Move | Noise | Moving/Driving | Under Acceleration

ANALYST NAME: Rolanda Brew OPEN ANALYST NAME: Marquette Chapple

COMMENTS:

2022-01-17 15:40:28	Marquette Chapple /Ext.79843/mchappl2@ford.com IBC cust just brought a brand new bronco cust stated he has been in and out of the service department .Cust stated when he first got the car there was a rattle noise when he was accelerating ,dealer stated there was no resolution . FordPass was not unlocking cust vehicle , Cust then stated he felt like his battery was suppose to be changed .Then cust stated his car wouldn't start .FordPass is still not starting the car or unlocking after sitting for an hour . Customer wanted to make a complaint against the dealer , I advised customer i have documented everything and will be escalating this case to the DXS team name-[redacted] dealer-Scaresdale Ford Newyork address-[redacted] West Harrison, NY [redacted] phone [redacted] VIN-3FMCR9D99M[redacted] Mileage-2700 Are you the registered owner ?yes Have the vehicle been to the dealer for this concern?yes they've been dealing with this concern for a month Is the vehicle currently at the dealer ?yes obc to dealer ,dealer stated they do not have any loaners available , they don't have any new cars ,dealer stated that the tech Paul is working on vehicle right now , call in about 2 hours ,stated they have engaged in a hotline text Manager Number –[redacted] Email -[redacted] Service Director – Phil Is the customer's vehicle down at the dealership? – no cust it driveable Is the customer in a rental? no When will the repair be complete? not clear diagnosis Next Steps-assigned case to dxs Ford Motor Company ® Marquette Chapple Customer Experience Specialist, Ford CX Team mchappl2@ford.com | www.ford.com office: 866-631-3788 ext. 79843
2022-01-18 13:44:06	*WEB*Please contact me at 914 346 0018. I need to speak with you to assist our customer. Thanks Phil
2022-01-18 13:56:12	*WEB*This vehicle is now completely down. He has had problems since he purchased vehicle. I would like to request two monthly payments.
2022-01-18 22:34:08	**DXS Rolanda, 79254 ext.,RBrew1@ford.com OBC to PHIL to speak regarding the request for vehicle payment educated on the process offered the esp waiting for him to speak with the customer regarding the offer will progress once i get a confirmation Next Step: F/U on1/20/22 Ford Motor Company Customer Relationship Center ? Dealer Team Rolanda Brew | Dealer Customer Experience Specialist | Houston CRC 866.631.3788 x79254 RBrew1@ford.com|E fax 866-984-3681 Mon-Fri 7:00AM to 11:00 AM 1:00 to 5:00 PM CST Ford Confidentiality: 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
2022-01-20 16:05:37	**DXS Rolanda, 79254 ext.,RBrew1@ford.com Sent a portal message as well an email to advise the following information is needed After our conversation on 1/18/22 I was checking to see if you had a chance to speak with the customer regarding the ESP please advise me of the decision I will leave the case open for correspondence from you and if there are no attempts completed on or before next follow up case will resolve and close due to no communication to determine if our resolution meets the area of concern. 1/24/22Ford Motor Company Customer Relationship Center ? Dealer Team Rolanda Brew | Dealer Customer Experience Specialist | Houston CRC 866.631.3788 x79254 RBrew1@ford.com|E fax 866-984-3681 Mon-Fri 7:00AM to 11:00 AM 1:00 to 5:00 PM CST Ford Confidentiality: 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
2022-01-24 15:58:37	DXS Rolanda, 79254 ext.,RBrew1@ford.com Closing the case due to no response on the offer of a cutesy esp Ford Motor Company Customer Relationship Center ? Dealer Team Rolanda Brew | Dealer Customer Experience Specialist | Houston CRC 866.631.3788 x79254 RBrew1@ford.com|E fax 866-984-3681 Mon-Fri 7:00AM to 11:00 AM 1:00 to 5:00 PM CST Ford Confidentiality: 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

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: In Progress
OPEN: 01-21-2022 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |
DEALER NAME: Bill Knight Ford of Stillwater
PA CODE: 00018 DLR SALES CODE: 52686 REGION: C1 ZONE: C1E
VIN: 3FMCR9B66M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | FL | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Lack/Loss of Power | UNKNOWN | UNKNOWN
ANALYST NAME: SYSTEM OPEN ANALYST NAME: Pasley Shaw
COMMENTS:

2022-01-21 15:37:53

Case Number : [redacted]
Customer : [redacted]
Business Phone : [redacted]
Home Phone : [redacted]
Mobile Phone [redacted]
LTV Score : 90
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : n/a
Part Number : n/a
Dealer Name : Bill Knight Ford of Stillwater
Dealer P&A : 00018
Dealer phone : 4053727144
VIN : 3FMCR9B66M[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 3000 aprox
Engine Specification :1.5L Dragon I3 DI TC Gas B
Transmission Specification :8 Speed Auto Transmission 8F35
Warranty Start Date : 2021-12-14
Open Recall/FSA: : n/a
ESP : n/a
Hotline Contact : n/a
Warranty History : 61425

2022-01-21 15:56:46

Cxs Pasley Shaw/ext.79478/ Inb call cust called in and stated that he brought his daughter a new bronco and while driving the veh it would jerk and shut down this is the second time the veh has been to the dlrshp they replaced the engine coil but they are still having issues he stated that the veh was towed to the dlrshp on last night Cust stated that he feels the veh is 50% lemon and he is aware of the lemon law for Georgia however he just wants his daughter's veh repaired because she can't get a rental because she is only 20 and too young to get a rental because of Georgia's laws daughter gave me consent to speak w/ her father on her behalf [redacted] emai[redacted] Bcn: [redacted] is veh driv-able? no is veh currently at the dlr? yes y/m/m: 2021 Ford Bronco mileage: 3000 vin#: 3FMCR9B66M[redacted] clv: 90 dlr name: Bill Knight Ford of Stillwater dlr sa/sm: Tim dlr phone#: 405.372.7144 next steps: followed up w/ the dlrshp to gather more info and see if veh was there and if an ro was opened spoke w/Katelyn she stated that the veh does have an open RO and the SA is Tim he wasn't avail informed[redacted] that once I get an update on the veh I will let him know as well Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)

2022-01-21 15:58:47

•What specifically is causing the customer to want the vehicle bought back? while driving the veh it would buck and jerk and shut off the coil was replaced the 2nd time

•Have you had repairs completed for this concern at multiple dealerships? Bill Knight Ford of Still water

•Registered owner(s) name(s) for the vehicle?[redacted]

•State where the vehicle is currently registered? Florida

•What was the exact date the vehicle was purchased?[redacted]

•State where the vehicle was purchased? Georgia

•Name of the dealer where the vehicle was purchased? Murray Ford

•Is there a current concern with the vehicle? yes

•What is the repair status of the vehicle? not drivable

•Where is the vehicle currently located? Is the vehicle currently at the dealer? at the dlrshp

2022-01-21 16:17:06

*Checked VIN and Report Historicals: None

*Original Owner per Navis

Ford Motor Company ®
Shelley Michel
Specialized Buyback Handling Team Specialist, Ford CX Team

2022-01-21 17:47:06

SBHT Shelley from Melbourne
OBC to DLR (405-372-7144)
Spoke with Addison (S/A). DLR stated the veh is currently there.

RO[redacted]: 1/21/22: 3500: loosing power and cutting out: diagnosis phase: no line RO for loaner/rental

DLR verified these are the only ROs for this customer and there are no notes regarding the veh being modified.

*VERIFIED VIN

*SBHT will complete GFR

Ford Motor Company ®
Shelley Michel
Specialized Buyback Handling Team Specialist, Ford CX Team

2022-01-21 17:47:59

After review; veh does not meet state guidelines for buyback/replacement criteria for GA or FL.

Talking Points:

-Deny GFR
-Review note in milestone
-Follow Repair Assistance Procedures Per Process
-Recommend Dealer Engage Hotline for Repair Assistance
-Focus on getting veh repaired

Ford Motor Company ®
Shelley Michel
Specialized Buyback Handling Team Specialist, Ford CX TeamFord Motor Company ®
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2022-01-21 21:37:42 Cxs Pasley Shaw/ext.79478/ OB call to dlrshp to get and update spoke w/ SA Tim he stated that the tech is still looking at the veh and trying to run the codes to get to the reason the veh is shutting off. Tim also stated that he spoke w/ the cust's Dad and put him in the loop of what's going on as well Tim advised me to give him a call Monday afternoon and hopefully they will have an update Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)

2022-01-21 21:41:01 Cxs Pasley Shaw/ext.79478/ OB call to cust to provide update informed cust that I spoke w/ Tim and he stated that the tech is still trying to run the codes to get the concern. also informed him that the BB was denied because it didnt meet the states guidelines for GA in which he was already aware of notified cust I will f/u w/ dlrshp on Monday and once I get an update I will let him know as well also told cust that since his daughter can't get a rental due to her age if she keeps the receipts we can reimburse her Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)

2022-01-25 00:37:05

OBC CUST @[redacted]

Reached out to Cust advised Agent out of office, will set follow up for tomorrow 1-25

Ford Motor Company
Customer Relationship Center - SUV Team
Justin Goodlow
Jgoodlo4@ford.com | www.ford.com
office: 866-631-3788 EXT: 79524
Monday - Friday 11:30 am -8:00 pm cst

2022-01-26 16:21:47 Cxs Pasley Shaw/ext.79478/ OB call to dlsrp to get an update on cust's veh spoke w/ receptionist Katelyn and she stated that the SA Tim was unavailable provided my contact info for the SA to give me a call back f/u w/ cust Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard

2022-01-26 16:47:52 Cxs Pasley Shaw/ext.79478/ OB call to provide update spoke w/ cust informed him that I have been out of office cust stated that he reached out to the SA Tim on Monday because he never received the call back but he stated that he spoke w/ the SM Lisa and she let him speak w/ the tech and he stated that they think they fixed the problem they ended up driving the veh around and hoping they fixed the concern but they're suppose to give him an update today informed cust that I reached out to the dlrshp and wasn't able to get in touch w/ SA Tim but left message w/ receptionist for the SA to give me a call back cust stated that all he wants is an update on his daughter's veh and also would like for them to speak w/ his daughter because she is the one who drives the veh Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)

2022-01-26 16:48:07 Brittanie Fields/Ext.79408/bfield33@ford.com: IBc from DLRSHP SM Tina called trying to get ahold of Pasley. CXS sent a webex and she stated she will call her back. Ford Motor Company ® Brittanie Fields Customer Experience Specialist, Ford CX/DX Team bfield33@ford.com | www.ford.com office: 866-631-3788 ext. 79408

2022-01-26 17:01:19 Cxs Pasley Shaw/ext.79478/ OB call to dlrshp to get an update spoke w/ SM Tina and she stated that the tech from Ford suggested that they replace the wiring harness but that's not expected to be in on Monday/Tuesday being that the part is coming from Detroit. Tina stated that the Delegate wants his daughter to pick up the veh until the part comes in but she doesn't think that it is a good sugesstion informed SM Tina that I will reach out to the Delegate and inform him of the concerns that might occur if daughter picks up veh SM Tina 4055338735 tnewlin@billnightauto.com notified Tina I will give the update on the concern today also I will f/u on Friday Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Ti

2022-01-26 17:29:03	Cxs Pasley Shaw/ext.79478/ OB call to cust to provide update spoke back w/ cust and informed him that I spoke w/ SM Tina and she stated that they ordered the wiring harness which is not expected to be to the dlrshp Monday/Tuesday could be sooner informed the cust that the SM Tina was stating that he wanted to expedite it cust stated that he has brought a brand new veh for his daughter and for her to be w/out a veh for another week is unacceptable and that he wants the parts expedited to the dlrshp sooner than having to wait another week cust stated that his wife is scheduled to go to OK next Thursday and if his sdaughter doesn't have her veh back by Friday the 4th that his wife is going to deal w/ it I notified cust that I don't think that it is a good suggestion for his daughter to pick up the veh while waiting on the part because something could conspire and that it could be on his daughter's behalf and wouldn't be covered under warranty Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)
2022-01-28 17:26:08	Cxs Pasley Shaw/ext.79478/ OB call to dlrshp to get an update left voicemail for SM Tina to give me a call back send email as well Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)
2022-01-28 18:18:30	Cxs Pasley Shaw/ext.79478/ OB call to dlrshp to get an update spoke w/ SM Tina and she stated that all we are waiting on is the wiring harness that is expected to in Monday Tina also stated that the cust came by to get a few things out of her veh and they were able to show her what we being replaced and cust seemed ok she was just hoping that the veh will be completed by Thursday when her mom comes into time informed Tina that I will f/u on Monday Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)
2022-01-28 22:32:18	Cxs Pasley Shaw/ext.79478/ OB call to cust to provide update left voicemail Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)
2022-01-31 19:29:50	Cxs Pasley Shaw/ext.79478/ OB call to dlrshp to get an update on part Tina 4055338735 left voicemail Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)
2022-01-31 20:48:26	Paisley, We have received the wiring harness; the tech is installing it and afterwards he will drive it. I will keep you posted as when it will be done. Thank you, Tina Newlin Service Manager Bill Knight Ford of Stillwater 4405 W. 6th Ave. Stillwater, OK 74074
2022-01-31 21:19:36	Cxs Pasley Shaw/ext.79478/ OB call to cust to provide spoke w/ cust and informed her that they received the wiring harness and they're installing it the tech is also going to test drive it and once its completed Tina will provide me with that update notified cust that I reached out to her dad as well but left a voicemail cust stated that she did receive an update from Tina as well and glad that they finally found the concern I let the cust know as soon as I get an update from Tina on completion I will inform her as well Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)
2022-02-01 17:21:51	email received from the SM Tina: Vehicle is ready for pickup. I have contacted [redacted] this morning to pick up and I have contacted her Father [redacted] to update him. We replaced wiring harness per Ford. Thank you, Tina Newlin Service Manager Bill Knight Ford of Stillwater 4405 W. 6th Ave. Stillwater, OK 74074 P: (405) 533-8735 E: tnewlin@billknightauto.com www.billknightauto.com
2022-02-01 17:30:38	Cxs Pasley Shaw/ext.79478/ OB call to cust to provide update spoke w/ cust to see if she has picked up her veh cust stated that she will be picking up her veh within the next hr informed cust that I will f/u on Wed to get satisfaction cust suggested to give her a call on Thursday to give her the opportunity to drive the veh around make sure she doesn't have any concerns Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)
2022-02-03 17:52:56	Cxs Pasley Shaw/ext.79478/ OB call to cust to get veh satisfaction spoke w/ cust and she stated that so far so good she hasn't been able to drive it around due to Oklahoma receiving a bunch of snow informed cust that I did send her dad a brochure offering an extended warranty plan cust stated that she will discuss it with him and her mom Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)
2022-02-03 22:43:20	Morley [redacted] ESP
2022-02-09 17:52:37	Cxs Pasley Shaw/ext.79478/ OB call to cust's delegate to provide update on ESP spoke w/ [redacted] and informed him that the extended warranty is attached to the Vin# and I will send a final email send recap email safety net to close case Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)
2022-02-09 18:45:24	--Safety Net - Safe for closure Ford Motor Company ® Marchelle Mcnack Customer Experience Supervisor
2022-03-01 21:32:50	Houston SUV/CXS Roshunda ext. 79572 IBC for customer @[redacted]; spoke w customer stating he has a 2021 Bronco that has been in for repair twice. Customer states that his daughter had the vehicle back 2 weeks and it has the exact same issue. Customer is requesting case re-opened as he states he was not aware that the case was closed since he has reached out to CXS since the problem re-occurred. Customer was advised that CXS will be in contact with 24 hours to address his concern. Email sent to CXS and sup regarding case re-opened. Next Steps: Information on case status provided. Survey prompt provided. Ford Motor Company ® Customer Relationship Center – SUV Team Roshunda Solomon RSOLOM26@ford.com| www.ford.com office: 866-631-3788 ext. 79572

2022-03-01 22:26:15	Cxs Pasley Shaw/ext.79478/ OB call to the dlrshp to get an update on cust's veh spoke w/ SM Tina and she stated that the veh is back at the dlrshp for electrical issues and that they reached out to hotline Tina stated that they can't get the battery but she was going to look into it further and send me an update via email f/u w/ cust Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)
2022-03-02 19:40:46	Paisley, This is the information we have at the moment. We would really like to talk to the Engineer on this. Kevin is the offroad Engineer the tech is writing to: TECH 699: Have a new concern now with Bronco, customer states had trouble starting lights acting up and doors wouldn't lock/unlock. Service sent works to jump start Bronco and bring back to the dealership. Scanned and found low battery voltage, put on diag charger GRX-3590 pass test and performed top off charge. Talk to customer and state that the external light or internal lights will stay on longer than normal. When charging I did note that both headlights middle light bar would not turn off until I turn on and back off the Bronco. I do think the battery is weak had to charge it when it was in the shop. It is a BHEF-48H6 700 not in stock, looks like it is on backorder. We do have a BAGM-48H6 760 and would have to update BMS system. But I think we have a concern with the lights staying on, since I have charged it, I have got them to stay on longer than normal. Tina Newlin Service Manager Bill Knight Ford of Stillwater 4405 W. 6th Ave. Stillwater, OK 74074 P: (405) 533-8735 E: tnewlin@billknightauto.com www.billknightauto.com
2022-03-02 20:39:32	Cxs Pasley Shaw/ext.79478/ OB call to cust to get an update on veh and advise him that the case has been reopened spoke w/ cust's delegate he stated that last Thursday in the middle of an ice storm his daughter's went down to her veh and the veh would not unlock or start up. He stated that he then reached out to the dlrshp and they brought some techs out to jump start the veh to take back to the dlrshp Cust's delegate stated that this is now the third concern w/ the veh . Cust said that the dlrshp informed then that they had a battery but not for the one that his daughter has already Bust's delegate stated that he didn't want to authorize anything w/o Ford's consent informed delegate that I did escalate it and I will f/u on tomorrow w/ Tina to get an update Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)
2022-03-02 20:42:35	added note: cust also stated that this is the third time before the vhe is considered a lemon in the state of Georgia which will make the 4 final fix Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)
2022-03-03 19:25:20	Cxs Pasley Shaw/ext.79478/ OB call to dlrshp to get an update on cust's veh spoke w/ receptionist she took a message for SM Tina to give me a call back Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)
2022-03-03 21:04:37	Cxs Pasley Shaw/ext.79478/ OB call to cust to provide update left voicemail Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)
2022-03-04 15:39:09	IBC needs to get back in touch with his advisor. Notes: - Needs to get to the advisor for his case. - The customer stated that he needed an update. - Went ahead and told him what i could see on the case. - Saving the customer recontact. Next Steps: - Customer Recontact activity. Ford Motor Company Customer Relationship Center - Truck Team Jessica Moore jmoor473@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79273
2022-03-07 16:42:04	Cxs Pasley Shaw/ext.79478/ OB call to cust's delegate to provide update spoke w/ cust and informed him that I I did escalate the issue and I left a voicemail for SM Tina to give me a call back to see what the outcome will be cust's delegate stated that he would like to know because he doesn't want veh just sitting for a battery issue informed cust's delegate once I get updated info from SM Tina I will give him a call back Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)
2022-03-08 16:26:22	email from SM Tina Our technician has been talking with the new field specialist, Andrew, and he said to replace the battery and perform draw tests periodically. We are doing testing on the new battery. Tina Newlin Service Manager Bill Knight Ford of Stillwater 4405 W. 6th Ave. Stillwater, OK 74074 P: (405) 533-8735 E: tnewlin@billknightauto.com www.billknightauto.com
2022-03-08 16:34:55	Cxs Pasley Shaw/ext.79478/ OB call to cust to provide most recent update spoke w/ cust's delegate and informed him that the SM Tina sent me an email stating that they replaced the battery and performing tests periodically cust stated that his daughter has been w/o veh for two weeks and just wants to know when his daughter will get the her veh back informed cust that I will f/u and get an update Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)
2022-03-08 21:23:20	Cxs Pasley Shaw/ext.79478/ OB call to dlrhsp to get an update on repairs spoke w/ SM Tina to get an ETA on repairs she stated that she is working w/ the FSE to see how long it will be and that the cust's mom is suppose to come into town and hoping to have an update later this evening or first thing in the morning Tina stated that she did speak w/ the dad earlier today as well f/u tomorrow Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)
2022-03-09 19:33:10	Cxs Pasley Shaw/ext.79478/ OB call to dlrhsp to get an update on cust's veh spoke w/ SM Tina she stated that they are still running tests on the battery and she will have to get w/ Rick to get an update Tina asked is up to FMC to release the veh or the dlrshp I informed Tina that it will be up to the dlrshp Tina stated she will send me an email once she gathers more info Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)
2022-03-09 22:02:01	Cxs Pasley Shaw/ext.79478/ OB call email from SM Tina The tech has been starting the car every day, checking for lights flickering or staying on and everything so far looks good. He does have another follow up with Andrew (field specialist) Friday. But as it looks right now, our plan is to release the vehicle Friday. I will email you Friday after our technician has spoken with Andrew. Thank you, Tina Newlin Service Manager Bill Knight Ford of Stillwater 4405 W. 6th Ave. Stillwater, OK 74074 P: (405) 533-8735 E: tnewlin@billknightauto.com www.billknightauto.com Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)
2022-03-09 22:09:04	Cxs Pasley Shaw/ext.79478/ OB call to provide update left voicemail Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)

2022-03-14 18:23:05	Cxs Pasley Shaw/ext.79478/ OB call to dlrshp to get an update on cust's veh spoke w/ SM Tina she stated that the cust sold the veh to them but they're still keeping the TAC open until veh they know that the repairs are completed advised SM Tina to send me an email once completed so that I can close the case f/u w/ cust Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)
2022-03-14 21:08:17	Cxs Pasley Shaw/ext.79478/ OB call to cust's delegate to get an update spoke w/ cust's delegate informed him that I spoke w/ the SM Tina and she told me that they brought the veh from them cust's delegate stated that the veh was not consistence or reliable so the dlrshp offered to buy the veh from them no further assistance needed continue to f/u w/ dlrshp until TAC is closed so case can be closed Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)
2022-03-24 16:49:18	Cxs Pasley Shaw/ext.79478/ OB call to dlrshp to get an update on TAC so I can close case left voicemail Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)
2022-03-29 23:03:13	RECOMM 03/28/2022 12:12PM ANDREW HYDORN MSS - FCSD - TECH ASSIT CENTER Made outbound to tech cell to check status on vehicle. He informed me still no duplication and we are thinking the BJB could have resolved the INT concern. The dealer bought the vehicle back from the customer and is now dealer owned. Closing VOR case due to vehicle no longer customer owned and BJB possibly fixing concern due to no duplication at this time. Advised tech if concern does return, this form is good for 90 days and will notify me when updated or call my direct number provided so we can start over at that time if it reoccurs.
2022-04-01 18:11:26	PER TECH HOTLINE NOTES: Made outbound to tech cell to check status on vehicle. He informed me still no duplication and we are thinking the BJB could have resolved the INT concern. The dealer bought the vehicle back from the customer and is now dealer owned. Closing VOR case due to vehicle no longer customer owned and BJB possibly fixing concern due to no duplication at this time. Advised tech if concern does return, this form is good for 90 days and will notify me when updated or call my direct number provided so we can start over at that time if it reoccurs.
2022-04-05 21:32:11	--Safety Net - Safe For Closure Ford Motor Company ® Marchelle Mcnack Customer Experience Supervisor

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 02-02-2022 CLOSED: 03-08-2022 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |

DEALER NAME: Asheville Ford

PA CODE: 09837 DLR SALES CODE: 21663 REGION: S2 ZONE: S2A

VIN: 3FMCR9C6XM[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 4,000

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | NC | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Lack/Loss of Power | UNKNOWN | UNKNOWN

ANALYST NAME: Kora Williams OPEN ANALYST NAME: Paige Scott

COMMENTS:

2022-02-02 21:44:20

Case Number : [redacted]
Customer : [redacted]
Business Phone : [redacted]
Home Phone : [redacted]
Mobile Phone : [redacted]
LTV Score : 83
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : n/a
Part Number : n/a
Dealer Name : Asheville Ford
Dealer P&A : 09837
Dealer phone : (828) 253-2731
VIN : 3FMCR9C6XM[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 4000
Engine Specification :1.5L Dragon I3 DI TC Gas B
Transmission Specification :8 Speed Auto Transmission 8F35
Warranty Start Date : 2021-03-03
Open Recall/FSA: : n/a
ESP : n/a
Hotline Contact : n/a
Warranty History : n/a

2022-02-02 21:46:22 IBC from CUST Mrs. Cobble cust is having electrical problems with her 2021 Ford Bronco Sport that is currently at Asheville Ford, cust cannot drive the veh for safety concerns. Cust ids requesting an Buyback back due to her not being able to drive her new veh. CUST also stated that DLR cannot duplicate concern. create buyback milestone next steps; FU with DLR on repair status. Ford Motor Company ® Customer Relationship Center - Non Truck Team Paige Scott PSCOTT60@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79647

2022-02-02 21:52:23

Customer Information
Name(s) on the Title:[redacted]
Address[redacted] ASHEVILLE NC [redacted]
Email Address:[redacted]
Customer purchased the vehicle.
Vehicle Information
VIN:3FMCR9C6XM[redacted] Current Mileage:4,000
Ownership Status/ Type of Purchase:NEW
Purpose of vehicle:personal
#vehicles registered to the business.(If yesto business)n/a
Purchase Date: 03/03/2021 Mileage at Time of Purchase:7
State Information
State Where Purchased:NC
State Where Registered:NC
Dealer Information
Purchased from Dealer?YES Dealership (if yes):Asheville Ford
Primary Reason for Repurchase:Personal
Is there a current concern with the vehicle? yes
What is the repair status of the vehicle? Currently at dealership
Were repairs completed for this concern at multiple dealerships? (if yes): NO

2022-02-07 14:24:55 Checked historical and VIN status: None NAVIS verified ownership status: Original Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2022-02-07 14:25:37 BRT Kora OBC to dealer @8282532731 no answer in service information needed RO# RO Open Date Mileage at Open Concern Repair (what have we repaired/replaced) Loaner/Rental provided (yes or no) How many days has the vehicle actually been at the dealership? Has the vehicle been modified in any way? Is this repair being covered under Ford Warranty? Close Date (if applicable) Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2022-02-08 14:55:44	BRT Kora OBC to dealer @918282532731 Spoke with SA Jason who advised the customer picked it up. Unable to duplicate anything, customer states all the lights on the dash was on, vehicle was dead. master tech drove and could not duplicate. Second time they could not duplicate anything. They have not found any codes and they have put significant miles to try and duplicate, one attempt was the tech driving over an hour away home and back with no issues. VIN Verified? YES [redacted] 11/12/2021 3300 Engine electrical Unable to duplicate 11/17/2021 RO#[redacted]RO Open Date 2/1/2022 Mileage at Open 4667 Concern Engine electrical Repair (what have we repaired/replaced) Unable to duplicate Loaner/Rental provided (yes or no) How many days has the vehicle actually been at the dealership? YES Has the vehicle been modified in any way? NO Is this repair being covered under Ford Warranty? Close Date (if applicable) 2/4/2022 BRT will complete GFR Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER FOR ANY REASON**
2022-02-08 14:57:22	At this time Ford does not believe the vehicle qualifies for repurchase/replacement in NC Talking Points: •Deny GFR •Review notes in Milestones •Focus on vehicle repair Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team
2022-02-08 20:38:01	OBC to CUST called twice no answer , CXS left an VM requesting for cust to callback regarding her buyback. Ford Motor Company ® Customer Relationship Center - Non Truck Team Paige Scott PSCOTT60@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79647
2022-02-10 17:46:22	OBC to CUST cust did not answer , next CXS will send an email. Ford Motor Company ® Customer Relationship Center - Non Truck Team Paige Scott PSCOTT60@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79647
2022-02-14 17:35:49	OBC to CUST CXS tried to reach out to cust regarding her buyback no answer , CXS left VM now will email cust. Ford Motor Company ® Customer Relationship Center - Non Truck Team Paige Scott PSCOTT60@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79647
2022-02-16 18:15:21	OBC to CUST [redacted] i have called cust 3 times , i have contacted her by email. Now she has left me two VM but never answers when i call back. I ask if there is a time she would like for me to call but haven't got a update on that. CXS will try again 1 more time on 02/18/2022 by 6pm Ford Motor Company ® Customer Relationship Center - Non Truck Team Paige Scott PSCOTT60@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79647
2022-02-18 18:08:27	OBC to CUST no answer safety net for further assistance Ford Motor Company ® Customer Relationship Center - Non Truck Team Paige Scott PSCOTT60@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79647
2022-02-18 19:20:46	--Safety Net - Where is the vehicle? Ford Motor Company ® Marchelle Mcnack Customer Experience Supervisor
2022-02-18 19:41:36	Tatyana Johnson/tjohn452@ford.com/ext. 79549 IBC-- Customer called in wanting to know her buyback decision. I informed her that the buyback was denied. The customer is very frustrated that this vehicle is brand new and not reliable. The customer does not feel safe with driving the vehicle at all. She also mentioned every time she take the veh in they are unable to duplicate the concern customer currently has the vehicle NEXT STEPS: schedule appointment open tech sme activity once the veh is at the dealership sent cxs webex chat Ford Motor Company ® Customer Relationship Center – CAR/SUV Team Tatyana Johnson tjohn452@ford.com | www.ford.com office: 866-631-3788 ext. 79549 Monday- Friday 7;00am-3:30pm CST
2022-02-22 21:50:56	Cxs Pasley Shaw/ext.79478/ OB call to cust to get update informed cust that I was f/u for agent who is OOF spoke w/ cust and she stated that she got her BB decision and was told was denied cust stated that she was also told that the dlrshp didn't provide updated information to the BB team cust stated that she took her veh into the dlrshp twice for the electrical concerns and the loss of power and wasn't understanding why the BB was denied I explained to the cust that the BB was denied due to it not being down for a number of days and repair attempts I did let the cust know if it happens again she can resubmit for another BB but I will have the agent f/u on Thursday Pasley Shaw Customer Experience Specialist/, Ford CXS Team pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)
2022-02-28 20:24:38	OBC to CUST cust is still not willing to drive her veh for safety reasons , the dlr cannot duplicate concern , and veh does not meet her state lemon law for number of repair attempts safety net for next steps Ford Motor Company ® Customer Relationship Center - Non Truck Team Paige Scott PSCOTT60@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79647
2022-02-28 21:22:09	--Safety Net - See if the customer would like to get it to another dealership - If the custoemr says Yes then open Tech SME when the vehicle gets to new Dealership Ford Motor Company ® Marchelle Mcnack Customer Experience Supervisor
2022-03-02 17:29:39	OBC TO CUSY no answer i will try again to see if cust would like to take her veh to another dlr for a second opinion . Ford Motor Company ® Customer Relationship Center - Non Truck Team Paige Scott PSCOTT60@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79647
2022-03-04 17:47:29	OBC to CUST no answer next i will just prep for closure Ford Motor Company ® Customer Relationship Center - Non Truck Team Paige Scott PSCOTT60@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79647
2022-03-08 20:51:25	1. What repair was needed, and has it been completed? cust had an electric problem but dlr could not duplicate concern. 2.Services you provided? try to assist with repair assistance 3.Was a GWG offered? if not why? yes powertrain cust has not accepted just yet. 4.Should we review for any additional Assistance? no 5.Have you mentioned the survey to the customer? yes

2022-03-08 21:50:34

--Safety Net

- Safe for closure

Ford Motor Company ®
Marchelle Mcnack
Customer Experience Supervisor

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 02-15-2022 CLOSED: 02-22-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford SUV-CUV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | California Vehicle |
DEALER NAME: Raceway Ford
PA CODE: 05485 DLR SALES CODE: 71154 REGION: W1 ZONE: W1B
VIN: 3FMCR9B63M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 886
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | CA | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Running | UNKNOWN | UNKNOWN
ANALYST NAME: Deandre Walter OPEN ANALYST NAME: Deandre Walter
COMMENTS:

2022-02-15 01:19:26

IBC FROM CUST: i want to initiate a buyback for my bronco, i bought it in dec and it was stalling out. a week later it was losing power we took it to the dealership for 3 weeks and then we took it back and had it another 3 weeks and 1 day later it was stalling while driving
VIN: 3FMCR9B63M[redacted]

Ford Motor Company
Customer Experience Specialist-car/suv
Deandre Walter
Dwalte78@Ford.com | www.Ford.com
Office: 866-631-3788 EXT 79795

2022-02-15 01:20:07

Case Number : [redacted] Customer : [redacted] Business Phone : NA Home Phone : [redacted] Mobile Phone : NA LTV Score : NS Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : NA Dealer Name : NA Dealer P&A : NA Dealer phone : NA VIN : 3FMCR9B63M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : Engine Specification : Transmission Specification : Warranty Start Date : 2021-11-26 Open Recall/FSA: : ESP : NA Hotline Contact : NA Warranty History : NA

2022-02-15 12:26:04

Reassigned case back to US Ford SUV-CUV NA CRC team. Was assigned to California Lemon Law team in error, when trying to start a buyback review.

2022-02-16 13:21:26

ASSIGNING TO JULIE

2022-02-16 17:10:38

L/M FOR SERVICE @ RACEWAY FORD TO VERIFY RO'S AND IF THE VEHICLE HAS MODIFICATIONS

2022-02-16 20:31:51

emailed the service manager and service director to verify ro and if the vehicle has any modifications.

2022-02-16 20:59:39

DAN Z. AT RACEWAY FORD CALLED AND VERIFIED THE RO
UPDATING GFR

2022-02-16 21:00:34

CASE ANALYST REVIEW COMPLETE TRANSFERRING TO RES FOR REVIEW

2022-02-16 22:29:06

RES Review Complete. Transferring to COM for Final Review & Processing.

2022-02-17 13:54:13

APPROVAL UPLOADED TO PORTAL, TRACKING IS[redacted]
LETTER WILL BE SENT WITHIN THE NEXT 3 BUSINESS DAYS

2022-02-18 01:14:56

OBC TO CUST: CXS calls to notify the customer to look out for the TOL withing the next 5 days PER CUST: No answer, voicemail is full, Ford Motor Company Customer Experience Specialist-car/suv Deandre Walter Dwalte78@Ford.com | www.Ford.com Office: 866-631-3788 EXT 79795

2022-02-18 20:16:22

OBC TO CUST: CXS calls to notify the customer to look out for the TOL withing the next 5 days PER CUST: No answer, send message with call back number Ford Motor Company Customer Experience Specialist-car/suv Deandre Walter Dwalte78@Ford.com | www.Ford.com Office: 866-631-3788 EXT 79795

2022-02-21 19:22:00

*WEB***** Customer Traded in this Bronco and purchased a different one**** Buy back request not necessary

2022-02-21 20:17:13

2022-02-22 00:09:35

CXOS – Sharlethia Muldrew
smuldrew@ford.com
866-631-3788
Clear to close the case.

CASE ATTACHMENTS:

2022-02-15 01:18:56	Deandra Walter
2022-02-21 20:17:13	Deandra Walter

[redacted]

Buyback Request Template

Purpose: Use the template below to provide additional information to the appropriate specialized buyback handling team so they may make informed decisions regarding a vehicle repurchase/replacement.

IMPORTANT: Copy and paste into the case notes.

Customer Information	
Name(s) on the Title: [redacted]	
Address: [redacted] MORENO VALLEY CA [redacted]	
Email Address: [redacted]	
Customer is **PURCHASING**	
Vehicle Information	
VIN: 3FMCR9B63M[redacted]	Current Mileage: 887
Ownership Status/ Type of Purchase:	
Purpose of vehicle: PERSONAL	# vehicles registered to the business. NO
Purchase Date: 11/26/2021	Mileage at Time of Purchase:
State Information	
State Where Purchased: CALIFORNIA	
State Where Registered: CALIFORNIA	
Dealer Information	
Purchased from Dealer? YES	Dealership (if yes): RACEWAY FORD
Primary Reason for Repurchase: VEH IS NEW BUT HAS BEEN AT THE DEALER FOR AT LEAST 60 DAYS	
Is there a current concern with the vehicle? YES	
What is the repair status of the vehicle?	
Were repairs completed for this concern at multiple dealerships? (if yes) NO	
(**CA Only**) Was the vehicle purchased/leased by full time active duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? **NO**	

Ford Motor Company

CASE CLOSURE CHECKLIST

CLV:	na
WSD:	11/26/2021
MILEAGE:	886
What problem did the customer have?	BB
What assistance did Ford provide?	buyback request
What CSAT / GWG was offered ot the customer?	none

All Cases

	yes / no /na
Has the vehicle been repaired & returned to the customer?	
Did you close out all obligations you may have with the dealership (Repair $$$ assistance, rental, etc. - if necessary)?	yes
Did you close out all obligations you may have with the customer (If necessary)?	yes
Do you have documentation to support the customer reimbursement attached to the case?	yes
Has the debit card been transmitted?	no
Do you think goodwill is appropriate in this case?	no
If you made an offer - did it tie to the physicals of the case? (rental as an example)	yes
Did you complete final repair satisfaction check?	yes
Did you send the case closing email to highlight value we brought by assisting?	yes
Proofread email	yes
Does email clearly state what assistance was provided to the customer?	yes
Did you complete the following prior to closing (i.e. enter symptom codes, ensure VIN is attached to case, etc.)?	yes
Did you remember to prompt the survey on final call?	

Buyback Request

Did you deliver Buyback decision to the customer and communicate next steps?	yes
If request was approved, have the RAV Analyst and customer made contact?	yes
Did you follow next steps outlined in Completing an Approved Buyback Request?	na
If request is denied, have you completed next steps outlined in Vehicle Buyback Denied?	n/a

Financial Assistance

Has the approval code been processed and presented?	n/a
Pls. ensure verification of correct P&A code (lot of issues w/ this)	n/a

CASE NUMBER: [redacted] STATUS: In Progress
OPEN: 02-28-2022 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |
DEALER NAME: Paramus Ford, Inc.
PA CODE: 08190 DLR SALES CODE: 13143 REGION: N1 ZONE: N1C
VIN: 3FMCR9B69M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | NJ | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Lack/Loss of Power | Not Listed | UNKNOWN
ANALYST NAME: SYSTEM OPEN ANALYST NAME: Shandreka Stewart
COMMENTS:
2022-02-28 15:16:50

Case Number : [redacted]
Customer : [redacted]
Business Phone : [redacted]
Home Phone : [redacted]
Mobile Phone : [redacted]
LTV Score : 82
Vehicle Purchase Status : Subsequent Owner
Ford Credit Contract Number : N/A
Part Number : N/A
Dealer Name : All American Ford of Paramus
Dealer P&A : 07974
Dealer phone : 2012624900
VIN : 3FMCR9B69M[redacted]
Year : 2021
Make : Bronco
Model : Sport
Mileage : 24306
Engine Specification : 1.5L Dragon I3 DI TC Gas B
Transmission Specification : 8 Speed Auto Transmission 8F35
Warranty Start Date : 13-May-2021
Open Recall/FSA: : 21C31 FRONT BRAKE PAD REPLACEMENT
ESP : COVERAGE CATEGORY: CNOPARTC
0968 - USA 2021 36/36,000 RENTALCARE (WARRANTY REPAIRS ONLY)
STANDARD DEDUCTIBLE:0 USDOWNER NAME: [redacted]:
EXPIRATION DATE:13-May-2024DISTANCE:36000RENTAL:35 UP TO 3 DAYS
TOWING:0 USDCONTRACT SOLD BY:USA 08190ESP CONTRACT START DATE: 13-May-2021
ESP CONTRACT START DATE: 05/13/2021 CONTRACT SIGNATURE DATE: 05/13/2021. CONTRACT START DISTANCE: 80. OWNER OF VEHICLE MUST MATCH OWNER NAME ON OASIS FOR COVERAGE TO APPLY.
Hotline Contact : N/A
Warranty History : NO RECENT REPAIR HISTORY ON VEHICLE

2022-02-28 15:18:09

VIN#3FMCR9B69M[redacted]
VEH.at the Dealership: YES
Meets FLP Guidelines: YES
Year of VEH: 2021
Mileage:24306
CLV:82
Meets FLP Guideline: YES
Transfer to Concern: YES
Concern Agent Name:
Reason for Concern: Customers vehicle stopped on the highway and all electronics went out. Customer had vehicle towed to dealer and the vehicle has been at the dealership for 2 weeks

2022-02-28 16:02:43

Case Number : [redacted]
Customer : [redacted]

3FMCR9B69M[redacted]
2021 Ford Bronco Sport
24306

Vehicle Concern: wire harness needs to be replaced and is on backorder

What the customer is seeking from Ford?:BB

Where is the vehicle located? AT DLR

Dealership Contact:ALL AMERICAN FORD OF PARAMUS 2012624900
SA MIKE

IBC- Customer; [redacted] , confirmed

Address: [redacted] PARAMUS, NJ [redacted]
Email: [redacted]
Bcn: [redacted] m

Shandreka Stewart connected cust over to start BB process due to the veh randomly shutting down while in operation , dlr determine the wire harness needs to be replaced and harness is currently on back order

cust feels that the veh would necer be the same after this repair and no longer wants the veh , cust would like for FMC to BB the veh

informed the cust of open fsa

BB TEMPLATE

Customer Information
Name(s) on the Title: [redacted]
Address: [redacted] PARAMUS, NJ [redacted]
Email Address: [redacted]
Customer is PURCHASING the vehicle.
Vehicle Information
VIN: 3FMCR9B69M[redacted] Current Mileage;24306
Ownership Status/ Type of Purchase; NEW
Purpose of vehicle: PERSONAL #vehicles registered to the business. N/A
Purchase Date: [redacted] Mileage at Time of Purchase
: 55
State Information
State Where Purchased: NJ
State Where Registered: NJ
Dealer Information
Purchased from Dealer? YES Dealership (if yes):Enter the name of the dealership.ALL AMERICAN FORD OF PARAMUS
Primary Reason for Repurchase: The vehicle has expericened a major malfunction the customer feels that the vehicle would never be the same once repaired.
Is there a current concern with the vehicle? YES
What is the repair status of the vehicle? NOT REPAIRED
Were repairs completed for this concern at multiple dealerships? NO
(CA Only) Was the vehicle purchased/leased by full time active duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? N/A
cust is in a loaner veh

Ford will conduct a good faith review of your vehicle repair history. I will provide you with a decision based on your state guidelines within 5 business days.

I'll leave you with a brief survey regarding your experience with me today.

NEXT STEPS: f/u with the dlr later today for repair assistance f/u with the cust on 3/7/2022 for bb decision

Ford Motor Company ®
Jasmine Bradberry
Customer Experience Specialist – SUV Team
jbradber@ford.com | www.ford.com
Office: 866-631-3788 ext. 79277
Mon-Fri |7:30am-4pm

2022-02-28 20:09:36 Melbourne SBHT Alex: 3FMCR9B69M[redacted] - Original per NAVIS NJ Checked historical and VIN status: None

2022-02-28 20:10:39 Melbourne SBHT Alex: After review, vehicle does not meet State guidelines for buyback/replacement criteria for NJ. Talking Points: -Denied GFR -Review notes in milestone -Focus on getting vehicle repaired -Follow repair process -Recommend dealer to engage Hotline for repair assistance

2022-02-28 22:31:45

system will not allow me to schedule follow ups for this case keeps giving me error messages

ive troubleshooted my system and notified my sup

Ford Motor Company ®
Jasmine Bradberry
Customer Experience Specialist – SUV Team
jbradber@ford.com | www.ford.com
Office: 866-631-3788 ext. 79277
Mon-Fri |7:30am-4pm

2022-03-01 19:45:26

OBC to DLR SA Blake mentioned hotline had them order a wiring harness which will be in, in a couple of weeks.

CXS reached out to CUST which mentioned he wants to reimburse for taxis he had to take in the city but does not have any receipts as it was a TAXI, furthermore, was put into a loaner escape which is small compared to what owned vehicle is.

CXS advised CUST once repairs have been completed can look into any ava programs we may have to assist with reimbursement and will reach out to SA to ensure if part is on emergency order and see if they can place into a bigger loaner vehicle.

NEXT STEPS: F/U with SA to ensure part is on emergency order, inquire if CUST can be placed into a bigger loaner/rental, keep CUST in loop

Office Hours Monday- Saturday 7am-3:30pm
Off: Friday & Sunday
Ford
Motor Company ®
Customer Relationship Center – Car/SUV Team
Fallon Scott
Fscott33@ford.com | www.ford.com
office: 866-631-3788 ext:79634

2022-03-03 13:54:36

OBC to DLR unable to get in touch with SA Mike left a detailed VM

Sent detailed email out to CUST regarding updates

NEXT STEPS; F/U with SA to inquire if CUST can be put into a bigger loaner, continue to get status updates on parts, keep CUST loop

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Off: Friday & Sunday
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office: 866-631-3788 ext:79634

2022-03-04 22:06:03

{CXS Peyton Hinshaw}/Ext. {CXS 79697}/{CXS phinshaw@ford.com}:
OBC to DLR, Parts, Parts showing on BO. Part information below to open a PART SME to get a CORRECT COPIS opened. CXS unable to open PART SME due to GCCT being down.

Part Number: [redacted]
Part Order Date: 2/25/22
RO #: NA
P&A: [redacted]
Part Ordered (DOES II / 1878 / FAD): DOES II
COR/DOR: 02252
ORDER #: NA
Y Shipper: NA
Warehouse: NA

Ford Motor Company ®
Peyton Hinshaw
Customer Experience Specialist, Ford CX Team
office: 1-866-631-3788 ext. 79697
2091 Oakwood Blvd.
Dearborn, MI 48124 USA

2022-03-07 16:17:57

CXS successfully added a parts SME request on case

CXS successfully sent detailed email out to CUST advising of updates

NEXT STEPS: reach out to DLR to inquire if CUST can be placed into a bigger loaner VEH, continue to monitor part, keep CUST updated

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Off: Friday & Sunday
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Fallon Scott
Fscott33@ford.com | www.ford.com
office: 866-631-3788 ext:79634

2022-03-07 16:25:39

Hello I'm reaching out on behalf of our mutual customer Mr. [redacted] he has made me aware you guys have him in a loaner Vehicle but he is stating the vehicle is to small for him. Is there any way to get him into a bigger loaner vehicle. Also wanted to inquire if there has been any additional updates regarding repair. please advise I look forward to your response have a great day.

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Off: Friday & Sunday
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Customer Relationship Center – Car/SUV Team
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office: 866-631-3788 ext:79634

EMAIL SENT TO SA MIKE 3/08 10:25AM

2022-03-08 19:48:48

CXS checked COPIS no update has been made at this moment on part.

CXS received email from SA stating loaner CUST is in is similar to the bronco cannot place CUST into a different loaner.

CXS will send detailed email out to CUST regarding loaner and status of part

NEXT STEPS: continue to monitor COPIS, keep CUST in loop

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Off: Friday & Sunday
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Fscott33@ford.com | www.ford.com
office: 866-631-3788 ext:79634

2022-03-15 17:11:33

OBC to DLR Mr. Mike was unavailable left a detailed VM requesting updates.

CXS reached out to CUST, unable to hear CUST will send detail email out.

NEXT STEPS: f/u with sa for updates, ensure CUST is still in loaner, keep cust In loop, continue to monitor case

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Off: Friday & Sunday
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office: 866-631-3788 ext:79634

2022-03-17 15:20:26

OBC to DLR spoke wth SA Mike which mentioned part is currently on B/O with no ETA of arrival.

CXS will send detailed email out to CUST regarding no status change

NEXT STEPS: continue to monitor COPIS, continue to f/u with sa, keep CUST in loop

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Off: Friday & Sunday
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2022-03-18 23:30:30

Thank you for submitting a COPIS Parts Order Statuscase. Good news, your backorder forService Part Number:LX6Z14290BK,Shipper Number[redacted],DOR Number:[redacted], shipped on 03/14/2022. As the order has now shipped, your COPIS case has been closed.

2022-03-22 13:05:55

OBC to SA Mike which stated part has arrived, techs are currently working on other VEH that came in before Mr. James should have VEH into shop by the end of the week or early next week.

CXS reached out to CUST to advise of the updates regarding VEH status, CUST mentioned regional manager stated VEH would be repaired today confused why they would lie.

CXS advised CUST will continue to F/U with DLR for ETA of when VEH will make it in shop to begin repairs.

NEXT STEPS: F/U with SA to inquire if VEH will be completed this week or earlier next week as stated, keep CUST in loop

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Off: Friday & Sunday
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2022-03-26 13:36:25

CXS was unable to get in touch with Mr. mike due to him being away from desk left a detailed VM requesting updates on repair.

CXS send detailed email out to CUST advising waiting on status update from SA

NEXT STEPS: f/u with SA to inquire if VEH has been completed, keep CUST In loop

Office Hours Monday- Saturday 7am-3:30pm
Off: Friday & Sunday
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Fallon Scott
| www.ford.com
office: 866-631-3788 ext:79634

2022-03-28 12:43:48

OBC to DLR spoke with SA Mike which mentioned VEH is torn apart currently installing body harness. Once harness has been installed will need to run multiple tests to ensure the part fixed VEH if it does vehicle should be done by this upcoming Friday.

CXS reached out to CUST, CUST unable to hear error has occurred will send detailed email to CUST regarding updates

NEXT STEPS: continue to F/u with SA to ensure VEH has been repaired, keep CUST in loop

Office Hours Monday- Saturday 7am-3:30pm
Off: Friday & Sunday
Ford
Motor Company ®
Customer Relationship Center – Car/SUV Team
Fallon Scott
| www.ford.com
office: 866-631-3788 ext:79634

2022-03-29 12:16:23

Imani Segura/Ext.79358/isegura@ford.com IBC-purchased ford bronco in feb, veh went dead has been at dlr since then, only had for 8 months, had a IWL but veh is not big enough, wants to speak to agent on case. Next Steps:notified agent on case Ford Motor Company ® Customer Relationship Center - Truck Team36 Imani Segura isegura@ford.com | www.ford.com office: 866-631-3788 ext. 79358 7AM-3:30PM

2022-04-04 15:33:00

OBC to DLR was unable to get in touch with SA Mike left a detailed VM requesting updates and inquiring for.

CXS reached out to CUST, CUST mentioned he picked up VEH 04/02/2022. But has rental that is unpaid for wants FMC to assist with paying for it due to not having VEH for 2 months.

NEXT STEPS: f/u with SA to get information regarding rental, keep CUST in loop

Office Hours Monday- Saturday 7am-3:30pm
Off: Friday & Sunday
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Customer Relationship Center – Car/SUV Team
Fallon Scott
| www.ford.com
office: 866-631-3788 ext:79634

2022-04-06 12:48:26

CXS was unable to reach SA Mike to confirm if there is rental unpaid left a detailed VM

NEXT STEPS: send detailed email out to SA regarding rental.

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Off: Friday & Sunday
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2022-04-06 12:50:45

Good morning Mr. Mike just wanted to reach out on behalf of Mr. [redacted]. He mentioned he had a rental while vehicle was down just wanted to confirm if rental was through you guys and if its unpaid please advise. I look forward to your response have a great day.

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Off: Friday & Sunday
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Fallon Scott
| www.ford.com
office: 866-631-3788 ext:79634
EMAIL SENT TO SA MIKE 4/06/2022 7:50AM

2022-04-09 15:02:44

OBC to DLR spoke with a SA which mentioned no rental is owed CUST was in a loaner VEH provided by DLR

CXS sent detailed email out to CUST explaining no rental is owed to dealer. Loaner was a curtesy on behalf of the ford dealer.

NEXT STEPS: safety net for closure

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Off: Friday & Sunday
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Fallon Scott
| www.ford.com
office: 866-631-3788 ext:79634
P.O. Box 6248
Dearborn, MI 48126

2022-04-09 15:46:19

--Safety Net

- Safe for closure

Ford Motor Company ®
Marchelle Mcnack
Customer Experience Supervisor

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: In Progress
OPEN: 03-14-2022 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford SUV-CUV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |
DEALER NAME: Gallery Ford of Pekin LLC
PA CODE: 09773 DLR SALES CODE: 41347 REGION: G1 ZONE: G1D
VIN: 3FMCR9C63M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 6,248
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | IL | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Noise | Moving/Driving | Cold
ANALYST NAME: SYSTEM OPEN ANALYST NAME: Shandreka Parker
COMMENTS:
2022-03-14 22:32:20

Case Number : [redacted]
Customer : [redacted]
Business Phone :n/a
Home Phone : [redacted]
Mobile Phone : n/a
LTV Score : 75
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : N/A
Part Number : n/a
Dealer Name : Velde Ford Sales, Inc.
Dealer P&A : 20176
Dealer phone : 3093473111
VIN : 3FMCR9C63M[redacted]
Year : 2021
Make : fORD
Model :Bronco Sport
Mileage : 5700
Engine Specification :1.5L Dragon I3 DI TC Gas B
Transmission Specification :8 Speed Auto Transmission 8F35
Warranty Start Date : 2021-11-26
Open Recall/FSA: :8 Speed Auto Transmission 8F35
ESP : N/A
Hotline Contact : N/A
Warranty History : N/A

2022-03-14 22:37:53

Shandreka Parker/Park112@ford.com/ ext. 79563

IBC - cust caslled in on 3/1/21 to make complaint about dlr - CASE # [redacted]

CUst states the veh is making a horrible noise when going in to reverse after a cold start -sometimes. Cust provides
Vin- 3fmcr9c63m[redacted]
miles - 5700
Sales person Chris - cockran

She went in to the dlr to have this checked out - they told her she has a recall.

cust booked appt with Uftring ford for the 3/29th. They will give me a loaner the day before. I called and talked to Josh and he was very accommodating,

Notate

Ford Motor Company ®
Customer Relationship Center – Car/SUV
Shandreka Parker
Spark112@ford.com |www.ford.com
office: 1-866-631-3788 ext. 79563
M-Th-Sat 09:30 AM-6:00 PM CST

2022-03-14 22:38:18

Recieved vm from cust for call back -

OBC to cust -Leave detailed vm - send email

OBC to DLR - speak with Ryan - who states the repir is complete. the issue was the veh had an after market trailer hitch added. when this was done the electrical system was not plugged in correctly and it caused the veh to throw a bunch of codes and alerts. the tech redid the plugs and the codes went away - he also states the cust complained abuot the veh turning off at a stop sign - she has auto start and stop.

the repair is not covered under warranty because of aftermarket hitch. she will be charged -
est - cost $ 100 - labor

NEXT STEPS: notate

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Customer Relationship Center – Car/SUV
Shandreka Parker
Spark112@ford.com | www.ford.com
office: 1-866-631-3788 ext. 79563
M-Th-Sat 09:30 AM-6:00 PM CST

2022-03-14 22:46:22 Shandreka Parker/Park112@ford.com/ ext. 79563 Cust called in stating the veh is at Valde ford. she state the veh shut down on Saturday at a stop sigh. she states she could not get the veh into gear at all. she was closr to the selling dlr and when she was balr to get the veh to restart she brought it over to them - cust states she is requesting a lemon law review - she says the veh was sluggish and no power when she stopped and pulls off. the driver window does not open up when on the highway over 60 mph. it only comes down if she is driving slow and she can feel the motor working but the window will not move. also the the head light went out before . she also want the dlr to check the loud sound the veh makes in reverse cust states she was told that the dlr switched ownership NEXT STEPS: Set Follow Up Tuesday with dlr and wed with cust Ford Motor Company ® Customer Relationship Center – Car/SUV Shandreka Parker Spark112@ford.com | www.ford.com office: 1-866-631-3788 ext. 79563 M-Th-Sat 09:30 AM-6:00 PM CST

2022-03-14 22:56:10

What specifically is causing the customer to want the vehicle bought back? Sluggish when pulling off form a stop, driver window does not work properly. the veh stalled at a stop sign, and makes a loud noise when in reverse .
What type of purchase? New
What was the mileage at the time of purchase? 0
What is the name of the selling dealer, business, or seller? Velde ford
Registered owner(s) name(s) for the vehicle? [redacted] -
State where the vehicle is currently registered? Il
What date was the vehicle purchased? [redacted]
What is the primary mechanical concern for buyback request? multiple issues
What is the repair status of the vehicle? being repaired
Is this a business vehicle? If yes, how many vehicles are registered to the business? no
Is the vehicle primarily used for personal or business reasons? Both
Have you had repairs completed for this concern at multiple dealerships? No
Where is the vehicle currently located? at dealer
Is the vehicle currently at the dealer?yes

2022-03-15 14:47:06 Shandreka Parker/Park112@ford.com/ ext. 79563 IBC to Dlr - Speak with Stacy who states Ryan is out today She provides that the electrical repair is complete there is no squealing in revers on the ticket - but she will talk to the Sales guy and have the veh checked out for the customer NEXT STEPS: Set Follow Up Wednesday with customer Ford Motor Company ® Customer Relationship Center – Car/SUV Shandreka Parker Spark112@ford.com | www.ford.com office: 1-866-631-3788 ext. 79563 M-Th-Sat 09:30 AM-6:00 PM CST

2022-03-16 19:10:28 Shandreka Parker/Park112@ford.com/ ext. 79563 OBC to DLR - speak with Ryan who states he received the info about the veh making noise and will have it checked. OBC to cust - to provide update - that the dlr is working on finding noise issue - Leave detailed vm send email NEXT STEPS: Set Follow Up Monday for bb decision Ford Motor Company ® Customer Relationship Center – Car/SUV Shandreka Parker Spark112@ford.com | www.ford.com office: 1-866-631-3788 ext. 79563 M-Th-Sat 09:30 AM-6:00 PM CS

2022-03-18 17:16:07 Checked VIN and Report Historicals: None Per NAVIS: Original Owner LTV: 75 NHL: none Ford Motor Company ® Deidra Murdaugh Specialized Buyback Handling Team Specialist, Ford CX Team

2022-03-18 20:36:09 BRT Deidra Murdaugh OBC to dealer – 309-347-3111 BRT spoke with Ryan VEH is at the DLR Verified VIN Modifications trailer hitch Current RO: RO: [redacted] Date: 3/14/22- Current Mileage: 6230 Loaner: yes Customer Comments: Park aid fault when in reverse getting icon on over head with red x Auto start not working Reverse brake noise- verified pad recall windows when 60mph roll up to slow. (Dlr unable to duplicate window and auto start concern) Tech Notes: connection to wiring was not plugged back in properly after Trailer Hitch was put on. Once tech plugged back in everything worked properly Dlr ordered parts for Brake recall RO History: none _____ *BRT will complete GFR ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER ** _____ Ford Motor Company ® Deidra Murdaugh Specialized Buyback Handling Team Specialist, Ford CX Team

2022-03-21 14:41:45 After review, VEH does not meet state guidelines for buyback/replacement criteria for IL. Talking Points: - Deny GFR -Review note in milestone -VEH is at the dealership -Recommend Dealer Engage Hotline for Repair Assistance if needed -Focus on getting VEH repaired -Follow Repair Assistance Procedures Per Process ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER ** Ford Motor Company ® Deidra Murdaugh Specialized Buyback Handling Team Specialist, Ford CX Team

2022-03-21 19:52:51	Shandreka Parker/Park112@ford.com/ ext. 79563 BB denied - OBC to dlr - for repair update - Speak with marla - who states that ryan is with a customer she states they are waiting for parts Break pads - Direct ship no eta - OBC to cust - to provide update . request specification on Break pads - front or rear , if they are taking care of Recall - and is the window fixed on the track. NEXT STEPS: Set Follow Up Wednesday Ford Motor Company ® Customer Relationship Center – Car/SUV Shandreka Parker Spark112@ford.com | www.ford.com office: 1-866-631-3788 ext. 79563 M-Th-Sat 09:30 AM-6:00 PM CST
2022-03-23 18:37:58	Shandreka Parker/Park112@ford.com/ ext. 79563 OBC to fdlr to chechon Break pad parts and repair update - speak with Marla who transfer s to rayan - only front break pads ordered as part of the recall. the window is fine after hitch fix. the test drove the veh and did not duplicate concern of reverse noise. also Part have not come in yet Break pads - Direct ship no eta - OBC to cust to provide an update- cust states the window is not repaired from the hitch because the window was an issue from purchase. she ask has the dealer followed the directions about the cold start and noise. she states the sales man chris - heard the noise since i purchased the veh. Cust get upset and state that she will not take the veh back if all the repairs are not complete. she request to know the specifics of the repairs and ask multiple questions about the repairs. she goes ontho state that the csx is taking the dlr side and she is not happy with fmc. CSX inform cut she is not a tech, but can get the answers to her questions. I amher CSX and here to help her . Cust states i have been no help to her and she will have to get a lawyer she request the lemon laws of il. CSX inform i dont have that info however she can get that info and also contact her BBB for independent arbitration about her BB decision. Cust ask what are her next steps CSX provides second opinion ff shee feels the dlr did not fix her veh. cust states she knows they have not fixed any of her repairs s he ask what did the dlr do to fix the window? did they test drive the veh at 645 MPH and roll down the window? did they hear the motor banging? did they take o,ff the door panel to find out why the motor was banging? how are they not able to duplicate the issue/ did they follow instructions? Did they reverse the veh on a cold morning or cold start? will they take off the rear end to find out where the noise is coming from ? OBC to dlr on 3 way - sA ryan is not available. get his email to send questions over to SA. [redacted] NEXT STEPS: Set Follow Up Monday Ford Motor Company ® Customer Relationship Center – Car/SUV Shandreka Parker Spark112@ford.com | www.ford.com office: 1-866-631-3788 ext. 79563 M-Th-Sat 09:30 AM-6:00 PM CST
2022-03-24 20:18:47	Shandreka Parker/Park112@ford.com/ ext. 79563 they test drove the veh at 65 miles per hour the window goes up and down and normal speed. no motor sounds have not tested the rear breaks yet. Waiting for the break pads to come in to complete the Recall and check all 4 tires. OBE to Cust to provide update NEXT STEPS: Set Follow Up Monday with Cust Ford Motor Company ® Customer Relationship Center – Car/SUV Shandreka Parker Spark112@ford.com | www.ford.com office: 1-866-631-3788 ext. 79563 M-Th-Sat 09:30 AM-6:00 PM CST
2022-03-28 19:57:34	Shandreka Parker/Park112@ford.com/ ext. 79563 OBC to dlr to check on part- speak with Eric in parts that provided the part came in today. Service - Speak with Marla - who states they are working on the veh and complete today they are working on the noise as we speak. OBC to Cust - to provide update - she states she is happy the repair has come to an end and hopes every thing is fixed. she states she is working and may not be able to pick up the veh on tomorrow if its ready. NEXT STEPS: Set Follow Up Thursday for SAT call Ford Motor Company ® Customer Relationship Center – Car/SUV Shandreka Parker Spark112@ford.com | www.ford.com office: 1-866-631-3788 ext. 79563 M-Th-Sat 09:30 AM-6:00 PM CST
2022-03-31 19:55:22	Shandreka Parker/Park112@ford.com/ ext. 79563 OBC to dlr - speak with Ryan- he states the veh is ready for pickup, he spoke with the cust and she will pick up for Friday OBC to cust - OUT of MO time send email update NEXT STEPS: Set Follow Up tuesday Ford Motor Company ® Customer Relationship Center – Car/SUV Shandreka Parker Spark112@ford.com | www.ford.com office: 1-866-631-3788 ext. 79563 M-Th-Sat 09:30 AM-6:00 PM CST
2022-04-05 16:54:31	Shandreka Parker/Park112@ford.com/ ext. 79563 OBC to Dlr - speak with Marla who states the cust picked up the veh on Friday Creat Morley #[redacted] OBC to cust- for ast call and ofefr GWG - Cust states she is not satisfied with repairs - the light flashes for the set belt in the back the back brakes still sound like a sick whale, it made the noise when she pulled off the lot. the window is still an issue, and she is in the process of getting a lawyer. she states the issue is electrical - the start- stop is not working correctly - she says it does not turn off now. she states the dlr did not care and she has a gps in the veh and the veh was not driven at all . Cust is willing for a second opinion. Obrian Ford - busy with work and dont want to deal with ford any more. OBC to Obrian ford on 3 wya (309) 693-2525- make and appt for 2nd opinan Peak with Ron - states no loaners - have rental company - Cust makes appt for Tuesday 4/19/22 - he stats he will contact hurtz for cust also. Provide cust Premium maintenance - Customer keeps stating she does not feel safe in the veh . but approved the premium maintenance esp. CSX transmiit Morly Send cust email aobut ESP NEXT STEPS: Safety net to close until veh is at DLR . Ford Motor Company ® Customer Relationship Center – Car/SUV Shandreka Parker Spark112@ford.com | www.ford.com office: 1-866-631-3788 ext. 79563 M-Th-Sat 09:30 AM-6:00 PM CST

2022-04-07 20:07:29	
	Case Progression Specialist Morley activity: [redacted] Has been transmitted. --- Ford Motor Company ® Jelishia Joiner Team Lead Email: JJoine12@ford.com| www.ford.com Office: (866) 631-3788 ext. Mon- Fri 11:30am-8:00pm CST (Central)
2022-04-08 19:15:29	
	tech sme specialist vehicle has been repaired and released back to the customer. customer is not happy with repairs and the issues are still present. Customer has made an appointment with another dealer for second opinion on vehicle.
2022-04-11 18:17:30	Shandreka Parker/Park112@ford.com/ ext. 79563 Check Oasis - ESp in oasis - Safety net to close case Until 4/18/21 days before appt NEXT STEPS: Safety net Ford Motor Company ® Customer Relationship Center – Car/SUV Shandreka Parker Spark112@ford.com | www.ford.com office: 1-866-631-3788 ext. 79563 M-Th-Sat 09:30 AM-6:00 PM CST
2022-04-11 19:48:51	**********SAFETY NET********** Safety to Resolve **********SAFETY NET********** -ok to close Jonathan Gaddy Ford Motor Company ® Operations Supervisor SUV/CAR Ph. 800-392-3673 jgaddy7@ford.com | www.ford.com

CASE ATTACHMENTS:

2022-03-14 22:56:10 Shandreka Parker



Buyback Request Template

Purpose: Use the template below to provide additional information to the appropriate specialized buyback handling team so they may make informed decisions regarding a vehicle repurchase/replacement.

Important: Copy and paste into the case notes.

Customer Information	
Name(s) on the Title: [redacted]	
Address: [redacted] Peoria, Il [redacted]	
Email Address: [redacted]	
Customer is Purchasing the vehicle.	
Vehicle Information	
VIN: 3FMCR9C63M[redacted]	**Current Mileage:** 6248
Ownership Status/ Type of Purchase: New	
Purpose of vehicle: both	# Vehicles registered to the business. (If yes to business)
Purchase Date: [redacted]	**Mileage at Time of Purchase:** 0
State Information	
State Where Purchased: IL	
State Where Registered: IL	
Dealer Information	
Purchased from Dealer? Yes	Dealership (if yes): Velde Ford
Primary Reason for Repurchase: Multiple issues with new veh	
Is there a current concern with the vehicle? Veh makes loud noise when in reverse – driver window does not work properly, veh stalls at stop sign and will not go into gear	
What is the repair status of the vehicle? Dlr workingon repair	
Were repairs completed for this concern at multiple dealerships? (If yes): no	
(CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed?	

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 03-23-2022 CLOSED: 05-06-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 3 Consumer Affairs NA CRC COMMUNICATION: Letter
CASE CLASS LV 1234: Consumer Intervention | Demand Letters | |
DEALER NAME: Ford of Kendall, LLC
PA CODE: 02650 DLR SALES CODE: 24005 REGION: S3 ZONE: S3A
VIN: 3FMCR9C62M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | FL | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Engine Surge | Acceleration | Always
ANALYST NAME: Shirley Pagan OPEN ANALYST NAME: P Rxsalp
COMMENTS:

2022-03-25 18:32:56

spagan3 x76794

3/25: Cust submitting MVDN dated 3/11. Received by FMC 3/23

c/s The vehicle has been out of service at least 15 days to repair one or more substantial defects.

C/S defects:

Cust seeks: Final resolution under Florida Lemon Law. --Final repair attempt.

Consumer Affairs scanning information for handling.

2022-03-25 18:33:31

spagan3 x76794

3/25: vin not found on vin list.

2022-03-25 18:33:52

spagan3 x76794

3/25: OBC to CUST ([redacted]);
CALA adv. FMC received the MVDN notice regarding repairs of his 2021 Bronco. CUST adv. VEH as been at DLR since 2/19. CUST adv. was driving VEH on highway when the VEH started stalling. CUST adv. they received a code that came one and adv. CUST powertrain malfunctioning to to take VEH to nearest DLR. CUST adv. they took VEH straight to DLR. CUST adv. in not sure of the cause, as DLR still has VEH and DLR is still diagnosing VEH. CUST adv. DLR mentioned an expert inspecting VEH. CUST adv. they no longer want VEH, they just want their deposit back. CALA adv. FMC will start GFR and CALA will reach out once review is completed. CALA provided contact information.

2022-03-29 16:13:48

spagan3 x76794

3/29: After review, it appears this vehicle may meet the requirement for repurchase or replacement under the State of Florida lemon law. Within the 24-month presumption period, the vehicle has been out of service for more than 30 days for warrantable repairs; 39+ days down for powertrain warning lamp and stalling. The vehicle appears to meet the FL LL guidelines for R/R due to days out of service.

2022-03-29 20:57:28

** PLEASE DO NOT PROVIDE THE INFORMATION BELOW TO A CUSTOMER WHO CALLS IN**PLEASE REQUEST THAT THEY CONTACT THEIR BBB AGENT OR THEIR CONSUMER AFFAIRS LEGAL ANALYST**
COM Approves to RAV for repurchase only due to global manufacturing delays for new replacement units.

2022-03-31 15:05:42

spagan3 x76794

3/31: OBC to CUST [redacted]); [redacted] adv. GFR was completed and FMC is offering to repurchase VEH. CUST accepted offer and provided [redacted] email for RAV documents [redacted] thanked CUST.

2022-03-31 15:05:54

spagan3 x76794

3/31: Case[redacted] uploaded to RAV for COM to transmit. Compliance date set for 4/1/22.

2022-03-31 15:07:55

spagan3 x76794

3/31: OBE to CUST [redacted] provided CUST RAV document list.

2022-04-01 15:46:34

RAV has made contact with the customer and the RAV is moving forward.

2022-04-18 14:00:18

spagan3 x76794

4/18: COM transmitted to RAV on 3/31.

2022-04-22 19:36:16

spagan3 x76794

4/22: Case [redacted] is in Awaiting Surrender status with RAV.

2022-04-29 18:46:04

spagan3 x76794

4/29: Case [redacted] is in Awaiting Surrender status with RAV.

2022-05-06 13:25:40

spagan3 x76794

5/6: Case [redacted] is in Awaiting Surrender status with RAV.

2022-05-06 13:27:25

spagan3 x76794

5/6: Copies of checks to CUST and Lien holder as well as copies of Vehicle Insp Form for Rep Packet & Repurchase Veh Property Control Form are with RAV. CALA closing case.

CASE ATTACHMENTS:

2022-03-25 18:32:56	Shirley Pagan
2022-03-29 16:13:48	Shirley Pagan



From: [redacted]

[redacted]

Palmetto Bay, Fl. [redacted]

7021 2720 0001 0586 2575

MIAMI FL 330

14 MAR 2022PM 5 L

NEOPOST FIRST-CLASS MAIL

03/11/2022

US POSTAGE $007.33⁰

ZIP 33131

041M11296969

RETURN RECEIPT REQUESTED

To: Ford Motor Company

Customer Relationship Center

P.O. Box 6248

Dearborn, MI. 48126

48121-624848

PE24-002 000124 GCCT

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL®

PE24-002 000125 GCCT

Motor Vehicle Defect Notification

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

☒ **I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY**

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

☒ **The vehicle has been out of service at least 15 days to repair one or more substantial defects.**

☐ **3 or more repair attempts have been made to repair the same substantial defect or condition.**

Description of continuing defect(s) or condition(s) _____

(**NOTE:** this is not a complete list; the manufacturer should ascertain all repair information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make Ford Model Bronco Sport / Year 2021

VIN 3/F/MC/R/9/C/6/2/M[redacted] Date of Delivery Tuesday November 30, 2021 12:30pm

Name and City/State of selling dealer or leasing company (if applicable) Ford of Kendall

15551 South Dixie Hwy Miami, FL. 33157

Name and City/State of authorized service agent(s) attempting previous repairs: _____

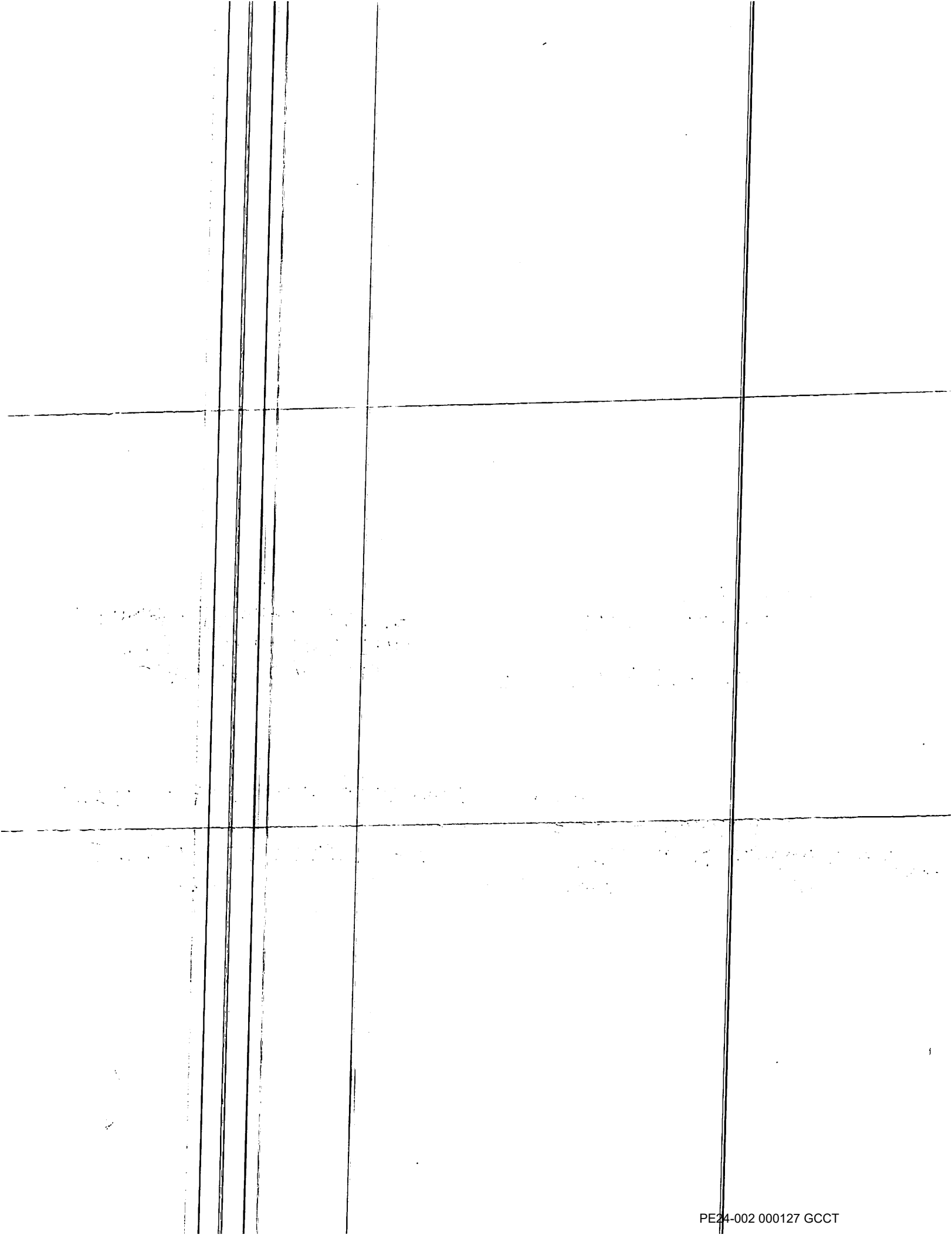
Consumer [redacted]

Addr[redacted]

Palmetto Bay, FL. [redacted]

[redacted]

CONSUMER AFFAIRS SECTION
2022 MAR 23 PM 12:49



CASE INFORMATION:

Customer Name:	[redacted]	**CALA Name:**	Shirley Calderon-Pagan
Vehicle:	2021 Bronco	**GCCT Case Number:**	[redacted]
VIN:	3FMCR9C62M[redacted]	**Case Type:**	Demand
Warranty Start Date:	11/6/21	**Attorney:**	None
Mileage:	2209	**State:**	Florida

Purchased: ☒ New ☐ Used ☐ Demo ☐ Leased (terms of lease)

This Vehicle is in: ☒ BTB Warranty ☒ Powertrain Warranty ☐ Diesel Warranty ☐ No Warranties

Extended Service Plan: ☐ NO ☒ YES

2022 NEW 84/60,000 PREMIUMCARE W/ROADSIDE
2022 LIMITED MAINT 24/24K-7.5K INTERVAL

REVIEW INFORMATION:

Offer: ☒ Repurchase ☐ Replacement ☐ Option

Resources Used: ☐ Repair Order ☐ AWS ☐ GCQIS

After review, it appears this vehicle may meet the requirement for repurchase or replacement under the State of Florida lemon law. Within the 24-month presumption period, the vehicle has been out of service for more than 30 days for warrantable repairs; 39+ days down for powertrain warning lamp and stalling. The vehicle appears to meet the FL LL guidelines for R/R due to days out of service.

DLR	RO NUMBER	DATE	MILEAGE	VEHICLE CONCERN	SERVICES PERFORMED / ACTIONS	DAYS DOWN
Ford of Kendall	[redacted]	2/19/22 - Present	2206	• Per CUST: powertrain malfunctioning warning on & VEH stalling while driving at highway speeds	• DLR still working on VEH	39+
				•	•	
					TOTAL DAYS	39+
NHL and TAR details						

STANDARD CLAIMS LIST

AWS Online Report

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT	FUNCTION	VFG	CCC	CD

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 04-20-2022 CLOSED: 04-27-2022 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |

DEALER NAME: Kunes Country Ford of Antioch, Inc.

PA CODE: 09413 DLR SALES CODE: 41408 REGION: G1 ZONE: G1C

VIN: 3FMCR9B68MR[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 2,000

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | WI | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Moving | Engagement Quality | UNKNOWN

ANALYST NAME: Osha Grant OPEN ANALYST NAME: Osha Grant

COMMENTS:

2022-04-20 14:38:14

Osha Grant/ EXT:79446/ ogrant5@ford.com/ COPY KEY DATA Case Number : [redacted] Customer [redacted] Business Phone : Home Phone : [redacted] Mobile Phone : [redacted] LTV Score : 74 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : Kunes Country Ford of Antioch, Inc. Dealer P&A : 09413 Dealer phone : 8473953900 VIN : 3FMCR9B68M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 2000 Engine Specification : Transmission Specification : Warranty Start Date : 2022-01-12 Open Recall/FSA: : ESP : NONE Hotline Contact : NONE Warranty History : [redacted] Ford Motor Company ® Customer Relationship Center- Passenger Vehicle Team Osha Grant ogrant5@ford.com | www.ford.com office: 866-631-3788 ext. M-F 7:30 am- 4 pm CST

2022-04-20 14:58:03

Osha Grant/ EXT:79446/ ogrant5@ford.com/ Customer called in to start a buyback. -Customer states that his vehicle is shutting off in the midst of him driving. It happens often. After the vehicle shuts off it takes about 10 minutes for it to start again Customer was able to bring the vehicle to the purchased dealer Kunes Country Ford of Antioch but the team was unable to duplicate the concern. Customer is unhappy being that this a new vehicle and is seeking a refund for the vehicle CXS was able to inform customer of the buyback review time frame, attach template to case and send email with case information and contact information included to the customer CXS will follow up with customer on 4.26 Ford Motor Company ® Customer Relationship Center- Passenger Vehicle Team Osha Grant ogrant5@ford.com | www.ford.com office: 866-631-3788 ext. M-F 7:30 am- 4 pm CST

2022-04-20 15:00:13

BUYBACK TEMPLATE

2022-04-25 21:24:50

Checked VIN and Report Historicals:

None.

_____
Ford Motor Company ®
Michelle Ebinger
Specialized Buyback Handling Team Specialist, Ford CX Team

2022-04-25 21:25:05

BRT Michelle Ebinger x77785
OBC to dealer – 918473953900
BRT spoke with SA Kat

VIN verified? Yes
VEH is not at the DLR
No appointments made.

RO History:

RO: [redacted]

Customer Comments: VEH shutting off while driving, dies at times, jiggle battery gets VEH to start

Tech Notes: Unable to duplicate

_____
*BRT will complete GFR

** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

Ford Motor Company ®
Michelle Ebinger
Specialized Buyback Handling Team Specialist, Ford CX Team

2022-04-25 21:26:23

After review, VEH does not meet state guidelines for buyback/replacement criteria for IL.

Talking Points:

-Deny GFR
-Review note in milestone
-VEH is not at the dealer
-Advise Customer to take VEH to Dealer if there is a current concern
-Focus on getting VEH repaired
-Follow Repair Assistance Procedures Per Process

_____
Ford Motor Company ®
Michelle Ebinger
Specialized Buyback Handling Team Specialist, Ford CX Team

2022-04-26 17:34:33 Osha Grant/ EXT:79446/ ogrant5@ford.com/ OBC to customer for a re-contact -CUST informed me he was able to get the vehicle repaired, before I could even inform him of the buyback decision. -CUST is currently satisfied with the repairs CXS informed CUST to reach out if they should have any more concerns Ford Motor Company ® Customer Relationship Center- Passenger Vehicle Team Osha Grant ogrant5@ford.com | www.ford.com office: 866-631-3788 ext. M-F 7:30 am- 4 pm CST

2022-04-26 20:46:17 Osha Grant/ EXT:79446/ ogrant5@ford.com/ CASE CLOSURE Has the vehicle been repaired & returned to the customer? YES Did you close out all obligations you may have with the dealership (Repair $$$ assistance, rental, etc. - if necessary)?YES Did you close out all obligations you may have with the customer (If necessary)?YES Do you have documentation to support the customer reimbursement attached to the case?N/A Has the debit card been transmitted?N/A Do you think goodwill is appropriate in this case? NO If you made an offer - did it tie to the physicals of the case? (rental as an example)N/A Did you complete final repair satisfaction check? YES Did you send the case closing email to highlight value we brought by assisting?YES Proofread email Does email clearly state what assistance was provided to the customer?YES Did you complete the following prior to closing (i.e. enter symptom codes, ensure VIN is attached to case, etc.)?YES Buyback Request Did you deliver Buyback decision to the customer and communicate next steps?YES If request was approved, have the RAV Analyst and customer made contact?DENIED Did you follow next steps outlined in Completing an Approved Buyback Request?DENIED If request is denied, have you completed next steps outlined in Vehicle Buyback Denied?YES Ford Motor Company ® Customer Relationship Center- Passenger Vehicle Team Osha Grant ogrant5@ford.com | www.ford.com office: 866-631-3788 ext. M-F 7:30 am- 4 pm CST

2022-04-27 04:52:09

**********SAFETY NET**********
Case is clear to closer

Secundra Walker
Ford Motor Company ®*
Operations Supervisor SUV/CAR
Ph. 800-392-3673
Swalk178@ford.com | www.ford.com

CASE ATTACHMENTS:
2022-04-20 15:00:13 Osha Grant

[redacted]

Customer Information	
Name(s) on the Title [redacted]	
Address: [redacted] WEST ALLIS, W[redacted]	
Email Address: politeonion@gmail.com	
Customer is **purchasing** the vehicle.	
Vehicle Information	
VIN: 3FMCR9B68M[redacted]	Current Mileage: 2,000
Ownership Status/ Type of Purchase: NEW	
Purpose of vehicle: Personal	# Vehicles registered to the business. (If yes to business)
Purchase Date: [redacted]	Mileage at Time of Purchase: 26 miles
State Information	
State Where Purchased: IL	
State Where Registered: IL	
Dealer Information	
Purchased from Dealer? YES	Dealership (if yes): Kunes Country Ford of Antioch, Inc.
Primary Reason for Repurchase: Vehicle is shutting off often while driving and takes about to 10 minutes to start after it shuts off	
Is there a current concern with the vehicle? Vehicle is shutting off often while driving and takes about 10 minutes to start after it shuts off	
What is the repair status of the vehicle? Dealer could not duplicate the concern	
Were repairs completed for this concern at multiple dealerships? No	
(**CA Only**) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? Enter Yes or No	

CASE NUMBER: [redacted] STATUS: Information Provided

OPEN: 04-20-2022 CLOSED: 04-20-2022 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Inquiry | Technical Advice | Referred to dealership |

DEALER NAME: Tom Holzer Ford, Inc.

PA CODE: 02709 DLR SALES CODE: 48030 REGION: G2 ZONE:

VIN: 3FMCR9C64M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 8,402

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | MI | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Hesitates/Stumble | Not Listed | UNKNOWN

ANALYST NAME: Sharion Brown OPEN ANALYST NAME: Sharion Brown

COMMENTS:

2022-04-20 21:26:44	Sharion Brown/79202/sbrow475@ford.com call transferred from ford credit. cust upset that he has issues with his bronco and he states he has to make multiple appts. he says the veh has stalled on him, it makes a noise, and it is falling apart. he feels the vehicle was rushed to sale and it was built in a hurry. he says he has an appt for the recall but he was unable to give them the other issues with the veh, advised cust will contact dlr to see if the concerns can be added to his appt. obc to [redacted] he said that the veh will need to be at the dlrshp for a couple of days to address the other concerns. he will add the noise and that the veh stalled to the appt. advised cust he said he is ok with the veh being there, he has parts that needs to be reattached. advised cust to make sure he shows that to the SA over they go to look at the veh so that can be added as well. he said he will wait to see if they take care of the concerns for him Next step close case Sharion Brown Customer Experience Specialist sbrow475@ford.com 866.631.3788 EXT. 79202
2022-04-20 21:28:27	Case Number : [redacted] Customer : [redacted] Business Phone : [redacted] Home Phone : [redacted] Mobile Phone : na LTV Score : 97 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : na Part Number : na Dealer Name : Tom Holzer Ford, Inc. Dealer P&A : 02709 Dealer phone : 2484741234 VIN : 3FMCR9C64M[redacted] Year : 2021 Make : ford Model : bronco Mileage : 8402 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-09-11 Open Recall/FSA: : 21c31 22s21 ESP : 0972 - USA 2021 2 YR TIRECARE-GROUP 1-INCLUDE 1ST DAY RENTAL Hotline Contact : na Warranty History : na

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 04-25-2022 CLOSED: 05-17-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 3 Consumer Affairs NA CRC COMMUNICATION: Letter
CASE CLASS LV 1234: Consumer Intervention | Demand Letters | |
DEALER NAME: Bob Wondries Ford
PA CODE: 05520 DLR SALES CODE: 71061 REGION: W1 ZONE: W1A
VIN: 3FMCR9B60M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 13,992
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | CA | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | Auto-Start-Stop | inoperative
ANALYST NAME: Matthew Anderson OPEN ANALYST NAME: P Rxsalp
COMMENTS:
2022-04-27 16:26:34

*****MANDE568 EXT 76790*****
04/27/2022: VEH IS NOT ON THE OGC VIN LIST.

2022-04-27 16:29:34

*****MANDE568 EXT 76790*****
04/27/2022
STAMP DATE: 04/27/2022
DATE RECEIVED BY FMC: 04/27/2022

04/27/2022:
My 2021 Ford Bronco Sport, VIN 3FMCR9B60M[redacted], is in and out of the dealer for the same problem. It is a lemon - 1 am requesting you give me my money back in 30 days.
Below is my contact information, I await your response.

Cust seeks: BUYBACK
Consumer Affairs scanning information for handling.

2022-04-27 17:23:10

From: Anderson, Matthew (M.)
Sent: Wednesday, April 27, 2022 1:23 PM
To: [redacted]
Subject: [redacted] 2021 Ford Bronco Sport

Hi [redacted],

I hope your week is going well.

I am sorry to hear that you are experiencing issues with the vehicle. I am reaching out regarding the letter we received. Please clarify what the repeat issue is that you are experiencing. I will also need the below questions answered. Once the answers are received I will be able to send the case to the team completing the Lemon Law review. Once it is with that team, it will take roughly 10-15 business days to have a decision.

Was the vehicle purchased new, used, certified pre-owned (CPO), or as a private sale?
What is/are the name(s) of the registered owner(s)?
In what state is the vehicle is currently registered in?
Is this a Business Vehicle? If yes, how many total vehicles are registered to Business?
Have you had repairs completed for this concern at multiple dealerships? If yes, obtain names of dealerships and locations.
Were you considered Active Duty Military, stationed in California at time of purchase?
Is the vehicle currently at the dealer? If yes, Do you need a loaner vehicle?
If no, Is there a current concern with the vehicle? Are you willing to take the vehicle to the dealer?

Thank you,
Matthew Anderson
Consumer Affairs Legal Analyst
Ford Motor Company
Lincoln Motor Company
Mande568@ford.com I Phone: 866-567-6518 ext 76790 I Fax: 866-249-9964

2022-05-02 19:30:21

*****MANDE568 EXT 76790*****
05/02/2022: CALIFORNIA DEMAND QUESTION ANSWERS ARE BELOW.

Was the vehicle purchased new, used, certified pre-owned (CPO), or as a private sale? New
What is/are the name(s) of the registered owner(s)? Just myself [redacted])
In what state is the vehicle is currently registered in? California
Is this a Business Vehicle? If yes, how many total vehicles are registered to Business? Personal
Have you had repairs completed for this concern at multiple dealerships? If yes, obtain names of dealerships and locations. Currently, just Bob Wondries Ford but I will be taking my vehicle to Ford of Montebello for repairs and hopefully a positive outcome.
Were you considered Active Duty Military, stationed in California at time of purchase? No. Veteran.
Is the vehicle currently at the dealer? If yes, Do you need a loaner vehicle? I am currently in possessionof my vehicle.
If no, Is there a current concern with the vehicle? Are you willing to take the vehicle to the dealer? I will be taking my vehicle to Ford of Montebello regarding the brake issue I have had since I purchasedthe vehicle.

2022-05-02 19:48:42

From: Anderson, Matthew (M.)
Sent: Monday, May 2, 2022 3:48 PM
To: [redacted]
Subject: RE: [redacted] 2021 Ford Bronco Sport

Hi Mr [redacted],

My apologies on the identification.

I am sorry that you have had this experience so far. Thank you for sending the answers. It may take 10-15 business days for the team completing the review to finish the Lemon Law review.

I will be checking the case again next Monday for the decision.

Thank you,
Matthew Anderson
Consumer Affairs Legal Analyst
Ford Motor Company
Lincoln Motor Company
Mande568@ford.com I Phone: 866-567-6518 ext 76790 I Fax: 866-249-9964

From: [redacted]
Sent: Wednesday, April 27, 2022 2:34 PM
To: Anderson, Matthew (M.) mande568@ford.com>
Subject: Re: [redacted] 2021 Ford Bronco Sport

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

Good morning Mr. Anderson,

First off I would like to clarify I am [redacted], not Ms.. From the second day of having my vehicle I've had troubles. I was first left stranded in the middle of an intersection when my vehicle "auto shut off" and never turned back on. To make matters worse, I was seen by a gentleman in ajeep and mocked about theBronco being a waste of money and it's already broken down on me. Nota good look for the Ford Motor Company. I was assisted by three different people with jumper cables, one of them being the tow truck driver that towed my vehicleback to Bob Wondries Ford in Alhambra, CA. The next day I went to retrievemy vehicle after receivinga call saying my vehicle was ready for pick up. When I got to the service department, Ben Aguirre had told me my vehicle only needed "a jump". I was very confused by this because 3 different people tried jumping the vehicle and they had no success. After getting my vehiclehome I looked under the hood to find the original battery was replaced. The next day I went to start my vehicle and I had the same exact problem, the vehicle would not start. I called a tow truck to pick up my vehicle and take it back to Bob Wondries. While waiting for the tow truck my vehicle was able to start so I drove the vehicle myself to Bob Wondries. I then went to pick up my vehicle again for a second time and this time they informed me there was a connection that wasn't properly fitted from the factory. The vehicle ran well for a while then I was notified of a trans fluid leak during a routine oil change. That problem was then fixed. A couple months later I noticed I still had a leak coming from the vehicle. I took the vehicle back in and I was informed that this time it was oil. My vehicle was with Bob Wondries Ford for almost 20 days. During this time, I did some research and found out that my vehicle was being recalled for oil leaks that could lead to possible engine fires. I called Bob Wondries Ford service department and spoke to Emmanuel Glock. Emmanuel informed me that my oil leak issue had nothing to do with the oil leak recall but they would open a new ticket to also work on the recall issue. From the time I have had my vehicle I have also noticed that the breaks on the front passenger side squeak very loudly from time to time. When bringing this up to the service department at Bob Wondries, I was told that it could be a small rock or pebble causing the noise and they would make sure to check it out. After receivingmy vehicle on multiple occasions, the sound is gone but comes back after a couple days. I always bring up that my brakes squeak and the answer is always, "we'll make sure our mechanics look at it". The problem is still there and I have video proof of my brakes still squeaking. I have scheduled an appointment with Ford of Montebelloto hopefully get the brake issue fixed with them. I will take my vehicle this Friday 4/29/22 for the brakes. I am really at a breaking point with this vehicle and I don't want to wait around for the next issue to arise to only be stuck paying for repairs myself after the warranty is void.

Was the vehicle purchased new, used, certified pre-owned (CPO), or as a private sale? New
What is/are the name(s) of the registered owner(s)? Just myself [redacted])
In what state is the vehicle is currently registered in? California
Is this a Business Vehicle? If yes, how many total vehicles are registered to Business? Personal
Have you had repairs completed for this concern at multiple dealerships? If yes, obtain names of dealerships and locations. Currently, just Bob Wondries Ford but I will be taking my vehicle to Ford of Montebello for repairs and hopefully a positive outcome.
Were you considered Active Duty Military, stationed in California at time of purchase? No. Veteran.
Is the vehicle currently at the dealer? If yes, Do you need a loaner vehicle? I am currently in possessionof my vehicle.
If no, Is there a current concern with the vehicle? Are you willing to take the vehicle to the dealer? I will be taking my vehicle to Ford of Montebello regarding the brake issue I have had since I purchasedthe vehicle.
I appreciate you getting back to me about my letter and hope these issues can be resolved so that I may get my money back for this purchase. After dealing with Bob Wondries Ford and issues with this vehicle I will not be returning as a customer. It is very disheartening to know after 10 years of customer loyalty to the same dealership and multiple cars purchased, I had to go through this. I will be awaiting your response. Thank you.

Very respectfully,
Mr. [redacted]

2022-05-03 12:39:34

To Leslie

2022-05-03 15:01:26

GFR in progress.

2022-05-03 15:02:11

Sent an email to (Service Advisor) Erica Rivas with "Bob Wondries Ford" requesting the whole RO History to me.

2022-05-03 15:12:19

Sent an email to agent Matthew Anderson stating:
"Hello Matthew,
Please contact the customer today (Tuesday 05-03-22) to obtain the video that the customer took of the brakes squeaking. Once you obtain that, please attach it to the case notes. Also it takes 30 days to get a decision and the customer will be receiving a letter in the mail with the decision, not 10-15 days. Please let the customer know the correct information.

My review is and will be on HOLD until I have ALL the information from above.

Please let me know if you have any questions and please “REPLY ALL” to ALL emails."

2022-05-03 15:25:07

OUTSTANDING FSA'S

IF VEHICLE IS DOWN, PLEASE CONFIRM FSA'S WILL BE PERFORMED.

22S21RIGHT-HAND ENGINE OIL SEPARATOR INSPECTION.

2022-05-03 16:31:49

From: Anderson, Matthew (M.)
Sent: Tuesday, May 3, 2022 12:32 PM
To: [redacted]
Subject: RE: [redacted] 2021 Ford Bronco Sport

Hi [redacted]

The team completing the Lemon Law review has asked for a copy of the video of your brakes squeaking as mentioned in your reply

I appreciate your help.

Thank you,
Matthew Anderson
Consumer Affairs Legal Analyst
Ford Motor Company
Lincoln Motor Company
Mande568@ford.com I Phone: 866-567-6518 ext 76790 I Fax: 866-249-9964

2022-05-03 20:32:55

Spoke with (Service Advisor) Diego with "Ford of Montebello" and went over the only RO they have in there system for this customer. I have updated that RO on the GFR.

2022-05-04 14:56:18

Sent another email to agent Matthew Anderson stating:
"Hi Matthew,
Please contact the customer today (Wednesday 05-04-22) to find out what his intensions are with the vehicle? Is he planning on taking the vehicle to a different Ford dealership, besides the (2) dealers that he has been to already for yet another diag/repairs? If so, please assist him on making that new appointment. I would need to know the name/address/phone number plus the date & time of appointment. I have my updated notes in the case as of yesterday (Tuesday 05-03-22). The customer has the vehicle now.

I did see your email this morning that you sent me yesterday stating: “That you will be reaching out to him.” Thank you for letting me know.

Please advise and please “REPLY ALL” to ALL emails."

2022-05-04 15:43:44

From: Anderson, Matthew (M.)
Sent: Wednesday, May 4, 2022 11:42 AM
To: [redacted]
Subject: RE: [redacted] 2021 Ford Bronco Sport

Hi [redacted]

Thank you for sending this over. Unfortunately I am not able to download the video from the Google link provided due to security reasons. I would need it attached in an email, or I could take it through Dropbox.

Thank you,
Matthew Anderson
Consumer Affairs Legal Analyst
Ford Motor Company
Lincoln Motor Company
Mande568@ford.com I Phone: 866-567-6518 ext 76790 I Fax: 866-249-9964

From: [redacted]
Sent: Tuesday, May 3, 2022 12:49 PM
To: Anderson, Matthew (M.) mande568@ford.com>
Subject: Re: [redacted] 2021 Ford Bronco Sport

Hello Mr. Anderson,

I have attached the video of the squeaking brakes. I had just recently taken my vehicle to Ford of Montebello (4-29-2022) to get a second opinion. After having the brakes checked I was told that they had found nothing and since my breaks were operational, there was no concern for changing my brakes. A couple hours after getting my vehicle back, the brakes continue to squeak. I understand that brakes can get "dusty" and make noise but I've had this problem the whole time I've had this vehicle. No other vehicle I've ever had, has had this problem. I'm sure if it was anyone else they wouldn't want their brand new car's brakes squeaking. It's easy to tell the customer to deal with it because the brakes are working but why do I have to constantly drive around with squeaky brakes? I hope the video I provided is ok. I will be waiting for your response.

very respectfully,
[redacted]

2022-05-04 20:30:34

Spoke with (Service Advisor) Emmanual with "Bob Wondries Ford" and went over the RO History. I have updated the GFR.

2022-05-04 20:32:10

Case Analyst Review Complete. Transferring to RES for Review.

2022-05-05 13:07:03

From: Anderson, Matthew (M.)
Sent: Thursday, May 5, 2022 9:05 AM
To: [redacted]
Subject: RE: [redacted] 2021 Ford Bronco Sport

Hi [redacted]

Thank you for sending this over.

Thank you,
Matthew Anderson
Consumer Affairs Legal Analyst
Ford Motor Company
Lincoln Motor Company
Mande568@ford.com I Phone: 866-567-6518 ext 76790 I Fax: 866-249-9964

[redacted]
Sent: Wednesday, May 4, 2022 12:04 PM
To: Anderson, Matthew (M.) mande568@ford.com>
Subject: Re: [redacted] 2021 Ford Bronco Sport

Good morningMatthew,

I sent the video via Dropbox. Pleaselet me know if you received it.

very respectfully,
[redacted]

2022-05-05 13:13:03

From: Anderson, Matthew (M.)
Sent: Thursday, May 5, 2022 9:12 AM
To: [redacted]
Subject: RE:

Good morning Mr. [redacted]

Thank you for sending this over. I will send a copy to the state, and enter it in our system today. It should be on your vehicle in about a week. The dealership is able to verify the plan by your VIN for coverage should a repair not be covered by an expired factory warranty.

Thank you,
Matthew Anderson
Consumer Affairs Legal Analyst
Ford Motor Company
Lincoln Motor Company
Mande568@ford.com I Phone: 866-567-6518 ext 76790 I Fax: 866-249-9964

From: [redacted]
Sent: Wednesday, May 4, 2022 10:46 AM
To: Anderson, Matthew (M.) mande568@ford.com>
Subject:

2022-05-05 13:18:17

From: Anderson, Matthew (M.)
Sent: Thursday, May 5, 2022 9:17 AM
[redacted]
Subject: RE: [redacted], Complainant v. FORD MOTOR COMPANY, Respondent

Good morning [redacted]

Please see the attached settlement agreement between Ford Motor Company and Mr [redacted]. The Extended Service Plan information is being entered today, and should be visible on the vehicle in roughly one week.

Will the dismissal be issued?

Thank you,
Matthew Anderson
Consumer Affairs Legal Analyst
Ford Motor Company
Lincoln Motor Company
Mande568@ford.com I Phone: 866-567-6518 ext 76790 I Fax: 866-249-9964

From: [redacted]
Sent: Wednesday, May 4, 2022 8:41 AM
To: [redacted] Anderson, Matthew (M.) mande568@ford.com>
Cc: [redacted] S.) SSMELLIE@ford.com>
Subject: [redacted], Complainant v. FORD MOTOR COMPANY, Respondent

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

Good morning,

Attached please find a copy of Order No. 1: Notice of Hearing and Procedures issued today by the Hearings Examiner the above-referenced case. Please read this carefully.

Please be advised that all correspondence filed with our office needs to be copied to the opposing party. Our fax number is (512) 465-5656 and our email address is OfficeAdminHearings@txdmv.gov

If you have any questions, please feel free to contact this office at (512) 465-5000.

For additional information on the hearing procedures please see our instructional video under the tab (Hearing Procedures) http://www.txdmv.gov/motorists/consumer-protection/the-office-of-administrative-hearings

Thank you.

Brandy Garcia|| Legal Assistant
Office of Administrative Hearings
E:Brandy.Garcia@TxDMV.gov O:512.465.4215 F: 512.465.5656

4000 Jackson Ave||Austin TX 78731||www.TxDMV.gov

2022-05-06 15:11:07

Sent to tier 3 for review

2022-05-06 18:24:46

RES Review Complete. Transferring to COM for Final Review & Processing.

2022-05-06 18:43:04

APPROVAL UPLOADED TO PORTAL, TRACKING IS [redacted]
LETTER WILL BE SENT WITHIN THE NEXT 3 BUSINESS DAYS

2022-05-10 19:32:19

From: Anderson, Matthew (M.)
Sent: Tuesday, May 10, 2022 3:32 PM
To: [redacted]
Subject: RE: [redacted] 2021 Ford Bronco Sport

Hi Mr. Torres,

The team completing the Lemon Law review has determined that your vehicle appears to qualify for repurchase or replacement under California Lemon Law. The Reacquired Vehicle Team (RAV) will need the below documents, and they will be in contact in the next 10-15 business days. Please note that I am not in need of a copy of the documents.
RAV will need the following once they make contact on a repurchase or replacement:

A copy of both the vehicle's current registration, and the front and back of your title (if in your possession).
A copy of the bill of sale and/or finance contract for your vehicle.
A copy of the driver's license of all titled owners.
A written payoff statement from your lienholder which includes the following information: A 10 day payoff amount including a daily interest rate (per diem), account number, collateral information, and overnight payoff address.
A payment history from your lienholder, detailing the payment amounts, and the amounts going to principal and interest. Please let me know if you have any questions.

Thank you,
Matthew Anderson
Consumer Affairs Legal Analyst
Ford Motor Company
Lincoln Motor Company
Mande568@ford.com I Phone: 866-567-6518 ext 76790 I Fax: 866-249-9964

2022-05-17 13:19:29

*****MANDE568 EXT 76790*****
05/17/2022: NO RESPONSE FROM THE CUST REGARDING THE BUYBACK APPROVAL. CALA CLOSING CASE.

CASE ATTACHMENTS:

2022-05-05 13:05:21	Matthew Anderson
2022-05-05 13:13:03	Matthew Anderson
2022-05-17 13:25:12	Matthew Anderson



Checklist for Demand matters

If applicable, this checklist is a reminder to assist an agent with ensuring that all documents and resources were utilized to handle a customer's issue in order to effectively handle the demand:

Included	Not applicable	
☒	☐	Customer's Demand letter/ MVDN and supporting documents
☐	☒	Copy of FSE report
☐	☒	TFOAMS request
☐	☒	Dealer reports/ repair orders
☒	☐	OASIS
☒	☐	AWS
☐	☒	Relevant GCQIS contacts
☐	☒	Relevant TSBs
☒	☐	Relevant recalls/ CSPs/ FSAs
☒	☐	Relevant Special Service Messages
☐	☒	RAV Denial document
☐	☒	RAV Approval document

Note: Please place this checklist in each demand case file created in the G drive folder. Check the applicable boxes.

CASE NUMBER: [redacted] STATUS: In Progress

OPEN: 06-02-2022 CLOSED: BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Tier 3 DRP NA CRC COMMUNICATION: Web

CASE CLASS LV 1234: Consumer Intervention | DRP/BBB | |

DEALER NAME: Purvis Ford Inc

PA CODE: 00061 DLR SALES CODE: 27440 REGION: N4 ZONE: N4C

VIN: 3FMCR9B60M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | VA | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Stalls/Quits | Cruise/ Steady Speed | Intermittent

ANALYST NAME: SYSTEM OPEN ANALYST NAME: # FordGCCTIntegrationLogicApps-DataVerse-6-Prod

COMMENTS:

2022-06-03 15:15:37

MBOVE2 THIS IS A VIRGINIA NON ATTORNEY CASE. THE VIN IS NOT ON THE OGC LIST, NO TFOAMS, BUT THERE ARE TWO HOTLINES. NO DLR REPORT REQUESTED. TIER 2 HAS DENIED PREVIOUS BUYBACK REQUESTS. CUST STATES VEH HAS TURNED OFF ON THEM THREE TIMES AND DLR HAS NOT BEEN UNABLE TO REPLICATE.
OBC TO DLR S/M TONY McMAHAN. LEFT VOICE MAIL REQUESTING CALL BACK.

2022-06-03 16:51:27

MBOVE2 IBC FORM DLR S/M. REVIEWED SERVICE HISTORY.

RAV REVIEW ATTACHED.

2022-06-15 13:22:05

MBOVE2 OBC TO DLR S/M TONY. LEFT MESSAGE REQUESTING TO KNOW IF THERE HAVE BEEN ANY ADDITIONAL VEHICLE PRESENTATIONS FOR STALLING CONCERNS SINCE LAST VISIT OF 05/23/22.

2022-06-15 13:39:02

MBOVE2 IBC VOICE MAIL FROM DLR S/M TONY. NO NEW PRESENTATIONS FOR CASE VEHICLE.

2022-06-15 13:56:55

MBOVE2 EMAILED SETTLEMENT OFFER AS INITIAL POSITION ATTACHED.

2022-06-17 12:00:49

MBOVE2 BBB CLOSE CASE LETTER ATTACHED. CUST NO LONGER OWNS VEH.

CASE ATTACHMENTS:

2022-06-03 16:51:27	Michael Bove
2022-06-15 13:56:55	Michael Bove
2022-06-17 12:00:49	Michael Bove



RAV REVIEW

CASE INFORMATION:

Customer Name: [redacted]
Vehicle: 2020 Bronco
VIN: 3FMCR9B60M[redacted]
Warranty Start Date: 12/30/20
Mileage: 20,546

DRS Name: Mike Bove
FMC Case Number: [redacted]
BBB Case Number: [redacted]
BBB Case Handler: Yvette Roberts
State: Virginia

Purchased: ☒ New ☐ Used ☐ Leased (terms of lease)

This Vehicle is in ☒ BTB Warranty ☐ Powertrain Warranty ☐ Diesel Warranty ☐ No Warranties

Extended Service Plan: ☒ NO ☐ YES

REVIEW INFORMATION:

Document type: ☐ Approval ☒ Denial

Offer: ☐ Repurchase ☐ Replacement ☐ Option ☒ Denial

Resources Used: ☒ Repair Order (with BBB File) ☒ AWS ☒ GCQIS ☐ FSE

RAV denial
After review, it appears this vehicle may not meet the requirement for repurchase or replacement under the Virginia Lemon Law or Program Summary for days out of service or number of repairs.

The entire service history of the case vehicle consists of one repair, one No Problem Found presentation, and 7 days out of service total.

Virginia Lemon Law

The Virginia lemon law establishes a presumption that a reasonable number of repair attempts has been undertaken to conform a motor vehicle to any warranty if, within 18 months following the date of the motor vehicle's original delivery, any of the following occurs:

1. The same nonconformity has been subject to repair three or more times by the manufacturer, its agents or authorized dealers, and the same nonconformity continues to exist;

2. A nonconformity that is a serious safety defect (a life-threatening malfunction that impedes the consumer's ability to control or operate the motor vehicle for ordinary use or reasonable intended purposes, or creates a risk of fire or explosion) has been subject to repair one or more times by the manufacturer, its agents or authorized dealers, and the same nonconformity continues to exist; or

3. The motor vehicle is out of service due to repair for a cumulative total of 30 calendar days, unless repairs could not be performed because of conditions beyond the control of the manufacturer, its agents or authorized dealers, including war, invasion, strike, fire, flood or other natural disasters.

BBB Program Summary

The Program Summary states in part that claims seeking repurchase or replacement must be filed with BBB AUTO LINE within three years or 36,000 miles – whichever occurs first –after the vehicle's warranty start date.

The Florida BBB Auto Line Program Summary states that the arbitrator may award a repurchase or replacement only if the arbitrator finds that the claim meets **all** of the following conditions:
1) the defect(s) in material or workmanship covered by the Ford New Vehicle Limited Warranty was first reported to Ford or an authorized dealer within 18 months or 18,000 miles – whichever occurs first – after the vehicle's warranty start date; and
2) Either (1) the same defect was subject to repair four or more times and continues to exist, or (2) the vehicle was out of service for 30 or more cumulative calendar days for repairs to any defect(s); and
3) The defect(s) substantially impairs the use, value, or safety of the vehicle to the reasonable consumer.

All of the above conditions of the Program Summary must be satisfied. The use of both conjunctions, "and" as well as "or" above, make it mandatory that all of the above conditions of the Program Summary be satisfied, to allow for an award of a vehicle repurchase or replacement.

DLR	RO Number	DATE	MILES	VEHICLE CONCERN	SERVICES PERFORMED / ACTIONS	DAYS DOWN
Purvis	[redacted]	01/22/22 01/28/22	16,305	• Steering wheel control peeling. • Shifter knob is peeling.	• Replaced left side steering wheel switch. • Replaced shifter.	7
	[redacted]	05/23/22 05/25/22	20,505	• Vehicle has stalled 3 times.	• Multiple codes found in multiple modules. Per dealer S/M Tony McMahan, they are all U codes, indicating a temporary loss of communications with the Gateway Module. Total Road testing of 72 miles and unable to replicate concern. **No Problem Found (NPF)**	0
					Total Days Down for Repairs	7

user: MBOVE2(F) Server: PROD Claims Loaded Through: 02-JUN-2022

END USER AGREEMENT:
Info

VIN	GSAR VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT	FUNCTION	VFG	CCC	CD
3FMCR9B60M[redacted]	M4	C/HD	F	C/UB	C/CC	C/E	A3	C/GM	C/Y1	07-DEC-2020	30-DEC-2020	127440	USA	13	7Q01	M1PZ	9C888	AA		F7	V70	G33	D4
GSAR Claim Key: [redacted]	**Doc:** [redacted]	**FCC Auth:**	1	**Trx Code:**	E83	**Labor Hrs:**	0.5	**Labor Cost:**	58.73	**Material Cost:**	78.12	**Total Cost:**	136.85										
Dlr Cd-Sub Cd:	00061-*	**Name:**	PURVIS FORD	**Ph:**	540-8983000	**St:**	VA	**Ctry Cd:**	USA	**Reg Cd:**	NA	**Repr Date:**	22-JAN-2022	**RL Cmplt Date:**	28-JAN-2022	**DIST(Mile):**	16305						
Cust Comments:	STEERING WHEEL CONTROL ON LEFT SIDE PEELING																						
Tech Comments:	VERIFIED FINISH WEARING OFF OF LEFT SIDE STEERING WHEEL SWITCH, REMOVE DRIVERS AIRBAG AND REPLACE LEFT SIDE STEERING WHEEL SW ITCH																						
3FMCR9B60M[redacted]	M4	C/HD	F	C/UB	C/CC	C/E	A3	C/GM	C/Y1	07-DEC-2020	30-DEC-2020	127440	USA	13	6C90	LX6Z	7P155	K		F7	V42	P51	D4
GSAR Claim Key: [redacted]	**Doc:** [redacted]	**FCC Auth:**	1	**Trx Code:**	E84	**Labor Hrs:**	0.6	**Labor Cost:**	70.47	**Material Cost:**	211.05	**Total Cost:**	281.52										
Dlr Cd-Sub Cd:	00061-*	**Name:**	PURVIS FORD	**Ph:**	540-8983000	**St:**	VA	**Ctry Cd:**	USA	**Reg Cd:**	NA	**Repr Date:**	22-JAN-2022	**RL Cmplt Date:**	28-JAN-2022	**DIST(Mile):**	16305						
Cust Comments:	SHIFTER KNOB IS PEELING. PART HERE																						
Tech Comments:	VERIFIED CONCERN, REPLACED GSM/ SHIFTER AND PROGRAM																						
3FMCR9B60M[redacted]	M4	C/HD	F	C/UB	C/CC	C/E	A3	C/GM	C/Y1	07-DEC-2020	30-DEC-2020	127440	USA	17	*	*	*	*		F9	V00	*	*
GSAR Claim Key: [redacted]	**Doc:** [redacted]	**FCC Auth:**	S	**Trx Code:**	22S21	**Labor Hrs:**	0.3	**Labor Cost:**	35.24	**Material Cost:**	0	**Total Cost:**	35.24										
Dlr Cd-Sub Cd:	00061-*	**Name:**	PURVIS FORD	**Ph:**	540-8983000	**St:**	VA	**Ctry Cd:**	USA	**Reg Cd:**	NA	**Repr Date:**	23-MAY-2022	**RL Cmplt Date:**	25-MAY-2022	**DIST(Mile):**	20505						
Cust Comments:	RIGHT-HAND ENGINE OIL SEPARATOR INS PECTION																						
Tech Comments:	INSPECT RIGHT-HAND ENGINE OIL SEPARATOR PASS: NO LEAKS AND/OR DAMAGE FOUND.																						

3FMCR9B60M[redacted]	M4	C/HD	F	C/UB	C/CC	C/E	A3	C/GM	C/Y1	07-DEC-2020	30-DEC-2020	127440	USA	17	2G04	*	DIAG	*		FC	V29	E29	X9

GSAR Claim [redacted]		**Doc:**	[redacted]	**FCC Auth:**	1	**Trx Code:**	E84	**Labor Hrs:**	1.5	**Labor Cost:**	176.18	**Material Cost:**	0	**Total Cost:**	176.18				
Dlr Cd-Sub Cd:	00061-*	**Name:**	PURVIS FORD	**Ph:**	540-8983000	**St:**	VA	**Ctry Cd:**	USA	**Reg Cd:**	NA	**Repr Date:**	23-MAY-2022	**RL Cmplt Date:**	25-MAY-2022	**DIST(Mile):**	20505		

Cust Comments: CUST STATES CAR STOPPED RUNNING 3 TIMES KEPT SHUTTING OFF

Tech Comments: CUSTOMER STATES THAT THE CAR STOPPED RUNNING 3 TIMES, KEPT SHUTTING OFF. PERFORM VISUAL INSPECTION, NO OBVIOUS CONCERNS. CONNECT FDRS AND PERFORM SELF TEST. RETRIEVE MULTIPLE FAULT CODES IN MULTIPLE MODULES. B1142:62:08 BECMB115E:08:08 BCMB13BF:14:08 BECMB14E5:01:08 BCMB14E7:01:08 BCMB1533:08:08 BCMB153F:08:08 BCMB1C55:14:08 BCMC052E:A2:08 ABSU0100:00:08 PCSMU0100:00:28 OCSU0100:87:08 BCMU0100:87:08 BECMU0121:00:08 PCSMU0121:87:08 BCMU0131:87:08 BCMU0140:00:08 ATCMU0140:00:08 TCUU0140:00:28 RCMU0146:00:08 PCSMU0155:87:08 BCMU0184:87:08 BCMU0212:87:08 BCMU023A:00:08 PCSMU023A:87:08 BCMU0252:87:08 BCMU0253:87:08 BCMU0413:92:28 RCMU0415:00:48 PCSM. CLEAR DTC`S AND ROAD TEST TO ATTEMPT TO VERIFY CONCERN. DROVE 5 MILES IN FIRST ATTEMPT TO DUPLICATE, 20,505 TO 20,510. UNABLE TO VERIFY CONCERN. ASK FOR ADDITIONAL INFORMATION FROM THE CUSTOMER. (1) WHEN IT STOPPED RUNNING, WAS THE VEHICLE BEING DRIVEN OR STOPPED AT A LIGHT/SIGN (2) WHEN IT SHUT OFF, DID IT JUST CUT OFF LIKE THE IGNITION SWITCH WAS TURNED OFF OR DID IT RUN POORLY AND STALL OUT (3) WHAT IS THE ENGINE TEMP WHEN IT CUTS OUT, HOT OR COLD (4) WHAT IS THE AMBIENT TEMP WHEN IT CUTS OUT, HOT OR COLD (5) WHEN IT CUTS OFF, DOES IT START RIGHT BACK UP OR DO THEY HAVE TO WAIT FOR A BIT (5) HOW MANY TIMES HAS IT HAPPENED (6) DOES IT ONLY HAPPEN 1 TIME PER DRIVE CYCLE OR DOES IT HAPPEN MULTIPLE TIMES (7) BEFORE IT CUTS OFF, IS THERE ANY WARNING LIGHTS THAT COME ON PRIOR TO IT NO LONGER RUNNING ANSWERED - I SPOKE TO HER SHE SAID SHE WAS DRIVING IT CAR SHUT OFF BEFORE IT HAPPENED IT BEGAN TO SHAKE ALSO IT WAS HOT OUTSIDE YESTERDAY THEN AS SHE DROVE IT THE CEL WAS ON THEN IT SHUT OFF 2 MORE TIMES WHILE DRIVING NOT STOPPED. RESPONDED SO WHILE DRIVING, BOTH AMBIENT AND ENGINE TEMP HOT, SHUTTERED/SHAKED BEFORE STALLING AND THE CHECK ENGINE LIGHT CAME

National Programs
BBB AUTO LINE®

June 16, 2022

[redacted]
STAFFORD VA [redacted]

Re: [redacted] vs Ford Motor Corporation 3FMCR9B60M[redacted]

Dear Ms [redacted]:

I would like to thank you for your interest in the BBB AUTO LINE program. Unfortunately, after carefully reviewing your claim and the program eligibility standards set out in the *Program Summary*, I have determined that your vehicle does not qualify for the BBB AUTO LINE program since you no longer own/lease the vehicle.

I regret we will not be able to help you.

Sincerely,

Yvette Roberts

CC: Michael Bove

PE24-002 000154 GCCT

CASE NUMBER: [redacted] STATUS: Information Provided

OPEN: 06-03-2022 CLOSED: 08-25-2022 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Inquiry | Rental/Loaner | |

DEALER NAME: CMA's Williamsburg Ford

PA CODE: 05207 DLR SALES CODE: 27486 REGION: N4 ZONE: N4C

VIN: 3FMCR9B6XN[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 3,791

BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | VA | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Running | UNKNOWN | UNKNOWN

ANALYST NAME: Charisse Rossum OPEN ANALYST NAME: Keiambra Shorter

COMMENTS:

2022-06-03 16:45:03	IBC-Cx called in seeking for rental vehicle while vehicle is down due to part delay. VIN? N/A YMM? N/A NEXT STEP-Contact dealer to get VIN/Close Case Ford Motor Company Customer Experience Specialist- PV Inquiry Team Keiambra Shorter O: (866) 631-3788 ext. 79404
2022-06-03 16:54:30	OBC- I called to dealer to speak with someone to get vin. I spoke with lady who xfrd me to 3,791-MIL VIN? 2022 Bronco Sport 3FMCR9B6XN[redacted] DIAGNOSIS? The cx was getting a out of range circuit for shift control module. Stumbling in vehicle. The part was ordered and was supposed to arrive today 6/3/22 but it did not come. The dealer is expecting to get the part by Monday 6/6/22. p0929 gear shift lock solenoid The dealer has no rental and does not partner with rental company the cx hanged up while on phone with dealer. NEXT STEP-Close Case Ford Motor Company Customer Experience Specialist- PV Inquiry Team Keiambra Shorter O: (866) 631-3788 ext. 79404
2022-06-03 17:15:03	(CXS) RandellTishea Page IBC from CUST PHONE/CX Name: VIN:3FMCR9B6XN[redacted] EMAIL[redacted] MILEAGE: 3,791 CXS was advised by CUST ford bronco sport -loss of power cx took veh in tuesday and had hope they could fix it unaware of why this issue was happening. part wont come in at best on monday. The Issue: - cx calling for rental services. WHERE IS THE VEHICLE LOCATED: DLR IS THE CUSTOMER IN A LOANER? NO, IT WAS NOT AVAILABLE REPAIR COST ESTIMATE PROVIDED BY DLR? DEALERSHIP SERVICING VEHICLE? YES IS THIS THE PURCHASING DEALERSHIP? YES DEALERSHIP CONTACT:SA DAVE Meets FLP Guidelines: YES CLV: 75 Year Model;22 Mileage:3,791 Transfer to Concern: YES Reason for Concern: RENTAL OPTIONS NEXT STEPS: Transfer call to #[redacted] Ford Motor Company ® Customer Experience Specialist – INQUIRY Team RandellTishea Page rpage50@ford.com | www.ford.com Office: 1-866-631-3788
2022-06-03 18:12:43	Case Number : [redacted] Customer : [redacted] Business Phone : [redacted] Home Phone : [redacted] Mobile Phone : [redacted] LTV Score : 75 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : LX6Z7P155X Dealer Name : CMA's Williamsburg Ford Dealer P&A : 05207 Dealer phone : 757-229-2411 VIN : 3FMCR9B6XN[redacted] Year : 2022 Make : FORD Model : BRONCO SPORT Mileage : 3791 Engine Specification : Transmission Specification : Warranty Start Date : 2022-03-18 Open Recall/FSA: : NO CAMPAIGN MESSAGE(S) FOUND ESP : NO ESP INFORMATION AVAILABLE Hotline Contact : Null Warranty History : No records were found for your search
2022-06-03 18:22:09	Hector Rivera/Ext.79566/Hriver21@ford.com: IBC From Inquiry Team Team IBC-Cust is needing Rental ASSIST due to VEH in repair and waiting on part to arrive. PLAN OF ACTION: To contact DLR to get RO info. Advised CUST to get rental and send in invoice and CXS will reimburse CUST. NEXT STEPS: CUST F/U for 06/07 for Repair Status/ETA Hector Rivera Passenger Vehicle Concern Advocate Hriver21@ford.com | www.ford.com Office: 866-631-3788 ext. 79784 M-W 10:30AM-7PM CST F-SAT 10:30AM-7PM CST ---------- Hector Rivera/Ext.79566/Hriver21@ford.com: OBC to DLR (7573780800) OBC- Called DLR to get Ro info and ETA repairs 1. RO#[redacted] 2. RO Open Date; 05/31 tues 3. Line#: A 4. Milage: 3791 5. Confirm P&A Code:05207 6. Service Advisor's name and email. Dave brown, Dbrown@williamsburg.cmacars Service Manager Name: nick crane Service Manager Email: Ncrane@williamsburg.cmacars Part Number: LX6Z7P155X Part Name: Selector Assembly Order Date: 05/31 PLAN OF ACTION: Advised CUST to get rental and send in rental invoice and will reimburse CUST once repair is complete. NEXT STEPS: DLR F/U for 06/07 for Repair Status/ETA Hector Rivera Passenger Vehicle Concern Advocate Hriver21@ford.com | www.ford.com Office: 866-631-3788 ext. 79784 M-W 10:30AM-7PM CST F-SAT 10:30AM-7PM CST
2022-06-06 21:56:27	IBC customer was driving vehicle and it lost power. notifications on fordpass app. Dealer states its power train module. parts were missent. SA is unsure of whe the part swill be in now. VOR 05/31/2022 • CLV: 75 • WSD:3/18/2022 • Mi:2,000 • What happened? lost • When did it happen? 05/31/2022 • Where is the vehicle now? dealer • Who have you spoken with so far? • What have you been advised? • Has the vehicle been diagnosed? • Is the vehicle already repaired? no • Were you provided a cost estimate? n/a • What are their Expectations? vehicle payment , rental and or buyback • Do they need a rental? • Do they need reimbursement for a paid repair? • Is the customer seeking vehicle payments? yes
2022-06-06 22:19:03	IBC from cust upset and wanting to speak w/super about vehicle. She stated that they've been told on two separate occasions that the vehicle will be repaired and ready for pickup but receives a call last minute that the part hasn't arrived. Plan of action: contact dlr to get an update on part arrival. OBC to 917572292411, spoke w/Veronica in parts, the PM is gone for the day. Part#LX6Z7P155X, ordered on 5/31/22 and 6/2/22. Does not show in system as arrived. The PM will have info on 6/7/22. Next steps...notify agent in webex and email. Latonya Evans She/Her/Hers Customer Relationship Center/ Ford CX Passenger Vehicle Concern Team Email: levan119@ford.com 866-631-3788 ext. 79330 Monday, Wed. - Sat. 9 AM-5:30 PM(CST)
2022-06-06 23:41:28	IBC Julie Borders said she has called in 7 time today trying to speak with a supervisor about her vehicle. Brand new vehicle in the shop w/engine problems. She has been without her vehicle for 1 1/2 weeks. Customer upset because there is no eta for the part and the dlr was not able to provide a loaner vehicle. Customer said she want to speak with a supervisor. Customer said she does not want to talk to me about anything. NEXT STEPS: Transfer call to supervisor. Ford Motor Company ® Tamela Blanton Customer Experience Specialist Inquiry TBLANTO2@ford.com | www.ford.com office: 866-631-3788 ext. 79652 "Thank you for being a loyal Ford customer" cma ford williamsberg va

2022-06-06 23:49:40

Damita Norwood-Team Lead
EXT 79310
dnorwoo8@ford.com

'Supervisor Escalation Reviewed"

Situation: cust veh need engine already

Cust waiting to hear back from agent -

sent web ex message to agent to reach out to agent to discuss her case progression
Advising agent to always:
Update VOR PRIMARY REASON AFTER EVERY FOLLOW UP
Update Symptom classification
Update case priority
Update Mileage
Link AAF Articles always

Thanks in advance
Damita Norwood
Dnorwoo8@ford.com. Www.ford.com
Excellence Team – TL
866 631 3788 Ext 79310
5959 Corporate dr
Houston, Tx 77036
Mon-Fri 10:30-7 Pm

2022-06-07 16:16:31 Hector Rivera/Ext.79566/Hriver21@ford.com: OBC To DLR (7572292411) OBC-Called DLR to get update on Part Status. Spoke W/SA Nick Crane. He explained that the part just arrived today. PLAN OF ACTION: DLR is waiting for next steps NEXT STEPS: F/U W/DLR for Repair ETA 06/10 Hector Rivera Passenger Vehicle Concern Advocate Hriver21@ford.com | www.ford.com Office: 866-631-3788 ext. 79784 M-W 10:30AM-7PM CST F-SAT 10:30AM-7PM CST ---------- Hector Rivera/Ext.79566/Hriver21@ford.com: OBC To CUST [redacted] OBC-Called CUST to give update on part arrival. did not answer. PLAN OF ACTION: Left a VM. advised CUST as I stated to them before,"Advised CUST to get rental and send in invoice and CXS will reimburse CUST." Emailed CUST to give update that the part has arrived. NEXT STEPS: F/U W/CUST 06/10 Hector Rivera Passenger Vehicle Concern Advocate Hriver21@ford.com | www.ford.com Office: 866-631-3788 ext. 79784 M-W 10:30AM-7PM CST F-SAT 10:30AM-7PM CST ----------

2022-06-07 17:24:35

Vernez Moorer
Customer Experience Specialist/Concern
Ford Motor Company ®
vmoorer1@ford.com | www.ford.com
office: 866-631-3788 ext. 79142

Customer IBC: [redacted]

Customer calling for status update.
CXS would like a returned call from the assigned CXS.

2022-06-07 22:01:45 IBC CX is requesting to speak to a different CXS Sent an email to the SUP and CXS to advise of the Cust's callback Cust called in and requesting a new CXS on her case stating the CXS isn't providing her the incorrect information because the Dlr doesn't have her part and the CXS isn't responding back in a timely manner. She stated she went and has been in communication with the DLR around 11am and 1pm and 4pm Kind regards, Ford Motor Company ® Samantha Rucker Customer Experience Specialist Srucker8@ford.com | www.ford.com office: 866-631-3788 ext. 79584

2022-06-08 20:16:53 Hector Rivera/Ext.79566/Hriver21@ford.com: IBE From SA David (dbrown@williamsburg.cmacars.com) IBE-From SA David of williamsburg Ford, Stated," Hector, This is David at CMA's Williamsburg Ford. I am reaching out to you on behalf of a mutual customer [redacted] who has a 2022 Ford Bronco Sport in our shop. The VIN is 3FMCR9B6XN[redacted] and it has been here since 05/31/2022. Julie was assigned case number [redacted] in reference to the shift lock solenoid causing a powertrain fault with code P0929. One of our senior master technicians diagnosed this Bronco Sport on May 31st and ordered part number PZ1Z7P155L. We have yet to receive this part and as of today our parts department manager received details that this part does not have an estimated release date until the end of June. This does not mean we will receive the part at the end of June; it means the part should be available to start filling orders that have already been placed. So if [redacted] part order is number 1,000 in the order bank then we will have to wait for the previous 999 orders to be filled. What I'm getting at is we still do not have a hard set ETA of when this Bronco Sport will be drive-able again. I am reaching out to you in hopes that you will assist [redacted] by providing a rental as our dealership has ZERO courtesy loaners available. Sincerely, David Brown CMA's Williamsburg Ford Service Advisor PLAN OF ACTION: Advised to Tell CUST that if they go to a rental Agency, we could reimburse them. NEXT STEPS: F/U W/CUST 06/10 for RENTAL update Hector Rivera Passenger Vehicle Concern Advocate Hriver21@ford.com | www.ford.com Office: 866-631-3788 ext. 79784 M-W 10:30AM-7PM CST F-SAT 10:30AM-7PM CST

2022-06-10 18:51:08 Hector Rivera/Ext.79566/Hriver21@ford.com: OBC To CUST OBC-Called to get update on Rental and as well CUST emailed me and Stated,"Hello Hector- We need an SUV. Is the entirety of the rental paid by Ford? So, if a SUV is 65.00 a day, Ford will pay this? Will Ford contact the rental company for us and take care of it that way? I need more clarification from someone. I also want to talk to someone at Ford about a buyback option. My car may not get fixed for months and I am expected to continue making payments on a car I can't drive?? PLAN OF ACTION: Advised CUST that could only get a VEH upto 45 a day, and that they could get a SUV upto 45 a day. CUST did not answered, left a VM. NEXT STEPS: Will F/U W/CUST on 06/14 for rental update and buyback options. Hector Rivera Passenger Vehicle Concern Advocate Hriver21@ford.com | www.ford.com Office: 866-631-3788 ext. 79784 M-W 10:30AM-7PM CST F-SAT 10:30AM-7PM CST

2022-06-14 16:37:48 Hector Rivera/Ext.79566/Hriver21@ford.com: OBE to CUST [redacted] OBE- To CUST asking for a update on their rental situation and if they were able to get the SUV. PLAN OF ACTION: advised CUST through Email that they can get 45/60 a day. NEXT STEPS: F/U on 06/17 Hector Rivera Passenger Vehicle Concern Advocate Hriver21@ford.com | www.ford.com Office: 866-631-3788 ext. 79784 M-W 10:30AM-7PM CST F-SAT 10:30AM-7PM CST

2022-06-16 21:28:11

Ulyssia Prescott/Ext.79566/UPRESCOT@ford.com:

**********CASE PROGRESSION AUDIT**********

Please use your AFF article for rental. A CUST has to have an Expedition and up to get an SUV at the $65 rate. Please advise the CUST that they have to get a midsize veh at $45 a day rate. Advise the CUST of this.

Ulyssia Prescott Lewis
Passenger Vehicle Concern Advocate
uprescot@ford.com | www.ford.com
O: 866-631-3788 ext. 79566
M-F 9:30AM-6PM CST (MO: 2PM-3PM CST)

2022-06-17 17:54:05 Hector Rivera/Ext.79566/Hriver21@ford.com: OBE To CUST [redacted] OBE- F/U W/CUST for rental update PLAN OF ACTION: Advised CUST has to have an Expedition and up to get an SUV at the $65 rate. Advise the CUST that they have to get a midsize veh at $45 a day rate. Advise the CUST of this. NEXT STEPS: F/U W/VEH for VEH Repair ETA on 06/20 Hector Rivera Passenger Vehicle Concern Advocate Hriver21@ford.com | www.ford.com Office: 866-631-3788 ext. 79784 M-W 10:30AM-7PM CST F-SAT 10:30AM-7PM CST ---------- Hector Rivera/Ext.79566/Hriver21@ford.com: OBC To DLR (7572292411) OBC-Called DLR, Spoke W/McKenzie F/the SDept to ask for info about repair ETA. PLAN OF ACTION: Was advised that the SA needed was not in office today until Mon 06/20. I left my email Hriver21@ford.com for any questions NEXT STEPS: F/U W/DLR for VEH Repair ETA on 06/20 Hector Rivera Passenger Vehicle Concern Advocate Hriver21@ford.com | www.ford.com Office: 866-631-3788 ext. 79784 M-W 10:30AM-7PM CST F-SAT 10:30AM-7PM CST

2022-06-20 21:40:05 Hector Rivera/Ext.79566/Hriver21@ford.com: OBC to DLR (7572292411) OBC-To DLR to get info about VEH PLAN OF ACTION: Was Advised by Sherry F/The SA dept and she explained that David Brown the SA was not in attendance and left my email and number for him to respond. 866-631-3788,Hriver21@ford.com. She also said the VEH Had gotten Fixed and they took the VEH and DLR offered a rental. NEXT STEPS: No steps needed Hector Rivera Passenger Vehicle Concern Advocate Hriver21@ford.com | www.ford.com Office: 866-631-3788 ext. 79784 M-W 10:30AM-7PM CST F-SAT 10:30AM-7PM CST ---------- Hector Rivera/Ext.79566/Hriver21@ford.com: OBC to CUST [redacted]) OBC-To CUST to informed them about VEH Status. PLAN OF ACTION: CUST Explained they picked up their VEH, and it works but their concerned that it might breakdown again and wanted to know buyback opts NEXT STEPS: steps move forward W/Processing a Buyback Request (Non-California) F/U 06/25 for buyback update Hector Rivera Passenger Vehicle Concern Advocate Hriver21@ford.com | www.ford.com Office: 866-631-3788 ext. 79784 M-W 10:30AM-7PM CST F-SAT 10:30AM-7PM CST

2022-06-25 20:17:13 Hector Rivera/Ext.79566/Hriver21@ford.com: OBC To CUST [redacted]) OBC-Called to give update on Buyback evaluation milestone PLAN OF ACTION: CUST did not answer, LVM, stating waiting for determination. NEXT STEPS: F/U W/CUST for Buyback evaluation milestone determination 06/29 Hector Rivera Passenger Vehicle Concern Advocate Hriver21@ford.com | www.ford.com Office: 866-631-3788 ext. 79784 M-W 10:30AM-7PM CST F-SAT 10:30AM-7PM CST

2022-06-29 17:51:40 Hector Rivera/Ext.79566/Hriver21@ford.com: OBC To DLR (7572292411) OBC-Called CUST to inform them of buyback fate PLAN OF ACTION: CUST did not answer, Unable to Contact the Customer NEXT STEPS: 07/05 for CUST response Hector Rivera Passenger Vehicle Concern Advocate Hriver21@ford.com | www.ford.com Office: 866-631-3788 ext. 79784 M-W 10:30AM-7PM CST F-SAT 10:30AM-7PM CST

2022-06-29 18:12:28 IBC FROM CUST- -Cust called in regarding her case, case manager reached out to her stating he was closing her case. -Please call cust after 4 p.m. EST, due to her having to work. -Cust is having mechanical issues that need addressing. -Notate account Tajuana Sharp Customer Experience Specialist-Passenger Vehicle-Inquiry Tsharp22@ford.com/www.ford.com office:866-631-3788 EXT. 79511 Office hours: 8:45 a.m.-5:15p.m.

2022-07-01 00:50:06

--Safety Net

- If the vehicle is still with the customer then move the send the UTC letter
- If the vehicle is at the dealership we will follow the repair
- If you need assistance speak with me

Ford Motor Company ®
Marchelle Mcnack
Customer Experience Supervisor

2022-07-08 18:12:18 Hector Rivera/Ext.79566/Hriver21@ford.com: OBC To CUST [redacted] OBC-Called CUST to get update on VEH PLAN OF ACTION: LVM as CUST did not answer NEXT STEPS: SENT UTC LETTER, No steps Email a UTC letter to the customer, update case notes, and close the case. Hector Rivera Passenger Vehicle Concern Advocate Hriver21@ford.com | www.ford.com Office: 866-631-3788 ext. 79784 M-W 10:30AM-7PM CST F-SAT 10:30AM-7PM CST ----------

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 06-13-2022 CLOSED: 06-13-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Mark Ficken Ford
PA CODE: 05437 DLR SALES CODE: 21213 REGION: S2 ZONE: S2B
VIN: 3FMCR9D97M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9D - BRONCO SPORT BADLANDS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | NC | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | Not Listed | UNKNOWN
ANALYST NAME: Teirra Hall OPEN ANALYST NAME: Teirra Hall
COMMENTS:

2022-06-13 17:20:26	Case Number : [redacted] Customer : [redacted] Business Phone : N/a Home Phone : [redacted] Mobile Phone : [redacted] LTV Score : N/s Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : N/a Part Number : N/a Dealer Name : Mark Ficken Ford Dealer P&A : 05437 Dealer phone : 7045522760 VIN : 3FMCR9D97M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 11,000 Engine Specification : 2.0L TIVCT GTDI T/C 240PS GAS Transmission Specification :8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-01-11 Open Recall/FSA: : None ESP : None Hotline Contact : False Warranty History : N/a
2022-06-13 17:32:23	Ibc [redacted] warranty had an issue with 2021 Bronco Ford Sport Under mileage to be covered by warranty Plug connection to the battery is broken due to jumping the vehicle incorrectly and because of that it isn't covered under warranty. Customer says she explained to them that, that isn't true because the vehicle was only jumped because it wouldn't start. VIN 3FMCR9D97M[redacted] Purchased used Zip code 28226 Dealership Mark Fickin Ford AAA towed the vehicle AAA says that he tried to jump the car after it was not starting SA Kevin Ramirez 980-289-0295 Obc 9802890295 service advisor unavailable, voicemail left. Part would take 3 days but didn't say exactly when the vehicle would be repaired. Customer says that the service advisor is hard to reach. Vehicle went to the dlr on Saturday 06/04 Informed the customer that I will reach out to her SA again and call her later. Next steps: Follow up later today Teirra Hall Customer Experience Specialist/Ford CX Thall160@ford.com O: (866) 631- 3788 ext.
2022-06-13 17:43:25	Ibc from Kevin from Mark Ficken Ford-Service advisor stated veh battery replaced, fuse to main block was blown on battery block and ford does not cover, cust veh was towed to dealer and tow rep tried to jump start veh and doesnt know what caused the fuse to blow, cust is requesting assistance Amber LeBlanc Ford Motor Company ® Customer Relationship Center, Ford Truck Concern Specialist (CXSC) alebla26@ford.com| www.ford.com office: 866-631-3788 ext. 79075 Mon-Fri 12p-8:30p CST *Survey prompt every call*
2022-06-13 21:58:03	Obc[redacted] was unavailable, detailed voicemail left. Informing the customer that the SA says the main block was blown and isn't saying that it is due to the AAA jumping the vehicle but that could have played a part in it. Informed the customer that Ford doesn't currently have a program to assist with the cost for the repairs that are being completed. Next steps: Close case Teirra Hall Customer Experience Specialist/Ford CX Thall160@ford.com O: (866) 631- 3788 ext.
2022-06-13 22:27:59	Ibc [redacted] Blown box is easy to see, customer believes the repair should fall onto the dealership because she doesn't believe it should have taken 3 days for them to find a blown box. Customer doesn't think that she should have to pay Customer says that she doesn't trust the dealership and doesn't feel that she should pay for it Customer says that she believes the repair should fall under her manufacturer warranty,says that she has read the warranty and doesn't see where it says it wouldn't cover it. Informed the customer if she has any questions regarding what is and what isn't covered she can speak to warranty. Transferred to warranty Teirra Hall Customer Experience Specialist/Ford CX Thall160@ford.com O: (866) 631- 3788 ext.
2022-06-13 22:33:56	IBC-cust is wanting to get in touch with agent Cas[redacted] Cust is wanting a call back Case notated

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 06-21-2022 CLOSED: 08-30-2022 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Truck Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Inquiry | Parts Issue | General/Other |

DEALER NAME: Lake Ford

PA CODE: 10431 DLR SALES CODE: 16458 REGION: N3 ZONE: N3B

VIN: 3fmcr9d93m[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9D - BRONCO SPORT BADLANDS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | PA | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Hesitates/Stumble | UNKNOWN | UNKNOWN

ANALYST NAME: Giselle Griffin OPEN ANALYST NAME: Giselle Griffin

COMMENTS:

2022-06-21 17:47:02 Griffin Giselle /Ext.7849/ggriff98@ford.com ibc from cust - [redacted] anything 6 days after buying vehicle it broke down, anti-freeze leak that has due to with a battery not properly. vin #1ftpw1ed4r[redacted] lake ford in North town Pen wife states she would like for me to contact husband during this transition on getting the vehicle repaired obc to dealership- chris lucanson-SM trying to get the part number and the copis ticket # to have a part escalated . call disconnects and calling back the piece of the exhaust that is ordered the customer Part#ML3Z5A212W/ COPIS# ordered on 05/13/2022 EXTENSION - EXHAUST DOWS - state that this on back order and does not state when this will arrive but stated : 62122 SUPPLIER PROMISED TO SHIP 96 PCS/WK FROM 05/09 THROUGH 07/18 next steps call dealership this week for copis part # Ford Motor Company ® Customer Relationship Center – Truck Team Giselle Griffin ggriff98@ford.com | www.ford.com office: 866-631-3788 ext. 79849

2022-06-24 18:40:33 Griffin Giselle /Ext.7849/ggriff98@ford.com obc to dealership -SM Chris luncason trying to obtain the copis tiket number so we can expedtie the part for the customer no answer left vm Ford Motor Company ® Customer Relationship Center – Truck Team Giselle Griffin ggriff98@ford.com | www.ford.com office: 866-631-3788 ext. 79849

2022-06-29 18:12:36 Good afternoon, I hope this message finds you well. I am reaching out I regards of a mutual customer [redacted] who is waiting on a part, part#ML3Z5A212W. is there any way I could please have the copis ticket number for this so we can have it expedite, and repaired back to the customer. If you could be kind and please respond to this message tread with the specifics. Sincerely, Giselle Griffin Ford Motor Company ® Customer Relationship Center – Truck Team Giselle Griffin ggriff98@ford.com | www.ford.com office: 866-631-3788 ext. 79849

2022-06-29 18:22:54

Giselle,

This is the second time I've forwarded this information over to you. COPIS ticket is[redacted]

Chris Lukens
Service Manager
Lake Ford
717-248-0152

This e-mail transmission may contain information that is proprietary, privileged and/or confidential and is intended exclusively for the person(s) to whom it is addressed. Any use, copying, retention or disclosure by any person other than the intended recipient or the intended recipient's designees is strictly prohibited. If you are not the intended recipient or their designee, please notify the sender immediately by return e-mail and delete all copies.

2022-06-29 18:29:28 Griffin Giselle /Ext.7849/ggriff98@ford.com obc to cust advising customer we have all of the information, having this part expedite and will continue to keep you updated until the dealership has received part and repaired vehicle left vm Ford Motor Company ® Customer Relationship Center – Truck Team Giselle Griffin ggriff98@ford.com | www.ford.com office: 866-631-3788 ext. 79849

2022-07-06 18:07:13 Griffin Giselle /Ext.7849/ggriff98@ford.com obc to dealership f/u to see if they have the pipe exhausted in just yet , dealership advised they are still wating on the parts for the vehicle next steps call cust advise we are still locating that part Ford Motor Company ® Customer Relationship Center – Truck Team Giselle Griffin ggriff98@ford.com | www.ford.com office: 866-631-3788 ext. 79849

2022-07-06 18:11:28 Griffin Giselle /Ext.7849/ggriff98@ford.com obc to cust advising cut we are still partnering with dlrshp to locate the part for her exhaust, part is still on backorder and will continue to keep her updated left vm Ford Motor Company ® Customer Relationship Center – Truck Team Giselle Griffin ggriff98@ford.com | www.ford.com office: 866-631-3788 ext. 79849

2022-07-12 22:14:11 Griffin Giselle /Ext.7849/ggriff98@ford.com OBC to cust advising that we have put this part on escalations and that we are still wating on more information cust stated is not happy Ford Motor Company ® Customer Relationship Center – Truck Team Giselle Griffin ggriff98@ford.com | www.ford.com office: 866-631-3788 ext. 79849

2022-07-13 11:14:28

SME closing parts escalation. Please see [redacted] regarding new parts escalation process.
If you are requesting a copis “order status” to be opened on behalf of the dealer please make that request in the sme activity request notes section and provide the full name of the parts manager and their email address. Along with the part number, order date, and cor/dor number.

2022-07-21 18:25:18 Giselle Griffin /Ext.7849/ggriff98@ford.com OBC to cust advising cust there has been an order sent out as of today and also the part will be off of national backorder as of 8/12 and that the dlrshp is aware of this and also is waitingf or the arrival no answer next steps call next week Ford Motor Company ® Customer Relationship Center – Truck Team Giselle Griffin ggriff98@ford.com | www.ford.com office: 866-631-3788 ext. 79849

2022-07-28 19:41:04 Giselle Griffin /Ext.7849/ggriff98@ford.com dows system shows[redacted] PCS TO BE RECEIVED AT PACKAGER [redacted] TO BE SHIPPED FROM PACKAGER Ford Motor Company ® Customer Relationship Center – Truck Team Giselle Griffin ggriff98@ford.com | www.ford.com office: 866-631-3788 ext. 79849

2022-07-28 19:42:40 Giselle Griffin /Ext.7849/ggriff98@ford.com OBC to cust advisng cust that it shows there have been parts shipped out as of today and hopefully her part on this order and they will be able to have this vehicle repaired next steps call on monday to dlrshp then cust Ford Motor Company ® Customer Relationship Center – Truck Team Giselle Griffin ggriff98@ford.com | www.ford.com office: 866-631-3788 ext. 79849

2022-08-03 18:04:19 Giselle Griffin /Ext.7849/ggriff98@ford.com obc to Parts department states that they will off of bob on 8/18 from the information it shows it was sent out on the 28th of june next steps call customer Ford Motor Company ® Customer Relationship Center – Truck Team Giselle Griffin ggriff98@ford.com | www.ford.com office: 866-631-3788 ext. 79849

2022-08-08 18:52:09 Giselle Griffin /Ext.7849/ggriff98@ford.com OBC to dlrshp- parts - dave seeing if they have received the part for the customer [redacted] next steps calls cust Ford Motor Company ® Customer Relationship Center – Truck Team Giselle Griffin ggriff98@ford.com | www.ford.com office: 866-631-3788 ext. 79849

2022-08-08 19:10:35 [redacted] IBC cust anted to speak to the agent that is handling the cust cases. CXS sent a message via webex for the agent to contact the cust . Ford Motor Company ® Customer Relationship Center – Truck Team Dianne Jolivet DJOLIVE1@ford.com | www.ford.com office: 1-866-631-3788 ext.

2022-08-11 19:44:35 Giselle Griffin /Ext.7849/ggriff98@ford.com obc to dlrshp- parts too see if they have recieved the part for the customer the dows state there was parts sent out on 8/08/2022 recieved part and vehicle will be repaired on 8/17 Ford Motor Company ® Customer Relationship Center – Truck Team Giselle Griffin ggriff98@ford.com | www.ford.com office: 866-631-3788 ext. 79849

2022-08-11 19:51:09 Giselle Griffin /Ext.7849/ggriff98@ford.com obc to cust advised cust that the vehicle should be repair by next week and the part has came in cust wants the sirus radio to be extended complmientary since the were not able to use the vehicle cust was please and disconnect the call Ford Motor Company ® Customer Relationship Center – Truck Team Giselle Griffin ggriff98@ford.com | www.ford.com office: 866-631-3788 ext. 79849

2022-08-24 16:57:49 SUP ESCALATION NOTES LEFT IN SUP TASK

2022-08-24 17:17:06

Ibc from cust

cust states they were having an issue with their vehicle she states they were waiting on a part for 4 months, she states she lost her sirus and her naviagtion, Cust states she was told that ford is supposed to take care of that, cust states that she believes that she wants ford to either get it back or refund them. She states she talked to a sup and the sup stated they explained they can not give her a refund for the navigation system and she asked what I can do to further assist.

I explained it is possible that the IVT team can further assist and I offered to transfer over.

Next steps:

Transfer over to Ivt team

Ford Motor Company ®
Kaitlin Thomas
Customer Experience Specialist
Kthom278@ford.com | www.ford.com
O: 866-631-3788 EXT.79580

2022-08-25 18:37:36 Giselle Griffin /Ext.7849/ggriff98@ford.com tried to offer the basic esp cust did not want to take it and was very head strong on having sirus xm radio and navigation fixed and either the extend warranty ext gave the phone to her husband did not want my assistance anymore next steps close case Ford Motor Company ® Customer Relationship Center – Truck Team Giselle Griffin ggriff98@ford.com | www.ford.com office: 866-631-3788 ext. 79849

2022-08-25 18:41:23 Hello [redacted] In reference to Case Number [redacted]), Thank you for contacting Ford Motor Company and allowing us to assist you with your 2021 Ford Bronco Sport. It is my pleasure assisting you with getting your vehicle repair and partnering with dealership Lake Ford. I would like to advise I will be closing case [redacted]), due to vehicle repair have been completed and return to you, as you did confirm you are happy and satisfied with the repairs that was completed on your vehicle. If you have any further questions, concerns, and/or any additional comments or feedback, please do not hesitate to reach out to me directly at 1-866-631-3788 Extension 79849 or by email at ggriff98@ford.com. If I am unavailable, please leave me a detailed message and I will return your call as soon as possible. Please reference the case number indicated above for a quicker response. Please look for an email within the next few days that includes a brief survey regarding your experience with me in completing your case. We value your feedback so that we can better understand what we can do to improve in the future. Thank you for being a valued customer and a part of the Ford family. Respectfully, Giselle Griffin Ford Motor Company ® Customer Relationship Center – Truck Team Giselle Griffin ggriff98@ford.com | www.ford.com office: 866-631-3788 ext. 79849

2022-08-30 17:39:13 [redacted]

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 06-25-2022 CLOSED: 08-17-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Santa Monica Ford
PA CODE: 06246 DLR SALES CODE: 71026 REGION: W1 ZONE: W1A
VIN: 3FMCR9A66M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 4,120
BODY STYLE: R9A - BRONCO SPORT CX430 BASE
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | CA | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Lack/Loss of Power | Not Listed | UNKNOWN
ANALYST NAME: Sermon Swafford OPEN ANALYST NAME: Jasmine Brown
COMMENTS:

2022-06-25 22:01:44

[redacted] LOS ANGELES CA[redacted]
[redacted]
2021 ford bronco sport
VIN# 3FMR9A66M[redacted]
3879 Miles
Santa Monica Ford Lincoln
[redacted]
Cust said the car has a low fuel pressure , which effects him when driving . he said it started a month ago they said it was the battery they changed it worked fine then he took it out of town and it failed it happened again reduce fuel pressure while on the freeway.
Jasmine Brown
Customer Experience Specialist-Passenger Vehicle Inquiry Team
jbrow931@ford.com | www.ford.com
office: 866-631-3788 Ext. 79579
Office Hours: Monday-Friday 10:30-7:00pm

2022-06-30 23:48:28 Nathan Tekle/Ext.79515/ntekle@ford.com: IBC from CUST() CUST() provided the following information: CUST SAYS: The bronco having fuel problems and I called last week and spoke to the agent. The VEH has been in the shop a whole week and a day. I also haven't received an update I would like some assistance on the repair. [redacted] CUST number [redacted] NEXT STEPS / DATE:FU with DLR Ford Motor Company ® C. Nathan Tekle Customer Experience Specialist, Ford CX Team ntekle@ford.com | www.ford.com office: 866-631-3788 ext. 79515 efax: 8334300234

2022-07-01 00:24:38 DanitaAllison/EXT. 79426/dallis23@ford.com IBC: Cust called asking for repair assist states veh has bee at dlr for a week with no diagnose. Cust is requesting repair assist case still has not been assigned to me for me to be able to submit Repair Assist for cust. Inquiry Agent Nathan assured that he would have case reassigned to me, something was going onwith system stated he will have supervisor reassign the case. OBC: To dlr spoke with SA KIM advised they that dlr has not diagnose veh unable to duplicate concern at this time and is still working on a diagnose. Dlr provided RO information. RO OPEN date: 6/22 RO Close date: Mileage At Open: 3,880 RO Number[redacted] Line#: 1 DLR PA CODE: 06246 Diagnosis: have not been able to duplicate concern Next Steps: f/u with cust for repair assist request updates. Hours of Operation: Monday- Friday: 11:30AM CT to 8:00PM CT Danita Allison SheHerHers Customer Experience Specialist office: 866-631-3788 ext. 79426

2022-07-01 17:11:09 DanitaAllison/EXT. 79426/dallis23@ford.com OBC: To cust no answer left message with my contact info. Next Steps: f/u with cust and dlr regarding veh repair and parts. Hours of Operation: Monday- Friday: 11:30AM CT to 8:00PM CT Danita Allison SheHerHers Customer Experience Specialist office: 866-631-3788 ext. 79426

2022-07-09 00:12:13 DanitaAllison/EXT.79426/dallis23@ford.com OBC: To cust he states that dlr advised that they had been contacted by Ford and they now have one of their Tech's driving the veh to see if the concern occurs while tech is driving. Next Steps: f/u with dlr and cust for repair/parts updates. Hours of Operation: Monday-Friday: 11:30AM CT to 8:00PM CT Danita Allison SheHerHers Customer Experience Specialist office: 866-631-3788 ext. 79426

2022-07-13 00:09:51 DanitaAllison/EXT. 79426/dallis23@ford.com OBC: To dlr spoke with SA Kim who advised Ford Tech contact dlr and asked that they drive the veh about 200 miles street and highway when done Tech did not see the concern. Kim states that she had spoken with cx and advised him that he can picked veh up. OBC: To Cx states he will pick up veh from dlr drive the veh for the month Cx states this concern has happen 3 times but had not been able to duplicate the concern. Cx wants to know Cx request buyback on veh. Next Steps: f/u with dlr and cust for buyback updates. Hours of Operation: Monday- Friday: 11:30AM CT to 8:00PM CT Danita Allison SheHerHers Customer Experience Specialist office: 866-631-3788 ext. 79426

2022-07-13 00:21:06 Customer Information Name(s) on the Title: [redacted] Address [redacted] Los Angeles CA [redacted] Email Address: [redacted] Customer is leased the vehicle. Purchased Vehicle Information VIN: 3FMCR9A66M[redacted] Current Mileage: 3,755 miles Ownership Status: NEW Purpose of vehicle: PERSONAL # vehicles registered to the business. (If yes to business) If Used Purchase Date: [redacted] Exact Mileage at Purchase: 52 miles State Information State Where Purchased: CA State Where Registered: CA Dealer Information Purchased from Dealer? South Bay Ford Yes (if yes):(NEW). Primary Reason for Repurchase: VEH loses fuel power veh stops driving or will only go 10/15 miles per hour loses all fuel pressure been at dlr 3 times and concern have not be able to duplicate concern.

2022-07-13 12:10:34

To Kathy

2022-07-13 20:46:39

Opened GFR. Beginning investigation/review.

2022-07-13 20:46:57	
	Attached DMV Report and Claims List to GFR.
2022-07-15 23:32:51	DanitaAllison/EXT. 79426/dallis23@ford.com OBC: To cx explained buyback request is still processing cx advised that he picked his veh up from dlr yesterday so far veh is running well. Next Steps: f/u with cust for buyback request updates. Hours of Operation: Monday- Friday: 11:30AM CT to 8:00PM CT Danita Allison SheHerHers Customer Experience Specialist office: 866-631-3788 ext. 79426
2022-07-19 14:55:55	
	Sent an email to Jeannette @ Santa Monica Ford, regarding RO's for this VIN# at her dealership.
2022-07-19 18:25:41	
	Received an email from Jeannette, Customer Relations, Santa Monica Ford, regarding RO's for this VIN# at her dealership.
2022-07-19 18:37:31	
	Updated GFR.
2022-07-19 18:38:06	
	Case Analyst Review Complete. Transferring to CCA for Review.
2022-07-20 17:24:24	DanitaAllison/EXT. 79426/dallis23@ford.com OBC: To dlr spoke with SA Kim who advised cx picked veh up on 7/15. RO OPEN date: 6/22 RO Close date: Mileage At Open: 3,880 RO Number: [redacted] Line#: 1 DLR PA CODE: [redacted] Diagnosis: VEH STALL ON FREEWAY VEH SLOWS DOWN AT AROUND 60-80 MILES TECH DROVE VEH FOR 240 MILES AND NO PROBLEM FOUND. OBC: To cx explained Buyback request is still processing. Next Steps: f/u with cx for buyback request updates. Hours of Operation: Monday- Friday: 11:30AM CT to 8:00PM CT Danita Allison SheHerHers Customer Experience Specialist office: 866-631-3788 ext. 79426
2022-07-22 15:09:50	
	CCA review in progress.
2022-07-25 15:16:59	
	CCA Review Complete. Transferring to COM for Final Review & Processing. PLEASE ADVISE CUST: If they continue to have concerns & repairs, please re-contact us to re-open their Case/re-engage CA Team for re-review.
2022-07-25 18:55:11	
	COM Review Complete. Assigning to Veronica to process
2022-07-25 19:07:18	
	DNQ UPLOADED TO PORTAL, TRACKING IS [redacted] LETTER WILL BE SENT WITHIN THE NEXT 3 BUSINESS DAYS
2022-07-26 23:52:17	DanitaAllison/EXT. 79426/dallis23@ford.com OBC: To cx no answer left vm with my contact info. Next Steps: f/u with cust for buyback updates. Hours of Operation: Monday- Friday: 11:30AM CT to 8:00PM CT Danita Allison SheHerHers Customer Experience Specialist office: 866-631-3788 ext. 79426
2022-08-02 21:19:11	OBC: To dlr spoke with Kim advised found no concern states veh was driven for 200 miles. RO OPEN date: 6/22 RO Close date: 7/29 Mileage At Open: 3,880 RO Number: [redacted] Line#: 1 DLR PA CODE: 06246 Diagnosis: VEH STALL ON FREEWAY VEH SLOWS DOWN AT AROUND 60-80 MILES TECH DROVE VEH FOR 240 MILES AND NO PROBLEM FOUND. OBC: To cust no answer left voice message with my contact info. Next Steps: f/u with cust for Csat updates. Hours of Operation: Monday- Friday: 11:30AM CT to 8:00PM CT Danita Allison SheHerHers Customer Experience Specialist office: 866-631-3788 ext. 79426
2022-08-03 17:16:07	
	**** Safety Net ****** Cxs can offer maintenance plan . Syvonne Maddox Business Operations Supervisor 866-631-3788 ext 79268 2091 Oakwood Blvd. Dearborn, MI 48124 USA
2022-08-08 18:01:28	DanitaAllison/EXT. 79426/dallis23@ford.com Emailed ESP offer to cust. Next Steps: f/u with ESP offer. Hours of Operation: Monday- Friday: 11:30AM CT to 8:00PM CT Danita Allison SheHerHers Customer Experience Specialist office: 866-631-3788 ext. 79426
2022-08-16 17:23:25	DanitaAllison/EXT. 79426/dallis23@ford.com Essential Maintenance Plan: As an offer of goodwill (no cost to you), I would like to offer you a Ford Protect Limited Maintenance Plan valued at $385.00. Coverage will begin once the plan is processed and you will be covered up to 3 years/45,000 miles. This plan covers all of your scheduled maintenance like oil and filter replacement, tire rotation, and multi-point inspection. This is a prepaid plan, meaning you pay nothing for covered services. Do you approve of this offer? (30 day offer) Upon your approval, I will begin the process to purchase this service plan on your behalf. If you accept above offer, please provide the following: Legal Full Name: [redacted] Mailing address: [redacted] Los Angeles, Ca. [redacted] Current mileage: 4,291 Next Steps: f/u with cust ESP offer Hours of Operation: Monday- Friday: 9:00AM CT to 5:30PM CT Danita Allison SheHerHers Customer Experience Specialist office: 866-631-3788 ext. 79426
2022-08-16 17:24:30	ESP UPLOADED IN MORLEY CASE [redacted]

2022-08-16 20:32:39

Case Progression Specialist
Morley activity: [redacted]
ESP Has been transmitted.

Ford Motor Company ®
Jelishia Joiner
Lead Agent
Email: JJoine12@ford.com| www.ford.com
Office: (866) 631-3788 ext.
Mon- Fri 11:30am-8:00pm CST (Central)

2022-08-16 23:20:27

Cxs can close case

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 06-28-2022 CLOSED: 09-06-2022 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |

DEALER NAME: Camelback Ford

PA CODE: 11293 DLR SALES CODE: 71173 REGION: W3 ZONE: W3A

VIN: 3FMCR9B68N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | AZ | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Lack/Loss of Power | Acceleration | Always

ANALYST NAME: Thomas Hyde OPEN ANALYST NAME: Taalina Zamora

COMMENTS:

2022-06-29 00:02:01	CXS Taalina Z. (79827) IBC from[redacted]: •Vehicle Concern: powertrain malfunction. car consistently loses power whenever they are on the freeway. Had been to the dealership 15 days already. Customer feels the vehicle is not safe for his family anymore. •What the customer is seeking from Ford? buyback the vehicle or trade for the exact car •Where is the vehicle located? Camelback Ford •Dealership Contact: n/a •Does Dealer have a clear path to repair the vehicle: (Y/N) N •Tech SME Engaged/Parts SME Engaged: (Y/N) N •Share Recommendation utilized: (Y/N) N •Plan of action: submit buyback request •Next Steps:
2022-06-29 00:06:43	Case Number : [redacted] Customer : [redacted] Business Phone : [redacted] LTV Score : n/a Vehicle Purchase Status : Original Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Camelback Ford Dealer P&A : 11293 Dealer phone : 6022641851 VIN : 3FMCR9B68N[redacted]1 Year : 2022 Make : FORD Model : BRONCO SPORT Mileage : 2,550 Engine Specification : NCHDY1NA Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2022-04-15 Open Recall/FSA: : n/a ESP : n/a Hotline Contact : n/a Warranty History : 086457
2022-07-01 16:55:33	The Buyback milestone enter has been cancelled. Please make certain you have a good Dealer P&A code is assigned to the case First, check the case priority, case classification and ensure a best contact method for customer has been entered. Please DO NOT assign a Buyback Review milestone before there is a proper Dealer P&A code assigned to the case. Once you have assigned a good Dealer P&A code to the case, click Save and opening the Milestone should be your last step. This procedure will avoid the case being assigned incorrectly. Once you have the required the correct information on the case, please create a new milestone.
2022-07-06 19:09:55	obc to customer who confirmed his vehicle was serviced at Camelback Ford in AZ and he had one repair completed at Sin Ford in CA where he dealt with Jaime the SA. next step: resubmit buyback Taalina Zamora Customer Experience Specialist, Ford CXS Team tzamora3@ford.com | www.ford.com Office: 866-631-3788 ext. 79827 M-Thurs, Sa 10:30am-7:00pm CST
2022-07-12 18:35:45	BRT made OBC to Camelback Ford @ 96022641851 called to check if vehicle came back to dlr, per AWS repair was completed on 6/29/2022. BRT was redirected to service twice with no answer. BRT will complete GFR with information at hand. 2 repairs made for MIL lamp **mileage has since increased since they requested the review** Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER FOR ANY REASON**
2022-07-12 18:36:21	Checked historical and VIN status: None NAVIS verified ownership status: Original Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **
2022-07-12 18:37:01	At this time Ford does not believe the vehicle qualifies for repurchase/replacement in AZ Talking Points: •Deny GFR •Review notes in Milestones •Focus on vehicle repair Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team
2022-07-14 21:03:02	obc to dealership and spoke to dealership who stated the vehicle is in the customer's prosession and the issue is intermittent. The technicians cannot duplicate the issue and the fix is unknown. next step: update customer on status and resolve case Taalina Zamora Customer Experience Specialist, Ford CXS Team tzamora3@ford.com | www.ford.com Office: 866-631-3788 ext. 79827 M-Thurs, Sa 10:30am-7:00pm CST
2022-07-14 21:53:18	obc to customer and spoke to[redacted] regarding update from dealership. Customer was upset that the buyback was denied due to the warranty repairs. Customer stated the AZ lemon law required up to 4 repairs and he has already 3 completed on the vehicle. Customer upset that Ford cannot fix his issue yet will not buy the vehicle back. Customer wanted to know what it would take to get an approval for buyback. Adv I would follow up tomorrow. next steps: contact buyback specialist for clarity Taalina Zamora Customer Experience Specialist, Ford CXS Team tzamora3@ford.com | www.ford.com Office: 866-631-3788 ext. 79827 M-Thurs, Sa 10:30am-7:00pm CST
2022-07-16 22:31:03	obc to customer and left vm advising him of the AZ lemon law requirements and his option via BBB. next steps; set f/u on his decision Taalina Zamora Customer Experience Specialist, Ford CXS Team tzamora3@ford.com | www.ford.com Office: 866-631-3788 ext. 79827 M-Thurs, Sa 10:30am-7:00pm CST
2022-07-26 17:46:34	OBC to dealership and spoke to Mike in service who stated they are still in the diagnostic phase and have not duplicated the issue yet, but still need to scan the vehicle for codes and will contact the customer after a few days with the vehicle to give their final recommendation. next step: update customer on repair status Taalina Zamora Customer Experience Specialist, Ford CXS Team tzamora3@ford.com | www.ford.com Office: 866-631-3788 ext. 79827 M-Thurs, Sa 10:30am-7:00pm CST
2022-07-30 19:35:33	received email from customer stating after picking up the car on[redacted] the car started to manifest the same issue as before and he had to return the car the next day to the dealership. Customer wants to resubmit his buyback request. next step: resubmit buyback Taalina Zamora Customer Experience Specialist, Ford CXS Team tzamora3@ford.com | www.ford.com Office: 866-631-3788 ext. 79827 M-Thurs, Sa 10:30am-7:00pm CST

2022-08-02 18:48:36	BRT made OBC to Camelback Ford @916022641851 BRT was placed on hold waiting to speak with SA Miguel, provided two repairs completed since last review. vehicle is not modified and they are hoping to know whats wrong by the end of the week. RO#[redacted] RO Open Date 7/29/2022 Mileage at Open 3133 Concern Wrench light, pre collision, Diagnosis (what is causing the concern) No diagnosis Repair (what have we repaired/replaced) RO#[redacted] RO Open Date 7/21/2022 CLosed: 7/26/2022 Mileage at Open 3031 Concern CHECK ENGINE LIGHT ON, low power Diagnosis (what is causing the concern). P2038 boost sensor ciricut had poor pin fit in number 3 connector c repaired circuit BRT will complete GFR Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER FOR ANY REASON** :
2022-08-02 18:49:26	2nd review Checked historical and VIN status: None NAVIS verified ownership status: Original Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **
2022-08-02 18:50:07	After review, vehicle does not meet State guidelines for buyback/replacement criteria for AZ. However, during the current repair process SBRT will be monitoring the repair progress and the GFR will be reviewed again as repair progresses. SBRT asks the CXS not to present a denial of the BB to the customer as a final disposition has not been made. SBRT asks assigned CSM to provide notes on the case with repair status updates. Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **
2022-08-09 18:42:30	obc to customer but no answer. sent email to customer advising that we would focus on repairs while waiting on buyback decision. next step: contact dealership to get repair status Ford Motor Company | Customer Relationship Center- PVT Concern Team Taalina Zamora tzamora3@ford.com www.ford.com office:866-631-3788 ext.79827
2022-08-09 19:01:01	obc to dealership and kept being transferred back to receptionist who stated no one was available so he took my name and number for a callback. next step: set f/u appt for SA Ford Motor Company | Customer Relationship Center- PVT Concern Team Taalina Zamora tzamora3@ford.com www.ford.com office:866-631-3788 ext.79827
2022-08-09 19:27:24	(IBC)[redacted] REASON: need to speak with sup of dep, already reached requirements for BB need to get this done ASAP Have agent but need to speak with their sup , no one is doing anything about the issue [redacted] Attorney has advised us that we already met requirements, dont understand whats taking so long for a decision to be made. Advised cust BB take about min 3 bd -15 bd for review, your BB is still processing and being reviewed by legal team no decision has not been made yet but we are going to deliver decision soon as its been made by legal dep Cust says this does not take that long and demand a answer today before they take the attorney route Asked cust doe they want a sup escalation call back b/c all volume high no guarantee how long the wait- CUST REFUSED and want to wait, requested to get someone on the line NOW ACTIONS: TRANSFERRED TO SUP QUE Ford Motor Company ® Customer Experience Specialist - Passenger Vehicle Department Mariah Carter Mcart153@ford.com Office: 866-631-3788 ext 79054 eFax: 866-638-0431
2022-08-09 20:33:21	(OBC) Camelback Ford Spke to : Gary *transferd to SM* Justin veh is currently the shop foreman has it , aware ford got back to him on hotline side and he will be reviewing that hotline , tech is aware , dont know where they are at with hotline , shop foreman going thru diag, Its a lot of test being performed right now. Ford Motor Company ® Customer Experience Specialist - Passenger Vehicle Department Mariah Carter Mcart153@ford.com Office: 866-631-3788 ext 79054 eFax: 866-638-0431
2022-08-09 21:47:37	**********SUPERVISOR ESCALATION********** Escalation- Accepted or Rejected: Accepted CASE- CAS-[redacted] IBC via: 3106217274 Customer:[redacted] Customer CLV: 74 Vehicle: 2022 Ford Bronco Mileage: 2,418 WSD: 4/15/2022 Customer called in escalating due to him not having a decision on his buyback yet when he advised that he was given a time frame of 3-4 days. Customer advises that he has the hardest time getting updates or adequate information from his CXS and is advising he wants to file a formal complaint. TL set proper expectation of Buyback turn around time and advised the customer that it was delayed as there was info needed from the dealer but that I would ensure that someone reached out today to provide that update on the case. TL also advised that complaint would be submitted to CXS's direct SUP so that case could be reviewed. TL will also reach out to SBRT to advise of update on the case that way decision can be progressed. Ford Motor Company ® Customer Relationship Center – Truck Team Lead Alicia Ramsey Aramse16@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79144 Monday-Friday (8:00am-4:30pm CST)
2022-08-10 12:01:52	DIAG STILL IN PROGRESS Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2022-08-11 17:52:37

Alandra Robertson/Ext.79460/ AROBE259@ford.com: IBC from [redacted]) about speaking to [redacted] CUST stated he was trying to speak to [redacted] he stated she was suppose to give him a call back. CXS stated that's a supervisor customer stated yes he wants to speak to her. CXS stated she will reach out to SUP. CUST stated thank you. CXS stated she will give CUST a call now. CUST stated thank you. CXS mentioned Survey. NEXT STEPS: CXS will notate case. Ford Motor Company ® Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460

2022-08-12 12:02:09

BRT still awaiting diag, Customer mentioned attorney on 8/9 please confirm with customer if they are represented by an attorney and get their contact information. Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2022-08-12 18:36:00

Cust: Get started. I need help! Desperately. I bought a 2022 Ford bronco sport three months ago and I have lost power nine times it's been in the shop three times and They can't figure out the problem. They won't buy back the car and we are stuck driving an unsafe car that is putting not only my family in danger but everyone around us. No one will answer our calls or even help us get a rental car. Can you please help me??

Ford: Hi there, [redacted] Thank you for taking the time to send us a message. My name is Lucas and I'm a Social Media Specialist for Ford. I would be happy to take a closer look at the power issues you're experiencing with your Bronco. To do so, could you please provide the following information?
VIN:
Current mileage:
Your full name:
The vehicle owner's full name and your relation to them (if applicable):
Zip code:
Email address:
Phone number:
Preferred method of contact:
Name and location of your servicing dealership:

Cust: Hey man, we qualify for the lemon law. 5 times in the shop. Our car has been at ford over 45 days. It has 3100 miles. Vin number 3FMCR9B68N[redacted]. My name is [redacted], the owner is my husband [redacted]. They have denied us already and now they keep having issues. The car has been deemed unsafe multiple times and the last time I picked the car up the dealership asked if I was nervous because they would be!! Not even 24 hours later I lost power driving again. We have lost power 11 times in 3 months!!!! The first time was right under 1000 miles. We have a attorney lined up, we have given FORD ample opportunities to fix the car and they DONT know what's wrong. We let the foreman take our car home with him over 200 miles. Please help us. My next step is going to the news station and blasting Ford all over social media and going forward with our attorney. We've been trapped in another state as well. Please help me!! Proof! You can see on your end and on the calendar that it lights up like a Christmas tree.
[redacted]

Ford: Thanks for providing us with that information, [redacted] I have found your case in our system related to this issue and see that you have retained an attorney. For further assistance, please stay in touch with your dealership and reach out to the Office of General Counsel at:
Ford Motor Company Product Claims Department
P.O. Box 70
Dearborn, MI 48121-0070.
We appreciate you getting in touch with us. Thank you and have a nice day!

Cust: I have not retained a attorney yet. We are trying to give you guys every opportunity to fix the issue before hiring a attorney. What can be done now?

Ford: Thanks for clarifying that for us, Brittany. Since your case has already been escalated, I would recommend reaching out to your case handler, as they are in the best position to assist you further with resolving this situation. I will be sure to add our entire conversation here to this case, so that it is all up to date.

2022-08-18 22:58:33

obc to dealership and spoke to Keith who stated if the customer wanted to move his vehicle to another dealership then a storage fee of $25/day would be accessed; however if the vehicle has only been there a few weeks then there may be no fee next step: update customer Ford Motor Company | Customer Relationship Center- PVT Concern Team Taalina Zamora tzamora3@ford.com www.ford.com office:866-631-3788 ext.79827

2022-08-23 12:25:17

BRT reached out to CXS Team lead for update as we have been in communication regarding this case.

BRT is not aware of status of this vehicle.
Per CXS notes it seems like customer wants to move vehicle.

Ford Motor Company ®
Kora Williams | Specialist
Specialized Buyback Handling Team, Ford CX Team

** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER FOR ANY REASON**

2022-08-25 12:30:20

BRT was sent information via WEBEX by Ford CX Team Lead From: [redacted] Sent: Tuesday, August 23, 2022 2:02 PM To: [redacted] Subject: RE: [EXTERNAL] [redacted] - (CAS-[redacted] - 3FMCR9B68[redacted] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. This is from my shop foreman. Need's 142990B harness due to pin 17 in connector C1551B(PCM connector) pulls out of connector and will not lock back into place. This circuit is for the turbo bypass sensor to which we have recurring faults for . Currently the harness is on backorder with no release date . COPIS has been initiated Justin Reed Service Manager Camelback Ford/Lincoln 602.850.9009 direct jreed@vtaig.com

2022-08-25 12:34:08	At this time Ford does believe the vehicle may qualify for buyback or replacement in AZ Talking Points: •GFR sent for second review •Review notes in the Milestones •Focus on vehicle repair Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **
2022-08-26 14:35:44	COM Support Team Buyback approved. Veh is LL eligible. Next Step : Morley agent will load the RAV and close the milestone.
2022-09-06 20:17:28	STMS uploaded to Morley Ford RAV Case Transmission CASE NUMBER: [redacted] STMS set disposition to RAV and closed BB Milestone. CXS/CSM will advise CUST to expect RAV contact within 3-5 business days and set follow-up accordingly to verify RAV contacted the CUST. Ford Motor Company ® Don Cole Support Team| Morley Specialist, Ford CX Team Dcole113@ford.com | www.ford.com Monday - Friday 9:00 AM to 6:00 PM Eastern ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **
2022-09-08 17:34:45	RAV has made contact and RAV is moving forward

CASE ATTACHMENTS:

2022-06-29 00:02:24	Taalina Zamora
2022-07-30 18:51:43	Taalina Zamora
2022-08-11 18:16:54	Alicia Ramsey
2022-08-11 18:17:24	Alicia Ramsey
2022-08-23 16:44:47	Alicia Ramsey



Buyback Request Template

Purpose: Use the template below to provide additional information to the appropriate specialized buyback handling team so they may make informed decisions regarding a vehicle repurchase/replacement.

> **Important:** Copy and paste into the case notes. Do **not** send this document to the customer or the Ford Dealer.

Customer Information	
Name(s) on the Title: [redacted]	
Address: [redacted] Phoenix, AZ [redacted]	
Email Address: N/A	
Customer is **purchasing** the vehicle.	
Vehicle Information	
VIN: **3FMCR9B68N**[redacted]	Current Mileage: 2,550
Ownership Status/ Type of Purchase: New	
Purpose of vehicle: personal	# Vehicles registered to the business. (If yes to business)
Purchase Date: 04/15/2022	Mileage at Time of Purchase: 5
State Information	
State Where Purchased: AZ	
State Where Registered: AZ	
Dealer Information	
Purchased from Dealer? YES	Dealership (if yes): Camelback Ford
Primary Reason for Repurchase: powertrain malfunction	
Is there a current concern with the vehicle? yes	
What is the repair status of the vehicle? Technicians not sure what the problem is; had multiple repairs already.	
Were repairs completed for this concern at multiple dealerships? (If yes): no	
(**CA Only**) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? Enter Yes or No	

Buyback Request Template

Purpose: Use the template below to provide additional information to the appropriate specialized buyback handling team so they may make informed decisions regarding a vehicle repurchase/replacement.

> **Important:** Copy and paste into the case notes. Do **not** send this document to the customer or the Ford Dealer.

Customer Information	
Name(s) on the Title: [redacted]	
Address: [redacted] Phoenix, AZ [redacted]	
Email Address: N/A	
Customer is **purchasing** the vehicle.	
Vehicle Information	
VIN: **3FMCR9B68N**[redacted]	Current Mileage: 2,550
Ownership Status/ Type of Purchase: New	
Purpose of vehicle: personal	# Vehicles registered to the business. (If yes to business)
Purchase Date: [redacted]	Mileage at Time of Purchase: 5
State Information	
State Where Purchased: AZ	
State Where Registered: AZ	
Dealer Information	
Purchased from Dealer? YES	Dealership (if yes): Camelback Ford
Primary Reason for Repurchase: powertrain malfunction	
Is there a current concern with the vehicle? yes	
What is the repair status of the vehicle? Technicians not sure what the problem is; had multiple repairs already.	
Were repairs completed for this concern at multiple dealerships? (If yes): no	
(**CA Only**) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? Enter Yes or No	

FINN AUTO GROUP FORD

410 E. Hobsonway - Blythe, CA 92225
Sales: (760) 544-2109 Service: (760) 544-2020

SERVICE DEPARTMENT HOURS
8:00 a.m. to 5:00 p.m.
Monday - Friday

R/O Open Date	R/O Number
06/10/22	[redacted]
R/O Close Date	Status
06/10/22	Pre-Invoice
Mileage In	Mileage Out
2101	2102
Service Advisor / Tag #	
Guadalupe Gomez/2502	

[redacted]
PHOENIX, AZ [redacted]

Work Phone	Vehicle Identification Number	
	3FMCR9B68N[redacted]	
Home Phone	Delivery Date	In-Service Date

Year	Make	Model	Body	Color	License Number
2022	FORD	BRONCO SPORT	BIG BEND 4X4		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted]	
#1 - Customer Reports: customer states vehicle powertrain reduce power light came on and vehicle lost power and would not go over 50mph Caused by scanned fdrs codep0238 tcbp sensor high circuit. data logger tcbp senor maxed out at 5 volts.code u0401 invalid data from ecm/pcm.wrench light on, vehicle will not go over 50 mph due to communication between pcm and abs.performed ppt ai removed inner left fender well, removed pcm cover, unplugged and reseated pcm connectors as well as abs and gwm module.problem resolved it self. cleared code and vehicle ran fine,possible	
Tech: MATTHEW WOLFORD (MW1) 002501444	Warranty
Tech: SERGIO CANO (380) 000732022	Warranty
#2 - Customer Reports: malfuntion indicator light came on chk and advise	
Tech: MATTHEW WOLFORD (MW1) 002501444	Warranty
#3 - Customer Reports: pre collision assist light came on chk and advise	
Tech: MATTHEW WOLFORD (MW1) 002501444	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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PE24-002-000175-GCCT

FINN AUTO GROUP FORD

410 E. Hobsonway - Blythe, CA 92225
Sales: (760) 544-2109 Service: (760) 544-2020

SERVICE DEPARTMENT HOURS
8:00 a.m. to 5:00 p.m.
Monday - Friday

R/O Open Date	R/O Number
06/10/22	[redacted]
R/O Close Date	**Status**
06/10/22	Pre-Invoice
Mileage In	**Mileage Out**
2101	2102
Service Advisor / Tag #	
Guadalupe Gomez/2502	

[redacted]
PHOENIX, AZ [redacted]

Work Phone	Vehicle Identification Number
	3FMCR9B68N[redacted]
Home Phone	**Delivery Date** / **In-Service Date**

Year	Make	Model	Body	Color	License Number
2022	FORD	BRONCO SPORT	BIG BEND 4X4		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#4 - 99P: PERFORM MULTI-POINT INSPECTION. REFER TO ATTACHEDSHEET. SEE YOUR SERVICE ADVISOR.CHECK AND SET FRONT AND REAR TIRE PRESSURES INACCORDANCE WITH AB32 GLOBAL WARMING ACT.	
Tech: MATTHEW WOLFORD (MW1) 002501444	Warranty
FRONT TIRES-GOO REAR TIRES-GOOD	
FRONT BRAKES-GOOD REAR BRAKES-GOOD	
BATTERY-GOOD	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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Recent Call History

Type	[redacted]	Disposition	Wrap-Up Reason	Queue	Start Time ▲	Duration	Actions
Outbound		Handled		fmcucmPG2.Cisco_Voice.d...	August 23, 2022 11:39:32 ...	00:02:39	
Outbound		Handled		fmcucmPG2.Cisco_Voice.d...	August 23, 2022 11:38:19 ...	00:01:05	
Outbound		Handled		fmcucmPG2.Cisco_Voice.d...	August 23, 2022 11:34:14 ...	00:01:14	
Outbound		Handled		fmcucmPG2.Cisco_Voice.d...	August 23, 2022 11:31:33 ...	00:00:48	
Outbound		Handled		fmcucmPG2.Cisco_Voice.d...	August 23, 2022 11:28:11 ...	00:01:01	
Outbound		Handled		fmcucmPG2.Cisco_Voice.d...	August 23, 2022 11:25:41 ...	00:01:12	
Outbound		Handled		fmcucmPG2.Cisco_Voice.d...	August 23, 2022 11:24:32 ...	00:01:02	
Outbound		Handled		fmcucmPG2.Cisco_Voice.d...	August 23, 2022 11:16:37 ...	00:07:47	
Outbound		Handled		fmcucmPG2.Cisco_Voice.d...	August 23, 2022 11:15:47 ...	00:00:34	

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 06-29-2022 CLOSED: 08-01-2022 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Web

CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | At Risk of Defection |

DEALER NAME: Landmark Ford

PA CODE: 08559 DLR SALES CODE: 74022 REGION: W5 ZONE: W5B

VIN: 3FMCR9B63M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 8,772

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | OR | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Lack/Loss of Power | Acceleration | Intermittent

ANALYST NAME: Santresa Harris OPEN ANALYST NAME: SYSTEM

COMMENTS:

2022-06-29 14:55:54

CXS - Markala Teal
Mteal2@ford.com
866-631-3788 Ext 79611

CUST IBC-OBC TO DLR/

VIN: 3FMCR9B63M[redacted]
Issue: Feedback-Product Neg
VEH at the Dealership: YES
Meets FLP Guidelines: YES
Year of VEH: 2021 BRONCO SPORT
Mileage: 8,844
CLV: 90
Transfer to Concern: UNSURE
Concern Agent Name: N/A
Reason for Concern: CXS connected w/CUST who stated she has a case and in December she purchased a 2021 Bronco Sport and travels for work. CUST expressed in June she noticed she was losing power approx. 4 hours from home while on the highway which was very scary. CUST took the veh back to the selling dlr who had it for a few days and within 20 minutes of having the veh back there was a lack of power as well. CUST expressed the dlr informed her the Bronco has a powertrain issue. CUST was given a Ecoboost as a loaner. The dlr cannot repair the vehicle. CUST requested a brand-new Bronco Sport or her entire deposit back as well as the prepayments she's made for months ahead. CUST is very disappointed. CXS sympathized w/CUST, obtained the case number ([redacted], and completed verification. CXS attempted to contact SA, Sharilyn Wallace, to gain more clarification as to what's going on with the case but was told SA was not available and to call back later. CXS informed CUST the case was opened by the dlr and is active. CXS educated CUST on cases opened by the dlr and expressed more than likely a Dealer Experience Specialist will be assigned to the case and is not customer facing. CXS advised CUST to find out what's going to happen with the case before CXS decides to create a new case and assign to a concern agent. CXS also expressed to CUST CXS is an inquiry agent who does not progress cases. CUST understood and thanked CXS. CXS provided the loyalty statement, survey prompt, and wished CUST a good rest of the day before disconnecting the call.

CXS IS AN INQUIRY AGENT WHO DOES NOT PROGRESS CASES

NEXT STEPS: NO FURTHER ACTION NEEDED

Ford Motor Company ®
Customer Relationship Center – Passenger Vehicle Team
Markala Teal
mteal2@ford.com | www.ford.com
office: 866-631-3788 ext. 79611

2022-06-29 16:47:17 Case Number : [redacted] Customer : [redacted] Business Phone : [redacted] Home Phone : [redacted] Mobile Phone : N/A LTV Score : 90 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Landmark Ford Dealer P&A : 08559 Dealer phone : 5036391131 VIN : 3FMCR9B63M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 8772 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-12-11 Open Recall/FSA: : 21C31 FRONT BRAKE PAD REPLACEMENT ESP : 0968 - USA 2022 NEW 36/45K PREM MAINT(M&W) 5K INTERVAL Distance 46000 EXPIRATION DATE:12/11/2024 Hotline Contact : N/A Warranty History : 26-MAY-22 2S21 RIGHT-HAND ENGINE OIL SEPARATOR INSPECTION 26-MAY-22 Maint 03-JUN-2022DUPLICATE CUSTOMERS CONCERN. CHECKED FOR CODES AND FOUND CODE P130D FOR ENGINE KNOCK. LOOKED UP CODE AND PERFORMED PINPOINT TEST DG. DG 1 PERFORMED SELF TEST ON PCM. FOUND CODE P130D TO PERSIST. DG 6, CHECKED PIDS AT KNK_CNTR_CYL1, 2 AND 3. FOR CYLINDER 3 TO HAVE 35 KNOCKS, CYLINDER 2 TO HAVE 11 AND CYLINDER 1 TO HAVE 5. AS PER FORD DIAGNOSIS, INSTALLED A NEW IGNITION COIL ON CYLINDER 3. TEST DROVE VEHICLE AND FOUND NO KNOCKING TO PERSIST. VEHICLE IS NOW OPERATING AS IT SHOULD. MILEAGE OUT 8675

2022-06-29 16:48:26 CSAT: vehicle was in our shop from 6/3 to 6/8 for a lack of power concern and warning lights, we performed repairs based on pinpoint testing and returned the vehicle. Customer came back on 6/13 with the problem still occuring. since then we have been following repair process as instructed including ssm/tsbs and it did not fix- we have now reached out to hotline for further repair instructions. customer is very upset and demanding her entire deposit on this vehicle purchase back or a buyback/vehicle replacment with a different brand new Bronco Sport. I have advised customer that it does not work that way and offered other options- but she will likely be contacting CRC requesting the RAV. starting the process with this for now,.

2022-06-29 16:59:08 stroyer@landmarkford.com [redacted]

2022-06-29 16:59:14	OBE/OBPM Good Afternoon, [redacted], my name is Charles Jones I am a Senior Ford Dealer Experience Specialist, partnering with Diana Bonilla the DXS for dealerships in your region. I am requesting your partnership to determine how to assist with the vehicle within B2B Warranty. I will leave the case open for correspondence from you and if there are no attempts completed on or before next follow up case will resolve and close due to no communication to determine if our resolution meets the area of concern. 1.What was the case created for? Name of program? 2.When did he vehicle arrive at the dealership? 3.What is the vehicle concern or diagnosis? Next Step Follow Up 06/30/2022 We appreciate the opportunity to serve you and for being a Loyal Ford partner. Ford Motor Company ® Charles Jones Senior Dealer Experience Specialist, Ford DX Team cjone649@ford.com/www.ford.com (866) 631-3788 x 79454 e-fax- 866-259-5507 Mon-Fri 7:30AM-4:00PM
2022-06-29 17:00:03	Outgoing Phone Call Phone Call from Charles Jones Call To [redacted]
2022-06-29 17:02:00	Charles Jones/Ext79454/cjone649@Ford.com OBC to DLR (5036391131) Landmark Ford DXS Charles OBC to DLR Landmark Ford DXS spoke with Operator and DXS asked for Sharilyn Wallace and was transferred to vm Requested why was case created email contact left on vm f/u , next step if there is not response on f/u and final step if there remains no active responses to how to address concern. - Next Step Follow Up 06/30/2022 - We appreciate the opportunity to serve you and for being a Loyal Ford partner. Ford Motor Company ® Charles Jones Senior Dealer Experience Specialist, Ford DX Team cjone649@ford.com/www.ford.com (866) 631-3788 x 79454 e-fax- 866-259-5507 Mon-Fri 7:30AM-4:00PM
2022-06-30 15:55:14	Charles Jones/Ext79454/cjone649@Ford.com OBC to DLR (5036391131) Landmark Ford DXS Charles OBC to DLR Landmark Ford DXS spoke with Operator and DXS asked for Sharilyn Wallace and was transferred to vm Requested why was case created email contact left on vm f/u , next step if there is not response on f/u and final step if there remains no active responses to how to address concern. - Second em/pm sent - Next Step 07/01/2022 - We appreciate the opportunity to serve you and for being a Loyal Ford partner. Ford Motor Company ® Charles Jones Senior Dealer Experience Specialist, Ford DX Team cjone649@ford.com/www.ford.com (866) 631-3788 x 79454 e-fax- 866-259-5507 Mon-Fri 7:30AM-4:00PM
2022-06-30 15:55:44	OBE/OBPM Good Morning, Sharilynn, I called and left a voice message and I am emailing you a second time requesting your partnership to progress case. 1.What are you applying for? Case currently a VLA is considered trade assistance. If applying for something else please share 2.When did the vehicle arrive at the dealership? 3. Please communicate miles where they experienced concern, number of concerns, and description Example miles and description 1,500 miles axle 5,000 rebuilt transmission 15,000 shaft replacement 25,000 transmission failure. 3.What is concern Catastrophic failure or safety concern? 4.Is the vehicle repaired? If not what is causing delay? Do you have repair ETA? 5.Is the vehicle at the dealership or with customer? How long will the vehicle take to come in? 6.Is the vehicle drivable? 7.Was this vehicle purchased new or used? 8.Are you the selling dealership? Are you the servicing dealership? 9.Are you working with hotline and if so what is the TAC#? 10.Have you created and Copis part inquiry case or part assistance case with [redacted] Fred Jones /FAD for part delay of 10 days or more? When did you order the parts? When did the parts come in? How long will repair take once all the pars come in? 11.Is the customer purchasing or leasing vehicle? 12.Is this vehicle used for business or personal use only? If business name of business? Next Step Follow Up 07/01/2022 I will leave the case open for correspondence from you and if there are no attempts completed on or before next follow up case will resolve and close due to no communication to determine if our resolution meets the area of concern. We appreciate the opportunity to serve you and for being a Loyal Ford partner. Ford Motor Company ® Charles Jones Senior Dealer Experience Specialist, Ford DX Team cjone649@ford.com/www.ford.com (866) 631-3788 x 79454 e-fax- 866-259-5507 Mon-Fri 7:30AM-4:00PM
2022-06-30 18:40:26	[redacted] 12:59P.M. IBPM Landmark Ford DXS Charles As for all of your specific questions- Most of that is already in the customer satisfaction case notes themselves, in the regular case notes and readily available within Fords system? However - just to be clear- Yes the customer purchased this vehicle new. Customer came in on 6/3 with 8671 miles for the first time for this concern. (see Oasis history) it was here from 6/3 and completed on 6/8. It then came back on 6/13 with 8772 miles still having the same issue. It has been here since and is currently going on a combined total of 24 days. We are working with hotline to get this resolved and hope to have it back to her within the next few days. There has been just 2 attempts at repairs for this concern.
2022-06-30 18:45:41	[redacted] 12:48 IBPM Landmark Ford DXS Charles I was out of the office yesterday (unplanned) and am just now getting caught up today. I started this case for this customer purely as way to get it documented that the customer is requesting an RAV. that is the only place the option shows in the GCCT platform. WE do not make those decisions at the dealer level- but we do document the request and this is how we do it. If you deny the RAV- then I have also requested both a vehicle payment and a Complimentary Premium care ESP as goodwill for this customer. Customer was told (as we always do) that she would need to call in herself to request the buyback and could reference this case for needed details. Instead I am told that you all just incorrectly told her that we at the dealer level handle buybacks- which is 100% incorrect and you just exasperated and already frustrated customer. Please escelate this to the RAV department and have someone from that department call this customer to discuss. As for an update on the repairs on the vehicle - we have done as hotline advised and are now attempting to verify that the concern is resolved. we may be getting the vehicle back to the customer by tomorrow if it is fixed. Shari
2022-06-30 18:53:11	IBE From: Shari Troyer Sent: Thursday, June 30, 2022 1:48 PM To: Jones, Charles (C.) Subject: RE: CAS-[redacted] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Please see the portal messages for this case that I have put in today (I was out of office most of the day yesterday) and advise as to when you will have someone from the RAV team reach out to this customer? Sincerely Shari Wallace Customer Relations Manager Landmark Ford Lincoln 503-598-8371 TAC#[redacted]
2022-06-30 19:00:36	OBE/OBPM Good Afternoon, Sharilynn, thank you for your portal messages. I attempted to call you to communicate the process and ask questions to progress the case. When you apply for RAV team this department is separate and this team would communicate with you after you have been approved for this program. I have to submit the case in steps. Step one once you partner with me with answer to questions below is to submit he case to Buyback review team. After they review they will provide me communication if approved or denied. The next step after that would be for me to submit for VLA and this team reviews case and then I would provide you their decision. Please note(if and when approved we want to focus on repairing vehicle so that after decision is made the vehicle is whole and you are able to communicate resolution or decision in the process) Thank you for communicating PremiumCare ESP if not eligible this seems like a great alternative. Now lets continue to progress this case: 1.What is concern Catastrophic failure or safety concern? 2.If you are asking for trade assistance we submit 10% of vehicle value or up to $7,000. What are you asking for trade assistance amount ? I will leave the case open for correspondence from you and if there are no attempts completed on or before next follow up case will resolve and close due to no communication to determine if our resolution meets the area of concern. Next Step Follow Up 07/01/2022 We appreciate the opportunity to serve you and for being a Loyal Ford partner. Ford Motor Company ® Charles Jones Senior Dealer Experience Specialist, Ford DX Team cjone649@ford.com/www.ford.com (866) 631-3788 x 79454 e-fax- 866-259-5507 Mon-Fri 7:30AM-4:00PM

2022-06-30 19:02:22	[redacted] 1:45P.M. IBPM Landmark Ford DXS Charles also- the issue that we are adressing is " THE POWERTRAIN MALFUNCTION LIGHT CAME ON AND LOST POWER WHILE DRIVING. FELT A LURCHING FEELING LIKE THE VEHICLE WAS STRUGGLING TO GET POWER." which we have been able to duplicate- on the first visit the tech story is: (which is also all on oasis for you to see) DUPLICATE CUSTOMERS CONCERN. CHECKED FOR CODES AND FOUND CODE P130D FOR ENGINE KNOCK. LOOKED UP CODE AND PERFORMED PINPOINT TEST DG. DG 1 PERFORMED SELF TEST ON PCM. FOUND CODE P130D TO PERSIST. DG 6, CHECKED PIDS AT KNK_CNTR_CYL1, 2 AND 3. FOR CYLINDER 3 TO HAVE 35 KNOCKS, CYLINDER 2 TO HAVE 11 AND CYLINDER 1 TO HAVE 5. AS PER FORD DIAGNOSIS, INSTALLED A NEW IGNITION COIL ON CYLINDER 3. TEST DROVE VEHICLE AND FOUND NO KNOCKING TO PERSIST. When it came back for this 2nd visit - we verified the concern again and so far we have replaced the knock sensor, a solenoid and a fuel injector and are currently working with hotline.
2022-06-30 19:46:25	IBE Hi Charles Due to staff shortages Dealership staff is not readily available to take your phone calls, or attempt to call back and sit on hold forever only to never be able to actually reach the person who asked us to call. So please continue to correspond via the portal messages as the system is designed or thru emails. I was out of office yesterday so did not have a chance to respond until today. 1.What is concern Catastrophic failure or safety concern? I put this in the last portal message I sent but the answer is – "THE POWERTRAIN MALFUNCTION LIGHT CAME ON AND LOST POWER WHILE DRIVING. FELT A LURCHING FEELING LIKE THE VEHICLE WAS STRUGGLING TO GET POWER" 2.If you are asking for trade assistance we submit 10% of vehicle value or up to $7,000. What are you asking for trade assistance amount ? I am not asking for trade assistance? On the Customer Satisfation Options I only picked 3 things (see below of actual snip from the case page itself) - Premium care ESP, A vehicle payment, and RAV: Where are you getting Trade assistance as a request? Can you not actually see the case I submitted? What is the point in filling out these cases as designed if they cannot be seen by the people that we are sending them to? One further thing to note that is not in the case anywhere- this customer claims she uses this vehicle for her job and drives all over WA/OR and ID? So Im not sure if that qualifies as "commercial use" and changes anything? I will leave the case open for correspondence from you and if there are no attempts completed on or before next follow up case will resolve and close due to no communication to determine if our resolution meets the area of concern. Please make sure someone calls this customer today to let her know you are working on doing what we asked and that that (in spite of what someone told her yesterday) any consideration for the RAV/Buyback has nothing to do with the dealership other than that we will handle paperwork and assist
2022-06-30 19:46:37	Please make sure someone calls this customer today to let her know you are working on doing what we asked and that that (in spite of what someone told her yesterday) any consideration for the RAV/Buyback has nothing to do with the dealership other than that we will handle paperwork and assist with documentation and information when requested. I am happy to continue to provide any additional information you may need. Sincerely Shari Wallace Customer Relations Manager Landmark Ford Lincoln 503-598-8371
2022-06-30 19:49:05	Leadership engaged - VLA created by DXS to progress case - safety concern since DLR did not answer questions - DLR requesting call to customer
2022-06-30 19:54:47	OBE/OBPM Sharilynn, thank you for your email response. I have sent to the case to Buyback Review team; however, we are dealership facing team we unfortunately do not speak with customer because we are policy and operations based. We communicate with you our dealership professional because we know you have a closer relationship with customers and will have details concerning repair and repair status. I will update you on the case at the next follow up. Thank you for all you do. 1.Buyback review team. Please remain available for any question. 2.After decision made I will provide you update on if case is approved or denied. I will leave the case open for correspondence from you and if there are no attempts completed on or before next follow up case will resolve and close due to no communication to determine if our resolution meets the area of concern. Next Step Follow Up 07/05/2022 We appreciate the opportunity to serve you and for being a Loyal Ford partner. Ford Motor Company ® Charles Jones Senior Dealer Experience Specialist, Ford DX Team cjone649@ford.com/www.ford.com (866) 631-3788 x 79454 e-fax- 866-259-5507 Mon-Fri 7:30AM-4:00PM
2022-06-30 20:05:47	Buyback Request Template Customer Information Name(s) on the Title: [redacted] Complete Address: [redacted] Lake Oswego OR [redacted] Email Address: [redacted] Customer: is purchasing the vehicle Vehicle Information VIN: 3FMCR9B63M[redacted] Current Mileage: 8,772 Ownership Status: New Purpose of vehicle: personal use State Information State Where Purchased: Oregon State Where Registered: Oregon Primary Reason for Repurchase: THE POWERTRAIN MALFUNCTION LIGHT CAME ON AND LOST POWER WHILE DRIVING. FELT A LURCHING FEELING LIKE THE VEHICLE WAS STRUGGLING TO GET POWER. DUPLICATE CUSTOMERS CONCERN. CHECKED FOR CODES AND FOUND CODE P130D FOR ENGINE KNOCK. LOOKED UP CODE AND PERFORMED PINPOINT TEST DG. DG 1 PERFORMED SELF TEST ON PCM. FOUND CODE P130D TO PERSIST. DG 6, CHECKED PIDS AT KNK_CNTR_CYL1, 2 AND 3. FOR CYLINDER 3 TO HAVE 35 KNOCKS, CYLINDER 2 TO HAVE 11 AND CYLINDER 1 TO HAVE AS PER FORD DIAGNOSIS, INSTALLED A NEW IGNITION COIL ON CYLINDER 3. TEST DROVE VEHICLE AND FOUND NO KNOCKING TO PERSIST. When it came back for this 2nd visit - we verified the concern again and so far we have replaced the knock sensor, a solenoid and a fuel injector and are currently working with hotline.
2022-06-30 20:06:35	DLR stated they do not want VLA/Trade assistance but customer wants buyback. - if denied BB CSAT Premium Care-
2022-06-30 20:13:08	IBE From: Shari Troyer Sent: Thursday, June 30, 2022 3:11 PM To: Jones, Charles (C.) Subject: RE: CAS-[redacted] I understand that you do not speak to the customers – but she does need to speak to someone there at corporate Ford and the RAV team- of which her call should have been routed to when she called in and said that she was calling to pursue a buyback. There is only one customer service number- and whomever she spoke to when she called in – not only gave her incorrect information- they also did not route her call to the correct department to handle this for her. Please request that the buyback team reach out today to this customer. Shari
2022-06-30 20:15:53	OBE/OBPM Sharilynn, thank you for your email response. Please note I have noted your case and I have sent this concern to Leadership. I will update you on the case at the next follow up. Thank you for all you do. 1.Buyback review team. Please remain available for any question. 2.After decision made I will provide you update on if case is approved or denied. I will leave the case open for correspondence from you and if there are no attempts completed on or before next follow up case will resolve and close due to no communication to determine if our resolution meets the area of concern. Next Step Follow Up 07/05/2022 We appreciate the opportunity to serve you and for being a Loyal Ford partner. Ford Motor Company ® Charles Jones Senior Dealer Experience Specialist, Ford DX Team cjone649@ford.com/www.ford.com (866) 631-3788 x 79454 e-fax- 866-259-5507 Mon-Fri 7:30AM-4:00PM

2022-06-30 20:35:29	IBE From: Shari Troyer stroyer@landmarkford.com Sent: Thursday, June 30, 2022 3:22 PM To: Jones, Charles (C.) cjone649@ford.com Subject: RE: [redacted] Hi Charles You are stating that: "I will leave the case open for correspondence from you and if there are no attempts completed on or before next follow up case will resolve and close due to no communication to determine if our resolution meets the area of concern." And your follow up is 7/5? "Next Step Follow Up 07/05/2022" You do realize that that is 2 working days from now? It is extremely unlikely that there will be any kind of resolution by then and I am out of the office on the 5th . Please do not close this case until you hear from me and it has been determined that the customer request has been fully resolved. Sincerely Shari Wallace Customer Relations Manager Landmark Ford Lincoln 503-598-8371
2022-06-30 20:35:35	OBE/OBPM Good Afternoon, I called and left you a message that we will follow up with case on 07/05/2022 to update you on case. The only thing that would close the case at this time would be if additional information is needed and we were unable to communicate with you or as you stated our resolution would not meet your need at the time. Thank you again. 1.Buyback review team. Please remain available for any question. 2.After decision made I will provide you update on if case is approved or denied. I will leave the case open for correspondence from you and if there are no attempts completed on or before next follow up case will resolve and close due to no communication to determine if our resolution meets the area of concern. Next Step Follow Up 07/05/2022 We appreciate the opportunity to serve you and for being a Loyal Ford partner. Ford Motor Company ® Charles Jones Senior Dealer Experience Specialist, Ford DX Team cjone649@ford.com/www.ford.com (866) 631-3788 x 79454 e-fax- 866-259-5507 Mon-Fri 7:30AM-4:00PM
2022-06-30 21:28:56	DXS Brenda (79402) OBPM/E to DLR Good Afternoon Sharilyn, My name is Brenda I will be assisting with your request for Vehicle Trade Assistance/BuyBack. I will need to speak with you to gain more clarity and ensure that there are no miscommunications with Ford/CRC. Please give me a call back at your earliest convenience, as I understand you are short staffed. My information will be in my signature below as well as my Hours of Operation. Ford Motor Company Dealer Experience Specialist Brenda Azamar bazamar@ford.com www.ford.com Office: 866-631-3788 ext. 79402 Mon-Fri: (8AM-12PM) & (3PM-7PM) CST
2022-06-30 23:49:28	DXS Brenda (79402) IBC from DLR Shari Explained BB/VLA process. Educated on next steps with case, BB process as well as case handling process. Shari understood will update TAC/Hotline, stated she will need rental extensions, educated on IWL process. Stated will reach out should further time be needed. Ford Motor Company Dealer Experience Specialist Brenda Azamar bazamar@ford.com www.ford.com Office: 866-631-3788 ext. 79402
2022-07-01 12:05:45	[redacted] 06/30/2022 6:49P.M. IBPM Landmark Ford DXS Chalres just emailed you this response also: "I am not requesting- the customer is requesting a buyback. My case was just to get it documented before she called herself to discuss- which she did and got the run around and misinformation and sent back to us. Vehicle trade assistance was never requested. I just tried to call you and as usual the phone number extension that the GCCT reps provide NEVER EVER EVER works to get us to you or anyone that it is supposed to and I don't have time to deal with a new random and different rep every single time who has no idea what is going on. . If you are the person handling the possible Buy Back then please call the customer asap to discuss with her- not me. I have provided all the information you should need on the case I submitted. If you need copies of invoices just email me back and I will provide them. The current repair is still in process and we are working with hotline (contact# [redacted]). The customer just advised that they are leaving town for work for 2 weeks and even if we get this fixed they will not be back until then and cannot return the rental until then. We will be requesting additional rental because of this. Also- One further thing to note that is not in the case anywhere- is that this customer claims she uses this vehicle for her job and drives all over WA/OR and ID? So I'm not sure if that qualifies as "commercial use" and if that changes anything in a buy back scenario?
2022-07-05 17:05:41	Checked historical and VIN status: None NAVIS verified ownership status: Original Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **
2022-07-05 17:05:42	Per notes Contact Sherilyn Wallace will be OOO today BRT will attempt contact on 7/6/2022 Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER FOR ANY REASON**
2022-07-06 15:21:09	From: Williams, Kora (K.) Sent: Wednesday, July 6, 2022 11:21 AM To: 'stroyer@landmarkford.com' Subject: [redacted] Buyback Review Importance: High Good Morning, I received buyback review for Sarah Walter for the Malfunction light concern they are having. Can you please provide the current RO information for the current visit? I also don't see any updates to hotline after 6/29/2022, has there been any further progress with repair? RO# RO Open Date Mileage at Open Concern Diagnosis (what is causing the concern) Repair (what have we repaired/replaced) Loaner/Rental provided (yes or no) How many days has the vehicle actually been at the dealership? Has the vehicle been modified in any way? Is this repair being covered under Ford Warranty? Close Date (if applicable) Best regards, Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER FOR ANY REASON**
2022-07-06 18:43:15	DXS Brenda (79402) OBPM/E to DLR Good Afternoon Shari, Following up with you regarding this case and possible rental extension needed. BuyBack Specialist Kora has reached out to you via email for a follow up and further information to confirm vehicle is eligible/ineligible for Buyback, please reach out to her with her requested information regarding the RO. Please ensure to continue communication with TAC/Hotline should further time be needed for Rental. Should any parts be on back order please ensure to create the COPIS Parts Order Status Case. Next Follow Up 07/08/2022. Thank you for your partnership, Ford Motor Company Dealer Experience Specialist Brenda Azamar bazamar@ford.com www.ford.com Office: 866-631-3788 ext. 79402
2022-07-07 16:06:08	BRT made OBC to Landmark Ford @915036391131 LVM with Sharilyn with reason for call and contact information. BRT will complete GFR Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER FOR ANY REASON**
2022-07-08 23:54:05	DXS Brenda (79402) IBE from DLR Shari I am out of the office sick this week, I did see the email and forwarded it to our Service manager to respond to her with. But it may take a bit for him to get to it. We are extremely short staffed. Shari. DXS Brenda (79402) OBE to DLR Good Afternoon Shari, I hope you get well soon, I will keep the case open until review can be completed and you are back in the office. Take vitamins and lots of fluids. Take care and thank you for your partnership, Ford Motor Company Dealer Experience Specialist Brenda Azamar bazamar@ford.com www.ford.com Office: 866-631-3788 ext. 79402

2022-07-11 14:00:17	BRT has not recieved requested information from CM Sharilyn or SM Chris Please open new Milestone once information is atatched to case RO information needed RO# RO Open Date Mileage at Open Concern Diagnosis (what is causing the concern) Repair (what have we repaired/replaced) Loaner/Rental provided (yes or no) How many days has the vehicle actually been at the dealership? Has the vehicle been modified in any way? Is this repair being covered under Ford Warranty? Close Date (if applicable) Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER FOR ANY REASON**
2022-07-11 22:36:30	DXS Brenda (79402) IBPM from DLR I forwarded your messages to the service manager here. I am back in the office now so just checking to see if you got everything you needed to make the buyback decision? Let me know if you still need anything? Shari DXS Brenda (79402) OBPM/E to DLR Good Afternoon Shari, I hope you are feeling better. The Buyback Evaluation for this case has been closed until the following information can be provided: RO# RO Open Date Mileage at Open Concern Diagnosis (what is causing the concern) Repair (what have we repaired/replaced) Loaner/Rental provided (yes or no) How many days has the vehicle actually been at the dealership? Has the vehicle been modified in any way? Is this repair being covered under Ford Warranty? Close Date (if applicable) Please advise this information by next Follow Up 07/14/2022. Thank you for your partnership, Ford Motor Company Dealer Experience Specialist Brenda Azamar bazamar@ford.com www.ford.com Office: 866-631-3788 ext. 79402
2022-07-12 16:21:10	DXS Brenda (79402) IBPM from DLR Hello- I just sent you an email with all of that information. :) DXS Brenda (79402) IBE form DLR Hi Brenda: RO# [redacted] RO Open Date current Ro [redacted] 6/14/22 Mileage at Open [redacted] Concern CUSTOMER STATES THAT THE POWERTRAIN MALFUNCTION LIGHT CAME ON AND LOST POWER WHILE DRIVING. FELT A LURCHING FEELING LIKE THE VEHICLE WAS STRUGGLING TO GET POWER. Diagnosis (what is causing the concern) still in process, we are working with hotline and received additional diagnostic instructions Friday- the team is not back until tomorrow to proceed- in addition the FSE is involved and will we in touch with technician tomorrow, Repair (what have we repaired/replaced) SO FAR WE HAVE REPLACED: CYLINDER DEACTIVATION SOLINOID CYLINDER 3 COIL PACK, CYLINDER 3 PORT INJECTED FUEL INJECTOR (NOT THE DIRECT INJECTION ONE), and KNOCK SENSOR Loaner/Rental provided (yes or no) YES How many days has the vehicle actually been at the dealership? Visit 1 ro# [redacted] /3 to 6/8 (6 days). Visit #2 ro [redacted] 6/14 to currently at 31 days thru today Has the vehicle been modified in any way? no Is this repair being covered under Ford Warranty? yes Close Date (if applicable) NA Hope that helps Shari Wallace Customer Relations Manager Landmark Ford Lincoln 503-598-8371 Ford Motor Company Dealer Experience Specialist Brenda Azamar bazamar@ford.com www.ford.com Office: 866-631-3788 ext. 79402
2022-07-12 16:28:13	DXS Brenda (79402) OBPM/E to DLR Good Morning Shari, Thank you I received your information and have re-submitted the BuyBack Evaluation. I will be sending you an update once review has been completed. Next Follow Up 07/14/2022. Thank you again for your partnership, Ford Motor Company Dealer Experience Specialist Brenda Azamar bazamar@ford.com www.ford.com Office: 866-631-3788 ext. 79402
2022-07-14 22:06:48	DXS Brenda (79402) OBPM/E to DLR Good Afternoon Shari, I am still awaiting the decision for BuyBack. If you need further extension days for rental, or have any other questions or concerns please feel free to reach back out via email, phone, or portal message. Please remember priority until decision has been made is to repair the vehicle. Thank you again for your partnership, Ford Motor Company Dealer Experience Specialist Brenda Azamar bazamar@ford.com www.ford.com Office: 866-631-3788 ext. 79402
2022-07-14 23:17:21	DXS Brenda (79402) IBPM from DLR the field service engineer came out and called for replacement of the cylinder head- part is ordered and should be here next week- customer is still in a rental so we definately will need rental extension. DXS Brenda (79402) OBPM to DLR Good Afternoon Shari, Thank you for the update. Extension has been provided on case # [redacted] until 07/20/2022. Should further time be needed please feel free to reach back out. Thank you for your partnership, Ford Motor Company Dealer Experience Specialist Brenda Azamar bazamar@ford.com www.ford.com Office: 866-631-3788 ext. 79402
2022-07-15 16:30:37	DXS Brenda (79402) IBPM from DLR ok thank you Ford Motor Company Dealer Experience Specialist Brenda Azamar bazamar@ford.com www.ford.com Office: 866-631-3788 ext. 79402
2022-07-18 14:37:44	current Ro # [redacted] 6/14/2022 Mileage at Open 8772 Concern: CUSTOMER STATES THAT THE POWERTRAIN MALFUNCTION LIGHT CAME ON AND LOST POWER WHILE DRIVING. FELT A LURCHING FEELING LIKE THE VEHICLE WAS STRUGGLING TO GET POWER. Knock sensor installed, Direct inject fuel injector and swapped cylinder 2-3 spark plugs. FSE has advised to replace cylinder head the head is suspected due to the running compression results compared to regular compression. Suspected a valve fault is causing the concern to occur. VIN Verified: YES BRT will complete GFR Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER FOR ANY REASON**
2022-07-18 14:37:44	Checked historical and VIN status: None NAVIS verified ownership status: Original Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **
2022-07-18 14:39:43	At this time Ford does believe the vehicle may qualify for buyback or replacement in OR Talking Points: •GFR sent for second review •Review notes in the Milestones •Focus on vehicle repair Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **
2022-07-18 16:48:07	DXS Brenda (79402) OBPM/E to DLR Good Morning Shari, I have escalated your case for final Buyback review as the vehicle may qualify for buyback or replacement. The BB team will be in communication with you regarding the BB status. If you require more assistance with Rental until the BB is approved/denied please let me know. Next Step: Transfer case Thank you for your partnership, Ford Motor Company Dealer Experience Specialist Brenda Azamar bazamar@ford.com www.ford.com Office: 866-631-3788 ext. 79402
2022-07-20 16:56:38	COM Support Team Buyback approved. Veh is LL eligible. Next Step : Morley agent will load the RAV and close the milestone.
2022-07-21 14:13:58	BRT uploaded to Morley Ford RAV Case Transmission CASE NUMBER: [redacted] BRT set disposition to RAV and closed BB Milestone. CXS/CSM will advise CUST to expect RAV contact within 3-5 business days and set follow-up accordingly to verify RAV contacted the CUST. Ford Motor Company ® Rosemary M. Badillo | Specialized Buyback Handling Team Specialist, Ford CX Team *** NOT A CUSTOMER FACING AGENT *** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER ***

2022-07-25 15:27:42

Template for the notes on cases:
Santresa Harris/Ext.79734/sharr318@ford.com:

Notes: Called customer and advised they were approved for the BB and they will be reaching out to her within the next 3-5 business days. Advised I will follow up with her on Wednesday or Thursday to see if they reached out to her.

Next steps: Follow up with customer

Ford Motor Company ®
Santresa Harris
Customer Experience Specialist,
US Ford Passenger Vehicle Concern NA CRC
sharr318@ford.com | www.ford.com
office: 866-631-3788 ext. 79734
Mon-Thurs-SA 7:45 am to 4:15pm

2022-07-27 18:56:56

Template for the notes on cases:
Santresa Harris/Ext.79734/sharr318@ford.com:

Notes: Called customer to check if the BB team made contact and they did .

Next steps: Setup for case closure

Ford Motor Company ®
Santresa Harris
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US Ford Passenger Vehicle Concern NA CRC
sharr318@ford.com | www.ford.com
office: 866-631-3788 ext. 79734
Mon-Thurs-SA 7:45 am to 4:15pm

2022-07-27 20:17:24 Supervisor review: Ok to close case.

2022-07-29 13:21:39

RAV has made contact and RAV is moving forward

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 06-29-2022 CLOSED: 09-01-2022 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

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

DEALER NAME: Ted Russell Ford

PA CODE: 05739 DLR SALES CODE: 21222 REGION: S1 ZONE: S1D

VIN: 3FMCR9D97M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 19,292

BODY STYLE: R9D - BRONCO SPORT BADLANDS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TN | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | Always

ANALYST NAME: Patricia Johnson OPEN ANALYST NAME: Patricia Johnson

COMMENTS:

2022-06-29 19:18:37

Juliano Vazquez/Ext.79271/jvazq140@ford.com

CUST CALLED, CALL DROPPED WITH CXS

JULIANO VAZQUEZ
HE I HIM I HIS
Customer Experience Specialist – Truck Concern
Office: 91.866.631.3788 x 79271
Customer Relationship Center
JVAZQ140@ford.com
Ford Motor Company

2022-06-29 20:21:53 IBC CUST called and stated that his vehicle has been at the dealership for over 90days and he want a resolution to his concern cust stated in April all warning lights came on and veh shut off had to have it towed and repairs were completed and returned vehicle went back into service due to the windshield wipers would only operate on one speed and there was no fluid for the windshield wipers after the vehicle has been at the service dept since 5/7/22 OBC called service dept spoke with Marlene who stated they have to change the wiring harness twice and the vehicle is still not operating hotline is involved and they are stomped on the next steps to get the veh repaired. SA stated the need to req a field engineer to come out to assist with the repair. no will avail no rental company in the area to partner with is informed cust Ford will reimburse for a rental if he goes out to rent on his own will get tech sme to involve for assistance with repairs Patricia Johnson Customer Experience Specialist, Ford CX Team O: (866) 631-3788 ext. 79606 2091 Oakwood Blvd. Dearborn, MI 48124 USA pjohn332@ford.com

2022-07-01 17:40:06 OBC Called Marlene SA regarding cust vehicle concerns cust stated that he recieved a vm from sa stating that the customer will be sending the vehicle to a different service dept, informed Marlene that the vehicle will remain there and ford TAC will be invovled with the repair. OBC called cust with update on vehicle concerns informed cust that I have reached out to For tech assist team and waiting on a resoultion Next steps escalate for clear path Patricia Johnson Customer Experience Specialist, Ford CX Team O: (866) 631-3788 ext. 79606 2091 Oakwood Blvd. Dearborn, MI 48124 USA pjohn332@ford.com

2022-07-13 18:15:06 OBC Called service spoke with Marlene regarding cust repairs technician on vacation this week and they only have one tech working on cust vehicle concerns Next step: follow up with SA with repair status Patricia Johnson Customer Experience Specialist, Ford CX Team O: (866) 631-3788 ext. 79606 2091 Oakwood Blvd. Dearborn, MI 48124 USA pjohn332@ford.com

2022-07-20 23:15:15 OBC Called service dept spoke with Marlene stated that the tech was out all last week they only have one tech working on the vehicle concerns tech is back and waiting for a tow truck to tow vehicle back in bay for repairs to resume from tech hotline. OBC called cust with update information regarding his repairs cust upset vehicle has been at service dept and no resoultion to his repairs cust irate about the concern stated he will get his attorney involved to sue ford if his vehicle is not fixed cust disconnect call. Next Steps: Follw up with the service dept regarding for repair status Patricia Johnson Customer Experience Specialist, Ford CX Team O: (866) 631-3788 ext. 79606 2091 Oakwood Blvd. Dearborn, MI 48124 USA pjohn332@ford.com

2022-07-27 22:12:26 Email Hello, Mr. [redacted] I'm following up to inform you know that a Ford engineer will be out to Showtime Ford on 7/28/22 to assist the technician with the repairs on your vehicle. I apologize for the status of the repair. I just want to assure you that I'm working with the technical assistance team and showtime ford to get a resolution to your vehicle concerns. Respectfully Patricia Johnson Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team O: (866) 631-3788 ext. 79606 2091 Oakwood Blvd. Dearborn, MI 48124 USA

2022-07-29 17:50:27 Email I have confirmed with SM Marlene Goffinet (Dealer number 423-346-6227) and GM Bruce Babb (Cell [redacted] at Showtime Ford that the customer has approved moving this vehicle. Service Manager Ted Frynkewicz (Cell [redacted]) at Ted Russell Ford has agreed to allow us to move the vehicle to his location where I will work directly with one of his Senior Master technicians to resolve this customer issue. The vehicle is at Showtime Ford 1226 Knoxville Hwy, Wartburg, TN 37887 and needs to be moved to Ted Russell Ford Kingston Pike 8551 Kingston Pike, Knoxville, TN 37919. Please let me know when this is arranged so that I can schedule a time to work with the dealer to get this vehicle repaired. Thank You, Willie Houston Field Service Engineer Ford Motor Company SEO Technical Field Operations Southeast Market whoust13@ford.com 770-687-4492

2022-07-29 17:58:34 OBC Called SA Marlene at Showtime Ford regarding towing a customer vehicle to Ted Russel Ford Marlene suggest that I contact Tes Russel Ford to set up pick up. OBC Called Ted Russel Ford SM Ted Frynkewicz [redacted] no answer called main service line spoke with SA Joy regarding moving cust vehicle to there service dept Joy took all the informatin on cust veh and stated she will talk to Ted the Service manger about arranging the transfer. OBC called cust with an update on transfer request customer is upset about how long it is taking to get his vehicle repaired and stated it is costing him money cust is need of a rental vehicle as well cx informed cust we will get rental coverage set up for him and will update him once the vehicle has been transferred to Ted Russel Patricia Johnson Customer Experience Specialist, Ford CX Team O: (866) 631-3788 ext. 79606 2091 Oakwood Blvd. Dearborn, MI 48124 USA pjohn332@ford.com

2022-07-29 18:16:37	Hello, Mr. Johnson per our conversation this afternoon The Field Service Technician was at the Showtime Ford yesterday and has determined it will be necessary to tow the vehicle to another Ford dealership to complete the repair. The Service Manager Ted Frynkewicz at Ted Russell Ford has agreed to allow us to move the vehicle to his location where The field service technician will work directly with one of his Senior Master technicians to resolve the vehicle concern. I have contacted Service Advisor Joy to set up the arrangements to have the vehicle transferred. Patricia Johnson Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team O: (866) 631-3788 ext. 79606 2091 Oakwood Blvd. Dearborn, MI 48124 USA
2022-08-01 20:31:50	OBC Called service dept R/o not open on vehicle as of yet vehicle towed to Ted russell Ford per veh hotline notes fse will be out to Ted Russel Ford assist with repairs on 8/2/22 for repairs . NEXt Steps: follow up with dealer and hotline notes for outcome of visit. Patricia Johnson Customer Experience Specialist, Ford CX Team O: (866) 631-3788 ext. 79606 2091 Oakwood Blvd. Dearborn, MI 48124 USA pjohn332@ford.com
2022-08-02 21:13:57	OBC Called service dept for update on cust vehicle repairs no answer Next Steps: follow up with service dept on vehicle repairs status Patricia Johnson Customer Experience Specialist, Ford CX Team O: (866) 631-3788 ext. 79606 2091 Oakwood Blvd. Dearborn, MI 48124 USA pjohn332@ford.com
2022-08-05 23:27:49	Email Hello, Mr. [redacted] parts for the vehicle have arrived and the repair is in the process I will follow up with you and the service department for an update next week. Patricia Johnson Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team O: (866) 631-3788 ext. 79606 2091 Oakwood Blvd. Dearborn, MI 48124 USA
2022-08-10 22:27:28	Email Hello, Mr. [redacted] the repairs are ongoing Ford's field service technician is still assisting with the repair we should have an update by end of the week. Patricia Johnson Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team O: (866) 631-3788 ext. 79606 2091 Oakwood Blvd. Dearborn, MI 48124 USA
2022-08-12 23:42:21	08/12/2022 03:45PM WILLIE HOUSTON (FSE) MSS - FCSD - SOUTHEAST REGION TECHNICIAN IS IN PROCESS OF REINSTALLING THE INSTRUMENT PANEL AND POWERTRAIN, ETA IS 8/16/2022
2022-08-16 22:37:49	OBC Called service dept for update on cust veh concerns cust veh for update on repairs no answer left message assist sm to call with update per hotline notes vehicle repair should be complete by 8/16/22 OBC called cust with update cust upset that his vehicle has been at the service dept for over 3mos vehicle was moved to ted russell ford were it has taken 16days for completion cust is beyon frustrated and stated if repairs are not complete that he will be taking Ford to court for having vehicle down for so many days cust stated he paid thousand of dollars for this vehicle and no way a buy back will give him all his money back that he paid for the vehicle Next Steps: follow up with the service department for update on vehicle repairs Patricia Johnson Customer Experience Specialist/concern, Ford CXS O: (866) 631-3788 ext. 79606 pjohn332@ford.com
2022-08-19 21:29:22	OBC Called service department for update on veh concerns no answer no update on hotline notes aon completion of repair NExt STeps: follow up with repair status Patricia Johnson Customer Experience Specialist/concern, Ford CXS O: (866) 631-3788 ext. 79606 pjohn332@ford.com
2022-08-22 17:26:56	OBC Called cust with update on vehicle repairs fse should be out 8/23/22 to test drive vehicle cust stted spoke with Ted SM informed him vehicle should be ready by end of the week cust has expressed how disappointed he is with the whole process of his vehilce been down for 5mos CXS offer to cover vehicle payment as GWG cust will send in statement Next steps: follow up with sm on vehicle repairs Patricia Johnson Customer Experience Specialist/concern, Ford CXS O: (866) 631-3788 ext. 79606 pjohn332@ford.com
2022-08-24 13:06:03	Per FSE, vehicle validated to be repaired
2022-08-24 21:14:36	OBC Called service dept for update on vehicle repairs per hotline repairs are complete concern fixed unable to verifiy if customr has picked up vehicle OBC called cust for update on vehicle repairs cust stated he picked up his veh and drove it around veh is operating properly after 3 1/2 mos cxs offer cust 2 mos of vehicle payment veh down since 5/7/22at showtime Ford FSE had vehicle t transported to another service dept to get repairs completed fse and tech at TEd russel took additional 2mos for parts and repairs cust had a rental for a shortime he didn't have a rental or transportation the entire time his veh was down. Nex t steps: upload morley for reimbursment Patricia Johnson Customer Experience Specialist/concern, Ford CXS O: (866) 631-3788 ext. 79606 pjohn332@ford.com cust in rental short time veh down 90 days had to be moved to another dealer for repair
2022-08-25 16:25:32	[redacted] The following have been confirmed: Receipt Debit card template Reimbursement amount Next Steps: Monitor Morley for confirmed payment status to update customer.
2022-08-31 20:42:33	[redacted] Hello, [redacted] Thank you for contacting Ford Motor Company and allowing us to assist you with your 2021 Ford Bronco Sport Partnering with Ted Russell Ford and Ford Technical assistance team, I am glad we were able to address the vehicle concern while keeping you updated throughout the process. I was glad to be able to assist with reimbursing you for your vehicle payments in the amount of 968.85 and reimbursement of the rental in the amount of 368.73 total amount to be reimbursed is 1337.58 Mr. [redacted] you will be reimbursed in the form of a Debit Mastercard. It may take up to 4 weeks for your debit card to arrive once payment has been confirmed by the bank. I apologize for the shipment delay and any inconvenience this may cause. If you have any further questions or concerns regarding this reimbursement, or any additional comments or feedback, please do not hesitate to reach out to me directly at 1-866-631-3788 Extension 79606 or by email at pjohn332@ford.com. (email address). If I am unavailable, please leave me a detailed message and I will return your call as soon as possible. Please reference the case number indicated above for a quicker response. Please look for an email within the next few days that includes a brief survey regarding your experience with me in completing your case. We value your feedback so that we can better understand what we can do to improve in the future. Thank you for being a valued customer and a part of the Ford family. Patricia Johnson Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team O: (866) 631-3788 ext. 79606 2091 Oakwood Blvd. Dearborn, MI 48124 USA

CASE ATTACHMENTS:

2022-07-01 17:34:51	Patricia Johnson
2022-07-13 18:09:03	Patricia Johnson
2022-08-24 20:40:20	Patricia Johnson
2022-08-24 20:41:22	Patricia Johnson
2022-08-24 21:14:36	Patricia Johnson
2022-08-31 20:43:55	Patricia Johnson



[redacted]
Kingston, TN [redacted]

July 1, 2022

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

Ford Motor Company:

I am writing to inform you of problems with my 2021 Ford Bronco Sport (Badlands) Vin # 3FMCR9D97M[redacted] On [redacted], 2022, I started to backup when the car locked up and warning messages started displaying on the information screen one after another. I shut the car down and restarted it, the same messages appeared again. The Bronco Sport had 19,253 miles on it. On April 7, 2022, I called dealer and had the car towed to Showtime Ford in Wartburg, TN. The car would not release the parking brake even with dealership assistance via phone, the car had to be dragged onto the flatbed. The Bronco was at Showtime from 4/8/22 until 4/27/22 for repair.

I picked the Bronco up on the 4/27/22 and drove it with no known issue until [redacted] when it rained, I found that the rear wiper did not work, the Front wipers would only run-on Max, neither the front nor rear wash fluid worked. I took the Bronco back to Showtime Ford on May 7, 2022. The Bronco was supposed to be repaired again for this electrical issue. As of May 7th, the car has only 19,523 miles on it. The car is still at Showtime Ford unrepaired after 56 Days. The dealership has stated they do not have loaner car for my use.

I have suffered harm from the lack of a vehicle. I am also losing confidence that the vehicle can be repaired and brought back to full operation even though it is still covered under warranty.

I reached out to Ford Motor Company Customer Relations on June 29, 2022, Case [redacted] for help and to get the mailing address for this letter. Customer Relations authorized a car rental for up to 10 days.

I would like my car repaired. If that cannot be done timely, then please replace it.

Thank You for Consideration

[redacted]

CC: Showtime Ford

[redacted]
Kingston, TN [redacted]

July 1, 2022

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

Ford Motor Company:

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I would like my car repaired. If that cannot be done timely, then please replace it.

Thank You for Consideration

[redacted]

CC: Showtime Ford

Enrichment Federal Credit Union
Midtown Branch
1834 Roane State Highway
865-376-3587

(MINI-STATEMENT)

[redacted]

[redacted]

PERIOD: 01/01/22 TO 08/22/22

KINGSTON TN [redacted]

2021 FORD TRUCK BRONCO SPORT ID:0001

Joint: [redacted]

EFFECT	POST	[redacted]	AMOUNT	NEW BALANCE
01/01/22				34,229.65
01/18/22	01/18/2		41	33,817.94
02/15/22	02/15/2		41	33,392.68
03/15/22	03/15/2		41	32,966.68
04/15/22	04/15/2		41	32,546.11
05/16/22	05/16/2		41	32,124.72
06/15/22	06/15/2		41	31,700.51
07/15/22	07/15/2		41	31,275.51
08/15/22	08/15/2		41	30,851.66
08/22/22				30,851.66

RENTAL FOR DEC 29, 2021

Rental Agreement # [redacted]

Customer Service: 855-287-4216

PICK-UP		RETURN	
Roseville Roseville, MN +1 651-631-3500	29 Dec 2021 3:14 PM	Roseville Roseville, MN +1 651-631-3500	31 Dec 2021 1:00 PM

FINAL TOTAL (USD) $88.04

RENTAL CHARGES

VEHICLE		
TIME & DISTANCE	$ 36.21 / day	$ 72.42
TAXES & FEES		
SALES TAX		$ 5.34
MN REGISTRATION FEE		$ 3.62
MN RENTAL CAR TAX		$ 6.66
TOTAL		
total (USD)		$ 88.04

RENTER DETAILS

Name: [redacted]

Address On File: [redacted]

VEHICLE DETAILS

Class Driven:	FCAR
Class Charged:	FCAR
Make/Model:	FORD FUSI
License Plate:	BIL233

DISTANCE

Odometer Start:	50482 Miles
Odometer End:	50542 Miles
Distance Driven:	60 Miles

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Manage Your Settings

Comerica Debit Card Reimbursement Template

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

Notes:

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

Morley Case [redacted]
Primary Reason for Reimbursement Offer(s): Enter primary reason for the reimbursement(s) veh pay, rental reimbursement cust in rental short time veh down 90 days had to be moved to another dealer for repair
Is this reimbursement due to a parts delay: no **Part Name/Number:**
Date or Expected Date of Vehicle Repair: 8/24/22
Is there a risk for a Buyback Request:no
GCCT Case #: [redacted]
Customer Information
Name: [redacted]
Mailing Address: [redacted] KINGSTON TN [redacted]
Mailing Address Verified: Enter yes
Is the customer a Citizen of India: no
VIN: 3FMCR9D97M[redacted]
Reimbursement Information (fill in each payment type entered in Morley Case)
Consequential Expense Reimbursement: Enter n/a if not applicable, or state that supporting documents attached to case.
Amount: Enter Total Amount for this type of reimbursement
Vehicle Payment Reimbursement vehicle loan statement
Amount: 968.82
Rental Reimbursement: rental receipt
Amount: 368.73
Repair Reimbursement: Enter n/a if not applicable, or state that supporting documents attached to case.
Causal Part Number: Causal Part Number is required for Repair Reimbursement Requests
Amount: Enter Total Amount for this type of reimbursement

(#13 in Morley Submission Form) **Reason for Customer Reimbursement:** Consequential Expenses = CONEXP, Vehicle Payment = VEHPAY, Rentals = RENTAL, Repair Reimbursement = Causal Part Code

Additional Comments:

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

Delegation of Authority (DOA) Program	**Houston Job Role BOM / SUP**	**Houston Job Role CXS / DXS**
Rental (Incl. IWL/TAP)	$3,500	$2,000
Repair (Gas Engine, All Others) Repair Diesel Engine	$5,000 $5,000	$4,000 $4,000
Vehicle Payments	$2,000	$1,500
Consequential Expenses	$3,500	$2,000
Refund Time and Mileage	$5,000 7/150	$3,500 7/150

All Cases

Has the vehicle be

Did you complete fi

Have you asked th

Did you close out al

Did you close out al

Do you think goodw

Did you prepare the

Proofread

Does ema

Did you complete th

Buyback Request

Did you deliver Buy

If request was appr

Financial Assistan

Has the approval cc

Pls. ensu

Detailed List to be Completed Prior To Case Closure

ɛen repaired & returned to the customer?
nal repair satisfaction check?
ıe customer did you resolve their issue to the satisfaction?
If the answer is no, it is appropriate to speak with Sup on next steps
ll obligations you may have with the dealership (Repair $$$ assistance, rental, etc. - if necessary)?
ll obligations you may have with the customer (If necessary)?
Do you have documentation to support the customer reimbursement attached to the case?
Has the debit card been transmitted?
/ill is appropriate in this case?
If you made an offer - did it tie to the physicals of the case? (rental as an example)
ɛ case closing email to highlight value we brought by assisting?
l email
ail clearly state what assistance was provided to the customer?
ıe following prior to closing (i.e. enter symptom codes, ensure VIN is attached to case, etc.)?

back decision to the customer and communicate next steps?
oved, have the RAV Analyst and customer made contact?
Did you follow next steps outlined in Completing an Approved Buyback Request?
If request is denied, have you completed next steps outlined in Vehicle Buyback Denied?

ıce
ɔde been processed and presented?
re verification of correct P&A code (lot of issues w/ this)

Timing for Completion	Completed
	yes
	yes
	yes
	yes
	yes
	yes
	yes
	yes
	yes
	yes
	yes
	yes
	yes
	yes
	n/a
	n/a
	n/a
	n/a
	n/a
	n/a

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 07-16-2022 CLOSED: 08-25-2022 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

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

DEALER NAME: Citrus Motors

PA CODE: 05513 DLR SALES CODE: 71105 REGION: W1 ZONE: W1B

VIN: 3FMCR9A60M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 8,219

BODY STYLE: R9A - BRONCO SPORT CX430 BASE

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | CA | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | Cold

ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Enrika Andrews

COMMENTS:

2022-07-16 00:54:11 INBC from customer 2021 3fmcr9a60m[redacted] The vehicle would not start for the second time and it is at the dealership. The dealership is working it at this rime Customer is tiring to figure out what his options are. He wants to do a buyback MS follow up with dealership to get RO information on Tue Ford Motor Company ® Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 1:00PM-9:00PM CSTeFax: 866-319-0570

2022-07-16 01:03:11 Case Number : [redacted] Customer : [redacted] Business Phone : Home Phone : [redacted] Mobile Phone : [redacted] LTV Score : 75 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : Citrus Motors Dealer P&A : 04382 Dealer phone : VIN : 3FMCR9A60M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 7813 Engine Specification : Transmission Specification : Warranty Start Date : 2021-12-31 Open Recall/FSA: : 22S21 RIGHT-HAND ENGINE OIL SEPARATOR INSPECTION ESP : NO ESP INFORMATION AVAILABLE Hotline Contact : null Warranty History : [redacted]

2022-07-18 12:40:42

To Kathy

2022-07-18 13:50:35

Opened GFR. Beginning investigation/review.

2022-07-18 13:51:20

Attached DMV Report and Claims List to GFR.

2022-07-18 14:37:53

Sent an email to Elsa, Service Mgr., Citrus Motors, regarding RO's for this VIN# at her dealership.

2022-07-19 20:46:50 OBC to customer CXS spoke with customer and informed him that we are still waiting on a decision from the buy back teams. Customer stated he has the vehicle at this time Ns : follow up with customer with a update on the buy back Ford Motor Company ® Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 1:00PM-9:00PM CSTeFax: 866-319-0570

2022-07-20 15:50:04

Received an email from Elsa, Service Mgr., Citrus Motors, regarding RO's for this VIN# at her dealership.

2022-07-20 15:50:21

Updated GFR.

2022-07-20 15:52:18

OBC to Benny, SA, Citrus Motors. Successful. States that this vehicle is not currently at his shop; was picked up by customer; no modifications/aftermarket components on this vehicle; no signs of misuse/abuse. There were no issues with this vehicle when it left the shop. Again, was unable to duplicate the no start concern.

2022-07-20 15:52:28

Updated GFR.

2022-07-20 15:52:54

Case Analyst Initial Review Complete. Transferring to CCA for Initial Review.

2022-07-21 22:19:29 OBC to customer CXS called customer but was unable to leave a message because the mailbox has not been set up yet Email to customer Hi Mr. [redacted] this is Rika with Ford Motor Company, this is just an update. The buyback request is still in progress and we do not have a decision as of today. I will follow up with you on Tue 7/26/22 Ford Motor Company ® Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 1:00PM-9:00PM CSTeFax: 866-319-0570 Ns: follow up via email and on 7/26/22 with customer for BB update Ford Motor Company ® Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 1:00PM-9:00PM CSTeFax: 866-319-0570

2022-07-22 16:51:46

CCA review in progress.

2022-07-22 17:37:37

Case Analyst Review Complete. Transferring to CCA for Review.

2022-07-22 22:21:43

CCA review in progress.

2022-07-22 22:57:00

Attention US Ford Passenger Vehicle Agent Enrika Andrews:

Please contact the customer and ask them if they're still having concerns with the vehicle and if so, will they be returning to Citrus Motors Ford or to a different dlr?

2022-07-25 20:34:55

OBC to customer
CXS spoke with customer and he stated he drove the vehicle home and parked it. He is afraid of getting stranded because it has happened twice now. He really hopes Ford will buy the vehicle back

Ford Motor Company ®
Enrika Andrews
Customer Experience Specialist, Ford CXS Team
EANDRE40@ford.com | www.ford.com
office# : 866-631-3788 ext. 79046
Office Hour: 1:00PM-9:00PM CSTeFax: 866-319-0570

2022-07-25 21:27:08

OBC to customer
I just called him again and asked him to drive the vehicle and see if it is repaired or not. If not then it needs to go back to the dealership. He will let me know how it drives with in the next two days

Rika

2022-07-26 17:34:46

CCA is unable to make a recommendation at this time.
Sending the case back to CA Kathy to verify if the customer will be returning to the dlr for further diag.

2022-07-29 12:08:58

Continuing to monitor this case. Customer is currently driving this vehicle to see if his concerns were repaired, or if he needs to return to the dealership due to his concerns still being present. CXS will be following up with the customer in a few days.

2022-08-01 19:03:57

OBC to customer Customer stated the vehicle his driving okay but when he went to start it through the app it would not start. he had to get in and start it manually. CXs advised the customer that he needs to drive the vehicle so we can see if the issue has been fixed. NS; Speak to sup to see if we need to keep this case open Ford Motor Company ® Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046866-319-0570 Office Hour: 1:00PM-9:00PM CSTeFax

2022-08-02 14:43:18

Updated GFR.

2022-08-02 15:07:54

CCA review in progress.

2022-08-03 22:04:55

CCA Review Complete. Transferring to COM for Final Review & Processing.

PLEASE ADVISE CUST: If they continue to have concerns & repairs, please re-contact us to re-open their Case/re-engage CA Team for re-review.

2022-08-04 12:20:09

COM Review Complete. Assigning to Veronica to process

2022-08-04 13:08:30

DNQ UPLOADED TO PORTAL, TRACKING IS [redacted]
LETTER WILL BE SENT WITHIN THE NEXT 3 BUSINESS DAYS

2022-08-04 20:07:35

OBC to customer CXs spoke with customer and informed him that the buyback was denied. CXS offered Main't Plan and the customer accepted the offer NS: complete Morley ESP Ford Motor Company ® Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046866-319-0570 Office Hour: 1:00PM-9:00PM CSTeFax

2022-08-09 01:44:33

[redacted]

2022-08-10 16:50:12

Case Progression Specialist
Morley activity: [redacted]
ESP Has been transmitted.

Ford Motor Company ®
Jelishia Joiner
Lead Agent
Email: JJoine12@ford.com| www.ford.com
Office: (866) 631-3788 ext.
Mon- Fri 11:30am-8:00pm CST (Central)

2022-08-12 02:18:58

recap email Hello [redacted] Thank you for contacting Ford Motor Company and allowing us to assist you with your 2021 Ford Bronco. Partnering with Citrus Motors I am glad we were able to address your vehicle concern; The complimentary Ford Protect Maintenance plan that was added to your vehicle is to provide you with peace of mind knowing Ford has your back. This plan allows you to get oil changes for the next 36 months of the next 45000 miles (whichever comes first) As I will be closing your case, please look for an email in the next 24 hours with a brief survey regarding your experience with me in completing your case – Lincoln and I value your candid feedback to understand how we can improve in the future. If you have any further questions or concerns regarding this repair – the Ford Protect ESP plan or any additional comments or feedback – please do not hesitate to reach out to me. Thank you for being a valued customer and a part of the Ford family. Respectfully, Ford Motor Company ® Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 1:00PM-9:00PM CST

2022-08-15 18:21:56

**** Safety Net ****

Cxs to offer maintenance plan before closure,

Syvonne Maddox
Business Operations Supervisor
866-631-3788 ext 79268
2091 Oakwood Blvd.
Dearborn, MI 48124 USA

2022-08-17 01:15:16

MorleyCase [redacted]

2022-08-18 20:24:18

Case Progression Specialist

Morley activity [redacted]
Rejection reasons:

Incorrect Warranty start date*Please correct, save, and re-transmit as soon as possible to avoid possible deletion. Thanks for partnering. *

Ford Motor Company ®
Jelishia Joiner
Lead Agent
Email: JJoine12@ford.com| www.ford.com
Office: (866) 631-3788 ext.
Mon- Fri 11:30am-8:00pm CST (Central)

2022-08-20 01:42:32

[redacted]
15:40:02.0FordBronco SportEnrika

2022-08-22 15:48:09

Case Progression Specialist

Morley [redacted]
For a Premium Case ESP has been transmitted.

Great job having everything in this case needed for transmission!!
Ford Motor Company ®
Carolyn L. Speight
Lead Agent
Email: cspeigh2@ford.com | www.ford.com
Office: (866) 631-3788 ext. 79217
Mon. – Fri. 9:30 a.m. – 6:00 p.m. (Central)

2022-08-23 00:44:25

Hello [redacted] Thank you for contacting Ford Motor Company and allowing us to assist you with your 2021 Ford Bronco Sport. Partnering with Citrus Motors I am glad we were able to address your starting concern; The complimentary Ford Protect Maintenance Care plan that was added to your vehicle is to provide you with peace of mind knowing Ford has your back. As I will be closing your case, please look for an email in the next 24 hours with a brief survey regarding your experience with me in completing your case – Lincoln and I value your candid feedback to understand how we can improve in the future. If you have any further questions or concerns regarding this repair – the Ford Protect ESP plan or any additional comments or feedback – please do not hesitate to reach out to me. Thank you for being a valued customer and a part of the Ford family. Respectfully, Ford Motor Company ® Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 1:00PM-9:00PM CST

CASE ATTACHMENTS:
2022-07-16 01:04:49 Enrika Andrews

[redacted]

Buyback Request Template

Purpose: Use the template below to provide additional information to the appropriate specialized buyback handling team so they may make informed decisions regarding a vehicle repurchase/replacement.

> **Important:** Copy and paste into the case notes. Do **not** send this document to the customer or the Ford Dealer.

Customer Information	
Name(s) on the Title: [redacted]	
Address: [redacted] RIVERSIDE CA [redacted]	
Email Address: [redacted]	
Customer is **purchasing** the vehicle.	
Vehicle Information	
VIN: 1FADP3F22[redacted]	**Current Mileage:** 7813
Ownership Status/ Type of Purchase: Select New	
Purpose of vehicle: personal	# Vehicles registered to the business. (If yes to business)
Purchase Date: [redacted]	**Mileage at Time of Purchase:** 2
State Information	
State Where Purchased: CA	
State Where Registered: CA	
Dealer Information	
Purchased from Dealer? Y	**Dealership (if yes):** Citrus Ford
Primary Reason for Repurchase: Vehicle would not start for the second time on Friday. It has been at the dealership for over a week and they are still running test on it	
Is there a current concern with the vehicle? Y	
What is the repair status of the vehicle? At the dealership	
Were repairs completed for this concern at multiple dealerships? (If yes): No	
(**CA Only**) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? No	

CASE NUMBER: [redacted] STATUS: Information Provided

OPEN: 07-30-2022 CLOSED: 07-30-2022 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Inquiry | Warranty Coverage | |

DEALER NAME: Sentry Ford

PA CODE: 01501 DLR SALES CODE: 11025 REGION: N2 ZONE: N2A

VIN: 3fmcr9b69r[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | MA | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Vibration | Moving/Driving | Always

ANALYST NAME: P Rxcrmp OPEN ANALYST NAME: Hector Rivera

COMMENTS:

2022-07-30 23:31:25	Cust Name [redacted] Vehicle Concern: NEW veh 3623 MILES, 77 clv, DROVE VEH the to NY AND WHEN HE GOT AT NY THE ENGINE STARTED SPUTTERING AND GOING Below the rpm and then it died. third time he drove it to Boston today and the engine starting sputtering again. now he has the Service light on. Vehicle Registered Owner: [redacted] Dealership where vehicle Is located: Century Ford In Boston. What is CUST seeking: Help since VEH is messing up W/Engine. Advised CUST that they need to take VEH to DLR before we can Assist. Next Steps: no steps.
2022-07-30 23:36:42	Case Number : [redacted] Customer : [redacted] Business Phone : N/A Home Phone : [redacted] Mobile Phone : N/A LTV Score : 77 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : N/A Dealer Name : Sentry Ford Dealer P&A : 01501 Dealer phone : 7813333372 VIN : 3FMCR9B69N[redacted] Year : 2022 Make : FORD Model : BRONCO SPORT Mileage : 3623 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2022-04-20 Open Recall/FSA: : NO CAMPAIGN MESSAGE(S) FOUND ESP : 0968 - USA 2022 NEW 36/30K EXTRA MAINT(M&W) 10K-$55 REIMB. Hotline Contact : Null Warranty History : NO RECENT REPAIR HISTORY ON VEHICLE
2022-08-02 17:55:38	Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 IBC: [redacted] customer called in seeking a loner vehicle. The vehicle is at the dealership due to the vehicle stalling out. Error on FordPass had on the fuel pressure. Fuel system computer needs to be replaced. Customer is in need of a rental/loner. He was told that he would be reimbursed for $45/day for rental coverage with the option to look through other programs to possibly assist with further expenses dealing with the rental. GCB # - [redacted] Next Step: CXS will email the original agent. Ford Motor Company ® Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com | www.ford.com Office: 866-631-3788 ext. 79395 Ford Confidentiality: ---------- For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver's license number, SSN, DOB, etc. Thank you.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 08-02-2022 CLOSED: 08-02-2022 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Tier 1 Inbound NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | |

DEALER NAME:

PA CODE: DLR SALES CODE: REGION: ZONE:

VIN: 3FMCR9A62M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 9,716

BODY STYLE: R9A - BRONCO SPORT CX430 BASE

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | OH | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Moving | Engagement Quality | UNKNOWN

ANALYST NAME: Vanessa Dela torre OPEN ANALYST NAME: Vanessa Dela torre

COMMENTS:

2022-08-02 18:56:34 Cust Said; We have been a loyal ford family. We are old already and my husband has [redacted] the veh is already at the dlr and about to be pick up. Im calling today to let FMC know what happen o us. it was so scary and on top of that i had to pay for towing, we were on a deadzone for signal & it was difficult to call roadside Veh Issue : the veh stop engaging on a transmission, hard control or maneuver. try to shift but goes back to park as per dlr they have update the computer. We haven't decided on what to do with at this time,base on our experience Dlr Said : N/A CRC Advice : as per cust request was to create a feedback towards FMC about the veh. informed cust to give us a call back by Thursday or when they have decided on how to go about the veh

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 08-19-2022 CLOSED: 09-26-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Oroville Ford, Inc.
PA CODE: 09534 DLR SALES CODE: 72452 REGION: W2 ZONE: W2A
VIN: 3FMCR9D95N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 5,800
BODY STYLE: R9D - BRONCO SPORT BADLANDS 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | CA | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Lack/Loss of Power | UNKNOWN | UNKNOWN
ANALYST NAME: Maria Contreras OPEN ANALYST NAME: Taneka Sparrow
COMMENTS:

2022-08-19 20:26:28

Thank you for choosing to chat with us. We will be with you shortly. You are currently 1 waiting in queue.
You are now chatting with Taneka. Please do not enter any sensitive personal data such as social security number or credit card numbers.
Taneka 02:43 PM
Hi [redacted]! My name is Taneka. How can I help you today?
[redacted] 02:43 PM
who do we contact regarding my daughter brand new ford bronco that has now been at the dealership 19 days and noboday can fix it
[redacted] 02:43 PM
she has not had this vehicle more that 60 days and is unsafe
[redacted] 02:43 PM
not had it more than 60 days
[redacted] 02:44 PM
It is not safe the vehicle has shut off on her while driving and now just keeps throwing codes and wont drive .
Taneka 02:45 PM
Thank you for chatting about this [redacted]! I'll be happy to look into this for you! What Dealership is your daughter's vehicle located?
[redacted] 02:45 PM
Oroville Ford Oroville ca 95965
[redacted] 02:45 PM
Under [redacted]
rebecca 02:46 PM
We are told they have a request out for contact from a ford engineer . but how long is this gonna take and not fair she is without her car
Taneka 02:47 PM
Thank you for that information! Do you have the Vehicle Identification Number to research this, Rebecca?
[redacted] 02:48 PM
yes getting it now
Taneka 02:49 PM
No problem! I'll stand by.
[redacted] 02:50 PM
she is logging into the pp to get the vin sorry
Taneka 02:50 PM
No worries! Can you also provide me with a good email address, [redacted]
[redacted] 02:50 PM
3FMCR9D95[redacted]
[redacted]
Taneka 02:51 PM
Awesome! Thank you so much for that information! What is the vehicle mileage? An estimate will be fine.
[redacted]
appro . 5800
Taneka 02:53 PM
Thanks! Please allow me a few moments to look into this for you.
[redacted] 02:53 PM
thank you
Taneka 02:56 PM
You're very welcome! I'm still looking into this for you, I'll just need a few more moments.
Taneka 02:59 PM
[redacted] is the Dealer saying that they waiting on a part?
[redacted] 02:59 PM
no
[redacted] 03:00 PM
No first they said waiting for engineer to contact then called today told her to come get it then called her back and said nevermind becuase when they went to pull it around it did the same trowing of codeds and not working
[redacted] 03:01 PM
sorry codes.. and not working
[redacted] 03:02 PM
the vehicle starts and you can go then its like the brain stops says nothing is working no abs nothing and send all kids of fault codes
Taneka 03:02 PM
Thank you so much for explaining! For clarification purposes, in what way would you like for Ford Motor Company to assist?
[redacted] 03:03 PM
I want this car fixed or replaced she hs been given a rental and told not to go more than 100 miles a day and cannot be used for work purposes however her car is how she makes her money this is not fair .. so who do we call to get this car replaced this is appaling
[redacted] 03:04 PM
This being a new car is unacceptable
Taneka 03:08 PM
Thank you so much for clarifying [redacted]! I can get this escalated for Financial assistance for you! Would you prefer us to contact you or [redacted]
[redacted] 03:08 PM
[redacted]
Taneka 03:09 PM
No problem! What is her best method of contact?
[redacted] 03:09 PM
[redacted]
Taneka 03:10 PM
Thank you for that! I will also get you added as a delegate on her account. What's a good email address for her?
[redacted] 03:10 PM
[redacted]
Taneka 03:13 PM
Thank you for that! [redacted] I'm actually not able to escalate this for Financial assistance until a diagnostic is made. However, I am unable to escalate this for repair assistance for you.
[redacted] 03:14 PM
I will try the dealership again on Monday but honestly this is horrible .
Taneka 03:15 PM
Sorry about that, [redacted] That was a typo
Taneka 03:15 PM
I am able to escalate this for repair assistance for you!

	I am able to escalate this for repair assistance for you! Taneka 03:16 PM I will escalate your case/request to our Customer Experience Specialist who works daily with your dealership's management team. The Customer Experience Specialist has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Customer Experience Specialist will receive the information you have just provided me and will do a thorough review on your behalf. [redacted] can expect an email from your Customer Experience Specialist within 1 business day. The case number that I have established for you today is [redacted] Is there anything else I can assist you with today? [redacted] 03:17 PM Thank you I iwll send this to my daughter Taneka 03:18 PM You're very welcome [redacted]! Sorry for the confusion. You may choose to email or print a transcript of this entire chat session by clicking the "+" sign located next to the text box in this chat window. Please keep in mind, the option to email yourself the transcript will only be available while this chat session is active. Otherwise, you will only be given another chat chance to print the transcript once this chat window has closed. Taneka 03:20 PM I haven't heard from you in a few minutes. Do you need more time?
2022-08-19 20:27:52	
	o CONTACT [redacted] o CUST SAYS:my daughter brand new ford bronco that has now been at the dealership 19 days and noboday can fix it o PER CUST, DLR SAYS:We are told they have a request out for contact from a ford engineer . o CRC ADVISED: escalate for repair assistance
2022-09-10 00:19:40	OBC to Customer no answer Next Steps: f/u 9/15 Ford Motor Company Customer Relationship Center- Truck Team Maria Contreras mcontr68@ford.com/ www.ford.com Office: 1.866.631.3788 Ext. 79256 Mon-Fri 1:30 PM-10:00 PM
2022-09-19 22:17:14	OBC to Dealer left vm Next Steps: f/u 9/20 Ford Motor Company Customer Relationship Center- Truck Team Maria Contreras mcontr68@ford.com/ www.ford.com Office: 1.866.631.3788 Ext. 79256 Mon-Fri 1:30 PM-10:00 PM
2022-09-20 22:08:48	OBC to Dealer vehicle repaired. OBC to customer said that vehicle is working fine Next Steps: safety net to close Ford Motor Company Customer Relationship Center- Truck Team Maria Contreras mcontr68@ford.com/ www.ford.com Office: 1.866.631.3788 Ext. 79256 Mon-Fri 1:30 PM-10:00 PM

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 08-26-2022 CLOSED: 08-26-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Sands Ford of Red Hill
PA CODE: 25414 DLR SALES CODE: REGION: ZONE:
VIN: 3FMCR9B65M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 13,000
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | PA | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Hesitates/Stumble | UNKNOWN | UNKNOWN
ANALYST NAME: Mikaela Jenkins OPEN ANALYST NAME: Drew Schlak
COMMENTS:

2022-08-26 18:07:28

Customer:
Hey guys, I was told to send a message with my VIN and dealer info.
Here is my VIN: 3FMCR9B65M[redacted]
The dealer I bought it from was Sands Ford of Red Hill. 602 Main Street, Red Hill PA 18076 (215 679 7911)
Not sure if it matters but I work right down the road from Ciocca Ford of Souderton. 3470 Bethlehem Pike, Souderton PA 18964 (215 486 2515).
Thank you!

Ford:
Thanks for taking the time to send us a message. My name is Natalie and I'm a social media agent for Ford. I'd be happy to look into your Bronco shuttering concern on my end. To get things started I have to verify some information. Can you send over these details?
- Your name
-The vehicle owner's full name and your relation to them (if applicable)
-Your zip code
-Email
- Mobile phone number
-Mileage
Natalie
Ford Social Media team

Customer:
Hey Natalie, thanks for the help!
- Your name[redacted]
-The vehicle owner's full name and your relation to them (I am the owner)
-Your zip code (Home Zip is [redacted]
-Email [redacted]
-Mileage (13,195 Miles of as today)
Ford:
Thank for the info [redacted]! For clarification, how long after driving did you start to experience the shuttering of your bronco?
Natalie
Ford Social Media Team
Customer:
purchased the vehicle with approximately 9000 miles about two and a half months ago. And I started feeling a difference in the overall feel of driving about two weeks ago.
Ford:
Thanks for reaching out to us about your Bronco shuttering concerns. I will escalate this case to our SUV support team. The SUV support team will have the resources needed to best assist you and will reach out to you within a few business days with further information. Your case number is [redacted]
Natalie
Ford Social Media Team

2022-08-26 19:33:39 CUST will reach out when vehicle returns to Ford dealership . Ford Motor Company ® Mikaela Jenkins Customer Experience Specialist, Ford Passenger Vehicle Team mjenki97@ford.com | www.ford.com office: 866-631-3788 ext. 79737 Monday- Friday: 8:30AM CT to 5:00PM CT

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 08-26-2022 CLOSED: 09-23-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria
DEALER NAME: Hacienda Ford
PA CODE: 04446 DLR SALES CODE: 52104 REGION: C2 ZONE: C2D
VIN: 3FMCR9D92M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 10,786
BODY STYLE: R9D - BRONCO SPORT BADLANDS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | TX | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Moving | No Engagement | Both (Fwd and Rev)
ANALYST NAME: Tatyana Johnson OPEN ANALYST NAME: Dafina Green
COMMENTS:
2022-08-26 18:59:07

IBC from CUST would like to check his warranty. He advised his VEH has been at the DLR for 9 days with no update.
[redacted]

CUST advised DLR sent him a text advising they have no rentals available.
He advised his SA is Daniel

OBC to DLR- I spoke to Daniel he advised parts does not have an ETA because it is special ordered . He advised there is a manufacturing issue with the special ordered battery. He then asked if he could place me on hold to speak with parts to confirm the part arrival status.
He came back on the line and advised that CUST part has just arrived this morning. He advised they will need to install the part then test drive the VEH to confirm the issue has been resolved. I asked if he could email me the repair status. He advised the repair should be completed no later than Monday
RO[redacted]
SA email: dgiles@onehacienda.com
Repair type : Battery Replacement

Next Steps; Reach out to CUST as soon as Daniel provides an update on CUST repair, f/u next week for CSAT

Ford Motor Company ®
Dafina Green- (She/Her/Hers)
Passenger Vehicle Concern Advocate
dgree303@ford.com/www.ford.com
Mon- Fri 10 am - 6:30 pm CST
phn: 866-631-3788 ext. 79733

2022-08-26 19:39:24

Case Number : [redacted]8
Customer : [redacted]
Business Phone : [redacted]
Home Phone : [redacted]
[redacted]
LTV Score : 59
Vehicle Purchase Status : Subsequent Owner
Ford Credit Contract Number : N/A
Part Number : BHEF48H6-BATTERY
Dealer Name : Hacienda Ford
Dealer P&A : 04446
Dealer phone : 9563831615
VIN : 3FMCR9D92M[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 10786
Engine Specification : 2.0L TIVCT GTDI T/C 240PS GAS
Transmission Specification :8 Speed Auto Transmission 8F35
Warranty Start Date : 2021-03-18
Open Recall/FSA: :NO CAMPAIGN MESSAGE(S) FOUND
ESP :NO ESP INFORMATION AVAILABLE
Hotline Contact : FALSE
Warranty History :
NO RECENT REPAIR HISTORY ON VEHICLE

2022-08-27 06:27:30

--Safety Net

- This is a modification
- We do not cover batteries
- We will play to win but advise the customer that this si a one time courtesy

Ford Motor Company ®
Marchelle Mcnack
Customer Experience Supervisor

2022-09-01 21:06:50

OBC to DLR I was advised by SA the battery repair should be completed today . He advised the battery just arrived today. He advised once installed the VEH will test driven but they anticipate today.

OBC to CUST- He did not answer I left him a message.

Next Steps : F/U 9/9

Ford Motor Company ®
Dafina Green- (She/Her/Hers)
Passenger Vehicle Concern Advocate
dgree303@ford.com/www.ford.com
1866-637-3788 Ext. 79733
Mon- Fri 10 am - 6:30 pm CST

2022-09-09 21:32:31

OBC to DLR-Josh advised CUST picked up VEH on 9/6, F/u 9/16

SMS sent to CUST

NEXT steps: f/u9/16 for CSAT

Ford Motor Company ®
Dafina Green- (She/Her/Hers)
Passenger Vehicle Concern Advocate
dgree303@ford.com/www.ford.com
1866-637-3788 Ext. 79733
Mon- Fri 10 am - 6:30 pm CST

2022-09-16 21:17:14

OBC to CUST-
Notes:
He advised he is satisfied with his repairs nad is afraid it might happen again. He advised he hopes it does not . I advised CUST GWG offer for Premium Care ESP CUST accepted the offer. Plan was uploaded while CUST was on the call. I advised he will be sent a brochure and the plan will take 3-5 days to be active on VIBV. I advised he will receive a welcome packet with 6-8 weeks.
Next Steps:
F/U 9/22 to Check OAIS for plan
Ford Motor Company ®
Dafina Green- (She/Her/Hers)
Passenger Vehicle Concern Advocate
dgree303@ford.com/www.ford.com
1866-637-3788 Ext. 79733
Mon- Fri 10 am - 6:30 pm CST

2022-09-16 22:29:47

--Safety Net

ESP - Transmitted

Ford Motor Company ®
Marchelle Mcnack
Customer Experience Supervisor

2022-09-22 20:23:11

OBC to CUST-

Notes:
CUST advised he is still satisfied with his repairs. He advised he was at work and couldn't talk long. I advised his plan is active and gave survey prompt. He advised he was happy with the service I provided. We ended the call.

Next Steps: Safety net to close

Ford Motor Company ®
Dafina Green- (She/Her/Hers)
Passenger Vehicle Concern Advocate
dgree303@ford.com/www.ford.com
1866-637-3788 Ext. 79733
Mon- Fri 10 am - 6:30 pm CST

2022-09-22 20:31:27

--Safety Net

Safe for closure

Ford Motor Company ®
Marchelle Mcnack
Customer Experience Supervisor

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 08-29-2022 CLOSED: 09-06-2022 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION: Web

CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - VehPay; ConExp; Refund |

DEALER NAME: Klaben Ford

PA CODE: 02163 DLR SALES CODE: 44083 REGION: G4 ZONE: G4B

VIN: 3FMCR9C68N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 355

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | | |

HOME PHONE:

SYMPTOMS: Start/Run/Move | Running | Failed Emissions Testing | Misfire

ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: SYSTEM

COMMENTS:

2022-08-29 14:14:26	Case Number : [redacted] Customer : [redacted] Business Phone : N/A Home Phone : N/A Mobile Phone : N/A LTV Score : 95 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : hx7z9f593a Dealer Name : Klaben Ford Dealer P&A : 02163 Dealer phone : 3306733139 VIN : 3FMCR9C68N[redacted] Year : 2022 Make : FORD Model : BRONCO SPORT Mileage : 355 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2022-08-12 Open Recall/FSA: : N/A ESP : USA 2022 NEW 36/36K PREM MAINT(M&W) 7.5K INTERVAL Hotline Contact : N/A Warranty History : N/A
2022-08-29 14:15:32	DXS JAMIE**CASE NOTES** New Bronco left our customer stranded 2 days before her Bachelorette party on her 13 day old Ford product. Clearly Ford Advocates. Seeking assistance with 2 vehicle payments as goodwill. Family has been driving Ford for over 4 decades. Awesome peolpe! Wedding is in 2 weeks. We are expecting the parts to arrive Fedex today. ETC is 8/31. Tom Alcorn
2022-08-29 14:25:41	DXS JAMIE OBPM TO DLR: Good morning, Vehicle payment Guidelines are pretty straightforward. I do apologize for the inconvenience The offer of a vehicle payment is made with consideration given to the number of days the vehicle is out of service and no loaner or comparable vehicle was provided that meets the customer's work needs (e.g. Customer is provided an Explorer in lieu of a Super Duty for their construction job that hauls tools and materials). The repairs must be completed at a certified Ford dealership. • IMPORTANT: As a rule, a vehicle payment can be considered if the vehicle is down 30 days. Ford Motor Company ® Jamie Rodriguez Dealer Experience Specialist, Ford DX Team Jrodr748@ford.com | www.ford.com office: 1-866-631-3788 ext. 79715 Ford Confidentiality: ---------- 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 NEXT STEP:F/U AND CLOSE
2022-08-29 15:22:22	DXS JAMIE IBPM FROM DLR: Please read this with an open mind. I am not attacking you. How do we make a difference. This customers New Ford Product with 355 miles on it, left her standing along the road for 2 hours at rush hour, in a terrible area in Cleveland Ohio, 30 miles from home 1 day before she was to travel to Michigan for her Bachelorette party,. How do we change her ownership experience and most of all regain her confidence in the product.? ..... I just sat in a Ford Class and it was all about the Customer Experience but you your supervisor have not changed the guidelines. Please ask your supervisor to review and answer this. Do we have this Customers Back as mentioned in our training?? What have we done to change[redacted] mind set and even go over the top for her. Empathy?
2022-08-29 15:24:16	DXS JAMIE OBPM TO DLR: Trust me, I understand your point, however, this is coming straight from my supervisor: I understand but policy is policy. If this was maybe the second time breaking and a payment had been made already, I would possibly consider. The vehicle is only 13 days old which means the customer has not even made one payment and they're looking for two vehicle payments, that's a denial.
2022-08-29 18:17:33	DXS JAMIE IBPM FROM DLR: How about if the dealership makes one and Ford makes one? The whole family buys Fords and Lincolns.
2022-08-29 19:55:10	DXS JAMIE OBPM TO DLR: Send me one of the following, and I can approve One payment. Tell the bride congrats :) •Lease or contract from the finance company •Letter verifying the monthly payment from the finance company •Receipt from payment booklet Ford Motor Company ® Jamie Rodriguez Dealer Experience Specialist, Ford DX Team Jrodr748@ford.com | www.ford.com office: 1-866-631-3788 ext. 79715 Ford Confidentiality: ---------- 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 NEXT STEP:F/U
2022-08-30 13:19:00	DXS JAMIE IBPM FROM DLR: Jamie Thank you for the review and decision. Please see a Copy of the bride to be New Bronco payment above. The SKM is a Copy of the Electronic Fund Transfer From Klaben to Ford Credit for the total of 2 vehicle payments of $1,008.59 we made this afternoon. [redacted] Ro#[redacted] Ro date 08/25/22 Mileage 355 Line D $504. 59 P11 Thank you for making a difference! Her Mom just purchased a 2022 Lincoln Corsair a Month ago. Email sent with the attachments.
2022-08-30 13:24:46	DXS JAMIE OBEM TO DLR: [redacted] RO LINE# D TOTAL=504.59 Ford Motor Company ® Jamie Rodriguez Dealer Experience Specialist, Ford DX Team Jrodr748@ford.com | www.ford.com office: 1-866-631-3788 ext. 79715 Ford Confidentiality: ---------- 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. NEXT STEP:CLOSE
2022-08-30 13:25:18	DXS JAMIE IBEM FROM DLR: Jamie Thank you for the review and decision. Please see a Copy of the bride to be New Bronco payment above. The SKM is a Copy of the Electronic Fund Transfer From Klaben to Ford Credit for the total of 2 vehicle payments of $1,008.59 we made this afternoon. Pa 02163 Ro#[redacted] Ro date 08/25/22 Mileage 355 Line D $504. 59 P11 Thank you for making a difference! Her Mom just purchased a 2022 Lincoln Corsair a Month ago.
2022-09-02 13:44:15	DXS JAMIE IBPM FROM DLR: Vehicle has been picked up and repairs are complete. The Bride to be said she feels very well taken care of like we have her back! Thank you for changing her perspective on her new Vehicle purchase that had went south in the first 12 days of ownership. Score 5 out of 5
2022-09-02 13:45:40	DXS JAMIE OBPM TO DLR: I am extremely glad to hear that. It was my pleasure to assist you guys. I will go ahead and close this case now. Ford Motor Company ® Jamie Rodriguez Dealer Experience Specialist, Ford DX Team Jrodr748@ford.com | www.ford.com office: 1-866-631-3788 ext. 79715 Ford Confidentiality: ---------- 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. NEXT STEP:CLOSE

2022-09-06 14:10:16	Dear [redacted], In reference to Case No. [redacted] As I will be completing this case, please look for an email in the next 24 hours with a brief survey regarding your experience with me. Ford and I value your candid feedback to understand how we can improve in the future. Should you need to contact me again, you may reach me directly at jrodr748@ford.com or by phone at 866-631-3788 ext.79715. If I'm unavailable, please leave me a detailed message and I will return your call as soon as possible. For a quicker response, please provide your case number indicated above. Thank you again for being a good Ford Partner. Regards, Jamie Rodriguez 800-392-3673 ext. #79715
2022-09-16 18:10:05	QA reviewed case

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 08-29-2022 CLOSED: 10-05-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION:
CASE CLASS LV 1234: Vehicle Concern | Parts Issue | Unit Down (not drivable) |
DEALER NAME: Advantage Ford
PA CODE: 02677 DLR SALES CODE: 71063 REGION: W1 ZONE: W1B
VIN: 3FMCR9A60M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 9,025
BODY STYLE: R9A - BRONCO SPORT CX430 BASE
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | CA | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Hesitates/Stumble | Acceleration | Hot
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Joseph Securata
COMMENTS:

2022-08-29 17:07:35	CONTACT VIA PHONE [redacted] EMAIL [redacted] Cust Says: recall about transmission about 3 months ago when I heard it | dealer mention that they dont have the part | 3 weeks ago my veh is broke down | they charge me $200 for diagnosis | I am not satisfied about the service | Per Cust Dealer Says: Transmission needs to be replaced | CRC Advised: Thank you for reaching out to Ford Motor Company with this concern. I will be escalating this case to a Customer Experience Specialist on the escalated Truck support team. They will contact you through your preferred/best contact method within 1 business day to assist you. Your case number is [redacted] |
2022-08-30 14:15:01	Case Number : [redacted] Customer : [redacted] Business Phone : [redacted] Home Phone [redacted] LTV Score : 68 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : NA Part Number : NA Dealer Name : Advantage Ford Dealer P&A : 04250 Dealer phone : 6263599689 VIN : 1FMCU0GX1GU[redacted] Year : 2016 Make : Ford Model : ESCAPE Mileage : 83000 Engine Specification : 1.6L 16V DI TC I4 170PS SIGMA Transmission Specification : 6 SPD AUTO TRANS 6F MID-RANGE Warranty Start Date : 2016-02-05 Open Recall/FSA: : 22S43 TRANSMISSION SHIFTER CABLE BUSHING ESP : 0968 - EXPIRED Hotline Contact : NA Warranty History : NA
2022-08-30 15:12:23	OBC to Customer [redacted], No Answer - Left Voicemail to advise that I received the case information and wanted to reach out to let them know that I will be the case manager that will further assist with the case - Advised that I will schedule another follow up to speak with them tomorrow so we can go over the specifics of the case Next Steps: F/U with customer by next day 8/30 for initial customer contact Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496
2022-08-30 16:39:18	CUST SAYS: Customer called in wants to speak to the case handler as he didnt answer the call. Customer received voice mail. AS PER CUST/DLR SAYS: CRC ADVISED: Advised that Scheduled follow will be 09/01/22 Provided CXS contact number866-631-3788 ext. 79496 Transferred to CXS
2022-08-31 16:44:18	ibc-cust calls in requesting to speak with agent cust agrees to wait for retunred called NEXT STEP:notate case CXS Taylor Customer Experience Specialist Ford CX Team TWILS226@ford.com | www.ford.com office: 866-631-3788 ext. Ford Confidentiality: ---------- For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number
2022-08-31 17:27:52	IBC from [redacted] Per cust. -cust requesting to speak with cxs Actions - advised cust cxs has f/u set for today , submit recontact Next Step -no further action Ford Motor Company Tiara Douglas Customer Experience Specialist, Ford CXS Team tdougl38@ford.com | www.ford.com Office: 866-631-3788 ext. 79597
2022-08-31 20:03:00	OBC to Customer, [redacted], who advised that he dropped the only car he has off to the dealer - Customer advised that on Monday he received a voicemail from dealer stating they were not able to figure out what was wrong with his trans however they do know that the trans would need to be replaced - Customer was advised that he could keep his vehicle Per dealer he had to wait until they call him so they can get the part - Customer kept vehicle and when he was at a stop light the vehicle would not move - Customer had to have vehicle towed to the dealership - Customer states that he just paid off vehicle in February and was going to get the new vehicle Per dealer it would cost $6000 for him to get a new transmission and the dealer is waiting for him to give authorization for the repair - Customer states that he only has 80,000 miles on the vehicle and does not see why the trans would need to be replaced - Customer is also questioning the recall on the vehicle and wants to see if that applies - Customer does not feel he should have to pay - Explained that I will reach out to the dealership to gather info about his repair and the repair cost & follow back up with him Next Steps: Contact dealer for diagnosis Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496
2022-09-01 14:40:11	OBC to Advantage Ford, 6263599689, SPoke with SA Marco who advised RPM reving high veh would not move forward clunks into gear towed in for trans trans on back order wit no eta not warranty has nothing to do with crnt internal with trans Customer Concern: towed in for trans concern - RPM reving high - veh would not move forward - clunks into gear Repair Required: replace transmission Repair Status: waiting on customer authorization Financial Cost: $5932 retail rate - SA agreed to offer warranty pricing & asked to call/email him at a later time so that he can get those amounts Loaner/Rental: N/A - due to part not having eta not able to determine end date for loaner/rental Vehicle Status: currently at dealer Part Status: transmission on back order with no eta Length of Repair: 3-5 days once parts are received RO No: [redacted] RO Date: 8/25 RO Miles: 83,701 Line Number: 02 EMAIL: MBARILLAS@ADVANTAGEFORD.COM

2022-09-01 14:45:51	Spoke with Parts to request a copis case be created - Was advised that there is no order in place on that repair ticket - Was advised that Service would need to turn in the requisition form so that they could place the order - Asked once the form is turned in could we get a copis created if the part is back ordered - Was advised that they will be ordering that part through FAD and would need a day or two to get the Y-Shipper number Next Steps: Email dealer to gather warranty pricing in order to submit fin assist Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496
2022-09-01 17:32:38	IBC FROM CUST STATED HIS AGENT IS EXPECTING A CALL FROM HIM CXS: SENT THE CUST OVER TO THE AGENTS VM
2022-09-01 17:53:34	OBC to Dealer, 6263599689, Spoke with SA Marco who advised that he has not had the chance to get the warranty pricing yet - Was advised tat he should have the information by this afternoon - SA advised that he will reply back to my email to provide it to me Next Steps: F/U with customer by end of 9/1 to provide an update Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496
2022-09-01 18:13:04	OBC to Customer [redacted], to advise that after speaking with the dealership I was able to verify that his current concern with the transmission has nothing to do with the recall that is currently on his vehicle - Advised that the dealership has determined that his transmission needs to be replaced and the repair would be an out of pocket expense Advised that he would not be required to pay the full price of the repair and that Ford is willing to cover a portion of the repair cost - Explained that I am waiting to ear back from Marco with some additional information then I will be able to determine exactly how much coverage he would be able to receive Customer asked if I needed to speak with a manager or something because he does not feel that he should pay for a transmission at 80,000 miles - Explained to customer that no supervisor or manager would be able to provide full coverage because we all utilize the same resources - Apologized for the inconvenience and informed customer once I hear back from Marco I will give him a call to let him know about his assistance offer Next Steps: F/U with dealer for warranty pricing Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496
2022-09-02 14:32:56	OBC to Dealer, 6263599689, Spoke with SA Marco who advised that he replied to my email and he did send the information over to me Next Steps: Submit Fin Assist Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496
2022-09-02 20:55:58	IBE from Dealer: From: Marco Barillas Sent: Thursday, September 1, 2022 3:19 PM To: Thompson, Janice (J.) Subject: Re: Hilton Marpaung Repair Cost WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Warranty Price for PARTS: $ 4848.01 Warranty Price for LABOR: $ 1547.50 Total Repair Cost: $ 6395.51 Repair Order Number (6 digits please): [redacted] Repair Order Open Date: 08/25/2022 Repair Order Open Miles: 83701 Line Number for possible financial contribution:02 Any financial support for this repair will come from the CRC, not your FLP (P18) budget. Thank you for your assistance. Marco Barillas Advantage Ford 1031 Central Ave Duarte CA 91010 (626) 359-9689
2022-09-06 20:48:03	IBC from Customer wanting to get an update on the case - Explained to customer that Marco did send over the pricing for his repair - Advised that after speaking with the dealership we were able to come up with a discount on the cost of his repair - Advised that Ford would be covering the majority of the repair and he would be responsible for $2,558.20 of the repair plus any applicable taxes Customer asked if there was anyway to get the amount lowered - Explained to customer that the transmission repair is close to $6000 and Ford is paying a large amount for the repair and the amount provided would be the lowest that we could do for his cost - Customer states that he is not able to come up with $2500 - Customer asked if there was a payment plan Explained to customer that the dealership would be receiving the payment and that he could reach out to them to see if that would be an option for him to pay a little bit over time - Advised that I will follow back up with him tomorrow to see what he decides to do Next Steps: F/U with customer by 9/7 to verify if he would like to move forward with the repair Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496
2022-09-07 17:00:24	-OBC to Customer [redacted], who advised that he called the dealership this morning and he was told that he needed to speak with someone else in finance that will not be available until later in the afternoon - Customer plans to give them a call back to see if the payment plan can be approved - Customer asked if I could give him a call within 2 hours
2022-09-07 19:33:48	-OBC to Customer [redacted], who advised that he had not spoken with the guy yet but will be giving them a call now - Customer asked if I could give him a call back in about 10 minutes - Explained that if I have the availability I will give him a call - However if not, then I will call him tomorrow as I initially suggested - Customer says okay
2022-09-07 20:06:16	OBC to Customer, [redacted], who advised that the person who would approve the payment plan informed him that they would need to speak with the manager and asked if he could call back within an hour - Explained to customer that my shift would be ending before that time is up and informed the customer that I would give him a call back tomorrow morning - Provided customer the exact amount that he would need to pay is $2558.20 plus any applicable taxes Next Steps: F/U with customer by next day, 9/8 to confirm acceptance of assistance offer & verify if he would like to move forward with the repair Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496
2022-09-08 17:26:20	OBC to Customer [redacted], who advised that he spoke with the dealership and they informed him that they do not have the payment plan option anymore - Customer asked again if we could lower the price and I informed him that is the lowest we could go Customer states that he would have to move forward because he needs his car - Explained to customer that he would need to reach out to the dealership to authorize the repair so that they can move forward with ordering parts - Explained that I will also reach out to the dealer to inform them of his assistance Next Steps: F/U with dealer to advise of assistance amount & to verify part status Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496
2022-09-12 16:08:19	OBC to Dealer, 6263599689, Was advised that Marco is the SA however he was not in today and that he is the only one that can provide an update - Asked if the SM was available Spoke with SM Frank who advised that it looks like it is holding authorization for a transmission overhaul - Asked if they received a call from the customer yet - SM was not able to verify that within the notes on the ticket - Explained that the customer was offered fin assist which he did agree to and I wanted to provide that info to the dealership - Was advised that Marco would be back in tomorrow and I could leave my contact info so he can call me back first thing with update Next Steps: F/U with customer by end of 9/12 to provide an update Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496

2022-09-12 16:48:37	OBC to Customer [redacted], who advised that he did call the dealer to authorize the repair - Customer asked if Marco sent me an email - Advised that I had not received anything - Customer states that the dealer asked if he could talk to me about offering the dealership assistance with getting a part that they can not get Explained to the customer that I will follow up with the dealership to get an update on the status of the repair and to inquire about the part that they are waiting on and offer any assistance that I can in expediting the part - Advised that I will follow up with him if I receive any new information Next Steps: F/U with dealer for part inquiry Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496
2022-09-14 15:15:02	OBC to Dealer, 6263599689. Spoke with SA Marco who advised that the customer did call him to authorize the repair however the problem they are having is that the transmission is on back order with no eta - SA asked if there was any way that I could help him out with that - SA advises that he is aware of the assistance amounts - Asked to speak with parts to verify some details Spoke with Parts who advised that it is still showing on order however there is a component shortage - Asked if we could get a copis case created & to ensure that it is a parts order status case with the vehicle marked as off road - Was advised that he will do that Next Steps: F/U with customer by end of 9/14 to provide an update Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496
2022-09-14 15:19:53	OBC to Customer, [redacted] No Answer - Left Voicemail to advise that I did speak with Marco at the dealership and got the information about the part that we are waiting on - Advised that I have also requested for an escalation be submitted for the delayed part and will monitor that for him Next Steps: F/U with dealer for part status Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496
2022-09-21 17:55:24	OBC to Dealer, 6263599689, Spoke with Marco who advised that they are still waiting on the transmission part which is back ordered with no eta - SA advised that the customer vehicle is there at the dealership Spoke with Eddie in Parts to inquire about the date the part was ordered and an order number - Eddie advised that he does have a copis number and all the information would be available on there - Eddie advised case no [redacted] Next Steps: Submit Parts SME for FAD Order Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496
2022-09-21 18:11:14	OBC to Customer, [redacted], who advised that he spoke with Marco at the dealership and was informed that there is still no eta for the part - Advised that I have also reached out to the dealership as well to get his part information - Explained that I have partnered with the dealership to put in an escalation for the delayed part Advised that there are no updates at this time regarding an eta however informed customer that I will continue to monitor it for him and provide him with any updated information as it becomes available to me Next Steps: F/U with dealer for part inquiry Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496
2022-09-26 12:06:17	Due to ongoing core and component issues the lead time on reman engines and transmissions is averaging 90 to 120 days from date of ordering. NOTE: All FAD orders that are escalated in a case are checked daily for any change in status of shipping. If this is a non-warranty repair the dealer my want to consider the aftermarket.
2022-09-27 13:13:18	SME closing escalation. Order was cancelled by the merchandiser
2022-09-28 14:03:38	-OBC to Dealer, 6263599689, Was advised that the back counter people would not be in until 8 AM which is in another hour - Was advised that I would need to speak with them to get an update on the status of the part
2022-09-28 20:24:35	OBC to Dealer, 6263599689, who advised that the transmission is on back order from FAD - Advised that I received a notification that the order had been canceled - Provided RO [redacted] - Was advised that the vehicle was traded in by the customer and the order was canceled Next Steps: F/U with customer by end of 9/28 Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496
2022-09-28 20:39:29	OBC to Dealer, 6263599689, Was advised that SA Marco was assisting another customer and was asked to leave my contact info for him to reach back out to me - Provided my email as jthom880@ford.com - Asked if she could see any updates & was advised that she only saw a 2021 Bronco and was not showing anything on a 2016 Ford Escape Next Steps: F/U with customer by end of 9/28 Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496
2022-09-28 20:46:23	OBC to Customer, [redacted], who advised that he spoke with 1 of the managers who informed him that it could take up to 2 months to get the part - Customer states that he needed a vehicle and decided to trade that vehicle in for a Bronco Customer has not had any problems with the vehicle so far - Explained that if he requires any assistance in the future with any of his Ford products he can give Ford a call for further assistance - Provided loyalty statement and advised customer of survey Next Steps: Close & Resolve Case Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496
2022-09-29 21:00:47	All Cases Has the vehicle been repaired & returned to the customer? NO, vehicle was traded Have you asked the customer did you resolve their issue to the satisfaction?YES If the answer is no, it is appropriate to speak with your Sup on the next steps NA Did you close out all obligations you may have with the dealership (Repair $$$ assistance, rental, etc. - if necessary)?YES Did you close out all obligations you may have with the customer (If necessary)?YES Do you think goodwill is appropriate in this case? NA If you made an offer - did it tie to the physicals of the case? (rental as an example)NA Did you complete final repair satisfaction check? NA Did you send the case closing email to highlight value we brought by assisting? YES Proofread email Does email clearly state what assistance was provided to the customer?YES Did you complete the following prior to closing (i.e. enter symptom codes, ensure VIN is attached to case, etc.)? YES

2022-09-29 21:07:28	OBE to Customer: From: Thompson, Janice (J.) Sent: Thursday, September 29, 2022 4:07 PM To: [redacted] Subject: RE: [redacted] Thank you for contacting Ford Motor Company and allowing us to assist you with your 2016 Ford Escape vehicle concerns. We hope that you find that contacting Ford to advocate for you was valuable. Our goal is to be sure our Ford owners continue to support our brand. It was a pleasure to be able to partner with our dealer to provide escalation for the delayed part required towards the repair of your vehicle. My apologies that we were not able to get the part available in a timely manner however I am glad to hear that the dealership was able to get you into another vehicle. We hope that your experience met your expectations. If there were any delays in your repair, we sincerely apologize as we are working against some tough times and appreciate your patience. I'll be completing your case and sending you an email within the next few days with a brief survey regarding your experience with me as a Customer Experience Specialist. (Sometimes it may go to your spam/junk folder.) The 1-5 "Brand Likelihood to Recommend" rating section is reflective of your experience with me. There will be a separate survey regarding your experience with the dealer. Ford and I value your honest feedback to help us understand how we can improve in the future. If you have any further questions or concerns regarding this repair, please let us now by contacting us via phone within the next 30 days with your case #. Thank you for your time and loyalty. Ford Motor Company ® Janice Thompson Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496
2022-10-03 15:28:15	*** Safety Net **** Obc to Cx to ensure he was satisfied with repairs . Offered Cx a maintenance plan for his new vehicle . Cx already had one . Cxs can close case. Syvonne Maddox Business Operations Supervisor 866-631-3788 ext 79268 2091 Oakwood Blvd. Dearborn, MI 48124 USA
2022-10-04 16:30:44	IBC: Spoke with Ray who states that he wanted to know if the case is closed. He states that the customer came in to get his 2016 Ford Escape repaired but never did because he went ahead and got a 2021 Eco Sport. He states he see the Eco Sport instead of the 2016 Next Steps: Notify agent regarding the dealership concern. Sermon Swafford Ford Motor Company Customer Experience Specialist -PV Team Sermon Swafford sswaffor@Ford.com | www.ford.com O: 1-866-631-3788 ext. 79372

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: In Progress

OPEN: 09-12-2022 CLOSED: BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria

DEALER NAME: Earnhardt Ford

PA CODE: 20313 DLR SALES CODE: 71176 REGION: W3 ZONE: W3A

VIN: 3FMCR9C60M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 26,000

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | AZ | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Unintended Movement | Ignition On | UNKNOWN

ANALYST NAME: SYSTEM OPEN ANALYST NAME: Alyece Walker

COMMENTS:

2022-09-12 16:25:30

VIN# 3fmcr9c60m[redacted] Issue? FIN Assistance VEH.at the Dealership:YES Meets FLP Guidelines:YES Year of VEH: 2021 Mileage: 26000 CLV: 97 Transfer to Concern:YES Concern Agent Name: Ciara Reason for Concern: Cust is on the side of the road in her Bronco, cust states that she was locked inside of her veh because the veh died. Cust states that the veh started to shake and and all the screens went blue. Cust is requesting compensation for her and her husband having to call off of work. Cust also states that she needs a rental veh while her veh is down and wants to be sure the veh is fully repaired before it is given back to her. I attempted to contact the dlr to speak with the cust SA but I was advised that the advisers are not available. I connected the cust to a concern agent for further assistance. Alyece Walker Customer Experience Specialist- Inquiry Awalk207@ford.com|www.ford.com office: 866-631-3788 ext. 79323 Office Hours: Monday - Friday 8 am - 4:30 pm

2022-09-12 21:27:34

OBC to dealership spoke with SA Jake jacob.tharop@earnhardt.com
Stated customer is in a loaner vehicle

2022-09-12 21:28:04

OBC to customer to adivse I will follow upon wednesday with an update on repair status

2022-09-14 18:46:49

OBC to dealership to check status battery was installed performing recall right now, vehicle is expected to be returned to customer tomorrow

OBC to customer no answer left voicemail requesting to be recontacted

2022-09-20 17:09:07

OBC to customer to confirm repair satisfaction no answer left detailed voicemail requesting a recontact

2022-09-22 16:07:29

OBC to customer customer stated there is squeaking underneath vehicle. Customer stated they will return to dealership shortly

2022-09-27 14:44:40

OBC to customer no answer left detailed voicemail requesting a call back regarding when she is returning to dealership

2022-10-14 21:05:37

1. Has the vehicle been repaired & returned to the customer? Yes

2. Is the customer satisfied with the repair, if NOT, why? Yes

3. Did we resolve all the customers concerns, both initial and subsequent? If not, why? Yes repair assistance and rental assistance (Customer was provided a loaner)

4. What was the repair and/or issue? Customers bronco was experiencing electrical issues

5. Did we offer any goodwill, if YES, what, if NO, why not? N/A

6. Was the customer pleased with the offer? N/A

7. Did you advise the customer regarding the Survey? Yes

8. Did we send the thank you email confirming what assistance you/we provided for this customer? Yes

9. Did we close all obligations with the dealer? No obligations

10. What do you feel the outcome of this case will be a detractor (1-3) Neutral (4) Promotor (5)? Why? 5 customer was provided what she was seeking from Ford. Dealership performed repairs quickly and provided customer with loaner

2022-10-15 20:55:41 Supervisor OBC to customer Ebony Anderson phone: Left voicemail. Thanked customer for loyalty. Advised customer to reach back out to CXS if anything else was needed. Prompted survey.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided

OPEN: 09-15-2022 CLOSED: 09-15-2022 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Feedback | Roadside Assistance | |

DEALER NAME:

PA CODE: DLR SALES CODE: REGION: ZONE:

VIN: 3FMCR9A67M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9A - BRONCO SPORT CX430 BASE

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | CA | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | No Crank | Always

ANALYST NAME: Daniel Munson OPEN ANALYST NAME: Sandra Longoria-fortner

COMMENTS:

2022-09-15 14:42:05	Sandra L ext 79307 slongori@ford.com IBC [redacted] she has a dilema that Roadside has not been able to help her she had a tow truck come out from her insurance charge her $200 to tow it other way her mile has 10,000 miles told her Roadside would provide at with a wheel lift however they keep putting her through an auto system via text assigned tow truck and call her and cancel even if they notate need a wheel lift 8 people cancelled on her she called this morning Roadside is asking for me than what is normally covered for tow 3MCR9A67M[redacted]7 can notput it n neutral it will not crank will not turn on at all purchased in EL Cajon Ford El Cajon Ca she is trying to tow it to Escondido Ford CLV 72 PMC is cell BCN [redacted] the dealer is about 18 miles away Roadside told her they have a contracted amount and the difference is $250.00 she does not understand why she has to cover that I explained to her that we can reimburse her the difference - (per Sup chat via webex) she said Roadside would not pay the difference she has been fighting with Roadside provided the case # and my contact details she will decide if she gets it towed or not Sandra Longoria Customer Experience Specialists Bilingual\PVT Team slongori@ford.com 1 866 631 3788 extension 79307 7am-3:30 pm Mon-Thursday and Saturday
2022-09-15 14:47:49	Sandra L ext 79307 slongori@ford.com she said the company that she told them had a wheel lift is able to help he at no cost to her so she said it was assigned to him by his case # they are going to call her at 12:30 pm she received a notification that the company with the tow life is going to come tow her vehicle at 12:30 Sandra Longoria Customer Experience Specialists Bilingual\PVT Team slongori@ford.com 1 866 631 3788 extension 79307 7am-3:30 pm Mon-Thursday and Saturday
2022-09-21 17:19:41	IBC from CUST - [redacted] - cust veh had a completle drained battery had issues getting tow truck road side said she did not qualify for towing, they managed to get her veh to the dlr dlr was not able to tell cust why her battery was drained cust is worried it will happen again cust had two recalls done while in shop one of them beeing break pads when cust uses veh for fist time of day it makes a bad noise, dlr did not find anything cust took veh home, but is still making the noise, dlr just says they changed the front break pads finally the dlr told her there is an issue. Vista Ford told her there is no known issue cust dose not have the recall on her veh for the back break pad just the front, I did inform her if she did have the veh repaired to keep her receipts so she could be reimbursed if a recall did become available. Ford Motor Company Daniel Munson dmunson3@ford.com/www.ford.com Customer Experience Specialist - passenger veh team Office: 866-631-3788 ext. 79644

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Canceled

OPEN: 09-17-2022 CLOSED: 11-14-2022 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |

DEALER NAME: Liberty Ford Brunswick

PA CODE: 08950 DLR SALES CODE: 44037 REGION: G4 ZONE: G4B

VIN: 3FMCR9A69M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 57,519

BODY STYLE: R9A - BRONCO SPORT CX430 BASE

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | OH | | USA

HOME PHONE:

SYMPTOMS: Maintenance/ Pre-Delivery | Maintenance | Unknown | Unknown

ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Auniqua Sipsey

COMMENTS:

2022-09-17 18:01:38	Customer Information Name(s) on the Title: [redacted] Address: [redacted] BRUNSWICK OH [redacted] Email Address: [redacted] Customer is Leasing Vehicle Information VIN: 3FMCR9A69M[redacted] Current Mileage: 57482 Ownership Status/ Type of Purchase: NEW Purpose of vehicle: Personal # Vehicles registered to the business. (If yes to business) Purchase Date: 3/20/2021 Mileage at Time of Purchase: 30 State Information State Where Purchased: Ohio State Where Registered: Ohio Dealer Information Purchased from Dealer? yes Dealership (if yes): Liberty Ford Brunswick Primary Reason for Repurchase: Due to multiple repairs for different concerns Is there a current concern with the vehicle? Yes What is the repair status of the vehicle? Currently a dealer due to vehicle shutting down, check engine light is on. Were repairs completed for this concern at multiple dealerships? (If yes): No (CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? No
2022-09-17 19:51:57	[redacted] Case Number : [redacted] Customer : [redacted] Business Phone : [redacted] Home Phone : [redacted] Mobile Phone : LTV Score : 82 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : Liberty Ford Brunswick Dealer P&A : 08950 Dealer phone : 3302259141 VIN : 3FMCR9A69M[redacted] Year : 2021 Make : FORD Model : Bronco Sport Mileage : 57482 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-03-20 Open Recall/FSA: : NA ESP : NA Hotline Contact : YES Warranty History : [redacted]
2022-09-17 20:17:40	IBC from cust @[redacted] and he stated his veh was currently at the dlr for repair and stated it cut off him while driving. Cust stated it has been multiple issues with the veh and some for the same concern and is requesting to do a Buyback. obc to Dlr @3302259141 and a SA was not available. Next steps: call cust and dlr Monday 9/19/22 to gather the information needed to submit Buyback request Verify hotline has been contacted. between the times of 10:30 AM to 7:00 PM (CST) Ford Motor Company ® Auniqua Sipsey She|Her|Hers Customer Experience Specialist Ford CX Team Asipsey@ford.com O: 866-631-3788 ext. 79866
2022-09-19 22:06:27	OBC: To dealer@ to get Buyback information but the service was unavailable, phone just kept ringing VM was not optional. OBC: To customer@[redacted] to update cust within his case , cust was satisfied with update Next steps: f/u w customer and dealer Thursday (9/22/22) to gather information regarding buyback, verify if hotline has been contacted, between the times of 10:30 AM to 7:00 PM (CST) Ford Motor Company ® Auniqua Sipsey She|Her|Hers Customer Experience Specialist Ford CX Team Asipsey@ford.com O: 866-631-3788 ext. 79866
2022-09-22 22:26:38	OBC to DLR @913302259141 but service was closed at this time. Wanted to verify if they were able to contact tech hotline for additional assistance. In portal message dlr stated next steps were to contact TECH HOTLINE OBC to cust [redacted] to update cust on case , but cust was unavailable PORTAL MESSAGE STATES / Customer brought vehicle in on [redacted] with safety concern of quitting in the middle of an intersection. Customer was able to get vehicle to start moving again and brought into dealership. Customer is in a loaner , and vehicle is still here trying to duplicate concern. No codes present at this time and no tsb, test drove vehicle several times without concern present, however intermitant for customer and customer is not happy with all the problems he has had with the vehicle , and now feels vehicle is unsafe to drive which is understandable, next step is to check with hotline and keep driving, customer is very frustrated with us not having a diagnosis and we are trying to locate concern, obviously something happened to create the problem, just we have no direction at this time Next steps: f/u w customer and dealer status check on repair (9/26/22) Monday between the times of 10:30 AM to 7:00 PM (CST) Ford Motor Company ® Auniqua Sipsey She|Her|Hers Customer Experience Specialist Ford CX Team Asipsey@ford.com O: 866-631-3788 ext. 79866
2022-09-26 20:13:10	OBC to DLR @913302259141 and SA Nicole stated they sill have not been able to duplicate concern with veh. SA stated they have driven the veh around and and still is no present concern. SA also stated the cust is in a rental RENTAL DETAILS : VIN / MAJ6S3GL[redacted] RENTAL START DATE/ 9/16/22 DAILY COST/ 45 A DAY SA VICKY OR SA NICOLE OBC to cust @[redacted] to update cust on case , but cust was unavailable SMS cust updating him on case Next steps: f/u w customer and dealer status check on repair (10/1/22) Saturday between the times of 10:30 AM to 7:00 PM (CST) Ford Motor Company ® Auniqua Sipsey She|Her|Hers Customer Experience Specialist Ford CX Team Asipsey@ford.com O: 866-631-3788 ext. 79866
2022-09-27 15:39:33	Checked VIN and Report Historicals: None Per NAVIS: Original Owner NHL[redacted] NHL Ford Motor Company ® Deidra Murdaugh Specialized Buyback Handling Team Specialist, Ford CX Team
2022-09-27 15:40:56	After review, VEH does not meet state guidelines for buyback/replacement criteria for OH. Talking Points: -Deny GFR -Review note in milestone -VEH is at the dealership -Recommend Dealer Engage Hotline for Repair Assistance if needed. -Engage Tech SME -Focus on getting VEH repaired -Follow Repair Assistance Procedures Per Process ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER ** Ford Motor Company ® Deidra Murdaugh Specialized Buyback Handling Team Specialist, Ford CX Team
2022-10-01 15:25:30	IBC CUST calling in looking to get update on case. Informed CUST that BB was denied, CUST became belligerent & began to curse. Call was disconnected. Ford Motor Company Customer Experience Representative – Truck Team Allan Castellon ACASTE37@ford.com | www.ford.com Office: 866-631-3788 ext. 79020

2022-10-01 16:21:02

**********SUPERVISOR ESCALATION**********

Escalation: GCCT Escalation
CASE-[redacted]
OBC[redacted]

Customer[redacted]
Customer CLV: 82
Customer Location: OH
Vehicle: 2021 Bronco
Mileage: 53,787
WSD: 3/20/2021

SUP ESCALATION has been completed. Please see task for notations.

Ford Motor Company ®
Customer Relationship Center – Truck Team Lead
Alicia Ramsey
Aramse16@ford.com | www.ford.com
Office: 1-866-631-3788 ext. 79144
Monday-Friday (8:00am-4:30pm CST)

2022-10-01 20:29:16 OBC: To dealer@913302259141 and the dlr was unavailable OBC: To customer@ and cust stated he feels everyone is trying to drag when it comes to his concern with the veh cust stated no one know what to do regarding his veh concern CXS advised cust we are doing everything we can and will follow up with up with dlr to get status and find out solution for repair and update cust Next steps: f/u w customer and dealer status check on veh and find out solution to repair (10/5/22) Wednesday between the times of 10:30 AM to 7:00 PM (CST) Ford Motor Company ® Auniqua Sipsey She|Her|Hers Customer Experience Specialist Ford CX Team Asipsey@ford.com O: 866-631-3788 ext. 79866

2022-10-05 20:56:08 OBC: To [redacted] and the dlr was unavailable Next steps: f/u w customer and dealer status check on veh and find out solution to repair (10/5/22) Wednesday between the times of 10:30 AM to 7:00 PM (CST) Ford Motor Company ® Auniqua Sipsey She|Her|Hers Customer Experience Specialist Ford CX Team Asipsey@ford.com O: 866-631-3788 ext. 79866

2022-10-05 22:16:26 OBC: To customer[redacted] and the cust stated the SA told cust they still can't figure out whats wrong with the veh. Cust sated he just want his veh back and stated he fear for his safety. CXS advised cust we do apologize for all inconvenience, and assured cust we are doing everything we can on our end to find a solution regarding veh. Next steps: f/u w customer and dealer status check on veh and find out solution to repair (10/10/22) Monday between the times of 10:30 AM to 7:00 PM (CST) Ford Motor Company ® Auniqua Sipsey She|Her|Hers Customer Experience Specialist Ford CX Team Asipsey@ford.com O: 866-631-3788 ext. 79866

2022-10-07 21:08:47 *WEB*CUSTOMER STILL IN LOANER VEHICLE AND WE CAN NOT DUPLICATE CONCERN NO CODES PRESENT I UNDERSTAND THE CUSTOMER CONCERN BUT I AM VERY CONCERNED WITH FORD STILL PAYING FOR THE RENTAL. NEED TO KNOW WHAT DIRECTION YOU WOULD LIKE US TO GO OR IF YOU STILL WANT HIM IN THE RENTAL

2022-10-10 23:05:10 OBC: to dlr @ 913302259141 ND THE DLR WAS UNAVAILABLE SMS MESSAGE CUST REGARDING CASE Next steps: f/u w customer and dealer status check on veh and find out solution to repair (10/14/22) FRIDAY between the times of 10:30 AM to 7:00 PM (CST) Ford Motor Company ® Auniqua Sipsey She|Her|Hers Customer Experience Specialist Ford CX Team Asipsey@ford.com O: 866-631-3788 ext. 79866

2022-10-21 15:58:23

Per TAC and dealer Portal Message, repair complete. Dealer appears to need CXS assistance with rental

2022-10-22 19:05:43 OBC: to dlr @ 913302259141 TO GATHER INFORMATION REGARDING RENTAL AS FAR AS THE RENTAL START DATE AND END DATE OBC TO CUST[redacted] TO GET CUSTOMER TO SEND IN INVOICES FOR RENTAL. CUST STATED THAT DOES NOT HAVE ANYTHING TO DO WITH HIM AND THAT WE SOLD HIM A LEMON, AND STATED WE ARE HARASSING HIM AT THIS POINT AND STATED WE NEED TO GET INFORMATION FROM DLR CXS SURVEY PROMPTED AND GAVE LOYALTY STATEMENT CUST NOT WANTING NOR NEEDING ANY FURTHER ASSISTANCE Next steps: f/u w dealer TO GET RENTAL INVOICE (10/14/22) FRIDAY between the times of 10:30 AM to 7:00 PM (CST) Ford Motor Company ® Auniqua Sipsey She|Her|Hers Customer Experience Specialist Ford CX Team Asipsey@ford.com O: 866-631-3788 ext. 79866

2022-10-25 11:03:24 *WEB*Hello, still waiting on auth for rental days

2022-10-27 23:18:03 OBC TO DLR BUT DLR WAS UNAVAILABLE, THE CUST DOES NOT WANTED TO BE CONTACTED Next steps: f/u w customer and dealer GIVE APPROVAL CODE TO DLR (10/31/22) MONDAY between the times of 10:30 AM to 7:00 PM (CST) Ford Motor Company ® Auniqua Sipsey She|Her|Hers Customer Experience Specialist Ford CX Team Asipsey@ford.com O: 866-631-3788 ext. 79866

2022-11-05 00:08:14 OBC to dlr and dlr was unavailable was needing to gather information to generate approval code for rental for dlr Next steps: f/u w customer and dealer GET RO INFORMATION (11/10/22) THURSDAY between the times of 10:30 AM to 7:00 PM (CST) Ford Motor Company ® Auniqua Sipsey She|Her|Hers Customer Experience Specialist Ford CX Team Asipsey@ford.com O: 866-631-3788 ext. 79866

2022-11-05 00:11:01

IF DLR CALLS IN PLEASE REQUEST

RO #?
RO OPEN DATE?
RO LINE #?
MILEAGE AT REPAIR?
REQUESTER FIRST AND LAST NAME?
REQUESTER EMAIL?

2022-11-08 14:04:48 *WEB*I had gone over all details wiith a rep on the phone, was not aware that more information was needed so i apoligize repair order [redacted] line C miles at repair open [redacted] repair open date sep 16th

2022-11-10 22:03:01 repair order [redacted] line C miles: 57482 ro open date 9/16

2022-11-11 19:04:48 *WEB*SENT EMAIL OF RENTAL BILL

2022-11-11 21:41:00

obc to dlrshp to get an update on if cust veh is still there and see if approval code has been given if not get rental receipt and provide approval code, she stated that the cust came yelling a couple of weeks ago stating that he had a balance to pay on the rental and she advise him that there was a case already open to pay for the rental the cust has been gone a couple of weeks now and she is trying get the RO closed out. I asked her to send me the rental receipt and she did provided approval code [redacted]
RO#[redacted]
RO open DATE: 9-16-
RO mileage: 57519
Cust picked up veh 10-8

Next step: safety net

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Friday 10:30-7Pm
efax:

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided

OPEN: 09-23-2022 CLOSED: 09-23-2022 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: General Inquiry | General/Other | |

DEALER NAME: Payne Weslaco Ford, LLP

PA CODE: 04605 DLR SALES CODE: 52759 REGION: C2 ZONE: C2D

VIN: 3FMCR9C64M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Lack/Loss of Power | UNKNOWN | UNKNOWN

ANALYST NAME: Shakora Johnson OPEN ANALYST NAME: Shakora Johnson

COMMENTS:

2022-09-23 14:05:49

IBC FROM CUST MOTHER VEHICLE DIED ON Highway having vehicle towed into Payne Ford Cust wants to be sure they will not deny vehicle OBC to dlr spoke to service rep. Stated they can take vehicle in today Advised ust may be a battery concern dlr will review vehicle today cust understood next steps: Closure Ford Motor Company ® Passenger Vehicle Team Shakora Johnson Sjohn643@ford.com | www.Ford.com Office: 1-866-631-3788 ext 79122

2022-09-23 14:21:46

IBC FROM CUST CALLING ON BEHALF OF HIS MOTHER. STATED HER CAR STOPPED IN THE MIDDLE OF THE ROAD, POLICE DEPT CALLED A TOW TRUCK AND COULDN'T WAIT ON FORD TO COME BECAUSE THE VEH WAS IN THE ROAD CAUSING TRAFFIC. STATED THEY DO HAVE ROADSIDE SO THEY'RE SEEKING REIMBURSEMENT FOR THE AMOUNT PAID OUT OF POCKET. SON'S EMAIL: [redacted]
To: [redacted] Fri 9/23/2022 9:13 AM Roadside Assistance U.S.: 1-800-241-3673 Cars, Trucks up to E/F 150 & 250 Ford Roadside Assistance Claims Reimbursement P.O. Box 9145 Medford, MA 02155 FAX: 614-386-3176 Ford Motor Company ® Terrione Johnson Customer Experience Specialist- Passenger Vehicle Team tjohn467@ford.com | www.ford.com office: 866-631-3788 ext 79057 Mon, Tues ,Thru-Sat, OFF WED | 9AM – 5:30PM CST

2022-09-23 21:30:34

IBC from CUST [redacted] stating this is the sec time calling in & wanted the case notated of the info about dlr originally saying that they would look at vehicle the first day / now stating that it would be a week before they get to the vehicle Monday 09/26/22 cxs advise cust that i could reach out to the dealer to see what would be the hold up to get to the vehicle but cust stated dont worry about it, he will give them a week to get to vehicle & if it goes past 1 week , he's going to be really upset & disappointed / stated he has had issues with Ford Dlr before but wanted his case notated of everything Ford Motor Company ® Customer Relationship Center- Passenger Vehicle Team Lakisha Austin Lausti20@ford.com | www.ford.com office: 1-866-631-3788 ext. 79648

2022-09-26 20:07:53

IBC from CUST. CUST called in stating his VEH died in the middle of the road. Police called the tow company to have the VEH moved. Already sent in everything to have the tow reimbursement. Advised call today is due to the dealer keeps advising the VEH will be looked at this day and this day but never gets to it. wants to know can FMC can provide a rental or loaner until VEH is looked at.

CXS advised CUST FMC & DLR requires VEH to be completely diagnosed before able to look into any possible programs to assist. Advised will reach out to assigned agent to further assist

CXS sent agent a message on WEBEX advising of CUST call in and concern with needing a rental. Advised CUST agent will be in touch tomorrow to assist

[redacted]

CUST had no further questions

NEXT STEPS; assigned agent reach out

Ford Motor Company
Fallon Scott
Passenger Vehicle Concern Advocate
Fscott33@ford.com | www.ford.com
office: 866-631-3788 ext.: 79634

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 10-05-2022 CLOSED: 12-11-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Dealer NA US COMMUNICATION: Phone
CASE CLASS LV 1234: Feedback | Product | Negative |
DEALER NAME: Gary Yeomans Ford
PA CODE: 09823 DLR SALES CODE: 24461 REGION: S3 ZONE: S3C
VIN: 3FMCR9C66M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 22,591
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | FL | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Moving | No Engagement | Both (Fwd and Rev)
ANALYST NAME: InfaConnector-Prod OPEN ANALYST NAME: Rachel Joseph
COMMENTS:
2022-10-05 18:52:09

CXS – Rachel Joseph – Inquiry Agent
Rjosep39@ford.com
866.631.3788 Ext. 79327

IBC From CUST – [redacted]
CUST states that she drives a 2021 Ford Bronco
CUST states that on Monday the VEH completely stalled and went dead
CUST states that the VEH was repaired and the DLR advised that it was just a battery
CUST states that she wants to put in a complaint because she believes this could have killed someone
CUST states that she has never had a VEH seized on her like that
CUST states that the VEH did not give her any type of warning or anything before stalling
CXS informed CUST that I would document her concern and submit them to our feedback team
CXS informed CUST that her case would be further investigated and if additional information is needed she would be contacted back directly

NEXT STEPS: Close case
Ford Motor Company ®
Customer Experience Specialist – PVT INQ Team
Rachel Joseph
RJosep39@ford.com | www.ford.com
Office: 866.631.3788 EXT. 79327

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 10-25-2022 CLOSED: 10-25-2022 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Tier 1 Inbound NA CRC COMMUNICATION: Phone

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

DEALER NAME: West Point Lincoln

PA CODE: 11408 DLR SALES CODE: 67021 REGION: CE ZONE: CEA

VIN: 3FMCR9B62M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 17,770

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Stalls/Quits | UNKNOWN | UNKNOWN

ANALYST NAME: Josephine Camacho OPEN ANALYST NAME: Josephine Camacho

COMMENTS:

2022-10-25 15:42:14 CUST SAYS: I've been having issue with my veh for a while now and I just got my veh back yesterday and the veh died again after driving it home. I already reached out to the Lincoln dlrshp and they are expecting the veh today. I called roadside to have the veh tow to the Lincoln dlrshp but they're telling me that it will be an out of pocket expense. CUST PER DLR SAYS: N/A CRC ADVISED: Ford vehicles for 5 years from the Warranty Start Date (WSD) or 60,000 miles (whichever occurs first). Customers can choose their preferred dealer if within 35 miles for free. OBC to Roadside for further assistance spoke with Ivan from Agero and he said that they need authorization from us so they can generate a request for towing. Advised agent that we don't do authorization and we don't have a way to provide approval as well. Agent insisted and asking for my supervisors name and ext number for the approval and again reiterated that we don't do approval or authorization. Cust ask for the Roadside supervisor but he declined. Ask the agent for his Supervisor for further assistance and we were transferred to Grace supervisor from Agero, she said that she needs approval from my supervisor to process the request. Advised that I am from the Ford CRC and we handle vehicle concern and we don't do approval for warranty related concern. Advised that if we do have a way then there's no point calling them for help. The Supervisor ask for my name and extension, provided the information then she ask for my manager. Was about to reach out to my manager/supervisor but I accidentally disconnected the call. ***Unable to add KB Link due to GCCT issue. AAF Article: Ford Roadside Assistance Coverage***

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 11-03-2022 CLOSED: 12-09-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Planet Ford Dallas Love Field
PA CODE: 29515 DLR SALES CODE: REGION: C1 ZONE: C1A
VIN: 3FMCR9B68M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 9,900
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | TX | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Running | Not Listed | UNKNOWN
ANALYST NAME: Kennedi Martin OPEN ANALYST NAME: Will Adolf
COMMENTS:

2022-11-03 15:24:26

CONTACT VIA: PHONE[redacted]

Good [redacted] Thank you for taking the time to send us a message. My name is Will and I'm a Social Media Specialist for Ford. I'd like to assist you in any way that I can regarding the electrical issues you're experiencing with your Bronco. If you would, when you have a chance, please provide me with the following information:
Your full name:
Your zip code:
Your email:
Your mobile phone number:
Your preferred method of contact:
The name and address of your servicing dealership:

[redacted]

I appreciate you getting all of that information for me [redacted] Just to clarify, have you and your husband had this same issue with your Bronco diagnosed at Planet Ford or any other Ford dealership in the past 30 days?

Yes. On [redacted] the same thing happened. The same dealership had it for 8 days, said they saw 15 alerts but couldn't duplicate the problem so they told us to come get it without fixing anything. To make things worse, they drove it 120 miles and when we picked it the gas light was on. Twice we've been left in the middle of the road and traffic with no lights or ability to move the vehicle. A very dangerous situation.

Thank [redacted] I will escalate your case to our Customer Experience Specialist who works daily with your dealership's management team. They'll have access to all Ford resources and will use them to assist you and your dealership regarding your situation. They will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Experience Specialist within a few business days. The case number that I have established for you today is I will escalate your case to our Customer Experience Specialist who works daily with your dealership's management team. They'll have access to all Ford resources and will use them to assist you and your dealership regarding your situation. They will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Experience Specialist within a few business days. The case number that I have established for you today is [redacted].

2022-11-04 00:23:04

Case Number : [redacted] Business Phone : N/A Home Phone : N/A Mobile Phone[redacted] LTV Score : N/A Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Planet Ford Dallas Love Field Dealer P&A : 29515 Dealer phone : 2143588800 VIN : 3FMCR9B68M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 9900 Engine Specification : 1.5 DRAGON Transmission Specification : 8 SPEED AUTO Warranty Start Date : 2021-06-09 Open Recall/FSA: N/A ESP : PREMIUMCARE Hotline Contact : [redacted] 10/24/22 Warranty History : [redacted]

2022-11-04 20:13:14

OBC: DLRSHP 11/4/22 @ 2:50 p.m.
SERVICE- seeking diagnostic of vehicle
SA ROBERT advised vehicle has been diagnosed and part will arrive on 11/8 and they are replacing the battery junction box

OBC: CUSTOMER 11//22 @ 2:53 p.m.
introduce myself and advised i will be working with dealership to resolve issue customer states he was seeking a loaner and was advised no loaners he went and spoke with SM and a loaner vehicle was provided

NEXT STEP: FOLLOW UP W/DLRSHP ON 11/8

Vernetta Mobley
Customer Experience Specialist / Ford CX
O: (866-631-3788) ext. 79684
Mon-Fri 11:30a.m-8:00p.m CST
Vmobley1@ford.com

2022-11-08 23:25:43

OBC: DLRSHP 11/8/22 @ 5:24 p.m.
SERVICE SA ROBERT ESPINO- advised part arrived and being installed and customer is out of town and will pick up vehicle next week

OBE: CUSTOMER 11/8/22 @ 5:25 p.m.
email sent to provide up on repair

NEXT STEP: FOLLOW UP W/DLRSHP AND CUSTOMER

Vernetta Mobley
Customer Experience Specialist / Ford CX
O: (866-631-3788) ext. 79684
Mon-Fri 11:30a.m-8:00p.m CST
Vmobley1@ford.com

2022-11-14 22:57:22

UPDATED NOTES 11/14/22
VEHICLE WILL BE PICKED UP 11/15
email from customer seeking expenses reimbursed

2022-11-17 22:49:54

OBE: CUSTOMER 11/17/22
email sent to customer offering gwg and seeking receipts for expenses

NEXT STEP: FOLLOW UP W/CUSTOMER ON INVOICES

Vernetta Mobley
Customer Experience Specialist / Ford CX
O: (866-631-3788) ext. 79684
Mon-Fri 11:30a.m-8:00p.m CST
Vmobley1@ford.com

2022-11-17 23:34:59

OBC: DLRSHP 11/17/22 @ 3:25 p.m.
SERVICE- SA ROBERT ESPINO seeking if customer's submitted documents for reimbursement and if so was claim submitted for customer ROBERT STATES customer seeking tow reimbursement and he will contact ROADSIDE to submit claim

OBC: CUSTOMER 11/17/22 @ 3:26 p.m.
OFFERING GWG LMP 45,000 MILES and advising

NEXT STEP: SEEKING INVOICE ON UBER

Vernetta Mobley
Customer Experience Specialist / Ford CX
O: (866-631-3788) ext. 79684
Mon-Fri 11:30a.m-8:00p.m CST
Vmobley1@ford.com

2022-11-21 13:53:10

CXS may offer reimbursement for $12 Uber. Please also offer a GWG of a maintenance plan

Ford Motor Company ®
Kennedi Martin
Floor Supervisor- PVT & Truck
kmart224@ford.com | www.ford.com
Office: 866-631-3788 ext. 79024
Mon- Fri 1:30 -10:00 pm CST

2022-11-22 20:38:06

OBE: CUSTOMER 11/22/22 @ 2:37 p.m.
email sent to customer offering GWG on vehicle

NEXT STEP: SEEKING CUSTOMER RESPONSE ON GWG TO SUBMIT REIMBURSEMENT AND ESP

Vernetta Mobley
Customer Experience Specialist / Ford CX
O: (866-631-3788) ext. 79684
Mon-Fri 11:30a.m-8:00p.m CST
Vmobley1@ford.com

2022-11-22 20:39:02

UPDATE NOTES
MORLEY RECOMMENDATIONS
POWERTRAINCARE
PREMIUMCARE
LMP 15,000
LMP 45,000
LMP 60,000
POWERTRAINCARE-USED
PREMIUMCARE-USED

2022-11-22 20:45:15

UPDATE NOTES 11/22/22
INFO FROM DEALERSHIP
CORRECT P&A CODE 02405

2022-11-23 19:23:15

UPDATED NOTES 11/23
email received from customer stating to cancel ordered vehicle and seeking 1000.00 deposit refunded
customer accepted GWG LMP 45,000 MILES

advised i will reach out to dealership on concern

OBC: DLRSHP 11/23 @12:55 p.m
SALESMAN- I provided customer name and salesman brought up customer information and stated he will send customer an email to confirm cancellation to have a paper trial

email sent to customer to advised salesman Travis will submit email within 10-20 min to confirm cancellation

2022-11-24 01:34:04

UPDATED NOTES 11/23/22 @ 7:33 p.m.
DEBIT/ESP MORLEY SUBMITTED 811910

2022-11-25 20:59:24

Case Progression Specialist

Morley activity [redacted]
For Consequential Expenses and a Limited Maintenance Plan has been transmitted.

VOR has been updated.

For future reference, please make sure that all receipts have the customer's name on it.

For future submissions, please compile all attachments using the “Morley Submission” tab under “Actions” and “Tasks” in GCCT. Future submissions without this task will be cause for rejection. For ESP’s it simple just put that the customer accepted your offer of GW, and that the repairs were warrantable, in the description of this task, as there are no attachments needed for ESP's.

Ford Motor Company ®
Carolyn L. Speight
Lead Agent
Email: cspeigh2@ford.com | www.ford.com
Office: (866) 631-3788 ext. 79217
Mon. – Fri. 9:00 a.m. – 5:30 p.m. (Central)

2022-11-30 00:49:36

updated notes 11/29 @ 6:49 p.m.
customer sent email seeking for case to stay open until debit card is received

advise i will follow up once debit card is transmitted and close case

Vernetta Mobley
Customer Experience Specialist / Ford CX
O: (866-631-3788) ext. 79684
Mon-Fri 11:30a.m-8:00p.m CST
Vmobley1@ford.com

2022-12-01 00:47:06

updated notes 11/30/22 @ 6:46 p.m.
morley update
PAYMENT CONFIRMED

2022-12-06 22:28:15

UPDATED NOTES 12/6
EMAIL RECEIVED FROM CUSTOMER STATING DEBIT CARD RECEIVED AND CANCELLATION OF ORDERED VEHICLE REIMBURSEMENT RECEIVED

NEXT STEP: SAFETY FOR CLOSURE

Vernetta Mobley
Customer Experience Specialist / Ford CX
O: (866-631-3788) ext. 79684
Mon-Fri 11:30a.m-8:00p.m CST
Vmobley1@ford.com

2022-12-08 20:51:09	OBE: CUSTOMER 12/8/22 email sent to customer dealership submitted Road Side Assistance reimbursement . NEXT STEP: SEEKING APPROVAL FOR CLOSURE Vernetta Mobley Customer Experience Specialist / Ford CX O: (866-631-3788) ext. 79684 Mon-Fri 11:30a.m-8:00p.m CST Vmobley1@ford.com
2022-12-29 15:51:40	Lakiaya Stephens Lakiaya.Stephens/79638/LSTEPH55@ford.com IBC - [redacted] dealer submitted reimbursement claim for towing CUST veh and it has been months and they have not received anything 3FMCR9B68M[redacted] connect cust to roadside for further asst [redacted]Roadside advised they have been trying to reach customer and have not been able to customer was connected for further asst No further action Ford Motor Company ® Lakiaya Stephens Customer Experience Specialist, Inquiry Team. LSTEPH55@ford.com | www.ford.com Hours: Mon – Fri 8:15a.m.- 4:45 p.m (Central) Office: 866-631-3788 ext. 79638

CASE ATTACHMENTS:

2022-11-17 23:44:54	Vernetta Mobley
2022-11-24 01:33:22	Vernetta Mobley



You replied to this message on 11/17/2022 5:36 PM.

Trip Details



10/21/22, 12:31 PM $8.97

NTP1118 +$3.00

Add to your tip

[redacted]

Receipt

Comerica Debit Card Reimbursement Template

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

Notes:

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

Morley Case [redacted]
Primary Reason for Reimbursement Offer(s): [redacted]
Is this reimbursement due to a parts delay: NO **Part Name/Number:**
Date or Expected Date of Vehicle Repair: 11/19/2022
Is there a risk for a Buyback Request: NO
GCCT Case #: [redacted]
Customer Information
Name: [redacted]
Mailing Address: [redacted] DALLAS TX [redacted]
Mailing Address Verified: Enter YES
Is the customer a Citizen of India: NO
VIN: 3FMCR9B68M[redacted]
Reimbursement Information (fill in each payment type entered in Morley Case)
Consequential Expense Reimbursement: YES
Amount: $12.00
Vehicle Payment Reimbursement: N/A
Amount: N/A
Rental Reimbursement: N/A
Amount: N/A
Repair Reimbursement: N/A
Causal Part Number: N/A
Amount: N/A
(#13 in Morley Submission Form) **Reason for Customer Reimbursement: CONSEQUENTIAL EXPENSES= CONEXP**
Additional Comments: UBER REIMBURSEMENT

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

Delegation of Authority (DOA) Program	**Houston Job Role BOM / SUP**	**Houston Job Role CXS / DXS**
Rental (Incl. IWL/TAP)	$3,500	$2,000
Repair (Gas Engine, All Others) Repair Diesel Engine	$5,000 $5,000	$4,000 $4,000
Vehicle Payments	$2,000	$1,500
Consequential Expenses	$3,500	$2,000
Refund Time and Mileage	$5,000 7/150	$3,500 7/150

CASE NUMBER: [redacted] STATUS: In Progress

OPEN: 11-04-2022 CLOSED: BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Central Loaner NA CRC COMMUNICATION: Web

CASE CLASS LV 1234: Dealer - Information | Warranty Loaner Approval | |

DEALER NAME: Riley Ford Inc

PA CODE: 00716 DLR SALES CODE: 11666 REGION: N2 ZONE: N2C

VIN: 3FMCR9C67N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 1

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | NY | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Runs Rough | All Running Modes | Always

ANALYST NAME: SYSTEM OPEN ANALYST NAME: SYSTEM

COMMENTS:

2022-11-21 16:42:44	*WEB*Requesting an In Warranty Loaner extension. This customer has been in a loaner since November 4th, and will be in one until at least the end of the day on Wednesday, November 23rd. Is there any way we can get that entire time covered under Low Time In Service warranty? She had the vehicle for three weeks, and only drove it 1,166 miles before the engine failed internally. Looking for a total of 20 days.
2022-12-05 16:28:24	dlr : Customer's vehicle was towed in on 11/04/2022 after engine lost all power while driving on the highway. Customer was provided a loaner on that day, and will be returning the loaner today (12/05/2022), as the engine replacement repairs are now complete. Requesting reimbursement for full number of days the customer was in the loaner as the customer's vehicle only had 1,166 miles on it when the engine failed. Total number of days requested is 32 days. dxs : good day IWL has been extended Ford Motor Company ® Aleecia Daley DXS Dealer Liason Ford DX Team ADaley6@ford.com | www.ford.com hours of operations 8:00a - 4:30p (CST) office: 866-631-3788 ext. 79084 eFax: 8883458132
2022-12-05 17:29:32	dlr : Are you able to change the RO line to Line B. Thank you. dxs : Hello, please place financial assistance request into this case for correct code for line B. regards Ford Motor Company ® Aleecia Daley DXS Dealer Liason Ford DX Team ADaley6@ford.com | www.ford.com hours of operations 8:00a - 4:30p (CST) office: 866-631-3788 ext. 79084 eFax: 8883458132

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 11-16-2022 CLOSED: 12-21-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Elder Ford of Tampa
PA CODE: 04615 DLR SALES CODE: 24208 REGION: S3 ZONE: S3B
VIN: 3FMCR9D91M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 34,418
BODY STYLE: R9D - BRONCO SPORT BADLANDS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | FL | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Battery Range | Combined | UNKNOWN
ANALYST NAME: Gabrielle Davis OPEN ANALYST NAME: Alexus Mitchell
COMMENTS:
2022-11-16 22:15:47

INQUIRY CXS Alexus —

IBC from:
[redacted]

VIN: 3FMCR9D91M[redacted]
VEH: 2021 BRONCO
CLV: 54
WSD: 16-June-2021
Mileage: 34418
ESP: YES / TireCARE
WITHIN FLP:
VEH LOCATION: DEALER
DEALER: Elder Ford of Tampa
CUST Concern: REPAIR ASSISTANCE
PER CUST: Bought veh about 1yr and 5 months ago and since April veh has been stalling. Cust states she has towed her veh in for the 3rd time bc her veh stalled on her. Veh got towed in today. Dlr cannot get any codes or find what is going on. Every time veh has been at dlr they cannot get a code for it, there are no recalls. Cust states she just got her veh back on Saturday 11/12/22, it is now Wednesday 11/16/22, and her veh is back at dlr for same thing. she loves her veh but it's a big concern when her veh stalls on her and especially when she has her child in the veh as well. Cust is working with Daniel Beaver

**First time this happened veh went to Park Ford. And these last two times veh has been to Elder Ford

OBC to DLR @(813) 498-0779:
Service rep Arlene transferred me to SA Daniel - Spoke with Daniel and I inquired about getting FSE engage. Daniel states he will have to run through the process bc this is only their 2nd time having cust veh. Daniel states battery is completely dead so dlr will be changing the battery and cust has given authorization for dlr to drive her veh home so, dlr will drive her veh home and put some miles onto veh and will test veh again in the morning.

CXS ADV: Informed cust of Dlr call and
Adv will create a case for repair assistance. Explained/offered repair assistance and cust accepted, cust states she wants her veh back and this has happened 3x already where her veh stalled out.

Provided case # and adv will connect cust to a specialist who will further assist with case - Provided case # - Redirecting to Concern

NEXT STEPS:
Assign to concern

KB ARTICLES:
-Verification Process
-Inquiry Call Handling
-Customer Loyalty Verbiage
-CXS Quality Assurance Matrix

Ford Motor Company —
Inquiry CXS Alexus M.
amitc137@ford.com | www.ford.com
office: 866-631-3788 ext.79342
eFax:

2022-11-16 22:19:37

INQUIRY CXS Alexus —
CXS was disconnected/dropped from call when connecting to concern line - CXS was automatically placed back into ready aux when contacting Concern Line. - CXS unable to make OBC to cust. Case is assigned to Concern Team.
Case still needs to be assigned to a Concern Agent
CUST is in need of repair assistance. Dlr needs to be advised to engage FSE if cannot get codes tomorrow so FMC can engage TAC. Veh is located at dlr. Notes are on case down below.

2022-11-16 22:42:08	Gabrielle Davis/ ext 79798/ gdavi215@ford.com ibc from customer transferred from inquiry [redacted] customer confirmed the concerns with the vehicle Concern: vehicle is stalling on customer next steps: contact dlr and advise to engage w hotline for recommendations to repair the vehicle / fu with sa to see if they were able to duplicate the concern/ obtain ro/ sa information Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798
2022-11-17 20:18:19	Gabrielle Davis/ ext 79798/ gdavi215@ford.com plan of action: obtain ro information from SA OBC to dlr: spoke with SA Dawn Dan Beaver is working with customer but isnt available , SA Dawn transferred me to his vm where i left a detailed message to contact me with ro information regarding this customer. next steps: speak with SA Dan for vehicle status Monday 11/21 Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798
2022-11-21 16:39:37	Gabrielle Davis/ ext 79798/ gdavi215@ford.com plan of action: check on vehicle status / hotline engagement OBC to dlr: spoke with: update: RO: Open date: Email: dbeavers@elderfordoftampa.com Part: Eta: no answer from SA Dan spoke with Deliani where she took down my contact information for SA Dan to call me back next steps: obtain ro from SA Dan Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798
2022-11-26 19:44:34	Gabrielle Davis/ ext 79798/ gdavi215@ford.com plan of action: call dlr and obtain ro OBC to dlr: spoke with Dawn replaced the battery - veh may be ready Dan isnt in- Monday morning ro : [redacted]open date: 11/16/22 next steps: check on vehicle status Monday 11/28 Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798
2022-11-28 16:25:05	Gabrielle Davis/ ext 79798/ gdavi215@ford.com plan of action: speak with SA Dan on vehicle status OBC to dlr: spoke with SA Natalie unable to get ahold of Dan adv SA Natalie to have Dan reach out with updates on the vehicle status. OBC to customer: no answer from customer left customer a vm regarding vehicle. next steps: confirm vehicle is ready with SA Dan Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798
2022-11-30 16:37:28	Gabrielle Davis/ ext 79798/ gdavi215@ford.com plan of action: check vehicle status OBC to dlr: spoke with SA Dan customer pu veh and engine light came back on, reset the battery monitoring system, replaced the battery and customer has had vehicle since last week obc to customer: spoke with customer customer stated she havent drove the veh since pu bc shes scared, may drive it today to see if repairs are complete, adv customer i would check on her Saturday for satisfactory. next steps: fu with customer for satisfactory 12/3 Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798
2022-12-03 17:04:36	Gabrielle Davis/ ext 79798/ gdavi215@ford.com plan of action: call s=customer and check on satisfactory OBC to customer: spoke with customer vehicle feels like it was to stall out but it hasnt. customer stated if shes having any other issues she will call back no further questions next steps: safety net for closure Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798
2022-12-03 17:19:08	Ronchele Babineaux Ford Motor Company Business Operations Supervisor case progression -always offer customer a GWG if applicable -if the customer advised that the vehicle feels like it may stall out-offer repair assistance/document that you offered repair assistance -please off a maintenance plan for the inconvenience and document if the customer accepted or not -upload in morley if customer accepts
2022-12-05 16:31:51	From: Davis, Gabrielle (G.) Sent: Monday, December 5, 2022 10:32 AM To: [redacted] As an offer of goodwill, I would like to offer you a Ford Protect Limited Maintenance Plan valued at $385.00. Coverage will begin once the plan is processed, andyou will be covered up to 3 years/45,000 miles (odometer reading). This plan covers all of your scheduledmaintenance like oil and filter replacement, tire rotation,andmulti-pointinspection. This is a prepaid plan, meaning you pay nothing for covered services. Do you approve of this offer? Upon your approval, I will begin the process to purchase this service plan on your behalf. Customer Experience Specialist/CX Team Gdavi215@ford.com | www.ford.com office: 866-631-3788 ext. 79798 efax:
2022-12-17 21:54:40	CASE NUMBER: [redacted]
2022-12-21 21:03:04	***Case Progression Specialist*** Morley activity [redacted] Rejected Reasons: 1. Region is incorrect. Region should be S3. Please correct, save, and re-transmit as soon as possible to avoid possible deletion. Thanks for partnering. Ford Motor Company ® Julian Gomez Lead Agent, Ford CX Team Jgome191@ford.com | www.ford.com
2023-02-10 13:37:10	Vehicle Concern: cust states extended warranty was supposed to expire once cust reaches 45,000 miles. cust states that extended warranty was placed at the mileage at that cust was already at. what are you seeking from the Ford Motor Company? Cust looking for update Where is the vehicle located? Dealership - Elder Ford of Tampa CLV score 54 Mileage 39,000 Yr/make 2021 is it a warrantable repair? What did the Service Dept States the issues was? what is CXS REQUESTING: What AAF article are you using? Next steps: close case DEANDRE MILLER HeHim His Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team O: (866) 631-3788
2023-02-10 15:08:25	Customer called regarding an error in her extended service plan, and was calling to speak with her agent to get it corrected, redirected to CRC for further assistance.
2023-02-10 15:10:21	ibc FROM marketing cust was offerred miantenance plan but her millage was entered incorrectly she had 35k when it was offerred plan is showing as expired cust veh is having the servie done now and deler was the one to advise it is not active next step sent email to agent

2023-02-10 15:18:54

Case#[redacted] Ibc cust states she was having issues with her Bronco. Cust stated she was offered an ESP and the mileage was imputed incorrectly When she signed up for the ESP she had 37005 miles. The policy was supposed to be until 45000 miles or 06/16/2024. The warranty expired at the same mileage she already had on her veh Cust states her veh is in srvc for maint. now and she does not have 24 hours adv cust even if policy mileage can be changed or updated it will take longer than 24 hours Cust stated she had to go and could not wait any longer. Cust disconnected before I could offer contact info

2023-02-10 19:52:43

Lauren from Ford Marketing called us with our customer Ms [redacted] on her other line trying to get assistance about the Limited Maintenance Plan that [redacted] was given by Ford Motor Company. On her CA[redacted], she was offered the 3 years/45,000 miles Limited Maintenance Plan on 12/05/2022 by Gabrielle Davis at 1-866-631-3788 ext. 79798 but there was an error on the region noted 12/21/2022 by Julian Gomez where until now there was no plan registered yet. [redacted] was very upset about this delay as no one informed her about the incorrect information that must be updated. She called Ford CRC and was informed that it will take a week to be processed but on 12/03/2022 she received a text message that says it will take the registration 2 weeks and 4 to 6 weeks for her contract to arrive where is very upset that it will take another week for her plan to be registered. Her vehicle is at the dealer right now wanting to make service and she wants to have the plan registered right away. Her phone number [redacted]. This has been escalated in our Department.

Jay Esponilla
Ford Protect Extended Service plan Administration Hotline
1-800-521-4144

2023-02-20 19:58:48

Morley Case Progression Specialist
Morley activity:[redacted]
ESP Has been transmitted.

Ford Motor Company ®
Jelishia Joiner
Lead Agent
Email: JJoine12@ford.com| www.ford.com
Mon- Fri 8:00am-4:30pm CST (Central)

2023-02-21 13:15:39

IBC>CUST
cas[redacted]
calling to find out about her esp that was GWG
Dlrshp told cust to contact for refund
for what she paid out of pocket
Cust is going to email GDAVI215@ford.com
seeking reimbursement advised to send paid receipts
did not promise cust any reimbursements
email
Hi Gabrielle,
Customer called seeking reimbursement for the routine maintenance she paid for at the dlrshp due to the MP not being attached to her vehicle. The dlr told her to request it from FMC. She is going to email you. I did not promise anything to her.
Best Regards,
Nancy

Nancy Peters
Customer Experience Specialist-PVT-CONCERN
office: 866-631-3788 ext. 79439
npeter33@ford.comIwww.ford.com
Hours M-F 7-330pm CST

2023-02-28 20:34:13

IBC CUST:[redacted] Phone [redacted] Delegate: n Owner: y VIN: 3FMCR9D91M[redacted] Issue: ESP done incorrectly SMS: y Survey: y Called CUST today because they were having issues with their Bronco and ESP was put in wrong with region OBC to DLR: Elder Ford of Tampa Phone Number: 813-933-6571 SA: ACTIONS TAKEN: WebEx cxs on case Next Steps: FCR Hector Rivera Passenger Vehicle Concern Advocate Hriver21@ford.com | www.ford.com Office: 866-631-3788 ext. 79784 M-W 10:30AM-7PM CST F-SAT 10:30AM-7PM CST

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 11-30-2022 CLOSED: 12-19-2022 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Social Media

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

DEALER NAME: Leif Johnson Ford Truck City

PA CODE: 04483 DLR SALES CODE: 52904 REGION: C2 ZONE: C2C

VIN: 3FMCR9D97M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 19,677

BODY STYLE: R9D - BRONCO SPORT BADLANDS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Auto-Start-Stop | inoperative

ANALYST NAME: Chassidie Collins OPEN ANALYST NAME: Drew Schlak

COMMENTS:

2022-11-30 17:17:36

Cust-
I am hoping you can help us resolve an isssue we have with our 2022 Bronco Sport badlands,
it is at truck city ford in buda,tx for 2nd time in about a month.
at a stop the engine shuts-off but then won't restart when we release brake to go. vehicle becomes stuck in roadway.
attempts to restart are not successful, we get lots of warning messages. Try turning off and restart with no luck. After some time with car off (10min or more). We were able to restart.
it is very stressful and dangerous to be stuck in roadway unable to move or do anything because the electronic transmission won't even go into neutral to push out of way. This is my wife's car and she does not feel safe in it.
VIN 3FMCR9D97M[redacted]
Ford-
Good morning! We appreciate you reaching out to us about this. Before moving forward, I just need you to confirm a few details. Could you please provide:
-Your full name
-The vehicle owner's full name, and your relation to them (if applicable)
-Estimated mileage
-Your zip code
-Email and mobile phone number
Cust-
[redacted]
Thanks, [redacted] Just to clarify, how frequently do you experience issues with your Bronco's auto start/stop when driving?
Cust-
it is rare event; happened 2 times over past month. But because it leavesher Stranded in the road we feel very unsafe.
Ford-
I have had a case created and sent to our SUV Team for further review. The SUV Team will have the resources needed to best assist you and Truck City Ford with your Bronco's auto start/stop concerns. Once your case has been fully looked over, they will reach out to you with more information. Thanks for messaging us about this; your case number is [redacted]

2022-12-02 16:08:23 Cxs Pasley Shaw/ext.79478/ OB call to dlrshp to get an update on cust's veh dlrshp 512.312.0800 SM Mike Rogers 512.312.0104 Ford Motor Company ® Pasley Shaw Passenger Vehicle Concern Advocate pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)

2022-12-02 17:55:57 Cxs Pasley Shaw/ext.79478/ OB call to dlrshp to get an update on cust's veh spoke w/ SM Mike he stated that the cust brought the veh back in and stated that the previous concerns that the dlrshp addressed didn't fix the concern Mike stated that the cust gave very detailed info on what happened to her twice while driving the veh that was a sfet to concern so he has his shopforeman looking into the veh now checking out the electrical and to see if they can duplicate concern and they're getting hotline involved as well Mike stated that the cust is in rental and advised that I f/u on Monday Ford Motor Company ® Pasley Shaw Passenger Vehicle Concern Advocate pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)

2022-12-02 18:01:53 Cxs Pasley Shaw/ext.79478/ OB call to cust to provide most recent update on veh informed cust that I was able to speak w/ the SM Mike and they're working w/ hotline to see what's causing the veh to continuously lose power cust stated that they replaced the battery but wife was still having issues w/ the veh advised cust that I will f/u on Monday after speaking w/ the dlrshp Ford Motor Company ® Pasley Shaw Passenger Vehicle Concern Advocate pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)

2022-12-05 18:52:37 Cxs Pasley Shaw/ext.79478/ OB call to dlrshp to get an update on repairs left voicemail/ sent email: SERVICE@TRUCKCITYFORD.COM Ford Motor Company ® Pasley Shaw Passenger Vehicle Concern Advocate pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)

2022-12-05 20:03:34 Cxs Pasley Shaw/ext.79478/ OB call to cust to provide recent update left voicemail Ford Motor Company ® Pasley Shaw Passenger Vehicle Concern Advocate pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)

2022-12-12 15:51:00 Cxs Pasley Shaw/ext.79478/ OB call to cust to get veh satisfaction cust stated that so far so good no current concerns hoping that the concern is fixed being that the issue occurs once a month advised cust that I wanted to offer a Ford Protect Extended Warranty plan as a GWG and that I will send brochure via email Ford Motor Company ® Pasley Shaw Passenger Vehicle Concern Advocate pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)

2022-12-14 17:24:29

Cxs Pasley Shaw/ext.79478/ OB call to cust to see if cust accepts ESP warranty GWG offer left voicemail
Ford Motor Company ® Pasley Shaw Passenger Vehicle Concern Advocate pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)

2022-12-16 21:19:18

Morley Case Progression Specialist

Morley activity[redacted]
Rejection reason:

Incorrect Warranty start date (2022-03-31). the correct date is 3/31/2021. please correct before resubmitting. *Please correct, save, and re-transmit as soon as possible to avoid possible deletion. Thanks for partnering. *

Ford Motor Company ®
Jelishia Joiner
Lead Agent
Email: JJoine12@ford.com| www.ford.com
Mon- Fri 8:00am-4:30pm CST (Central)

2022-12-16 21:34:25

Morley Case Progression Specialist
Morley activity:[redacted]
ESP Has been transmitted.

Ford Motor Company ®
Jelishia Joiner
Lead Agent
Email: JJoine12@ford.com| www.ford.com
Mon- Fri 8:00am-4:30pm CST (Central)

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 12-14-2022 CLOSED: 12-14-2022 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Tier 1 Inbound NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |

DEALER NAME:

PA CODE: DLR SALES CODE: REGION: ZONE:

VIN: 3FMCR9C64N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 500

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | FL | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Hesitates/Stumble | Acceleration | Always

ANALYST NAME: Mark Anthony Munar OPEN ANALYST NAME: Mark Anthony Munar

COMMENTS:

2022-12-14 23:38:51

Cust says: Cx called in having issue with his brand new 2022 bronco cx said veh feels like hesitating shown it picking up speed & there is alos a sqeaky sounds on the brakes on the driver side. the veh also dont do the auto engine shut off. & the brake light comes on but after a day it just gone. CX said she can afford not to have a vehicle by the tim,e she bring her veh. to the DLR Cust Dlr says: N/A CRC Advice: advised cx to confirm how long they need to keep the veh. & normally selling DLR should offer a loaner & make arrangements & to call us back once they were able to check up the veh. if they cant provide opne to see what assistance we can do for her & also advised cx of her b2b warranty 3 yrs up to 36,000 which ever comes first so just go on with her appointment recall 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION discussed to cx inform her also that this is an advanced notice I will escalate your case/request to our Customer Experience Specialist who works daily with your dealership's management team. The Customer Experience Specialist has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Customer Experience Specialist will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Experience Specialist within 1 business day. The case number that I have established for you today is[redacted] Repair Assistance New Vehicle Limited Warranty (NVLW)

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: In Progress
OPEN: 12-15-2022 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Truck Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: ESP/ESC Coverage | Reimbursement Request | |
DEALER NAME: Cutter Ford, Inc.
PA CODE: 07908 DLR SALES CODE: 72204 REGION: W1 ZONE: W1C
VIN: 3FMCR9A68MR[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 22,665
BODY STYLE: R9A - BRONCO SPORT CX430 BASE
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | HI | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | Slow Crank/Battery | Always
ANALYST NAME: Dorene Brooks OPEN ANALYST NAME: Dorene Brooks
COMMENTS:
2022-12-15 18:07:06

IBC: [redacted] WAS AUTHORIZED BY HER DAUGHTER [redacted] TO CALL AND REQUEST A REFUND FOR A BATTERY REPLACEMENT. SHE WAS TRAVELING WHEN HER BATTER WENT OUT. SHE CALLED ROADSIDE ASSISTANCE, THEY GAVE HER A JUMPSTART AND INFORMED HER THAT SHE NEEDED TO REPLACE HER BATTERY. SHE CONTACTED CUTTER FORD, NEAREST DEALER TO HER LOCATION, WHEN SHE ARRIVED CUTTER FORD, WAS GETTING READY TO CLOSE AT 12:00 NOON IN HAWAII SO SHE WENT TO THE PARTS DEPARTMENT AND PURCHASED A NEW BATTERY, HER SPOUSE INSTALLED IT. CUTTER FORD CHARGED THE FULL PRICE FOR THE BATTERY IN THE AMOUNT OF $285.80 MS [redacted] IS SEEKING A REIMBURSEMENT. THE VEHICLE IS A 2021 FORD BRONCO SPORT, MILEAGE: 22665, VIN:3FMCR9A68M[redacted], [redacted]

NEXT STEP: ATTACHED DOCUMENTS, ENTER A SAFETY NET AND FOLLOW UP WITH MS. LEON ON THURSDAY 12/15/2022

Ford Motor Company
CXS Name Dorene Brooks
Customer Experience Specialist/Ford CXS Team
dbroo138@ford.com, www.ford.com
office: 866-631-3788 ext.79345
Schedule 7:00am-3:30pm M-F

2022-12-15 18:12:52

Case Number : [redacted]
Customer : [redacted]
Business Phone : [redacted]
Home Phone [redacted]
Mobile Phone [redacted]
LTV Score : 95
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : N/A
Part Number : N/A
Dealer Name : Cutter Ford, Inc.
Dealer P&A : 07908
Dealer phone : 8085649210
VIN : 3FMCR9A68M[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 22665
Engine Specification :1.5L Dragon I3 DI TC Gas B
Transmission Specification :8 Speed Auto Transmission 8F35
Warranty Start Date : 2021-07-10
Open Recall/FSA: : 22S73PCM PROGRAMMING AND DRAIN TUBE INSTALLATION
ESP [redacted] USA 2022 NEW 60/100000 PREMIUMCARE W/ROADSIDE
Hotline Contact : N/A
Warranty History : 08-OCT-2022

2022-12-15 22:38:23

OBE and IBE:
From: Brooks, Dorene (D.)
Sent: Thursday, December 15, 2022 4:12 PM
To: [redacted]
Subject: RE: [redacted]

You are welcome, I had tech issues with my system and was not able to call you back earlier.

Thank you,

Dorene Brooks
Customer Experience Specialist
Office: 866-631-3788 Ext: 79345
dbroo138@ford.com, www.ford.com
Schedule 7:00am-3:30pm M-F

[redacted]
Sent: Thursday, December 15, 2022 4:11 PM
To: Brooks, Dorene (D.) dbroo138@ford.com>
Subject: [redacted]

Great, thank you so much!

[redacted] contained in this message may be confidential and is for the intended recipient only. Any unauthorized use, disclosure, dissemination of the information, or copying of this message is prohibited. If you received this message in error, please delete it immediately and notify the sender so that our records can be corrected.

From: Brooks, Dorene (D.) dbroo138@ford.com>
Sent: Thursday, December 15, 2022 2:06 PM
To: [redacted]
Subject: RE: [redacted]

Hello [redacted]

I will be follow up with you on Friday 12/16/2022. I will process the reimbursement.

Thank you,

Dorene Brooks
Customer Experience Specialist
Office: 866-631-3788 Ext: 79345
dbroo138@ford.com, www.ford.com
Schedule 7:00am-3:30pm M-F

From: [redacted]
Sent: Thursday, December 15, 2022 11:32 AM
To: Brooks, Dorene (D.) dbroo138@ford.com>
Subject: [redacted]

Hello Dorene,

Here are the supporting documents you requested. Any questions or concerns please let me know.

[redacted]

[redacted]16 16:55:00

Safety net:

Supervisor approves of reimbursement and receipt for $285.80

2022-12-16 20:00:42

IBE:
[redacted]
Sent: Friday, December 16, 2022 12:35 PM
To: Brooks, Dorene (D.)
[redacted]
Subject: 2021 Ford Bronco Battery Reimbursement

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

Good Morning Dorene,
Thank you for assisting us in getting the reimbursement for the Bronco's battery. Your assistance throughout this process has been greatly appreciated!

In regards to address for the reimbursement Visa card, the address is [redacted] Waianae, HI [redacted].
You can also reach me at [redacted] If there any questions or concerns regarding this matter.

Again, thank you so much for your help. You have been very attentive and we appreciate all that you have done for us. Happy Holidays!

Kind regards,
[redacted]

Ford Motor Company
CXS Name Dorene Brooks
Customer Experience Specialist/Ford CXS Team
dbroo138@ford.com, www.ford.com
office: 866-631-3788 ext.
Schedule 7:00am-3:30pm M-F

2022-12-22 16:22:47

Comerica Debit Card Reimbursement Template

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

NOTES:

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

Morley Case #: [redacted]
Primary Reason for Reimbursement Offer(s): Repair Reimbursement
Is this reimbursement due toaparts delay:
Part Name/Number: BAGM-48H6-760

Dateor Expected Dateof Vehicle Repair: 11/19/2022
Is there a risk for a Buyback Request: No

GCCT Case #: [redacted]
Customer Information
Name: [redacted]
Mailing Address: [redacted], WAIANAE, HI [redacted]
Mailing Address Verified: Yes
Is the customer a Citizen of India: No
VIN: 3FMCR9A68[redacted]
Reimbursement Information (fill in each payment type entered in Morley Case)
Consequential Expense Reimbursement:N/A
Amount:N/A
Vehicle Payment Reimbursement: N/A
Amount: N/A
Rental Reimbursement: N/A
Amount: N/A
(#13 in Morley Submission Form)Reason for Customer Reimbursement: Repair Reimbursement = Casual Part Code
Causal Part Number: BAGM-48H6-760
Amount:$285.80

2022-12-22 16:28:25

Ford Cash Settlement/Debit Card Case Transmission
CASE NUMBER: [redacted]

2022-12-22 18:13:04

OBC[redacted] CALL TO CUSTOMER SPOKE TO[redacted], SHE WAS AUTHORIZED BY HER DAUGHTER[redacted] TO CALL AND REQUEST A REIMBURSEMENT FOR A BATTERY REPLACEMENT.[redacted] ALSO WORKS AT A FORD DEALERSHIP AND THEY ALL DRIVE FORD VEHICLES. I INFORMED MS.[redacted] THAT I ENTERED A REQUEST FOR THE REIMBURSEMENT AND AS SOON AS IT IS MAILED BY COMERICA BANK, I WILL CALL AND LET HER KNOW.[redacted] THANKED ME FOR MY ASSISTANCE AND I INFORMED HER THAT I WILL FOLLOW UP WITH HER WHEN IT HAS BEEN MAILED OR ON WEDNESDAY 12/28/2022, SHE STATED THAT WOULD BE FINE.

NEXT STEP: MONITOR MORLEY AND FOLLOWUP WITH[redacted] ON WEDNESDAY 12/28/2022

Ford Motor Company
CXS Name Dorene Brooks
Customer Experience Specialist/Ford CXS Team
dbroo138@ford.com, www.ford.com
office: 866-631-3788 ext.79345
Schedule 7:00am-3:30pm M-F

2022-12-28 15:42:26

OBE:
From: Brooks, Dorene (D.)
Sent: Wednesday, December 28, 2022 9:40 AM
[redacted]
Subject: RE: C[redacted]

Hello[redacted]

I hope you are having a nice day. I am just following up with you. The debit card has not been mailed yet. I will continue to monitor your case and let you know when it has been mailed or follow up with you on Friday 12/30/2022.

Thank you,

Dorene Brooks
Customer Experience Specialist
Office: 866-631-3788 Ext: 79345
dbroo138@ford.com, www.ford.com
Schedule 7:00am-3:30pm M-F

2022-12-30 19:44:00

OBC[redacted] CALL TO CUSTOMER SPOKE TO[redacted], SHE WAS AUTHORIZED BY HER DAUGHTER[redacted] TO WORK WITH ME ON HER BEHALF. I INFORMED[redacted] THAT THE DEBIT CARD HAS BEEN MAILED, SHE STATED THAT IS GREAT. I INFORMED[redacted] THATI will be completing her case and, she will receive a brief survey within the next few days regarding her experience with me.This survey is solely reflecting on what I was able to do for her and how well I kept her updated.Ford Motor Company andI add value to her honest feedback to help us understand how we can improve in the future[redacted] STATED THEY WOULD BE HAPPY TO COMPLETE THE SURVEY AND THANKED ME AGAIN FOR MY ASSISTANCE.

NEXT STEP: SEND A RECAP EMAIL AND ENTER A SAFETY NET TO CLOSE.

Ford Motor Company
CXS Name Dorene Brooks
Customer Experience Specialist/Ford CXS Team
dbroo138@ford.com, www.ford.com
office: 866-631-3788 ext.79345
Schedule 7:00am-3:30pm M-F

2023-01-07 14:29:26

Safety net:

Advocate can resolve case

CASE ATTACHMENTS:

2022-12-16 13:33:44	Dorene Brooks
2022-12-22 16:24:34	Dorene Brooks



November 28, 2022

To whom this may concern,

On Saturday, [redacted] at approximately 11:15 am HST, my 2021 Ford Bronco's battery was found dead. I had contacted Cutter Ford in Aiea, Hawaii two times and left a message for their service department at approximately 11:30 am to see if I could get a battery replacement there due to my manufacture's warranty with Ford (vehicle was purchased July 2021) & since I was in the area. I ended up contacting Ford's roadside assistance through the app and received a call from [redacted] stating that they had received my request for roadside assistance and would send someone out shortly. At approximately 12:05 am HST, roadside assistance arrived to jumpstart my battery and I was told that I needed a new battery. I called Cutter Ford again one more time to see if I could still get my battery replacement there due to my warranty and the representative stated that I would need to get in contact with the service department, which I had already done so an hour before and had not received a response back. I ended up receiving a call at 12:34 pm HST from the service department and the lady stated that they were closed and couldn't replace my battery.

Due to the unforeseen circumstances with battery being dead and having to be jump started, we ended up driving to Cutter Ford to see if we could get the battery due to us living over 30+ miles away from the Ford dealership. The service advisor Brian Ayala went out of his way and was able to bring us a battery even though the lady before stated they were closed and were not able assist us until Monday. Mr. Ayala exemplified great customer service and helped his customers tremendously by going out of his way. His care and compassion was extraordinary and he deserves recognition for his work because this great attitude is what brings customers back.

We called the customer service line and were told that we needed to provide copy of the receipt and explanation for reimbursement of battery under the manufacture's warranty.

If there are any questions or concerns regarding this, please feel free to contact me at [redacted] between the hours of 9:00 am PST-5:00 pm PST or at [redacted]

Kind Regards,

[redacted]

CUSTOMER #

[redacted]

[redacted]

MAIANAE, HI [redacted]

[redacted]

INVOICE

PAGE 1

Cutter

Cutter Ford, Inc.
Dba. Cutter Ford Mitsubishi
98-015 Kamehameha Highway Aiea, Hawaii 96701 (RD-2369)
98-021 Kamehameha Highway Aiea, Hawaii 96701 (RD-2872)
Phone: (808) 564-9210 www.cutterford.com
Parts: (808) 564-9218 Service: (808) 564-9216

SERVICE ADVISOR: 82654 BRIAN AYALA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	21	FORD BRONCO	3FMCR9A68M[redacted]	[redacted]	21689/21689	[redacted]

DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19JUL21 DD			18:00 19NOV22		185.00	CASH	19NOV22

R O OPENED	READY	OPTIONS:
12:51 19NOV22	13:00 19NOV22	SOLD-STK:210290 DLR:07908

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A Replace Motorcraft tested Battery. Three years/Unlimited mileage.			
CUSTOMER TO PAY JUST FOR BATTERY, NO INSTALL			
P PAY FOR PARTS ONLY, NO LABOR CHARGE			
1 CF		0.00	0.00
1 BAGM*48H6*760 BATTERY	272.94	272.94	272.94
CORE CHARGE C		16.00	16.00
-1 BAGM*48H6*760 CORE RETURN	16.00	16.00	-16.00
PARTS: 272.94 LABOR: 0.00 OTHER: 0.00		TOTAL LINE A:	272.94
21689 CUSTOMER TO PAY FOR BATTERY. NO INSTALL			

****

****

ESTIMATE: 198.90 19NOV22 12:51 SA: 82654
CONTACT:

****

****
THANK YOU AND HAVE A NICE DAY!
.....LIC # RD-2369
****

PAID
CUTTER FORD INC.

[redacted]

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of the item/items. The Seller hereby expressly disclaims all warranties either express or implied including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	272.94
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	272.94
LESS INSURANCE	0.00
SALES TAX	12.86
PLEASE PAY THIS AMOUNT	285.80

CUSTOMER COPY

CUTTER FORD ISUZU
98-015 KAMEHAMEHA HWY
AIEA, HI 96701
(808) 564-9210

[redacted]

Sale

[redacted]

Entry Method: Chip

Total: $ 285.80

11/19/22 13:54:09

[redacted]

[redacted]

Customer Copy

THANK YOU!

ENCRYPTED TRANSACTION

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 12-27-2022 CLOSED: 02-22-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria
DEALER NAME: Riverhead Ford
PA CODE: 03676 DLR SALES CODE: 13486 REGION: N1 ZONE: N1A
VIN: 3FMCR9B6XM[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 51,721
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | NY | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Lack/Loss of Power | UNKNOWN | UNKNOWN
ANALYST NAME: Syvonne Maddox OPEN ANALYST NAME: Diamond Gardner
COMMENTS:

2022-12-27 17:16:39

IBC//

Cust stated that his Branco broke down in long island and was towed to river head

DLR :Riverhead Ford
1419-23 Old Country Rd, Riverhead, NY 11901
(631) 727-2200
Open · Closes 8 PM

DLR will not provide a loaner, DLR asked that the customer bring the veh to Homestead and it will be a week in half before they can look at the veh.

Cust stated that no one is helping him and he is paying for rental .

Vin: 3FMCR9B6XM[redacted]

M: 49,000

MR[redacted]
[redacted]

No diag at this time

OBC to DLR//

SA: Nancy

Diag: DLR stated that it will be diagnosed this week

A tech looked at the no start and another will look at the recalls.

This week the veh should be further diag.

Does not partner with Any rental companies and no veh are available to give.

CXS adv of the diag and that the customer has the option to continue to rent veh out of pocket and have a reimbursement of $30 per day towards he cost of the rental at the end of the case.

Customer was grateful for assistance.

22S21 RIGHT-HAND ENGINE OIL SEPARATOR INSPECTION
22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION

NEXT STEPS: COMPLETE DIAG ON VEH // Recall repair

Ford Motor Company ®
Customer Relationship Center – Car/SUV Team
Diamond Gardner
DGARDN71@ford.com | www.ford.com
office: 866-631-3788

2023-01-03 21:58:09 IBC for cust hoping to speak to agen on the 5th regarding his reimb and exp why a battery 1/1/2 years old would not be covered under warranty and if not is there any sort of gwg we can offer the cust to let him know he is valued part of our ford family \\\he is scheduled for a call back on the 5th smolino x70408 fleet team CXS

2023-01-05 21:14:57	IBC// SA: nbrown@riverheadmotors.com DXS: yspears@ford.com Greetings [redacted], Please provide the needed information regarding mutual customer [redacted] Vin [redacted] RO#: SERVICE ADVISOR: Nancy EMAIL: nbrown@riverheadmotors.com (Please confirm if this is your email address?) DIAGNOSIS: PART: COPIS YES/NO LOANER ,RENTAL or IWL YES/NO BB YES/ NO SME YES/NO FIN ASSIST YES/NO WARRANTABLE YES/NO HOTLINE YES/NO DELAY: YES/NO Current CLV Score 73 Ford Motor Company ® Customer Relationship Center – Car/SUV Team Diamond Gardner DGARDN71@ford.com | www.ford.com
2023-01-05 21:20:47	OBC to CUST// VM left for customer regarding not having a update for today. CXS will escalate to SM if no update will be given by this week. Ford Motor Company ® Customer Relationship Center – Car/SUV Team Diamond Gardner DGARDN71@ford.com | www.ford.com
2023-01-06 20:48:14	Mike Hahn called to get update and told him that cxs had reached out to dealer and was waiting on information from them and has a follow up on 01/12/2023
2023-01-11 21:24:46	Name: [redacted] CUST SAYS: Cust has a case with [redacted] would like to reach out to her. CRC ADVISED: Advised cust of the appointment set for tomorrow, provided assigned agent's e-mail address. CXS offered a transfer to the CRC, and provided the CRC phone number. Cust declined transfer, states he doesn't mind waiting to get a call back tomorrow. CXS advised I would document the case with his call, and send an e-mail notification to the agent. Next Steps: Document case. Shane Botelho Ford Pro CXS Agent sbotelh1@ford.com, 800-343-5338 ext 77175
2023-01-11 22:29:12	OBC to DLR// DLR closed, CXS will call again tomorrow. Ford Motor Company ® Customer Relationship Center – Car/SUV Team Diamond Gardner DGARDN71@ford.com | www.ford.com office: 866-631-3788
2023-01-12 18:47:39	CXS – Shandreka Stewart sstew131@ford.com 866-631-3788 IBC CUST/ Customer states that he would like to speak with agent on case. Per case notes cxs advised customer that agent did reach out to the dealership but there wasn't an answer. Cxs also advised customer that there is an appointment scheduled for 1/12/22 Cxs also reached out to agent on case and advised that the customer was calling in. Cxs advised customer that agent will follow up upon availability today per appt in gcct No promises made NEXT STEPS:FCR Ford Motor Company ® Customer Relationship Center – Inquiry Shandreka Stewart sstew131@ford.com |www.ford.com office: 866-631-3788
2023-01-12 19:56:50	OBC to SA NANCY// DLR replaced a battery for the PLUS CRANK NO START CONCERN DLR stated that the repair was completed 22S21 RIGHT-HAND ENGINE OIL SEPARATOR INSPECTION Parts are not available yet for 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION Picked up on 12/29/22 ---------- Greetings [redacted], I called to inquire the following. Please let me know if you are happy with the repairs? Thank you , Ford Motor Company ® Customer Relationship Center – Car/SUV Team Diamond Gardner DGARDN71@ford.com | www.ford.com office: 866-631-3788
2023-01-12 20:18:58	CXS – Braxton Dean Bdean23@ford.com 866-631-3788 Ext 79116 IBC FROM CUST Husband called to speak to agent Diamond, says he just missed a phone call and text. Cxs webex chat agent to let her know cx has called. Cx would like to be reached @ [redacted] Ford Motor Company ® Customer Relationship Center – Passenger Inquiry Agent Braxton Dean bdean23@ford.com | www.ford.com office: 866-631-3788 ext. 79116
2023-01-13 13:51:13	QA Single Interaction Review for Braxton Dean
2023-01-19 15:31:09	Good Morning [redacted] , It was nice meeting you send me your rental receipts , also send me your battery invoice and last vehicle payment that was made . It was nice speaking with you today . Thanks in advance . Syvonne Maddox Business Operations Supervisor 866-631-3788 ext 79268 2091 Oakwood Blvd. Dearborn, MI 48124 USA
2023-01-19 22:58:55	OBC to DLR// OBC to DLR for P&A Code. Morley Saved and Upload Debit 652.23 Veh Payment 259.95 Battery 932.53 Rental 1843.71 Total Ford Motor Company ® Customer Relationship Center – Car/SUV Team Diamond Gardner DGARDN71@ford.com | www.ford.com office: 866-631-3788
2023-01-27 22:10:30	OBC to CUST// Sup got a hold of customer and offered the following. 652.23 Veh Payment 259.95 Battery 932.53 Rental 1843.71 Total CXS called customer to ask for vehicle payment. Email sent to customer to reply with veh payment PDF. Ford Motor Company ® Customer Relationship Center – Car/SUV Team Diamond Gardner DGARDN71@ford.com | www.ford.com office: 866-631-3788 ext. 79298

2023-02-03 14:51:02

Case left on dash after reporting power outage on 2/2/2023 3:45

Causing case to fail on dash

Alert Level Orange

2023-02-06 15:57:23

Case Progression Specialist Debit Card Reimbursement Rejected: Hello I have sent back the Morley activity [redacted] Rejected Reasons: 1. Payment Types need to be done separately not added all into one single payment type as this reimbursement is for 3 different payment types. Vehicle payment, rental, consequential. 2. Information does not match. Vehicle payment total amount does not match. The correct amount should be $625.23. 3. Missing document. Please obtain a copy of the vehicle sales contract, a letter from the finance company showing the monthly payment, or a payment booklet receipt to match the vehicle payment statement. 4. This is considered exceeding Goodwill. We do not provide both a vehicle payment and rental reimbursement. 5. In addition, FMC does not reimburse the FULL amount Please follow Ford's rental guidelines. This total amount includes DW fee and taxes and surcharges. Customer obtained a third-party rental. 6. Please update BOTH Morley and Debit card template before resubmitting. NOTE: Please do not re-transmit until all rejection reason has been updated reach out to your supervisor if you need assistance. Please correct, save and re-transmit as soon as possible to avoid deletion. Please utilize Morley Task for documents. Thanks for partnering, Ford Motor Company ® Julian Gomez Lead Agent, Ford CX Team Jgome191@ford.com | www.ford.com

2023-02-06 19:15:52

**** Safety Net ****

SUP approved vehicle payment reimbursement as cx was suppose to be covered under warranty .

Syvonne Maddox
Business Operations Supervisor
866-631-3788 ext 79268
2091 Oakwood Blvd.
Dearborn, MI 48124 USA

2023-02-07 22:14:28

Email reply to Cust//

Morley Team indicated that the veh payment should come to $625.23

Sup adv to separate Rental, Veh payment and Battery reimbursement and upload each one in morley

CXS has reached out to the customer to inform of the document requested by Morley

---
Greetings [redacted]

I received a update from the Finance department. This is what they stated.

Please obtain a copy of the vehicle sales contract, a letter from the finance company showing the monthly payment, or a payment booklet receipt to match the vehicle payment statement.

Please update me once you have sent the document they are requesting.

Thank you,

CXS will make a second attempt to upload Morley once cust provides the additional document.

Ford Motor Company ®

Customer Relationship Center – Car/SUV Team

Diamond Gardner

DGARDN71@ford.com | www.ford.com

office: 866-631-3788 ext. 79298

2023-02-14 21:56:21

CXS send a message to sup regarding speaking to Julian about the case you have approved the customer to receive a battery, veh and rental reimbursement. CXS will not upload a third attempt until clear to do so.

2023-02-22 18:44:27

**** Safety Net ***

Obc to cx to ensure satisfaction. Cx was very satisfied.
Cxs can close case

Syvonne Maddox
Business Operations Supervisor
866-631-3788 ext 79268
2091 Oakwood Blvd.
Dearborn, MI 48124 USA

CASE ATTACHMENTS:

2023-01-19 22:38:46	Diamond Gardner
2023-01-19 22:39:00	Diamond Gardner
2023-02-03 21:11:38	Diamond Gardner
2023-02-03 21:31:33	Diamond Gardner
2023-02-21 18:08:40	Diamond Gardner



RIVERHEAD

LINCOLN

1419 Route 58 Riverhead, NY • 631-727-2200

[redacted]

[redacted]	3FMCR9B6XM[redacted]	53189	53189	12/20/22 13:42	12/27/22	[redacted]

CUTCHOGUE, NY [redacted]

[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2021 FORD BRONCO SPO		PARTIAL-COMPLETE-P

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]				01/29/21			Cash

PHONE 1	PHONE 2	[redacted]	STOCK NO.	SERV. ADV.	RO COMMENT
				NANCY BROWN (600)	

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	99PX		A01		Internal	
Concern	MULTI-POINT INSPECTION					
B *	TOWIN		A01		Customer	$150.00
Concern	Customer States CAR WILL NOT START					
Cause	FOUND CAR NOT STARTING PERFORMED BATTERY TEST AND DRAW TEST					
Correction	FOUND BATTERY FAILED AND NO DRAW FOUND					
					Line Total...	$150.00
C *			A01		Warranty	
Concern	Campaign number: 22S21 RIGHT-HAND ENGINE OIL SEPARATOR INSPECTION					
Correction	Campaign number: 22S21 RIGHT-HAND ENGINE OIL SEPARATOR INSPECTION					
D +	BATTERY		A01		Customer	$50.00
Concern	BATTERY REPLACEMENT					

Part Number	Description	Qty.	Unit Price	Ext. Price
BAGM 48H6 760	BATTERY	1	$209.95	$209.95
	CLEAN CORE	1	$16.00	$16.00
	DIRTY CORE	-1	$16.00	-$16.00
			Parts Total...	$209.95
			Line Total...	$259.95

Warranty Claim Type: F Authorization Code: Service Cont No:

INVOICE CUSTOMER COPY

[redacted]

CUTCHOGUE, NY [redacted]

[redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
3FMCR9B6XM[redacted]	53189	53189	12/20/22 13:42	12/27/22	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2021 FORD BRONCO SPO		PARTIAL-COMPLETE-P

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]				01/29/21			Cash

PHONE 1	PHONE 2	CELL	STOCK NO.	SERV. ADV.	RO COMMENT
		[redacted]		NANCY BROWN (600)	

Customer Totals

Charge Description	Amount
Labor	$200.00
Parts	$209.95
SalesTax	$35.38
Total Amount Due	$445.33
Amount Due	$445.33

Thank you for visiting Riverhead Ford Lincoln. Our service team of Steve,, Nancy, Wayne are always delighted to assist you with all your service needs. If you receive a survey and cannot mark it completely satisfied please contact us at (631)727-0764

"BIG ENOUGH TO SERVICE YOU SMALL ENOUGH TO CARE!"

CUSTOMER
THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. SELLER HEREBY LIMITS ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, TO THE SAME PERIOD. SELLER SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH, AND THE EXCLUSIVE REMEDY SHALL BE REPAIR OR REPLACEMENT.

WARRANTY
On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notifi- cation at the servicing dealer for inspection by manufacturer's representative.

INVOICE CUSTOMER COPY

Vehicle Evaluation

THE LINCOLN MOTOR COMPANY

MULTI-POINT INSPECTION AS RECOMMENDED BY THE LINCOLN MOTOR COMPANY

Date ..... RO/Tag # .....

Name .....

Email .....

Year/Make/Model .....

VIN # ..... Plate # .....

Odometer ..... Inspect. Month .....

Owner Advantage Rewards® # ..... Service Balance .....

Lincoln Protect™ Extended Service Plan ☐ YES ☐ NO

Complimentary Visits Remaining: ..... by: ..... (MILES / DATE)

THE LINCOLN WAY™ Member? ☐ YES ☐ NO If no, download at the App Store® or Google Play™

SCHEDULED MAINTENANCE ITEMS*

DUE		SERVICED	DUE		SERVICED
	Oil Change & Filter	☐		Engine Coolant	☐
	Tire Rotation	☐		Transmission Fluid and/or Filter	☐
	Multi-Point Inspection	☐		Cabin Air Filter	☐
	Fuel Filter	☐		Spark Plugs	☐
	Engine Air Filter	☐			
	..... K Scheduled Maintenance	☐			

*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owner's Manual or visit LincolnOwner.com for vehicle-specific maintenance requirements.

FLUID LEVELS — SERVICED

☐ ☐ Oil and/or Fluid Leaks ☐

OK	FILL		OK	FILL		OK	FILL	
		Engine Oil			Power Steering			Transmission (if equipped with dipstick)
		Brake Reservoir			Window Washer			Coolant Reservoir

WIPER BLADES — SERVICED

Test Performed ☐ ☐ Front ☐ ☐ Rear ☐

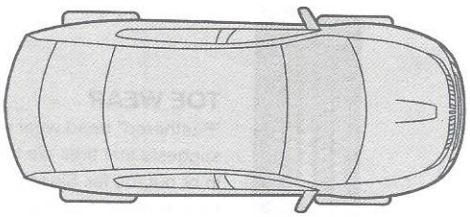
BATTERY — SERVICED

State of Health 0% 100% ☐

☐ ☐ ☐ Condition

Factory spec cold cranking amps ..... Actual cold cranking amps .....

EXTERIOR BODY



Note any existing exterior body damage or defects on diagram

SYSTEMS/COMPONENTS — SERVICED

Lights & Windshield

☐ ☐ Horn, Interior lights, exterior lamps, turn signals, hazard & brake lamps ☐

☐ ☐ Windshield for cracks, chips and pitting ☐

Belts, Hoses & Mounts

☐ ☐ ☐ HVAC system and hoses / lines for leaks and/or damage ☐

☐ ☐ ☐ Engine Cooling System, radiator, hoses and clamps ☐

☐ ☐ ☐ Accessory drive belt(s) ☐

Brake System

☐ ☐ ☐ Brake system (including lines, hoses, and parking brake) ☐

Steering & Suspension

☐ ☐ ☐ Shocks, struts & suspension components for leaks/damage ☐

☐ ☐ ☐ Steering, steering linkages and ball joints (visual) ☐

Exhaust System

☐ ☐ ☐ Exhaust system and heat shield (leaks, damage, loose parts) ☐

Transmission & Drive Axle

☐ ☐ ☐ Clutch operation* ☐

☐ ☐ ☐ Constant velocity (CV) drive axle boots* ☐

☐ ☐ ☐ Drive shaft, trans, u-joint & shift linkage* (lubricate as needed) ☐

* if equipped

TIRE / BRAKE WEAR

Tire Tread

7/32" and greater	4/32" - 6/32"	3/32" and less

Brake Lining (Disc)

Over 7/32" (5mm)	4/32"- 7/32" (3 - 5mm)	Less than 4/32" (3mm)

Brake Lining (Drum)

Over 3/32" (2mm)	2/32"- 3/32" (1 - 2mm)	Less than 2/32" (1mm)

Tire Wear Indicates — SERVICED

Alignment Check Needed ☐

Wheel Balance Needed ☐

☐ Brake measurements not taken this visit

Lincoln Services

Complimentary Car Wash

Left Front — SERVICED

☐ ☐ ☐ Tire Tread Depth ..... /32 | TIRE AGE ..... ☐

☐ ☐ ☐ Tire Wear Pattern / Damage ☐

☐ ☐ ☐ Tire Pressure Set to Recommended PSI ☐

☐ ☐ ☐ Brake Lining ..... mm ..... /32 ☐

Right Front — SERVICED

☐ ☐ ☐ Tire Tread Depth ..... /32 | TIRE AGE ..... ☐

☐ ☐ ☐ Tire Wear Pattern / Damage ☐

☐ ☐ ☐ Tire Pressure Set to Recommended PSI ☐

☐ ☐ ☐ Brake Lining ..... mm ..... /32 ☐

Left Rear — SERVICED

☐ ☐ ☐ Tire Tread Depth ..... /32 | TIRE AGE ..... ☐

☐ ☐ ☐ Tire Wear Pattern / Damage ☐

☐ ☐ ☐ Tire Pressure Set to Recommended PSI ☐

☐ ☐ ☐ Brake Lining ..... mm ..... /32 ☐

Right Rear — SERVICED

☐ ☐ ☐ Tire Tread Depth ..... /32 | TIRE AGE ..... ☐

☐ ☐ ☐ Tire Wear Pattern / Damage ☐

☐ ☐ ☐ Tire Pressure Set to Recommended PSI ☐

☐ ☐ ☐ Brake Lining ..... mm ..... /32 ☐

Spare Tire — SERVICED

☐ ☐ ☐ Tire Pressure Set TIRE AGE ..... ☐

Note: Tires should be replaced after 6 yrs regardless of tread wear, including the spare, even if it has not been used.

Comments .....

Advisor .....

Technician .....

Client Signature .....

LEGEND

- ☐ May contribute to vehicle efficiency
- ☐ Checked and OK at this time
- ☐ May require future attention
- ☐ Requires immediate attention

Client Copy

Visit us at *LincolnOwner.com* for all your vehicle needs including your recommended maintenance schedule

Dealer eStore Item #VRC-LINCOLN, Rev. 11/16 ©2016, Ford Motor Company, All Rights Reserved

ELRAC, LLC, 786-I GRAND BLVD., DEER PARK, NY 117295791 (631) 595-2900

[redacted]

[redacted]

DATE & TIME OUT
12/21/2022 04:20 PM
DATE & TIME IN
12/28/2022 03:51 PM

BILLING CYCLE
24-HOUR

CAR CLASS CHARGED
ICAR

VEH #2 2021 HYUN ELAN 4SEL
VIN# 5NPLM4AG0[redacted]
LIC#[redacted]
MILES DRIVEN 224
CAR CLASS: ICAR

VEH #1 2020 JEEP CHER LTD4
VIN# 1C4PJMDX9[redacted]
LIC#[redacted]
MILES DRIVEN 414
CAR CLASS: IFDR

RATE SOURCE ACCOUNT
ENTERPRISE PLUS

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	12/21 - 12/26	5	DAY	$85.50	$427.50
TIME & DISTANCE	12/26 - 12/28	2	DAY	$85.50	$171.00
DW/CDW OPTIONAL	12/21 - 12/26	5	DAY	$11.99	$59.95
DW/CDW OPTIONAL	12/26 - 12/28	2	DAY	$11.99	$23.98
ONE WAY FEE	12/21 - 12/28	1	RENTAL	$50.00	$50.00
			Subtotal:		**$732.43**
Miscellaneous Charges/Refunds					
MISCELLANEOUS CHARGE					$55.00
Taxes & Surcharges					
CAR RENTAL SALES TAX	12/21 - 12/28			12%	$84.42
LOCAL SALES TAX	12/21 - 12/28			4.25%	$29.90
MCTD TAX	12/21 - 12/28			0.375%	$2.64
STATE SALES TAX	12/21 - 12/28			4%	$28.14
			Total Charges:		**$932.53**
Bill-To / Deposits					
DEPOSITS					($932.53)

Total Estimated Amount Due **$0.00**

PAYMENT INFORMATION
AMOUNT PAID [redacted]
$932.53

12/28/2022

Ford | Ford Credit

[redacted]

Statement Date
01/08/2023

Your Amounts Due

Date	Description	Amount
01/28/2023	Payment Due	$625.23

Total Amount Due **$625.23**

Due Date 01/28/2023

If payment received after 02/07/2023, please pay $672.12

[redacted]

2021 FORD BRONSP

VIN:
3FMCR9B6X[redacted]

Payoff Amount:
$22,822.47
Good Thru: 01/28/2023

Final Payment Date:
01/28/2026

Your Transactions Since Last Statement

Date	Description	Amount
12/28/2022	Payment Received - Thank you!	$625.23
	Principal	$607.92
	Interest	$17.31

Payments received after statement date are not reflected.

Interest paid/received during prior year: $240.65

We're here to help.

Call
1-800-727-7000
Mon-Fri 7am - 7pm CT
Sat 7am - 3pm CT

Online
ford.com/finance

See below for payment methods and important credit dispute information.

Comerica Debit Card Reimbursement Template

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

Notes:

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

Morley Case #: [redacted]
Primary Reason for Reimbursement Offer(s): Enter primary reason for the reimbursement(s) One vehicle payment for days down during repair.
Is this reimbursement due to a parts delay: Enter no **Part Name/Number: N/A**
Date or Expected Date of Vehicle Repair:
Is there a risk for a Buyback Request: /no
GCCT Case #: [redacted]
Customer Information
[redacted]
Mailing Address: [redacted] LYNBROOK, NY [redacted]
Mailing Address Verified: Enter yes
Is the customer a Citizen of India: /no
VIN: 3FMCR9B6XM[redacted]
Reimbursement Information (fill in each payment type entered in Morley Case)
Consequential Expense Reimbursement: Yes Rental, Veh payment and Battery reimbursement
Amount: 1,817.71
Vehicle Payment Reimbursement N/A
Amount: N/A
Rental Reimbursement: Enter n/a if not applicable, or state that supporting documents attached to case.
Amount: Enter Total Amount for this type of reimbursement

Repair Reimbursement: Enter n/a if not applicable, or state that supporting documents attached to case.
Causal Part Number: Causal Part Number is required for Repair Reimbursement Requests
Amount: Enter Total Amount for this type of reimbursement
(#13 in Morley Submission Form) **Reason for Customer Reimbursement:** Consequential Expenses = CONEXP, Vehicle Payment = VEHPAY, Rentals = RENTAL, Repair Reimbursement = Causal Part Code
Additional Comments:
Important: Please see below for information about the Delegation of Authority (DOA)

Delegation of Authority (DOA) Program	**Houston Job Role BOM / SUP**	**Houston Job Role CXS / DXS**
Rental (Incl. IWL/TAP)	$3,500	$2,000
Repair (Gas Engine, All Others) Repair Diesel Engine	$5,000 $5,000	$4,000 $4,000
Vehicle Payments	$2,000	$1,500
Consequential Expenses	$3,500	$2,000
Refund Time and Mileage	$5,000 7/150	$3,500 7/150

Ford Motor Company

CASE CLOSURE CHECKLIST

Detailed List to be Completed Prior To Case Closure	Timing for Completion	Completed
All Cases		
Has the vehicle been repaired & returned to the customer?		Yes
Have you asked the customer did you resolve their issue to the satisfaction?		Yes
If the answer is no, it is appropriate to speak with your Sup on the next steps		No
Did you close out all obligations you may have with the dealership (Repair $$$ assistance, rental, etc. - if necessary)?		Yes
Did you close out all obligations you may have with the customer (If necessary)?		Yes
Do you have documentation to support the customer reimbursement attached to the case?		Yes
Has the debit card been transmitted?		Yes
Do you think goodwill is appropriate in this case?		Yes
If you made an offer - did it tie to the physicals of the case? (rental as an example)		Yes
Did you complete final repair satisfaction check?		Yes
Did you send the case closing email to highlight value we brought by assisting?		Yes
Proofread email		Yes
Does email clearly state what assistance was provided to the customer?		Yes
Did you complete the following prior to closing (i.e. enter symptom codes, ensure VIN is attached to case, etc.)?		Yes
Buyback Request		
Did you deliver Buyback decision to the customer and communicate next steps?		N/A
If request was approved, have the RAV Analyst and customer made contact?		N/A
Did you follow next steps outlined in Completing an Approved Buyback Request?		N/A
If request is denied, have you completed next steps outlined in Vehicle Buyback Denied?		N/A
Financial Assistance		
Has the approval code been processed and presented?		N/A
Pls. ensure verification of correct P&A code (lot of issues w/ this)		N/A

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 12-30-2022 CLOSED: 12-30-2022 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Inquiry | Roadside Assistance | General/Other |

DEALER NAME:

PA CODE: DLR SALES CODE: REGION: ZONE:

VIN: 3FMCR9B65M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 32,218

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | GA | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Running | Overheats | Intermittent

ANALYST NAME: Julie Joseph OPEN ANALYST NAME: Julie Joseph

COMMENTS:

2022-12-30 15:01:12

CXS Julie Joseph/Ext.79818/ jjosep87@ford.com IBC CUST: [redacted]// Cust stated 2021 Bronco started over heated, sending messages and shut off. Cust is inquiring about getting vehicle tow to a drlship regarding her concern. Mileage: 32218 What are you seeking from the Ford Motor Company? Is inquiring about warranty for a tow. Plan of action: CXS provided customer with Roadside assistance number (Roadside Assistance U.S.: 800-241-3673) and directed the customer of how to get assistance through the Ford Pass app. Next Steps: Close case. Ford Motor Company ® Customer Relationship Center – Passenger Vehicle Team Julie Joseph jjosep87@ford.com|www.ford.com Office: 866-631-3788 ext. 79818

2022-12-30 15:02:23

Case Number : [redacted] Customer [redacted]
Home Phone : [redacted] Mobile Phone : [redacted] CLV Score : 87 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : Dealer P&A : Dealer phone : VIN : 3FMCR9B65M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 32218 Engine Specification : Transmission Specification : Warranty Start Date : 2021-05-08 Open Recall/FSA: : 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION ESP : CPCLIGHT 0968 - USA 2021 NEW 60/75,000 PREMIUMCARE W/ROADSIDE Hotline Contact : N/A Warranty History : N/A

2023-01-05 16:47:13

Briana Esene/Ext.79276/besene@ford.com
IBC from [redacted]

CUST called to inquire about rental, advised that she is within warranty and can ask dlr.
OBC to DLR-
Left a VM for SA Kevin Wonderly so he can submit up for rental on behalf of the customer.
Briana Esene
besene@ford.com | www.ford.com
Office: 866-631-3788 Ext. 79276
Hours 9:30AM-6PM CST 79276

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 01-09-2023 CLOSED: 03-17-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |

DEALER NAME: Town & Country Ford Pell City, LLC

PA CODE: 09780 DLR SALES CODE: 21583 REGION: S1 ZONE: S1C

VIN: 3FMCR9B61M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 22

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | AL | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | No Crank | UNKNOWN

ANALYST NAME: Ashton Traylor OPEN ANALYST NAME: Tamika Durham

COMMENTS:

2023-01-09 19:18:56

Tamika Durham/79468/tdurha10@ford.com IBC from Cust: [redacted] VIN# 3FMCR9B61M[redacted] Issue? veh will not start VEH at the Dealership: YES Meets FLP Guidelines: YES Year of VEH: 2022 Mileage: 22656 CLV: 99 Transfer to Concern: Yes Reason for Concern: Cust says on 11/29 his Ford Bronco was towed to Town and Country Ford. Wife got stranded. Veh would not start. Dash was flashing, locks going up and down. Cust got there and tried to start veh. Smoke started bubbling from under the hood. Smelled like wire burning. Called Tow truck and it was taken to DLR. Cust says he followed up with DLR and was advised to contact Ford because they cannot find the issue. Cecil is SA [redacted]) What are you seeking from Ford today? Repair assistance Plan of action: CXS located Tech Hotline ticket # [redacted] OBC to DLR 2053389463 Spoke with SA Cecil. Diag: There is an open Hotline on it. Trying to find the source. Have not been able to determine what caused the smoke from under the hood. No parts ordered yet. Have not located any damaged parts. RO#[redacted], Date: 11/29, Mileage: 22,651 Cust has been in a loaner veh since 11/29. CXS let cust know his case will be escalated to our Concern Team. Next steps: Case connected with Agent A Ford Motor Company ® Tamika Durham - Customer Experience Specialist tdurha10@ford.com | www.ford.com office: 866-631-3788 ext. 79468 Office Hours: Monday-Friday 8 am – 4:30

2023-01-09 19:36:16

Vehicle Concern: Vehicle experiencing electrical malfunction that dealer is unable to fix.

Customer Seeking: Buyback

Vehicle Location: Town and Country Ford

Service Manager:

Dealer has a clear path to repair the vehicle (Y/N):n

Tech SME Engaged/Parts SME Engaged (Y/N): Y

Share Recommendation utilized (Y/N):n

Plan of Action: Customer feels unsafe in vehicle and would like to process a buyback. Customer states that the smoke smelled like electrical wire. Car has been at the dealer since 11/29/22. Customer thinks the car is a lemon, he has purchased 3 new fords and feels like this one has something wrong. Customer loves ford and still loves ford but wants ford to buy this car back.

Next Steps: BB Milestone, VOR activity and follow up

Ashton Traylor
SheHer Hers
Customer Experience Specialist, Ford CX
atraylo4@ford.com| www.ford.com
O: (866) 631-3788 ext.

2023-01-09 19:38:21

•What specifically is causing the customer to want the vehicle bought back? •Customer feels that the vehicle is unsafe. The dash lights come on on their own, while driving, multiple lights will flash. When the customer parks the headlights stay on. The customer experienced smoke coming under the hood that smelled like wires burning. Dealer unable to locate the problem. Hotline has been engaged. •Have you had repairs completed for this concern at multiple dealerships? If yes, obtain names of dealerships and locations. •Town and Country Ford Pell City •Registered owner(s) name(s) for the vehicle? [redacted] •State where the vehicle is currently registered? •Al •What was the exact date the vehicle was purchased? •[redacted] •State where the vehicle was purchased? •Al •Name of the dealer where the vehicle was purchased? •Town and County Ford Pell City •Mileage on the vehicle at the time of purchase? •51 miles •What is the vehicle's current mileage? •22657 •Is there a current concern with the vehicle? •Electrical malfunction that dealer is unable to locate/resolve •What is the repair status of the vehicle? •Dealer has engaged hotline but there has been no response. •Where is the vehicle currently located? Is the vehicle currently at the dealer? Town and Country Ford Pell City

2023-01-10 17:22:27

Melbourne SBHT Alex: 3FMCR9B61M[redacted]: ORIGINAL PER NAVIS AL Checked historical and VIN status: None

2023-01-10 17:22:43

Melbourne SBHT Alex: After review, vehicle does not meet State guidelines for buyback/replacement criteria for AL. Talking Points: -Denied GFR -Review notes in milestone -Focus on getting vehicle repaired -Follow repair process -Recommend dealer to engage Hotline for repair assistance

2023-01-13 18:34:24

Obc to dealer: SA Cody States that Tac could not go any further because it was determined to be a fire case. From Tac: No repair should be made until OGC determines next steps. OBC to Customer: BB denial verbiage given and OGC flames template completed. Customer states that he will not file claim with insurance. Ashton Traylor SheHer Hers Customer Experience Specialist, Ford CX atraylo4@ford.com| www.ford.com O: (866) 631-3788 ext.

2023-01-13 18:34:35

Has the customer filed a claim with their insurance company (Yes or No)? No and does not plan to If a claim has been filed with their insurance company, what is the status of the claim? N/A When did the vehicle catch fire? Yes Where did the fire originate in the vehicle? Under the hood Was the vehicle running when the fire started? Yes Where is the vehicle currently located? Dealership, was towed there in November Was a fire report filed with the fire department (Yes or No)? No If a fire report was filed, can you provide a copy of the report? No If no fire report copy is available, what is the report number, and in what city and county was the report filed? No What was the city and state where the fire occurred? Moouy, Alabama, roadside picked it up from a cracker barrel Were any injuries sustained for which the parties sought treatment? If yes, provide the first and last names of all injured parties. No Is the vehicle repairable? No Are you seeking any form of assistance from Ford Motor Company? If yes, what form of assistance (e.g., medical bill reimbursement, repair assistance, etc.)? Reimbursement for Repair/Repurchase Other than the vehicle, were there any other damages? No What is the name and address of the customer's attorney (ask this question only if the customer mentions they have sought/retained an attorney)? N/A Was the vehicle running when the fire started? Fire started during crank up What email address would you like our Office of General Counsel to send communication to regarding this matter? [redacted] What mailing address would you like our Office of General Counsel to send your written response to (document the full address)? [redacted] Odenville AL [redacted]

2023-01-17 14:08:41

VOR triage for VP sent

2023-01-18 14:17:10

Reached out for details

Ford Motor Company ®
Kennedi Martin
Business Operations Supervisor
kmart224@ford.com | www.ford.com
Office: 866-631-3788 ext. 79024
Mon- Fri 1:30 -10:00 pm CST

2023-01-18 18:32:23

EMAIL TO SUP AND AGENT

From: Sipsey, Auniqua (A.)
Sent: Wednesday, January 18, 2023 12:32 PM
To: [redacted]
Subject: [redacted]

Greetings,

Customer called in and state he was supposed to be contacted by the legal team within 48hours, however he has not received a call. CXS did provide the Efax number, however customer did not want the P.O. Box information and stated he want to speak with his agent or will be speaking with his attorney.
Notes will be in case.

Best Regards,

Ford Motor Company ®
Auniqua Sipsey
She|Her|Hers
Customer Experience Specialist
Ford CX Team
Asipsey@ford.com
O: 18666313788 ext. 79866

2023-01-18 18:35:17

IBC from cust [redacted] Cust stated he was supposed to be contacted back within 48 hours from the legal time, however he has not be contacted CXS provided Efax number , cust refused to take down the po box information and requested to speak with his agent or will be speaking with attorney CXS emailed AGENT & SUP Next steps: notate case Ford Motor Company ® Auniqua Sipsey She|Her|Hers Customer Experience Specialist Ford CX Team Asipsey@ford.com O: 866-631-3788 ext. 79866

2023-01-18 18:36:12

IBC from cust @[redacted] Cust stated he was supposed to be contacted back within 48 hours from the legal time, however he has not been contacted CXS provided Efax number , cust refused to take down the po box information and requested to speak with his agent or will be speaking with attorney CXS emailed AGENT & SUP Next steps: notate case Ford Motor Company ® Auniqua Sipsey She|Her|Hers Customer Experience Specialist Ford CX Team Asipsey@ford.com O: 866-631-3788 ext. 79866

2023-01-19 22:57:41

OBC to Customer: Informed customer that delay was due to open technical assistance ticket on the case. Tac activity has been closed and case can be properly escalated. Ashton Traylor SheHer Hers Customer Experience Specialist, Ford CX atraylo4@ford.com| www.ford.com O: (866) 631-3788 ext.

2023-01-26 19:15:51

Ford Motor Company ® Madison Bridges Customer Experience Specialist, Ford CXS Team/ PV Team Mbridg46@ford.com | www.ford.com Office: 866-631-3788 ext. 79457 E-Fax: 8886359545 IBC From Ricky Parker 2059364332 cust is seeking update from you. Advising that OGC hasnt reached out within advised 48rs. Reached out to CXS via webex and offered to provide customer ogc mail/fax # cust declined.

2023-02-01 16:21:25

IBC from Customer: Customer states no one has reached out to him. CXS reactivated case cor OGC contact. Ashton Traylor SheHer Hers Customer Experience Specialist, Ford CX atraylo4@ford.com| www.ford.com O: (866) 631-3788 ext.

2023-02-01 16:28:03	Has the customer filed a claim with their insurance company (Yes or No)? No and does not plan to If a claim has been filed with their insurance company, what is the status of the claim? N/A When did the vehicle catch fire? Yes Where did the fire originate in the vehicle? Under the hood Was the vehicle running when the fire started? Yes Where is the vehicle currently located? Dealership, was towed there in November Was a fire report filed with the fire department (Yes or No)? No If a fire report was filed, can you provide a copy of the report? No If no fire report copy is available, what is the report number, and in what city and county was the report filed? No What was the city and state where the fire occurred? Moouy, Alabama, roadside picked it up from a cracker barrel Were any injuries sustained for which the parties sought treatment? If yes, provide the first and last names of all injured parties. No Is the vehicle repairable? No Are you seeking any form of assistance from Ford Motor Company? If yes, what form of assistance (e.g., medical bill reimbursement, repair assistance, etc.)? Reimbursement for Repair/Repurchase Other than the vehicle, were there any other damages? No What is the name and address of the customer's attorney (ask this question only if the customer mentions they have sought/retained an attorney)? N/A Was the vehicle running when the fire started? Fire started during crank up What email address would you like our Office of General Counsel to send communication to regarding this matter? [redacted] What mailing address would you like our Office of General Counsel to send your written response to (document the full address)? [redacted] Odenville [redacted]
2023-02-14 17:35:16	*WEB*FSE HAS BEEN TO DEALER AND ADVISED TO ORDER WIRE HARNESSES AND ALTERNATOR. HARNESS LX6Z-14290-BS IS ON BACKORDER , COPIS VOR CASE CREATED FOR ESCALATION, CASE NUMBER IS [redacted] IF YOU HAVE QUESTIONS, PLEASE REACH OUT- CONTACT INFO BELOW- THANK YOU. -MANDY McCARNEY 205-884-0000 EXT 4792 M.MCCARNEY@PELLCITYFORD.COM
2023-02-14 23:26:34	OBE to Customer: Good Evening [redacted], I am still waiting for an update regarding your case. I have been informed that the repair process for the vehicle has began and parts have been ordered. I will continue to monitor the case and provide the next update by 2/21/23. Warm Regards, Ashton Traylor SheHer Hers Customer Experience Specialist, Ford CX O: (866) 631-3788 ext.
2023-02-17 22:03:18	Reached out to agent for more details Ford Motor Company ® Kennedi Martin Business Operations Supervisor kmart224@ford.com|www.ford.com Office: 866-631-3788 ext. 79024 Mon- Fri 1:30 -10:00 pm CST
2023-02-20 18:49:44	VOR triage for BB sent
2023-02-22 00:39:27	OBE to CUSTOMER: Good evening [redacted], I have received an update and will give you a call on Thursday 2/23/23 to discuss your case. Warm Regards, Ashton Traylor SheHer Hers Customer Experience Specialist, Ford CX O: (866) 631-3788 ext.
2023-02-23 18:43:12	Vehicle qualifies for Aged VOR Triage Process Is the vehicle currently off-road?Yes Clear path to repair Vehicle within 5/60? Yes Current repair due to outside source? No • What specifically is causing the customer to want the vehicle bought back? • Customer feels that the vehicle is unsafe. The customer experienced smoke coming under the hood. Hotline has been engaged. parts are on back order. Aged vor triage buyback • Have you had repairs completed for this concern at multiple dealerships? • Town and Country Ford Pell City • Registered owner(s) name(s) for the vehicle? [redacted] • State where the vehicle is currently registered? • Al • What was the exact date the vehicle was purchased? • [redacted] • State where the vehicle was purchased? • Al • Name of the dealer where the vehicle was purchased? • Town and County Ford Pell City • Mileage on the vehicle at the time of purchase? • 51 miles • What is the vehicle's current mileage? • 22657 • Is there a current concern with the vehicle? • Electrical malfunction , parts on back order • What is the repair status of the vehicle? • FSE evaluated, parts on back order • Where is the vehicle currently located? Is the vehicle currently at the dealer? Town and Country Ford Pell City

2023-02-24 14:31:36	
	COM Support Team Approved, Transaction Source; -CRC-AGED VOR TRIAGE- -Processing Instructions; -LL eligible--May offer refund or replace
2023-02-27 16:16:46	BRT uploaded to Morley Ford RAV Case Transmission CASE NUMBER: [redacted] BRT set disposition to RAV and closed BB Milestone. CXS/CSM will advise CUST to expect RAV contact within 3-5 business days and set follow-up accordingly to verify RAV contacted the CUST. Ford Motor Company ® Rosemary M. Badillo/Specialist Specialized Buyback Handling Team/Ford CX Team *** NOT A CUSTOMER FACING AGENT *** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER ***
2023-02-28 21:17:34	
	RAV has received and accepted the case. Customer contact is forth coming.
2023-03-02 22:50:58	OBC to Customer: Customer confirmed rav contact and states he has sent everything over to agent. Customer informed rav agent will be point of contact going forward. Customer needed no further assistance. Ford Motor Company ® Ashton Traylor SheHer Hers Customer Experience Specialist, Ford CX atraylo4@ford.com| www.ford.com O: (866) 631-3788 ext.
2023-03-02 22:56:06	OBE to Customer: [redacted], Thank you for contacting Ford Motor Company and allowing us to assist you with your 2021 Ford Bronco Sport vehicle concerns. As promised, we were able to open a case and process a complimentary Lemon Law review on your behalf. Our goal is to be sure our Ford owners continue to support our brand and feel like family. Your vehicle did meet the Lemon Law requirements for your state, and an assigned Rav agent has contacted you for further assistance with this process. If you have any further questions or concerns, please let us now by contacting us via phone within the next 30 days with your case #. Thank you for your time and loyalty. Warm Regards, Ford Motor Company ® Ashton Traylor SheHer Hers Customer Experience Specialist, Ford CX atraylo4@ford.com| www.ford.com O: (866) 631-3788 ext.
2023-03-06 18:20:29	
	Cannot close out repairs are complete and TAC has given the final advisement Ford Motor Company ® Kennedi Martin Business Operations Supervisor kmart224@ford.com|www.ford.com Office: 866-631-3788 ext. 79024 Mon- Fri 1:30 -10:00 pm CST
2023-03-06 19:31:38	Update from copis[redacted] states: "SUPPLIER IS PAST DUE, CAPACITY CONSTRAINT, ETA IS TBD"
2023-03-08 01:06:35	OBE to Dealership: Hello[redacted], Thank you for working with our Ford Motor Company Customer Experience Center. I am sending this to Request/ Notify you of the following information regarding Vin#: 3FMCR9B61M[redacted]: Good evening, I am emailing for a status update on the vehicle repairs, please advise. Warm Regards, Ashton Traylor SheHer Hers Customer Experience Specialist, Ford CX O: (866) 631-3788 ext.
2023-03-09 14:33:50	*WEB*Replied to Rep email and attached to portal as well: 3/8/2023 3FMCR9B61M[redacted] Vehicle is in the Buyback process. Unit remains down. Harness LX6Z-14290-BS is still on backorder, no eta. Requested update on Copis Case[redacted] received portal yesterday 3/7/2023 --"SUPPLIER IS PAST DUE, CAPACITY CONSTRAINT, ETA IS TBD"-- Multiple other components that were directed to replace have been received and were installed. Battery BAGM-48H6-760 , Alternator JX6Z-10346-K, 3 of 4 required wire harnesses (LX6Z-14305-AP, LX6Z-12A581-Q, LX6Z-14290-BU) and OTU parts. Thank you, Mandy McCarney Warranty Administrator Town and Country Ford -Pell City 205-884-0000 ext 4792 m.mccarney@pellcityford.com
2023-03-17 20:08:05	
	Safe to Resolve Ford Motor Company ® Kennedi Martin Business Operations Supervisor kmart224@ford.com|www.ford.com Office: 866-631-3788 ext. 79024 Mon- Fri 1:30 -10:00 pm CST

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided

OPEN: 01-09-2023 CLOSED: 01-09-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Inquiry | Rental/Loaner | |

DEALER NAME:

PA CODE: DLR SALES CODE: REGION: ZONE:

VIN: 3FMCR9B65[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 9,551

BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | FL | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Lack/Loss of Power | Acceleration | UNKNOWN

ANALYST NAME: Cierra Palmer OPEN ANALYST NAME: Cierra Palmer

COMMENTS:

2023-01-09 21:19:26

IBC from cust : Cust called to request a loaner/ rental while her vehicle is being towed to the dealership. Cxs advised we cannot offer an assistance as the veh does need to be diagnosed to determine if this an option. The cust asked would the rental be covered under warranty cxs advised she cannot make that determination the veh does need to be diagnosed before we can advise coverage. The agent advised the cust to continue to partner w/ the dealer and if additional assistance is needed after the veh has been diagnosed than she can contact us. Cxs tried to provide case number and contact to the cust, but she advised she had another call on the line and would call back. Cxs provided case number in sms text. VIN : 3FMCR9B65N[redacted] Phone : [redacted] email : [redacted] Miles : 9400 [redacted] GAINESVILLE, FL, [redacted]. •Vehicle Concern: veh shut off when pulling into work. Veh is showing no gas in the veh. Parking brake wont come off •Has this issue happened before? If so, how many times? NO •What the customer is seeking from Ford? SEEKING RENTAL •Where is the vehicle located: BEING TOWED BY DEALER, BUT VEH HAS NOT BEEN DIAGNOSES NOR HAS IT REACHED THE DEALER •Are you in a loaner? NO •Any Ford or 3rd Part ESP? none •Mileage: 9551 •WSD: 22-August-2022 •Dealership Servicing: Roundtree Ford next step : fcr close case 1/9 by 7 Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday-Wednesday, Friday-Saturday 9:00 am -5:30 pm

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided

OPEN: 01-13-2023 CLOSED: 01-13-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | |

DEALER NAME: Sarasota Ford

PA CODE: 01167 DLR SALES CODE: 24402 REGION: S3 ZONE: S3B

VIN: 3FMCR9A61M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9A - BRONCO SPORT CX430 BASE

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | FL | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Slow Crank/Battery | UNKNOWN

ANALYST NAME: Danita Allison OPEN ANALYST NAME: Alice Malone

COMMENTS:

2023-01-13 17:11:56	UPTIME NOTES RO#[redacted] RO Open Date: 1/12 Dealer Name:Sarasota Ford Has a tech assigned? Y Repair Status COMPLETE
2023-01-13 17:23:41	Case Number :[redacted] Customer :[redacted] Business Phone : Home Phone :[redacted] Mobile Phone : LTV Score : 72 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : Sarasota Ford Dealer P&A : 01167 Dealer phone : 9413663673 VIN : 3FMCR9A61M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 17162 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-04-28 Open Recall/FSA: : 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION ESP : Hotline Contact : Warranty History :[redacted]
2023-01-13 17:29:48	DEALER INITIALS Service Advisor: JOSEPH GARLAND Customer[redacted] Customer Number[redacted] Customer Email: N/A Is the veh there? Mileage? 17162 RO#[redacted] RO date 1/12 Veh Concern? VEH WOULD STOP AND ONLY START WHEN JUMPED Diagnosis: REPLACE BATTERY Repairs ETA: COMPLETE Does the dlr Offer delivery? Y Rental? N/A Loaner? N/A Warrantable? N/A Technician Pending or assigned? ASSIGNED
2023-01-13 17:32:27	DanitaAllison/EXT. 79426/dallis23@ford.com OBC: To dlr spoke with service rep Jolesha she advised veh had already been repaired c=veh would stop and only start when jumped dlr replace battery NO CUSTOMER CONTACT Next Steps: Resolved Hours of Operation: Monday- Friday: 9:00AM CT to 5:30PM CT Danita Allison SheHerHers Customer Experience Specialist office: 866-631-3788 ext. 79426

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 01-14-2023 CLOSED: 02-14-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Dealer NA US COMMUNICATION: Phone

CASE CLASS LV 1234: Feedback | Dealer | |

DEALER NAME: Marchese Ford of Mechanicville, Inc.

PA CODE: 05018 DLR SALES CODE: 13481 REGION: N1 ZONE: N1B

VIN: 3FMCR9C69M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 25,000

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | NY | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Lack/Loss of Power | UNKNOWN | UNKNOWN

ANALYST NAME: InfaConnector-Prod OPEN ANALYST NAME: Latonya Evans

COMMENTS:

2023-01-14 17:36:11	IBC from cust that states she wanted to file a complaint against the dlr and roadside asst. She had to call 911 to get asst. after sitting in the veh stranded for over 3 hours and roadside never sent anyone to come help her. The emergency workers called for an emergency tow for her to have her veh towed home. They towed her car home and she called the dlr today to get the issue addressed. She had to contact the Sales Manager on several times and then the owner got on the phone and started being disrespectful. She also stated when she had her veh @the dlr in Dec. 2022 they gave her a loaner car that she took to the airport to park and went on vacation. She came back and saw missed calls. She called and was immediately verbally assaulted, they told her that she was lucky they didn't call the police on her for not responding to their texts and calls. A few weeks later and her car breaks down leaving her stranded after 11pm alone in the snow. Dan Marchese-Owner Todd Kennedy-Sales Mngr Plan of action: file dlr complaint for cust Next steps...notate case Latonya Evans She/Her/Hers Customer Relationship Center/ Ford CX Passenger Vehicle Concern Team Email: levan119@ford.com 866-631-3788 ext. 79330 Monday, Wed. - Sat. 9 AM-5:30 PM(CST)
2023-01-14 17:37:10	Case Number : [redacted] Customer [redacted] Business Phone : [redacted] Home Phone : [redacted] Mobile Phone : n/a LTV Score : 76 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Marchese Ford of Mechanicville, Inc. Dealer P&A : 05018 Dealer phone : 5186704464 VIN : 3FMCR9C69M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 25000 Engine Specification : n/a Transmission Specification : n/a Warranty Start Date : 2022-01-14 Open Recall/FSA: : n ESP : y Hotline Contact : n Warranty History : y

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 01-16-2023 CLOSED: 02-03-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | |
DEALER NAME: D & D Motors, Inc.
PA CODE: 00976 DLR SALES CODE: 21795 REGION: S2 ZONE: S2A
VIN: 3FMCR9A68M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 17,522
BODY STYLE: R9A - BRONCO SPORT CX430 BASE
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | SC | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | UNKNOWN
ANALYST NAME: Kora Williams OPEN ANALYST NAME: Dominique Dixon
COMMENTS:

2023-01-16 18:05:13	Service Advisor: katy EM: newsales2@ddmotors.com CLV: when veh came to a stop it completely shut down Tech has been assigned but no diagnoses just yet just . call back on next buisness day Customer Name: [redacted] Customer Number [redacted] Customer Email: Is the veh there? yes Mileage? 17,522 RO# [redacted] RO date 1/16 Veh Concern? Diagnosis: no Repairs ETA: no Does the dlr Offer delivery? yes rental? no loaner? no Warrantable? no Technician Pending or assigned? assigned SA stated to call back by 430 with diagnoses of veh Angela Epps SheHerHers Customer Experience Specialist / Ford Cxs O: 1-866-631-3788 Ext.79335
2023-01-16 19:33:08	Case Number : [redacted] Customer : [redacted] Business Phone : n/a Home Phone : [redacted] Mobile Phone : n/a LTV Score : 79 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : D & D Motors, Inc. Dealer P&A : 00976 Dealer phone : 8648770711 VIN : 3FMCR9A68M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 17522 Engine Specification : Transmission Specification : Case Number : [redacted] Customer [redacted] Business Phone : Home Phone [redacted] Mobile Phone : LTV Score : 79 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : D & D Motors, Inc. Dealer P&A : 00976 Dealer phone : 8648770711 VIN : 3FMCR9A68M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 17522 Engine Specification : Case Number : CAS-[redacted] Customer : [redacted] Business Phone : Home Phone [redacted] Mobile Phone : LTV Score : 79 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : D & D Motors, Inc. Dealer P&A : 00976 Dealer phone : 8648770711 VIN : 3FMCR9A68M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 17522 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 15-December-2021 Open Recall/FSA: : 22S73 ESP : none Hotline Contact : n/a Warranty History : 22s21 21c31
2023-01-17 00:07:18	*OBC* spoke to cust after his recall. all dash lights shut down. On sat drove out about 12 miles. once got into traffic at the light everything went dead. there was no power. Informed cust that diagnoses is still ongoing will followup with him On next business with diagnose, cust also stated that he will need a rental during the repair of veh. Angela Epps SheHerHers Customer Experience Specialist / Ford Cxs O: 1-866-631-3788 Ext.79335
2023-01-17 00:09:33	*OBC* called the dlr for eta on diagnoses . transferred to vm. followup on next business day Angela Epps SheHerHers Customer Experience Specialist / Ford Cxs O: 1-866-631-3788 Ext.79335
2023-01-17 17:06:01	*OBC* updated the tcm tech will be test driving it in the next hour to make sure the veh is driving correctly. NEXT STEPS> followup with cust Angela Epps SheHerHers Customer Experience Specialist / Ford Cxs O: 1-866-631-3788 Ext.79335
2023-01-17 17:09:47	*OBC* called cust to give him information from the SA Katy has giving that tcm was updated and waiting for it to be test drove by tech. NEXT STEPS> followup in an hour Angela Epps SheHerHers Customer Experience Specialist / Ford Cxs O: 1-866-631-3788 Ext.79335
2023-01-17 20:09:37	*OBC* Called the dlr to speak to SA Katy to see if diagnoses been completed. sent to vm to leave a message. Angela Epps SheHerHers Customer Experience Specialist / Ford Cxs O: 1-866-631-3788 Ext.79335
2023-01-17 21:08:53	*OBC* called the dlr front desk stated that Sa is currently on the phone she will give her the message to call me back. Angela Epps SheHerHers Customer Experience Specialist / Ford Cxs O: 1-866-631-3788 Ext.79335
2023-01-17 21:43:33	*OBC* called dlr stated that the tech performed code in avs sccm pcm pscm rcm acm ipma updated pcm . reinstalled battery junction box, inspected the terminal and cleaned the terminal. veh is ready to be picked up. Angela Epps SheHerHers Customer Experience Specialist / Ford Cxs O: 1-866-631-3788 Ext.79335

2023-01-17 21:44:27	OBC called cust to informed him the veh is ready to be picked up. no answer. sent to vm Angela Epps SheHerHers Customer Experience Specialist / Ford Cxs O: 1-866-631-3788 Ext.79335
2023-01-18 17:00:24	*OBC* Called cust no answer. sent vm to have cust to call back at his earliest convenience. NET STEPS> send a email for communication Angela Epps SheHerHers Customer Experience Specialist / Ford Cxs O: 1-866-631-3788 Ext.79335
2023-01-18 17:10:08	*OBE* From: Epps, Angela (A.) Sent: Wednesday, January 18, 2023 11:09 AM To: [redacted] Subject: [redacted] HI [redacted], Hi this is Angela your customer experience specialist contacting you from ford motor company. I have been in contact with your Service Advisor katy and I was informed that your 2021 Ford Bronco sport has been repaired and picked up. If you can confirmed this with me by reaching out by phone or reaching out by email that would make my assistance very appreciated. If you would address my concerns today. Thank you again for being a loyal customer with ford motor company. Angela Epps SheHerHers Customer Experience Specialist- Proactive / Ford Cxs O: 1-866-631-3788 Ext.79335
2023-01-19 17:18:03	*OBC* spoke with cust to confirmed that veh has been repaired and picked up. Cust confirmed information. Cust stated that he is very happy with his repair NEXT STEPS> process goodwill gestured Angela Epps SheHerHers Customer Experience Specialist / Ford Cxs O: 1-866-631-3788 Ext.79335
2023-01-25 15:11:32	***Case Progression Specialist*** Morley activity [redacted] has been rejected. REJECTION REASON: Debit card template is missing. NOTE: Please re-transmit after corrections have been made or risk the request being removed completely from Morley Olaseni Magreola FORD MOTOR COMPANY Lead Agent/Ford Truck Team omagreol@ford.com
2023-01-25 18:41:06	***Case Progression Specialist*** Morley activity [redacted] For Consequential Expenses ($200.00 Gift Card), has been transmitted. Was unable to update the VOR. --- Proactive Roadside Case. For future submissions, please compile all attachments using the “Morley Submission” tab under “Actions” and “Tasks” in GCCT. This process is recommended. This step places all documentation supporting the reimbursement in one location for faster review. Please note that future submissions without this task may be cause for rejected. For ESP’s it simple just put that the customer accepted your offer of GW, and that the repairs were warrantable, in the description of this task, as there are no attachments needed for ESP’s. Ford Motor Company ® Carolyn L. Speight Lead Agent Email: cspeigh2@ford.com | www.ford.com Office: (866) 631-3788 ext. 79217 Mon. – Fri. 9:00 a.m. – 5:30 p.m. (Central)
2023-01-31 19:02:52	OBC spoke with cust advised him your debit card has been processed and approved. As previously discussed, your Comerica Debit Mastercard may take up to seven to ten business days to arrive in the mail via regular US Postal Mail. If further assistance is needed, please do not hesitate to contact us. We appreciate your business, and thank you for being part of the Ford family. Angela Epps SheHerHers Customer Experience Specialist / Ford Cxs O: 1-866-631-3788 Ext.79335

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Canceled

OPEN: 01-19-2023 CLOSED: 04-01-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Buyback Request | California Vehicle |

DEALER NAME: Chino Hills Ford

PA CODE: 05626 DLR SALES CODE: 71104 REGION: W1 ZONE: W1B

VIN: 3FMCR9B64M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 60,500

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | CA | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | UNKNOWN

ANALYST NAME: Johnashley Cunningham OPEN ANALYST NAME: Jc Lyn Barela

COMMENTS:

2023-01-19 22:08:49	CONTACT VIA: [redacted] CUST SAYS: We are having multiple issues with our only 2 yr. old. It got 60,500 and its over warranty, one of the big issue is water pump, its not only the issue but that is where to start, I know it have recalls in it as well. And for a 2yr old car I think this is already a lot, repair cost is very expensive for a 2yr old car. I need ford to do something with the repair costs or maybe is it possible for ford to buy back this vehicle or replace it with something new. We also need rental car while it is being repaired. I just gave birth to my baby. AS PER CUST DLR SAYS: CRC ADVISED: Apologize for the problem, I will escalate the case to a customer experience especilaist, they hac=ve access to ford resources and can use it to assist you regarding this situation. I will let them know that you are in need of repair cost assistance and rental. You will be conatcted within 1BD, your case number is [redacted]
2023-01-20 19:37:25	IBC from Customer: [redacted] CLV:68 Miles:60000 Customer wanted to know why battery isnt covered and what options they have for assistance with repairs. Busted water pump, dead battery and other on going issues with a new vehicle. CXS looked into warranty information and vehicle is past coverage. CXS informed customer that agent for case is scheduled to reach out to you guys today to obtain information. Cxs offered to make obc to dealer to obtain ro information and diagnosis to look into fin assistance qualifications. Customer asked if cxs can call back because they have to go. CXS informed customer that agent assigned to case will reach out for information. SA: Mr. Gabino 919093427466 Ashton Traylor SheHer Hers Customer Experience Specialist, Ford CX atraylo4@ford.com| www.ford.com O: (866) 631-3788 ext.
2023-01-21 00:25:26	OBC TO CUST: no answer//lvm regarding case details and cxs contact info
2023-01-21 00:58:27	IBC From CUST: [redacted] Owner: Y VIN: 3FMCR9B64M[redacted] Issue: update on case SMS: Y Survey Prompt: Y CUST called today Because they wnted to leavea new number call ACTIONS TAKEN: advised agent will f/U Next Steps: FCR Hector Rivera Passenger Vehicle Concern Advocate Hriver21@ford.com | www.ford.com Office: 866-631-3788 ext. 79784 M-W 10:30AM-7PM CST F-SAT 10:30AM-7PM CST
2023-01-23 22:16:51	Call received by MPH. CS SAYS : Ford specialist reached out to her Mother in law but she was in the hospital She provided [redacted] DEALER SAYS : N/A I ADVISED : This is a CRC concern NEXT STEPS : Cold Transfer .
2023-01-23 22:27:16	IBC- cbn [redacted] stated she would like to speak to cxs. sent cxs webex message Ford Motor Company ® JASMINE BAKER Customer Experience Specialist, Ford Truck Team O: 866-631-3788 ext. 79097
2023-01-25 19:46:42	-----Original Message----- From: [redacted] Sent: Monday, January 23, 2023 12:39 PM To: [redacted] (D.) Subject: Ford Bronco Sport WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Hello, I was emailing you in regards to a case I had open for my mother in [redacted]. She mentioned you called Friday but she's in the hospital.. if you could reach out to me at [redacted]. Thanks! Sent from my iPhone
2023-01-25 19:47:00	-----Original Message----- From: Spotsville, Destinei (D.) Sent: Wednesday, January 25, 2023 1:46 PM To: [redacted] Subject: RE: Ford Bronco Sport H[redacted] thank you for the email. I am reaching out to the dealer today so I can obtain the necessary info to proceed.
2023-01-25 19:58:34	OBC TO Dealer: spoke to the dealer service scheduler Letitia. she tried to transfer me to the assigned SA for the customer but he was assisting another cust at the moment so she left a message along with my email for a call back and also provided me his contact details. Gabino Arroyo gabinoa@fordchinohills.com
2023-01-25 19:58:49	From: Spotsville, Destinei (D.) Sent: Wednesday, January 25, 2023 1:58 PM To: 'gabinoa@fordchinohills.com' Subject: [redacted] VIN: 3FMCR9B64[redacted] Hi Gabino I am the service advisor for this customer. They are currently seeking assistance from ford. Is this repair covered under warranty? If not are they outside the B2B by time or mileage? Can you please provide me with the RO details as follows if needed as soon as possible to look into assistance for the customer. Email is the best point of contact if you can't reach me. Thank you. RO #- RO open date- RO line #- Mileage- parts ($) cost- labor ($)cost- P&A cod- DESTINEI SPOTSVILLE Customer Experience Specialist/Dealer Experience Specialist, Ford CX Team O: 866.631.3788 (ext. 79822) 2091 Oakwood Blvd. Dearborn, MI 48124 USA
2023-01-25 22:23:30	OBC TO CUST: cust wants to proceed with buyback process she isthe delegate for the customer. the customer is in the hospital so i emailed the buyback template so when she visits the assigned cust at the hospital they can go over the BB questions and get it sent back in and CXS will initiate the process. CXS also explained the process of BB
2023-01-31 00:24:35	From: Spotsville, Destinei (D.) Sent: Monday, January 30, 2023 6:24 PM To: [redacted] Subject: [redacted] I hope you are doing well as well as [redacted]. Were you guys able to complete the buyback questions? DESTINEI SPOTSVILLE Customer Experience Specialist/Dealer Experience Specialist, Ford CX Team O: 866.631.3788 (ext. 79822) 2091 Oakwood Blvd. Dearborn, MI 48124 USA
2023-02-02 13:15:26	
	To [redacted]
2023-02-06 14:54:56	
	obe to Debbie H (attorney) @ Norm Reeves requesting ro details;
	obe to Shon C (sd) @ Lake ElsinoreFord requesting ro details

2023-02-07 21:48:39	
	ibe from Joise G (CR) she provided ro details
2023-02-10 20:57:23	OBC TO CUST: to advise of case status update. advised cust it is still under review for decision to be made and i will continue to update her every 5 days cust asked about rental assistance we can not provide rental assistance while undergoing BB
2023-02-10 23:26:02	
	obc to Chino Hills; i was told that Gabino (sa) in available; she asked for my call back info
2023-02-13 20:36:45	
	obc to Chino HIlls, i spoke with Gabino (sa) he provided ro details;
2023-02-13 20:37:27	
	Case Analyst Review Complete. Transferring to TL for Review
2023-02-16 20:29:47	
	Sending to Tier 3 for review.
2023-02-16 21:37:31	
	CCA review in progress.
2023-02-17 16:16:09	
	CXS – Shandreka Stewart sstew131@ford.com 866-631-3788 IBC CUSTOMER/ Customer states she was calling to check the status of the case and would like to advise that she did pick up the vehicle 2/14/23 and the vehicle is malfunctioning again Cxs advised customer of scheduled follow up for 2/17/23. Customer would also like an update on her buyback Next steps:fcr Ford Motor Company ® Shandreka Stewart sstew131@ford.com |www.ford.com
2023-02-17 16:28:09	OBC TO CUST: to confirm with [redacted] that we are allowed to speak with [redacted] confirmed she is the co-signer and that her daughter in law can speak because it is their car. she is currently in the hospital for over a month.
2023-02-17 21:18:01	
	Continued CCA in progress.
2023-02-20 21:03:44	
	CCA Review Complete. Transferring to COM for Final Review & Processing. PLEASE ADVISE CUST: If they continue to have concerns & repairs, please re-contact us to re-open their Case/re-engage CA Team for re-review.
2023-02-21 18:54:48	
	IBC FROM CUST CUST is reaching out for updates on the case buyback and requesting rental due to her vehicle breaking down on her again and needing to take it back to the DLR Advised CUST the BB is still on going, we can not provide rentals until the vehicle is back at the DLR Advised CXS has follow up set for 2/24/2023, and I will send her a message to see if we can get a follow up sooner than scheduled CUST says that is fine she just needs assistance since the vehicle was in the DLR for weeks for the last repair. Diana Cortez Customer Experience Specialist Dcorte12@ford.com| www.Ford.com O:1-8666313788 ext. 79497
2023-02-22 12:58:41	
	COM Review Complete. Assigning to Veronica to process
2023-02-22 13:19:42	
	DNQ UPLOADED TO PORTAL, TRACKING IS [redacted] LETTER WILL BE SENT WITHIN THE NEXT 3 BUSINESS DAYS
2023-02-24 00:51:35	ibc from customer who wanted to know why her BB was denied. customer said her car just stopped on her while on the freeway and sometime it just wouldn't start. Customer now has to tow the vehicle to the dealership for fear that it won't make it there safely. adv her agent has a follow up scheduled for tomorrow next step: notate case Ford Motor Company | Customer Relationship Center- PVT Concern Team Taalina Zamora tzamora3@ford.com www.ford.com office:866-631-3788 ext.79827]

2023-03-02 21:16:50	From: Spotsville, Destinei (D.) Sent: Thursday, March 2, 2023 3:17 PM [redacted] - [redacted] I am aware you may have further questions about your buyback decision and your vehicle. Can you please respond here with your questions today so I can further look into your concerns for you. DESTINEI SPOTSVILLE Customer Experience Specialist/Dealer Experience Specialist, Ford CX Team O: 866.631.3788 (ext. 79822) 2091 Oakwood Blvd. Dearborn, MI 48124 USA
2023-03-07 19:23:03	OBC TO CUST: lvm to follow up on repair assistance following the bb denied decision there was no answer cxs LVM for any further assistance.
2023-03-13 18:08:12	From: Spotsville, Destinei (D.) Sent: Monday, March 13, 2023 1:08 PM [redacted]' Subject: RE: [redacted] I reached out to you earlier your voicemail is full. It looks like based off the all information provided they will not proceeding with the buyback. Is the vehicle still at the dealer? we can see if they need assistance in regards to finding a repair for the vehicle.
2023-03-13 18:10:33	OBC TO CUST: cust wanted more info on why the buyback is denied //NO ANSWER VM WAS TOO FULL TO LEAVE MESSAGE . CXS sent email to delegate offering repair assistance if the vehicle is still down at the dealer
2023-03-15 17:27:56	From: Spotsville, Destinei (D.) Sent: Wednesday, March 15, 2023 12:28 PM To: [redacted]' Subject: RE: [redacted] Okay I will try to get that obtained or sent to you if possible. Will there be anything I can assist with? How soon can you get the vehicle back to the dealer.
2023-03-15 18:08:45	OBC TO DEALER: to try to obtain bill of sale for cust per request by email. but the receptionist says the finance department is currently very busy so shes only able to take a message. cxs left agent with customers name , veh and my email address for that copy.
2023-03-21 18:02:45	OBC TO CUST: to inquire if the bill of sale was sent no answer//lvm
2023-03-21 18:03:30	From: [redacted] Date: March 16, 2023 at 10:14:07 AM PDT To: [redacted] Subject: Request for 4/2021 Signed Purchase Contract for Ford Bronco I, [redacted], am writing requesting a Copy of Signed 4/2021 Purchase Contract. After several request with No copy emailed to neither [redacted] since requests back in January 2023. Is there a reason why No One has followed thru for this request? Since, now I am requesting in writing I hope to receive promptly the Signed 4/2021 Purchase Contract emailed to [redacted] who has my permission to speak on my behalf on all concerns regarding the 2021 Ford Bronco, while I am still hospitalized waiting on a double lung and kidney transplant. Please email to [redacted], immediately. Thank You in Advance. Sincerely [redacted] 3/16/2023@10:10a.m.
2023-03-24 17:59:02	OBC TO DEALER: Spoke with Priscilla the receptionist at the dealer and she stated that she will get a message over for requesting the purchase contract. CXS advised i have left several messages and notes requesting, but the customer still has not received. CXS will request customer make a stop to the dealership if this last approach doesn't work.
2023-03-31 16:02:55	From: Spotsville, Destinei (D.) Sent: Friday, March 31, 2023 11:03 AM To: [redacted] Subject: CAS- [redacted] I have left several voice messages to try to obtain the purchase contract for your mother-in-law [redacted]. After several attempts, I think it's best that you may try to stop by the dealer to have this concern addressed immediately in regards to the purchase contract of the vehicle. I hope all is well with your mother-in-law and I hope she is feeling better. I would now have to prepare your case for closure since the vehicle is no longer at the dealer. For any reason that you would need my assistance or help in regards to the vehicle when it is back at a Ford dealership, you can just send me a email and I can continue to work your case or get you started with the new one. I hope I was able to address all the concerns that I can. I want to thank you always and your mother-in-law for your loyalty to Ford motor company. If you have any questions in regards to this feel free to respond to the email thank you and have an awesome day. DESTINEI SPOTSVILLE Customer Experience Specialist/Dealer Experience Specialist, Ford CX Team O: 866.631.3788 (ext. 79822) 2091 Oakwood Blvd. Dearborn, MI 48124 USA
2023-03-31 16:04:06	OBC TO DEALER: CXS made another attempt to the dealer to obtain the purchase contract on the customer's behalf. There was no answer so agent left a vm in Finance dept again. CXS sent email in regards to the next steps the customer should take .

CASE ATTACHMENTS:

2023-02-01 22:34:40 Destinei Spotsville



Customer Information	
Name(s) on the Title [redacted]	
Address [redacted] Norwalk CA [redacted]	
Email Address [redacted]	
Customer is purchasing the vehicle.	
Vehicle Information	
VIN: 3FMCR9B64[redacted]	**Current Mileage:** 61000
Ownership Status/ Type of Purchase: new	
Purpose of vehicle: personal	# Vehicles registered to the business. (If yes to business) NO
Purchase Date: 4/15/2021	Mileage at Time of Purchase:
State Information	
State Where Purchased: california	
State Where Registered: california	
Dealer Information	
Purchased from Dealer? yes	Dealership (if yes): Normsreeves Ford superstore Cerritos ca
Primary Reason for Repurchase: continuous problems with vehicle with veh.	
Is there a current concern with the vehicle? car is not starting and making lagging noise	
What is the repair status of the vehicle? cust has vehicle but is taking it back to dealer	
Were repairs completed for this concern at multiple dealerships? (If yes): Lake Elsinore Ford . chino hills ford	
(**CA Only**) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? **No**	

CASE NUMBER: [redacted] STATUS: In Progress

OPEN: 01-21-2023 CLOSED: BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: Woodhouse Ford, Inc.

PA CODE: 03423 DLR SALES CODE: 53507 REGION: C4 ZONE: C4E

VIN: 3FMCR9C67N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | | |

HOME PHONE:

SYMPTOMS: | | |

ANALYST NAME: SYSTEM OPEN ANALYST NAME: # FordGCCTUTM-PROD

COMMENTS:

2023-02-04 15:03:37	Arion Charity Customer Experience Specialist, Ford CXSC Truck Team acharit2@ford.com | www.ford.com office: 866-631-3788 ext: 79324 efax:1 (888) 474-9594 Work Hours: Monday- Tuesday- Wednesday-Friday-Saturday- from 7:00am- 3:30pm OBC to DLR spoke with: receptionist Natalie she informed me that service is closed on the weekends. Next steps: Set follow up.
2023-02-10 13:29:03	Arion Charity Customer Experience Specialist, Ford CXSC Truck Team acharit2@ford.com | www.ford.com office: 866-631-3788 ext: 79324 efax:1 (888) 474-9594 Work Hours: Monday- Tuesday- Wednesday-Friday-Saturday- from 7:00am- 3:30pm OBC to DLR didnt answer. I left a voicemail to verify if the veh is there and has been diag. Next steps: Set follow up.
2023-02-10 13:47:17	Case Number : [redacted] Customer : [redacted] Business Phone : [redacted] Home Phone : [redacted] Mobile Phone : [redacted] LTV Score : 98 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Woodhouse Ford, Inc. Dealer P&A : 03423 Dealer phone : 4024264126 VIN : 3FMCR9C67[redacted] Year : 2022 Make : FORD Model : BRONCO SPORT Mileage : 27977 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2022-01-01 Open Recall/FSA: : n/a ESP : 968 - USA 2022 NEW 96/100000 PREMIUMCARE W/ROADSIDE Hotline Contact : n/a Warranty History : 20-JANUARY-2023 DEALER:Woodhouse Ford, Inc.ODOMETER:000027330M WARRANTY CLAIM NUMBER[redacted] CONDITION CODE82 CONDITION DESCFREIGHT/POSTAGE/MAINTENANCE LABOR OP10654C PART NUMBERPART DESCRIPTIONQUANTITY 10655 000 VEHICLE TOWED IN FOR NO START/STALLING. BATTERY WAS COMPLETELY DEAD. JUMPSTART THE VEHICLE AND DROVE INTO THE SHOP. REMOVE THE BATTERY. TEST AND CHARGE THE BATTERY. CHARGED FOR OVER 5 HOURS. BATTERY PASSED TEST. RESET THE BMS. AT THIS POINT VEHICLE STARTS AND OPERATES CORRE CTLY. TEST THE CHARGING SYSTEM. VEHICLE IS CHARGING AT 13.7 VOLTS. PE RFORM DRAW TEST. NO DRAW AT THIS TIME. CANNOT DUP
2023-02-10 14:01:34	Warranty History info found in oasis veh was there 20-JANUARY-2023 DEALER:Woodhouse Ford, Inc.ODOMETER:000027330M VEHICLE TOWED IN FOR NO START/STALLING. BATTERY WAS COMPLETELY DEAD. JUMPSTART THE VEHICLE AND DROVE INTO THE SHOP. REMOVE THE BATTERY. TEST AND CHARGE THE BATTERY. CHARGED FOR OVER 5 HOURS. BATTERY PASSED TEST. RESET THE BMS. AT THIS POINT VEHICLE STARTS AND OPERATES CORRE CTLY. TEST THE CHARGING SYSTEM. VEHICLE IS CHARGING AT 13.7 VOLTS. PE RFORM DRAW TEST. NO DRAW AT THIS TIME. CANNOT DUP

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: In Progress

OPEN: 01-24-2023 CLOSED: BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: Ford of Clermont

PA CODE: 05793 DLR SALES CODE: 24542 REGION: S3 ZONE: S3C

VIN: 3FMCR9A65M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9A - BRONCO SPORT CX430 BASE

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | FL | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Stalls/Quits | At Idle | Always

ANALYST NAME: Daija Jackson OPEN ANALYST NAME: # FordGCCTUTM-PROD

COMMENTS:

2023-01-24 21:03:35

Daija Jackson|Ext.79488|djack314@ford.com Uptime Note: Is the veh there? no Mileage? 28008 RO#: [redacted] RO date: 1/23 Veh Concern? MPI Maint main shop Diagnosis: n/a Repairs ETA:1/24 rental? no loaner?no Warrantable? no Technician Pending or assigned? completed Copis Active? no TAC Active? no Next Steps: Call DLR Ford Motor Company ® Customer Relationship Center – Passenger Vehicle Concern Team Daija Jackson DJACK314@ford.com | www.ford.com office: 866-631-3788 ext.

2023-01-24 21:43:09

Daija Jackson|Ext.79488|djack314@ford.com OBC to DLR: spoke with svc andrea Adrianna says the veh is completed waiting on the cust to pick up. Is the veh at the dlr? yes Cust CLV: 83 Customer Name: [redacted] Customer Number: [redacted] Customer Email: no What is the veh concern?auto start turned veh off, battery died What is the diagnosis? battery replaced Is there a clear path to repair? yes Are repairs Warrantable? yes What warranty are repairs covered under? N/a Technician Pending or assigned? completed Repair Order #[redacted] Repair Open date: 1/23 P&A code: Mileage at RO: [redacted] Service advisor: Katelyn Confirm vehicle repair ETA : 1/24 RO Closure date: n/a Offer delivery? n/a Next Steps: Send cust SMS offering ESP Ford Motor Company ® Customer Relationship Center – Passenger Vehicle Concern Team Daija Jackson DJACK314@ford.com | www.ford.com office: 866-631-3788 ext.

2023-01-24 21:55:23

Case Number : [redacted] Customer : [redacted] Business Phone :n/a Home Phone : [redacted] Mobile Phone : [redacted] LTV Score : 83 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Ford of Clermont Dealer P&A : 05793 Dealer phone : 3523946161 VIN : 3FMCR9A65M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 28984 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-03-09 Open Recall/FSA: : 1 ESP : 1 Hotline Contact : no Warranty History : 5

2023-01-24 23:34:57

Daija Jackson|Ext.79488|djack314@ford.com OBC to cust: I called and left a voicemail for cust repair satisfaction and Premiumcare offer Next Steps: Set follow up for satisfaction Ford Motor Company ® Customer Relationship Center – Passenger Vehicle Concern Team Daija Jackson DJACK314@ford.com | www.ford.com office: 866-631-3788 ext.

2023-01-27 20:47:02

dJohn860@ford.com 1/24 I called and left a voicemail for cust repair satisfaction and Premiumcare offer 2nd attempts Obc to cust [redacted] [redacted] Straight to voicemail . Cxs left vm calling on behalf of agent regarding repair satisfaction and esp offer Email sent -allow customer response NEXT STEPS Final attempt to confirm repairs and offer premium care esp Fu on 1/30/23 Donna Johnson Ford Motor Company Passenger Vehicle Concern -Project Advocate dJohn860@ford.com | www.ford.com Monday -Friday | 815am-445pm office: 866-631-3788 ext 79464

2023-01-27 23:01:22

[redacted] Johnson, Donna (D.) WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. So sorry we've been hard to get a hold of, work has been a little crazy! What's included with the premium care extended service plan and how long does it last? Cxs confirmed questions customer had regarding offer . NEXT STEPS awaiting gwg acceptance Submit esp fu on status 1/30 Donna Johnson Ford Motor Company Passenger Vehicle Concern -Project Advocate dJohn860@ford.com | www.ford.com Monday -Friday | 815am-445pm office: 866-631-3788 ext 79464

2023-01-30 16:54:08

Daija Jackson|Ext.79488|djack314@ford.com OBC to cust: I called and left a voicemail for Premiumcare acceptance. Next Steps: Safety net Email closure Ford Motor Company ® Customer Relationship Center – Passenger Vehicle Concern Team Daija Jackson DJACK314@ford.com | www.ford.com office: 866-631-3788 ext.

2023-01-30 17:15:20

Ford Motor Company®
Angel Miller
Business Operations Supervisor – PV Team
amill286@ford.com | www.ford.com
Mon - Fri 7:45 AM – 4:15 PM

Safety Net: CXS may resolve case.

2023-02-08 15:45:47

Morley activity [redacted] has been rejected.
Advocate Action Needed -

Customer has core plan premium plan already attached to VIN in oasis please offer any other core plan ormaintenance plan as GWG.
Please correct, save and re-transmit as soon as possible to avoid deletion.
Thank you for your partnership,

2023-02-08 19:46:26

Morley Case Progression Specialist
Morley activity: [redacted]
ESP Has been transmitted.

Ford Motor Company ®
Jelishia Joiner
Lead Agent
Email: JJoine12@ford.com| www.ford.com
Mon- Fri 8:00am-4:30pm CST (Central)

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 01-24-2023 CLOSED: 02-18-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: Metro Ford Inc

PA CODE: 04871 DLR SALES CODE: 24003 REGION: S3 ZONE: S3A

VIN: 3FMCR9B60M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 19,385

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | FL | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Slow Crank/Battery | Always

ANALYST NAME: Tyeshia Campbell OPEN ANALYST NAME: # FordGCCTUTM-PROD

COMMENTS:

2023-01-24 23:46:18 Confirm Repair Order Details: [redacted] Technician pending or assigned? VEHICLE BOOKED INTO DEALERSHIP Is there a COPIS Ticket? If so, what is the status? N/A Is there a TAC Request? If so, what is the status? N/A Is there evidence of a loner vehicle? N/A

2023-01-25 19:53:51

UPTIME RESEARCH
RO #: [redacted]
RO open Date :Jan 24, 2023 10:46:19 AM
Dealer Name: Metro Ford
Has a tech assigned? n/a
Repair Status: Vehicle Booked into Dealership

Case Number : [redacted]
Customer : [redacted]
Business Phone : [redacted]
Home Phone : [redacted]
Mobile Phone : [redacted]
LTV Score : 69
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : n/a
Part Number : n/a
Dealer Name : Metro Ford Inc
Dealer P&A : 04871
Dealer phone : 3057519711
VIN : 3FMCR9B60M[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 19385
Engine Specification :
Transmission Specification :
Warranty Start Date : 2021-06-17
Open Recall/FSA: :

22S73PCM PROGRAMMING AND DRAIN TUBE INSTALLATION
ESP :CTIREWHL
0972 - USA 2021 6 YR TIRECARE-GROUP 1-INCLUDE 1ST DAY RENTAL ;CPCLIGHT
0968 - USA 2021 NEW 72/75,000 PREMIUMCARE W/ROADSIDE ;CESPMNQC
0968 - USA 2021 NEW 72/75K PREM MAINT(M&W) 7.5K INTERVAL
Hotline Contact : n/a
Warranty History : n/a

OBC to DLR, spoke with SA Fernando Arechaga, who informed me that he has not been able to get in contact with the customer, so he does not know what that concern is. I provided SA with another contact phone number for the customer. Obtained the following info:

Service Advisor: Fernando Arechaga
Email: yourservice@metroford.com
Customer Name: [redacted]
[redacted]
CLV SCORE:69
Is the VEH there?
Mileage? 19,385
Offer Delivery? Yes
Technician Pending or assigned? No, because the DLR does not know what the concern is.

Sent SMS to customer

Next: f/u with dlr to confirm cust concern and veh diagnosis.1/26 by 7:30 PM CST

Tyeshia Campbell
SheHerHers
Customer Experience Specialist, Ford CX Team
5959 Corporate Dr | Houston, TX 77036 | U.S.A.
tcampb89@ford.com | www.ford.com

O: 1-866-631-3788 Ext.79383

2023-01-26 19:21:13

OBC to DLR spoke with SA Fernando, who informed me that the vehicle has not been diagnosed yet because he cannot get in contact with the customer. Offered to call the customer while DLR was still on the line. Customer answered, provided the following:

Veh Concern: Put veh on get around app, veh started acting up after something was put on his veh (requirment from app).Veh did not want to start; low battery; had to jump start veh shuts down after 20 mins of driving.

Cust stated he prefer's a text before a call.

Call Ended.

OBC to DLR:

SA Fernando says vehicle could be diagnosed by tomorrow 1/27.

Nxt Steps: f/u with DLR & Cust, 1/27 by 7:30 pm CST

Tyeshia Campbell
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O: 1-866-631-3788 Ext.79383

2023-01-27 22:54:00

OBC to DLR, spoke with SA Fernando who informed me that the customer vehRight head light is broken, causing left headlight LED to stay on. The part is on back order, Per SA they removed the right headlight, the left LED is now off and customer can pick up their vehicle until part arrives. Due to the damage the repair is not warrantable it was caused by an accident.

OBC to customer, no answer, left voicemail.

Nxt Steps: No goodwill offer, customer caused of failure due to accident. f/u with customer 1/31 by 7:30 pm CSTto determine if he picked up his vehicle or not. If so, case closure.

2023-01-31 20:31:05

OBC to customer, who informed me that he has not picked up his vehicle because the DLR is still working on the battery issue. I advised the customer that I would call the DLR to confirm and follow up with a SMS.

OBC to DLR, spoke with SA Fernando who informed me that the vehicle is ready for pick up and he stated he already explained this to the customer.

Sent Customer SMS.

Nxt Steps: f/u 2/3 to confirm customer picked up vehicle.

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2023-02-03 23:33:17

DLR Closed.

OBC to customer, no answer left voicemail.

Nxt Steps: f/u with customer to confirm repair satisfaction 2/9 by 7:30 pm CST

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5959 Corporate Dr | Houston, TX 77036 | U.S.A.
tcampb89@ford.com | www.ford.com

O: 1-866-631-3788 Ext.79383

2023-02-09 23:50:39

OBC to customer, informed me that he has not picked up his vehicle yet because nobody has called from DLR.

OBC to DLR, no answer in service department.

Back to customer informed him I would f/u with the DLR tomorrow regarding his vehicle pick up.

Nxt Steps: f/u with DLR 2/10 by 7:30 pm CST

Tyeshia Campbell
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Customer Experience Specialist, Ford CX Team
5959 Corporate Dr | Houston, TX 77036 | U.S.A.
tcampb89@ford.com | www.ford.com

O: 1-866-631-3788 Ext.79383

2023-02-10 23:04:28

OBC to DLR, spoke with SA Alex who informed me that they were about to close and everyone was gone for the day. She did confirm that the customer vehicle was ready for pick up she told me she would have the SA Fernando call the customer tomorrow to let them know.

Sent customer SMS regarding his vehicle being ready for pick up.

Nxt: f/u with customer 2/13 by 7:30 pm CST

Tyeshia Campbell
SheHerHers
Customer Experience Specialist, Ford CX Team
5959 Corporate Dr | Houston, TX 77036 | U.S.A.
tcampb89@ford.com | www.ford.com

O: 1-866-631-3788 Ext.79383

2023-02-14 01:10:36

OBC to customer, no answer. left voicemail.

SMS Thread:

No ill be there in about a hour

You are now connected to the customer. Start sending your messages now.

Tyeshia

Ok, thank you I will follow up with you later today.

Customer

I got it

Tyeshia

Are you satisfied with the repapirs?

Tyeshia

How is your vehicle running? Are you satisfied with the repairs?

Customer

Something is up with the hood

Tyeshia

I tried to call you, to get more details. I will follow up with you on Friday. I will be out of the office until then. If you need assistance before I return please contact 1-866-631-3788

Tyeshia

Case #[redacted]

2023-02-17 19:58:08

OBC to customer, no answer, left voicemail. sent case closure email.

*Due to the damage the repair is not warrantable it was caused by an accident.

From: Campbell, Tyeshia (T.)
Sent: Friday, February 17, 2023 2:00 PM
To: [redacted]

[redacted]

Thank you for contacting Ford Motor Company and allowing us to assist you with your2021 Ford Bronco withMetro Ford. I am glad we were able to addressyour repair.

If you have any further questions or concerns regarding this repair, or any additional comments or feedback, please do not hesitate to reach out tomedirectlyat 866-631-3788 Extension79383or by email attcampb89@ford.com. If I am unavailable, please leave me a detailed message and I will return your call as soon as possible. Please reference the case number indicated above for a quicker response.

Please look for an email within the next few days that includesa brief survey regarding your experience with me in completing your case.We value your feedbacksothatwecan betterunderstandwhatwe cando to improve in the future.

Thank you for being a valued customer and a part of the Ford family,
---

Nxt: Case Closure

Tyeshia Campbell
SheHerHers
Proactive Roadside , Ford CX Team
5959 Corporate Dr | Houston, TX 77036 | U.S.A.
tcampb89@ford.com | www.ford.com

O: 1-866-631-3788 Ext.79383

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 01-25-2023 CLOSED: 03-16-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |
DEALER NAME: Theodore Robins Ford
PA CODE: 05508 DLR SALES CODE: 71095 REGION: W1 ZONE: W1C
VIN: 3FMCR9C63M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | CA | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | Always
ANALYST NAME: Alexia Boyd OPEN ANALYST NAME: # FordGCCTUTM-PROD
COMMENTS:

2023-01-25 17:03:21 Uptime findings: Service Advisor: N/A Customer Name: N/A Customer Number: N/A CLV Score: N/A Is the veh there? N/A Mileage? N/A RO#[redacted] RO date Jan 24, 2023 Veh Concern? N/A Diagnosis: N/A Repairs ETA: N/A Offer delivery? N/A rental? N/A loaner? N/A Warrantable? N/A Technician Pending or assigned?N/A

2023-01-25 17:07:24 Case Number :[redacted] Customer[redacted] Business Phone[redacted] Home Phone :[redacted] Mobile Phone : LTV Score : 97 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : Theodore Robins Ford Dealer P&A : 05508 Dealer phone : 9496420010 VIN : 3FMCR9C63M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 10421 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-09-04 Open Recall/FSA: : 21C31 FRONT BRAKE PAD REPLACEMENT 22S21 RIGHT-HAND ENGINE OIL SEPARATOR INSPECTION 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION ESP : 0968 - USA 2021 NEW 36/36K PREM MAINT(M&W) 7.5K INTERVAL Hotline Contact : Warranty History : Customer CommentsPerform 7,500 Mile Warranty Service Tech CommentsMaintenance Performed oil and filter change, tire rotation, tire pressure check, topped off all fluids, and multi point inspection.

2023-01-25 17:25:59 CXS Alexia Boyd (79762) OBC to DLR Service Advisor: Jeff Customer Name:[redacted] Customer Number: CLV Score: Is the veh there? Mileage? 10421 RO#[redacted] RO date Jan 24, 2023 Veh Concern? Towed in stalled on freeway while Driving Diagnosis: Not complete. Expected to be complete today Repairs ETA: Offer delivery? Yes rental? No loaner? No Warrantable? N/A Technician Pending or assigned? NEXT STEPS - FU with CUST Ford Motor Company ® Alexia Boyd Customer Experience Specialist, Ford Concern Team aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Thurs and Saturday's from 8am-4:30pm CST

2023-01-30 19:37:24 CXS Alexia Boyd (79762) OBC to DLR Service Advisor: Jeff SA Jeff was not available. Next email and portal to dlr. Ford Motor Company ® Alexia Boyd Customer Experience Specialist, Ford Concern Team aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Thurs and Saturday's from 8am-4:30pm CST

2023-01-30 21:26:47 CXS Alexia Boyd (79762) OBC to DLR Service Advisor: Jeff PER SA still trying to get diagnostic. CUST wants a rental however still trying to determine. Veh is not running hole in transfer case. NEXT STEPS - FU with CUST Ford Motor Company ® Alexia Boyd Customer Experience Specialist, Ford Concern Team aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Thurs and Saturday's from 8am-4:30pm CST

2023-01-30 22:14:26 CXS Alexia Boyd (79762) OBC to CUST Touch bases on case, informed diagnostic is not complete however will fu 2/2 Ford Motor Company ® Alexia Boyd Customer Experience Specialist, Ford Concern Team aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Thurs and Saturday's from 8am-4:30pm CST

2023-02-02 20:48:39 CXS Alexia Boyd (79762) OBC to DLR Service Advisor: Jeff PER SA order power transfer case unit. CUST is out of town. CUST will have a rental when he gets back. PER SA release date on 2/07. PER SA after he receives the part he will have to see what other concerns may be present because he has a whole at the bottom of veh. Next fu with CUST via text. Ford Motor Company ® Alexia Boyd Customer Experience Specialist, Ford Concern Team aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Thurs and Saturday's from 8am-4:30pm CST

2023-02-04 22:23:19 CXS Alexia Boyd (79762) OBC to CUST CXS reached out to cust to touch on voicemail left 2/2 in request for rental. PER CUST DLR set him up in a rental NEXT STEPS - CXS will fu as scheduled. Ford Motor Company ® Alexia Boyd Customer Experience Specialist, Ford Concern Team aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Thurs and Saturday's from 8am-4:30pm CST

2023-02-09 15:07:50 CXS Alexia Boyd (79762) OBC to DLR Dlr have not opened yet. CXS will fu again later today. NEXT STEPS - FU again later. Ford Motor Company ® Alexia Boyd Customer Experience Specialist, Ford Concern Team aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Thurs and Saturday's from 8am-4:30pm CST

2023-02-09 17:02:09

CXS Alexia Boyd (79762) OBC to DLR
PA Julio
PER PA release date for part is now 2/23.
No updates on part status in system.
power unit case
RO#[redacted]
NEXT STEPS - FU with CUST
Ford Motor Company ®
Alexia Boyd
Customer Experience Specialist, Ford Concern Team
aboyd61@ford.com | www.ford.com
Office: 866-631-3788 ext. 79762
E-Fax: 8886359545
Mon-Thurs and Saturday's from 8am-4:30pm CST

2023-02-10 00:34:13	Gabrielle Davis/ ext 79798/ gdavi215@ford.com ibc from customer [redacted] customer is needing extension on rental. adv customer i will reach out to Ms. Boyd regarding concern. Adv DXS at dlr will be able to extend rental NEXT STEPS: document case Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798
2023-02-16 21:27:30	CXS Alexia Boyd (79762) OBC to DLR [redacted] Jeff is at lunch SA transferred CXS to voicemail box. CXS left a voicemail for a repair status update. NEXT STEPS - FU 2/21 Ford Motor Company ® Alexia Boyd Customer Experience Specialist, Ford Concern Team aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Thurs and Saturday's from 8am-4:30pm CST
2023-02-20 16:17:44	voicemail from jeff - waiting for power transfer unit cust in rental
2023-02-22 17:17:12	FILL EM-ORDS FROM: YS NPD UPON RECEIPT,32 PCS ALLOCATED TO SHIP FROM PACKAGER TO NPD OBC to DLR RO# [redacted] PA Jose does not have a tracking update yet. CXS will now send sms to cust. Ford Motor Company ® Alexia Boyd Customer Experience Specialist, Ford Concern Team aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Thurs and Saturday's from 8am-4:30pm CST
2023-03-01 20:05:41	Thank you for submitting a COPIS Parts Order Status case. Good news, your backorder for Service Part Number: LX6Z7251F, Shipper Number: [redacted] DOR Number: 26720, shipped on 02/27/2023. As the order has now shipped, your COPIS case has been closed. CXS Alexia Boyd (79762) OBC to DLR RO# [redacted] CXS left a voicemail for part informing of part shipping on 2/27 requesting a call back. NEXT STEPS - FU 3/6 Ford Motor Company ® Alexia Boyd Customer Experience Specialist, Ford Concern Team aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Thurs and Saturday's from 8am-4:30pm CST
2023-03-07 17:55:42	CXS Alexia Boyd (79762) OBC to DLR RO# [redacted] SA Jeff PER SA finishing up the work. Hoping to have it done by tomorrow. PER SA is thinking that there may be another concern after power unit case repair is complete. CXS will fu with cust and again with dlr on 3/13 Ford Motor Company ® Alexia Boyd Customer Experience Specialist, Ford Concern Team aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Thurs and Saturday's from 8am-4:30pm CST
2023-03-13 19:45:30	CXS Alexia Boyd (79762) OBC to DLR RO# [redacted] SA Jeff ext 233 CXS left a voicemail for a repair status update. NEXT STEPS - FU 3/14 Ford Motor Company ® Alexia Boyd Customer Experience Specialist, Ford Concern Team aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Thurs and Saturday's from 8am-4:30pm CST
2023-03-14 20:48:50	CXS Alexia Boyd (79762) OBC to DLR RO# [redacted] SA Jeff ext 233 email - jpohlig@robinsford.com PER SA repair completed as of 3/08. NEXT STEPS - FU with CUST offer GWG Ford Motor Company ® Alexia Boyd Customer Experience Specialist, Ford Concern Team aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Thurs and Saturday's from 8am-4:30pm CST
2023-03-14 20:52:09	CXS Alexia Boyd (79762) OBC to CUST Someone answered stated that CUST is not available NEXT STEPS - FU 3/15 Ford Motor Company ® Alexia Boyd Customer Experience Specialist, Ford Concern Team aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Thurs and Saturday's from 8am-4:30pm CST
2023-03-15 21:22:38	CXS Alexia Boyd (79762) OBC to CUST PER CUST veh concern is no longer present. CXS offered Used premiumcare. PER CUST leases veh so he does not need it. NEXT STEPS - send thank you email and safety net case Ford Motor Company ® Alexia Boyd Customer Experience Specialist, Ford Concern Team aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Thurs and Saturday's from 8am-4:30pm CST
2023-03-15 21:30:39	OBE to CUST [redacted] I am glad that I was able to address your concerns with your 2021 Bronco Sport. In 24 – 48 hours, you will receive an email with a survey regarding your experience with me, your Customer Experience Advocate. This survey will not be about your dealership or product concern. We value all feedback and are committed to ensuring the best customer experience for all of customers to improve overall. Thank you being a part of the Ford family and we look forward to hearing from you! Ford Motor Company ® Alexia Boyd Customer Experience Specialist Aboyd61@ford.com| www.ford.com O: 866-631-3788 Ext. 79762

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided

OPEN: 01-25-2023 CLOSED: 01-30-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: Kings Colonial Ford, Inc.

PA CODE: 04847 DLR SALES CODE: 24452 REGION: S3 ZONE: S3D

VIN: 3FMCR9C65M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 13,001

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | GA | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Moving | No Engagement | Both (Fwd and Rev)

ANALYST NAME: Morissa Alfred OPEN ANALYST NAME: # FordGCCTUTM-PROD

COMMENTS:

2023-01-25 20:22:46	UPTIME RESEARCH RO#[redacted] RO Open Date :01/24/2023 Dealer Name: Kings Colonial Ford, Inc. Has a tech assigned? NA Repair Status: VEHICLE BOOKED INTO DEALERSHIP Active/inprogess Criteria: Within 5/60k CLV above 50 Repairs must be warrantable Ford Motor Company ® Customer Experience Specialist – PV Team Morissa Alfred She|Her|Hers malfre12@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79063
2023-01-25 20:37:26	Case Number :[redacted] Customer :[redacted] Business Phone [redacted] Home Phone :[redacted] Mobile Phone :[redacted] LTV Score : 87 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : NA Part Number : NA Dealer Name : Kings Colonial Ford, Inc. Dealer P&A : 04847 Dealer phone : 9122646400 VIN : 3FMCR9C65M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 13001 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-01-02 Open Recall/FSA: : 22S73 ESP : No Hotline Contact : NA Warranty History : 11-JUNE-2022
2023-01-25 20:37:47	OBC to Dealer : CXS (Morissa Alfred/ext. #79063) Outbound Call to Dealer Reason For Call: Last 8 of VIN: [redacted] VEHICLE: 2021 Ford Bronco/Sport CUSTOMER'S PHONE NUMBER:[redacted] CUSTOMER'S NAME: [redacted] ADMIN: [redacted] CLV: 87 WSD: 01/02/2021 PART NUMBER: DEALERSHIP OFFER DELIVERY: DIAGNOSIS: Battery was completely dead, Died while driving REPAIR WARRANTABLE: Yes VEHICLE ARRIVED ON: 1/24/2023 VEHICLE LEFT ON: Still at dealer CUSTOMER IN RENTAL? CUSTOMER PAY: NA RENTAL VIN: NA SERVICE ADVISOR: Herbert Miller RO NUMBER: [redacted] MILEAGE: 13001 P&A CODE:04847 Notes: Customers battery was completely dead. service put in a new battery in but is still checking it because the battery died while he was driving Follow-Up: Reach out to customer NEXT STEP: Send sms to customer Ford Motor Company ® Customer Experience Specialist – PV Team Morissa Alfred She|Her|Hers malfre12@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79063
2023-01-25 22:14:09	Primary Team:US Ford Passenger Vehicle Concern NA CRC -PV Team OBC – Tried calling customer and introducing myself but was sent to vm. Left a detailed message with my contact information Ford Motor Company ® Morissa Alfred She|Her|Hers Passenger Vehicle Concern Advocate- PV Team malfre12@ford.com | www.ford.com office: 866-631-3788 ext. 79063 Mon-Fri 9:00 am to 5:30 pm (Central Standard Time)
2023-01-27 17:53:32	Primary Team:US Ford Passenger Vehicle Concern NA CRC -PV Team OBC – Tried calling [redacted] again to see how his recent repair went but was sent to vm. Left a detailed message with my contact information Next Steps: Send Unable to contact email Ford Motor Company ® Morissa Alfred She|Her|Hers Passenger Vehicle Concern Advocate- PV Team malfre12@ford.com | www.ford.com office: 866-631-3788 ext. 79063 Mon-Fri 9:00 am to 5:30 pm (Central Standard Time)

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 01-27-2023 CLOSED: 02-16-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: Cleburne Ford

PA CODE: 09554 DLR SALES CODE: 52407 REGION: C1 ZONE: C1B

VIN: 3FMCR9C67M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 19,105

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | No Crank | UNKNOWN

ANALYST NAME: Krishauna Carter OPEN ANALYST NAME: # FordGCCTUTM-PROD

COMMENTS:

2023-01-27 17:47:08	CXS- Krishauna Carter kcarte74@ford.com 8666313788 EXT.79415 OBC to Dealer- UPTIME: No items - Open RO ? [redacted] - Repair status ? Vehicle Booked Into Dealer - Is the vehicle still there? Yes - Why was the vehicle brought in ? Veh started smoking from the battery or engine area. Veh wouldn't start. Veh has no power and no lights. - Is there a diagnosis? No - What is the ETA for repair completion? No clear ETA - In a loaner or rental? No -Current Mileage ? 19105 mi - SA working the dealer ? Tamra-SA Next Steps: Reach out to dealer for diagnosis CXS- Krishauna Carter kcarte74@ford.com 8666313788 EXT.79415
2023-01-27 17:56:33	Case Number : [redacted] Customer : [redacted] Business Phone : [redacted] Home Phone : [redacted] Mobile Phone : LTV Score : 94 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : Cleburne Ford Dealer P&A : 09554 Dealer phone : 8175589998 VIN : 3FMCR9C67M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 19105 Engine Specification : Transmission Specification : Warranty Start Date : 2021-05-21 Open Recall/FSA: : ESP : Hotline Contact : Warranty History :
2023-01-31 21:32:09	CXS- Krishauna Carter kcarte74@ford.com 8666313788 EXT.79415 OBC to Dealer- Reached out to speak with Tamra-SA. No answer and left voicemail with contact information. Portal message and email sent. OBC to Customer- Reached out to customer to speak about veh repairs. No answer and CXS left voicemail with contact information. Next Steps: Reach out to dealer for diagnosis CXS- Krishauna Carter kcarte74@ford.com 8666313788 EXT.79415
2023-02-09 19:27:37	CXS- Krishauna Carter kcarte74@ford.com 8666313788 EXT.79415 OBC to Customer- Reached out to customer to give update on veh. No answer and left voicemail with contact information. Next Steps: Start UTC process. CXS- Krishauna Carter kcarte74@ford.com 8666313788 EXT.79415
2023-02-14 16:48:03	CXS- Krishauna Carter kcarte74@ford.com 8666313788 EXT.79415 OBC to Customer- Reached out to customer to give update on veh. No answer and left voicemail with contact information. This is 1st attempt. Next Steps: UTC process. CXS- Krishauna Carter kcarte74@ford.com 8666313788 EXT.79415
2023-02-15 17:48:06	CXS- Krishauna Carter kcarte74@ford.com 8666313788 EXT.79415 OBC to Customer- Reached out to customer to give update on veh. No answer and left voicemail with contact information. This is 2nd attempt. Next Steps: UTC process. CXS- Krishauna Carter kcarte74@ford.com 8666313788 EXT.79415
2023-02-16 16:20:33	CXS- Krishauna Carter kcarte74@ford.com 8666313788 EXT.79415 OBC to Customer- Reached out to customer to give update on veh. No answer and left voicemail with contact information. This is 3rd attempt. Next Steps: UTC process. CXS- Krishauna Carter kcarte74@ford.com 8666313788 EXT.79415
2023-02-27 21:17:30	ibc from [redacted] stated veh is on the side of the road waiting for son. asked if she wanted roadside assistance again she declined next step none Ford Motor Company ® Monique Allison | Customer Experience Specialist | Houston CRC 866.631.3788 x79834 mallis17@ford.com | www.ford.com Mon-Fri 10AM to 6:30 PM CST

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 01-29-2023 CLOSED: 03-03-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: AutoNation Ford Fort Worth

PA CODE: 02479 DLR SALES CODE: 52010 REGION: C1 ZONE: C1B

VIN: 3FMCR9B60M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 14,579

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | UNKNOWN | UNKNOWN

ANALYST NAME: Pasley Shaw OPEN ANALYST NAME: # FordGCCTUTM-PROD

COMMENTS:

2023-01-30 17:39:17

clv: 74 wsd: 10/16/21 vin#: 3FMCR9B60M[redacted] Uptime findings: Vehicle Booked Into Dealership Service Advisor: Jose/ SD Mike Service Advisor's email: ramosj12@autona Customer Name: [redacted] Customer Number: [redacted] CLV Score: 74 Is the veh there? yes Mileage? 14579 RO# [redacted] RO date 1/28/23 Veh Concern? doesn't start dies while driving Diagnosis: Thursday Repairs ETA: Offer delivery? n/a rental? n/a loaner? n/a Warrantable? yes Technician Pending or assigned? pending Ford Motor Company® Pasley Shaw Passenger Vehicle Concern Advocate pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)

2023-01-30 17:41:19

Case Number : [redacted]
Customer : [redacted]
Business Phone : [redacted]
Home Phone : [redacted]
Mobile Phone : [redacted]
LTV Score : 74
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : n/a
Part Number : n/a
Dealer Name : AutoNation Ford Fort Worth
Dealer P&A : 02479
Dealer phone : 8173705000
VIN : 3FMCR9B60M[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 14579
Engine Specification :1.5L Dragon I3 DI TC Gas B
Transmission Specification :8 Speed Auto Transmission 8F35
Warranty Start Date : 2021-10-16
Open Recall/FSA: : 21c31,22s73
ESP : n/a
Hotline Contact : n/a
Warranty History : [redacted]

2023-01-30 17:54:33

Cxs Pasley Shaw/ext.79478/ OB call to Dlr: reached out to the dlrshp to get an update on cust's veh the SA Jose wasn't receptive and stated that the veh was towed in due to the veh died while cust was driving CXS then asked for the cust's contact info but SA Jose refused to provide the info disconnected and reached out to the SD Mike to get cust's contact info he stated that the veh was towed in on Saturday w/ powertrain malfunction and would shut off while driving SD Mike stated that he will reach out to the cust and let the cust know that FMC is trying to reach out Mike stated that they won't have a diagnosis for a couple of days due to them being backed up Next Steps: f/u w/ cust to provide update on veh status Ford Motor Company ® Pasley Shaw Passenger Vehicle Concern Advocate pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)

2023-01-30 17:57:01

Cxs Pasley Shaw/ext.79478/ OB call to cust: informed cust that I was able to speak w/ the SD Mike and he stated that they won't be able to diagnose the veh until Thursday advised cust that my role is to make repair process as smooth as possible until repairs are completed Next Steps: f/u w/ dlrshp on Thursday 2/2/23 for diag Ford Motor Company ® Pasley Shaw Passenger Vehicle Concern Advocate pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)

2023-02-02 16:34:48

Cxs Pasley Shaw/ext.79478/ OB call to Dlr: left voicemail for SM Mike send email as well Ford Motor Company ® Pasley Shaw Passenger Vehicle Concern Advocate pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)

2023-02-02 18:38:08

Cxs Pasley Shaw/ext.79478/ received vm from SM Mike stating that they haven't had time to diagnose the veh due to snow and few employees but they're going to try to get veh in tomorrow to be looked at Next Steps: f/u w/ cust to provide update on repair status Ford Motor Company ® Pasley Shaw Passenger Vehicle Concern Advocate pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)

2023-02-02 18:40:54

Cxs Pasley Shaw/ext.79478/ OB call to cust: left VM/sent SMS Next Steps: f/u w/ dlr on tomorrow 2/3 to see if they were able to diagnose veh Ford Motor Company ® Pasley Shaw Passenger Vehicle Concern Advocate pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)

2023-02-03 19:42:39

Cxs Pasley Shaw/ext.79478/. OB call to Dlr: left voicemail/ sent email Next Steps: f/u w/ cust on repair status Ford Motor Company ® Pasley Shaw Passenger Vehicle Concern Advocate pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)

2023-02-06 20:17:43

Cxs Pasley Shaw/ext.79478/ OB call to Dlr: left voicemail Next steps: send email to dlr Ford Motor Company ® Pasley Shaw Passenger Vehicle Concern Advocate pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)

2023-02-09 22:09:12	Cxs Pasley Shaw/ext.79478/ OB call to cust: informed cust that I am still waiting on a response back from the SM Mike on repair status cust stated that the last update she received from the dlr was that they were waiting on parts notified cust that as soon as I get an update on repair status I will send SMS Next steps: f/u w/ dlr on 2/10 for repairs update Ford Motor Company ® Pasley Shaw Passenger Vehicle Concern Advocate pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)
2023-02-14 20:34:01	Cxs Pasley Shaw/ext.79478/ OB call to cust for veh satisfaction cust stated that the veh is operating fine but she reached out to Jose and informed him that her a/c wasn't blowing cool air and he cust to bring it in on Thursday informed cust that I will f/u on Friday and that I also wanted to offer a Ford Protect ESP as a GWG and I will send the brochure over via email Next Steps: send brochure and f/u w/ cust on 2/17 Ford Motor Company ® Pasley Shaw Passenger Vehicle Concern Advocate pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)
2023-02-17 19:47:09	Cxs Pasley Shaw/ext.79478/ OB call cust on the GWG offer left VM/ sent SMS Next steps; send recap email close case Ford Motor Company ® Pasley Shaw Passenger Vehicle Concern Advocate pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)
2023-02-17 21:18:27	Ford Motor Company® Angel Miller Business Operations Supervisor – PV Team amill286@ford.com | www.ford.com Mon - Fri 7:45 AM – 4:15 PM Safety Net: CXS may resolve case. Cust will have 30 days to accept offer.
2023-02-27 17:35:22	Cxs Pasley Shaw/ext.79478/ OB call to cust; cust left VM in reference to the ESP that was offered and wanted more info on the plan informed cust that there is no month to month cost only out of pocket cost is once veh runs out factory warranty and veh has to be taken back to the dlrshp its only $100 deductible towards repairs cust accepted offer Next steps: reopened case to apply the ESP Premium care Ford Motor Company ® Pasley Shaw Passenger Vehicle Concern Advocate pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)
2023-03-01 22:08:24	***Morley Case Progression Specialist*** Morley activity [redacted] ESP Has been transmitted. --- Ford Motor Company ® Jelishia Joiner Lead Agent Email: JJoine12@ford.com| www.ford.com Mon- Fri 8:00am-4:30pm CST (Central)
2023-03-03 15:25:39	Cxs Pasley Shaw/ext.79478/ OB call to cust: Left VM informed cust that the ESP is now attached to Vin# Next steps: send recap email close case Ford Motor Company ® Pasley Shaw Passenger Vehicle Concern Advocate pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: In Progress

OPEN: 01-30-2023 CLOSED: BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Inquiry | Parts Issue | General/Other |

DEALER NAME: Brandon Ford

PA CODE: 04963 DLR SALES CODE: 24222 REGION: S3 ZONE: S3B

VIN: 3FMCR9B64M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 30,920

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | FL | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | No Crank | UNKNOWN

ANALYST NAME: SYSTEM OPEN ANALYST NAME: Maleah Brown

COMMENTS:

2023-01-30 16:58:00

ibc: cust called about veh and the battery died in December and and its at dlr and the veh is wating on part and have a loaner veh but doesnt feel safe because insurance does cover it and if anything happens its on her vin: mileage: clv:93 dlr: Brandon Ford sa: justin part number: resolved: cust will call back so cxs can call dlr and get more info Maleah Brown Customer Experience Specialist, Ford CX _ O: 866-631-3788 ext. 79445 ***I AM NOT A CONCERN AGENT I AM ON THE INQUIRY TEAM,IF CUSTOMER CALLS BACK PLEASE FURTHER ASSIST WITH CASE PROGRESSION OR GET CUSTOMER OVER TO A CONCERN AGENT***

2023-01-30 18:16:01

Concern: Ibc from cust stating that she has been trying to get in contact with case manager, she was on the line with the CXS and cust stated that she had to get back to work and the CXS advised her to give her a call back to get an update. I asked cust is it pacific information that she can only get from the case manager ad she stated she has been waiting on a battery for her veh and the dlrshp doesn't know when the battery will be coming in so the CXS was supposed to been getting an update on that. I advised cust that I will need to reach out to the dlrshp and get more information on the battery. Cust stated is there a way that she can get into a veh besides the f-150 because the dlrshp provided her with the veh and he insurance company is not covering the f-150 because the dlrshp is still going to be selling the veh. I asked cust what kind of veh she has and she stated a bronco iasked cust if it's electric and she stated no, she is to the point where she will just sell the veh back to the dlrshp because she received a recall noticed and ford doesn't have that part either, so it seems like the evh will be waiting on parts for months and she would rather go buy another clunk of junk besides waiting on part for her veh with ford. I advised cust that I will need to reach out to the dlrshp to see what's going on with this part and then update up. Cust stated she can't wait on the line she has to go back to work and she is calling in between when she can.

text cust at [redacted]

Next step: f/u with dlrshp to get vin number, part information and copis case

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 10:30-7pm
efax:

2023-01-30 19:27:06

Case Number : [redacted] Customer : [redacted] Business Phone : [redacted] Home Phone : [redacted] Mobile Phone : N/A LTV Score : 93 Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Brandon Ford Dealer P&A : 04963 Dealer phone : 813-246-3673 VIN : 3FMCR9B64M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 30920 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-01-14 Open Recall/FSA: : 22S73 ESP : 0987 - USA 2021 84/100000 FBA POWERTRAINCARE WTY WROADSIDE 0987 - USA 2021 12/12000 FBA USED PREMIUMCARE WARRANTYSIDE 0968 - USA 2021 NEW 84/100000 FBA GOLD LCPO PREM WTY W/RDSIDE Hotline Contact : N/A Warranty History : [redacted]

2023-01-30 20:06:54

Obc to dlrhp to get information on cust veh phone operator state that the veh came in for cust the evh needed to be jump started and the veh was diagnosed as needing a battery. I asked if the SA was available for me to speak with and she stated let her check. She came back and stated that he wasn't available so I asked fi she can connect me with parts.
Vin#: 3fmcr9b64m[redacted]
RO#[redacted]
RO open DATE: 12-31-2022
RO mileage:30920
Does Dealer have a clear path to repair the vehicle: (Y/N) – no, waiting on part
ETA for repair completed. Not sure
Is this a warrantable repair? yes
P&A#:
Is cust in Rental/Loaner: yes f-150
Tech SME Engaged/Parts SME Engaged: (Y/N) – no
SM/SA name and email address
SA Justin Bell email: jbell@brandonford.com

Jordan in parts stated that he is not sure what's ordered on the, I advised him that the cust had advised that she has been waiting on a battery since December and he stated okay let him look a little deeper. He advised that they have these batteries in stock so the cust would just have to make an appointment to get the veh in and I advised him that the veh is there and he asked who the SA and I was stated Justin Bell and he stated hold please and I stated yes sir. He came back and stated that the battery that is need is a 700 amp battery (bef48h6a) and that part I son backorder and he advised that they have been trying to 760 battery (bagm48h6760).

Brian stated that the battery that came out of the veh and is the 700 and all the 760 have been kicked back not covered. The part has been ordered with FAD-[redacted]

Order:[redacted]
Cor#: not sure
When Part Ordered: REORDER ON THE 27TH
Part#: BEF48H6A
P&A#:04963

Fad-[redacted]- obc to fad to gather information on part David stated that he is not sure what that is, and I needed to speak with someone else and the line started ringing again. Travis came to the line and stated that he is not sure how to get that information and I would need to reach out to Christian Schallese[redacted] for the information because he sends the information to him, and he places the orders.

Christian Schallese[redacted] stated yes, he can assist me with the information. He stated it may take a minute has to go through a couple of different windows and I stated okay thank you. He stated that he has an ordered placed on the 16 and the 30 but nothing for today. HE stated never mind he sees it and the order has not been placed yet, what he will do is place the orders now and can he have a good email to get the information over to me he will send all the information once the order has been placed, I stated yes sir thank you.

Y-shipper/ Y-release#:
P&A#:
Cor#:
When Part Ordered:
Part#: BEF48H6A
Eta for Part:
Copies Case(ORDER STATUS):

Obc to dlrshp again to try getting in contact with SA Justin, no answer left voicemail and sent portal message.

Chris sent email with the information, and I called Brian to provided him with the information and he stated he will see what copis says about this information and give me an update.
FCSD#:[redacted]
COR: 73301
PO#:[redacted]
Part#: BEF48H6A
Order date: 1-30-23
User#:[redacted]

Obt to cust with an update

Next step:f/u with dlrhsp to get copis case number, check on different loaner and update cust

JohnAshley Cunningham
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Mon- Friday 10:30-7Pm
efax:

2023-01-30 23:10:01

Obc to dlrhp to get information on cust veh and advised of the loaner situation Beyonce stated that she will see if Justin is available and if not see what the assist manager can assist me with for the cust , she came back and state that the manager asked if cust will be able to get in within ten minutes because the loaner place at 6pm. place closes at she would come to the cashier box and loaner
RO#: [redacted]

Obc to cust to give her an update and she stated okay but her only issue is that she does not want to have a veh that is not covered by the insurance company. I advised cust that io can't tell her that nothing will happen or fail on her with the rental since it's not able to be covered under her insurance company. Cust stated she understand now the only other thing she wants to know is this going to be a known issues where she will always be waiting on parts, and I advised cust that io acb't say for sure very repair is different and they won't know until they order the part. Cust stated okay thank you. I asked cust so will she be returning the loaner or keeping it and she stated that her mom does work from home and she is a speech therapist so she has to go to people homes and she can't miss a day a of work so she will be keeping the loaner just for emergency purposes and I stated okay I understand.

Next step:

JohnAshley Cunningham
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office: 866-631-3788 ext. 79212
Mon- Friday 10:30-7Pm
efax:

2023-01-31 18:41:32

IBC FROM DLR JUSTIN FROM BRANDON FORD RETURNING A CALL. STATED SOMEONE REACHED OUT FOR FURTHER INFO P&A CODE: 04963 CUST IS [redacted] VEH :21 BRONCO VIN: 3FMCR9B64M[redacted] STATED THE VEH NEEDS A NEW BATTERY; STATED THE VEH FAILED THE WARRANTY TEST. THE BATTERIES FOR THIS VEH IS BACK ORDER WITH NO ETA. STATED THEY'VE REACHED OUT TO HOTLINE FOR A RECOMMENDATIONS FROM FORD. STATED HIS PARTS DEPARTMENT ARE IN DIRECT CONTACT WITH A WAREHOUSE ON THE COPIS. STATED THERE'S NO COPIS AT THIS TIME. CXS: WILL DOCUMENT THE CASE

2023-02-07 18:36:03

Natalie Barrios/79840/nbarrio3@ford.com IBC from CUST[redacted]

Cust called asking for BB and gave this active case #. She gave all info but purchase date/milage and current mileage.

OBC to DLR8132463673 finance: [redacted] who adv 7/1/21 with 6060 mi purchased used. Left vm for service asking current mileage. Cust adv of SM #[redacted] - left vm.

Buyback Request Template
Customer Information
Name(s) on the Title[redacted]
Address: [redacted] RIVERVIEW, FL [redacted]
Email Address:[redacted]
Customer PURCHASED the vehicle.
Vehicle Information
VIN: 3FMCR9B64M[redacted] Current Mileage:
Ownership Status/ Type of Purchase: Used
Purpose of vehicle: personal
Vehicles registered to the business. (If yes to business)
Purchase Date: 7/1/21 Mileage at Time of Purchase: 6060
State Information
State Where Purchased: FL
State Where Registered: FL
Dealer Information
Purchased from Dealer? Yes Dealership (if yes): Brandon Ford
Primary Reason for Repurchase: Long wait time for repair
Is there a current concern with the vehicle? Yes
What is the repair status of the vehicle?
Were repairs completed for this concern at multiple dealerships? (If yes): Yes
(CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? N/A

Next steps: template; doc recontact; cxs will get current mileage and submit BB

Ford Motor Company ®
Customer Experience Specialist – Passenger Vehicle Team
Natalie Barrios
Nbarrio3@ford.com |www.ford.com
office: 1-866-631-3788 ext. 79840

2023-02-07 22:58:10

IBC FROM CUST [redacted] confirming if agent was able to speak with the dlr and get the current mileage of the vehicle. Informed the customer that the agent has not gotten around to it as of yet however i did send a message to the agent webx regarding the concern. Ford Motor Company ® Shekera Daniels Customer Experience Specialist, Ford CXS Team Sdanie95@ford.com | www.ford.com office: 866-631-3788 ext. 79703

2023-02-08 19:08:36

Obc to dlrhp to get information on cust veh no answer in service. Called over to parts and George state that he doesn't see anything ordered for the cust veh. I asked if he can get me in contact with service. He sent me over but no one answered.

Obc to cust to give her an update on part and advise that the veh is outside of the presumption period for her state's lemon law, no answer left voicemail and sent text message.

BBB AUTO LINE
3033 Wilson Boulevard, Suite 600
Arlington, Virginia 22201
1-800-955-5100

The veh is 2 yrs old which will be outside of the presumption period.
Lemon Law for FL: The "lemon law rights period," when a consumer may report a nonconformity to the manufacturer and pursue their rights under the law, in Florida is 24 months from the date of original delivery of the vehicle to the consumer.After 24 months, a consumer has 60 days to file a lemon law dispute.
Florida lemon law then presumes that a vehicle may be deemed a lemon if:

The same nonconformity has been subject to repair at least three times by the manufacturer or its authorized service agent, plus a final attempt by the manufacturer after receiving the registered or express mail notice from the consumer, and the nonconformity continues to exist; or
The vehicle has been out of service by reason of repair of one or more nonconformities by the manufacturer or its authorized service agent for a cumulative total of 30 or more days, exclusive of down time for routine maintenance prescribed by the owner's manual. The manufacturer must have had the opportunity for a final repair attempt as described above. (Note: The 30- and 60-day periods may be extended if repair services are not available because of war, invasion, strike, fire, flood, or natural disaster.)

Next step: f/u with dlrshp to get an update on cust veh an update cust

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 10:30-7pm
efax:

2023-02-09 19:00:36

Obc to dlrhp to get information on cust veh no answer left voicemail, sent portal message and sent email to dlrshp.

Next step: F/u with dlrshp to get an udpate on cust veh and update cust

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 10:30-7pm
efax:

2023-02-16 19:14:04

Obc to cust to get an update on veh no answer left voicemail, sent text message and email.

Next step: f/u with cust to get repair satisfaction and offer ESP

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 10:30-7pm
efax:

2023-02-17 18:47:13

obc to cust to get an update on repairs and offer ESP , no answer left voicemail and sent text message and email.

Next step: F/u with cust to get an update on veh and offer ESP

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 10:30-7pm
efax:

2023-02-17 18:49:30

Cust email bounced back.

2023-02-20 18:58:23

obc to cust to get an update on veh repairs no answer left voicemail sent text message no email because it has come back rejected twice.

Next step: safety net

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 10:30-7pm
efax:

2023-02-21 18:45:24

Obc to cust to get an update on veh repairs and offer ESP, no answer left voicemail and text message.

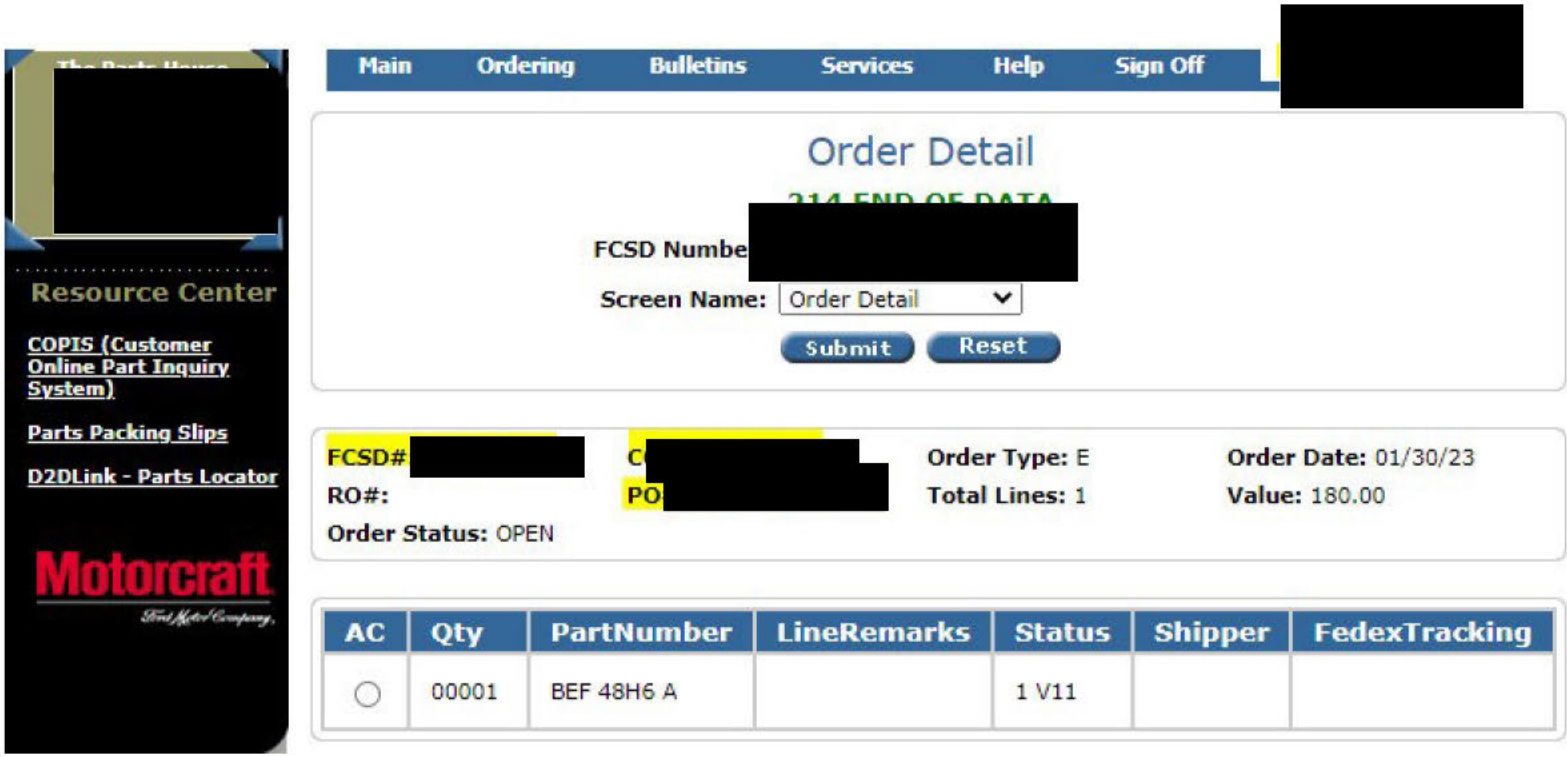
Next step: safety net

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 10:30-7pm
efax:

CASE ATTACHMENTS:

2023-01-30 20:00:40	Johnashley Cunningham
2023-02-21 18:49:08	Johnashley Cunningham




Main
Ordering
Bulletins
Services
Help
Sign Off
Resource Center
COPIS (Customer Online Part Inquiry System)
Parts Packing Slips
D2DLink - Parts Locator
Motorcraft
Order Detail
FCSD Numbe
Screen Name: Order Detail
Submit
Reset
FCSD#
RO#:
Order Status: OPEN
Order Type: E
Total Lines: 1
Order Date: 01/30/23
Value: 180.00
AC
Qty
PartNumber
LineRemarks
Status
Shipper
FedexTracking
00001
BEF 48H6 A
1 V11

Detailed List to b

All Cases

Has the vehicle be
Have you asked th

Did you close out al
Did you close out al

Do you think goodw

Did you complete fi
Did you send the ca
Proofread
Does ema
Did you complete th

Buyback Request
Did you deliver Buy
If request was appr

Financial Assistan
Has the approval cc
Pls. ensu

Ford Motor Company

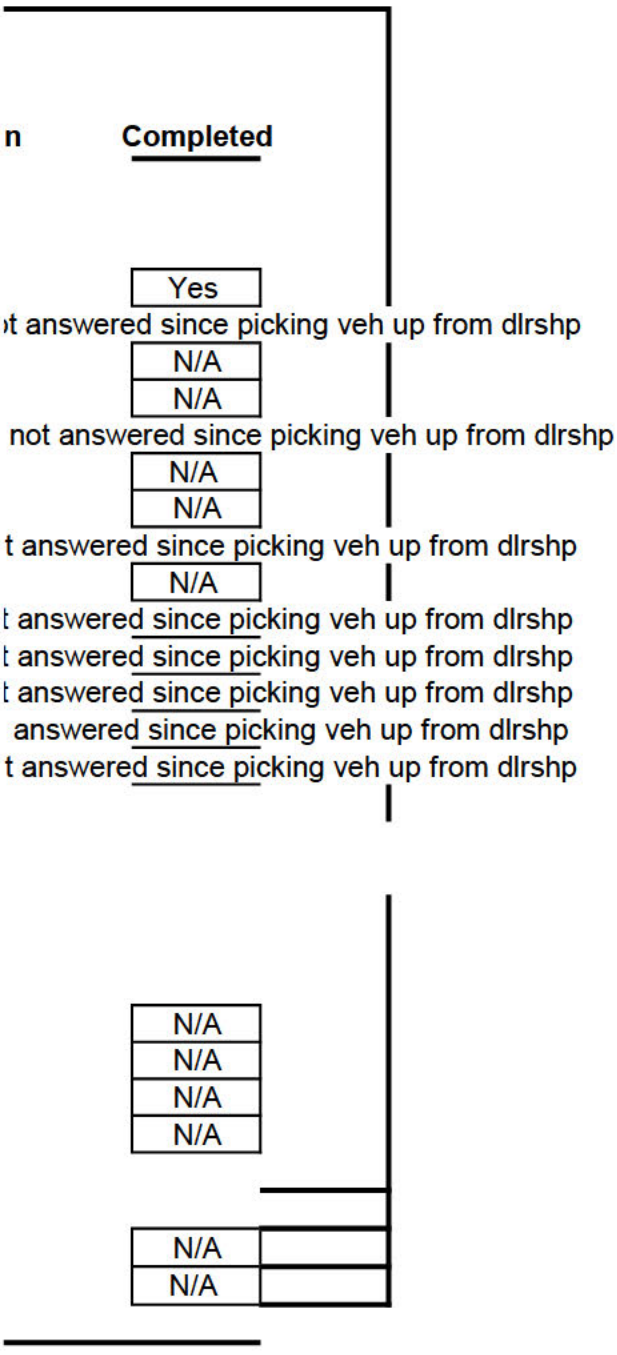
CASE CLOSURE CHECKLIST

e Completed Prior To Case Closure	Timing for Completio
en repaired & returned to the customer?	
ıe customer did you resolve their issue to the satisfaction?	No, cust has no
If the answer is no, it is appropriate to speak with your Sup on the next steps	
ll obligations you may have with the dealership (Repair $$$ assistance, rental, etc. - if necessary)?	
ll obligations you may have with the customer (If necessary)?	Not sure cust has
Do you have documentation to support the customer reimbursement attached to the case?	
Has the debit card been transmitted?	
ill is appropriate in this case?	No cust has no
If you made an offer - did it tie to the physicals of the case? (rental as an example)	
nal repair satisfaction check?	No cust has not
ase closing email to highlight value we brought by assisting?	No cust has not
l email	No cust has not
ail clearly state what assistance was provided to the customer?	No cust has not
ıe following prior to closing (i.e. enter symptom codes, ensure VIN is attached to case, etc.)?	No cust has no

back decision to the customer and communicate next steps?
oved, have the RAV Analyst and customer made contact?
Did you follow next steps outlined in Completing an Approved Buyback Request?
If request is denied, have you completed next steps outlined in Vehicle Buyback Denied?

ıce

ode been processed and presented?
re verification of correct P&A code (lot of issues w/ this)


n
Completed
Yes
t answered since picking veh up from dlrshp
N/A
N/A
not answered since picking veh up from dlrshp
N/A
N/A
t answered since picking veh up from dlrshp
N/A
t answered since picking veh up from dlrshp
t answered since picking veh up from dlrshp
t answered since picking veh up from dlrshp
answered since picking veh up from dlrshp
t answered since picking veh up from dlrshp
N/A
N/A
N/A
N/A
N/A
N/A

CASE NUMBER: [redacted] STATUS: In Progress

OPEN: 01-31-2023 CLOSED: BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: Hollingsworth Richards Ford

PA CODE: 01196 DLR SALES CODE: 23378 REGION: C3 ZONE: C3E

VIN: 3FMCR9D99M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 11,913

BODY STYLE: R9D - BRONCO SPORT BADLANDS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | LA | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Lack/Loss of Power | Acceleration | Intermittent

ANALYST NAME: Javaras Ransom OPEN ANALYST NAME: # FordGCCTUTM-PROD

COMMENTS:

2023-01-31 17:32:26	CLV: 93 WSD: 6/18/2021 MILES: 11913 VIN: 3FMCR9D99M[redacted]11541461250 OBC to DLR: SA-Lauri responded and redirected call to SA- Mr. Jas. Gave 2 attempts and no response from dlr. Got vm. SA: Kelly responded to contact. When provided VIN call redirected to vm. Tamara: SA 21S38-Line leak internal to fuel tank recall. Service Advisor: Mr. Jazmon EM: jolinde@hrautogroup.net Customer [redacted] Customer Numbe[redacted] Customer Emai[redacted] Is the veh there?Y Mileage?11913 RO#: [redacted] RO date: 1/30 Veh Concern?Veh shut down while driving Diagnosis: 2/2 Repairs ETA:n/a Does the dlr Offer delivery? n/a rental?N loaner?N Warrantable?n/a Technician Pending or assigned?Pending OBC to Cust: Send 3 SMS to cust for assistance being provided. Next steps: Update VOR and set follow up for 2/3 for status of diagnosis and repair concern. Ford Motor Company ® Javaras Ransom Customer Relationship Center/ Ford CX Passenger Vehicle Proactive Roadside Team Jranso14@ford.com-www.ford.com O: 866-631-3788 Ext. 79405
2023-01-31 17:36:43	Case Number : [redacted] Customer : [redacted] Business Phone : [redacted] Home Phone [redacted] Mobile Phone [redacted] LTV Score : 93 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : Hollingsworth Richards Ford Dealer P&A : 01196 Dealer phone : 2259275555 VIN : 3FMCR9D99M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 11913 Engine Specification : 2.0L TIVCT GTDI T/C 240PS GAS Transmission Specification : Warranty Start Date : 2021-06-18 Open Recall/FSA: : 21S38 FUEL DELIVERY MODULE (FDM) LINE LEAK INTERNAL TO FUEL TANK ESP : 0968 - USA 2021 NEW 84/100000 PREMIUMCARE W/ROADSIDE Hotline Contact : n/a Warranty History : n/a
2023-02-03 17:39:11	CLV: 93 WSD: 6/18/2021 MILES: 11913 OBC to Dlr: Request status of concern. Repair has been completed. Repair completed and customer picked up. Ticket closed 2/3. Veh pick up was 2/2. Speaker Alyssa. OBC to Cust: Check satisfaction of repair. Offer cust GWG. Next steps: Recap. Update VOR and follow up for contact on GWG. LMP cust has existing PremiumCare plan. Veh down 4 days. Ford Motor Company ® Javaras Ransom Customer Relationship Center/ Ford CX Passenger Vehicle Proactive Roadside Team Jranso14@ford.com-www.ford.com O: 866-631-3788 Ext. 79405
2023-02-03 17:41:40	OBC to Cust: No response received. VM was left for contact and GWG. Survey prompted Next steps: Recap with GWG. 30 day time frame for response. Ford Motor Company ® Javaras Ransom Customer Relationship Center/ Ford CX Passenger Vehicle Proactive Roadside Team Jranso14@ford.com-www.ford.com O: 866-631-3788 Ext. 79405

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 02-10-2023 CLOSED: 02-24-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: All Star Ford-Palestine

PA CODE: 00812 DLR SALES CODE: 52707 REGION: C1 ZONE: C1A

VIN: 3FMCR9B64M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Lack/Loss of Power | Cruise/ Steady Speed | Always

ANALYST NAME: Rosa Rodriguez OPEN ANALYST NAME: # FordGCCTUTM-PROD

COMMENTS:

2023-02-10 16:56:24	DATA found in uptime: TOWING SUCCESSFUL RO [redacted] date: NO INFORMATION PROVIDED. OBC to Dlr: 10:45 (TX) 903-729-2171 Spoke to Lisa Is the veh there? Yes Veh Concern? check engine light on / vehicle lost all power vehicle was just in for a repair and left on 2/08 - towed back in next day 2/09 Mileage? 52840 RO# [redacted] RO date 1/27 Diagnosis: pending - follow up on Tuesday Service Advisor: Lisa Lambright Customer Name: [redacted] Customer Number: [redacted] CLV Score: 85 Offer delivery? No rental? Yes 2020 fusion 3FA6P0G74[redacted] Next Step: set follow up / add VOR / symptom class / sms Ford Motor Company ® Rosa Rodriguez | Customer Experience Specialist | Houston CRC 866.631.3788 EXT: 79203 rrodr361@ford.com Mon-Fri 8:00am – 4:00pm CST
2023-02-10 16:59:27	Case Number : [redacted] Customer : [redacted] Business Phone : Home Phone : [redacted] Mobile Phone : [redacted] LTV Score : 85 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : All Star Ford-Palestine Dealer P&A : 00812 Dealer phone : 9037292171 VIN : 3FMCR9B64M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 52840 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-01-15 Open Recall/FSA: 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION ESP : N/A Hotline Contact : No Warranty History : All Star Ford-Palestine 117156
2023-02-10 19:09:44	OBC to Cust: 1:00 (TX) [redacted] ** flashed warning to service engine soon - shut off - same thing happened early in the week- vehcile was picked up from the dealership on Wed and back at the dealership on Thursday, 2/09 advised cust of my role- will follow up with dealer and cust on Tuesday, 2/14 - confirmed cust did get me SMS [redacted] Palestine tx[redacted] confirmed email Next Step: set follow up Ford Motor Company ® Rosa Rodriguez | Customer Experience Specialist | Houston CRC 866.631.3788 EXT: 79203 rrodr361@ford.com Mon-Fri 8:00am – 4:00pm CST
2023-02-14 17:18:28	OBC to Dlr: 11:10 (TX) 903-729-2171 Spoke to Lisa- pending approval confirmation from warranty department for repair- stud from engine caused damage - follow up on Thursday, 2/16 Next Step: update cust Ford Motor Company ® Rosa Rodriguez | Customer Experience Specialist | Houston CRC 866.631.3788 EXT: 79203 rrodr361@ford.com Mon-Fri 8:00am – 4:00pm CST
2023-02-16 18:19:25	OBC to Dlr: 12:15 (TX) 903-729-2171 all techs / SA are at lunch Ford Motor Company ® Rosa Rodriguez | Customer Experience Specialist | Houston CRC 866.631.3788 EXT: 79203 rrodr361@ford.com Mon-Fri 8:00am – 4:00pm CST
2023-02-16 21:18:22	OBC to Dlr: 3:12 (TX) 903-729-2171 Spoke to SA Lisa- cust traded traded the vehicle for another Bronco- Next Step: contact cust Ford Motor Company ® Rosa Rodriguez | Customer Experience Specialist | Houston CRC 866.631.3788 EXT: 79203 rrodr361@ford.com Mon-Fri 8:00am – 4:00pm CST
2023-02-16 21:26:54	OBC to Cust: [redacted] offered cust $200 DBC - cust accepted will follow up on Thursday, 2/23 Confirmed not a resident of India Next Step: submit Morley Ford Motor Company ® Rosa Rodriguez | Customer Experience Specialist | Houston CRC 866.631.3788 EXT: 79203 rrodr361@ford.com Mon-Fri 8:00am – 4:00pm CST
2023-02-17 14:07:31	Transmitted in Morley- Case# [redacted] $200 DBC Debit Card Template: Morley Case #: [redacted] Primary Reason for Reimbursement Offer(s): Roadside Proactive Consequential Expenses Is this reimbursement due to a parts delay: No Part Name/Number: N/A Date or Expected Date of Vehicle Repair: 2/17 Is there a risk for a Buyback Request: No GCCT Case #: [redacted] Customer Information Name: [redacted] Mailing Address: [redacted] Palestine, TX, [redacted] Mailing Address Verified: Yes Is the customer a Citizen of India: No VIN: 3FMCR9B64M[redacted] Reimbursement Information (fill in each payment type entered in Morley Case) Consequential Expense Reimbursement: Yes Amount: $200.00 Vehicle Payment Reimbursement: No Amount: 0.00 Rental Reimbursement: No Amount: 0.00 (#13 in Morley Submission Form) Reason for Customer Reimbursement: Consequential Expenses = CONEXP, Vehicle Payment = VEHPAY, Rentals = RENTAL, Repair Reimbursement = Casual Part Code Causal Part Number: Causal Part Number is required for Repair Reimbursement Requests Amount: Enter Total Amount for this type of reimbursement
2023-02-17 14:10:56	**** ROADSIDE PROACTIVE TEAM
2023-02-22 22:09:28	Morley Status: Payment Confirmed $200 DBC Ford Motor Company ® Rosa Rodriguez | Customer Experience Specialist | Houston CRC 866.631.3788 EXT: 79203 rrodr361@ford.com Mon-Fri 8:00am – 4:00pm CST
2023-02-24 14:00:44	OBC to Cust: 7:54 (TX) [redacted] advised cust of the debit card status / recap email Next Step: resolve case Ford Motor Company ® Rosa Rodriguez | Customer Experience Specialist | Houston CRC 866.631.3788 EXT: 79203 rrodr361@ford.com Mon-Fri 8:00am – 4:00pm CST
2023-06-22 16:42:41	OBC to Customer: Lead agent Spoke with customer to confirm Mailing address and informed debit card was not received. Lead agent asked customer for updated mailing address and customer said he will not provide as he thinks we are scamming him and disconnected the line. Ford Motor Company ® Julian Gomez Lead Agent, Ford CX Team Jgome191@ford.com | www.ford.com 8666313788
2023-06-23 18:41:38	OBC to Cust: 1:00 (TX) [redacted] left vm - requesting a call back - confirm address- showing DBC was nit received Ford Motor Company ® Rosa Rodriguez | Customer Experience Specialist | Houston CRC 866.631.3788 EXT: 79203 rrodr361@ford.com Mon-Fri 8:00am – 4:00pm CST
2023-06-28 13:40:03	OBC to Cust (TX) [redacted] left vm - requesting a call back - want to confirm address Ford Motor Company ® Rosa Rodriguez | Customer Experience Specialist | Houston CRC 866.631.3788 EXT: 79203 rrodr361@ford.com Mon-Fri 8:00am – 4:00pm CST

2023-06-29 15:23:50	OBC to Customer: Lead agent LVM with customer to confirm Mailing address and confirm debit card was received. Ford Motor Company ® Julian Gomez Lead Agent, Ford CX Team Jgome191@ford.com | www.ford.com 8666313788
2023-07-10 17:12:51	OBC to Customer: Lead agent LVM with customer to confirm Mailing address and confirm debit card was received. Call went straight to voicemail. Ford Motor Company ® Julian Gomez Lead Agent, Ford CX Team Jgome191@ford.com | www.ford.com 8666313788
2023-07-20 15:24:51	OBC to Customer [redacted] Lead agent spoke with customer and informed he was not answer the calls as caller ID was showing as Texas auto and he doesn't pickup scam calls. Customer confirmed Mailing address and informed debit card was not received. Customer informed mailing address on file is correct. [redacted] Palestine, TX [redacted] Ford Motor Company ® Julian Gomez Lead Agent, Ford CX Team Jgome191@ford.com | www.ford.com 8666313788

CASE ATTACHMENTS:
2023-02-17 14:08:28 Rosa Rodriguez

[redacted]

Comerica Debit Card Reimbursement Template

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

NOTES:

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

Morley Case #: [redacted]	
Primary Reason for Reimbursement Offer(s): Roadside Proactive Consequential Expenses	
Is this reimbursement due to a parts delay: No **Part Name/Number: N/A**	
Date or Expected Date of Vehicle Repair: 2/17	
Is there a risk for a Buyback Request: No	
GCCT Case #: [redacted]	
Customer Information	
Name: [redacted]	
Mailing Address: [redacted] Palestine, TX, [redacted]	
Mailing Address Verified: Yes	
Is the customer a Citizen of India: No	
VIN: 3FMCR9B64M[redacted]	
Reimbursement Information (fill in each payment type entered in Morley Case)	
Consequential Expense Reimbursement: Yes	
Amount: $200.00	
Vehicle Payment Reimbursement: No	
Amount: 0.00	
Rental Reimbursement: No	
Amount: 0.00	
(#13 in Morley Submission Form) **Reason for Customer Reimbursement:** Consequential Expenses = CONEXP, Vehicle Payment = VEHPAY, Rentals = RENTAL, Repair Reimbursement = Casual Part Code	
Causal Part Number: Causal Part Number is required for Repair Reimbursement Requests	
Amount: Enter Total Amount for this type of reimbursement	

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

Delegation of Authority (DOA) - Houston		
Program	**Job Roles**	
	BOM/AOM	**CXS/DXS**
Rental (Incl. IWL/TAP)	$3,500	$2,000
Repair (Gas Engine, All Other)	$5,000	$4,000
Repair Diesel Engine	$5,000	$4,000
Vehicle Payments	$2,000	$1,500
Consequential Expenses	$3,500	$2,000
Refund	$5,000	$3,500
Time and Mileage	7/150	7/150

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 02-13-2023 CLOSED: 05-15-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |
DEALER NAME: Rountree Ford
PA CODE: 08158 DLR SALES CODE: 23036 REGION: C3 ZONE: C3D
VIN: 3FMCR9B69M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 22,640
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | LA | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Runs Rough | Acceleration | Always
ANALYST NAME: Kennedi Martin OPEN ANALYST NAME: Monique Justice
COMMENTS:
2023-02-13 17:47:38

MoniqueJustice/Inquiry Team /mjusti16@ford.com.

IBC: [redacted]
Phone#[redacted]
VIN/ CASE#: 3FMCR9B69[redacted]
Year of VEH: 2021
Miles: 22805
CLV: 76
CX Reason: cx is wanting to start BB on veh. Cx states that the veh had a concern. She states the veh would not accelerate while driving and it is jerking badly. She took it to the dlr and they could not duplicate the concern. The dlr stated that she should return it to where she purchased it. She took it to the purchasing dlr and the veh has been there and they are unable to repair it. Cx also states the stop start does not work on the veh as well. cx states they replaced the fuel pressure sensor but it did not reair the concern. Dlr states that the veh is still not coding.

21C31FRONT BRAKE PAD REPLACEMENT
22S73PCM PROGRAMMING AND DRAIN TUBE INSTALLATION

Next Steps: xfer to concern

**** please be advised i am an inquiry only agent
if the customer calls back,
please open a case and further assist them. ***

Monique Justice
Customer Experience Specialist
Inquiry Team
O: 1-866-631-3788 ext. 79651
2091 Oakwood Blvd.
Dearborn, MI 48124 USA

agent called overdue to cust wanting to start a buyback for her veh, the veh was not accelerating and would jerk, the veh start/stop would not work.

Got cust over and I asked cust if she asked if there is anyway that the they can assist with her getting out of the veh and she stated that the dlrshp offered 5K of what she owed she has owned the veh for a year and she doesn't feel that is fair, she spoke with a lemon law lawyer and they advised her that she is owed everything that she has put into the veh. He daughter drives this veh and she has been crying and she has five kids and can't pay for rental. She can rent a veh herself and ford only pays for three days, and ford only pays a third of what the fee is and it doesn't seem like they are concerns. The veh has been at the dlrshp for 5 weeks now. Her daughter is the one that would need the veh and she is going to be putting all the miles on her veh but she doesn't care about that as long as the dlrshp is able to provide her with a loaner or something. The dlrshp always says they will call her back but never do. Cust stated that this has become very hardship.

Cust stated that the veh has been down for five week and the dlrshp can't seem to find anything wrong with it. The first time it happened was in December the evh was okay and then daughter was driving on the freeway and the veh started jerking again and they took the veh to Ray ford, but no repairs was completed. As soon as cust left from Ray ford the veh started having issues again and they advised to take the veh back where she bought it from. Cust took it back to Roundtree and tyler advised that they will look at it and he called her to advised that the veh was ready for pick up, she asked him to drive with her and whe he drove with her the veh didn't jerk and the only thing that was not working was the start/stop. Tyler asked if the veh foreman can drive the veh home and cust stated that the milage was the same when she picked it up as when she dropped it off. The dlrshp advised they are working with the engineer, but they don't say what the engineer say. She called them today to get an update and they advised her they thought the veh was going obe traded in and she stated no she needs a veh.

What is cust seeking from ford? seeking for ford to buy the veh back
Where is the veh currently located? dlrshp
What is the best number I can reach you on to send a SMS message? Yes
Are you in a loaner? no, in need of one
Any ford or third-party warranty? yes
Is this the purchasing dealership? yes
Mileage:
WSD:

Does cust meet FLP? yes

YRS1 yrs and 4 months Yes
[redacted]YES
[redacted]Yes
After reviewing my resources, there are no active extended service plans or programs in effect that would provide financial coverage for your current concern. I recommend that you keep your receipts in case Ford initiates a program in the future based on your situation. Please keep in mind that once the repairs are paid for, you are eligible for aService Parts Warrantythat covers this repair for unlimited miles within 24-months. At this time, I would be happy to partner with your dealerto assist with getting your vehicle repaired.

Customer Questions

What is your VIN? 3FMCR9B69[redacted]
Has the vehicle been to the dealer for the current concern? Veh jerking on acceleration and the start/stop not working.
What specifically is causing the customer to want the vehicle bought back? Cust stated that the veh has been down for five week and the dlrshp can't seem to find anything wrong with it. The first time it happened was in December the evh was okay and then daughter was driving on the freeway and the veh started jerking again and they took the veh to Ray ford but no repairs was completed. As soon as cust left from Ray ford the veh started having issues again and they advised to take the veh back where she bought it from.
Where is the vehicle located? dlrshp
Is the customer active military stationed in California?
What is the name of the registered owner of the vehicle?[redacted]
In which state is the vehicle being currently registered? LA
In which state was the vehicle purchased? LA
What is the name of the dealership where the vehicle was purchased? Round tree
How many miles were on the vehicle at the time of purchase? 5 or 6 miles
Is this an intermitted issue?
Is cust purchasing or Leasing veh? Purchasing
DOP:
NEW,USED, or CPO: New
Who is your Sa? Tyler , Madision and General Sales manager Chris

Obc to dlrhp to get information on cust veh Tyler stated he is familiar with the and the veh has an intermitting drivability concern but they have not been able to duplicate the concern, and he went on a test drive with her and they were not able to duplicate that concern, the tech did drive the veh home and fuel pressure sensor on it and the veh was still acting up and he updated cust on Thursday and as of now it's an electrical concern and they feel. I asked him about the engineer information, and he stated no one has told him that or at least no one he knows has told him that. He states that the cust did ask about the BB or trade and cust wanted a lot of money and they were not willing give her what she was asking for.
Cust was upset about the recall because there were no parts available. He doesn't have any loaner to provide, I asked if there was a way to submit an IWL and he stated that they are more than happy reimburse but they do not participate with setting up and paying for rental.
RO#[redacted]
RO open DATE: 1-12 @2:13
RO mileage: 20640
Has cost cap been completed(for engine and transmission):
Does Dealer have a clear path to repair the vehicle: (Y/N) – no, they are still diagnosis the veh
ETA for repair completed.
Is this a warrantable repair?
Ask if they utilize the pickup and delivery for veh? yes
P&A#: 08158
Is cust in Rental/Loaner: no, they don't have any loaner to provide
Tech SME Engaged/Parts SME Engaged: (Y/N) – no

	SM/SA name and email address Tyler : tortegpo@group1auto.com Dealer Questions Is the vehicle down (not drivable)?No Where is the vehicle located? dlrshp Is it at the dealer for repairs? If so, how long?1-12 Does the customer have a loaner/rental? NO Is there a parts delay? No Why is the part delayed? N/A What is the timing to receive the part? Expected time of arrival (ETA)? N/A Is the part delay beyond 30 days? N/A Does the customer need to go to the dealership? NO Has the vehicle been diagnosed? In the process Do we needTech/Parts assistanceto expedite the repair? as of now no I advised cust of all the information that Tyler advised me and cust stated okay thank you and they have been advising her that they were in contact with the engineer. I asked cust if she could send me the information that they provided to her so that I can check the information and she stated yes. Cust state that 22640 paperwork that she has is that the veh has 22640 miles I advised cust that the process does take about 7-30 days for process to be completed and cust stated okay she was advised it can take anywhere between 5-7 daysand I stated yes ma'am but I usuallt like to advise that it may take longer so that you will know up front and it was like a lie and she stated okay I understand. Next step: f/u with dlrshp to get an update on diagnosis process and update cust JohnAshley Cunningham Customer Experience Specialist Ford Car/SUV Team jcunni91@ford.com office: 866-631-3788 ext. 79212 Mon- Fru 10:30-7pm efax:
2023-02-16 18:05:15	Checked VIN and Report Historicals: None Per NAVIS: Original Owner NHL: None Ford Motor Company ® Deidra Murdaugh Specialized Buyback Handling Team Specialist, Ford CX Team
2023-02-16 18:08:41	After review, VEH does not meet state guidelines for buyback/replacement criteria for LA. Talking Points: -Deny GFR -Review note in milestone -VEH is at the dealership -Recommend Dealer Engage Hotline for Repair Assistance if needed. -Engage Tech SME -Focus on getting VEH repaired -Follow Repair Assistance Procedures Per Process ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER ** Ford Motor Company ® Deidra Murdaugh Specialized Buyback Handling Team Specialist, Ford CX Team
2023-02-16 23:20:00	obc to cust to give BB decision and cust stated she is already out 45K so what is ford going o do about it. I advised cust that she can work with the dlrshp to see if they can buy the veh and if not then the next step would be the BB cust stated so what she is hearing is that ford is not doing nothing for her and it sound like cust stated [redacted] you and hung up. I called back and advised cust that I am not sure if the line got disconnected and she stated no I hung up on you because you can't do nothing for me. All she is hearing is that ford can not assist her with and she spent 45K on a veh and she don't wan to hear anything is about what ford can not do to buy the veh back from her. The veh had a 3/36 warranty ion it and I advised cust that the lemon is not based on the warranty it's based off her lemon law requirement and cust stated that is so much [redacted] Cust stated you can't help me so I am hanging up on you again. Next step: safety net case for next steps JohnAshley Cunningham Customer Experience Specialist Ford Car/SUV Team jcunni91@ford.com office: 866-631-3788 ext. 79212 Mon- Fru 10:30-7pm efax:
2023-02-17 14:31:31	Reason for concern IBC CUST DEALER, DEALER cannot Duplicate Concern currently waiting on higher tech. as CUST is seeking VEH payment DEALER ADV CUST to contact Ford SVC ADV Madison Emailed CXS Ford Motor Company ® Tierra Murphy Customer Experience Specialist Tmurp116@ford.com | www.ford.com O: 866-631-3788 Ext. 79452
2023-02-17 23:52:56	Offer customer repair assistance. If customer is not willing to visit a dealer and set an appt that will happen within the next 10 business days we will push for case closure - have an appt set by end of day Monday Ford Motor Company ® Kennedi Martin Business Operations Supervisor kmart224@ford.com|www.ford.com Office: 866-631-3788 ext. 79024 Mon- Fri 1:30 -10:00 pm CST

2023-02-20 18:34:29

obc to dlrshp to get an update on cust veh Maddison stated that the veh is still there and the tech was receiving assistance from hotline and they replaced the fuel rail sensor and the concern is very intermitting and it happen every so often. The veh is getting fuel but the fuel rail sensor is at zero, I asked if she knew what the next steps was for the repairs, and she stated if I can hold, she will check with the assistant now. She came back and stated that the foreman was on lunch.

Obc to cust to give an update and cust state that her veh has been at the dlrshp sitting outside because they don't know what to do with it. I advised cust that I have escalated the case to get assistance with the repairs. Cust stated okay so she was advised that we can give a veh payment and I stated yes ma'am I can look into that once the veh is repaired and cust state what if they can't fix the veh I advised cust that I will have to wait till we get to that step and I will be able to advise then. Cust stated okay thank you.

Obc to dlrshp to see if they can submit for IWL since the veh is down Maddison stated that will be a manager, SM Tyler state that they only have two loaner and he has every cust asking for a loaner so he doesn't know when he will be able to get the cust a loaner but he did advise her about the reimbursement.

Next step: f/u with dlrhsp to get an update on cust veh and update cust

JohnAshley Cunningham
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jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 10:30-7pm
efax:

2023-02-22 21:09:53

obc to dlrshp to get an update on cust veh Maddison stated that they are going though a process if asking for someone to come out but the tech has not gotten a response. They have determined that there is an electrical issues and not mechanical they have it under further diagnosis for the past couple of days and they have went through a series of test and they have not gotten a response so they are at a standstill until they get a response.
Maddison direct 318-524-4517

Obt to cust with an update

Next step: f/u with dlrshp to get an update on cust veh and update cust

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jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 10:30-7pm
efax:

2023-02-27 21:22:55 VOR triage for VP sent

2023-02-28 21:30:31

obc to dlrshp to get an update on cust veh Carrina stated that hotline notes stated that there was a circuit problem at the PCM, and they fixed that so now the tech needs t drive the veh and they should be returning the veh to the cust tomorrow morning.

Obc to cust to get veh payment receipts and give update on veh, cust stated okay great and she stated that the payment is drafted out if her husband bank account. I stated okay is there a way that she can send me the receipt to my email, and she stated yes, she will get with her husband and have that sent over to me. I stated okay thank you so much.

Next step: f/u with dlrshp to get an update on cust veh and update cust

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jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 10:30-7pm
efax:

2023-03-08 23:15:15

obc to dlrshp to get an update on cust veh Madison state that the cust picked the veh and they thought they fixed the concern the cust brought the veh back on March 3rd stating that the veh would not accelerate power 20mph and seek service immediately and since the issue was intermitting they drove the veh over 200 miles and the concern is still there. The shop foreman has gotten For hotline offroad and they advise to replace the entire engine wiring harness and it was order yesterday and it should arrive tomorrow and they will be keeping the veh until next week so they can make sure.
RO#[redacted]
RO open DATE: 3-3
RO mileage: 23411
Is cust in Rental/Loaner: no

Obe to cut to respond to her request for an update.

Next step: f/u with dlrhsp to get an update on cust veh and update cust

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jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 10:30-7pm
efax:

2023-03-09 16:51:11

Case Progression Specialist

Morley activity[redacted]
For a 30+ Day Triage Vehicle Payment has been transmitted.

VOR has been updated.
MORLEY TASK HAS BEEN CLOSED.

For future submissions, please compile all attachments using the “Morley Submission” tab under “Actions” and “Tasks” in GCCT. This process is recommended. This step places all documentation supporting the reimbursement in one location for faster review. Please note that future submissions without this task may be cause for rejected. For ESP’s it simple just put that the customer accepted your offer of GW, and that the repairs were warrantable, in the description of this task, as there are no attachments needed for ESP’s.

Ford Motor Company ®
Carolyn L. Speight
Lead Agent
Email: cspeigh2@ford.com | www.ford.com
Office: (866) 631-3788 ext. 79217
Mon. – Fri. 9:00 a.m. – 5:30 p.m. (Central)

2023-03-10 17:13:16

obc to dlrshp to see if the part came in Maddison stated that the part has come in this morning @ 8:00 am she will have to get with the tech to see when they will be installing the part and then she can give me an update the line cust out as she was speaking.

Called back to Maddison directly and there was no answer called back over to dlrshp direct line, got Maddison and she stated she will have to find out and give me a call back

Next step:f/u with dlrshp to see if they have put the part in and update cust

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Mon- Fru 10:30-7pm
efax:

2023-03-10 19:14:08

Obc to dlrshp to get an update on the installment for part Tyler sated that it will be sometime next week.

Obt to cust with an update.

Next step:f/u with dlrshp on far information and update cust

JohnAshley Cunningham
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office: 866-631-3788 ext. 79212
Mon- Fru 10:30-7pm
efax:

2023-03-21 23:16:54

obc to dlrshp to get an update eon cust veh Tyler state that the veh is done and gone, I asked him what day was picked up on the 17th. I stated okay thank you have a great day.

Obc to cust to get an update on her veh no answer left voicemail and sent text message.

Next step:f/u w th dlrhsp to advise that cust is still having issue with the veh

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office: 866-631-3788 ext. 79212
Mon- Fru 10:30-7pm
efax:

2023-03-24 17:52:26

obc to dlrshp to advise that cust is having issues with the veh still no answer left voicemail and sent email.

Next step:f/u w th cust to get an update on veh repairs

JohnAshley Cunningham
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jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 10:30-7pm
efax:

2023-04-04 20:10:14

obc to cust to get repair satisfaction no answer left voicemail and sent email and text message.

Next step:f/u with cust to get repair satisfaction.
JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 10:30-7pm
efax:

2023-04-05 16:09:07

obc to cust to get repair satisfaction no answer left voicemail and sent email and text message.

Next step:f/u with cust to get repair satisfaction.

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 10:30-7pm
efax:

2023-04-06 16:26:38

obc to cust to get repair satisfaction cust stated that the veh jumps when you take off and then it drives okay, cust stated that her husband is the one that drives it and he doesn't drive to far. She stated she drove the veh today and it doesn't take off as smoothly as he should, but she doesn't know when she will get the veh back to the dlrshp. The veh just doesn't seem to be driving as a one-year-old car should be driving. Cust feels that she should have gotten more than one veh payment since the veh was doen for 9 weeks.

Next step:safety net case to see if I can do another veh payment

JohnAshley Cunningham
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jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 10:30-7pm
efax:

2023-04-11 12:26:10

Customer needs to have the vehicle back within the dealership for repairs since they advised they are still experiencing mechanical issues. After repairs we can look at potentially doing another VEH payment depending on how long the vehicle has been down in total time including upcoming repairs

Ford Motor Company ®
Kennedi Martin
Business Operations Supervisor
kmart224@ford.com|www.ford.com
Office: 866-631-3788 ext. 79024
Mon- Fri 1:30 -10:00 pm CST

2023-04-12 21:33:22

obc to cust to see if she has been to back to the dlrshp, cust stated no they have not, and she will check with her husband. I advised cust that I can not provide a veh payment due to her still having issues with the veh. Cust stated that she will speak with her husband can I call her on Monday.

Next step:f/u with cust to see if they have taken the veh back top the dlrhsp

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 10:00-6:30pm
efax:

2023-04-17 17:54:29

obc to cust to see if they will be getting the veh to the dlrshp, cust stated that the veh has just been sitting and they have a lot of other things going on so it has went to the back burner but she will have her husband take it in this week. I stated okay I will follow up with her on Thursday to get an update and she stated okay thank you.

Next step: f/u with cust to see if the veh is at the dlrshp and what dlrshp

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fri 10:00-6:30pm
efax:

2023-04-20 18:55:00

obc to cust to see if they have taken veh to dlrshp yes they said it would 3-5 business days before they can look at it and it would be 129$ if it wasn't covered under warranty. Advised cust that iw ill follow up with her and the dlrshp on Tuesday

Next step: f/u with dlrshp to get an update on cust veh and udpate cust

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fri 10:00-6:30pm
efax:

2023-04-25 22:07:17

Obc to dlrhp to get information on cust veh Ro stated that veh has not been diagnosed as of now it's still in the dispatch mode waiting to be looked over. I asked if he knew how much longer, and he stated a coupe of days.
RO#: [redacted]
RO open DATE:4-20
Ro Closed Date:
RO mileage: 25556

Obt to cust with an update.

Next step: f/u with dlrshp to see if they have a diagnosis

JohnAshley Cunningham
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jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fri 10:00-6:30pm
efax:

2023-05-02 20:23:24

obc to dlrshp to get an update on cust veh Tyler stated that they called the cust a couple of days ago to advise that the veh was ready and they were not able to duplicate the concern. They called her on the 28th.

Obe to cust with an update and response to ibe.

Next step: f/u with cust to see if they were able to test drive the veh with the dlrshp

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fri 10:00-6:30pm
efax:

2023-05-05 16:41:09

obc to cust to see if they were still having issues and she stated when she took it to Roundtree, they were so rude this time and then they have legacy ford, but they advised they can't help taking it back to the dlrshp she bought it from.

At this the dlrshp is clearly not going to do anything. Cust stated that there is a noise that is happening with it btu she is not too sure about the noise because her husband is the one that drives the veh. She was really hoping that they would get the car and fix. I asked if they through about selling the veh back to the dlrshp and she stated yes but they wasn't giving them what they wanted or felt the veh was worth. I advised cust that I will see what else I can do on my end to try getting something else done to help her and I will follow back up with her.

Next step: safety net

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 10:00-6:30pm
efax:

2023-05-05 18:56:14

Customer has an ESP and VEH payments, no other assistance to provide at this time. Let's proceed with case closure processes until the VEH is back at the dealership

Ford Motor Company ®
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Office: 866-631-3788 ext. 79024
Mon- Fri 10:00am-6:30pm CST

CASE ATTACHMENTS:

2023-02-13 23:55:00	Johnashley Cunningham
2023-03-08 23:56:25	Johnashley Cunningham
2023-03-09 00:02:06	Johnashley Cunningham



Customer Information	
Name(s) on the Title [redacted]	
Address: [redacted] BENTON LA [redacted]	
Email Address: [redacted]	
Customer is purchased the vehicle.	
Vehicle Information	
VIN: 3FMCR9B69[redacted]	Current Mileage: 22640
Ownership Status/ Type of Purchase: New	
Purpose of vehicle: Personal	# Vehicles registered to the business. (If yes to business)
Purchase Date: Enter month, date, year	Mileage at Time of Purchase:
State Information	
State Where Purchased: LA	
State Where Registered: LA	
Dealer Information	
Purchased from Dealer? Yes	Dealership (if yes): Roundtree ford
Primary Reason for Repurchase: *Cust stated that the veh has been down for five week and the dlrshp can't seem to find anything wrong with it. The first time it happened was in December the evh was okay and then daughter was driving on the freeway and the veh started jerking again and they took the veh to Ray ford, but no repairs was completed. As soon as cust left from Ray ford the veh started having issues again and they advised to take the veh back where she bought it from.* Cust took it back to Roundtree and tyler advised that they will look at it and he called her to advised that the veh was ready for pick up, she asked him to drive with her and whe he drove with her the veh didn't jerk and the only thing that was not working was the start/stop. Tyler asked if the veh foreman can drive the veh home and cust stated that the milage was the same when she picked it up as when she dropped it off. The dlrshp advised they are working with the engineer, but they don't say what the engineer say. She called them today to get an update and they advised her they thought the veh was going obe traded in and she stated no she needs a veh.	
Is there a current concern with the vehicle? yes	
What is the repair status of the vehicle? being diagnosed	
Were repairs completed for this concern at multiple dealerships? (If yes): NO	
(**CA Only**) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? NO	

Ford | Ford Credit

[redacted]

Statement Date
02/12/2023

Your Amounts Due

Date	Description	Amount
03/04/2023	Payment Due	$1,010.54

Total Amount Due **$1,010.54**
Due Date 03/04/2023

If payment received after 03/14/2023, please pay $1,061.07

[redacted]

2021 FORD BRONSP

VIN:
3FMCR9B69[redacted]

Payoff Amount:
$20,210.49
Good Thru: 03/04/2023

Final Payment Date:
10/04/2024

Your Transactions Since Last Statement

Date	Description	Amount
02/04/2023	Payment Received - Thank you!	$1,010.54
	Principal	$1,010.54

Payments received after statement date are not reflected.

We're here to help.

Call
1-800-727-7000

Mon-Fri 7am - 7pm CT
Sat 7am - 3pm CT

Online
ford.com/finance

See below for payment methods and important credit dispute information.

Ford | Ford Credit

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

[redacted]

Payment Due Date: 03/04/2023

Total Amount Due: **$1,010.54**
If Payments Received AFTER: 03/14/2023
Please Pay: $1,061.07

[redacted]

Mail Payment to:

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

[redacted]

PAYMENT SLIP - IF YOU ARE PAYING BY MAIL, PLEASE PRINT AND SEND WITH YOUR PAYMENT.

PAYMENT MAILING ADDRESS

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

Payments received on weekends or holidays will be credited to your account on the next business day; payments received at a location other than the remittance address shown above may delay crediting your account, unless otherwise provided by law.

DISPUTE CORRESPONDENCE

If you dispute information we report to a credit bureau or the amount needed to payoff your account, send all documents and disputed payoffs to:

Ford Credit
c/o Correspondence
P.O. Box 542000
Omaha NE 68154-8000

BANKRUPTCY CORRESPONDENCE

For all bankruptcy notices or correspondence use the following address:

National Bankruptcy Service Center
P.O. Box 62180
Colorado Springs CO 80962

IMPORTANT NOTICES

WE MAY REPORT INFORMATION ABOUT YOUR ACCOUNT TO CREDIT BUREAUS. LATE PAYMENTS, MISSED PAYMENTS, OR OTHER DEFAULTS ON YOUR ACCOUNT MAY BE REFLECTED IN YOUR CREDIT REPORT.

CA AND UT CUSTOMERS: AS REQUIRED BY LAW, YOU ARE HEREBY NOTIFIED THAT A NEGATIVE CREDIT REPORT REFLECTING ON YOUR CREDIT RECORD MAY BE SUBMITTED TO A CREDIT REPORTING AGENCY IF YOU FAIL TO FULFILL THE TERMS OF YOUR CREDIT OBLIGATIONS.

PRIVACY NOTICE - FEDERAL LAW REQUIRES US TO TELL YOU HOW WE COLLECT, SHARE, AND PROTECT YOUR PERSONAL INFORMATION. FORD CREDIT'S ANNUAL PRIVACY NOTICE HAS NOT CHANGED AND YOU MAY REVIEW OUR POLICY AND PRACTICES WITH RESPECT TO YOUR PERSONAL INFORMATION AT www.ford.com/finance/privacy OR WE WILL MAIL YOU A FREE COPY UPON REQUEST IF YOU CALL US AT 1-866-222-4405.

WHEN YOU PROVIDE A CHECK AS PAYMENT, YOU AUTHORIZE US EITHER TO USE INFORMATION FROM YOUR CHECK TO MAKE A ONE-TIME ELECTRONIC FUNDS TRANSFER FROM YOUR ACCOUNT OR TO PROCESS THE PAYMENT AS A CHECK TRANSACTION. WHEN WE USE INFORMATION FROM YOUR CHECK TO MAKE AN ELECTRONIC FUNDS TRANSFER, FUNDS MAY BE WITHDRAWN FROM YOUR ACCOUNT AS SOON AS THE SAME DAY WE RECEIVE YOUR PAYMENT AND YOU WILL NOT RECEIVE YOUR CHECK BACK FROM YOUR FINANCIAL INSTITUTION.

ACCOUNT INFORMATION

SERVICE YOUR ACCOUNT ON-LINE THROUGH ACCOUNT MANAGER

By registering at ford.com/finance, you have the ability to:

- Change your address, phone number(s) and email address
- View the last 12 months of payment history
- View account information (payoff amount, next payment due, etc.)
- Enroll/change/cancel online payments
- Order a printed copy of transactions on your account
- Obtain an online statement

UNDERSTANDING YOUR BILLING STATEMENT

Your monthly statement is mailed to you 10-20 days before your next payment due date.

TOTAL AMOUNT(S) DUE

- The dollar amount showing in the 'Total Amount Due' field reflects the amount owed for the current month as well as any previous due amount. Previous Due Amount includes any unpaid amounts due including fees and other charges.
- The 'Total Amount Due' may vary based on any previous payment amount received.
- Any payments credited to your account after your statement date will be reflected on your next monthly billing statement.
- If the 'Total Amount Due' indicates $0, payments can still be made and applied to the account.
- 'Payoff Amt': This is the amount that must be received by the 'Good Thru' date to pay off your account. This amount differs from your account balance, which is the total of your remaining payments. (Applies to Retail Installment Contracts only)
- You may prepay the balance of your Retail Installment Contract, in whole or in part, at any time with no penalty.

COMBINED ACCOUNT BILLING AVAILABILITY

- If you have two or more accounts and would like to receive a single billing statement allowing for one easy payment, please visit ford.com/finance or call our Customer Service Center.

PAYMENT METHODS - A WIDE VARIETY ARE AVAILABLE TO YOU

- Online - The fast, flexible and convenient way to schedule individual payments up to 30 days in advance or establish an automatic recurring monthly payment from your checking or savings account on our web site.
- Mobile - Take advantage of our online payment methods using your mobile device.
- Phone - Make payments via the telephone from a checking or savings account by calling 1-800-334-1161. Before using this service, you must read and agree to the service terms available on our web site or by calling customer service at 1-800-727-7000.
- Mail - Send payments by check using the envelope provided and the detachable part of your statement, 5 to 7 days before the due date. Please place your account number on your payment and make it payable to Ford Credit.
- Ford Credit also accepts payments made through MoneyGram and Western Union. Receive same day credit on payments made on business days prior to 6 p.m. ET at MoneyGram or Western Union agent location. Fees will be charged by MoneyGram or Western Union. Visit ford.com/finance for full details on all available Payment Methods.

QUESTIONS ABOUT YOUR BILLING STATEMENT?

Try our 24 hour automated phone system at 1-800-727-7000, which provides the following services:

- Last payment received and/or next payment due
- Amount due
- Payoff information and faxed quote (Applies to Retail Installment Contracts only)
- Information on an additional account
- Make payment arrangements for your account
- Order a duplicate statement

Morley Case [redacted]
Primary Reason for Reimbursement Offer(s): Triage Payment
Is this reimbursement due to a parts delay: NO **Part Name/Number:**
Date or Expected Date of Vehicle Repair: not sure
Is there a risk for a Buyback Request: Yes, was denied
GCCT Case # [redacted]
Customer Information
Name: [redacted]
Mailing Address: [redacted] BENTON LA [redacted]
Mailing Address Verified: Enter yes
Is the customer a Citizen of India: no
VIN: 3FMCR9B69[redacted]
Reimbursement Information (fill in each payment type entered in Morley Case)
Consequential Expense Reimbursement: N/A
Amount: N/A
Vehicle Payment Reimbursement: Receipt attached to case
Amount: 1010.54
Rental Reimbursement: N/A
Amount: N/A
Repair Reimbursement: N/A
Causal Part Number: N/A
Amount: N/A
(#13 in Morley Submission Form) **Reason for Customer Reimbursement:** Vehicle Payment = VEHPAY,
Additional Comments:
Important: Please see below for information about the Delegation of Authority (DOA)

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 02-14-2023 CLOSED: 02-14-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Legacy Ford
PA CODE: 06477 DLR SALES CODE: 52731 REGION: C2 ZONE: C2B
VIN: 3FMCR9B65M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 36,101
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | TX | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Moving | Not Listed | UNKNOWN
ANALYST NAME: Tiara Douglas OPEN ANALYST NAME: Michael Capperon
COMMENTS:

2023-02-14 19:11:57

Customer :After viewing my forum post on my Bronco Sport's engine failure, it was requested I send a private message regarding this.
While driving my 2021 Bronco Sport through an intersection, the engine failed causing the car to completely shut off while in motion. I was not able to restart it, turn on my hazards, or put it in neutral to move it out of the intersection. A police officer stopped to assist and had it towed to the dealership I purchased it from, Legacy Ford in Rosenberg, TX. The VIN is 3FMCR9B65M[redacted].
Thank you for your assistance with this. If needed, I can be reached at [redacted]

Ford :Hello, [redacted]! Thanks for taking the time to send us a message. I would be happy to see what I can do to help out with this engine concern on your Bronco. I will need to collect some information for verification purposes first. Do you mind sending over the following?
-Full name
-Vehicle owner's full name and your relation (if applicable)
-Zip code
-Phone number
-Preferred method of contact
-Mileage
[redacted]
Ford Social Media Team
Customer :Thank you for your help with this. My information is listed below.
The gentleman I am working with at the dealership is named Red and he has asked me to provide you with his cell number [redacted]. So far all they can see if the battery is bad, however I just went over the mileage on the original warranty (36,101 miles when it was towed to the dealership) so it is no longer covered. This is the original batter that came with the vehicle that is less than 2 years old. Is there anything that Ford can do to help with this? I find it strange and very unsafe that the battery will die while the car is in motion with no signs or warning that this is about to happen.
Name: [redacted]
Zip: [redacted]
Phone: [redacted]
Preferred method of contact: Cell or email
Mileage: 36,101
Thank you,
[redacted]

Ford :Thank you so much for sending over those details [redacted]! After running your VIN through our system, I'm currently seeing an outstanding safety recall (22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION) relating to your vehicle. If you would ever like to check for recalls or field service actions yourself, you may do so at the following link: https://owner.ford.com/tools/account/maintenance/recalls.html.
Just to clarify, what was the last thing communicated to you by your dealer at Legacy Ford?
Michael
Ford Social Media Team
Customer :The dealership is aware of the recall and has started to receive the parts for it. If the parts are in stock they will repair it while the vehicle is with them.
Yesterday they mentioned their is an issue with a fan that was running when it should not have been. That lead them to believe the engine issue is caused by a bad network in the electrical system. Today they told me there are no issues found and it is a faulty battery. When asked why the battery would die while car car is in motion, they said it's due to a bad cell in the battery that can cause this to happen.
My concern is the safety hazard of this incident along with the cost of the new battery and rental which I cannot currently afford to pay.
[redacted]

Ford :Thank you for reaching out to Ford Motor Company with this concern. I will be escalating this case to a Customer Experience Specialist on the escalated SUV support team. They will contact you through your best contact method within a few business days to assist you. Your case number is [redacted].
Michael
Ford Social Media Team

2023-02-14 23:06:02 OBC to CUST Spoke with:N/A Regarding: Initial call Information Received:N/A Information Provided:left vm for cust provided cust contact information with ext and email, days in office and hours advised cust email is preferred method of contact Next Step: no further action Ford Motor Company Tiara Douglas Customer Experience Specialist, Ford CXS Team tdougl38@ford.com | www.ford.com Office: 866-631-3788 ext. 79597

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided

OPEN: 02-14-2023 CLOSED: 02-15-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria

DEALER NAME: AutoNation Ford Gulf Freeway

PA CODE: 04473 DLR SALES CODE: 52024 REGION: C2 ZONE: C2B

VIN: 3FMCR9B63M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 31,000

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | UNKNOWN

ANALYST NAME: Deloris Payne OPEN ANALYST NAME: Marc Aries Tampilic

COMMENTS:

2023-02-15 00:15:43	CONTACT VIA PHONE [redacted] / [redacted] Cust Says: Cust called in regarding with the issue on the her 2021 Ford Bronco that shut down when she is driving the veh, it happened 3 times and took the veh at the dlr 3 times and dlr said that they cant find the issue and they cant provide her a rental or loaner veh. Per Cust Dlr Says: AutoNation Ford Gulf Freeway CRC Advised: Thank you for reaching out to Ford Motor Company with this concern. I will be escalating this case to a Customer Experience Specialist on the escalated support team. They will contact you through your preferred/best contact method within 1 business day to assist you. Your case number is [redacted].
2023-02-15 13:35:22	Good morning [redacted], In reference to Case No [redacted] Thank you for contacting Ford Motor Company today. I will be taking over your case, I'll be your main point of contact . As promised, I will work with you to bring the earliest possible resolution to your case, providing you with regular updates in the interim. I understand you are needing rental assistance. Is your vehicle currently at the dealership? Can you provide your service advisors name. Did the dealer state they do not have loners? If so, if it is a warrantable repair you are more than welcome to pay out of pocket and submit for reimbursement once repairs are completed. reimbursement starts at $40 a day Thank you again for contacting Ford, we appreciate your loyalty and are committed to resolving your case as soon as possible. Regards,
2023-02-15 18:19:45	[redacted] case open
2023-03-20 20:17:12	2021 ford bronco folllow up call for CRC--transfer

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 02-20-2023 CLOSED: 03-10-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | California Vehicle |
DEALER NAME: Theodore Robins Ford
PA CODE: 06504 DLR SALES CODE: 71095 REGION: W1 ZONE: W1C
VIN: 3FMCR9B61M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 25,358
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | CA | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | Intermittent
ANALYST NAME: Renee Tolivour OPEN ANALYST NAME: Renee Tolivour
COMMENTS:

2023-02-20 19:23:02	Customer Information Name(s) on the Title: [redacted] Address: [redacted] COSTA MESA[redacted] Email Address[redacted] Customer is purchasing Vehicle Information VIN: 3FMCR9B61M[redacted] Current Mileage: 25191 Ownership Status/ Type of Purchase: New Purpose of vehicle: personal # Vehicles registered to the business. (If yes to business) Purchase Date:[redacted] Mileage at Time of Purchase: 12 State Information State Where Purchased: CA State Where Registered: CA Dealer Information Purchased from Dealer? Yes Primary Reason for Repurchase: Ongoing concerns with the vehicle. dealership is unable to duplicate the concern/ Dealer has a HOTLINE opened Is there a current concern with the vehicle? Yes What is the repair status of the vehicle? Ongoing Were repairs completed for this concern at multiple dealerships? (If yes): No (CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? No
2023-02-20 19:24:14	Case Number [redacted] Customer [redacted] Business Phone [redacted] Home Phone [redacted] Mobile Phone : [redacted] LTV Score : 80 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : Theodore Robins Ford Dealer P&A : 06504 Dealer phone : (949) 642-0010 VIN : 3FMCR9B61M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 25191 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2020-12-05 Open Recall/FSA: : YES ESP : YES Hotline Contact : YES Warranty History : N/A
2023-02-20 20:08:44	Renee Tolivour Ex 79011 IBC from Customer Inbound call from customer. customer called and requesting a buyback on her vehicle customer stated that the vehicle is currently at the dealership and they are unable to duplicate the concern that the vehicle is having. customer confirmed that the dealership has already engaged hotline. customer feels like the vehicle may have electrical issues/ customer confirmed that the vehicle is having some crank no start issues and has been stranded on the side of the road multiple times regarding this concern. advise customer of the time frame that it takes to process and review the buyback request advised customer that I would follow up with the dealership regarding additional information for the status of repairs on her vehicle. Ford Motor Company ® Renee Tolivour Customer Experience Specialist rtolivo1@ford.com | www.ford.com O: 866-631-3788 Ext. 79011
2023-02-21 13:07:33	TO[redacted]
2023-02-22 21:35:01	Opened GFR. Beginning investigation/review.
2023-02-27 14:58:51	Attached DMV Report and Claims List to GFR.
2023-02-27 14:59:05	Added ESP to GFR.
2023-02-28 20:41:31	Renee Tolivour Ex 79011 OBC to Dealer Outbound call to dealer. No answer, Left message for SA James requesting a call back NEXT STEP: Send portal message Ford Motor Company ® Renee Tolivour Customer Experience Specialist rtolivo1@ford.com | www.ford.com O: 866-631-3788 Ext. 79011
2023-03-02 20:28:10	Renee Tolivour Ex 79011 OBC to Dealer Outbound call to dealer. Spoke with SA James. Stated that they replaced the 12 volt battery and it seemed to resolve the concern that the vehicle had./ SA confirmed that the vehicle has been returned back to customer Ford Motor Company ® Renee Tolivour Customer Experience Specialist rtolivo1@ford.com | www.ford.com O: 866-631-3788 Ext. 79011
2023-03-03 15:59:44	Reached out to Liz, Service Mgr., Theodore Robins Ford, regarding RO's for this VIN# at her dealership. States vehicle is not at her shop; no future appointments scheduled; no modifications/aftermarket components;; no signs of misuse/abuse.
2023-03-03 16:00:16	Received a copy of RO's for this VIN # from Liz, Service Mgr., Theodore Robins Ford.
2023-03-03 16:00:28	Updated GFR.
2023-03-03 16:01:03	Sent an email to the CXS, asking her to reach out to the customer and have them answer the "accident questions".

2023-03-03 19:47:29	1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANY? (YES OR NO) 2. IF A CLAIM HAS BEEN FILED w/INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM? 3. IS THE VEHICLE REPAIRABLE? 4. WERE ANY INJURIES SUSTAINED? IF YES, PROVIDE THE FIRST AND LAST NAME OF ALL INJURED PARTIES. 5. WHAT ARE YOU SEEKING FROM FORD MOTOR COMPANY? 6. WHAT WAS THE DATE OF THE ACCIDENT? 7. WHAT PRODUCT DEFECT IS ALLEGED TO HAVE CAUSED THE ACCIDENT? 8. WHAT IS THE CITY & STATE WHERE THE ACCIDENT OCCURRED? 9. WAS A POLICE REPORT FILED? 10. IF A POLICE REPORT WAS FILED, WHAT WERE THE FINDINGS? 11. WHAT IS THE POLICE REPORT NUMBER & IN WHAT CITY, COUNTY WAS THE REPORT FILED? 12. WHAT MAILING ADDRESS WOULD YOU LIKE OUR OFFICE OF GENERAL COUNCIL TO SEND YOUR WRITTEN RESPONSE TO (DOCUMENT THE FULL ADDRESS)? 13. HAS CUSTOMER RETAINED AN ATTORNEY?
2023-03-03 20:27:02	Reached out to James, SA, Theodore Robins Ford, to inquire about customer's most recent visit to the dealership. States vehicle was towed in;; the battery was replaced; customer picked up vehicle already.
2023-03-03 20:27:16	Updated GFR.
2023-03-03 20:27:59	Case Analyst Review Complete. Transferring to TL for Review.
2023-03-03 22:42:21	TL Review Complete. Transferring to COM for Final Review & Processing.
2023-03-06 14:17:03	APPROVAL UPLOADED TO PORTAL, TRACKING IS [redacted] LETTER WILL BE SENT WITHIN THE NEXT 3 BUSINESS DAYS
2023-03-07 22:16:44	RAV has received and accepted the case. Customer contact is forthcoming.
2023-03-08 16:08:07	Renee Tolivour Ex 79011 OBC to Customer Outbound call to customer. Advised customer that a follow up from our RAV team is forthcoming and someone will be in contact with her within the next week Ford Motor Company ® Renee Tolivour Customer Experience Specialist rtolivo1@ford.com | www.ford.com O: 866-631-3788 Ext. 79011
2023-03-10 16:49:13	Renee Tolivour Ex 79011 OBC to Customer Outbound call to customer. Customer confirmed that the RAV team has made contact with her regarding the next steps of the buy back process. Customer confirmed that she is in the process of sending them over the requested documents. Advised customer that we will be closing this case and she will continue to work with the RAV team to complete process. Advised customer of possible survey Ford Motor Company ® Renee Tolivour Customer Experience Specialist rtolivo1@ford.com | www.ford.com O: 866-631-3788 Ext. 79011
2023-03-10 19:03:38	**********SAFETY NET********** Safety to Resolve BB Approved - Recap Email sent - Resolve Case Secundra Walker Ford Motor Company ®* Operations Supervisor PVT Ph. 800-392-3673 Swalk178@ford.com | www.ford.com

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided

OPEN: 02-21-2023 CLOSED: 03-24-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

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

DEALER NAME: Essential Ford of Stuart

PA CODE: 04627 DLR SALES CODE: 24504 REGION: S3 ZONE: S3A

VIN: 3FMCR9B60M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 28,575

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | FL | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Stalls/Quits | At Idle | Intermittent

ANALYST NAME: Emily Kelly OPEN ANALYST NAME: Tamika Durham

COMMENTS:

2023-02-21 15:19:36	Tamika Durham/79468/tdurha10@ford.com Cust:[redacted] Veh Owner:[redacted] (CLV: 94) VIN# 3fmcr9b60m[redacted] Issue? veh will not start VEH at the Dealership: YES Meets FLP Guidelines: NO Year of VEH: 2021 Mileage: 27,498 CLV: N/S Transfer to Concern: YES Reason for Concern: Cust says she purchased 2021 Bronco Sport from Essential Ford in Stuart, FL. Ford the last 6 months there have been had nothing but problems. Veh was overheating back in October 2022. Veh would not start. Have had veh towed to DLR before. Now the Veh would not start again. Cust is back at Enterprise getting another rental. DLR says there was a cracked rear taillight but veh would not start again yesterday. Had to leave veh at DLR. Heather is SA and David is SM. What are you seeking from Ford today? Repair assistance Plan of action: OBC to DLR 917722870955 No one answered in Service. CXS called Twice but just got VM. CXS let cust know the call would get escalated to our concern team for further assistance. Next steps: Call connected with Agent Emily Kelly Ford Motor Company ® Tamika Durham - Customer Experience Specialist tdurha10@ford.com | www.ford.com office: 866-631-3788 ext. 79468 Office Hours: Monday-Friday 8 am – 4:30
2023-02-21 16:39:10	CXS: Emily Kelly ekelly45@ford.com 866-631-3788 ext 79231 IBC from INQUIRY[redacted]) (2/21) •Vehicle Concern: Vehicle keeps dying •Has this issue happened before? If so, how many times? Y •What the customer is seeking from Ford? Repair Assistance/ Reimbursement for repair •Where is the vehicle located: At dealership •Date taken to dealership: 2/14 •Are you in a loaner? Y •Repair Cost Estimate provided by DLR? Warranty Repair •Any Ford or 3rd Part ESP? Y •Mileage: 27500 •WSD: 6/13/2021 •Is your vehicle Maintenance Current? Y •Dealership Servicing: Essential Ford of Stuart •Is this the purchasing dealership? Y •Dealership Contact: Heather or •Verify if customer meets FLP just in case: Y •SMS Opt In: Y OBC to DLR (7722870955) (2/21) I contacted the dealer to get RO details on customer vehicle. I was connected with Heather's VMB. Mailbox is full. I called back to speak with the SM. Next Steps: Contact dealer to get RO details on customers vehicle 2/22. Ford Motor Company® Emily Kelly Customer Experience Specialist Monday-Friday 9-5:30 pm ekelly45@ford.com| www.ford.com O: 866-631-3788 Ext. 79231
2023-02-21 17:41:20	DXS OBC to DLR - Essential Ford of Stuart, 7722870955 DXS spoke with SA Kathy and advised FMC is requesting additional info to progress case in GCCT. DXS provided last 8 of VIN #[redacted] DLR advised SA working with CUST is Heather, DXS transferred to SA Heather for additional info. RO #:[redacted] RO Open Date: 02/21/23 Mileage: 27,503 CUST brought unit in with No Start concern back in October 2022, DLR was unable to duplicate concern and system did not provide codes to fix. CUST towed unit in on 02/14, Jumpstart required. DIAG: Brakelamp cracked, further inspection found collision detection is triggered due to Brakelamp issue draining battery. DLR replaced Brakelamp and CUST picked up unit 02/20. CUST dropped unit back off at DLR Today, 02/21 due to stalling, DLR advises this is considered a new concern and is not related to previous concerns. Unit is waiting at this time for further DIAG in the shop. Next Steps: Call complete
2023-02-22 18:23:22	CXS: Emily Kelly ekelly45@ford.com 866-631-3788 ext 79231 OBC to DLR (7722870955) (2/22) I contacted the dealer to get RO details on customers vehicle. I was connected with the service dept VMB. RO #:[redacted] RO Open Date: 02/21/23 Mileage: 27,503 OBC to CUST[redacted] (2/22) I contacted the customer to provide an update on the case. I was connected with the customer VMB. I left a message and recontact information. Next Steps: Contact dealer to get an update on the repairs of the vehicle 2/27. Ford Motor Company® Emily Kelly Customer Experience Specialist Monday-Friday 9-5:30 pm ekelly45@ford.com| www.ford.com O: 866-631-3788 Ext. 79231
2023-02-27 19:45:29	CXS: Emily Kelly ekelly45@ford.com 866-631-3788 ext 79231 OBC to DLR (7722870955) (2/27) I contacted the dealer to get repair status on customers vehicle. I was connected with Heathers' VMB. I left a message and recontact information. RO #[redacted] RO Open Date: 02/21/23 Mileage: 27,503 OBC to CUST[redacted] (2/27) I contacted the customer to provide an update on the case. I was connected with the customer VMB. I left a message and recontact information. SMS sent to customer. Next Steps: Contact dealer to get an update on the repairs of the vehicle 3/1. Ford Motor Company® Emily Kelly Customer Experience Specialist Monday-Friday 9-5:30 pm ekelly45@ford.com| www.ford.com O: 866-631-3788 Ext. 79231
2023-03-01 22:46:21	CXS: Emily Kelly ekelly45@ford.com 866-631-3788 ext 79231 OBC to DLR (7722870955) (3/1) I contacted the dealer to get the repair status of the vehicle. No answer. Portal message added to case. OBC to CUST[redacted] (3/1) I contacted the customer to provide an update on the case. I was connected with the customer VMB. I left a message and recontact information. UTC email sent to customer. Next Steps: Contact dealer to get an update on the repairs of the vehicle 3/2. Ford Motor Company® Emily Kelly Customer Experience Specialist Monday-Friday 9-5:30 pm ekelly45@ford.com| www.ford.com O: 866-631-3788 Ext. 79231
2023-03-02 19:36:04	CXS: Emily Kelly ekelly45@ford.com 866-631-3788 ext 79231 OBC to DLR (7722870955) (3/2) I contacted the dealer to get the repair status of the vehicle. I was connected with Gina and she stated that Heather isn't available. She provided me with Heathers' email. Email sent to dealer. hsemonish@superstoreauto.com Portal message added to case. OBC to CUST[redacted]) (3/2) I contacted the customer to provide an update on the case. I was connected with the customer VMB. I left a message and recontact information. Next Steps: Contact dealer to get an update on the repairs of the vehicle 3/7. Update customer on case 3/7. Ford Motor Company® Emily Kelly Customer Experience Specialist Monday-Friday 9-5:30 pm ekelly45@ford.com| www.ford.com O: 866-631-3788 Ext. 79231

2023-03-13 21:32:56	CXS: Emily Kelly ekelly45@ford.com 866-631-3788 ext 79231 OBC to DLR (7722870955) (3/13) I contacted the dealer to get the repair status of the vehicle. I was connected with Gina and she stated that Heather isn't available. She provided me with Heather's' email. Email sent to dealer. hsemonish@superstoreauto.com Portal message for OBC to CUST (5617681667) (3/13) I contacted the customer to provide an update on the case. The customer stated that the vehicle is running fine now. I offered the customer a GWG of our Limited Maintenance Plan. The customer accepted the offer. Morley Case: [redacted] Morley Case Status: Pending QA Next Steps: Contact customer when ESP has been attached to VIN 3/20. Ford Motor Company® Emily Kelly Customer Experience Specialist Monday-Friday 9-5:30 pm ekelly45@ford.com| www.ford.com O: 866-631-3788 Ext. 79231
2023-03-13 21:33:42	CXS: Emily Kelly ekelly45@ford.com 866-631-3788 ext 79231 OBC to CUST[redacted]) (3/13) I contacted the customer to provide an update on the case. The customer stated that the vehicle is running fine now. I offered the customer a GWG of our Limited Maintenance Plan. The customer accepted the offer. Morley Case: [redacted] Morley Case Status: Pending QA Next Steps: Contact customer when ESP has been attached to VIN 3/20. Ford Motor Company® Emily Kelly Customer Experience Specialist Monday-Friday 9-5:30 pm ekelly45@ford.com| www.ford.com O: 866-631-3788 Ext. 79231
2023-03-15 21:11:44	***Morley Case Progression Specialist*** Morley [redacted] ESP Has been transmitted. --- Ford Motor Company ® Jelishia Joiner Lead Agent Email: JJoine12@ford.com| www.ford.com Mon- Fri 8:00am-4:30pm CST (Central)
2023-03-20 19:53:49	CXS: Emily Kelly ekelly45@ford.com 866-631-3788 ext 79231 OBC to CUST [redacted] (3/20) I contacted the customer to inform them that the ESP has been added to the VIN. I was connected with customer VMB. I left a message and recontact information. Morley Case: [redacted] Morley Case Status: ESP Activated Next Steps: Contact customer when ESP has been attached to VIN 3/21. Ford Motor Company® Emily Kelly Customer Experience Specialist Monday-Friday 9-5:30 pm ekelly45@ford.com| www.ford.com O: 866-631-3788 Ext. 79231
2023-03-21 22:06:11	CXS: Emily Kelly ekelly45@ford.com 866-631-3788 ext 79231 Morley Case: [redacted] Morley Case Status: ESP Activated Next Steps: Contact customer when ESP has been attached to VIN 3/22. Ford Motor Company® Emily Kelly Customer Experience Specialist Monday-Friday 9-5:30 pm ekelly45@ford.com| www.ford.com O: 866-631-3788 Ext. 79231
2023-03-22 23:13:45	CXS: Emily Kelly ekelly45@ford.com 866-631-3788 ext 79231 OBC to CUST [redacted] (3/22) I contacted the customer to inform them that the ESP has been attached to the VIN. I was connected with the customer VMB. I left a message and recontact information. UTC email sent to customer. Morley Case: [redacted] Morley Case Status: ESP Activated Next Steps: Contact customer when ESP has been attached to VIN 3/23. Ford Motor Company® Emily Kelly Customer Experience Specialist Monday-Friday 9-5:30 pm ekelly45@ford.com| www.ford.com O: 866-631-3788 Ext. 79231
2023-03-23 21:49:39	CXS: Emily Kelly ekelly45@ford.com 866-631-3788 ext 79231 OBC to CUST [redacted] (3/23) I contacted the customer to inform them that the ESP has been attached to the VIN. I was connected with the customer VMB. Mailbox is full. Unable to leave message. Morley Case: [redacted] Morley Case Status: ESP Activated Next Steps: Safety net to close. Ford Motor Company® Emily Kelly Customer Experience Specialist Monday-Friday 9-5:30 pm ekelly45@ford.com| www.ford.com O: 866-631-3788 Ext. 79231
2023-03-23 22:56:03	Supervisor review: Approve to close case.

CASE ATTACHMENTS:

2023-03-23 21:50:29 Emily Kelly [redacted]

Ford Motor Company

CASE CLOSURE CHECKLIST

Detailed List to be Completed Prior To Case Closure

	Timing for Completion	Completed
All Cases		
Has the vehicle been repaired & returned to the customer?		X
Did you close out all obligations you may have with the dealership (Repair $$$ assistance, rental, etc. - if necessary)?		X
Did you close out all obligations you may have with the customer (If necessary)?		X
Do you have documentation to support the customer reimbursement attached to the case?		
Has the debit card been transmitted?		X
Do you think goodwill is appropriate in this case?		X
If you made an offer - did it tie to the physicals of the case? (rental as an example)		X
Did you complete final repair satisfaction check?		X
Did you send the case closing email to highlight value we brought by assisting?		X
Proofread email		X
Does email clearly state what assistance was provided to the customer?		X
Did you complete the following prior to closing (i.e. enter symptom codes, ensure VIN is attached to case, etc.)?		X
Buyback Request		
Did you deliver Buyback decision to the customer and communicate next steps?		
If request was approved, have the RAV Analyst and customer made contact?		
Did you follow next steps outlined in Completing an Approved Buyback Request?		
If request is denied, have you completed next steps outlined in Vehicle Buyback Denied?		
Financial Assistance		
Has the approval code been processed and presented?		
Pls. ensure verification of correct P&A code (lot of issues w/ this)		

CASE NUMBER[redacted] STATUS: Information Provided
OPEN: 02-21-2023 CLOSED: 03-20-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |
DEALER NAME: D & D Motors, Inc.
PA CODE: 00976 DLR SALES CODE: 21795 REGION: S2 ZONE: S2A
VIN: 3FMCR9A68M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 19,441
BODY STYLE: R9A - BRONCO SPORT CX430 BASE
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | SC | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Stalls/Quits | Deceleration | Intermittent
ANALYST NAME: Madison Bridges OPEN ANALYST NAME: Madison Bridges
COMMENTS:

2023-02-21 16:05:21	Ford Motor Company ® Madison Bridges Customer Experience Specialist, Ford CXS Team/ PV Team Mbridg46@ford.com | www.ford.com Office: 866-631-3788 ext. 79457 E-Fax: 8886359545 IBC From[redacted] Dealer: DND Ford Motors VIN: 3FMCR9A68M[redacted] Odometer: 18766 Miles customer is calling to Submit a Buyback request fr his vehicle. customer advised vehicle is back at dealer for the same concern for the and time. vehicle will shut off during steady speeds - twice (intermittent). Advised customer BB decision will be be reviewed from repair history/ state lemon laws decision should be available within 5 business days if delayed cxs will communicate that if BB is denied we will focus on repairing the vehicle/escalate if needed
2023-02-21 16:06:08	Customer Information Name(s) on the Title: [redacted] Address: [redacted], GREER SC [redacted] Email Address: [redacted] Customer is purchasing vehicle. Vehicle Information VIN: 3FMCR9A68M[redacted] Current Mileage: 18766 miles. Ownership Status/ Type of Purchase: New Purpose of vehicle: personal # Vehicles registered to the business. (If yes to business) Purchase Date: [redacted] Mileage at Time of Purchase: 0 miles State Information State Where Purchased: SC State Where Registered: SC Dealer Information Purchased from Dealer? Yes. Dealership: D &D Ford Motors Primary Reason for Repurchase: safety concerns. vehicle will shut off during steady speeds. Is there a current concern with the vehicle? Yes. Vehicle is stalling at D & D Ford . What is the repair status of the vehicle? Vehicle at D & D Ford since 2/17/23. Were repairs completed for this concern at multiple dealerships? (If yes): N/A (CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? N/A
2023-02-23 20:19:30	Checked historical and VIN status: None NAVIS verified ownership status: Original Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **
2023-02-23 20:20:08	At this time Ford does not believe the vehicle qualifies for repurchase/replacement in SC Talking Points: •Deny GFR •Review notes in Milestones •Focus on vehicle repair Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **
2023-02-27 17:27:17	Ford Motor Company ® Madison Bridges Customer Experience Specialist, Ford CXS Team/ PV Team Mbridg46@ford.com | www.ford.com Office: 866-631-3788 ext. 79457 E-Fax: 8886359545 Plan Of Action: contact customer and provide BB denial obc to customer and was not able to LVM/customer vm not set up yet Next Steps: fu with customer again today to provide bb denial
2023-02-27 22:24:59	Ford Motor Company ® Madison Bridges Customer Experience Specialist, Ford CXS Team/ PV Team Mbridg46@ford.com | www.ford.com Office: 866-631-3788 ext. 79457 E-Fax: 8886359545 Plan Of Action: contact customer and provide the BB denial OBC to customer and spoke with John advised BB denied. Vehicle does not meet for lemon law due to repair attempts and days out of service during presumption in SC advised customer we will now start focusing on the repair of his vehicle customer advised he will need to bring vehicle back to dealer customer inquired about assistance with rebate/trade in recommend customer to sales dept for assistance. customer advised can bring in by Thursday
2023-03-01 21:55:40	Ulyssia Prescott/Ext.79566/UPRESCOT@ford.com IBC from CUST CUST Name[redacted] Relationship to registered owner: BCN[redacted] Email: Loaner: Mileage: 19000 VOR: Date: Dealer Task: Copy Key Data: KB: Symptom Classification: SMS Text Message: Meets FLP: CLV: WSD: Survey Reminder: Concern: Callers/Customer Expectation: CUST is upset about his BB being denied. CXS gave CUST info for NHTSA and advised him that his CXS will contact him on 03/02/23 CXS advised CUST that he can refile in 30 days from denial. CXS sent CUST info to HTSA vis SMS to make a claim regarding a safety concern before he files another BB. NHTSA Website: www.nhtsa.gov NHTSA Vehicle Safety Hotline: 888-327-4236 PLAN OF ACTION: No Further Action Needed NEXT STEPS: No Further Assistance Needed Ulyssia Prescott Lewis Passenger Vehicle Concern Advocate uprescot@ford.com | www.ford.com O: 866-631-3788 ext. 79566 M-F 8AM-4:30PM CST (MO: 12PM- CST)
2023-03-02 22:10:44	Ford Motor Company ® Madison Bridges Customer Experience Specialist, Ford CXS Team/ PV Team Mbridg46@ford.com | www.ford.com Office: 866-631-3788 ext. 79457 E-Fax: 8886359545 Plan Of Action: contact customer and confirm if he was able to bring vehicle back to dealer to start focusing on repairs OBC to customer and CXS could not leave customer a VM/vm not set up Next Steps: email the customer/ send customer sms message
2023-03-02 22:14:45	Hello Mr[redacted], I tried giving you a call a couple times today, but was not able to leave a voicemail due to voicemail not being set up yet. Have you been able to bring your vehicle in, or schedule service appointment to focus on repairs? Is your vehicle still displaying concerns at this time? Please advise, Thanks! Ford Motor Company ® Madison Bridges Customer Experience Specialist, Ford CXS Team/ PV Team Mbridg46@ford.com | www.ford.com Office: 866-631-3788 ext. 79457 E-Fax: 8886359545

2023-03-04 17:00:10	Ford Motor Company ® Madison Bridges Customer Experience Specialist, Ford CXS Team/ PV Team Mbridg46@ford.com | www.ford.com Office: 866-631-3788 ext. 79457 E-Fax: 8886359545 Plan Of Action: contact customer to confirm if he was able to bring vehicle in for service schedule appt OBC to customer and spoke with John customer has not brought vehicle back in for service. he is looking to complete trade in but is currently upside on vehicle loan customer advised dealer advised him that have resolved concern/ service not needed and cxs confirmed with the customer is not experiencing a current concern with his vehicle at this time advised cust we wouldn't be able to escalate if there is not a present concern or veh not at dealer but cxs ill start looking at goodwill gesture to offer for peace of mind customer understood Next Steps: Contact dealer for most recent ro inof obc to dealer and was advised service closed/opens Monday per oasis RO [redacted] RO Open Date: 2/17/23 vehicle shut off tested battery battery failed battery was replaced/passed test and operating normal again.
2023-03-09 22:43:23	Ford Motor Company ® Madison Bridges Customer Experience Specialist, Ford CXS Team/ PV Team Mbridg46@ford.com | www.ford.com Office: 866-631-3788 ext. 79457 E-Fax: 8886359545 Plan Of Action: contact customer and confirm he accept main esp offer obc to customer and spoke with John advised cust will process esp offer and advise once submitted cust is not exp. current concern with vehicle advised cust if concern comes back he can reach out and either myself or another cxs can assist Next Steps: process morley
2023-03-14 21:15:08	***Morley Case Progression Specialist*** Morley activity: [redacted] ESP Has been transmitted. --- Ford Motor Company ® Jelishia Joiner Lead Agent Email: JJoine12@ford.com| www.ford.com Mon- Fri 8:00am-4:30pm CST (Central)
2023-03-16 17:11:18	Ford Motor Company ® Madison Bridges Customer Experience Specialist, Ford CXS Team/ PV Team Mbridg46@ford.com | www.ford.com Office: 866-631-3788 ext. 79457 E-Fax: 8886359545 Plan Of Action: contact customer and advise ESP has processed obc to customer and no VM set up Next Steps: send customer SMS regarding esp/survey
2023-03-16 17:15:54	Hello [redacted], Thank you for contacting Ford Motor Company and allowing us to assist you with your 2021 Ford Bronco Sport. Partnering with D & D Motors, Inc., I am glad we were able to address battery concern while keeping you updated throughout the process. The complimentary Ford Protect Limited Maintenance plan that was added to your vehicle is to provide you with peace of mind knowing Ford has your back. This plan has a retail value of $385.00 that covers your scheduled maintenance like oil and filter replacement, tire rotation, and multi-point inspection, and comes with other great benefits should you have an issue in the future. If you have any further questions or concerns regarding this repair, the Ford Protect ESP plan, or any additional comments or feedback, please do not hesitate to reach out to me directly at 866-631-3788 Extension 79457 or by email at Mbridg46@ford.com. If I am unavailable, please leave me a detailed message and I will return your call as soon as possible. Please reference the case number indicated above for a quicker response. Please look for an email within the next few days that includes a brief survey regarding your experience with me in completing your case. We value your feedback so that we can better understand what we can do to improve in the future. Thank you for being a valued customer and a part of the Ford family. Respectfully, Ford Motor Company ® Madison Bridges Customer Experience Specialist, Ford CXS Team/ PV Team Mbridg46@ford.com | www.ford.com Office: 866-631-3788 ext. 79457 E-Fax: 8886359545
2023-03-17 13:50:02	**** Safety Net **** Cxs can close case Syvonne Maddox Business Operations Supervisor 866-631-3788 ext 79268 2091 Oakwood Blvd. Dearborn, MI 48124 USA

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided

OPEN: 02-22-2023 CLOSED: 02-22-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | |

DEALER NAME: Murphy Ford Co

PA CODE: 01230 DLR SALES CODE: 16025 REGION: N3 ZONE: N3B

VIN: 3FMCR9D95N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9D - BRONCO SPORT BADLANDS 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | PA | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | Always

ANALYST NAME: Robbie Cole OPEN ANALYST NAME: Robbie Cole

COMMENTS:

2023-02-22 19:47:24 IBC: from Frank in marketing. Cx brought a used 2022 Bronco w/about 24 miles. Star/stop feature. Stopped at red light veh never started back. Took to dlr on the 4th. Test drove it and the same thing happened. They called Monday stating they will overnight a part. They put the new piece in but now it won't start. 3FMCR9D95N[redacted] LESS THAN 100 MI OBC:[redacted] spoke w/Sean he stated he tried to call cx but got a busy signal and asked if I could conference cx in so we can all be on the same page. He stated they installed the module car and went from running to not running. Ford engineer came out, inspected it, and stated he wants to get a new module put in. They ordered that today after a discussion with the engineer. When the part arrives he'll come bk out w/a technician. Advised cx dlr is doing what needs to be done only reason for me too keep case open would be if cx needed transportation and she informed she's in a veh from the dlr. Cxs asked about payments she's about to make a payment on a vehicle that started having issues 24hrs after having it, cx is looking for some type of compensation. CX does not meet FLP Robbie Cole Customer Experience Specialist office: (866) 631-3788 ext.79520 Email: RCole83@ford.com M-F 9:30am-6:00pm CST

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 02-23-2023 CLOSED: 06-14-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Chat

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

DEALER NAME: Stevens Ford Inc

PA CODE: 03874 DLR SALES CODE: 13212 REGION: N1 ZONE: N1B

VIN: 3FMCR9B64N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 4

BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | CT | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Stalls/Quits | Cruise/ Steady Speed | Intermittent

ANALYST NAME: Briana Esene OPEN ANALYST NAME: Camberlynd Easter

COMMENTS:

2023-02-23 17:19:06

CONTACT VIA: ANY/TEXT/EMAIL/PHONE [redacted]
CUST SAYS:the car has stalled twice now.The vehicle is currently at the dealer for 2 weeks now they are not figure out the issues.it has left me stranded on major roads having to scramble to make arrangement to get it towed and then figure out how to get home safe.the vehicle had issues within 30 days of me purchasing it.
CUST SAYS, DLR SAYS:thought it was battery or starter ans they changed but issues is not resolved.they do not know what the issue is.
CRC ADVISED:I will be escalating your repair assistance case to a Customer Experience Specialist on the escalated support team. They will contact you through your preferred contact method within 1 business day to assist you. You should see them contacting you from an 800 number if they text and call. Your case number is [redacted]

2023-02-24 21:03:46

Briana Esene/Ext.79276/besene@ford.com
OBC to DLR-
No answer left VM requesting that I get contact back via email.
Briana Esene
besene@ford.com | www.ford.com
Office: 866-631-3788 Ext. 79276
Hours 9:30AM-6PM CST

2023-02-27 16:07:45

*CX chatted in advising she wasn't contacted within 1 business day. I advised that she was emailed (she couldn't confirm if she rec'd it or not since it was her husband's email address) and that there was a follow up scheduled for tomorrow night at 7:30pm. She requested I add her emai[redacted]and her phone number[redacted] as secondary ways of reaching out to her since her preferred method of contact was "Any".

Info At 10:23 AM Feb 27
You are now chatting with Diane. Please do not enter any sensitive personal data such as social security number or credit card numbers.
Hi[redacted] you for reaching out to Ford today! My name is Diane. How may I assist you today?
You 10:23 AM
Hello I'm following up on case ID[redacted]
I was told I was going to be contacted within 1 day
and that hasn't happened
so now I'm even more frustrated with your company
[redacted] 10:23 AM
I'll be happy to assist you with this[redacted] Please allow me a few moments to access your case.
You 10:24 AM
Ok
[redacted] 10:26 AM
Thanks for holding,[redacted] I see from the case that you were open to being contacted by any method: Phone, text or email. Is that correct?
You 10:28 AM
correct
and I haven't received contact from any of those channels
[redacted] 10:28 AM
Thanks for verifying that! I have your phone number listed as[redacted] and email as [redacted]. Are those correct?
You 10:28 AM
Ok that's my husbands info
I gave mine to the agent too
but neither of us have been contacted
[redacted] 10:29 AM
Thank you for verifying that! I see there's a follow up scheduled for tomorrow at 7:30 pm with you with the Specialist from the US Ford Passenger Vehicle Concern Team.
You 10:31 AM
ok that's not within 24 hours which is when I told I would be contacted
[redacted] 10:32 AM
It looks like there was an email sent, as well.
You 10:32 AM
I contacted your company on the 23rd of Feb
[redacted] 10:32 AM
I'm pulling up that information now.
You 10:32 AM
today is the 27th
[redacted] 10:32 AM
I will wait to hear from specialist but this is terrible customer service
and I would like to note for 10 days I haven't heard from the dealer
the day I contact corporate the dealer contacts us
[redacted] 10:33 AM
Thank you for holding!
It looks like an email was sent on 2/24/23.
You 10:34 AM
To which Email?
[redacted] 10:34 AM
Could it have possibly been sent to your spam folder?
[redacted] is the email address it was sent to.
You 10:34 AM
I will ask my husband that's his email
[redacted] 10:35 AM
Perfect!
You 10:35 AM
but I gave the agent my email
why did they take my email
if they weren't going to email me
Vina 10:35 AM
I'm not sure, but I'll be happy to notate your email,[redacted].
You 10:36 AM
[redacted]
[redacted] 10:36 AM
Thank you! I will add this information for you.
If you aren't contacted tomorrow, please chat back with us.
You 10:37 AM
Ok please document I contacted today
[redacted] 10:38 AM
Yes, ma'am.
You 10:38 AM
will the specialist contact at my husbands number? Or mine?
[redacted] 10:38 AM
[redacted] is the phone number indicated.
Would you like me to add a different phone number?
You 10:38 AM
Ok add mine as secondary
[redacted]
is it's 7:30 am or pm Est?
[redacted] 10:39 AM
I'll be happy to add your phone number,[redacted]
The meeting is scheduled for 7:30 pm.
You 10:42 AM
Ok thank you
[redacted] 10:44 AM
It doesn't indicate EST or Central time.
You're welcome! Can I be of any further assistance at this time?

	You 10:44 AM Chat Input
2023-02-28 21:55:29	
	Briana Esene/Ext.79276/besene@ford.com OBC TO DLR- Left VM and provided my email and questions on repair. besene@ford.com | www.ford.com Office: 866-631-3788 Ext. 79276 Hours 9:30AM-6PM CST
2023-02-28 22:01:34	
	Briana Esene/Ext.79276/besene@ford.com OBC TO DLR- Left VM and provided my email and questions on repair. besene@ford.com | www.ford.com Office: 866-631-3788 Ext. 79276 Hours 9:30AM-6PM CST
2023-03-01 00:53:46	Good afternoon, Please attempt to reach the Dealer via phone 3 times before engaging DX Team for Dealer Contact Inquiry. Thank you for your partnership, Ford Motor Company ® Dealer Liaison, Ford DX Team Kourtni Martin kmart232@ford.com | www.ford.com office: 1-866-631-3788 ext. 79353
2023-03-03 22:12:14	
	Briana Esene/Ext.79276/besene@ford.com OBC TO DLR- Left VM and provided my email and questions on repair. besene@ford.com | www.ford.com Office: 866-631-3788 Ext. 79276 Hours 9:30AM-6PM CST
2023-03-06 16:37:07	
	Briana Esene/Ext.79276/besene@ford.com OBC to DLR- No answer, VM left. Briana Esene besene@ford.com | www.ford.com Office: 866-631-3788 Ext. 79276 Hours 9:30AM-6PM CST
2023-03-06 21:38:44	Supervisor review: CXS to get email address to SA & SM to request information from dealership needed.
2023-03-06 22:14:40	Alejandra.Zilinskas|Ext.1356179058| AZILINS1@FORD.COM 2022 For Bronco Sport CLV WSD: 11/16/2022 Mileage: 4,806 VIN#: 3FMCR9B64[redacted] Customer: [redacted] OBC to DLR Stamford Ford Greg Thompson (Parts & Service Director) Email: greg@stamfordford.com Eric Munnilal - SM FOR VEHICLE Email: eric@stamfordford.com SPOKE TO Voicemail ********** CONTACT VIA: 2033570357 Opt.#2 (Service Dept.) - Unable to reach out to Service dept, left a detail VM to the Service & Parts Director Mr. Gegory Thompson to his direct line #2033919115. I explained we have been trying to reach someone in service with no luck. Next steps: Encourage CXS to send email to SM and Service and parts director for assistance. Ford Motor Company | Customer Relationship Center-Truck Team Alejandra Gomez-Zilinskas | Team Lead Specialist AZIIINS1@ford.com www.ford.com office:866-631-3788 ext.79058 Mon/Tues/Wed/Thur/Fri/ 7:00AM to 3:30PM CST
2023-03-09 21:24:18	
	Briana Esene/Ext.79276/besene@ford.com OBC TO CUST- CUST states that her VEH is back in her possession but she is upset due to costs incurred. CUST will be sending in invoices for possible reimbursement on tow/ubers. CUST is upset that her brand new vehicle had a failure that caused smoking/ no crank. VEH is back in customer's possession and she has requested a buyback. Buyback placed. CUST advised that she would like to get her number on the case instead of her husband's so it was updated for SMS contact Briana Esene besene@ford.com | www.ford.com Office: 866-631-3788 Ext. 79276 Hours 9:30AM-6PM CST
2023-03-10 20:27:44	Melbourne SBHT Alex: 3FMCR9B64N[redacted]: ORIGINAL PER NAVIS CT Checked historical and VIN status: None Melbourne SBHT Alex made OBC to DLR Stamford Ford @ 2033570357. #2 #2 BRT left a VM to service.
2023-03-10 20:30:42	Melbourne SBHT Alex: After review, vehicle does not meet State guidelines for buyback/replacement criteria for CT. Talking Points: -Denied GFR -Review notes in milestone -Focus on getting vehicle repaired if cust is still having concerns -Follow repair process -Recommend dealer to engage Hotline for repair assistance
2023-03-16 22:34:04	
	Briana Esene/Ext.79276/besene@ford.com OBC TO CUST- CUST will send remaining towing invoices to get reimbursement. CUST states that she wants detailed documents stating what caused her part to fail. CUST requested an ESP as well. Briana Esene besene@ford.com | www.ford.com Office: 866-631-3788 Ext. 79276 Hours 9:30AM-6PM CST

2023-03-21 21:01:18

Briana Esene/Ext.79276/besene@ford.com
OBC to CUST- (voicemail)
left VM for cust stating that I received her email on her reoccurring issues and to reach back out so I can get an appointment set on her behalf.
Next Steps: wait for contact from CUST to get an appointment set and possibly resubmit buyback
Briana Esene
besene@ford.com | www.ford.com
Office: 866-631-3788 Ext. 79276
Hours 9:30AM-6PM CST

2023-03-28 22:14:26

Briana Esene/Ext.79276/besene@ford.com
OBC TO DLR-
left VM attempting to get further information. CUST changed DLRS to steven's ford located in milford CT.
Briana Esene
besene@ford.com | www.ford.com
Office: 866-631-3788 Ext. 79276
Hours 9:30AM-6PM CST

2023-04-03 21:32:24 [redacted] Ibc cust calling for status of case # [redacted] Per notes the agent called and was adv the veh has been transported to Stevens Ford in Milford CT General Manager: Peter Bloom Obc to dlrshp spoke with George they stated they have been driving veh for 4 days- there are no codes- the veh glitched once and they have not been able to replicate concern since RO# [redacted] RO DATE: 03/24/2023 MILEAGE: 5039 Service Advisor: George Smith Service Advisor Email: gsmith@stevensautogroup.com Check engine light stall while driving Cust is also inq about rental assistance. Adv cust she can be reimbursed for $40/day not including taxes, fess or optional insurance. Adv cust the dlr may have rental contracts we can ask if the dlrshp coordinates with any rentals companies and we can pay for rental for her so she is not having to. If not then rental assistance will be offered Cust wants to resubmit BB for another review. CT states the veh has to be down 30 days, # of 4 repair attempts for the same concern or within 24 months/24,.000 miles adv cust her BB can be resubmitted because this is not the final determination Per convo with Briana via webex, she stated she will contact dlr and then reach out to cust

2023-04-04 20:31:41 Melbourne SBHT Alex: 3FMCR9B64[redacted]: ORIGINAL PER NAVIS CT Checked historical and VIN status: None Melbourne SBHT Alex made OBC to DLR Steven's Ford (29530) @ 6314751133. BRT spoke SM Harold. SM advised he spoke with someone yesterday and the vehicle looks like is located at the CT location. This dealer is located in Long Island, NY. ** CASE WAS NOT UPDATED WITH THE CORRECT DEALER ** Melbourne SBHT Alex made OBC to DLR Steven's Ford @ 203-876-6465. BRT spoke with SA Mike. VIN provided - [redacted]. == SA George. Veh is down. SA spoke with cust and she authorized the master tech to perform an extensive road test on the vehicle and he will take it home tonight with an attempt to duplicate the concern. BRT was advised of the following: RO #: [redacted] P&A: 03874 Last 6 of the VIN: [redacted] RO open/close dates: 03/24/2023 Mileage in: 5039 miles. Concern: CEL , veh is stalling, no crank, no start. Veh just had the starter replaced recently by another dealer Repair: Unable to verify the concern. No DTCs, no CEL on, no codes. Has the vehicle been modified in any way? - Rental/Loaner: Yes, loaner. *** SBHT IS UPDATING CASE WITH THE CORRECT DEALER. ***

2023-04-05 13:16:22 Melbourne SBHT Alex: After review, vehicle does not meet State guidelines for buyback/replacement criteria for CT. Talking Points: -Denied GFR -Review notes in milestone -Focus on getting vehicle repaired -Follow repair process -Recommend dealer to engage Hotline for repair assistance

2023-04-12 21:05:15

Briana Esene/Ext.79276/besene@ford.com
OBC TO CUST-
GEORGE
GSMITH@STEVENAUTOGROUP.
DLR stated that they are still unable to recreate the issue.
Briana Esene
besene@ford.com | www.ford.com
Office: 866-631-3788 Ext. 79276
Hours 9:30AM-6PM CST

2023-04-19 15:39:52

Briana Esene/Ext.79276/besene@ford.com-
OBC to DLRSHP-
George is the SA over the CUST and the SM was not available at this time. Unable to verify the concern and the CUST picked up today.
Did DLR reach out to hotline? Technician looked into tech support, road tested, no memory codes, did not exhibit the concern at all.
besene@ford.com | www.ford.com
Office: 866-631-3788 Ext. 79276
Hours 9:30AM-6PM CST

2023-04-20 16:34:07 Buyback Request Template Customer Information Name(s) on the Title: [redacted] Address: [redacted] STAMFORD, CT [redacted] Email Address: [redacted] Customer PURCHASED the vehicle. Vehicle Information VIN: 3FMCR9B64[redacted] Current Mileage: 5248 Ownership Status/ Type of Purchase: New Purpose of vehicle: personal # Vehicles registered to the business. (If yes to business) Purchase Date: [redacted] Mileage at Time of Purchase: 54 State Information State Where Purchased: CT State Where Registered: CT Dealer Information Purchased from Dealer? YesDealership (if yes): Steven's Ford Primary Reason for Repurchase: Veh keeps stopping/dying while driving in middle of the road. Is there a current concern with the vehicle? Yes-dlr hasn't been able to repair What is the repair status of the vehicle? DLR doesn't know what is causing concern and can't duplicate so they told cust to pickup veh 4/19. Were repairs completed for this concern at multiple dealerships? (If yes): Stamford Ford and Steven's Ford (CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? N/A

2023-04-20 16:38:19

Natalie Barrios/79840/nbarrio3@ford.com IBC from CUST [redacted]

Cust claims cxs is unresponsive and won't give cust updates saying the dlr doesn't answer her but cust claims the dlr has been giving her updates. Cust never got rental because cxs said dlr doesn't partner with rental agency but dlr said they do. Cust picked up rental yesterday because dlr can't diag what is causing concern and can't duplicate. Veh stops while driving on hwy. Cust doesn't feel safe and asked for ford to reacquire veh (dlr mentioned BB process to her). I adv since veh was down for 14 more days after previous BB denial, I adv I would submit to see if the extra days down make a difference.

Next steps: milestone/template;doc recontact

Ford Motor Company ®
Customer Experience Specialist – Passenger Vehicle Team
Natalie Barrios
Nbarrio3@ford.com |www.ford.com
office: 1-866-631-3788 ext. 79840

2023-04-21 14:29:49 Melbourne SBHT Alex: 3FMCR9B64N[redacted]: ORIGINAL PER NAVIS CT Checked historical and VIN status: None

2023-04-21 14:42:19 Melbourne SBHT Alex made OBC to DLR STAMFORD FORD @ 203-3570357 #2 #2 BRT left a VM to service. ** RO[redacted] From: Filho, Alexandre (A.) Sent: Friday, April 21, 2023 10:42 AM To: Monika Lawecka Cc: Greg Thompson Subject: [redacted] = BUYBACK

2023-04-21 19:06:00 From: Mike Spezzano Sent: Friday, April 21, 2023 2:49 PM To: Monika Lawecka ; Filho, Alexandre (A.) Cc: Greg Thompson Subject: Re: [redacted] = BUYBACK Please see attached accounting copy Regards, Michael Spezzano Shop Manager Stamford Ford Lincoln

2023-04-21 19:07:16 Melbourne SBHT Alex: After review, vehicle does not meet State guidelines for buyback/replacement criteria for CT. Talking Points: -Denied GFR -Review notes in milestone -Focus on getting vehicle repaired -Follow repair process -Recommend dealer to engage Hotline for repair assistance

2023-04-25 20:32:39

Briana Esene/Ext.79276/besene@ford.com
OBC TO CUST-
Left VM for cust advising that I am pending her rental invoice statements for reimbursement. Advised that this can be submitted within 30 days. DLR cannot duplicate concern and have driven customer's VEH 100+ miles, buyback has been submitted 3 times with 3 denials. No further assistance can be provided besides the rental reimbursement. Pending customer's invoice for repair/ rental.
Briana Esene
besene@ford.com | www.ford.com
Office: 866-631-3788 Ext. 79276
Hours 9:30AM-6PM CST

2023-05-04 15:35:56

Briana Esene/Ext.79276/besene@ford.com
obc to DLR-
Left VM requesting to know if DLR was able to attempt to recreate customer's issue under the same circumstances because the customer was told conflicting information from what I was told. DLR initially advised that the VEH was test driven 100+ miles and no issue found, cust was advised that DLR didn't really get a chance to drive the VEH.
besene@ford.com | www.ford.com
Office: 866-631-3788 Ext. 79276
Hours 9:30AM-6PM CST

2023-05-05 21:52:06

Reached out to RAV specialist Alexandre Filho to get further clarification on buyback decision for customer who refuses determination given via webex

Good afternoon, in reference to case [redacted] the customer sent me an email stating "I checked with CT government site and my case meets CT Lemon Law requirements of being in the shop more than 4 times, over 30 days (actual 53 days) and under 24k miles. See details below.
1. stalled outside of Stamford Ford - 12/2-12/7 = 6 days (Stamford Ford)
2. stalled in North Bergen, NJ - 2/6-2/8 = 3 days (Stamford Ford)
3. stalled down the street from Stamford Ford as driven off lot moments before - 2/8-2/25 = 17 days (Stamford Ford)
4. stalled on Henry Hudson highway - 3/24-4/18 = 26 days (Stevens Ford)" is there any further information that I can provide to clarify why the buyback has been denied at this time? Thank you!

Ford Motor Company ®
Briana E.
Customer Experience Specialist, Ford CX Team
besene@ford.com|www.ford.com
Office: 866-631-3788 Ext. 79276

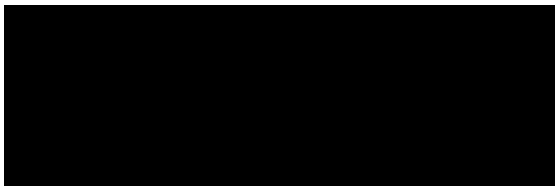
2023-05-19 21:27:21

Briana Esene/Ext.79276/besene@ford.com
OBC TO DLR-
CLOSED. Could not speak with Peter. Pending response from CUST on her invoice statements to resend buyback
Briana Esene
besene@ford.com | www.ford.com
Office: 866-631-3788 Ext. 79276
Hours 8:00AM-4:30PM CST

2023-05-30 15:39:22	
	Buyback Request Template Customer Information Name(s) on the Title: [redacted] Address [redacted] STAMFORD, CT [redacted] Email Address: [redacted] Customer PURCHASED the vehicle. Vehicle Information VIN: 3FMCR9B64N[redacted] Current Mileage: 5579 Ownership Status/ Type of Purchase: New Purpose of vehicle: personal # Vehicles registered to the business. (If yes to business) Purchase Date: 11/16/22 Mileage at Time of Purchase: 54 State Information State Where Purchased: CT State Where Registered: CT Dealer Information Purchased from Dealer? Yes Dealership (if yes): Steven's Ford Primary Reason for Repurchase: Veh keeps stopping/dying while driving in middle of the road. Is there a current concern with the vehicle? Yes-dlr hasn't been able to repair What is the repair status of the vehicle? DLR doesn't know what is causing concern and can't duplicate so they told cust to pickup veh 4/19. Were repairs completed for this concern at multiple dealerships? (If yes): Stamford Ford and Steven's Ford (CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? N/A
2023-05-31 16:00:35	Melbourne SBHT Alex: 3FMCR9B64N[redacted]: ORIGINAL PER NAVIS CT Checked historical and VIN status: None
2023-05-31 16:47:02	
	Melbourne SBHT Alex: SBHT engaged COM and will move forward with Buyback
2023-05-31 16:47:13	Melbourne SBHT Alex: After review, vehicle may meet State guidelines for buyback/replacement criteria for CT. Talking Points: -GFR sent over for second review -Review notes in milestone -Focus on getting vehicle repaired
2023-06-05 21:23:07	BRT uploaded to Morley Ford RAV Case Transmission CASE NUMBER: [redacted] BRT set disposition to RAV and closed BB Milestone. CXS/CSM will advise CUST to expect RAV contact within 3-5 business days and set follow-up accordingly to verify RAV contacted the CUST. Ford Motor Company ® Rosemary M. Badillo/Specialist Specialized Buyback Handling Team/Ford CX Team *** NOT A CUSTOMER FACING AGENT *** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER ***
2023-06-07 20:58:50	
	OBC TO CUST- (VOICEMAIL) Reached out to confirm that CUST has received RAV contact. Next Steps: Close Briana Esene besene@ford.com | www.ford.com Office: 866-631-3788 Ext. 79276 Hours 8:00AM-4:30PM CST
2023-06-08 13:25:23	
	RAV has received and accepted the case, Customer contact is forthcoming.
2023-06-14 13:22:05	Supervisor review: Ok to close case.

CASE ATTACHMENTS:

2023-05-30 15:34:45	Briana Esene
2023-05-30 15:35:28	Briana Esene
2023-05-30 15:36:25	Briana Esene



CUSTOMER #: [redacted]

[redacted]

Stamford Ford Lincoln

212 Magee Avenue · Stamford, CT 06902
(203) 357-0357
www.StamfordFord.com

INVOICE

[redacted]

STAMFORD, CT [redacted]
HOME:
BUS:

PAGE 1

CONT [redacted]
CELL

SERVICE ADVISOR: 1832 Scott Ferrara

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
ALTO BLUE	22	FORD BRONCO SPORT	3FMCR9B64N[redacted]		2291/2440	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN22 DL			14:00 07DEC22		185.00	CASH	07DEC22

R.O. OPENED	READY
08:47 02DEC22	07:34 07DEC22

OPTIONS:

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/S HE WAS DRIVING THE CAR & IT DIED WHEN HE PUSHED START BUTTON
NOTHING HAPPENED //SAY SMOKE COMING FROM HEADLIGHTS ALITTLE
ED1 PERFORM DIAGNOSIS ENGINE ELECTRICAL,
SUSPENSION, EXTERNAL BODY, INTERIOR,
TRANSMISSION, SAFETY RESTRAINTS, ABS ,ESP
AND TRACTION CONTROL
8026 INFI (N/C)

2294
C/S WHEN DRIVING CAR. CAR DIED. WHEN TRYING TO START CAR IT WOULD
NOT START
TECH CHECK CAR AND WAS NOT STARTING WHEN PUSHING START BUTTON
MANUALLY TURN CRANK AND CAR STARTED RIGHT UP CAR HAS NO CODES STORED IN
SYSTEM AT THIS TIME
****

B** CUSTOMER OK,D AN OVERNIGHT ROAD TEST TO 45 HACKENSACK HEIGHTS ROAD
WAPPINGERS FALLS NY 12590. 140 MILES.
NWI NOT A WARRANTY ISSUE
1111 CPF 0.00 0.00

2440
****

THANK YOU FOR CHOOSING STAMFORD FORD LINCOLN
WE TRULY APPRECIATE YOUR BUSINESS.OUR GOAL IS
TO GIVE YOU A FIVE STAR EXPERIENCE.FOR ANY
REASON WE FAIL TO DO SO,PLEASE CALL ME
DOMINIC FRANCHELLA 203-391-9150 OR EMAIL
DOMINIC@STAMFORDFORD.COM

CUSTOMER COPY

Service & Parts Hours:
Monday - Friday 7:30AM - 5:30PM
Saturday 8:00AM - 3:30PM

MasterCard VISA Discover Card

Stamford Ford Lincoln guarantees its service work. New and remanufactured parts installed carry the manufactures' limited warranty. Please see your Service Manager for details. Ford and Lincoln provide a warranty on their cars as outlined in your Owners/Service Manual. For used vehicles, the provision of Public Act 87-393 shall apply.

CUSTOMER SIGNATURE: X_____

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Thank You Very Much !

PE24-002 000373 GCCT

CUSTOMER #: [redacted]

[redacted]

STAMFORD, CT [redacted]

HOME: CONT [redacted]

BUS: CELL

[redacted]

INVOICE

PAGE 1

Stamford Ford Lincoln

212 Magee Avenue · Stamford, CT 06902
(203) 357-0357
www.StamfordFord.com

SERVICE ADVISOR: 1832 Scott Ferrara

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
ALTO BLUE	22	FORD BRONCO SPORT	3FMCR9B64[redacted]		4790/4792	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN22 DI			14:00 06FEB23		185.00	CASH	08FEB23

R.O. OPENED	READY	OPTIONS:
12:57 06FEB23	12:18 08FEB23	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A : C/S HE WAS DRIVING THE CAR & IT DIED WHEN HE PUSHED START BUTTON
NOTHING HAPPENED//CENTER CONSOLE SAID PUT CAR IN PARK THEN
RESTART RESTART

CAUSE: .

11002A STARTER MOTOR - REPLACE (11002) - L
2447 WAR (N/C)
1 JX6Z*11002*A STARTER MOTOR ASY (N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
2447

4792 11002A
Verified Customers concern as vehicle does not Crank Nor start.
Performed visual inspection. Checked fuses, ok at this time. Performed
Self Test on PCM, Found DTC P06E9:00 present. Performed Pinpoint test
B.
B1: Was an obvious cause for an observed or reported concern found?
No, go to B2.
B2: Is NO KEY DETECTED displayed? No, go to B3.
B3: Did the BCM , IPC and PCM pass the Network Test? Yes, go to B4.
B4: Are any BCM Diagnostic Trouble Codes (DTCs) present? No, go to
B5.
B5: Are any PCM Diagnostic Trouble Codes (DTCs) other than P06E9
present? No, go to B6.
B6: Do the stoplamps illuminate? Yes, go to B7.
B7: Does the PID read On? Yes, go to B9.
B9: Does the PID change from Off to Start when the ignition switch
- push button start and brake pedal are pressed? Yes, go to B10
B10: Does the PID read Yes in both positions? Yes, go to B11
B11: Does the PID change from Inactive to Active? Yes, go to B12
B12: Was the fuse 36 IN BJB OK? Yes, go to B13.
B13: Is the voltage greater than 11 volts? Yes, go to B18.
B18: Was an obvious cause found? Yes, Motor inoperative.
Replacement of Starter Motor Required.

CUSTOMER COPY

Service & Parts Hours:
Monday - Friday 7:30AM - 5:30PM
Saturday 8:00AM - 3:30PM

MasterCard VISA Discover Card

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER SIGNATURE: X_____

Thank You Very Much !

CUSTOMER #: [redacted]

[redacted]

[redacted]

STAMFORD, CT [redacted]
HOME:
BUS:

CONT: [redacted]
CELL:

INVOICE

PAGE 2

Stamford Ford Lincoln
212 Magee Avenue · Stamford, CT 06902
(203) 357-0357
www.StamfordFord.com

SERVICE ADVISOR: 1832 Scott Ferrara

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
ALTO BLUE	22	FORD BRONCO SPORT	3FMCR9B64N[redacted]		4790/4792	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN22 DD			14:00 06FEB23		185.00	CASH	08FEB23

R.O. OPENED	READY	OPTIONS:
12:57 06FEB23	12:18 08FEB23	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

Replaced Starter Motor. Checked for Proper Operation, Verified Repair.

****

B PCM PROGRAMMING AND DRAIN TUBE INSTALLATION
CAUSE: .
22S73B 22S73B
2447 WAR (N/C)
1 NX6Z*8A507*A HOSE - WATER OUTLET (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
2447
MISC OTHER
WAR (N/C)
22S73B 1.00 Installed Drain Tube &' Reprogrammed PCM using FDRS

****

C FORD MULTI POINT INSPECTION - Perform a thorough inspection of fluids, wipers, battery, tires, brakes, safety systems and components
99PX FORD MULTI POINT INSPECTION - Perform a thorough inspection of fluids, wipers, battery, tires, brakes, safety systems and components
2447 I99P (N/C)

****

THANK YOU FOR CHOOSING STAMFORD FORD LINCOLN WE TRULY APPRECIATE YOUR BUSINESS.OUR GOAL IS TO GIVE YOU A FIVE STAR EXPERIENCE.FOR ANY REASON WE FAIL TO DO SO,PLEASE CALL ME DOMINIC FRANCHELLA 203-391-9150 OR EMAIL DOMINIC@STAMFORDFORD.COM

CUSTOMER COPY

Service & Parts Hours:
Monday - Friday 7:30AM - 5:30PM
Saturday 8:00AM - 3:30PM

MasterCard VISA American Express Card

Stamford Ford Lincoln guarantees its service work. New and remanufactured parts installed carry the manufactures' limited warranty. Please see your Service Manager for details. Ford and Lincoln provide a warranty on their cars as outlined in your Owners/Service Manual. For used vehicles, the provision of Public Act 87-393 shall apply.

CUSTOMER SIGNATURE: X_____

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Thank You Very Much !

CUSTOMER #[redacted]

[redacted]

STAMFORD, CT [redacted]
HOME: CONT [redacted]
BUS: CELL

INVOICE

PAGE 1

Stamford Ford Lincoln

212 Magee Avenue · Stamford, CT 06902
(203) 357-0357
www.StamfordFord.com

SERVICE ADVISOR: 1832 Scott Ferrara

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
ALTO BLUE	22	FORD BRONCO SPORT	3FMCR9B64[redacted]		4796/4796	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN22 DD			14:00 25FEB23		185.00	CASH	25FEB23

R.O. OPENED	READY	OPTIONS:
12:46 20FEB23	10:41 25FEB23	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/S HE WAS DRIVING THE CAR & IT DIED WHEN HE PUSHED START BUTTON
NOTHING HAPPENED//CENTER CONSOLE SAID PUT CAR IN PARK THEN
RESTART RESTARTCAUSE: .

CAUSE: .

10654C1 BATTERY - REPLACE (10653/10654/10655) - L
2447 WAR (N/C)
1 BAGM*48H6*760 BATTERY (N/C)

10654C BATTERY - TEST, CHARGE, AND RE-TEST
(10653/10654/10655) - L
2447 WAR (N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
2447

Performed battery test, passed inspection. Road tested vehicle and tried operation of auto start stop. First and second, auto start stop worked. At the third auto start stop operation, vehicle stalled. Pushed vehicle into bay. Checked Cables for proper installation, ok at this time. Tried starting vehicle, no crank present. Put a charger on battery for 30 minutes, tried starting vehicle again, vehicle turned on. Faulty battery present, Replacement required. Replaced battery with AGM instead of enhanced flooded as it was unavailable at the time. Installed new battery. Performed Battery Monitor reset. Tried starting vehicle. Vehicle started, Road Tested Vehicle and tried operating Auto start stop feature. Worked 6 Times. No stalling present at this time. Verified Repair.

****

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Service & Parts Hours:
Monday - Friday 7:30AM - 5:30PM
Saturday 8:00AM - 3:30PM

MasterCard VISA

Stamford Ford Lincoln guarantees its service work. New and remanufactured parts installed carry the manufactu[redacted]e your Service Manager for details. Ford and Lincoln provide [redacted]ined in your Owners/Service Manual. For used vehicles, the p[redacted]all apply.

CUSTOMER SIGNATUR[redacted]

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Thank You Very Much !

PE24-002 000376 GCCT

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

STEVENS
FORD, INC
717 Bridgeport Ave.
MILFORD, CT 06460
Phone: (203) 876-6464

LINCOLN

SERVICE ADVISOR: 5635 GEORGE SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / MILEAGE OUT	TAG
BLUE	22	Ford BRONSP	3FMCR9B64N[redacted]		5039/5039	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16NOV22 DD	29AUG22		15:00 27MAR23		235.00	CASH	18APR23

R.O. OPENED	READY	OPTIONS:
24MAR23	18APR23	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A 99P Vehicle Inspection			
99P 99P Vehicle Inspection			
1785 I			(N/C)
**********			
B CF CHECK AND TOP OFF UNDER HOOD FLUIDS			
CF CF CHECK AND TOP OFF UNDER HOOD FLUIDS			
1785 I			(N/C)
**********			
C CUSTOMER STATES CHECK ENGINE LIGHT ON INTERMITTENTLY STALLING WHILE DRIVING HAS CRANK NOT START HAS NEW STARTER DEALER HAS OK FOR EXTENDED ROAD TESTING			
CAUSE: 0			
12650D EEC SYSTEM DIAGNOSIS - (QUICK TEST) - N			
1785 WF			(N/C)
FC: E29 42			
PART#: DIAG			
COUNT:			
CLAIM TYPE:			
AUTH CODE:			
1785			
5039 PERFORM ROAD TEST WITH IDS SCANNER NO MEMORY CODES CHECK FOR SSM AND TSB NONE FOUND CHECK HOTLINE NO INFORMATION FOUND UNABLE TO VERIFY CONCERN AT THIS TIME			
**********			
D Customer states perform recall 22n18			
ED1 PERFORM MECHANICAL REPAIRS			
1785 CF		0.00	0.00
**********			

Thank You Very Much !

LIMITED WARRANTY: We guarantee our service work for 90 days or 4,000 miles, whichever comes first, if our repair or replacement fails in normal service within the period, we'll fix it free of charge. Parts and labor. FRONT END ALIGNMENTS ARE NOT GUARANTEED.

DISCLAIMER OF WARRANTIES: The seller, STEVENS FORD, INC., hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and STEVENS FORD, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these products.

CUSTOMER SIGNATURE: X_____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: [redacted]
[redacted]

[redacted]

INVOICE

PAGE 2

STEVENS
FORD, INC
717 Bridgeport Ave.
MILFORD, CT 06460
Phone: (203) 876-6464

LINCOLN

SERVICE ADVISOR: 5635 GEORGE SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / MILEAGE OUT	TAG
BLUE	22	Ford BRONSP	3FMCR9B64N[redacted]		5039/5039	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV.
16NOV22 DD	29AUG22		15:00 27MAR23		235.00	CASH	18APR23

R.O. OPENED	READY	OPTIONS:
24MAR23	18APR23	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

****

ESTIMATE: 162.00 24MAR23 09:39 SA: 5635
CONTACT:

****

****

ESTIMATE: 65.95 24MAR23 09:39 SA: 5635
CONTACT:

****

Thank you for servicing at Stevens of Milford

Thank You Very Much !

LIMITED WARRANTY: We guarantee our service work for 90 days or 4,000 miles, whichever comes first, if our repair or replacement fails in normal service within the period, we'll fix it free of charge. Parts and labor. FRONT END ALIGNMENTS ARE NOT GUARANTEED.

DISCLAIMER OF WARRANTIES: The seller, STEVENS FORD, INC., hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. and STEVENS FORD, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these products.

CUSTOMER SIGNATURE: X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: [redacted]
UNIT [redacted]
[redacted]

[redacted]

INVOICE

PAGE 1

STEVENS
FORD, INC
717 Bridgeport Ave.
MILFORD, CT 06460
Phone: (203) 876-6464

LINCOLN

SERVICE ADVISOR: 5635 GEORGE SMITH

			VIN	LICENSE	MILEAGE IN / MILEAGE OUT	TAG
BLUE	22	Ford BRONSP	3FMCR9B64[redacted]		5039/5039	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16NOV22 DD	29AUG22		15:00 27MAR23		235.00	CASH	18APR23

R.O. OPENED	READY	OPTIONS:
24MAR23	18APR23	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A 99P Vehicle Inspection			
99P 99P Vehicle Inspection			
1785 I			(N/C)
**********			
B CF CHECK AND TOP OFF UNDER HOOD FLUIDS			
CF CF CHECK AND TOP OFF UNDER HOOD FLUIDS			
1785 I			(N/C)
**********			
C CUSTOMER STATES CHECK ENGINE LIGHT ON INTERMITTENTLY STALLING WHILE DRIVING HAS CRANK NOT START HAS NEW STARTER DEALER HAS OK FOR EXTENDED ROAD TESTING			
CAUSE: 0			
12650D EEC SYSTEM DIAGNOSIS - (QUICK TEST) - N			
1785 WF			(N/C)
FC: E29 42			
PART#: DIAG			
COUNT:			
CLAIM TYPE:			
AUTH CODE:			
1785			
5039 PERFORM ROAD TEST WITH IDS SCANNER NO MEMORY CODES CHECK FOR SSM AND TSB NONE FOUND CHECK HOTLINE NO INFORMATION FOUND UNABLE TO VERIFY CONCERN AT THIS TIME			
**********			
D Customer states perform recall 22n18			
ED1 PERFORM MECHANICAL REPAIRS			
1785 CF		0.00	0.00
**********			

Thank You Very Much !

LIMITED WARRANTY: We guarantee our service work for 90 days or 4,000 miles, whichever comes first, if our repair or replacement fails in normal service within the period, we'll fix it free of charge. Parts and labor. FRONT END ALIGNMENTS ARE NOT GUARANTEED.

DISCLAIMER OF WARRANTIES: The seller, STEVENS FORD, INC., hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. and STEVENS FORD, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these products.

CUSTOMER SIGNATURE: X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER COPY

[redacted]

[redacted]

INVOICE

PAGE 2

STEVENS
FORD, INC
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MILFORD, CT 06460
Phone: (203) 876-6464

LINCOLN

SERVICE ADVISOR: 5635 GEORGE SMITH

			VIN	LICENSE	MILEAGE IN / MILEAGE OUT	TAG
BLUE	22	Ford BRONSP	3FMCR9B64[redacted]		5039/5039	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16NOV22 DD	29AUG22		15:00 27MAR23		235.00	CASH	18APR23

R.O. OPENED	READY	OPTIONS:
24MAR23	18APR23	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

****

ESTIMATE: 162.00 24MAR23 09:39 SA: 5635
CONTACT:

****

****

ESTIMATE: 65.95 24MAR23 09:39 SA: 5635
CONTACT:

****

Thank you for servicing at Stevens of Milford

Thank You Very Much !

LIMITED WARRANTY: We guarantee our service work for 90 days or 4,000 miles, whichever comes first, if our repair or replacement fails in normal service within the period, we'll fix it free of charge. Parts and labor. FRONT END ALIGNMENTS ARE NOT GUARANTEED.

DISCLAIMER OF WARRANTIES: The seller, STEVENS FORD, INC., hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. and STEVENS FORD, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these products.

CUSTOMER SIGNATURE X_____

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER COPY

[redacted]

[redacted]

INVOICE

PAGE 1

STEVENS
FORD, INC
717 Bridgeport Ave.
MILFORD, CT 06460
Phone: (203) 876-6464

LINCOLN

SERVICE ADVISOR: 5635 GEORGE SMITH

VIN	LICENSE	MILEAGE IN / MILEAGE OUT	TAG
3FMCR9B64N[redacted]		5465/5469	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16NOV22 DD	29AUG22		13:42 11MAY23		235.00	CASH	17MAY23

R.O. OPENED	READY	OPTIONS:
10MAY23	17MAY23	

BLUE 22 Ford BRONSP

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A 99P Vehicle Inspection
99P 99P Vehicle Inspection
1785 I (N/C)
5465 performed multi point inspection
****

B CUSTOMER STATES CHECK ENGINE LIGHT ON CK TSB
CAUSE: 0
12650D EEC SYSTEM DIAGNOSIS - (QUICK TEST) - N
1785 WF (N/C)
1 KK1Z*12A650*JANP MODULE - ENGINE CONTROL - EEC (N/C)
12650D6 POWERTRAIN CONTROL MODULE (PCM) - REPLACE (12A650/12B565) - L
1785 WF (N/C)
12650DX1 EEC SYSTEM DIAGNOSIS - (QUICK TEST) - N
EXTRA TIME TO REPEAT FINAL QUICK TEST
1785 WF (N/C)
FC: E29 42
PART#: KK1Z*12A650*JANP
COUNT:
CLAIM TYPE:
AUTH CODE: R9MTGTXNYFEAM
1785
5469 performed ssm 51613 performed self test received code p164c replaced the pcm, performed pmi, did pats initialization, and reset misfire monitor. cleared codes and road tested rvc code r9mtgtxnyfeam
****

****
ESTIMATE: 162.00 10MAY23 16:16 SA: 5635
CONTACT:
****

Thank you for servicing at Stevens of Milford

Thank You Very Much !

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

LIMITED WARRANTY: We guarantee our service work for 90 days or 4,000 miles, whichever comes first, if our repair or replacement fails in normal service within the period, we'll fix it free of charge. Parts and labor. FRONT END ALIGNMENTS ARE NOT GUARANTEED.

DISCLAIMER OF WARRANTIES: The seller, STEVENS FORD, INC., hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. and STEVENS FORD, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these products.

CUSTOMER SIGNATURE: X_____

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[redacted]

[redacted]

STEVENS
FORD, INC
717 Bridgeport Ave.
MILFORD, CT 06460
Phone: (203) 876-6464

LINCOLN

INVOICE

SERVICE ADVISOR: 5635 GEORGE SMITH			TAG
VIN	LICENSE	MILEAGE IN / MILEAGE OUT	[redacted]
3FMCR9B64N[redacted]		5039/5039	

BLUE	22	Ford BRONSP					
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16NOV22 DD	29AUG22		15:00 27MAR23		235.00	CASH	18APR23

R.O. OPENED	READY	OPTIONS:
24MAR23	18APR23	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A 99P Vehicle Inspection			
99P 99P Vehicle Inspection			
1785 I			(N/C)
**********			
B CF CHECK AND TOP OFF UNDER HOOD FLUIDS			
CF CF CHECK AND TOP OFF UNDER HOOD FLUIDS			
1785 I			(N/C)
**********			
C CUSTOMER STATES CHECK ENGINE LIGHT ON INTERMITTENTLY STALLING WHILE DRIVING HAS CRANK NOT START HAS NEW STARTER DEALER HAS OK FOR EXTENDED ROAD TESTING			
CAUSE: 0			
12650D EEC SYSTEM DIAGNOSIS - (QUICK TEST) - N			
1785 WF			(N/C)
FC: E29 42			
PART#: DIAG			
COUNT:			
CLAIM TYPE:			
AUTH CODE:			
1785			
5039 PERFORM ROAD TEST WITH IDS SCANNER NO MEMORY CODES CHECK FOR SSM AND TSB NONE FOUND CHECK HOTLINE NO INFORMATION FOUND UNABLE TO VERIFY CONCERN AT THIS TIME			
**********			
D Customer states perform recall 22n18			
ED1 PERFORM MECHANICAL REPAIRS			
1785 CF			
**********	0.00	0.00	

Thank You Very Much !

LIMITED WARRANTY: We guarantee our service work for 90 days or 4,000 miles, whichever comes first, if our repair or replacement fails in normal service within the period, we'll fix it free of charge. Parts and labor. FRONT END ALIGNMENTS ARE NOT GUARANTEED.

DISCLAIMER OF WARRANTIES: The seller, STEVENS FORD, INC., hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. and STEVENS FORD, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these products.

CUSTOMER SIGNATURE: X_____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER COPY

[redacted]

[redacted]

[redacted]

Stamford Ford Lincoln

212 Magee Avenue · Stamford, CT 06902
(203) 357-0357
www.StamfordFord.com

INVOICE

PAGE 1

SERVICE ADVISOR: 1832 Scott Ferrara

VIN	LICENSE	MILEAGE IN/ OUT	TAG
3FMCR9B64N[redacted]		2291/2440	[redacted]

ALTO BLUE	22	FORD BRONCO SPORT					
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN22 DD			14:00 07DEC22		185.00	CASH	07DEC22

R.O. OPENED	READY	OPTIONS:
08:47 02DEC22	07:34 07DEC22	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/S HE WAS DRIVING THE CAR & IT DIED WHEN HE PUSHED START BUTTON
NOTHING HAPPENED //SAY SMOKE COMING FROM HEADLIGHTS ALITTLE
ED1 PERFORM DIAGNOSIS ENGINE ELECTRICAL,
SUSPENSION, EXTERNAL BODY, INTERIOR,
TRANSMISSION, SAFETY RESTRAINTS, ABS ,ESP
AND TRACTION CONTROL
8026 INFI (N/C)

2294
C/S WHEN DRIVING CAR. CAR DIED. WHEN TRYING TO START CAR IT WOULD
NOT START
TECH CHECK CAR AND WAS NOT STARTING WHEN PUSHING START BUTTON
MANUALLY TURN CRANK AND CAR STARTED RIGHT UP CAR HAS NO CODES STORED IN
SYSTEM AT *THIS TIME*
****

B** CUSTOMER OK,D AN OVERNIGHT ROAD TEST TO 45 HACKENSACK HEIGHTS ROAD
WAPPINGERS FALLS NY 12590. 140 MILES.
NWI NOT A WARRANTY ISSUE
1111 CPF 0.00 0.00

2440
****

THANK YOU FOR CHOOSING STAMFORD FORD LINCOLN
WE TRULY APPRECIATE YOUR BUSINESS.OUR GOAL IS
TO GIVE YOU A FIVE STAR EXPERIENCE.FOR ANY
REASON WE FAIL TO DO SO,PLEASE CALL ME
DOMINIC FRANCHELLA 203-391-9150 OR EMAIL
DOMINIC@STAMFORDFORD.COM

CUSTOMER COPY

Service & Parts Hours:
Monday - Friday 7:30AM - 5:30PM
Saturday 8:00AM - 3:30PM

MasterCard VISA American Express Card

Stamford Ford Lincoln guarantees its service work. New and remanufactured parts installed carry the manufactures' limited warranty. Please see your Service Manager for details. Ford and Lincoln provide a warranty on their cars as outlined in your Owners/Service Manual. For used vehicles, the provision of Public Act 87-393 shall apply.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE: X_____

Thank You Very Much !

CASE NUMBER[redacted] STATUS: Information Provided
OPEN: 03-03-2023 CLOSED: 03-03-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | |
DEALER NAME: McKie Ford
PA CODE: 03105 DLR SALES CODE: 56427 REGION: W4 ZONE: W4D
VIN: 3FMCR9D98M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9D - BRONCO SPORT BADLANDS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | No Crank | UNKNOWN
ANALYST NAME: Ahrayviah Robinson OPEN ANALYST NAME: Alice Malone
COMMENTS:

2023-03-03 20:22:44	RO#[redacted] RO Open Date 3/2-3/2 Dealer Name Royal Oak Ford Has a tech assigned? ASSIGNED Repair Status RESOLVED - COMPLETED
2023-03-03 20:54:44	RO#[redacted] RO Open Date 3/2-3/2 Dealer Name McKie Ford Has a tech assigned? ASSIGNED Repair Status RESOLVED - COMPLETED
2023-03-03 20:54:53	Service Advisor: Customer Name: Customer Number: Customer Email: CLV: VIN: 3FMCR9D98M[redacted] ('21 BRONCO SPORT) Is the veh there? N Mileage?[redacted] RO date: Line: Veh Concern? Diagnosis: Repairs ETA: Does the dlr Offer delivery? Rental? Loaner? Warrantable? Technician Pending or assigned?
2023-03-03 20:55:00	Ahrayviah Robinson/Arobi195@ford.com/79466 Dlr @ 916053481400 2 FOR SERVICE VIN: SA: SA EXT/EMAIL: SM: SM EXT/EMAIL: RO[redacted] LINE: MILE: OPEN: PART NUMBER: ISSUE/CONCERN: OBCD – Adv veh was delivered back to her. Got in it to drive to vendor and veh would not start, contacted roadside. Losing electronic communication, battery checked fine, large radio communication. No hard codes NEXT STEP: closure steps ARTICLE(S) USED: Ahrayviah Robinson SheHerHers Proactive Roadside _ O: (866) 631-3788 ext. 79466

CASE ATTACHMENTS:
2023-03-03 22:01:36 Ahrayviah Robinson



Ford Motor Company

CASE CLOSURE CHECKLIST

Detailed List to be Completed Prior To Case Closure

-	Timing for Completion	Completed
All Cases		
Has the vehicle been repaired & returned to the customer?		N/A
Did you close out all obligations you may have with the dealership (Repair $$$ assistance, rental, etc. - if necessary)?		Y
Did you close out all obligations you may have with the customer (If necessary)?		N/A
Do you have documentation to support the customer reimbursement attached to the case?		N/A
Has the debit card been transmitted?		N/A
Do you think goodwill is appropriate in this case?		N/A
If you made an offer - did it tie to the physicals of the case? (rental as an example)		N/A
Did you complete final repair satisfaction check?		N/A
Did you send the case closing email to highlight value we brought by assisting?		N/A
Proofread email		N/A
Does email clearly state what assistance was provided to the customer?		N/A
Did you complete the following prior to closing (i.e. enter symptom codes, ensure VIN is attached to case, etc.)?		N/A
Buyback Request		
Did you deliver Buyback decision to the customer and communicate next steps?		
If request was approved, have the RAV Analyst and customer made contact?		
Did you follow next steps outlined in Completing an Approved Buyback Request?		
If request is denied, have you completed next steps outlined in Vehicle Buyback Denied?		
Financial Assistance		
Has the approval code been processed and presented?		
Pls. ensure verification of correct P&A code (lot of issues w/ this)		

CASE [redacted] STATUS: Information Provided
OPEN: 03-07-2023 CLOSED: 03-21-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |
DEALER NAME: Brandon Ford
PA CODE: 04963 DLR SALES CODE: 24222 REGION: S3 ZONE: S3B
VIN: 3FMCR9B65[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 8,381
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | FL | | USA
HOME PHONE:
SYMPTOMS: Stop/Steer/Ride | Noise | Not Listed | UNKNOWN
ANALYST NAME: Javaras Ransom OPEN ANALYST NAME: # FordGCCTUTM-PROD
COMMENTS:

2023-03-07 16:34:25 CLV: 60 WSD: 3/3/2021 MILES: 8381 VIN: 3FMCR9B6[redacted] OBC to DLR: Dawn-SA responded. Veh came in for brake noise while backing up. Service Advisor: Micheal EM: mabati@brandonford.com Customer Name:[redacted] Customer Number[redacted] Email: Is the veh there? Y Mileage? [redacted] date: 3/3 Veh Concern?brake noise while backing up. Diagnosis: Pending Repairs ETA: Pending Does the dlr Offer delivery?Y rental? N loaner? N Warrantable? Y Technician Pending or assigned?Assigned OBC to Cust: SMS 3 messages for assistance provided. Next steps; Update VOR and follow up for recontact. Ford Motor Company ® Customer Relationship Center – Proactive Roadside Team Javaras Ransom JRANSO14@ford.com | www.ford.com office: 1-866-631-3788 ext.79405

2023-03-07 16:36:17 [redacted] Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : Brandon Ford Dealer P&A : 04963 Dealer phone : 813-246-3673 VIN : 3FMCR9E[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 8381 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-03-03 Open Recall/FSA: : 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION ESP : 0968 - USA 2021 NEW 72/36,000 PREMIUMCARE W/ROADSIDE Hotline Contact : n/a Warranty History : WARRANTY CLAIM NUMBER:061364

2023-03-10 17:45:55 CLV: 60 WSD: 3/3/2021 MILES: 8381 OBC to Dlr: Request status of repair concern. Kendra-SA responded. SA informed the battery is at shop. Dlr does not know what is causing veh to stall. Cust has been assisted with a loaner. No eta details are available. OBC to Cust: Cust call went to vm during call. SMS cust with update on status of concern. Cust contacted on 3/7 and 3/10 but no response to contact. Next steps: Send UTC email. Update VOR and follow up for recontact. Ford Motor Company ® Customer Relationship Center – Proactive Roadside Team Javaras Ransom JRANSO14@ford.com | www.ford.com office: 1-866-631-3788 ext.79405

2023-03-10 17:45:57 Date 3/10/23 [redacted] Tampa, FL [redacted], This correspondence is in response to your contact with the Ford Customer Relationship Center on 3/7/23 regarding your 2021 Ford Bronco Sport. I have attempted to reach you between 3/7, 3/10 however, there has been no reply. As your Ford Customer Experience Specialist, I would like an opportunity to address your concerns. Please contact me at 1-866-631-3788, ext. 79405. I am available Monday through Friday between 9-5:30 PM Central Standard Time. Sincerely, Ford Motor Company ® Customer Relationship Center – Proactive Roadside Team Javaras Ransom JRANSO14@ford.com | www.ford.com office: 1-866-631-3788 ext.79405

2023-03-13 17:06:43 CLV: 60 WSD: 3/3/2021 MILES: 8381 OBC to Dlr: Request status of concern. Genevieve-SA responded. Call placed on hold to locate SA- Micheal on RO. SA was not available. I was informed that there is 2 tickets open that show resolved but was unable to confirm. Message and details left for recontact for status update. OBC to Cust: Cust left vm for recontact. Cust given verbal recontact. No response. Next steps: Progress to closure for UTC. UTC process followed. Ford Motor Company ® Customer Relationship Center – Proactive Roadside Team Javaras Ransom JRANSO14@ford.com | www.ford.com office: 1-866-631-3788 ext.79405

2023-03-13 17:15:50 CLV: 60 WSD: 3/3/2021 MILES: 8381 OBC to Cust: Cust left another VM for recontact. SA contacted cust and informed of a dead cell in battery. Battery was replaced. Cust trying to reach SA to have him reach the body control module. Cust informed dlr of recall present and requested to have completed. Cust states veh makes noise when backing up as well. 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION Next steps: update VOR and set follow up for recontact. Update SMS contact number and send contact details to cust. Email SA and copy cust in for updates and to ensure dlr is completing cust needs during repair. Ford Motor Company ® Customer Relationship Center – Proactive Roadside Team Javaras Ransom JRANSO14@ford.com | www.ford.com office: 1-866-631-3788 ext.79405

2023-03-13 17:20:09 Hello Mr. [redacted], I hope this message reaches you well! I attempted to reach you on 3/13 but was unable to secure an update on [redacted] repair. After speaking with the customer, I was informed of your contact and update provided. The customer definitely wants to ensure that her repair needs are being completed. She stated she has requested to have recall listed on VIN for 22S73 reviewed. She states that when backing up there is a noise that has not been resolved as well. Please provide any update in regards to the repair and any eta details available to have case and customer updated. Thank you for partnering with me during this repair. I look forward to your response. 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION Respectfully, Ford Motor Company ® Customer Relationship Center – Proactive Roadside Team Javaras Ransom JRANSO14@ford.com | www.ford.com office: 1-866-631-3788 ext.79405

2023-03-13 17:38:55 No noise from brakes last visit performed TSB for rear brake noise New battery installed and starts runs and drives Stalling out we have not yet verified concern and have multi test drives on vehicle with no codes in system nor warning lights coming on. -Mike Abati

2023-03-17 17:24:00 OBC to Dlr: Request completion status of repair concern. Genevieve responded. The veh is not finished at this time. SA- Mike is out at this time. Requested receptionist send email to Mike. OBC to Cust: Update on status of repair. Next steps: Update VOR and set follow up for recontact. Ford Motor Company ® Customer Relationship Center – Proactive Roadside Team Javaras Ransom JRANSO14@ford.com | www.ford.com office: 1-866-631-3788 ext.79405

2023-03-21 15:45:55	OBC to Dlr: Request status of repair. Dlr given 2 contacts for status of concern. No update provided. Email has been sent to Mike Abati. Gave another call to speak with anyone in service that could provide update. SA- Dawn responded. She informed that Mike was standing outside so she would request an update. She stated he didn't inform of when the veh was completed but that it was completed. Veh was repaired. Uptime shows repair completed 3/14. OBC to Cust; Update Cust on status of delayed update from dlr. inform I will continue to work diligently to get update. Email has been sent. Next step: Recap/ GWG. Update VOR and follow up. Ford Motor Company ® Customer Relationship Center – Proactive Roadside Team Javaras Ransom JRANSO14@ford.com | www.ford.com office: 1-866-631-3788 ext.79405
2023-03-21 15:52:18	Subject: In Reference to Case Number [redacted] Thank you for contacting Ford Motor Company and allowing us to assist you with your 2021 Ford Bronco Sport. Partnering with Brandon Ford, I am glad we were able to address your brake noise and no start concern. It has been confirmed your repair has been completed. I would like to offer you a Ford Protect Limited Maintenance Plan for your loyalty to Ford brand. This offer is valid for 30 days. Details are below. As an offer of goodwill, I would like to offer you a Ford Protect Limited Maintenance Plan valued at $385.00. Coverage will begin once the plan is processed, and you will be covered up to 3 years/45,000 miles (odometer reading). This plan covers all of your scheduled maintenance like oil and filter replacement, tire rotation, and multi-point inspection. This is a prepaid plan meaning you pay nothing for the covered services. If you have any further questions or concerns regarding this repair, the Ford Protect ESP plan, or any additional comments or feedback, please do not hesitate to reach out to me directly at 866-631-3788 Extension or by email at . If I am unavailable, please leave me a detailed message and I will return your call as soon as possible. Please reference the case number indicated above for a quicker response. I am glad that I was able to address your concerns with your 2021 Ford Bronco Sport. In 24 – 48 hours, you will receive an email with a survey regarding your experience with me only. This survey will not be about your dealership or product concern. We value all feedback and are committed to ensuring the best customer experience for all of customers to improve overall. Thank you for being a valued customer and a part of the Ford family. Ford Motor Company ® Customer Relationship Center – Proactive Roadside Team Javaras Ransom JRANSO14@ford.com | www.ford.com office: 1-866-631-3788 ext.794
2023-03-21 15:52:57	OBC to Cust: Verbal contact provided to give GWG. Call went to VM. Cust informed of 30 days for GWG response. No response from cust during repair.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 03-07-2023 CLOSED: 03-23-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |
DEALER NAME: Mac Haik Ford
PA CODE: 02435 DLR SALES CODE: 23306 REGION: C3 ZONE: C3A
VIN: 3FMCR9B61M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | MS | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | Always
ANALYST NAME: Donna Johnson OPEN ANALYST NAME: # FordGCCTUTM-PROD
COMMENTS:

2023-03-07 16:38:03 dJohn860@ford.com RO Number[redacted]4 Repair Status Towing Successful RO Open Date Mar 6, 2023 9:10:10 AM Dealer Name Mac Haik Ford Tech assigned Yes Donna Johnson Ford Motor Company Roadside Proactive -Project Advocate dJohn860@ford.com | www.ford.com Monday -Friday | 815am-445pm office: 866-631-3788 ext. 79464

2023-03-07 16:42:35 dJohn860@ford.com Obc Mac Haik Ford 6019567000 NO response from service , no voicemail Service Advisor: Service Advisor EM: Customer Name: Customer Number: Customer Email: Is the veh there? Mileage? RO#: RO date: Ro closed Veh Concern? Diagnosis: Repairs ETA: Does the dlr Offer delivery? Have the customer been provided rental? loaner? Is the repair Warrantable? Respectfully, Donna Johnson Ford Motor Company Roadside Proactive -Project Advocate dJohn860@ford.com | www.ford.com Monday -Friday | 815am-445pm office: 866-631-3788 ext. 79464

2023-03-08 19:27:45 dJohn860@ford.com Obc Mac Haik Ford 6019567000 Service Advisor: Lucinda Service Advisor [redacted] Customer Email[redacted] Is the veh there?YES Mileage? 2579 RO#[redacted] RO date: 3/6/2023 Ro closed Veh Concern? Shut off while stopped wouldn't come back on Diagnosis: Still in line waiting for diagnosis Shop capacity delay may start on diag on Monday Repairs ETA: UNKNOWN SHOP CAPACITY DELAY Does the dlr Offer delivery? NO , NOT STAFFED Have the customer been provided rental? loaner? No Is the repair Warrantable? unknown Donna Johnson Ford Motor Company Roadside Proactive -Project Advocate dJohn860@ford.com | www.ford.com Monday -Friday | 815am-445pm office: 866-631-3788 ext. 79464

2023-03-08 19:44:22 dJohn860@ford.com cLV 68 WSD 11/18/2021 Mileage? 2579 warrantable =Unknown shop capacity delay Donna Johnson Ford Motor Company Roadside Proactive -Project Advocate dJohn860@ford.com | www.ford.com Monday -Friday | 815am-445pm office: 866-631-3788 ext. 79464

2023-03-08 20:03:31 dJohn860@ford.com Case Number[redacted] Customer [redacted] Business Phone : N/A Home Phone[redacted] Mobile Phone : N/A LTV Score : 68 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : Mac Haik Ford Dealer P&A : 02435 Dealer phone : 6019567000 VIN : 3FMCR9B61[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 219084 Engine Specification : Transmission Specification : Warranty Start Date : 2021-11-18 Open Recall/FSA: : 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION ESP : N/A Hotline Contact : Warranty History : WARRANTY CLAIM NUMBER[redacted] WARRANTY CLAIM NUMBER[redacted] Donna Johnson Ford Motor Company Roadside Proactive -Project Advocate dJohn860@ford.com | www.ford.com Monday -Friday | 815am-445pm office: 866-631-3788 ext. 79464

2023-03-15 19:08:37 dJohn860@ford.com Obc Mac Haik Ford 6019567000 2X Cust received recall wants recall performed while vehicle in repair No answer from service PORTAL SENT NEXT STEPS FU W SA FOR UPDATE AND CONFIRM IF CUST AN HAVE RECALL ADDED TO REPAIRS FU 3/16 Donna Johnson Ford Motor Company Roadside Proactive -Project Advocate dJohn860@ford.com | www.ford.com Monday -Friday | 815am-445pm office: 866-631-3788 ext. 79464

2023-03-16 15:20:45 dJohn860@ford.com Obc Mac Haik Ford 6019567000 2X Fu on diagnosis -battery replaced Repair is warrantable Cust picked up on yesterday 3/15 Recall was not performed due to part not being available . 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION Parts have been ordered adviser Lucinda stated she eill order parts and call her for appointment when they are available for repair. NEXT STEPS Send gwg offer $200 debit card fu 3/17 Donna Johnson Ford Motor Company Roadside Proactive - Project Advocate dJohn860@ford.com | www.ford.com Monday -Friday | 815am-445pm office: 866-631-3788 ext. 79464

2023-03-16 15:29:46 dJohn860 Cust excepted gwgw via sms $200 debit card Next Steps Fu on 3/20 w update on debit card status Donna Johnson Ford Motor Company Roadside Proactive -Project Advocate dJohn860@ford.com | www.ford.com Monday -Friday | 815am-445pm office: 866-631-3788 ext. 79464

2023-03-20 17:05:26 dJohn860@ford.com -Payment pending $200 debit card - -sms sent to customer NEXT STEPS:: FU ON 3/22 ON DEBIT CARD STATUS PAYMENT CONFIRMED FU 3/22 Donna Johnson Ford Motor Company Roadside Proactive -Project Advocate dJohn860@ford.com | www.ford.com Monday -Friday | 815am-445pm office: 866-631-3788 ext. 79464

2023-03-23 19:56:34 dJohn860@#ford.com Obc [redacted] Cxs spoke with customer and confirmed her debit card is approved and sent by Co America bank eta 7-10 business days . Cust stated she filled out survey for dealership did no like the service she received . Customer advised cxs provided a great experience . Cxs informed Ford will be sending n email survey 24-48 hour. NEXT STEPS SAFETY NET TO RESOLVE Donna Johnson Ford Motor Company Roadside Proactive -Project Advocate dJohn860@ford.com | www.ford.com Monday -Friday | 815am-445pm office: 866-631-3788 ext. 79464

2023-03-23 20:09:45

Ford Motor Company®
Angel Miller
Business Operations Supervisor – PV Team
amill286@ford.com | www.ford.com
Mon - Fri 7:45 AM – 4:15 PM

Safety Net: CXS may resolve case.

2023-04-07 21:11:09

Natalie Barrios/79840/nbarrio3@ford.com IBC from [redacted]

Cust called to get case # so she could activate debit card. I gave case # and cust verified she already has comerica's #.

FCR

Ford Motor Company ®
Customer Experience Specialist – Passenger Vehicle Team
Natalie Barrios
Nbarrio3@ford.com |www.ford.com
office: 1-866-631-3788 ext. 79840

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided

OPEN: 03-07-2023 CLOSED: 04-05-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION:

CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: Surprise Ford

PA CODE: 08371 DLR SALES CODE: 71183 REGION: W3 ZONE: W3B

VIN: 3FMCR9D9XM[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 35,734

BODY STYLE: R9D - BRONCO SPORT BADLANDS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | AZ | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | No Crank | Intermittent

ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: # FordGCCTUTM-PROD

COMMENTS:

2023-03-07 20:26:02

UPTIME RESEARCH RO#[redacted] RO Open Date :Mar 7, 2023 6:46:09 AM Dealer Name: Rodeo Ford, Inc. Has a tech assigned? no Repair Status: VEHICLE BOOKED INTO DEALERSHIP Is there a COPIS Ticket? If so, what is the status? no Is there a TAC Request? If so, what is the status? no Is there evidence of a loner vehicle? no

2023-03-07 20:36:33

OBC to Dealer CXS (Jennifer Ikhalia /ext. #79317) Outbound Call to Dealer Last 8 of VIN:[redacted] VEHICLE: 2021 FORD BRONCO SPORT CUSTOMER'S PHONE NUMBER: [redacted] CUSTOMER'S [redacted] WSD: 2/4/2021 PART NUMBER: ----- DEALERSHIP OFFER DELIVERY: YES FOR A FEE $80 BUCKS DIAGNOSIS: NO DIAGNOSIS REPAIR WARRANTABLE: VEHICLE ARRIVED ON: 3/6/2023 VEHICLE LEFT ON: ----- CUSTOMER IN RENTAL? CUSTOMER PAY: NO RENTAL VIN: NO SERVICE ADVISOR: ISRAEL ISRAEL.GRIMALDO@RODEOFORD.COM RO NUMBER:[redacted] MILEAGE: 35323 P&A CODE: 07846 Notes: VEH WAS STUCK IN AUXILIARY MODE AND NOW ITS WORKING FINE. VEH WOULD START FOR CUST BUT DLR DOES NOT SEE A CONCERN. DLR IS GOING TO HAVE A TECHNICIANS LOOK AT IT, SEEMS LIKE DLR WILL ADVISE CUST EVERYTHING IS FINE. DIAGNOSIS WILL BE COMPLETE IN 7 TO 10 DAYS. Follow-Up: 3/13 NEXT STEP: FU NEXT WEEK FOR VEH DIAGNOSIS AND CHECK IF THERE IS A CURRENT CONCERN Ford Motor Company ® Jennifer Ikhalia SheHer Hers Customer Experience Specialist, Ford CX Team O: (866) 631-3788 ext.

2023-03-10 18:55:42

OBC to dlr Reason for call: Repair update NOTES: Unable to contact SA NEXT STEPS: reach out to cust Ford Motor Company ® Jennifer Ikhalia SheHer Hers Customer Experience Specialist, Ford CX Team O: (866) 631-3788 ext.

2023-03-10 19:00:51

Case Number : [redacted] Customer [redacted] Business Phone : [redacted] Home Phone : [redacted] Mobile Phone : [redacted] LTV Score : 89 Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : Part Number : Dealer Name : Rodeo Ford, Inc. Dealer P&A : 07846 Dealer phone : 6232983900 VIN : 3FMCR9D9XM[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 35361 Engine Specification : 2.0L TIVCT GTDI T/C 240PS GAS Transmission Specification : Warranty Start Date : 2021-02-04 Open Recall/FSA: : 22L05 VEHICLE EMISSIONS CONTROL INFORMATION LABEL UPDATE ESP : none Hotline Contact : none Warranty History : none

2023-03-10 23:55:25

Issue: IBC form customer requesting to speak witha supervisor, did not wantto provide any informaton. stated he has taken the veh in to the DLR for the same complaint with the screen having no power and flickering codes, also stated the veh shuts downs intermittently when this happens. Customer is afraid since he is near the mileage cap for his warranty the issue will persist then he will not be covered for the repair.

Action I advised customer if he takes the veh back to the DLR we can connect with the DLR to have our Ford tech assist with the diagnosis Advised cs once the veh is at the DLR f/u to let CSX know so they can f/u with DLR to engage in Ford tech. Customer also asked if we are still not able to replicate the issue with Ford tech involved what type of gaurentee or warranty is avail advised him if that is the case we will see wht type of good will gestures can be offered at that time. (no promises mad to customer)

Next Steps: No futher action

Krystal Bailey
SheHerHers
Customer Experience Specialist/Ford CX Team

–

O: (866) 631-3788 ext.
Kbaile72@ford.com
5959 Corporate drive
Houston, TX 77036 USA

2023-03-13 18:28:03

OBC to dlr Reason for call: REACH OUT FOR CUST NEXT STEPS NOTES: CUST PHONE WENT STRAIGHT TO VM LEFT HIM A MESSAGE LETTING HIM KNOW WE COULD TRY OPENING A HOTLINE FOR HIS ISSUE. I ALSO LEFT CONTACT INFO SO THE CUST CAN REACH OUT NEXT STEPS: SEND FU SMS AND FU 3/16 TO CHECK IF CUST CONCERN RETURNS. Ford Motor Company ® Jennifer Ikhalia SheHer Hers Customer Experience Specialist, Ford CX Team O: (866) 631-3788 ext.

2023-03-13 18:44:06

RO#[redacted] OBC to dlr Reason for call: veh update NOTES: Dlr was unable to duplicate the concern dlr did an update on the sync system. Cust says its the third time this happened he said he has a video but that did not help because nothing came up while veh was at the dlr. Dlr ran a diagnosis and road test no concern was present. NEXT STEPS: Reach out to cust 3/14 Ford Motor Company ® Jennifer Ikhalia SheHer Hers Customer Experience Specialist, Ford CX Team O: (866) 631-3788 ext.

2023-03-15 17:33:27

OBC to cust Reason for call: check if cust took veh to another dlr NOTES: UTC cust phone went to VM left message with contact info NEXT STEPS: Send Fu SMS Ford Motor Company ® Jennifer Ikhalia SheHer Hers Customer Experience Specialist, Ford CX Team O: (866) 631-3788 ext.

2023-03-20 18:51:43	OBC to CUST Reason for call: VEH UPDATE NOTES: UTC CUST TO CHECK AND SEE IF HE IS ABLE TO GET HIS VEH BACK TO THE DLR. NEXT STEPS: SEND FU SMS Ford Motor Company ® Jennifer Ikhalia SheHer Hers Customer Experience Specialist, Ford CX Team O: (866) 631-3788 ext.
2023-03-20 18:57:09	IF CUST IS UNABLE TO GET VEH TO DLR TRY TO SET UP AN APPOINTMENT FOR CUST // IF CUST IS UNABLE TO GET TO DLR CLOSE THE CASE AND HAVE THEM REACH OUT ONCE THEY GET BACK TO THE DLR.
2023-03-20 21:34:45	This is a link to the issue the customer is currently dealing with [redacted]
2023-03-21 00:00:44	OBC to dlr Reason for call: The customer requested NOTES: When cust stopped at a red light the veh lost power. Re-occurring problems. Cust is getting different things from the manager and the SA about the veh concern. The veh ignition won't start but all the battery functions are working and the dash starts flashing all safety codes. when he turns the veh off all the battery functions stay on. Cust used ford roadside assistance to get towed to camel back Ford Lincoln. 5/10/2022 they tried to say the battery was not connected properly Cust says he spoke with the GM at the dlr to try and rectify the issue but the concern could not be duplicated. Cust has 300 miles till his warranty is done so cust wants to ensure that his veh is to be repaired before 3/36 warranty is over 26 cars trying to be diagnosed this dlr has the best turnaround time if there are memory codes ---------- OBC to dlr I reached out to Surprise Ford where the customer was to be taking his vehicle but because of the turn around time to get veh repaired cust did not set up an appointment. Dlr 26 cars trying to be diagnosed this dlr has the best turnaround time in the area as of now. NEXT STEPS: Complete sup escalation and open TECH sme Ford Motor Company ® Jennifer Ikhalia SheHer Hers Customer Experience Specialist, Ford CX Team O: (866) 631-3788 ext.
2023-03-22 17:10:08	OBC to dlr Spoke to SA Shawna Reason for call: Get cust an appointment NOTES: Taking appointments as early as Monday diagnostic time looking at 72 hours before it can be diagnosed dlr gives it about 4 days to get it back. Dlr will not provide a loaner until they know the repair will be covered by Ford. NEXT STEPS: Update case notes Ford Motor Company ® Jennifer Ikhalia SheHer Hers Customer Experience Specialist, Ford CX Team O: (866) 631-3788 ext.
2023-03-22 23:05:50	OBC to cust Reason for call: Update NOTES: Let cust know that Peoria Ford can take appointments as early as Monday. So he is going to call and set up the appointment. Cust said he will send an SMS to let me know when he has it scheduled so we can arrange to get him in a rental vehicle when he drops off his car. NEXT STEPS: FU with cust Friday to see when he has his veh appointment Ford Motor Company ® Jennifer Ikhalia SheHer Hers Customer Experience Specialist, Ford CX Team O: (866) 631-3788 ext.
2023-03-24 17:31:20	OBC to dlr SA SHAWNA Reason for call: Inform dlr of us covering cust rental costs NOTES: Monday 11:30 is cust appointment spoke with Shawna and gave her all of my contact info and case number to refer back to for rental. NEXT STEPS: update VOR // FU 3/27 Ford Motor Company ® Jennifer Ikhalia SheHer Hers Customer Experience Specialist, Ford CX Team O: (866) 631-3788 ext.
2023-03-30 19:16:01	OBC to dlr SA MIKE Reason for call: REPAIR UPDATE NOTES: THE TECHNICIAN IS FINISHING THE REPAIR TODAY. FOUND MULTIPLE UPDATES AVAILABLE VEH STILL NEEDS SERVICE ON IT. CUST HAS MAINTENANCE THAT NEEDS TO BE DONE ON THE VEH. DLR DOES NOT WANT ME TO CALL THE CUST AND SAY VEH IS COMPLETE BECAUSE HE SAYS THEY ARE STILL WORKING. NEXT STEPS: UPDATE CUST Ford Motor Company ® Jennifer Ikhalia SheHer Hers Customer Experience Specialist, Ford CX Team O: (866) 631-3788 ext.
2023-03-30 20:40:13	OBC TO CUST Reason for call: REPAIR UPDATE NOTES: LEFT CUST VM LETTING HIM KNOW THE DLR HOPES TO COMPLETE THINGS LATER. BUT ARE NOT SURE THEY WERE GOING TO CALL TO UPDATE. NEXT STEPS: FU TOMORROW 3/31 IF DLR IS UNABLE TO DUP ASK IF THEY NEED TECH SME. Ford Motor Company ® Jennifer Ikhalia SheHer Hers Customer Experience Specialist, Ford CX Team 10:30 am- 7pm O: (866) 631-3788 ext.
2023-03-31 18:58:14	OBC to dlr Reason for call: Repair update NOTES: Shawa is off till Monday. Dlr unable to dup dlr got assistance from the hotline and followed all steps and was still unable to duplicate. Cust was informed that veh was ready for pick up yesterday and refused to pick up his veh. NEXT STEPS: Reach out to cust. Ford Motor Company ® Jennifer Ikhalia SheHer Hers Customer Experience Specialist, Ford CX Team 10:30 am- 7pm O: (866) 631-3788 ext.
2023-03-31 19:34:15	OBC to cust Reason for call: Repair update NOTES: Let cust know that I have exhausted all resources to assist cust was not happy with that and wanted to speak to a supervisor. I called the sup line and transferred him over. Before transferring the cust TL advised that I offer an ESP so that he can feel comfortable that the repairs may be covered under ESP since he is almost out of warranty. NEXT STEPS: Reach out to cust after sup escalation Ford Motor Company ® Jennifer Ikhalia SheHer Hers Customer Experience Specialist, Ford CX Team 10:30 am- 7pm O: (866) 631-3788 ext.
2023-03-31 20:00:11	OBC to cust Reason for call: ESP UPDATE NOTES: LET CUST KNOW THAT ONCE HIS VEH IS PICKED UP. WE CAN GET STARTED ON HIS ESP. NEXT STEPS: REACH OUT TO CUST LATER Ford Motor Company ® Jennifer Ikhalia SheHer Hers Customer Experience Specialist, Ford CX Team 10:30 am- 7pm O: (866) 631-3788 ext.
2023-03-31 22:14:31	OBC to cust Reason for call: Acceptance of offer NOTES: cust accepts and likes ESP NEXT STEPS: complete Morley and corresponding tasks Ford Motor Company ® Jennifer Ikhalia SheHer Hers Customer Experience Specialist, Ford CX Team 10:30 am- 7pm O: (866) 631-3788 ext.

2023-04-03 14:40:41

Case Progression Specialist

Morley activity [redacted]
For Premium Care ESP has been transmitted.

VOR could not be updated.
MORLEY TASK HAS BEEN CLOSED.
PROACTIVE ROADSIDE CASE

Ford Motor Company ®
Carolyn L. Speight
Lead Agent
Email: cspeigh2@ford.com | www.ford.com
Office: (866) 631-3788 ext. 79217
Mon. – Fri. 9:00 a.m. – 5:30 p.m. (Central)

2023-04-05 17:25:09

OBC to cust Reason for call: ESP in Oasis NOTES: UTC CUST. LEFT VM FOR CUST NEXT STEPS: SEND FU SMS Ford Motor Company ® Jennifer Ikhalia SheHer Hers Customer Experience Specialist, Ford CX Team 10:30 am- 7pm O: (866) 631-3788 ext.

2023-04-05 22:26:55

OBC to dlr Reason for call: RO details for Fin assist NOTES: REACHED OUT TO DLR TO RECEIVE RO DETAILS FOR LOANER VEH APPROVED BY SUP NATASHA. Repair order number [redacted] Ro line # C Ro open date 3/27/23 date millage at the time of repair [redacted] SA email: Sthies@vtaig.com Total rental amount $200 NEXT STEPS: CASE CLOSURE Ford Motor Company ® Jennifer Ikhalia SheHer Hers Customer Experience Specialist, Ford CX Team 10:30 am- 7pm O: (866) 631-3788 ext.

2023-04-05 22:33:21

IBC: Caller is Luke from IVT. States cus has a case number. Cus states he received an Email in regards to ford explorer but he has a bronco sport. Jennifer is his agent. Actions: Cus stated that Jennifer called while we were talking so he was going to disconnect to speak with her. Sharmaine Hale She [Her] Hers Customer Experience Specialist, Ford CX/Team - O: (866)631-3788 ext.79954 E: SHale36@Ford.com

2023-04-05 22:41:52

OBC to cust Reason for call: Customer reached out on SMS NOTES: When curating the customer's email I put the incorrect veh he just wanted an updated email with the correct information. NEXT STEPS: Update recap email and resend Ford Motor Company ® Jennifer Ikhalia SheHer Hers Customer Experience Specialist, Ford CX Team 10:30 am- 7pm O: (866) 631-3788 ext.

2023-04-05 22:43:04

Email sent from outlook [redacted] Thank you for allowing Ford Motor Company to assist you with your 2021 Ford Bronco. Partnering with our Ford dealer, I am glad we were able to address your vehicle concern; While keeping you updated throughout the process. I apologize for the inconveniences we faced through the process but happy I was able to provide some support for you. The complimentary Ford Protect PremiumCare plan that was added to your vehicle (VIN 3FMCR9D9X[redacted]) is to provide you with peace of mind knowing Ford has your back. This plan will give you extra coverage till 2/04/2026 or once you exceed 75,00 miles from 35738. Whenever you visit the dealer for a repair you will only be responsible for the $100 deductible. This plan covers over 1,000 components on your vehicle. The brochure that was sent has a detailed listing of things that are covered. For more detailed information please reach out to FORD Protect directly at 800-521-4144. If you have any further questions or concerns regarding this repair, the Ford Protect ESP plan, or any additional comments or feedback, please do not hesitate to reach out to me directly at 1-866-631-3788 Extension or by email at Jikhalia@ford.com. If I am unavailable, please leave me a detailed message and I will return your call as soon as possible. Please reference the case number indicated above for a quicker response. Please look for an email within the next few days that includes a brief survey regarding your experience with me in completing your case. This survey is a direct reflection of your experience with me. You will receive a separate survey from your dealer, I encourage you to provide them with the proper feedback concerning your experience with them as well. We value your feedback so that we can better understand what we can do to improve in the future. Thank you for being a valued customer and a part of the Ford family. Respectfully, Ford Motor Company ® Jennifer Ikhalia SheHer Hers

2023-05-25 21:45:57

CXS Lori Bialas / 866-631-3788 ext 79649 LBIALAS@ford.com Opened new case to generate new approval code. The P&A code on this case is incorrect. Ford Motor Company ® Lori Bialas/Customer Experience Specialist - TRUCK Team LBIALAS@ford.com | www.ford.com Office: 866-631-3788 x79649 M-F 9:00 am- 5:30 pm CST

2023-06-08 14:44:58

EMAIL TO DEALER: Shawna, I just tried to call you and spoke with Mackenzie, however you were unavailable. The information that you gave me when I opened the 2nd financial assistance case was as follows: [redacted] Line C RO open 3/27/23 - 3/31/23 $200 Rental The original case that was opened by my co-worker, the information given was as follows: [redacted] opened 3/27/23 $200 Rental Neither was for $100. Am I to understand that now the information is as follows: [redacted] R RO opened 3/27/23 $200 Rental Please confirm. Thank you for being a loyal and valued part of the Ford family! Have a Blessed Day, Lori Bialas Customer Experience Specialist Ford Motor Company ® 866-631-3788 ext. 79649 M-F 9:00 am - 5:30 pm CST

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 03-07-2023 CLOSED: 03-07-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | Has Not Been to Dealership | |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: 3FMCR9C66M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Start/Run/Move | Vibration | Moving/Driving | Intermittent
ANALYST NAME: Lateisha Clark OPEN ANALYST NAME: Lateisha Clark
COMMENTS:

2023-03-07 20:01:33

Info At 1:31 PM Mar 7
You are now chatting with Lateisha. Please do not enter any sensitive personal data such as social security number or credit card numbers.
[redacted]! My name is LaTeisha. How can I help you today?
You 1:32 PM
Hello, my husband and I were so excited to purchase our Ford Bronco Sport. However within just a few shirt months we noticed sort of a jerking, or slip when it shifts down when driving slowly. We have brought it in to the dealership where they told us that it was a characteristic.... this is unacceptable as a new vehicle should drive smoothly.
I really hope that you can help us LeTeisha!
[redacted] I see you are chatting in regarding a vehicle concern.
I am happy to assist you.
May I have your VIN and your current vehicle mileage?
You 1:34 PM
Also; so, you have it and for future reference, you may choose to email or print a transcript of this entire chat session by clicking the “+” sign located next to the text box in this chat window. Please keep in mind, the option to email yourself the transcript will only be available while this chat session is active. Otherwise, you will only be given another chance to print the transcript once this chat window has closed.
You 1:35 PM
hold on one minute while I get that information please.
[redacted] 1:36 PM
Sure, no problem.
You 1:36 PM
VIN: 3FMCR9C66M[redacted]
i do not have the mileage available at this moment.
[redacted] 1:36 PM
Thank you, may I have the dealers diagnostic results?
You 1:37 PM
Thwy said that it was a characteristic of the car. and my husband was told to bring it to another dealership/service for a second opinion. We havent been able to do that as we recently had a baby, and are currently sharing the Bronco as our mode of transportation.
[redacted] 1:38 PM
When was the vehicle at the dealer last and may I have the name of the servicing dealer?
You 1:40 PM
I dont recell when we brought the car in. It was quite some time ago before we had the baby, over 6 months ago I would say. It was at Mullinax Ford in Kissimmee, FL.Obviously when you purchase a new vehicle one of the things you are counting on is its reliability. I understand that things happen, which is why we have been patient trying to get the problem fixed. However, we need Ford to step up and help!
Unfortunately as this is our only vehicle we cannot drop it off again - last time they had it for nearly one week, with no outcome.
[redacted]1:41 PM
we were fortunate to have the use of my parents car during that time. We don't have another car to use and need to go to work, another reason why we have not been able to bring the car into another dealership.
[redacted] 1:43 PM
[redacted] yes I understand how frustrating it can be when your new vehicle is not running how you think it should. Unfortunatley. we would need a recent diagnosis before we can look into possible assistance. Also upon accessing your VIN. I show you have an active recall. Please see a dealer regarding the following recall 22S73. I can also locate another dealer for you.
You can also view all safety recalls and programs associated with your vehicle by visiting www.ford.com/support/recalls.
22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION
Please kindly note, it is customary that Ford Motor Company asks that you begin working with a Ford dealers and have the most up to date diagnosis (with-in the last 30 days), before we can review your concern, and possibly offer assistance. In order to assist you further; we ask that you have your local Ford dealer inspect your vehicle, so we can take a look at options.
You 1:45 PM
ok
will they be able to provide us with a vehicle to usewhen they check it out?
[redacted] 1:46 PM
[redacted] dealers are independently owned and operated. While we try to encourage our dealers to provide courtesy loaners or rentals when possible, it is up to the discretion of the dealer as this benefit is not a provision of the New Vehicle Limited Warranty.
The best person to make arrangements for a time when a rental is available while your vehicle is repaired is the Service Manager at your dealership.
You 1:48 PM
Christina, would you like me to locate a dealer.
Also, congrats on your new addition and your new vehicle.
For future reference, you may choose to email or print a transcript of this entire chat session by clicking the “+” sign located next to the text box in this chat window.
You 1:49 PM
what about the lemon law?
[redacted]
Lemon law correspondence have to be submitted in writing to the following address.
Ford Motor Company Customer Relationship Center, P.O. Box 6248, Dearborn, MI 48126.
It should state "Intent to file Lemon Law paperwork".
You 1:51 PM
Ford Motor Company (FMC) does not provide counsel or advice regarding individual state Lemon Laws.
You 1:53 PM
[redacted] Is there anything else I can assist you with?
You 1:55 PM
We have not heard from you for some time. Do you wish to continue to chat?
You 1:57 PM
Chat Input

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided

OPEN: 03-13-2023 CLOSED: 03-13-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Chat

CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |

DEALER NAME: Chenoweth Ford Inc

PA CODE: 07457 DLR SALES CODE: 44533 REGION: G4 ZONE: G4D

VIN: 3FMCR9B69N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 4,701

BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | WV | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | Cold

ANALYST NAME: Daliyah Campbell OPEN ANALYST NAME: Brianna Jones

COMMENTS:

2023-03-13 20:09:06

ESCALATION SUMMARY
CONTACT VIA: Phone Mobile [redacted]
CUST SAYS: VEH battery is dying every 2-3 weeks. Occurs often on cold starts, receives notification: "all systems are shutting down to preserve battery." CUST is seeking Ford's assistance with expediting the repair of the concerns she is experiencing, as the DLR indicates that there is nothing wrong and no reason to replace battery.
PER CUST, DLR SAYS: VEH has been diagnosed three times by two DLRs, most recently 13-MAR-2023 at Chenowith Ford, Inc. Battery will charge but is itself bad and needs to be replaced. DLR indicates that there is nothing wrong.
CRC ADVISED: I will escalate your case to our Customer Experience Specialist who works daily with your dealership's management team. The Customer Experience Specialist has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Customer Experience Specialist will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Experience Specialist via a 1-800 toll-free number within 1 business day. The case number that I have established for you today is [redacted]

2023-03-13 21:47:19 OBC to CUST [redacted] to confirm info on VEH // Her app says all systems are shutting down to persevere the battery --so she goes outside and she'll drive for about 30 miles and it will be charged again --the app tells her this error when she turns off the VEH after driving for a little --when she gets the error it has a rough start --the DLR told her they found no issues but to bring the VEH back in if it happens again to run some more test CXS advised once the VEH is back at the DLR to give us a call and we will be able to assist from that point by ensuring they have engaged all resources CUST understood Next steps: None for now Ford Motor Company ® Customer Experience Specialist Daliyah Campbell dcamp198@ford.com Office: 1-866-631-3788 ext. {79550

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided

OPEN: 03-15-2023 CLOSED: 03-15-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: Ricart Ford

PA CODE: 02185 DLR SALES CODE: 47035 REGION: G3 ZONE: G3C

VIN: 3FMCR9B64N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | OH | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | No Crank | Intermittent

ANALYST NAME: Javaras Ransom OPEN ANALYST NAME: # FordGCCTUTM-PROD

COMMENTS:

2023-03-15 14:34:52 CLV: WSD: 8/9/2022 MILES: VIN: 3FMCR9B64N[redacted] OBC to DLR: Alicia-SA responded. Last 10 was requested of VIN. Veh is in for service. No start concern. Veh was jump started to get towed in. Veh has started every since. Cust refuse to take veh back because she feels it is not safe to drive. Cust brought veh in on March 7th for same concern. Veh is going into a power reserve mode. Service Advisor: Asia EM: Asiaanthony@ricart.com Customer Name:[redacted] Customer Number: [redacted]Customer Email: Is the veh there? Y Mileage?8674 RO#[redacted] RO date: 3/14 Veh Concern?No start Diagnosis: Tried to diagnose with no codes. Veh is starting. Battery is good. Repairs ETA: Dlr will test after lunch and if nothing is found veh will be released on 3/16 Does the dlr Offer delivery?Y rental?N loaner?N Warrantable?n/a Technician Pending or assigned?Assigned OBC to Cust: Send Cust 3 SMS messages for assistance provided. Next steps: Update VOR and set follow up Ford Motor Company ® Customer Relationship Center – Proactive Roadside Team Javaras Ransom JRANSO14@ford.com | www.ford.com office: 1-866-631-3788 ext.79405

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 03-16-2023 CLOSED: 05-01-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has not been to Dealer |
DEALER NAME: Lakeside Ford
PA CODE: 06140 DLR SALES CODE: 23239 REGION: C3 ZONE: C3D
VIN: 3FMCR9D90M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 35,733
BODY STYLE: R9D - BRONCO SPORT BADLANDS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | LA | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Stalls/Quits | Acceleration | UNKNOWN
ANALYST NAME: Jason Ruiz OPEN ANALYST NAME: Johnashley Cunningham
COMMENTS:

2023-03-16 22:20:17

Concern: Ibc from cust stating that 2021 bronco that stalled in the middle of the road and he has missed airline flight and he did get it to the dlrshp and they supposedly fixed and it won't start again. So, his thing is he needs to get the veh to another dlrshp because this dlrshp didn't fix it. I advised cust that it would be a workmanship issue so It would have to go back to that same dlrshp. Cust stated that they

[redacted]

What is cust seeking from ford?
Repair cost estimate provided by the dealer?
financial assistance-ask customers what they can contribute to the cost of repair?
Where is the veh currently located? cust has veh
What is the best number I can reach you on to send a SMS message? Yes
Are you in a loaner? no
Any ford or third-party warranty? no
Mileage: 35733
WSD: 3/8/2021

Does cust meet FLP? yes

[redacted]

Who is your Sa? Mike
Obc to dlrhp to get information on cust veh Bryan the tech performed the diagnose test and he had to reprogram the gateway module. I advised him that the cust is still having the same issues and the veh has stalled completely and won't start. He stated that the cust canbring the veh and they can look at it as earlier as Monday.
RO#[redacted]
RO open DATE: 3-8-23
RO mileage: 35698
Ask if they utilize the pickup and delivery for veh (add task in case)? no
P&A#: 06140

Advised cust that the veh can be looked on Monday and he will need to call roadside to get the veh over to the dlrshp. cust stated that he is almost outside of the warranty coverage, I advised cust that I will follow up with them on Monday to get an update on his veh and then I will try assisting the best I can if need to.

Next step: f/u with dlrhsp to get an update on cust veh and update cust

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 10:30-7pm
efax:

2023-03-16 22:24:01

Case Number : [redacted] Customer [redacted] Business Phone : [redacted] Home Phone : [redacted] Mobile Phone : N/A LTV Score : 85 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Lakeside Ford Dealer P&A : 06140 Dealer phone : 318-757-3691 VIN : 3FMCR9D90M[redacted] Year : 2021 Make : Ford Model : Bronco Sport Mileage : 35733 Engine Specification : 2.0L TIVCT GTDI I/C 240PS GAS Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-03-08 Open Recall/FSA: : 22L05 ESP : N/A Hotline Contact : N/A Warranty History : N/A

2023-03-20 21:44:00	
	Obc to dlrhp to get information on cust veh [redacted] stated that it's throwing a battery saver code and it has all the light popping up. They have tried starting the veh but it's just clicking so they are trying to see what's going on with the veh. They may have an answer by tomorrow or Wednesday I stated okay I will follow up on Wednesday that way it give them time and she stated okay I can ask for her [redacted]. I stated okay thank you and got both of their email. RO#[redacted] RO open DATE: 3-20 Ro Closed Date: RO mileage: 35779 Ask if they utilize the pickup and delivery for veh (add task in case)? yes if the pickup guy is there P&A#: 06140 Is cust in Rental/Loaner: no, SM/SA name and email address SA Elizbeth : elizabeth@lakesideford.com SA Bryan: bryan@lakesideford.com Obt to cust with an update. Next step: f/u with dlrshp to get an update on cust veh and update cust JohnAshley Cunningham Customer Experience Specialist Ford Car/SUV Team jcunni91@ford.com office: 866-631-3788 ext. 79212 Mon- Fru 10:30-7pm efax:
2023-03-22 18:40:13	OBC to DLR 318-757-3691 SA Elizabeth VEH towed in no start VEH dia not yet complete should be pulled in later today *stop sale on gateway module NEXT STEPS: full VEH dia Ford Motor Company ® Customer Experience Specialist – PV Team Crystal Richardson crich198@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79731
2023-03-27 16:30:29	OBC to DLR 318-757-3691 SA Elizabeth SA confirm reprogramming of module, bad cell in battery waiting road test repair complete possible Wednesday OBC to CUST[redacted] [redacted]Provide update of VEH status CUST loss of confidence in the band-aide repairs for the 2nd time, usage of miles he wont' get back on B2B warranty CXS advised full review of dia will be given and GWG NEXT STEPS: VEH status Ford Motor Company ® Customer Experience Specialist – PV Team Crystal Richardson crich198@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79731
2023-03-29 19:07:19	OBC to DLR 318-757-3691 SA Elizabeth Driven 3 days no issues battery was replaced VEH ready for picked contact made to CUST no answer Request miles to complete GWG Miles 35846 SMS update NEXT STEPS: Safety net Ford Motor Company ® Customer Experience Specialist – PV Team Crystal Richardson crich198@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79731
2023-04-04 19:33:16	OBC to DLR 318-757-3691 SA Elizabeth SA out to lunch Spoke with Dominic confirm VEH returned OBC to CUST [redacted] No answer left vm f/u SMS NEXT STEPS: ESP/ safety net Ford Motor Company ® Customer Experience Specialist – PV Team Crystal Richardson crich198@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79731
2023-04-12 20:41:30	OBC to CUST[redacted] No answer left vm f/u with UTC email NEXT STEPS: Safety net Ford Motor Company ® Customer Experience Specialist – PV Team Crystal Richardson crich198@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79731
2023-04-27 19:28:21	OBC to CUST[redacted] No answer left vm final email NEXT STEPS: Close Case Ford Motor Company ® Customer Experience Specialist – PV Team Crystal Richardson crich198@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79731

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 03-20-2023 CLOSED: 03-20-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Truck Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: General Inquiry | General/Other | |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: 3FMCR9C60N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | NY | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | Cold
ANALYST NAME: Geraldine Moore OPEN ANALYST NAME: Geraldine Moore
COMMENTS:
2023-03-20 16:24:38

IBC From Cust/
NAME: [redacted]

CUST. SAYS: Customer's vehicle stopped and was making a loud thumping noise when trying to start. Customer also says that sometimes when they are backing up and the vehicle stops because there is something behind it, the vehicle goes into park. The customer received notice of a recall 22S73. Vehicle is in the shop. Customer wanted to know any other recalls on the vehicle. Sometime smells gas but not sure where its from.

CXS ADVISED CUSTOMER:
I advised the customer of the recall. I let her know if there are any issues with the repair or while it's at the dealer she can call back

NEXT STEPS: Information Given, FCR
Geraldine Moore
SheHer Hers
Customer Experience Specialist, Ford CX Team
(866) 631-3788 ext. 79683

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 03-21-2023 CLOSED: 04-05-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |
DEALER NAME: Lakeside Ford
PA CODE: 06140 DLR SALES CODE: 23239 REGION: C3 ZONE: C3D
VIN: 3FMCR9D90M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 35,779
BODY STYLE: R9D - BRONCO SPORT BADLANDS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | LA | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | Intermittent
ANALYST NAME: Destina Allison OPEN ANALYST NAME: # FordGCCTUTM-PROD
COMMENTS:
2023-03-21 16:33:24

OBC- Dealer Spoke Waylan
UPTIME RESEARCH
RO#[redacted]
RO Open Date: Mar 20, 2023 3:16:26 PM
Dealer Name: Lakeside Ford
Has a tech assigned?
Repair Status: not repaired
Service Advisor: Bryan Kyzar
Service Advisor Email: bryan@lakesideford.com
Customer Name:[redacted]
Customer Number::[redacted]
CLV Score: 85
Is the veh there: yes
Mileage? 35779
Veh Concern? no start
Diagnosis: n/a will be today
Repairs ETA: n/a
Offer delivery to customer? no
Is Customer in a rental? no
Is Customer in a loaner? no ... no offer
Is repair Warrantable? n/a
Technician Pending or Assigned? na
Next Steps: set fu
DESTINA ALLISON
SheHerHers
Customer Experience Specialist Experience Specialist, Ford CX Team
O: (1866) 631-3788 ext.

2023-03-21 16:34:11

Case Number [redacted]
Ford Credit Contract Number :
Part Number :
Dealer Name : Lakeside Ford
Dealer P&A : 06140
Dealer phone : 318-757-3691
VIN : 3FMCR9D90[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 35779
Engine Specification : 2.0L TIVCT GTDI T/C 240PS GAS
Transmission Specification :
Warranty Start Date : 2021-03-08
Open Recall/FSA: :
ESP :
Hotline Contact :
Warranty History :

2023-03-21 16:37:51

Obc to dealer : Spoke with Waylan
advised of veh details stated veh will be diagnosed later today
i advised i would follow up for update on veh
next steps : set fu for 03/22/2023
DESTINA ALLISON
SheHerHers
Customer Experience Specialist Experience Specialist, Ford CX Team
O: (1866) 631-3788 ext.

2023-03-22 21:31:41

OBC to dealer
CXSP (Destina Allison ext 79436)
Reason for Call:
Notes: Spoke to Bryan
advised veh still not diagnosed will be done tomorrow
advised sending email for update when veh diagnosis done
Next Steps: set fu for 03/23/2023

DESTINA ALLISON
SheHerHers
Customer Experience Specialist Experience Specialist, Ford CX Team
O: (1866) 631-3788 ext.
O:1866-631-3788 ext. 79387
Mon-Fri 9:00am-5:30pm CST

2023-03-22 21:39:54

OBE TO ASSIGNED S. A
Subject: RE: In reference to R.C[redacted]
Good evening , Can you email me when there is an update on this customer's vehicle ? If so please provide the following information:
1. Diagnosis date
2. Diagnosis findings
3. Is the repair covered under warranty?
4. Is there a clear path to repair the vehicle?
5. ETA on repair completion

Please feel free to provide any necessary updates that may assist in the progression of the case.
I can be contacted via email at Dallis24@ford.com.
Thanks for being a loyal Ford partner and I look forward to your response.
Kindest regards,

DESTINA ALLISON
SheHerHers
Customer Experience Specialist Experience Specialist, Ford CX Team
O: (1866) 631-3788 ext.

2023-03-24 20:20:53

OBC to : Dealer
Spoke to: Bryan
CXSP (Destina Allison ext 79436)
Reason for Call: update on veh
Notes: 1. Diagnosis date 03/23/2023
2. Diagnosis findings: needs new battery
3. Is the repair covered under warranty? covered
4. Is there a clear path to repair the vehicle? done let veh sit until monday to confirm no issues with veh before returning to the customer
5. ETA on repair completion don

Next Steps: set fu for monday

DESTINA ALLISON
SheHerHers
Customer Experience Specialist Experience Specialist, Ford CX Team
O: (1866) 631-3788 ext.
O:1866-631-3788 ext. 79387
Mon-Fri 9:00am-5:30pm CST

2023-03-24 20:23:56

OBC to : Customer
Spoke to:[redacted]
CXSP (Destina Allison ext 79436)
Reason for Call: to provide update on veh
Notes: advised that the dealer has put a new battery in the veh they would like for it to sit until Monday to make sure the issue has been corrected customer stated that is perfect because he would not be able to pick up veh until Monday any way i advised i would follow up with him on Monday to ensure the veh was returned to him and also to confirm satisfaction
Next Steps: ste fu for Monday

DESTINA ALLISON
SheHerHers
Customer Experience Specialist Experience Specialist, Ford CX Team
O: (1866) 631-3788 ext.
O:1866-631-3788 ext. 79387
Mon-Fri 9:00am-5:30pm CST

2023-03-27 19:54:00

OBC to : Dealer
Spoke to: Bryan
CXSP (Destina Allison ext 79436)
Reason for Call: to provide update on veh
Notes: advised the veh has started up all day just fine thye plan to keep it an extra day to make sure there is no not start issue
Next Steps: ste fu for 03/28/2023
DESTINA ALLISON
SheHerHers
Customer Experience Specialist Experience Specialist, Ford CX Team
O: (1866) 631-3788 ext.
O:1866-631-3788 ext. 79387
Mon-Fri 9:00am-5:30pm CST

2023-03-28 20:53:58

OBC to : Dealer
Spoke to: Bryan
CXSP (Destina Allison ext 79436)
Reason for Call: for update on veh [redacted]
Notes: Spoke to Bryan advised the service manager test drove the veh today and it runs fine and cranks since the new battery has been put in dealer stated they may reach out to cust today or in the morning may let it sit for 1 more night
Next Steps: set fu for tomorrow

DESTINA ALLISON
SheHerHers
Customer Experience Specialist Experience Specialist, Ford CX Team
O: (1866) 631-3788 ext.
O:1866-631-3788 ext. 79387
Mon-Fri 9:00am-5:30pm CST

2023-03-29 20:58:25

OBC to : Customer
Spoke to: [redacted]
CXSP (Destina Allison ext 79436)
Reason for Call: to confirm veh has been picked up

Notes: customer was at the dealership picking up the veh i advised i would follow up on tomorrow to confirm satisfaction
Next Steps: set fu for tomorrow
DESTINA ALLISON
SheHerHers
Customer Experience Specialist Experience Specialist, Ford CX Team
O: (1866) 631-3788 ext.
O:1866-631-3788 ext. 79387
Mon-Fri 9:00am-5:30pm CST

2023-03-30 20:37:37

OBC to : Customer

Spoke [redacted]

CXSP (Destina Allison ext 79436)

Reason for Call: to confirm satisfaction and offer csat

Notes: customer stated the veh is running fine after the battery was replaced offer was accepted for the limited maintenance plan for 3 years/ 4500 for current mileage of 35779 confirmed customer's name and address and submitted Morley for approval CASE [redacted]

Next Steps: set fu for morley approval

DESTINA ALLISON
SheHerHers
Customer Experience Specialist Experience Specialist, Ford CX Team
O: (1866) 631-3788 ext.
O:1866-631-3788 ext. 79387
Mon-Fri 9:00am-5:30pm CST

2023-04-04 16:24:09

LaQuincy Arnold, BOM Lead 1-866-631-3788 Ex 79077 larnol27@ford.com Mon-Fri 9AM-5:30PM
Transmitted ESP in Morley CASE NUMBER: [redacted]

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 03-23-2023 CLOSED: 03-24-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: Covert Ford

PA CODE: 04437 DLR SALES CODE: 52302 REGION: C2 ZONE: C2C

VIN: 3FMCR9B66M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 30,459

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | No Crank | Always

ANALYST NAME: Deandrea Jackson OPEN ANALYST NAME: # FordGCCTUTM-PROD

COMMENTS:

2023-03-23 18:56:13	obe to dlr- From: Jackson, Deandrea (D.) Sent: Thursday, March 23, 2023 1:55 PM To: mikelaosa@covertauto.com Subject: Needed information for customer [redacted] 2021 Ford Bronco Vin 3FMCR9B66M[redacted] Good Afternoon, My name is Deandrea Jackson and I am a part of the Proactive Roadside Team at Ford Motor Company and we got word that one of our vehicles was towed into your dealership within the last couple of days. Please kindly provide the following information if vehicle is in fact at your dealership. Is the veh there? Mileage? RO# : RO date : Veh Concern? Diagnosis: Repairs ETA: Offer delivery to customer? Is Customer in a rental? Is Customer in a loaner? Is repair Warrantable? Technician Pending or Assigned? Service Advisor: Service Advisor Email: Thank you for your assistance. De'Andrea Jackson djack324@ford.com Customer Experience Specialist Proactive (Ford CX Team) Direct #:1-866-631-3788 ext. 79032 Monday - Friday 9:00am - 5:30pm CST Main #: 1-866-631-3788
2023-03-23 18:58:45	Customer Name: [redacted] CLV SCORE: 80 Is the veh there? Mileage? RO# : RO date : Veh Concern? Diagnosis: Repairs ETA: Offer delivery to customer? Is Customer in a rental? Is Customer in a loaner? Is repair Warrantable? Technician Pending or Assigned? Service Advisor: Service Advisor Email:
2023-03-24 15:36:32	obc to dlr - they are waiting on parts, eta on parts back order. requested a copis be put in on part. he stated he will inform parts to put one in. Customer Name: [redacted] CLV SCORE: 80 Is the veh there? yes Mileage? 30459 RO# [redacted] RO date : 3-22-23 Veh Concern? battery went dead and 3 recalls Diagnosis: new battery front brake pads , outlet drain tube. Repairs ETA: n/a Offer delivery to customer? yes Is Customer in a rental? n/a Is Customer in a loaner?n/a Is repair Warrantable? yes Technician Pending or Assigned? yes Service Advisor: Fred Price Service Advisor Email: fredprice@covertauto.com
2023-03-24 15:37:37	Case Number : [redacted] Customer [redacted] Home Phone [redacted] LTV Score : 80 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : Covert Ford Dealer P&A : 04437 Dealer phone : 5123454343 VIN : 3FMCR9B66M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 30459 Engine Specification : Transmission Specification : Warranty Start Date : 2021-12-04 Open Recall/FSA: : 21C31, 22S21, 22S73 ESP : none Hotline Contact : n/a Warranty History : n/a
2023-03-24 19:28:35	obc to cx - called mobile number no answr left vm, called 2nd number whch was cx job and they stated she is no longer with the company. sent email to cx obe to cx From: Jackson, Deandrea (D.) Sent: Friday, March 24, 2023 2:28 PM To[redacted] Subject: Regarding case[redacted] with Ford Motor Company Good Afternoon, My name is[redacted], Customer Experience Specialist with Ford Motor Company's Proactive Roadside Team. It has been brought to my attention that you had a recent tow event with your 2021 Ford Bronco. I have been partnering with the Service Manager at Covert Ford regarding your vehicle status. I have tried reaching out to you via phone and text to speak with you to determine if you would like to accept my offer for assistance. My role as your Customer Experience Specialist is to provide you with regular updates regarding your vehicle, assist the dealer with escalating parts, set up vehicle delivery once the repairs are complete if needed and overall insuring that your needs are met as our customer. Should you need to contact me, you may reach me directly at this email address or by responding to the text messages I have sent. If I'm unavailable, please leave me a detailed voice message and I will return your call as soon as possible. Also, our phone number may be flagged as spam on your caller ID. Please look out for our telephone number 1-800-392-3673 and /or add this number to your contacts to not miss our communication attempts. Note: If you do call back, please be prepared to provide your case number to enable quicker service. Once your concern is addressed you may receive an email survey from Ford Motor Co. We ask that you take a few minutes to respond to the survey and provide us with your feedback regarding our handling of your concern. As always, thank you for being a valued customer and a part of the Ford family. Respectfully, De'Andrea Jackson djack324@ford.com Customer Experience Specialist Proactive (Ford
2023-03-24 22:07:48	obc to cx, she stated the dealer is only suppose to only be fixing the battery and brakes today on vehicle and veh should be repaired today. She stated that she will get recall done at a later time. OBC to dlr - stated they veh should be completed today. call back at 3:30 to f/u obc to dlr-no answer spoke to cx she has picked up her vehicle and satisfied with repairs. Closing case as veh is no longer at dealer

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 03-24-2023 CLOSED: 03-27-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: Shamaley Ford

PA CODE: 02980 DLR SALES CODE: 52212 REGION: C1 ZONE: C1C

VIN: 3FMCR9A61M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 24,566

BODY STYLE: R9A - BRONCO SPORT CX430 BASE

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Auto-Start-Stop | UNKNOWN

ANALYST NAME: Jamesha Alexander OPEN ANALYST NAME: # FordGCCTUTM-PROD

COMMENTS:

2023-03-24 18:37:55 Uptime Research Template RO#: [redacted] RO Open Date: Mar 23, 2023 3:39:33 PM Dealer Name: Shamaley Ford Has a tech been assigned? Veh booked into dlr Repair Status: No data found Next Steps: OBC to dlr to confirm details. Jamesha Alexander She| Her| Hers Customer Experience Specialist, Ford CX Proactive jalex168@ford.com | www.ford.com O: 1-866-631-3788 ext 79447

2023-03-24 19:06:14 OBC to DLR- Spoke to VM and left detailed VM for a callback. The below information couldn't be provided. Service Advisor: Email: Customer Name: Customer Number: CLV SCORE: Is the veh there? Mileage? RO#: RO date: Veh Concern? Diagnosis: Repairs ETA: Offer delivery? Rental? Loaner? Warrantable? Technician Pending or assigned? Next Steps: Locate SM email and send a portal message. Jamesha Alexander She| Her| Hers Customer Experience Specialist, Ford CX Proactive jalex168@ford.com | www.ford.com O: 1-866-631-3788 ext 79447

2023-03-24 19:15:15 OBE to SMs: From: [redacted] (J.) Sent: Friday, March 24, 2023 2:15 PM To: [redacted] Hello, This is Jamesha, Proactive Customer Experience Specialist here at Ford Motor Company. I was notified that a vehicle was towed into your dealer and am contacting you today for assistance with obtaining details in pertains to a mutual customer, 3FMCR9A61[redacted]. If possible, when time permits would you be able to provide the following: Customer Name: Customer Number: CLV SCORE: Is the veh there? Mileage? RO#: RO date: Veh Concern? Diagnosis: Repairs ETA: Offer delivery? Rental? Loaner? Warrantable? Technician Pending or assigned? I hope to hear from you soon and thank you for your partnership. Respectfully, JAMESHA ALEXANDER SheHerHers Customer Experience Specialist, Ford CX Proactive Roadside Jalex168@ford.com | ford.com O: (866) 631-3788 ext. 79447

2023-03-27 15:29:59 OBC to DLR- Spoke to SA Joe and he provided the following information. Service Advisor: Email: Customer Name: [redacted] Customer Number: [redacted] CLV SCORE: Is the veh there? No Mileage? 24566 RO#: [redacted] RO date: 3/23/2023 RO Close date: 3/25/23 Veh Concern? Cust states veh didn't turn on after turning off with auto start-stop system. Brake concerns, rotors, engine air filter and cabin air filter. Cust declined the replacement of cabin and engine air filters. Diagnosis: Replaced rotors. Positive battery terminal was loose Repairs ETA: Completed Offer delivery? NA Rental? No Loaner? No Warrantable? Yes Technician Pending or assigned? Assigned Dlr confirmed repairs are completed. CXS unable to provide proactive assistance. Next Steps: Safety net for closure. Jamesha Alexander She| Her| Hers Customer Experience Specialist, Ford CX Proactive jalex168@ford.com | www.ford.com O: 1-866-631-3788 ext 79447

2023-03-27 15:32:25 Case Summary Cust: [redacted] RO: [redacted] Open date: 3/23/2023 Repair: Rotors, battery terminal. RO Closed: 3/25/2023 CXS confirmed w/dlr that veh is already repaired. CXS unable to provide any proactive assistance. Next Steps: Case closed. Jamesha Alexander She| Her| Hers Customer Experience Specialist, Ford CX Proactive jalex168@ford.com | www.ford.com O: 1-866-631-3788 ext 79447

2023-03-27 15:37:00 Case Number : [redacted] Customer : [redacted] Business Phone [redacted] Home Phone : [redacted] Mobile Phone : NA LTV Score : 68 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : NA Part Number : NA Dealer Name : Shamaley Ford Dealer P&A : 02980 Dealer phone : [redacted] VIN : 3FMCR9A61[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 24566 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-04-01 Open Recall/FSA: : 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS ESP : 0968 - USA 2021 NEW 72/125000 PREMIUMCARE W/ROADSIDE Hotline Contact : None Warranty History : 7518788- DURING LAST VISIT FOUND REAR SHOCKS TO BE LEAKING, 7518787.22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: In Progress

OPEN: 03-24-2023 CLOSED: BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: LaBelle Ford

PA CODE: 07484 DLR SALES CODE: 24475 REGION: S3 ZONE: S3A

VIN: 3FMCR9A63M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 12,018

BODY STYLE: R9A - BRONCO SPORT CX430 BASE

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | FL | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Battery Range | Highway Driving | Intermittent

ANALYST NAME: Alice Malone OPEN ANALYST NAME: # FordGCCTUTM-PROD

COMMENTS:

2023-03-24 17:59:53 Case Number : [redacted] Customer : [redacted] Business Phone : [redacted] Home Phone : [redacted] Mobile Phone : [redacted] LTV Score : 75 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : N/A Dealer Name : LaBelle Ford Dealer P&A : 07484 Dealer phone : 863-675-1686 VIN : 3FMCR9A63M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 12018 Engine Specification : Transmission Specification : Warranty Start Date : 2021-09-27 Open Recall/FSA: : ESP : Hotline Contact : Warranty History :

2023-03-24 18:00:34 UPTIME RESEARCH RO Open Date N/A Dealer Name: LaBelle Ford Has a tech assigned N/A Repair Status Towing Successful OBC DEALER: SPOKE WITH SA ANDRE, SA STATED THAT HE IS IN THE PROCESS OR WRITING A TICKET, SA STATED HE NEEDED TO REACH OUT TO THE CUSTOMER TO FIND OUT WHAT WAS THE CONCERN. AMAGANA@PLATTNERAUTOMOTIVEGROUP.COM Service Advisor: ANDRES MAGANA Customer Name: [redacted] CLV SCORE: 75 Is the veh there? YES Mileage? 12018 RO# N/A RO date N/A Veh Concern? UNKNOWN Diagnosis: TBD Repairs ETA: TBD Offer delivery? N/A rental? N/A loaner? N/A Warrantable? N/A Technician Pending or assigned? PENDING Nxt Steps: SEND EMAIL TO SA,AND SM REQUESTING VEH DIAG AND REPAIR STATUS F/U : Travious Samuel He/Him/His Customer Experience Specialist, Ford CX Team Office: 1(866) 631-3788 ext 79299

2023-03-24 18:06:18 **** CXSP AGENT HAS FOUND PREVIOUS CASE NOTES FROM 03/23 WHEN CUSTOMER CONTACTED CRC CONCERN REGARDING HER VEH, AGENT WILL AWAIT CONFIRMATION OF THE VEH CONCERN FROM DLR **** IBC from Customer Bronco Sport 2021 [redacted] 3FMCR9A63M[redacted] 3/20 Was at a stop everything turned Red on the dash (Glitched) 3/21/23 Vehicle stopped working in the middle of the street. Vehicle Shut Off and breaks locked up. She had her vehicle towed to her house. Bad Breaks replaced them not that long ago when customer got vehicle back the Caps were really black so they replaced them. Customer has a Safety Recall 22S73 COV: 75 Miles: Close to 12,000 ESP: CPCLIGHT OBC to Roadside Assistance: calling roadside to schedule an appointment for pick up. Ria at Roadside assisted me will be taking vehicle to LaBelle Ford 851 South Main St La Belle, Fl 33935 833-851-6164 Still covered under Ford Mercury Warranty. Advise: Service Provider will send her a text message with updates. Ref[redacted] Has set it up, waiting for a service provider to pick up case to contact customer for pick up date. If customer would like an update she can call Roadside Asst @ 800-241-3673 and her case number is her cell phone[redacted] Also let customer know to call us back when she drops off her vehicle. Next Steps: Close Case till vehicle gets Stephanie Newman Customer Experience Specialist, Ford CX Team snewma44@ford.com | www.ford.com O: 866-631-3788 ext. 79658 M-F 9:30 AM - 6:00 PM CST ---------- Travious Samuel He/Him/His Customer Experience Specialist, Ford CX Team Office: 1(866) 631-3788 ext 79299

2023-03-24 18:24:35 OBC CUSTOMER: Agent has reached out to customer on all numbers listed and was unable to leave vm. OBC DEALER: Agent called SA Andre to update on previous case notes, SA stated that he was able to get in contact with customer and will email the requested information to Agent momentarily. Nxt Steps: Await email from SA with requested information regarding veh repair and diag. information. and f/u with customer on 03/27/ 23 Travious Samuel He/Him/His Customer Experience Specialist, Ford CX Team Office: 1(866) 631-3788 ext 79299

2023-03-27 22:44:12 OBC Dealer: SPOKE JESSICA AT THE FRONT DESK, SHE STATED THAT THE SERVICE DEPT HAS CLOSED FOR THE EVENING, AGENT LEFT MESSAGE AND EMAIL FOR SA ANDRE TO GET BACK ON THE NEXT BUSINESS DAY. OBC Customer: CALLED CUSTOMER. NO ANSWER. AGENT WAS UNABLE TO LEAVE VM AS AVM BOX HAS NOT BEEN SETUP. Next Steps: SEND UTC EMAIL. AND MAKE ATTEMPT 3 TO ENGAGE CUSTOMER WITH F/U ON 03/28 Share Reccommendations: N/A Offer Survey: N/A Travious Samuel He/Him/His Customer Experience Specialist, Ford CX Team Office: 1(866) 631-3788 ext 79299

2023-03-28 15:28:51

IBC from Cust about needing a Spanish speaker.

OBC to language line. [redacted].

IBC from Cust about car breaking down on Wednesday and Thursday it was taken to dealer and vehicle has been there and hasn't heard anything. They called dealer 5 times and haven't heard anything and saying the guy isn't there and they said they would give them a car and they said they have to look at vehicle first then they'll get a rental, but they have not heard anything on that either.

Vin: 3FMCR9A63[redacted]

Vin: 12,018

Agent advised they will reach out to case manager to return call when available.

OBC to DI[redacted]) to get an update today for customer.

Andre SA said They tested charging system and battery and the battery test failed and they would need to replace then retest. Repairs are covered under the manufacture warranty, and they will get with manager about rental for IWL. They came back this morning that vehicle needed a new battery. Placed on hold to speak with tech if battery is available. Battery is on back order. They will call customer back today about rental. Transferred to parts. Isaiah in parts said they are ordered through authorized part house. They will get with supplier to get ordering info so they can get a COPIS opened and make sure its on emergency order.

RO #:[redacted]

Part #: BAGM48H6760

Agent provided update to customer. They do have a set FU for today 3/28/2023 for a call back from case manager.

CUSTOMER NEEDS A CALL BACK TODAY 3/28/2023 THEY WORK TOMORROW 3/29/2023 AMD ARE NOT ABLE TO ANSWER A PHONE CALL.

Isabella Longoria- Skaggs
SheHerHers
Customer Experience Specialist Ford CX Team
office: 866-631-3788 ext. 79134

2023-03-28 22:26:25

OBC Dealer: called dlr, stated that the service dept has closed for the day. agent will f/u with service dept on 03/30/23 OBC Customer: needs spanish line OBC SPANINSH QUE:[redacted], CUSTOMER STATED THAT SHE SPOKE WITH A WOMEN FROM THE SERVICE DEPT LAST THURSDAY. CALL WAS DISCONNECTED. AGENT CALLED SPANISH QUE AND CONNECTED WITH[redacted] AGENT HAS DETERMINED THAT CUSTOMER VEH NEEDS A BATTERY WHICH IS CURRENTLY ON BO. DLRSHP HAS CONTATCTED HER TODAY AND TOLD HER THAT THEY ARE REPLACING THE BATTERY AND WILL NOE BE THERE TILL THURSDAY, CUSTOMER ALSO STATED THEY DID NOT HAVE ANY RENTAL OR LOANERS FOR THE CUSTOMER. CUSTOMER STATED SHE HAS BEEN W/O A VEH SINCE FRIDAY 03/24/23. CUSTOMER STATES THAT SHE IS NOT ABLE TO SECURE A RENTAL BECASUE SHE IS TOO FAR. AGENT HAS INFORMED CUSTOMER THAT SHE WOULD NEED TO SECURE A RENTAL ON HER OWN AND SUBMIT RECEIPTS FOR REIMBURSEMENT. Next Steps: F/U WITH DLRSHP ON 03/30 FOR REPAIR UPDATE. Share Reccommendations: N/A Offer Survey: N/A Travious Samuel He/Him/His Customer Experience Specialist, Ford CX Team Office: 1(866) 631-3788 ext 79299

2023-03-30 20:59:43

OBC Dealer: SPOKE WITH SA JUVE HE STATED THE OWNING SA WAS OUT BUT THE VEH IS READY FOR PICK UP RO#[redacted] RO date 03/24/23 CLOSE DATE 03/30/23 Veh Concern? VEH SHUTS OFF WHILE DRIVING, DID PINPOINT TEST, DEAD BATTERY Diagnosis: REPLACED THE BATTERY Repair Completion ETA: 03/30/23 Is this repair a Warrantable Repair? YES OBC SPANISH LINE: SPANISH ASSOCIATE MARY, HAS UPDATED UPDATED CUSTOMER ON VEH STATUS, CUSTOMER IS AWARE THAT HER VEH IS READY FOR PICK UP , CUSTOMER HAS BEEN MADE AWARE THAT SHE WILL BE RECEIVING A FOLLOW UP CALL FROM HER AGENT CONCERNING THE REPAIRS MADE TO HER VEH. Next Steps: F/U WITH CUSTOMER ON 04/03 ON VEH REPAIR AFTER 3:30 Share Recommendations: N/A Offer Survey: N/A Travious Samuel He/Him/His Customer Experience Specialist, Ford CX Team Office: 1(866) 631-3788 ext 79299

2023-04-03 22:48:09

OBC Dealer: N/A OBC Customer: TO LANGUAGE LINE OBC LANGUAGE LINE : REP[redacted]USTOMER DID NOT ANSWER AND INTERPRETER WAS UNABLE TO LEAVE VM. Next Steps: CLOSE CASE. CUST HAS RECEIVED VEH AND NOT ANSWERING Share Recommendations: N/A Offer Survey: N/A Travious Samuel He/Him/His Customer Experience Specialist, Ford CX Team Office: 1(866) 631-3788 ext 79299

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 03-29-2023 CLOSED: 03-29-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

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

DEALER NAME: Sandy Sansing Ford

PA CODE: 09586 DLR SALES CODE: 24552 REGION: S3 ZONE: S3D

VIN: 3FMCR9B62M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | AL | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Lack/Loss of Power | UNKNOWN | UNKNOWN

ANALYST NAME: Tadrelija Watson OPEN ANALYST NAME: Tadrelija Watson

COMMENTS:

2023-03-29 16:51:01 OBC to DLR/CUST (phone #) •Spoke with:[redacted] Regarding:3fmcr9b62[redacted] •Information Received:Has a 2021 branco sport, battery keeps going dead they cant find anything wrong with the battery and he thinks its the type of battery stated the dealer can not prove something is wrong with the battery sandy s/a is steve •Information Provided:advised that the dealer advised that the vehicle is passing all test advised client that the dealer is willing to allow him to come out to try to duplicate the concern if so we can then see if we can escalate this concern higher or take vehicle to another dealer for a second opinion also advised that i do not have auth to let dealer get a new battery they would have to contact warranty dpt •Next Step: resolve for now if client wants to take vehicle to another dealer we can help him find one OBC to DLR/CUST (phone #) •Spoke with: s/a steve •Regarding:repairs •Information Received:Stated client read online that other clients have ordered new batteries, stated battery was low on charge they charged it and tested it then it past stated this morning they did a draw test everything passed vehicle is still working fine and its cranking they have had vehicle since 3/24 and it is ready to go stated battery has past multiple tests stated they have had shop foreman has looked at it but they would be ok to have client come try •Information Provided:what are tech findings with vehicle •Next Step: advise client Ford Motor Company ® Tadrelija Watson Costumer Experience Specialist, Ford CXS Team Twatso71@ford.com | www.ford.com Office: 866-631-3788 ext. 79826 E-Fax: 8886359545

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: In Progress

OPEN: 03-30-2023 CLOSED: BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Web

CASE CLASS LV 1234: Vehicle Concern | CSM Assistance Request | |

DEALER NAME: Cloninger Ford of Hickory

PA CODE: 01046 DLR SALES CODE: 21211 REGION: S2 ZONE: S2A

VIN: 3FMCR9C60M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 35

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | | |

HOME PHONE:

SYMPTOMS: Driving Performance | Stalls/Quits | UNKNOWN | UNKNOWN

ANALYST NAME: SYSTEM OPEN ANALYST NAME: SYSTEM

COMMENTS:

2023-03-30 13:27:01	Houston DXS- IB portal Customer is seeking buy back, not VLA as its outside terms. Customer has had at dealer extensively for intermittent stalling out while driving. Customer does not feel safe driving vehicle at all. NEXT STEP- Service Manager JAMES MISJAK, 18283285333, amartin@justbetterauto.com, at Cloninger Ford of Hickory reports [redacted], is asking for a Buyback. Assigning this case to the CXS team to take ownership of the case and start the Buyback evaluation process for the customer. DXS has reported to the dealer that a CXS is taking over the case and will contact them and the customer within 24 hours. Ford Motor Company ® Carlos Delgado Dealer Experience Specialist, Ford DX Team cdelga27@ford.com office: 866-631-3788 ext. 79292 eFax: 855-906-1016
2023-03-30 20:06:15	OBC to CUST - calling [redacted] Registard owner of the veh to see if I am suppose to be speaking with [redacted] calling cust to complete the Buy Back process OBC TO DLR - SA James/Eric - calling for cust phone number [redacted] veh is currently at the dlr cutting off while driving and having a no start issue first time put a battery second time fuele pump third time fixed wiers and happend a forth time currently being diagnosed for any further info, code for crank sinsor EMAIL TO CUST H[redacted] My name is Daniel with Ford Motor Company, I have received your case, I'm sorry I missed you on the phone. It looks like you are interested in doing a buyback, I did reach out to your dealer and got some more information from him. If you can give me a good time to reach you I am more than happy to assist you. Thank you. Next Steps: check for cust email 4/4/23 Ford Motor Company Daniel Munson dmunson3@ford,com/www.ford.com Customer Experience Specialist - passenger veh team Office: 866-631-3788 ext. 79644
2023-04-04 12:28:32	EMAIL TO CUST Hi [redacted] If there is a good number and time to call you today please let me know and I can reach out to discuss the process of submitting a buy back for your vehicle. I look forward to working with you. Thank you Ford Motor Company Daniel Munson dmunson3@ford,com/www.ford.com Customer Experience Specialist - passenger veh team Office: 866-631-3788 ext. 79644
2023-04-04 19:15:47	Next steps: check for a response from cust via email 4/6/23 follow up accordingly Ford Motor Company Daniel Munson dmunson3@ford,com/www.ford.com Customer Experience Specialist - passenger veh team Office: 866-631-3788 ext. 79644
2023-04-05 17:56:20	OBC to CUST - calling to start the BB process with cust veh is currently at the dlr, dlr has not told her anythig this is the 4th time veh has been in the shop for the same issue I let the cust know what is going on with her veh at the dlr OBC TO DLR - SM Eric - calling to get any updated info on cust veh, vhe is dying while driving sometimes cant start the veh, done a battery a fule pump fixed some chaif wires, carank censor and a starter, putting a part for the wheal well and should be ready for pick up Next Steps: call dlr 4/10/23 as well as check buy back status follow up with cust Ford Motor Company Daniel Munson dmunson3@ford,com/www.ford.com Customer Experience Specialist - passenger veh team Office: 866-631-3788 ext. 79644
2023-04-10 14:13:28	EMAIL TO CUST Hi [redacted] I just wanted to follow up and keep you updated on your buyback request. It is still under review, but I will keep an eye on it and keep you updated. Thank you Ford Motor Company Daniel Munson dmunson3@ford,com/www.ford.com Customer Experience Specialist - passenger veh team Office: 866-631-3788 ext. 79644
2023-04-13 15:16:42	OBC to DLR - SM Eric -call and check status of cust veh, cust veh done DLR took veh back to cust Monday 4/10/23 RO# Next Steps: update cust on bb status Ford Motor Company Daniel Munson dmunson3@ford,com/www.ford.com Customer Experience Specialist - passenger veh team Office: 866-631-3788 ext. 79644
2023-04-13 15:20:31	OBC to CUST - calling to see that cust did get her veh and to let her know the bb is still under review cust did get her veh, Next Steps: check bb status 4/18/23 follow up with cust Ford Motor Company Daniel Munson dmunson3@ford,com/www.ford.com Customer Experience Specialist - passenger veh team Office: 866-631-3788 ext. 79644
2023-04-14 18:52:45	OGC VIN LIST CHECK : 3FMCR9C60M[redacted] Checked historical and VIN status: None NAVIS verified ownership status: Original Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **
2023-04-14 18:58:50	At this time Ford does not believe the vehicle qualifies for repurchase/replacement in NC Talking Points: •Deny GFR •Review notes in Milestones •Focus on vehicle repair Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **
2023-04-18 19:48:17	OBC to CUST - calling to let cust know that the BB was denied check satisfaction of repiars offer LMP millage NO ANSWER LEFT MESSAGE STILL NO ANSWER Next Steps: TRY CUST AGAIN 4/23/23 Ford Motor Company Daniel Munson dmunson3@ford,com/www.ford.com Customer Experience Specialist - passenger veh team Office: 866-631-3788 ext. 79644
2023-04-20 20:15:37	OBC to CUST - calling to let cust know that the BB was denied check satisfaction of repiars, cust sasys so far so good the veh is running good offer LMP, cust accepts LMP millage 38250 Next Steps: add LMP check morley and follow up with the cust 4/27/26 Ford Motor Company Daniel Munson dmunson3@ford,com/www.ford.com Customer Experience Specialist - passenger veh team Office: 866-631-3788 ext. 79644

2023-04-24 17:44:11	
	Morley Case Progression Specialist Morley activity: [redacted] ESP Has been transmitted. --- Ford Motor Company ® Jelishia Joiner Lead Agent Email: JJoine12@ford.com| www.ford.com Mon- Fri 8:00am-4:30pm CST (Central)
2023-04-27 19:29:47	OBC to CUST - calling to let cust know that the LMP is available on veh survey prompt no answer call back latter today cust still not available sending email. Next Steps: Prep for closure Ford Motor Company Daniel Munson dmunson3@ford,com/www.ford.com Customer Experience Specialist - passenger veh team Office: 866-631-3788 ext. 79644
2023-04-27 19:30:23	EMAIL TO CUST Hi [redacted] I just wanted to reach out and let you know that the Limited Maintenance Plan has been added to your vehicle and is good until 4/24/26 or 84250 miles witch ever occurs first. I appreciate you allowing me to assist you with this matter. There will be a survey sent your way based off of the assistance I was for you throughout this process. If you would like to take the time and give us some feedback on how I am doing. Thank you, Ford Motor Company Daniel Munson dmunson3@ford,com/www.ford.com Customer Experience Specialist - passenger veh team Office: 866-631-3788 ext. 79644
2023-04-28 15:10:26	
	**** Safety Net ***** Cxs can close case Syvonne Maddox Business Operations Supervisor 866-631-3788 ext 79268 2091 Oakwood Blvd. Dearborn, MI 48124 USA

CASE ATTACHMENTS:

2023-04-05 17:54:55	Daniel Munson
2023-04-27 19:35:11	Daniel Munson



Buyback Request Template

Purpose: Use the template below to provide additional information to the appropriate specialized buyback handling team so they may make informed decisions regarding a vehicle repurchase/replacement.

> **Important:** Copy and paste into the case notes. Do **not** send this document to the customer or the Ford Dealer.

Customer Information	
Name(s) on the Title [redacted]	
Address [redacted] Huntersville NC [redacted]	
Email Address: [redacted]	
Customer is purchasing the vehicle.	
Vehicle Information	
VIN: 3FMCR9C60M [redacted]	**Current Mileage:** 37609
Ownership Status/ Type of Purchase:New,	
Purpose of vehicle: personal	# Vehicles registered to the business. (If yes to business) n/a
Purchase Date: [redacted]	**Mileage at Time of Purchase:** 4
State Information	
State Where Purchased: North Carolina	
State Where Registered: North Carolina	
Dealer Information	
Purchased from Dealer? Yes	**Dealership (if yes):** Enter the name of the dealership. Crossroads Ford of **Southern Pins**
Primary Reason for Repurchase: Veh has been down at the dlr 4 different times for the same concern veh stopping while driving down the highway and at times not starting at all	
Is there a current concern with the vehicle? Yes	
What is the repair status of the vehicle? Veh is currently being worked on at Cloninger Ford. Per dlr vhe should be done by tomorrow	
Were repairs completed for this concern at multiple dealerships? (If yes): no	
(**CA Only**) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? No	

Ford Motor Company

CASE CLOSURE CHECKLIST

Detailed List to be Completed Prior To Case Closure	Timing for Completion	Completed
All Cases		
Has the vehicle been repaired & returned to the customer?		yes
Did you complete final repair satisfaction check?		yes
Have you asked the customer did you resolve their issue to the satisfaction?		yes
If the answer is no, it is appropriate to speak with Sup on next steps		n/a
Did you close out all obligations you may have with the dealership (Repair $$$ assistance, rental, etc. - if necessary)?		yes
Did you close out all obligations you may have with the customer (If necessary)?		yes
Do you have documentation to support the customer reimbursement attached to the case?		yes
Has the debit card been transmitted?		yes
Do you think goodwill is appropriate in this case?		yes
If you made an offer - did it tie to the physicals of the case? (rental as an example)		n/a
Did you prepare the case closing email to highlight value we brought by assisting?		yes
Proofread email		yes
Does email clearly state what assistance was provided to the customer?		yes
Did you complete the following prior to closing (i.e. enter symptom codes, ensure VIN is attached to case, etc.)?		yes
Buyback Request		
Did you deliver Buyback decision to the customer and communicate next steps?		yes
If request was approved, have the RAV Analyst and customer made contact?		n/a
Did you follow next steps outlined in Completing an Approved Buyback Request?		yes
If request is denied, have you completed next steps outlined in Vehicle Buyback Denied?		yes
Financial Assistance		
Has the approval code been processed and presented?		n/a
Pls. ensure verification of correct P&A code (lot of issues w/ this)		n/a

CASE NUMBER: [redacted] STATUS: Information Provided

OPEN: 03-31-2023 CLOSED: 04-25-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | | |

DEALER NAME: Sager Ford

PA CODE: 03414 DLR SALES CODE: 72512 REGION: W2 ZONE: W2A

VIN: 3fmcr9c66r[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 25

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | CA | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Lack/Loss of Power | Cruise/ Steady Speed | UNKNOWN

ANALYST NAME: Krystal Bailey OPEN ANALYST NAME: Erah Elwood

COMMENTS:

2023-03-31 17:42:27	Ibc> [redacted] Bcm[redacted] 3fmcr9c66r[redacted] 25k wsd>14-April-2022 clv>85 meet flp> yes veh at dealer> yes concern>rental/repair assistance./buyback veh is stating please turn igitiion on and turn on again i get to dealer 2 weeks they put a new battery then it does it again as im going to work the veh shut off as im turning in drive way the whole systems shut off and dealer advised they cant provide a rental till Monday and my veh gets dropped of sunday advised cust i would see what we have that can may assist advised cust she can process a rental reimbursement if repairs are unwarrantable. cust stated she would just wait till monday but she will call to start repair assistance when veh gets back to dealer. she also stated if dealer cant find the issue she wanted to proceed with a buyback next steps> fcr, no further action at this time **INQUIRY AGENT** /I cannot recontact Ford Motor Company ® Era Elwood Customer Experience Specialist eelwood@ford.com| ford.com office: 866-631-3788 EXT: 79847 Mon-Fri 11pm-8pm
2023-04-05 15:34:00	*****Buyback Template***** Customer Information Name(s) on the Title:[redacted] Address:[redacted] ARNOLD CA[redacted] Email Address: [redacted] Customer is Purchasing Vehicle Information VIN: 3fmcr9c66r[redacted] Current Mileage: 25000 Ownership Status/ Type of Purchase: Select New Purpose of vehicle: Personal # Vehicles registered to the business. No Purchase Date: 04/20/2022 Mileage at Time of Purchase: 0 State Information State Where Purchased: Enter State CA State Where Registered: Enter State CA Dealer Information Purchased from Dealer? Select Yes Dealership (if yes): Sager Ford Primary Reason for Repurchase: Cs has vehicle in the DLR 3 times for same issue with veh shutting while driving. Veh at the DLR now and TCM need replaced but is on back order. repurchased. Is there a current concern with the vehicle? Yes What is the repair status of the vehicle? Not repaired waiting parts Were repairs completed for this concern at multiple dealerships? (If yes): No (CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease No
2023-04-05 15:35:01	Case Number :[redacted] Customer :[redacted] Business Phone :[redacted] Home Phone :[redacted] Mobile Phone :[redacted] LTV Score : Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : Sager Ford Dealer P&A : 03414 Dealer phone : 707-963-2771 VIN : 3fmcr9c66r[redacted] Year : 2022 Make : FORD Model : BRONCO SPORT Mileage : 25000 Engine Specification : Transmission Specification : Warranty Start Date : 2022-04-14 Open Recall/FSA: : ESP : Hotline Contact : Warranty History :
2023-04-05 15:58:34	Concern: IBC from cs stated vehicle in the DLR 3 times for same issue with veh shutting off while driving. Veh at the DLR now and TCM need replaced but is on back order. cs will like to request bb Action: Submitted bb for cs advised allow 3-5 bs days for update Next Steps: Follow up with cs 4.11.23 Krystal Bailey SheHerHers Customer Experience Specialist/Ford CX Team _ O: (866) 631-3788 ext. Kbaile72@ford.com 5959 Corporate drive Houston, TX 77036 USA
2023-04-05 17:41:35	TC[redacted]
2023-04-05 17:43:32	EMAILED AGENT TO CONTACT THE CUSTOMER TO FIND OUT IF THE VEHICLE HAD ANY MODIFICATIONS AND OR AFTERMARKET PARTS AND IF THE CUSTOMER TOWS WITH THE VEHICLE.
2023-04-05 18:52:24	Ronchele Babineaux Business Operations Supervisor Ford Motor Company customer has no modifications to vehicle and doesn't tow with it
2023-04-05 18:54:11	SPOKE TO TIM @ SAGER FORD VERIFIED RO'S UPDATING THE GFR
2023-04-05 19:02:47	CASE ANALYST REVIEW COMPLETE, TRANSFERRING TO COM FOR REVIEW
2023-04-05 19:45:12	APPROVAL UPLOADED TO PORTAL, TRACKING IS[redacted] LETTER WILL BE SENT WITHIN THE NEXT 3 BUSINESS DAYS
2023-04-06 13:48:55	RAV has received and accepted the case. Customer contact is forthcoming
2023-04-11 22:35:04	Plan of Action: OBC to cs o advised her bb approved. Action: OBC to c to advised bb approved will be receiving welcome from RAV team Next Steps: f/u with cs 4.17.23 Krystal Bailey SheHerHers Customer Experience Specialist/Ford CX Team _ O: (866) 631-3788 ext. Kbaile72@ford.com 5959 Corporate drive Houston, TX 77036 USA
2023-04-12 18:51:36	IBC from cust seeking to speak with Lee Dycus about the BB decision for her veh. she was not agreeing with it. Unable to message her directly. Cust is going to call in and try to reach her by her extension KARI FINCH Customer Experience Specialist, Ford CX Team O: 866-631-8788 ext. 79319

2023-04-17 22:02:38	Ariauna Turner / 866-631-3788 / Ext 79427 / aturn142@ford.com Plan of action: CXS will reach out to CX regarding BB request. OBC to CX: CXS called CX to see about the buyback decision as it looks like she was not satisfied with decision. CX advised that she has received a new veh after being partnered with RAV. NEXT STEPS: CXS will SN case to close Ariauna Turner Ford Motor Company ® Customer Experience Specialist - PV Team Ariauna Turner ATURN142@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79427

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 04-03-2023 CLOSED: 04-03-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Bonnell Motors, Inc.
PA CODE: 09102 DLR SALES CODE: 11040 REGION: N2 ZONE: N2A
VIN: 3FMCR9B61N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 5,755
BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | MA | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | Slow Crank/Battery | Always
ANALYST NAME: Justin Scott OPEN ANALYST NAME: Shelby Fielding
COMMENTS:

2023-04-03 16:24:37	CUSTOMER Hey all, Have just over 5000 miles on my BS Big Bend, for the last few months my bronco will go completely dead and then need a jump start. No idea what is causing the issue and when I brought it in for service they couldn't find anything wrong and said the battery checked out fine. Once I jump it, it seems to work fine for a few days before it goes dead again. Anyone experiencing anything similar? FORD Hi there. This power concern doesn't sound like something we want you to experience with your Bronco Sport. Could you please send us a PM with your VIN and the name and location of your Ford dealer? I'd be happy to look into how I can assist you on my end. CUSTOMER Good morning, thanks for responding to my post. My VIN is 3FMCR9B61N[redacted] and my dealer is Monaco Ford in Glastonbury, CT 06073. FORD Thanks for taking the time to send us a message, [redacted] My name is Shelby, and I'm a social media agent for Ford. Before moving forward, I just need you to confirm a few details. Could you please provide the following? -Your full name -The vehicle owner's full name and your relation to them (if applicable) -Your email -Your zip code -Preferred method of contact -Mileage Shelby Ford Social Media Team CUSTOMER Hi Shelby, thanks for getting back to me. -My name is [redacted]. -I'm the owner -My zip code is [redacted] -Best way to reach me is via email [redacted] -My mileage is 5,755 FORD I appreciate that info, [redacted] After running your VIN through our system, I'm currently seeing an outstanding safety recall relating to your vehicle (22S73PCM PROGRAMMING AND DRAIN TUBE INSTALLATION). If you would ever like to check for recalls or field service actions yourself, you may do so at the following link:https://owner.ford.com/tools/account/maintenance/recalls.html. To clarify, was there a solution or possible explanation communicated by the service department at Monaco Ford about this battery concern with your Bronco Sport? <div class="bbWrapper" style="background-color:#ffffff; color:#1d1d1d; font-family:"Segoe UI","Helvetica Neue",Helvetica,Roboto,Oxygen,Ubuntu,Cantarell,"Fira Sans","Droid Sans",sans-serif; font-size:15px;
2023-04-03 18:52:13	PLAN OF ACTION Why are you calling? where is the vehicle Who are you calling? Customer OBC: To dealer@ (844) 338-7264 - Bonnell Motors, Inc. spoke with Sue who helped set the customer appt up for 4/4/2023 at 9: 30am OBC: To customer@ [redacted] Reached out and introduced myself to the customer customer stated that he's been having some intermittent issues with his Bronco and its battery voltage dropping below where it needs to be the customer said he did contact a couple of dealerships and they told him that they didn't have any availabilities we contacted bonnell motors spoke to a service advisor by the name of sue who said the customer with an appointment tomorrow April the 3rd at 9:30 AM told the customer I would contact him via e-mail with all of my contact information customer states that if the dealership is not able to provide him with the loaner he might just take the vehicle back because he does need to have his vehicle missus said that they would typically try to get him set up in a loaner vehicle told the customer if he runs into any questions or concerns please don't hesitate to reach out to me Next steps: close case Faith Lamb Customer Experience Specialist Office: (866) 631-3788 ext. 79390 Email: FLamb8@ford.com M-F 8:00AM - 430PM CST
2023-04-03 18:53:52	Case Number : [redacted] Customer : [redacted] Business Phone : [redacted] Home Phone : [redacted] Mobile Phone : n/a LTV Score : 94 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Bonnell Motors, Inc. Dealer P&A : 09102 Dealer phone : 781-729-9700 VIN : 3FMCR9B61NR[redacted] Year : 2022 Make : FORD Model : BRONCO SPORT Mileage : 5755 Engine Specification : n/a Transmission Specification : n/a Warranty Start Date : 2022-06-17 Open Recall/FSA: : 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION ESP : 0968 - USA 2022 LIMITED MAINT 36/36K-10K INTERVAL Hotline Contact : n/a Warranty History : n/a

2023-04-04 14:28:14	Case Notes: IBC stating that the dealer staed that he may have is due to his vehicle not being driven enough Dealer: Next Steps: Ford Motor Company Justin Scott- (He/Him) Passenger Vehicle Concern Advocate jscot261@ford.com | www.ford.com office: 866-631-3788 ext: 79078 Monday - Friday 9A.M.-5:30P.M

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided

OPEN: 04-11-2023 CLOSED: 04-22-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: Baxter Ford of Omaha

PA CODE: 05477 DLR SALES CODE: 53020 REGION: C4 ZONE: C4E

VIN: 3FMCR9B61M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | | |

HOME PHONE:

SYMPTOMS: Maintenance/ Pre-Delivery | Maintenance | Unknown | Unknown

ANALYST NAME: Arion Charity-clinton OPEN ANALYST NAME: # FordGCCTUTM-PROD

COMMENTS:

2023-04-11 20:38:33 Arion Charity Customer Experience Specialist, Ford CXSC Truck Team acharit2@ford.com | www.ford.com office: 866-631-3788 ext: 79324 efax:1 (888) 474-9594 Work Hours: Monday- Tuesday- Wednesday-Friday-Saturday- from 7:00am- 3:30pm OBC to DLR service department didnt answer. Next steps: Set follow up.

2023-04-15 15:28:37 Arion Charity Customer Experience Specialist, Ford CXSC Truck Team acharit2@ford.com | www.ford.com office: 866-631-3788 ext: 79324 efax:1 (888) 474-9594 Work Hours: Monday- Tuesday- Wednesday-Friday-Saturday- from 7:00am- 3:30pm OBC to DLR spoke with: Revo in service he informed me that battery was bad and had to be replaced r.o[redacted] Cust concern veh needed to be jump to start the veh. R/o opened on the 10th. Mileage 26499. Next steps: Set follow up.

2023-04-18 17:01:46 Arion Charity Customer Experience Specialist, Ford CXSC Truck Team acharit2@ford.com | www.ford.com office: 866-631-3788 ext: 79324 efax:1 (888) 474-9594 Work Hours: Monday- Tuesday- Wednesday-Friday-Saturday- from 7:00am- 3:30pm OBC to DLR service department didnt answer. Next steps: Set follow up.

2023-04-22 14:12:44 Arion Charity Customer Experience Specialist, Ford CXSC Truck Team acharit2@ford.com | www.ford.com office: 866-631-3788 ext: 79324 efax:1 (888) 474-9594 Work Hours: Monday- Tuesday- Wednesday-Friday-Saturday- from 7:00am- 3:30pm OBC to DLR spoke with: Trisha in service she informed me that the cust name is [redacted]. They replaced Battery on the 4/10 closing mileage is 26499 Cust concern was the veh needed to be jump started. Next steps: Set follow up.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 04-13-2023 CLOSED: 04-13-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: Randall Reed's Planet Ford

PA CODE: 04462 DLR SALES CODE: 52046 REGION: C2 ZONE: C2A

VIN: 3FMCR9B68M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 14,609

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | No Crank | Always

ANALYST NAME: Zequincia Gonzales OPEN ANALYST NAME: # FordGCCTUTM-PROD

COMMENTS:

2023-04-13 14:43:49	1.Technician pending or assigned? Assigned 2. Is there a Copis due to part delay? If so, what is the status? No 3. Is TAC involved? What is the status? No 4. Has the customer been provided with a loaner? Is their evidence of that? No Ford Motor Company ® Customer Relationship Center – Car/SUV Team Zequincia Gonzales zgonza15@ford.com Office: 1-866-631-3788 ext. 79245
2023-04-13 15:30:30	OBC CXS (Zequincia Gonzales/extension #79245) OBC to DLR Randall Reed's Planet Ford Service (Kelly Campbell) SA. CXS calling to get RO details. Service Advisor: Kelly Campbell Email: kcampbell@planetford59.com Customer Name: [redacted] Customer Number: [redacted] Customer [redacted] Is the veh there? Yes Mileage: 14,609 RO#: [redacted] RO date: 04/12/23 Veh Concern: Towed in for no crank no start. Diagnosis: Needed battery under warranty and maintenance and recalls completed. Repairs ETA: 04/13 afternoon at the latest Offer delivery? No employee to do so. rental or loaner? N Warrantable? Y Technician Pending or assigned? Assigned ~CLV-59~ WSD-10/27/21 MILEAGE-14609 NEXT STEPS: Complete Copy Key Data,Document & Close doesn't meet FLP guidelines. Ford Motor Company ® Customer Relationship Center – Car/SUV Team Zequincia Gonzales zgonza15@ford.com Office: 1-866-631-3788 ext. 79245
2023-04-13 15:31:52	Case Number : [redacted] Customer : [redacted] Business Phone : N/A Home Phone : [redacted] Mobile Phone : [redacted] LTV Score : 59 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Randall Reed's Planet Ford Dealer P&A : 04462 Dealer phone : 2814469171 VIN : 3FMCR9B68M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 14609 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-10-27 Open Recall/FSA: 21C31,22S21,22S73 ESP : N/A Hotline Contact : NO Warranty History : NO

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 04-13-2023 CLOSED: 05-12-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |

DEALER NAME: Matthews-Currie Ford Company

PA CODE: 03591 DLR SALES CODE: 24543 REGION: S3 ZONE: S3B

VIN: 3FMCR9A61M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9A - BRONCO SPORT CX430 BASE

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | FL | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Runs Rough | UNKNOWN | UNKNOWN

ANALYST NAME: DIndia Clay OPEN ANALYST NAME: DIndia Clay

COMMENTS:

2023-04-13 22:37:23

Customer Information
Name(s) on the Title: Enter the owner's name as it appears on the title [redacted]
Address: [redacted]
Sarasota FL [redacted]
Email Address: [redacted]
Customer is Select purchasing the vehicle.
Vehicle Information
VIN: 3FMCR9A61M[redacted]
Current Mileage: 23583 miles
Ownership Status/ Type of Purchase: Select New
Purpose of vehicle: Select personal
Vehicles registered to the business. (If yes to business) na
Purchase Date: [redacted]
Mileage at Time of Purchase: 10 miles
State Information
State Where Purchased: Florida
State Where Registered: Florida
Dealer Information
Purchased from Dealer? Select Yes Dealership (if yes): Enter the name of the dealership.
Brandon Ford
9090 E Adamo Dr, Tampa, FL 33619
Primary Reason for Repurchase: Enter primary reason the customer wants the vehicle repurchased.
Recurring issues with vehicle (wiring).
Is there a current concern with the vehicle? Enter Yes
What is the repair status of the vehicle? Obtain this information from the customer
Dealer is waiting for wiring harness parts and will re-diagnose due to multiple issues.
Were repairs completed for this concern at multiple dealerships? (If yes): Obtain names of dealerships and location.
Matthews-Currie Ford
130 N Tamiami Trail, Nokomis, FL 34275
(CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? Enter No

2023-04-13 22:39:22

IBC from Customer [redacted] Dealer is waiting for wiring harness parts and will re-diagnose due to multiple issues. 2/13/2023 vehicle first went to dealer. vehicle has been at the dealer since 2/15/2023 SA is Kurt Kossmann Customer is requesting a BB be completed. Next steps - submit BB milestone, F/U on 4/20/2023 D'India Clay SheHerHers Customer Experience Specialist Experience Specialist, Ford CX Team _ O: (866) 631-3788 ext. 79377

2023-04-13 22:40:35

Case Number : [redacted]
Customer : [redacted]
Business Phone : [redacted]
Home Phone [redacted]
[redacted]
LTV Score : 99
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number :
Part Number :
Dealer Name : Matthews-Currie Ford Company
Dealer P&A : 03591
Dealer phone : 9414886787
VIN : 3FMCR9A61[redacted]
Year : 2021
Make : ford
Model : bronco
Mileage :23583miles
Engine Specification :1.5L Dragon I3 DI TC Gas B
Transmission Specification :8 Speed Auto Transmission 8F35
Warranty Start Date : 2021-05-29
Open Recall/FSA: :
ESP :0968 - USA 2021 NEW 84/75,000 PREMIUMCARE W/ROADSIDE
0972 - USA 2021 8 YR TIRECARE-GROUP 1-INCLUDE 1ST DAY RENTAL
Hotline Contact :
Warranty History : yes

2023-04-19 18:41:17

OGC VIN LIST CHECK :

3FMCR9A61M[redacted] Checked historical and VIN status: None

NAVIS verified ownership status: Original

Ford Motor Company ®
Kora Williams | Specialist
Specialized Buyback Handling Team, Ford CX Team

** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2023-04-19 18:41:20

From: Williams, Kora (K.) Sent: Wednesday, April 19, 2023 2:40 PM To: 'kkossmann@mc-ford.com' Subject: [redacted] BUYBACK REVIEW Importance: High Good afternoon, We have received a case for our mutual customer [redacted], a 2021 BRONCO, VIN : 3FMCR9A61M[redacted]. Ford Motor Company considers the satisfaction of its owners to be one of its most important objectives. We commit very substantial resources and effort in a sincere attempt to resolve the concerns of our owners. I am engaging you for further assistance; we still have a few items that need clarification. In an attempt to make a full review of this customer's concern, we would like you to provide the following answers in regards to this customers concern: 1. Please provide the current or most recent repair order and documents requested RO# RO Open Date Mileage at Open Concern Diagnosis (what is causing the concern). Repair (what have we repaired/replaced) (are you actively working on vehicle) Loaner/Rental provided (yes or no) PLEASE PROVIDE LOANER/RENTAL DOCUMENTATION Is the vehicle currently at the dealership? How many days has the vehicle actually been at the dealership? Has the vehicle been modified in any way? Is this modification causing the concern the customer is having? Is this repair being covered under Ford Warranty? Close Date (if applicable) Thanking you in advance for your prompt response to this time sensitive matter. Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2023-04-20 18:30:53

From: Williams, Kora (K.) Sent: Thursday, April 20, 2023 2:31 PM To: kkossmann@mc-ford.com Subject: 2ND ATTEMPT [redacted] BUYBACK REVIEW Importance: High Good afternoon, We have received a case for our mutual customer [redacted], a 2021 BRONCO, VIN : 1FTFW1E83N[redacted]. Ford Motor Company considers the satisfaction of its owners to be one of its most important objectives. We commit very substantial resources and effort in a sincere attempt to resolve the concerns of our owners. I am engaging you for further assistance; we still have a few items that need clarification. In an attempt to make a full review of this customer's concern, we would like you to provide the following answers in regards to this customers concern: 1. Please provide the current or most recent repair order and documents requested RO# RO Open Date Mileage at Open Concern Diagnosis (what is causing the concern). Repair (what have we repaired/replaced) (are you actively working on vehicle) Loaner/Rental provided (yes or no) PLEASE PROVIDE LOANER/RENTAL DOCUMENTATION Is the vehicle currently at the dealership? How many days has the vehicle actually been at the dealership? Has the vehicle been modified in any way? Is this modification causing the concern the customer is having? Is this repair being covered under Ford Warranty? Close Date (if applicable) Thanking you in advance for your prompt response to this time sensitive matter. Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2023-04-20 19:35:41

From: Clay, DIndia (D.)
Sent: Thursday, April 20, 2023 2:35 PM
To: 'kkossmann@mc-ford.com'
Subject: In Reference to Case CAS-42282394-D5V6W1

Good afternoon Mr. Kossmann,

Please provide the repair details for VIN 3FMCR9A61M[redacted]:

What is the current diagnosis?

RO number
RO Line number
Parts number
RO Open Date
RO Close date
Warranty Rate
Parts Cost
Labor Cost
P&A Code
Dealer Email
Mileage at the time of repair

Warmest Regards,

D'India Clay
SheHerHers
Customer Experience Specialist
Experience Specialist, Ford CX Team

H: Monday- Friday 9:00 am-5:30 pm
O: (866) 631-3788 ext. 79377

2023-04-20 19:38:50

OBC to Dealer 9414516539 SA is Kurt Kossmann I contacted dealer for repair info. No answer when I was transferred to service. OBC to Customer [redacted] I contacted customer to advise BB is currently ongoing. Dealer advised wiring harness and bolts have been received and now there are concerns with the rear of vehicle. Next steps- F/U on 4/26/2023 regarding BB status D'India Clay SheHerHers Customer Experience Specialist Experience Specialist, Ford CX Team _ O: (866) 631-3788 ext. 79377

2023-04-21 13:14:21

I've forwarded this over to our service director ,Russell Gineo I'm the service advisor and will try to provide as much info as possible . he will be back tomm RO[redacted]Ro open date 2/15/23 Mileage 23561 Concerns battery not holding a charge overnight. correction battery failed replaced battery air bag light on all the time. found short in interior harness , replaced harness stabillatrack light on all the time found related to low battery when turning there is a binding being and a groaning noise felt like it was in 4x4 found rear drive unit failing internally part is here awaiting to be installed . Vehicle has been here since 2/15 Vehicle not modified All work is done with the exception of the rear drive unit , was awaiting on back ordered seat bolts when repairing harness , once driveable found rear drive unit failing , vehicle is still at dealer Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2023-04-21 13:16:48

At this time Ford does believe the vehicle may qualify for buyback or replacement in FL Talking Points: •GFR sent for second review •Review notes in the Milestones •Focus on vehicle repair Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2023-04-21 13:17:17

At this time Ford does believe the vehicle may qualify for buyback or replacement in FL Talking Points: •GFR sent for second review •Review notes in the Milestones •Focus on vehicle repair Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2023-04-21 19:42:23

From: rgineo@mc-ford.com
Sent: Friday, April 21, 2023 1:54 PM
To: Williams, Kora (K.)
Cc: Clay, DIndia (D.)
Subject: RE:[redacted] BUYBACK REVIEW[redacted]

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

RO#[redacted]
RO Open Date 02/15/2023
Mileage at Open 23561
Concern – groaning when turning
Diagnosis (what is causing the concern). – ssm 49571
Repair (what have we repaired/replaced) (are you actively working on vehicle) Waiting on back order parts- see ssm
Parts still waiting on-
CCPZ3B477B:RETAINER-NUT
JX6Z3B498B:CIRCLIP–INNER
W708175S451:SCREW
Loaner/Rental provided (yes or no) Yes
PLEASE PROVIDE LOANER/RENTAL DOCUMENTATION – in our dealer FCTP
Is the vehicle currently at the dealership? Yes
How many days has the vehicle actually been at the dealership? Since 2/15/2023
Has the vehicle been modified in any way? No
Is this modification causing the concern the customer is having? No
Is this repair being covered under Ford Warranty? Yes

Russell Gineo
Service Director
941.441.2846 or ext. 146
Rgineo@mc-ford.com
Matthews Currie Ford
130 N Tamiami Trail
Nokomis, FL 34275

2023-04-21 19:56:26

From: Clay, DIndia (D.)
Sent: Friday, April 21, 2023 2:56 PM
To: 'rgineo@mc-ford.com'
Subject: RE:[redacted] BUYBACK REVIEW[redacted]

Good afternoon Mr. Kossmann,

Please create a copis case for the part order placed. This will ensure it does not cancel out and will possibly be expedited once allocated. Please attach the vin to the case copis case created.

Warmest Regards,

D'India Clay
SheHerHers
Customer Experience Specialist
Experience Specialist, Ford CX Team

H: Monday- Friday 9:00 am-5:30 pm
O: (866) 631-3788 ext. 79377

2023-04-24 12:52:59

COM Support Team
Buyback approved. Veh is LL eligible.

Next Step : Morley agent will load the RAV and close the milestone.

NOTE : CXS will not advise the customer of RAV contact until the Morley team as noted the load completed.

2023-04-25 18:45:17

BRT uploaded to Morley Ford RAV Case Transmission CASE NUMBER[redacted] BRT set disposition to RAV and closed BB Milestone. CXS/CSM will advise CUST to expect RAV contact within 3-5 business days and set follow-up accordingly to verify RAV contacted the CUST. Ford Motor Company ® Rosemary M. Badillo/Specialist Specialized Buyback Handling Team/Ford CX Team *** NOT A CUSTOMER FACING AGENT *** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER ***

2023-04-26 16:00:38

Copis Case[redacted]
as of 4/26/2023
206 QTY TO SHIP FROM SUPPLIER TO PACKAGER 4/20 FEDEX.

D'India Clay
SheHerHers
Customer Experience Specialist
Experience Specialist, Ford CX Team

H: M-F 9:00 am- 5:30 pm
O: (866) 631-3788 ext. 79377

2023-04-26 18:56:21

From: Clay, DIndia (D.)
Sent: Wednesday, April 26, 2023 1:56 PM
To: 'rgineo@mc-ford.com'
Subject: RE: [redacted] BUYBACK REVIEW [redacted]

Good afternoon Mr. Gineo,

Thank you for following up on this concern. Please provide a status update on VIN 3FMCR9A61M[redacted] and confirm the details below:

RO number
RO Line number
Parts number
RO Open Date
RO Close date
Warranty Rate
Parts Cost
Labor Cost
P&A Code
Dealer Email
Mileage at the time of repair

Warmest Regards,

D'India Clay
SheHerHers
Customer Experience Specialist
Experience Specialist, Ford CX Team

H: Monday- Friday 9:00 am-5:30 pm
O: (866) 631-3788 ext. 79377

2023-04-26 18:59:49

OBC to Customer [redacted] I contacted customer to advise BB is approved. I advised dealer has escalated part concern for repair. Next steps- F/U on 5/2/2023 regarding BB status D'India Clay SheHerHers Customer Experience Specialist Experience Specialist, Ford CX Team _ O: (866) 631-3788 ext. 79377

2023-04-27 12:49:17

RAV has received and accepted the case. Customer contact is forthcoming.

2023-04-27 14:29:32

From: rgineo@mc-ford.com
Sent: Thursday, April 27, 2023 7:37 AM
To: Clay, DIndia (D.)
Subject: RE: [redacted] BUYBACK REVIEW [redacted]

Still waiting on parts. Copis - [redacted]

RO number [redacted]
RO Line number 05
Parts number see copis case
RO Open Date 02/15/2023
RO Close date still open
Warranty Rate $173
Parts Cost- still working on- waiting on parts
Labor Cost - still working on- waiting on parts
P&A Code 03591
Dealer Email rgineo@mc-ford.com
Mileage at the time of repair 23,561

Russell Gineo
Service Director
941.441.2846 or ext. 146
Rgineo@mc-ford.com
Matthews Currie Ford
130 N Tamiami Trail
Nokomis, FL 34275

From: Clay, DIndia (D.) dclay37@ford.com>
Sent: Wednesday, April 26, 2023 2:56 PM
To: rgineo@mc-ford.com
Subject: RE: [redacted] REVIEW [redacted]

Good afternoon Mr. Gineo,

Thank you for following up on this concern. Please provide a status update on VIN 3FMCR9A61[redacted] and confirm the details below:

RO number
RO Line number
Parts number
RO Open Date
RO Close date
Warranty Rate
Parts Cost
Labor Cost
P&A Code
Dealer Email
Mileage at the time of repair

Warmest Regards,

D'India Clay
SheHerHers
Customer Experience Specialist
Experience Specialist, Ford CX Team

H: Monday- Friday 9:00 am-5:30 pm
O: (866) 631-3788 ext. 79377

2023-04-27 14:38:25

From: Clay, DIndia (D.)
Sent: Wednesday, April 26, 2023 1:56 PM
To: rgineo@mc-ford.com
Subject: RE: [redacted] BUYBACK REVIEW [redacted]

Good afternoon Mr. Gineo,

Thank you for following up on this concern. Please provide a status update on VIN 3FMCR9A61M[redacted] and confirm the details below:

RO number
RO Line number
Parts number
RO Open Date
RO Close date
Warranty Rate
Parts Cost
Labor Cost
P&A Code
Dealer Email
Mileage at the time of repair

Warmest Regards,

D'India Clay
SheHerHers
Customer Experience Specialist
Experience Specialist, Ford CX Team

H: Monday- Friday 9:00 am-5:30 pm
O: (866) 631-3788 ext. 79377

From: rgineo@mc-ford.com rgineo@mc-ford.com>
Sent: Saturday, April 22, 2023 6:04 AM
To: Clay, DIndia (D.) dclay37@ford.com>
Subject: RE: [redacted] BUYBACK REVIEW [redacted]

This is Russell Gineo the Director and Kurt is the advisor, and yes we will copis these parts, thank you.

Russell Gineo
Service Director
941.441.2846 or ext. 146
Rgineo@mc-ford.com
Matthews Currie Ford
130 N Tamiami Trail
Nokomis, FL 34275

2023-05-04 15:21:11

From: rgineo@mc-ford.com
Sent: Thursday, April 27, 2023 10:43 AM
To: Clay, DIndia (D.)
Subject: RE: [redacted] BUYBACK REVIEW [redacted]

Chuck Lamb
clamb@mc-ford.com

Order Date – 4/12/23
System Ordered Via (DOES II) yes
COR/DOR Number 20412Correct copis number[redacted]

Russell Gineo
Service Director
941.441.2846 or ext. 146
Rgineo@mc-ford.com
Matthews Currie Ford
130 N Tamiami Trail
Nokomis, FL 34275

From: Clay, DIndia (D.) dclay37@ford.com>
Sent: Thursday, April 27, 2023 10:38 AM
To: rgineo@mc-ford.com
Subject: RE: [redacted] REVIEW [redacted]

Good morning Mr. Gineo,

Thank you for following up with me. Please confirm the part details below:

Part Manager's full name and email address
Order Date
System Ordered Via (DOES II)
COR/DOR Number

Warmest Regards,

D'India Clay
SheHerHers
Customer Experience Specialist
Experience Specialist, Ford CX Team

H: Monday- Friday 9:00 am-5:30 pm
O: (866) 631-3788 ext. 79377

2023-05-04 15:23:10

Per Copis Case[redacted]
As of 4/25/2023
Good Morning, Your order has been shipped on 04/17/23 with Shipper[redacted] For additional tracking information, please contact the virtual traffic office at 1-833-FORD-VTO (1-833-367-3886). Thank you.

D'India Clay
SheHerHers
Customer Experience Specialist
Experience Specialist, Ford CX Team

H: M-F 9:00 am- 5:30 pm
O: (866) 631-3788 ext. 79377

2023-05-04 15:26:43

From: Clay, DIndia (D.)
Sent: Thursday, May 4, 2023 10:26 AM
To: rgineo@mc-ford.com
Subject: RE: [redacted] BUYBACK REVIEW [redacted]

Good morning Mr. Gineo,

Thank you for following up with me. The copis case provided below states as of 4/25/2023 the part was shipped out on 4/17/2023 with Shipper #[redacted] For additional tracking information, please contact the virtual traffic office at 1-833-FORD-VTO (1-833-367-3886).

Please provide a status update on RO number [redacted]?

Warmest Regards,

D'India Clay
SheHerHers
Customer Experience Specialist
Experience Specialist, Ford CX Team

H: Monday- Friday 9:00 am-5:30 pm
O: (866) 631-3788 ext. 79377

2023-05-05 15:04:06 OBC to Customer [redacted] I contacted customer to advise I am waiting for a status update from dealer. Customer stated that he has made contact with RAV agent. Next steps- F/U on 5/10/2023 regarding BB status D'India Clay SheHerHers Customer Experience Specialist Experience Specialist, Ford CX Team _ O: (866) 631-3788 ext. 79377

2023-05-10 14:58:40

From: Clay, DIndia (D.)
Sent: Wednesday, May 10, 2023 9:58 AM
To: 'rgineo@mc-ford.com'
Subject: RE: [redacted] BUYBACK REVIEW [redacted]

Good morning Mr. Gineo,

Thank you for following up on this case. Has a new copis case been created for this concern. Has the status changed for the part after following up with virtual traffic office at 1-833-FORD-VTO (1-833-367-3886)?

Warmest Regards,

D'India Clay
SheHerHers
Customer Experience Specialist
Experience Specialist, Ford CX Team

H: Monday- Friday 9:00 am-5:30 pm
O: (866) 631-3788 ext. 79377

2023-05-10 15:02:21 OBC to Customer [redacted] I contacted customer to advise dealer is still waiting for part to arrive. I left a voicemail with the reason for call and provided the case number/contact info for customer to follow up. Next steps- F/U on 5/12/2023 regarding BB status D'India Clay SheHerHers Customer Experience Specialist Experience Specialist, Ford CX Team _ O: (866) 631-3788 ext. 79377

2023-05-12 14:20:57

Copis Case [redacted]
As of 5/12/2023
STOCK IN TRANSIT AND WILL FILL FROM FACING DEPOT,209 QTY IN TRANSIT TO FCSD

D'India Clay
SheHerHers
Customer Experience Specialist
Experience Specialist, Ford CX Team

H: M-F 9:00 am- 5:30 pm
O: (866) 631-3788 ext. 79377

2023-05-12 14:34:43 OBC to Customer [redacted] I contacted customer to advise part order is escalated through dealer and they are the best point of contact. Customer stated that he is moving forward with the BB and will surrender the vehicle to dealer. The customer stated that he just signed the papers this morning with the BB agent. Next steps- safety net for closure D'India Clay SheHerHers Customer Experience Specialist Experience Specialist, Ford CX Team _ O: (866) 631-3788 ext. 79377

2023-05-12 14:58:57

---Safety Net

Safe for closure

Ford Motor Company ®
Marchelle Mcnack
Customer Experience Supervisor

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 04-18-2023 CLOSED: 04-18-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Inquiry | Roadside Assistance | |
DEALER NAME: Tommie Vaughn Motors, Inc.
PA CODE: 29800 DLR SALES CODE: REGION: C2 ZONE: A01
VIN: 3FMCR9C69P[redacted] MODEL YEAR: 2023 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | TX | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Stalls/Quits | At Idle | Always
ANALYST NAME: Christa Williams OPEN ANALYST NAME: Christa Williams
COMMENTS:
2023-04-18 19:20:46

IBC from CX [redacted] regarding her 2023 Ford Bronco sport vehicle just auto stopped and will not turn back on and keys are inside vehicle. cx called roadside advised cx to tow to local dealer found Tommie Vaughn is near by.

OBC to DLR to advise of vehicle being towed in left voice mail for service team no one answered

next steps no action required

Ford Motor Company ®
Customer Relationship Center
CHRISTA WILLIAMS
Customer Experience Specialist
Ford CX Team
Office: (866) 631-3788 ext. 79250

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 04-19-2023 CLOSED: 04-19-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Inquiry NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Joe Myers Ford
PA CODE: 07367 DLR SALES CODE: 52023 REGION: C2 ZONE: C2A
VIN: 3FMCR9B61M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | TX | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Moving | Engagement Quality | Forward
ANALYST NAME: Tiffany Washington OPEN ANALYST NAME: Tiffany Washington
COMMENTS:
2023-04-19 17:16:06

CXS – Tiffany Washington
twashi67@ford.com
866-631-3788 Ext 79653

IBC FROM CUST / 2021 Bronco Sport has been at Dealership for 2 weeks. Vehicle randomly stopped on customer at the light. Dealership said vehicle was repaired and when customer went to pick up vehicle it was still not fixed and would not start. Customer says hesitation at Idle is what Dealership called and told customer is the issue. Customer says she needs her vehicle she purchased a brand new vehicle so she would not have these issues. Customer says she wants to know her options because this vehicle is not reliable and she has a baby. Customer says she is just unhappy with the vehicle.

OBC TO DLR/ CXS AGENT CALLED DEALERSHIP TO GET MORE INFORMATION FROM GEOVANI SERVICE ADVISOR. CUSTOMER JUST HAS A HESITATION AT IDLE AND BATTERY WAS REPLACED ON VEHICLE. VEHICLE SHOULD BE READY FOR PICK UP LATER TODAY OR TOMORRROW.

CXS AGENT INFORMED CUSTOMER OF INFORMATION OBTAINED FROM GEOVANI.
CXS AGENT PROVIDED CUSTOMER WITH CASE NUMBER

CUSTOMER SAYS SHE WILL CALL BACK IF SHE NEEDS FURTHER ASSISTANCE AFTER PICKING UP VEHICLE TO SEE IF IT IS REPAIRED COMPLETELY.

CLV: 93

Dealership: JOE MEYERS FORD CYPRESS (GEOVANI SERVICE ADVISOR)

VIN: 3FMCR9B61[redacted]
MILEAGE: 33,574
NEXT STEPS/ CLOSE CASE
Transfer call to #: 86155354
Legacy/Concern Agent:

Ford Motor Company ®
Tiffany Washington
Customer Experience Specialist, Ford CXS Inquiry Team
MON-FRI 11:30AM- 8:00 PM (CST)
twashi67@ford.com|www.ford.com
office: 866-631-3788 ext. 79653

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 04-21-2023 CLOSED: 04-27-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: Alexander Ford

PA CODE: 20443 DLR SALES CODE: 71438 REGION: W3 ZONE: W3B

VIN: 3FMCR9B60M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | | |

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | UNKNOWN

ANALYST NAME: Dominique Dixon OPEN ANALYST NAME: # FordGCCTUTM-PROD

COMMENTS:

2023-04-21 20:08:55 Arion Charity Customer Experience Specialist, Ford CXSC Truck Team acharit2@ford.com | www.ford.com office: 866-631-3788 ext: 79324 efax:1 (888) 474-9594 Work Hours: Monday- Tuesday- Wednesday-Friday-Saturday- from 7:00am- 3:30pm OBC to DLR spoke with: Jessie in service veh was brought in this morning. Jerry Castro s.a. Towed in cust concern was lost power wouldnt come back on. Looks like they replaced the battery. He informed me that he is not for sure if the veh is currently still there and if the veh is completed. The s.a is at lunch right now. R.o [redacted] mileage 22742. Next steps: Set follow up.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 04-21-2023 CLOSED: 05-01-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Dealer NA US COMMUNICATION: Chat
CASE CLASS LV 1234: Feedback | Dealer | Negative - Service |
DEALER NAME: Northgate Ford, Inc.
PA CODE: 02663 DLR SALES CODE: 48415 REGION: G2 ZONE: G2A
VIN: 3FMCR9D92N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 28
BODY STYLE: R9D - BRONCO SPORT BADLANDS 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | MI | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Noise | Not Listed | UNKNOWN
ANALYST NAME: SYSTEM OPEN ANALYST NAME: Victoria Davis
COMMENTS:

2023-04-21 19:54:40

CUST SAYS: the first problem is I have four points to use And because I bought a couple vehicles in a short duration of time I'm at a higher level and I get a courtesy vehicle pickup for oil changes. when I went to utilize this part of the program northgate Ford said they don't participate in that. i'm sorry but that's quite frustrating to be to be told one thing and then get another and I'm only bringing this up and looking to talk to someone and it's all three items are unfortunately related to Northgate Ford we took our 2022 ford Bronco Sport Into the dealership for service for LOUD "Moaning" sounds coming from the rear brakes. the dealership performed a Tech service bulletin to try and resolve the issue and the problem remained the same the following day. we've taken the vehicle and left it overnight twice since but have not been given any work orders that are showing that the vehicle was taken in for the service Thus it doesn't look like we take it in and all. the service manager said that they were contacting an engineer to find out the source of the problem to see if they can come up with a correction for it. they said that they're not able to duplicate the problem especially after we told them that it happens on cold wet mornings in reverse. when we saw them testing the vehicle they were testing it in the afternoon and driving forward ??? ford doesn't know we have a problem do they? ford doesn't know there's an ongoing problem with the vehicle northgate hasn't contacted them have they? we feel like this is some way for them to avoid war warranty or even potential lemon law type of stuff. I wouldn't have a complaint if I had a work order there was that it was closed out They said they are leaving it open This has been this has been months now and I and I've not heard back from them and I've brought up more than once it was taken in two weeks ago for a works change. we mentioned the brakes again And they said they were unable to duplicate the issue and wanted us to leave the vehicle with them again I have provided the service manager and and the write up technician with videos of the car in the morning when it does it.. that's what's confusing is they see it in the video and they acknowledge the issue but they don't know what to do about it and it doesn't happen all the time it happens when it's cold and wet in reverse the first time for the day for the day I can't afford to keep paying $500 a month for a vehicle that they can't seem to fix and want to hold onto I need my get me to and from work I can't continue to leave it with them but the original time that we took the vehicle back after the technical service bulliten.... that work order has never been closed?? upon driving the vehicle home from work it started to lose power Took it took it to the dealership which happened to be on the way home they kept the vehicle and said it was a rodent chewing the wiring harness and connector block They charged us $1200 to fix the issue sighting It's because of a soy based plastic used in the wiring harnesses that the animals like to chew on??? are vehicles kept in a garage with the door down. so this obviously did attract an animal from the outside in general because of the smell of the wiring that they wanted chew on? that is extremely expensive for what I would deem a faulty design. and there's no way to stop it from happening again? we asked for a picture or the wiring harness after the service was done and they didn't have it so we had to take them at their word

CUST SAYS, DLR SAYS: we asked for a picture or the wiring harness after the service was done and they didn't have it so we had to take them at their word

CRC ADVISED: Your case number for the dealership feedback is going to be [redacted].

2023-05-01 16:26:28 *WEB*THE CUSTOMER HAS BEEN ADVISED OF ALL REPAIRS AND GIVEN ALL PAPER WORK. WE FOLLOW AL FORD WARRANTY AND POLICY PROCEDURES AND DO NOT MAKE FALSE OR FRADULENT WARRANTY CLAIMS AND WE PRIDE OURSELVES IN OUR WORKMANSHIP. OBVIOUSLY RODENT DAMAGE IS NOT A WARRANTABLE CONCERN, BUT A CUSTOMER PAY OR INSURANCE CLAIM. THE CUSTOMER AUTHORIZED ALL REPAIRS AND PAID. THE CUSTOMER DID NOT PURCHASE VEHICLE HERE, WHICH IS NOT A PROBLEM, BUT THEY ALSO HAVE THE OPTION TO VISIT ANY OTHER FORD-LINCOLN DEALER OF THEIR CHOOSING, IF OUR SERVICE PROCESS IS NOT UP TO THE CUSTOMER STANDARDS.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 04-22-2023 CLOSED: 04-29-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |
DEALER NAME: Wayne Akers Ford
PA CODE: 02681 DLR SALES CODE: 24216 REGION: S3 ZONE: S3A
VIN: 3FMCR9B65M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 62,400
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | FL | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Lack/Loss of Power | UNKNOWN | UNKNOWN
ANALYST NAME: Monica Adjei OPEN ANALYST NAME: # FordGCCTUTM-PROD
COMMENTS:

2023-04-24 13:49:31

Monica Adjei/Ext.79701/madjei2@ford.com:

UPTIME VIN RESEARCH:

RO Case Information
Repair Order Details

Repair order Number
Pa Code
Repair order Open Date
Repair order Status
Estimated Completion Date
Repair order Closed Date
Repair order Type
[redacted]
4/21/23 1:17 PM
Open
4/22/23 7:48 AM

Ford Motor Company ®
Monica Adjei
Customer Experience Specialist, Ford CRC Team
madjei2@ford.com | www.ford.com
office: 866-631-3788 ext. 79701

2023-04-24 14:39:27

Monica Adjei/Ext.79701/madjei2@ford.com:

OBC to dlr utc left vm for service general mailbox requesting a callback, w/veh status and ro details for case progression.

Nxt steps send portal and email sm for further assistance.

Ford Motor Company ®
Monica Adjei
Customer Experience Specialist, Ford CRC Team
madjei2@ford.com | www.ford.com
office: 866-631-3788 ext. 79701

2023-04-26 16:50:55

Monica Adjei/Ext.79701/madjei2@ford.com:

OBC to dlr utc left vm requesting a callback w/veh status and ro details or response to portal that was sent.

Nxt steps send another email to sm for assistance no response to portal.

Ford Motor Company ®
Monica Adjei
Customer Experience Specialist, Ford CRC Team
madjei2@ford.com | www.ford.com
office: 866-631-3788 ext. 79701

2023-04-29 15:05:38

Case Number : [redacted]
Customer : [redacted]
Business Phone : [redacted]
Home Phone [redacted]
Mobile Phone : N/A
LTV Score : 75
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : N/A
Part Number : N/A
Dealer Name : Wayne Akers Ford
Dealer P&A : 02681
Dealer phone : 561-582-4444
VIN : 3FMCR9B65[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 62400
Engine Specification :1.5L Dragon I3 DI TC Gas B
Transmission Specification :8 Speed Auto Transmission 8F35
Warranty Start Date : 2021-01-20
Open Recall/FSA: :

22S73PCM PROGRAMMING AND DRAIN TUBE INSTALLATIONESP :0968 - USA 2021 NEW 72/100000 PREMIUMCARE W/ROADSIDE
Hotline Contact : N/A
Warranty History : YES 2

2023-04-29 15:31:05

Monica Adjei/Ext.79701/madjei2@ford.com:

Is the veh there? YES
Service Advisor:ERIK HOFFMAN
Customer Name: [redacted]
Customer Number: N/A
CLV SCORE: 75
RO#[redacted]
RO date:4-21-23
Mileage?62400
Veh Concern?A) GUEST STATES THAT SHE WAS DRIVING YESTERDAY AND THE VEHICLE WAS LOSING POWER
WHILE DRIVING - STOPPED SHIFTING ALTOGETHER AND SHE PULLED OVER AND SHE HAD TO PUT THE PARKING BRAKE ON AS THE VEHICLE WOULD NOT GO INTO PARK AND SHE SAW MESSAGE
Diagnosis:NOT DIAG AS OF YET -SHOP WORK LOAD
Part# N/A
Is the part in Emergency back order?N/A
Repairs ETA:N/A
Offer delivery?
rental?
loaner? PUT INTO A LOANER ON 24APR23
Warrantable? N/A

Nxt steps resolve case was not suppose to work since case have already been openCAS[redacted].

Ford Motor Company ®
Monica Adjei
Customer Experience Specialist, Ford CRC Team
madjei2@ford.com | www.ford.com
office: 866-631-3788 ext. 79701

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Canceled

OPEN: 04-24-2023 CLOSED: 06-08-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

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

DEALER NAME: Future Ford of Roseville

PA CODE: 07749 DLR SALES CODE: 72206 REGION: W2 ZONE: W2A

VIN: 3FMCR9A66M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 43,919

BODY STYLE: R9A - BRONCO SPORT CX430 BASE

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | CA | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Stalls/Quits | UNKNOWN | UNKNOWN

ANALYST NAME: SYSTEM OPEN ANALYST NAME: Crystal Tapia

COMMENTS:

2023-04-25 18:47:18

called cust @ [redacted] left message pertaining to needing the dlr where vehicle is at and left contact info to reach me back at as well
Crystal Tapia
Concern Experience Specialist
800 392 3673 ext 79506

2023-04-25 22:08:18

Cust called due to vehicle dying for the 3rd time now and has got the vehicle at the dlr auto mall of roseville

spoke with dlr with customer on the phone
dlr has no rentals avail and will check back tomorrow for diagnosis

Crystal Tapia
Concern Experience Specialist
800 392 3673 ext 79506

2023-04-26 21:40:15

IBC- [redacted] cust state that he placed a claim a few days he just got a call TOOK VEH IN MONDAY 4/24 DLR told cust that that they could not find anything Cuts is wanting a update on what to do next if they can not find out why his veh is shutting off Reached out to CXS Crystal Tapia via WebEx NEXT F/U 4/26 Case Notated Ford Motor Company ® CXS-Arlene Chacon Customer Relationship Center – Truck Team CXS/achaco12@ford.com | www.ford.com8:00am-4:30pm CST office: 1-866-631-3788 ext. 79092

2023-04-27 23:26:37

Valerie Gray/vgray17@ford.com/ ex. 79473

IBC: Customer called in to speak to his CXS. He said that he was supposed to receive a call yesterday.

Sent message through WebX to agent

Valerie Gray
Ford Motor Company ®
Customer Relationship
Customer Experience Specialist
Vgray17@ford.com | www Center - SUV/CAR
Email: vgray17@Ford.com
Office: 8666313788 ext 79473

2023-04-27 23:35:39

Valerie Gray/vgray17@ford.com/ ex. 79473
OBC:Dealership said nothing is wrong it. Customer is being charged a diagnostic fee of $150. He doesn't understand why he is being charged the fee. I explained to the customer if he takes the vehicle in for a concern and they find nothing wrong then he will be charged a fee.
Customer asked if he does not hear from his agent by tomorrow can he request another agent. I told him he would have to speak to a supervisor to change agents.

Valerie Gray
Ford Motor Company ®
Customer Relationship
Customer Experience Specialist
Vgray17@ford.com | www Center - SUV/CAR
Email: vgray17@Ford.com
Office: 8666313788 ext 79473

2023-04-28 03:14:43

Customer called to report that vehicle is still experincing issues, randomly shutting down. Stated that he has video of issue. Advised we will relay concerns to advocate and will follow up tomorrow to fully assist as currently not at dealership.

Customer stated will drive vehicle more to see how it behaves.

Next Steps: Case Manager contact customer to provide further support and if need be set appointment with dealership.

2023-04-28 22:04:17

Cust picked up vehicle from dlr and
hour and a half and vehicle shut off again after back with customer and when vehicle shuts off takes 30 mins to restart unless the battery cable is unhooked for 5 mins then it will restart
ran diagnostic cleared codes ran test on battery and said it was good and released car.
submit a 1 time payment reimbursement
cust is sending video of incident yesterday and also payment in good standing copy to my email
will issue a SME if vehicle lands back in shop with in 30

days for repair assistance

Ford AutoMall
Roseville
50 automall drive roseville.

Crystal Tapia
She| Her| Hers
Customer Experience/ Concern Specialist Ford PV Team
Ford Motor Company
O: (800) 392-3673 ext. 79506
Ctapia21@ford.com

2023-04-28 22:11:16

Ford AutoMall Roseville 50 automall drive roseville. hour and a half and vehicle shut off again after back with customer and when vehicle shuts off takes 30 mins to restart unless the battery cable is unhooked for 5 mins then it will restart ran diagnostic cleared codes ran test on battery and said it was good and released car. submit a 1 time payment reimbursement cust is sending video of incident yesterday and also payment in good standing copy to my email will issue a SME if vehicle lands back in shop with in 30 days for repair assistance

2023-04-29 17:49:38

video 1 hour and a half after he got his vehicle back from the dlr

Crystal Tapia
She| Her| Hers
Customer Experience/ Concern Specialist Ford PV Team
Ford Motor Company
O: (800) 392-3673 ext. 79506
Ctapia21@ford.com

2023-05-11 22:00:34

IBC stating his vehicle is back in the shop , informed cust that his cxs has scheduled and appointment to reach out to him on the 15th cust was satisfied with info and stated he will wait . Dyiamon Price SheHerHers Customer Experience Specialist/Concern Experience Specialist, Ford PV Team Dpric125@ford.com O: (866) 631-3788 ext. 2091 Oakwood Blvd. Dearborn, MI 48124 USA

2023-05-15 16:17:01

OBC to CUST[redacted] Confirm VEH is back at the DLR Ford Auto Mall SA Johnny 5/11 VEH turned off while in drive thru had to get towed over, VEH was on auto start, thinks its a starter issues was told nothing was found on test CUST request VP for times VEH was down longer than 30 days claim last agent said he could get it Request rental for the time being and was told the it would be covered for more than 10 days CXS advised CUST he must be eligible for programs will partner with DLR for VEH status and next step OBC to DLR 916-786-3673 SA not in office transfer to service no answer left vm SMS: Y NEXT STEPS: VEH status Ford Motor Company ® Customer Experience Specialist – PV Team Crystal Richardson crich198@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79731

2023-05-16 00:53:42

IBC [redacted] cust said he is trying agent for an update on his case. Cust was given agents extention NEXT STEPS: customer recontact Ford Motor Company ® Tamela Blanton Customer Experience Specialist Inquiry TBLANTO2@ford.com | www.ford.com office: 866-631-3788 ext. 79652 "Thank you for being a loyal Ford customer"

2023-05-16 23:27:17

IBC from cust looking to speak with agent, stated he has not spoken to his agent and is requesting a sup. Tried to reach out to agent via webex, not able to reach agent.

Cust stated he took veh thur, tested battery and was not the battery. Then they did a draw test and said it was fine it kept a charge. Then got a call directly and said there is still a problem, then he got a bill saying it was a battery, Cust states they gave a battery to him months ago. Stated he feels they are lying about the diagnoses and if not that they gave him a defective part.

Next Steps: notated case, advised.

Ford Motor Company
She| Her| Hers
Victoria Casarez | vcasarez@ford.com
Customer Experience Specialist- Truck Concern Team
-
O: (866) 631-3788 ext.

2023-05-17 15:35:31

OBC to DLR 916-786-3673 SA Johnny No answer left vm 2nd attempt Spoke with Emma service estimate sent 5/15 Battery issues RO[redacted] Date in: 5/11-16/2023 Miles: 43589 Line# Not in loaner CUST HAS NOT BEEN OUT OF VEH FOR 30 CONSECUTIVE DAYS CUST DOESN'T MEET FLP FOR REIMBURSEMENT NEXT STEPS: SAFETY NET Ford Motor Company ® Customer Experience Specialist – PV Team Crystal Richardson crich198@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79731

2023-05-17 22:55:46

OBC to customer and discussed next steps. Customer is requesting a BB, reimbursement for a battery, doesn't trust the dealership's repair choice of replacing the battery since they replaced it 8 months ago. I advised we will send over the BB questions to proceed with that review and that we will also review a VEH payment. Customer forwarded me an email from a previous agent advising we will do the VEH payment. I also advised the customer if the battery replacement doesn't work, I would be willing to reimburse him for the battery.

Next Step: Send info so BB can be processed
Process VEH payment reimbursement if BB is denied

Ford Motor Company ®
Kennedi Martin
Business Operations Supervisor
kmart224@ford.com|www.ford.com
Office: 866-631-3788 ext. 79024
Mon- Fri 10:00am-6:30pm CST

2023-05-20 01:54:56

Why do you want the vehicle bought back?

My car has been in the shop every 3 months like clock work since my purchase date of [redacted]
This car is broken and they are not finding te actual problem to help me .

What type of purchase? (New, CPO, Private sale, or gift)

New

What is the name of the selling dealer, business, or seller?

Ford Automall roseville

Registered owner(s) name(s) for the vehicle?

[redacted]

State where the vehicle is currently registered?
California,Roseville

What date was the vehicle purchased?

[redacted]

What is the primary mechanical concern for buyback request?

My car will not start multiple times, it has turned off on me while driving two times. Once leaving an apartment complex and once in a drive thru.

What is the repair status of the vehicle?

The are saying it is the battery but this is the second battery replaced in 2 years.
They are claiming it only needs a new battery but that’s not accurate

Is the vehicle primarily used for personal or business reasons?

Personal.

If this is a business vehicle, how many total business vehicles are registered to the business in the state of CA (including all makes and models).
0

Have you had repairs completed for this concern at multiple dealerships?If so, what are the names of the dealerships and the date you visited them?

Ford Automall, 1 battery replacement before. The car was not starting.

Does the vehicle have any modifications? (If YES, please list)
No.

Does the vehicle have any Aftermarket components? (If YES, please list. For e.g., Lift Kits, Oversized Tires, Running Boards or Tool/Utility Boxes) No.

Was the vehicle purchased/leased by a full-time active duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at the time the claim was filed?
No.

2023-05-22 11:44:10

TO [redacted]

2023-05-23 18:50:19

CASE ANALYST REVIEW COMPLETE, TRANSFERRING TO TL FOR REVIEW

2023-05-23 22:11:09

Transferring case to CA Kathy

2023-05-24 13:25:42	
	Opened GFR. Beginning investigation/review.
2023-05-24 13:25:59	
	Attached DMV Report and Claims List to GFR.
2023-05-24 13:26:12	
	Added ESP to GFR.
2023-05-26 00:42:49	
	Customer called to get n update. about hisreimbursement. please reach out.
2023-05-26 22:39:22	OBC to CUST [redacted] RETURN CALL AFTER AUDIO ISSUES No answer left vm with callback info inform reimbursement only given if bb is denied * BB APPROVED TRANSFER TO TL FOR REVIEW Ford Motor Company ® Customer Experience Specialist – PV Team Crystal Richardson crich198@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79731
2023-05-26 23:43:46	OPS Lead Cayla cphil145@ford.com ***Direct Dial-In*** ***Live SUP Queue*** CLV: 70 Vehicle: 2021 Bronco WSD: 02/14/2021 Mileage: 43,919 Who are we speaking with (Registered Owner, Delegate, or Dealer) Registered owner Customer's Expectations: for his case manager to reach back or SUP Kennedi to reach What information did the lead provide to the customer? That his case manager will reach on next follow up date Lead suggested Recommendation: -progress case per process -ensure we are following up with the customer on dates promised and respond to email correspondences
2023-05-31 17:02:52	OBC to CUST [redacted] No answer left vm f/u with SMS *BB still under review no update OBC to DLR 916-786-3673 No answer left final call msg SMS: Y NEXT STEPS: BB status Ford Motor Company ® Customer Experience Specialist – PV Team Crystal Richardson crich198@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79731
2023-06-02 15:15:29	
	Reached out to the Service Dept. @ Future Ford of Roseville, regarding questions on an RO. Spoke with Esmarelda, who discussed the RO line by line. States vehicle is not in the service center at this time.
2023-06-02 15:15:41	
	Updated GFR.
2023-06-02 15:46:41	
	Reached out to Johnny, SA, Future Ford of Roseville. States that this vehicle does not have any modifications/aftermarket components; no signs of misuse/abuse.
2023-06-02 15:46:56	
	Updated GFR.
2023-06-02 15:47:25	
	Case Analyst Review Complete. Transferring to TL for Review.
2023-06-06 18:07:23	
	TL Review Complete. Transferring to COM for Final Review & Processing.
2023-06-06 18:24:32	
	APPROVAL UPLOADED TO PORTAL, TRACKING IS [redacted] LETTER WILL BE SENT WITHIN THE NEXT 3 BUSINESS DAYS
2023-06-07 13:08:28	
	RAV has received and accepted the case. Customer contact is forthcoming

2023-06-08 00:22:20

OBE to customer

Hi [redacted] I see that the buyback team has reached out to you or will be within the next 3-5 business days. They will be taking over from here and we have to close out our case. If you have any additional questions or concerns please feel free to reach out.

Ford Motor Company ®
Kennedi Martin
Business Operations Supervisor
kmart224@ford.com|www.ford.com
Office: 866-631-3788 ext. 79024
Mon- Fri 10:00am-6:30pm CST

From: [redacted]>
Sent: Thursday, May 25, 2023 7:06 PM
To: Martin, Kennedi (K.) kmart224@ford.com>
Subject: Re: [redacted]

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

I have yet to revive any calls or anything regarding moving forward

On Fri, May 5, 2023 at 4:47 PM Martin, Kennedi (K.) kmart224@ford.com> wrote:
Hello I hope all is well. I am emailing to advise that I am in the process of reassigning your cases to a new advocate who will reach out to you no later than Monday 5/8/23. Thank you for your patience and understanding! Have a wonderful weekend!

Best Regards,

Ford Motor Company ®
Kennedi Martin
Business Operations Supervisor
kmart224@ford.com|www.ford.com
Office: 866-631-3788 ext. 79024
Mon- Fri 10:00am-6:30pm CST

2023-08-23 15:30:39

Concern: he had a cas open and he was having car problems and they were telling him It would need a new battery, I did advise he would have to go through the dealership, he purchased it through so they can give him a refund on the battery.
DRL: n/a
Passenger Vehicle Inquiry Team
Bwheatfa@ford.com | www.ford.com
office: 866-631-3788,
Office Hours: Monday-Friday 7 am – 3:30
*** I am not a Concern agent I am on the Inquiry team, if a customer calls back in a concern agent will have to further assist with customers concerns to progress the case Thank you! ***

CASE ATTACHMENTS:

2023-04-29 17:49:38 Crystal Tapia

[redacted]

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 04-26-2023 CLOSED: 05-26-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | IWL Support | |
DEALER NAME: Koons Ford Lincoln of Annapolis, Inc.
PA CODE: 29563 DLR SALES CODE: REGION: N4 ZONE: A02
VIN: 3FMCR9D92P[redacted] MODEL YEAR: 2023 MODEL: BRONCO SPORT MILEAGE: 6,931
BODY STYLE: R9D - BRONCO SPORT BADLANDS 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | MD | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Moving | No Engagement | Forward
ANALYST NAME: Nancy Peters OPEN ANALYST NAME: Nancy Peters
COMMENTS:
2023-04-26 12:38:42

COPY KEY DATA

Case Number : [redacted]
Customer [redacted]
Business Phone : N/A
Home Phone : [redacted]
Mobile Phone : N/A
LTV Score : 95
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : N/A
Part Number :
Dealer Name : Koons Ford Lincoln of Annapolis, Inc.
Dealer P&A : 29563
Dealer phone : 4102242100
VIN : 3FMCR9D92[redacted]
Year : 2023
Make : FORD
Model : BRONCO SPORT
Mileage : 6931
Engine Specification : 2.0L TIVCT GTDI T/C 240PS GAS
Transmission Specification :
Warranty Start Date : 2023-02-03
Open Recall/FSA: : N/A
ESP : USA 2023 NEW 72/100K PREM MAINT(M&W) 7.5K INTERVAL
Hotline Contact : N/A
Warranty History : N/A

Nancy Peters
Customer Experience Specialist-PVT-CONCERN
office: 866-631-3788 ext. 79439
npeter33@ford.comIwww.ford.com
Hours M-F 7-330pm CST

2023-04-26 12:43:11

IBC>CUST
2023 Bronco Sport
dlr does not have any loaners
NO DIAG
VIN 3FMCR9D92[redacted]
6931 miles
Veh was towed to dlr after hours
Advised cust of rental reimbursement up to $40 once veh has been diagnosed with a warranty repair
Cust states she cannot afford to pay for a rental and there are no rentals for $40 per day in her area.
Advised that if she wants to move veh to another Ford dlr that offers IWLs she could but roadside would not tow it to another dlr.

OBC>DLR
4102242100
SA Zach
Could be 3 days before diagnosed
Pulled out of drivway gear shift would not
Does not work with rental company

Nancy Peters
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office: 866-631-3788 ext. 79439
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2023-04-26 12:46:48

Next steps Follow up with dlr on diag

Nancy Peters
Customer Experience Specialist-PVT-CONCERN
office: 866-631-3788 ext. 79439
npeter33@ford.comIwww.ford.com
Hours M-F 7-330pm CST

2023-04-26 20:28:55

CUST REACHED OUT VIA BRONCO FORUM

Cust-
Hi there,
Thank you for being willing to help me out with the issues on my 2023 Bronco Sport. The information you requested is below. Please let me know if you need any other info from me and what can be done to make this right!
Thank you,
[redacted]
VIN #: 3FMCR9D92[redacted]
Dealer: Koons Ford Lincoln of Annapolis; 2540 Riva Road, Annapolis, MD 21401 (the vehicle has already been towed here)

Ford-
I am happy to look into this for you. Before we start, I just need to confirm a few details. Could you please provide the following:
-The vehicle owner's full name and your relation to them (if applicable)
-Estimated Mileage
-Your zip code
-Email address
-Phone number
-Best method of contact
Cust-
Vehicle owner: [redacted] (myself)
Mileage: 6,931
Zip Code: 21037
Email: [redacted]
Phone: [redacted]
Best method of contact: email during the day, phone during morning or evening.
Ford-
Appreciate your prompt reply, [redacted] Just to clarify, is this the first time you have experienced this loss of power issue with your Bronco?

Cust-
Yes, I purchased the vehicle new two months ago, along with an extended warranty + maintenance plan. Yesterday it completely stopped driving in the middle of the road (thankfully I was able to avoid a collision). The car powers on and the engine is working, but when I press the gas pedal nothing happens.
For context, I was able to have the car towed to the dealer but they are not providing me with a loaner car. I spoke with corporate on the phone and was told I could be reimbursed $40/day AFTER my car is repaired, but that will not cover the cost of a rental for me and I do not have the money in my budget to pay for a rental car out of pocket for several weeks, nor should I be expected to in this situation.
I know issues can happen with any vehicle, but it is unreasonable for me to be expected to have to pay for a loaner or any cost of repairs, towing, etc. on a vehicle that is less than two months old, especially when I have paid for an additional warranty and maintenance plan as well.
I hope that helps provide clarity on the situation. Let me know if you need any additional info!
Ford-
I do see that you have had a case created for this issue with our Phone Team ([redacted]). According to my resources, your case is still active, and it has been sent to our SUV Team for further review. I am going to update the case notes so it can be seen you reached out to us here on the forum for this concern as well. Please stay in contact with the Service Manager at Koons Ford; the case has been assigned to them as well, and they will be in the best position to answer any further questions you may have and can provide case updates as they develop!

2023-05-01 15:19:18

OBC>DLR
4102242100
SA Zach
LM asking if there is a diag yet?
Portal message
SMS

Next steps Follow up on diag
Nancy Peters
Customer Experience Specialist-PVT-CONCERN
office: 866-631-3788 ext. 79439
npeter33@ford.comIwww.ford.com
Hours M-F 7-330pm CST

2023-05-04 13:55:29

OBC>DLR
4102242100
parts ordered
solenoid assembly
transferred to SA Zach
LM asking for details on eta and if cust was placed in loaner
Next steps Follow up on parts/ eta
Nancy Peters
Customer Experience Specialist-PVT-CONCERN
office: 866-631-3788 ext. 79439
npeter33@ford.comIwww.ford.com
Hours M-F 7-330pm CST

2023-05-10 19:21:51

OBC>DLR
4102242100
parts came in and waiting on shop cap
SA Zach states they have been "slammed" with work.
SA will call and let me know once he gets an ETA
Cust is in loaner from the sales dept
SMS to cust
Hi Hannah,
I just spoke with Zach at Koons Ford. He said the parts are in for your vehicle he is just waiting on shop space to clear up so they can get your Bronco in and repaired.
In the meantime if you have any questions please let me know.
Thanks, Nancy
Ford Motor Company
Next Steps Follow up with SA Zach and cust on status

Nancy Peters
Customer Experience Specialist-PVT-CONCERN
office: 866-631-3788 ext. 79439
npeter33@ford.comIwww.ford.com
Hours M-F 7-330pm CST

2023-05-16 16:56:08

OBC>DLR
4102242100
SA Zach is no long er dlr
SA Steve Watts - transferred to SM Earl
says SM is handling SA Zach's cases
SM does not come to work until early afternoon
LM asking for status update on the veh

Next steps Follow up on shop cap check in with cust

Nancy Peters
Customer Experience Specialist-PVT-CONCERN
office: 866-631-3788 ext. 79439
npeter33@ford.comIwww.ford.com
Hours M-F 7-330pm CST

2023-05-23 13:54:59

OBC>DLR
4102242100
transferred to SM Mike
4/26-5/16 RO
says that they cannot provide reimbursement for the loaner
Mike
mmatson@koonsford.com

SMS to cust asking for receipts

Next steps Process morley rental reimbursement
20 days @ $40 per day

Nancy Peters
Customer Experience Specialist-PVT-CONCERN
office: 866-631-3788 ext. 79439
npeter33@ford.comIwww.ford.com
Hours M-F 7-330pm CST

2023-05-25 19:43:30

Hi Hannah,
I wanted to check to see if you have rental reimbursement you are requesting? If so please send over copy of paid receipts and the invoice from Koons Ford.
Thank you for being part of our Ford family.

Kind Regards

2023-05-26 14:13:54

OBC>CUST
[redacted]
LM asking for call back if she is seeking rental reimbursement.
advised case will be closed due to UTC
OBE
[redacted]

Hi Hannah,
This correspondence is in response to your case [redacted] regarding your 2023 Ford Bronco. I have attempted to contact you between 5/20-5/26 however, there has been no reply. I would like to ensure your concerns have been addressed, as it is my sincere desire that you remain satisfied with your vehicle and the service you received. In the event there are unresolved issues I can assist with, please contact me at 1-866-631-3788, ext. 79439. I am available Monday through Friday between 7-330pm CST. Time. Unless I hear back from you, I will assume you no longer require my assistance.
Thank you for being a valued customer and a part of the Ford family. We sincerely appreciate your business. It has been my pleasure serving you.
I will be completing your case and, you will receive a brief survey within the next few days regarding your experience with my service. Ford Motor Company and I value your honest feedback to help us understand how we can improve in the future.
Kind Regards,
Nancy

Safety net to close
Nancy Peters
Customer Experience Specialist-PVT-CONCERN
office: 866-631-3788 ext. 79439
npeter33@ford.comIwww.ford.com
Hours M-F 7-330pm CST

2023-05-26 15:02:42

**********SAFETY NET**********
Safety to Resolve

UTC the customer since repair completion.
-customer is in vehicle and repair have been completed
- Recap Email sent
- Resolve Case

Secundra Walker
Ford Motor Company ®*
Operations Supervisor PVT
Ph. 800-392-3673
Swalk178@ford.com | www.ford.com

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 04-27-2023 CLOSED: 04-27-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: Superior Ford Inc

PA CODE: 05168 DLR SALES CODE: 23641 REGION: C3 ZONE: C3C

VIN: 3FMCR9B62[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 42,243

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | | |

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | Always

ANALYST NAME: Pasley Shaw OPEN ANALYST NAME: # FordGCCTUTM-PROD

COMMENTS:

2023-04-27 16:52:09

clv: 78 wsd: 7/5/21 vin#: 3FMCR9B62M[redacted] Uptime findings: Towing Successful Service Advisor: Terren Service Advisor's email: todell@drivesuperior.com Customer Name:[redacted] Customer Number: [redacted] CLV Score: 78 Is the veh there? no Mileage? 42243 RO# n/a RO date n/a Veh Concern? no start smelled like rotten eggs Diagnosis: new battery Repairs ETA: completed Offer delivery? n/a rental? n/a loaner? n/a Warrantable? n/a Technician Pending or assigned? pending Ford Motor Company® Pasley Shaw Passenger Vehicle Concern Advocate pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)

2023-04-27 16:54:10

Case Number : [redacted]
Customer : Generic Contact Informational Case NA CRC
Business Phone : n/a
Home Phone : n/a
Mobile Phone : n/a
LTV Score : 78
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : n/a
Part Number : n/a
Dealer Name : Superior Ford Inc
Dealer P&A : 05168
Dealer phone : 479-524-6468
VIN : 3FMCR9B62M[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 42243
Engine Specification :1.5L Dragon I3 DI TC Gas B
Transmission Specification :8 Speed Auto Transmission 8F35
Warranty Start Date : 2021-07-05
Open Recall/FSA: : 22s73
ESP : n/a
Hotline Contact : n/a
Warranty History [redacted]

2023-04-27 16:55:31

Cxs Pasley Shaw/ext.79478/ OB call to Dlr: spoke w/ SA Terren he stated that the veh was brought in for no start they replaced battery veh is done and no longer at the dlr Next steps: close case veh was already repaired Ford Motor Company ® Pasley Shaw Passenger Vehicle Concern Advocate pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 04-28-2023 CLOSED: 04-28-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Parts Issue | General/Other |
DEALER NAME: Ford Fairfield
PA CODE: 02656 DLR SALES CODE: 72461 REGION: W2 ZONE: W2A
VIN: 3FMCR9C65M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 23,335
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | CA | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Runs Rough | Acceleration | UNKNOWN
ANALYST NAME: Devin Dean OPEN ANALYST NAME: Devin Dean
COMMENTS:
2023-04-28 20:17:41

[redacted]
VALLEJO, CA[redacted]
VIN#: 3FMCR9C65M[redacted]
Yr/Model: 2021 Bronco Sport
Mileage: 23335
Dealership: Ford Fairfield

Ibc cust is calling inq why his repairs are taking so long and why the dlr is unable to repair it- veh has been at dlrshp for over a month - veh needs a new differential

Symptoms:
while turning the veh shutters

Service Advisor: Areli

Obc to dlrshp to speak with SA Areli to inq what repairs are needed and what parts are we needed. Was adv the rear differential asy needs to be replaced, ETA of part arrival is unknown – was adv a COPIS has been created

While on the line with SA – Cust disconnected, called cust back and adv the SA Areli has an escalation ticket opened for the part. Provided case # and contact info via VM in case he has questions

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 05-01-2023 CLOSED: 05-04-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: Metro Ford Inc

PA CODE: 04871 DLR SALES CODE: 24003 REGION: S3 ZONE: S3A

VIN: 3FMCR9D9XM[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9D - BRONCO SPORT BADLANDS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | | |

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | No Crank | Always

ANALYST NAME: Donna Johnson OPEN ANALYST NAME: # FordGCCTUTM-PROD

COMMENTS:

2023-05-01 17:04:56 dJohn860@ford.com Repair status -Pending technician assignment[redacted] Ro open date --5/1 Dealer name --Metro Ford, Inc. Resolved- Completed Donna Johnson Ford Motor Company Roadside Proactive -Project Advocate dJohn860@ford.com | www.ford.com Monday -Friday | 815am-445pm office: 866-631-3788 ext. 79464

2023-05-01 17:19:20 dJohn860@ford.com Obc Metro Ford Inc[redacted] Cxs redirected to service . Service disconnected . Email sent Portal message NEXT STEPS-Follow Up on Ro details w dealer to confirm assistance 5/2 Donna Johnson Ford Motor Company Roadside Proactive -Project Advocate dJohn860@ford.com | www.ford.com Monday -Friday | 815am-445pm office: 866-631-3788 ext. 79464

2023-05-01 17:21:22

dJohn860@ford.com

Case Number :[redacted]
Customer : Generic Contact Informational Case NA CRC
Business Phone :
Home Phone :
Mobile Phone :
LTV Score : a
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number :
Part Number :
Dealer Name : Metro Ford Inc
Dealer P&A : 04871
Dealer phone : 3057519711
VIN : 3FMCR9D9XM[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage :27865 Miles
Engine Specification : 2.0L TIVCT GTDI T/C 240PS GAS
Transmission Specification :
Warranty Start Date : 2021-03-01
Open Recall/FSA: :

22L05VEHICLE EMISSIONS CONTROL INFORMATION LABEL UPDATE
ESP :0968 - USA 2021 NEW 60/75,000 PREMIUMCARE W/ROADSIDE
Hotline Contact : n\a
Warranty History : n\a

Donna Johnson
Ford Motor Company
Roadside Proactive -Project Advocate
dJohn860@ford.com |www.ford.com
Monday -Friday | 815am-445pm
office: 866-631-3788 ext. 79464

2023-05-04 15:09:52 dJohn860@ford.com Obc Metro Ford Inc[redacted] Cust name [redacted] Ro opened date 5/1 Ro closed 5/1 veh concern cust heard loud boom and car shut off battery replaced covered under warranty Sa-Eduardo Abad Is vehicle at dealer ? No NEXT STEPS Resolve -veh already repaired Donna Johnson Ford Motor Company Roadside Proactive -Project Advocate dJohn860@ford.com | www.ford.com Monday -Friday | 815am-445pm office: 866-631-3788 ext. 79464

2023-05-04 16:58:25

Ford Motor Company®
Angel Miller
Business Operations Supervisor – PV Team
amill286@ford.com | www.ford.com
Mon - Fri 7:45 AM – 4:15 PM

Safety Net: CXS may resolve case.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 05-01-2023 CLOSED: 05-04-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | |

DEALER NAME: Gene Butman Ford Sls Inc

PA CODE: 02964 DLR SALES CODE: 48439 REGION: G2 ZONE: G2B

VIN: 3FMCR9B63M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 31,027

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | MI | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | No Crank | Always

ANALYST NAME: Jennifer Ikhalia OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-05-01 17:45:57	UPTIME RESEARCH RO#[redacted] RO Open Date :5/1/23 6:27 AM Dealer Name: Gene Butman Ford Sls Inc Has a tech assigned? yes Repair Status: TECHNICIAN ASSIGNED Is there a COPIS Ticket? If so, what is the status? No Is there a TAC Request? If so, what is the status? No Is there evidence of a loner vehicle? No
2023-05-01 17:53:58	OBC to Dealer CXS (Jennifer Ikhalia /ext. #79317) Outbound Call to Dealer Last 8 of VIN: [redacted] VEHICLE: 2021 Bronco Sport WSD: 08-September-2021 SERVICE ADVISOR: 7345442827 dretherford@butmanford.com RO NUMBER: [redacted] MILEAGE: 30935 Notes: SA SAYS THAT SM HANDLES ALL CALLS FROM FORD BUT IS CURRENTLY AT LUNCH. hE ALSO ADVISED ME TO EMAIL SM Follow-Up: 5/1 NEXT STEP: EMAIL DLR CONTACT Ford Motor Company ® Jennifer Ikhalia SheHer Hers Customer Experience Specialist, Ford CX Team O: (866) 631-3788 ext.
2023-05-03 21:45:17	OBC to dlr Reason for call: VERIFY VEH AND DLR INFO NOTES: CALLED AND ASKED TO BE TRANSFERRED A MACHINE SAID THAT THE SM WAS ON THE LINE AND THE PHONE CUT. CALL 2 spoke to SA Dominique dlr replaced the battery and dlr did recalls. RO still open. SA Jeff was working with the customer. NEXT STEPS: reach out to customer Ford Motor Company ® Jennifer Ikhalia SheHer Hers Customer Experience Specialist, Ford CX Team 10:30 am- 7pm O: (866) 631-3788 ext.
2023-05-03 21:56:40	OBC to cust Reason for call: Veh update NOTES: Reached cust VM stated the role and left contact info for him to reach back out to me NEXT STEPS: FU 5/4 Ford Motor Company ® Jennifer Ikhalia SheHer Hers Customer Experience Specialist, Ford CX Team 10:30 am- 7pm O: (866) 631-3788 ext.
2023-05-04 17:13:19	OBC to dlr SA Jeff Reason for call: NOTES: Veh is complete/ In and out same day. he says he is not sure why the warranty admin did not close the RO. NEXT STEPS: Case closure Ford Motor Company ® Jennifer Ikhalia SheHer Hers Customer Experience Specialist, Ford CX Team 10:30 am- 7pm O: (866) 631-3788 ext.
2023-05-04 17:13:57	CASE CLOSURE PROACTIVE CASE VEH ALREADY REPAIRED
2023-05-04 17:17:00	notes: CASE STARTED 5/1 UTC ANYONE AFTER SPEAKING TO SA HE STATES IT WAS AND IN AND OUT REPAIR FOR A BATTERY REPLACEMENT NEXT STEPS: CASE CLOSURE VEH ALREADY REPAIRED Ford Motor Company ® Jennifer Ikhalia SheHer Hers Customer Experience Specialist, Ford CX Team 10:30 am- 7pm O: (866) 631-3788 ext.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: In Progress

OPEN: 05-02-2023 CLOSED: BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: West Herr Ford Inc

PA CODE: 00601 DLR SALES CODE: 44120 REGION: G4 ZONE: G4A

VIN: 3FMCR9C62M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | | |

HOME PHONE:

SYMPTOMS: | | |

ANALYST NAME: P Rxcrmp OPEN ANALYST NAME: # FordGCCTUTM-PROD

COMMENTS:

2023-05-03 17:32:38	Daija Jackson|Ext.79488|djack314@ford.com Uptime Note: Pending vehicle Delivery RO#: [redacted] RO date: 3/22 Repairs ETA: 3/22 Mileage? 33699 Veh Concern? n/a Diagnosis: n/a Warrantable? n/a rental? no loaner? no Technician: assigned Copis Active? no TAC Active? no Next Steps: Call DLR Ford Motor Company ® Customer Relationship Center – Proactive Roadside Concern Team Daija Jackson DJACK314@ford.com | www.ford.com office: 866-631-3788 ext.
2023-05-03 17:41:14	Daija Jackson|Ext.79488|djack314@ford.com OBC to DLR: spoke with svc cashier Alyssa Alyssa says the veh was last in on 4/28 and repairs completed same day for no start concern battery replacement and maintenance. Is the vehicle at the dealer? no Offer delivery?yes Next Steps: Close Case veh not at dlr Ford Motor Company ® Customer Relationship Center – Proactive Roadside Concern Team Daija Jackson DJACK314@ford.com | www.ford.com office: 866-631-3788 ext.
2023-05-03 19:05:22	Case Number [redacted] Customer : Generic Contact Informational Case NA CRC Business Phone : n/a Home Phone : n/a Mobile Phone : n/a LTV Score : n/a Vehicle Purchase Status : Original Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : West Herr Ford Inc Dealer P&A : 00601 Dealer phone : 716-649-5640 VIN : 3FMCR9C62M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 33917 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-08-13 Open Recall/FSA: : 1 ESP : 0 Hotline Contact : no Warranty History : 4

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 05-02-2023 CLOSED: 06-06-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: Baytown Ford

PA CODE: 00654 DLR SALES CODE: 52042 REGION: C2 ZONE: C2A

VIN: 3FMCR9B61M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | No Crank | Always

ANALYST NAME: Brianna Brooks OPEN ANALYST NAME: # FordGCCTUTM-PROD

COMMENTS:

2023-05-02 16:34:36

#1:
Is there a technician Assigned or Pending? - Pending
Copis Active? -NA
TAC Active? - NA
Is the Cust in a Loaner or need a loaner? - NA
Is there a Tech Sme, Finn Assist, Part Status? - NA

2023-05-02 16:43:51 OBCDlr: Susie stats the veh is at the Dlr with no diag 5/5/23 NS: Verify if there's a diag Dealer Name: Baytown Ford P&A: 00654 Service Manager: James Hebert SM Email: james.hebert@baytownford.com Service Advisor: Abraham Garcia SA Email: Abraham.garcia@baytownford.com Dealer SMS: Customer Name: [redacted] Customer Number: [redacted] Customer Email: CLV Score: Is the Veh at the Dlr: Yes VIN: 3FMCR9B61[redacted] Mileage: 30657 WSD: 11/18/2021 RO#[redacted] RO Date: 4/28/23 Customer Concern: Diagnosis: Route to repair: Repair Status: Part#: Part On BO: Active Copis: Estimated Repair Completion Date: Shop Delays: Yes Does The Dlr Offer Vehicle Delivery: Rental? Loaner? Warrant-able/ Not due to abuse or Neglect? Technician Pending or assigned? Is there anything the CXS can do to assist the Dlr with ? Ford Motor Company ® Lokenya McCorvey Customer Experience Specialist lmccorv1@ford.com| www.ford.com Office: 1-866-631-3788 ext. 79435

2023-05-05 19:20:39 OBCdlr: Susie stats there's no diag at this time NS: Verify if there's a diag 5/11/23 Dealer Name: Baytown Ford P&A: 00654 Service Manager: James Hebert SM Email: james.hebert@baytownford.com Service Advisor: Abraham Garcia SA Email: Abraham.garcia@baytownford.com Dealer SMS: Customer Name: [redacted] Customer Number: [redacted] Customer Email: CLV Score: Is the Veh at the Dlr: Yes VIN: 3FMCR9B61M[redacted] Mileage: 30657 WSD: 11/18/2021 RO#[redacted] RO Date: 4/28/23 Customer Concern: Diagnosis: Route to repair: Repair Status: Part#: Part On BO: Active Copis: Estimated Repair Completion Date: Shop Delays: Yes Does The Dlr Offer Vehicle Delivery: Rental? Loaner? Warrant-able/ Not due to abuse or Neglect? Technician Pending or assigned? Is there anything the CXS can do to assist the Dlr with ? Ford Motor Company ® Lokenya McCorvey Customer Experience Specialist lmccorv1@ford.com| www.ford.com Office: 1-866-631-3788 ext. 79435

2023-05-11 19:52:21 OBCDlr: SA - NA OBEmail to SA & SM 5/17/2023 NS: Verify if details are available Ford Motor Company ® Lokenya McCorvey Customer Experience Specialist lmccorv1@ford.com| www.ford.com Office: 1-866-631-3788 ext. 79435

2023-05-11 19:52:43

From: Mccorvey, Lokenya (L.)
Sent: Thursday, May 11, 2023 2:51 PM
To: 'Abraham.garcia@baytownford.com' ; 'ames.hebert@baytownford.com'
Subject: [redacted] VIN: 3FMCR9B61M[redacted]

Hi,

This is Lokenya with Ford Motor Company following up in reference to mutual[redacted]. Please advise if the highlighted details are now available.

Dealer Name: Baytown Ford
P&A: 00654
Service Manager: James Hebert
SM Email: james.hebert@baytownford.com
Service Advisor: Abraham Garcia
SA Email: Abraham.garcia@baytownford.com
Dealer SMS Yes or No:
Customer Name:[redacted]
Customer Number:[redacted]
Customer Email:
CLV Score:
Is the Veh at the Dlr: Yes
VIN: 3FMCR9B61M[redacted]
Mileage: 30657
WSD: 11/18/2021
RO#[redacted]
RO Date: 4/28/23
Customer Concern:
Diagnosis:
Route to repair:
Repair Status:
Part#:
Part On BO:
Active Copis:
Estimated Repair Completion Date:
Shop Delays: Yes
Does The Dlr Offer Vehicle Delivery:
Rental?
Loaner?
Warrant-able/ Not due to abuse or Neglect?
Technician Pending or assigned?
Is there anything the CXS can do to assist the Dlr with ?

Thank you,
Ford Motor Company ®
Lokenya McCorvey
Customer Experience Specialist
lmccorv1@ford.com| www.ford.com
Office: 1-866-631-3788 ext. 79435

2023-05-17 21:31:55 OBCDlr: SM/ SA-- NA CXS was transferred to VM CXS has left a VM inquiring about the veh 5/22/23 NS: Engage DXS if no response Dealer Name: Baytown Ford P&A: 00654 Service Manager: James Hebert SM Email: james.hebert@baytownford.com Service Advisor: Abraham Garcia SA Email: Abraham.garcia@baytownford.com Dealer SMS Yes or No: Customer Name:[redacted] Customer Number:[redacted] Customer Email: CLV Score: Is the Veh at the Dlr: Yes VIN: 3FMCR9B61[redacted] Mileage: 30657 WSD: 11/18/2021 RO#[redacted] RO Date: 4/28/23 Customer Concern: Diagnosis: Route to repair: Repair Status: Part#: Part On BO: Active Copis: Estimated Repair Completion Date: Shop Delays: Yes Does The Dlr Offer Vehicle Delivery: Rental? Loaner? Warrant-able/ Not due to abuse or Neglect? Technician Pending or assigned? Is there anything the CXS can do to assist the Dlr with ? Ford Motor Company ® Lokenya McCorvey Customer Experience Specialist lmccorv1@ford.com| www.ford.com Office: 1-866-631-3788 ext. 79435

2023-05-22 21:22:40 OBCDlr: Service-- CXS was speaking with someone and no longer could hear PM sent requesting details NS: Verify if details were provided 5/24/23 Dealer Name: Baytown Ford P&A: 00654 Service Manager: James Hebert SM Email: james.hebert@baytownford.com Service Advisor: Abraham Garcia SA Email: Abraham.garcia@baytownford.com Dealer SMS Yes or No: Customer Name:[redacted] Customer [redacted] Customer Email: CLV Score: 97 Is the Veh at the Dlr: Yes VIN: 3FMCR9B61M[redacted] Mileage: 30657 WSD: 11/18/2021 RO#[redacted] RO Date: 4/28/23 Customer Concern: Diagnosis: Route to repair: Repair Status: Part#: Part On BO: Active Copis: Estimated Repair Completion Date: Shop Delays: Yes Does The Dlr Offer Vehicle Delivery: Rental? Loaner? Warrant-able/ Not due to abuse or Neglect? Technician Pending or assigned? Is there anything the CXS can do to assist the Dlr with ? Ford Motor Company ® Lokenya McCorvey Customer Experience Specialist lmccorv1@ford.com| www.ford.com Office: 1-866-631-3788 ext. 79435

2023-05-24 21:39:33 OBCDlr: Service- NA NS: Gather details 5/30/23 Dealer Name: Baytown Ford P&A: 00654 Service Manager: James Hebert SM Email: james.hebert@baytownford.com Service Advisor: Abraham Garcia SA Email: Abraham.garcia@baytownford.com Dealer SMS Yes or No: Customer Name:[redacted] Customer Number:[redacted] Customer Email: CLV Score: 97 Is the Veh at the Dlr: Yes VIN: 3FMCR9B61M[redacted] Mileage: 30657 WSD: 11/18/2021 RO#[redacted] RO Date: 4/28/23 Customer Concern: Diagnosis: Route to repair: Repair Status: Part#: Part On BO: Active Copis: Estimated Repair Completion Date: Shop Delays: Yes Does The Dlr Offer Vehicle Delivery: Rental? Loaner? Warrant-able/ Not due to abuse or Neglect? Technician Pending or assigned? Is there anything the CXS can do to assist the Dlr with ? Ford Motor Company ® Lokenya McCorvey Customer Experience Specialist lmccorv1@ford.com| www.ford.com Office: 1-866-631-3788 ext. 79435

2023-05-30 20:48:32

OBCDlr: Susie stats the veh is no longer at the Dlr Susie stats she can't confirm 100% repairs are warrant-able CXS has checked the warranty history and repairs were warrant-able 6/1/2023 NS: Gather remaining step 3 details, Copy Key Data and make initial contact with Cust Dealer Name: Baytown Ford P&A: 00654 Service Manager: James Hebert SM Email: james.hebert@baytownford.com Service Advisor: Abraham Garcia SA Email: Abraham.garcia@baytownford.com Dealer SMS Yes or No: Customer Name: [redacted] Customer Number: [redacted] Customer Email: CLV Score: 97 Is the Veh at the Dlr: Yes VIN: 3FMCR9B61M[redacted] Mileage: 30657 WSD: 11/18/2021 RO#: [redacted] RO Date: 4/28/23 Customer Concern: Loss of power Diagnosis: battery failed, Route to repair: Battery replaced Repair Status: Complete Part#: Part On BO: Active Copis: Estimated Repair Completion Date: Shop Delays: Yes Does The Dlr Offer Vehicle Delivery: Rental? Loaner? Warrant-able/ Not due to abuse or Neglect? Technician Pending or assigned? Is there anything the CXS can do to assist the Dlr with ? Ford Motor Company ® Lokenya McCorvey Customer Experience Specialist lmccorv1@ford.com| www.ford.com Office: 1-866-631-3788 ext. 79435

2023-06-01 18:56:15

#2:
Case Number : [redacted]
Customer : [redacted]
Business Phone : NA
Home Phone : [redacted]
LTV Score : 97
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : NA
Part Number : NA
Dealer Name : Baytown Ford
Dealer P&A : 00654
Dealer phone : 281-839-3300
VIN : 3FMCR9B61[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 31116
Engine Specification : 1.5L Dragon I3 DI TC Gas B
Transmission Specification : 8 Speed Auto Transmission 8F35
Warranty Start Date : 2021-11-18
Open Recall/FSA: : 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION
ESP : NA
Hotline Contact : NA
Warranty History : Yes

2023-06-01 18:57:19

#3:
Dealer Name: Baytown Ford
P&A: 00654
Service Manager: James Hebert
SM Email: james.hebert@baytownford.com
Service Advisor: Abraham Garcia
SA Email: Abraham.garcia@baytownford.com
Dealer SMS Yes or No: NA
Customer Name: [redacted]
Customer Number: [redacted]
Customer Email: [redacted]
CLV Score: 97
Is the Veh at the Dlr: Yes
VIN: 3FMCR9B61[redacted]
Mileage: 30657
WSD: 11/18/2021
RO#: [redacted]
RO Date: 4/28/23
Customer Concern: Loss of power
Diagnosis: battery failed
Route to repair: Battery replaced
Repair Status: Complete
Part#: NA
Part On BO: NA
Active Copis: NA
Estimated Repair Completion Date: NA
Shop Delays: Yes
Does The Dlr Offer Vehicle Delivery: NA
Rental? NA
Loaner? NA
Warrant-able/ Not due to abuse or Neglect? Yes
Technician Pending or assigned? Assigned
Is there anything the CXS can do to assist the Dlr with ?NA

2023-06-01 19:02:32

CASE NUMBER: [redacted] -- LMP OBCCust: CXS has left a VM inquiring about repair satisfaction and GWG 6/5/23 NS: Verify if Cust is satisfied and accepts GWG Ford Motor Company ® Lokenya McCorvey Customer Experience Specialist lmccorv1@ford.com| www.ford.com Office: 1-866-631-3788 ext. 79435

2023-06-01 19:17:15

VM received A VM OBCCust: Cust stats he's satisfied with the repairs although initially wasn't CXS has offered LMP, Cust accepts Morley transmitted 6/6/23 NS: Verify if the LMP is active Ford Motor Company ® Lokenya McCorvey Customer Experience Specialist lmccorv1@ford.com| www.ford.com Office: 1-866-631-3788 ext. 79435

2023-06-01 19:20:55

Case Number: [redacted]

2023-06-02 20:38:21	
	Morley Case Progression Specialist Morley activity [redacted] ESP Has been transmitted. --- Ford Motor Company ® Jelishia Joiner Lead Agent Email: JJoine12@ford.com| www.ford.com Mon- Fri 8:00am-4:30pm CST (Central)
2023-06-05 21:19:55	EXPIRATION DATE:06/02/2026 DISTANCE:77116 OBCCust: CXS has left a VM 6/6/23 NS: Make direct contact Ford Motor Company ® Lokenya McCorvey Customer Experience Specialist lmccorv1@ford.com| www.ford.com Office: 1-866-631-3788 ext. 79435
2023-06-06 14:58:19	EXPIRATION DATE:06/02/2026 DISTANCE:77116 Recap sent OBCCust: CXS has advised of case closure, recap and survey Ford Motor Company ® Lokenya McCorvey Customer Experience Specialist lmccorv1@ford.com| www.ford.com Office: 1-866-631-3788 ext. 79435

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 05-02-2023 CLOSED: 05-17-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: Ford of Kendall, LLC

PA CODE: 02650 DLR SALES CODE: 24005 REGION: S3 ZONE: S3A

VIN: 3FMCR9B68M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 45,317

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | FL | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | Always

ANALYST NAME: Travious Samuel OPEN ANALYST NAME: # FordGCCTUTM-PROD

COMMENTS:

2023-05-02 18:50:54	Case Number : C[redacted] Customer : [redacted] Business Phone : N/A Home Phone : [redacted] Mobile Phone : [redacted] LTV Score : 73 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : N/A Dealer Name : Ford of Kendall, LLC Dealer P&A : 02650 Dealer phone : 305-238-9211 VIN : 3FMCR9B68M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 45317 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-01-28 Open Recall/FSA: : 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION ESP : N/A Hotline Contact : N/A Warranty History : 485899
2023-05-02 18:51:41	UPTIME RESEARCH RO Open Date 5/2/23 Dealer Name: Ford of Kendall, LLC Has a tech assigned N/A Repair Status OPEN OBC DEALER: SPOKE WITH SA RACHEAL, SA STATED THAT VEH IS THERE, BUT OWNING SA IS CURRENTLY UNAVAILABLE TO PROVIDE FURTHER INFORMATION Service Advisor: RALPH / RMENDOZA@FORDOFKENDALL.COM Customer Name:[redacted] Customer Number: [redacted] CLV SCORE: 73 Is the veh there? YES Mileage? 45317 RO#[redacted] RO date Veh Concern? Diagnosis: Repairs ETA: Offer delivery? rental? loaner? Warrantable? Technician Pending or assigned? Nxt Steps: SEND OWNING SA EMAIL REQUESTING FOR VEH DIAG AND REPAIR INFORMATON F/U : 5/4/23 Travious Samuel He/Him/His Customer Experience Specialist, Ford CX Team Office: 1(866) 631-3788 ext 79299
2023-05-03 18:08:46	**** CXSP RECEIVED THE FOLLOWING INFORMATION REGARDING CUSTOMERS VEH VIA EMAIL FROM SM **** Travious, The vehicle just arrived to our facility and the RO was opened yesterday, May 2, 2023. It has not been assigned nor dispatched yet as we're about 1 week out now for diagnostics of this sort. RO#[redacted] Mileage: 45,317 Customer concern: Vehicle won't start and will stall after attempting to jump start if cables are removed Once we have more information we'll be happy to share it with you. Jeremy Sanders | Service Manager Ford of Kendall 15551 South Dixie Highway, Miami, FL 33157 Email: jsanders@fordofkendall.com Main - 305.238.9211 x 5402 Travious Samuel He/Him/His Customer Experience Specialist, Ford CX Team Office: 1(866) 631-3788 ext 79299
2023-05-04 17:46:12	OBC Dealer: SPOKE WITH SA RACHEL, OWNING SA IS RALPH, SA RACHEL STATED ACCORDING TO THE RO THERE WAS NO NUMBER LISTED FOR THE CUSTOMER. OBC Customer: CALLED CUSTOMER. NO ANSWER. PHONE GOES STRAIGHT TO VM. AGENT LEFT DETAILED VM FOR CUSTOMER REGARDING VEH STATUS AND REQUESTED RETURNED PHONE CALL. Next Steps: F/U WITH DLR ON DIAG STATUS ON 5/9 AND ATTEMPT TO MAKE ENGAGEMENT WITH CUSTOMER AGAIN Share Recommendations: N/A Offer Survey: N/A Travious Samuel He/Him/His Customer Experience Specialist, Ford CX Team Office: 1(866) 631-3788 ext 79299
2023-05-09 17:13:59	OBC Dealer: SPOKE WITH OWNING SA RALPH, WAITING ON THE BELT, (SERPENTINE BELT) IS EXPECTED TO ARRIVE THIS WEEK, SA STATED THAT ONCE HE GETS THE BELT ON HE'LL KNOW MORE IF THAT DOES NOT FIX THE CONCERN, SA STATED HE WILL THEN CHECK TO SEE IF IT COULD BE THE PULLEY ON THE VEH. OBC Customer: CALL CUSTOMER NO ANSWER, GOES TO VM. AGENT LEFT DETAILED VM REGARDING CURRENT STATUS OF VEH PER SA RALPH Next Steps: SEND UTC EMAIL AND F/U ON 5/10 Share Recommendations: N/A Offer Survey: N/A Travious Samuel He/Him/His Customer Experience Specialist, Ford CX Team Office: 1(866) 631-3788 ext 79299
2023-05-10 18:40:10	OBC Dealer: N/A OBC Customer: CALLED CUSTOMER. LEFT VM REGARDING CURRENT VEH STATUS, REQUESTED RETURN CALL, AND NOTIFIED CUSTOMER OF NEXT CALL BACK DATE Next Steps: SEND UTC EMAIL AND MAKE 3RD ATTEMPT TO ENGAGE CUSTOMER ON 5/12 Share Recommendations: N/A Offer Survey: N/A Travious Samuel He/Him/His Customer Experience Specialist, Ford CX Team Office: 1(866) 631-3788 ext 79299
2023-05-12 21:46:08	OBC Dealer: SPOKE WITH SA ARRIANA, SA STATED THAT OWNING SA RALPH IS OUT AND WILL BE BACK ON SAT 5/13/23 SA EMAIL IS - RMENDOZA@FORDOFKENDALL.COM OBC Customer: CALLED CUSTOMER. NO ANSWER. LEFT VM OF CURRENT VEH STATUS AND REQUESTED CALL BACK Next Steps: SEND EMAIL TO SA FOR VEH STATUS AND SEND UTC EMAIL TO CUSTOMER, AGENT WILL F/U ON 5/17 Share Recommendations: N/A Offer Survey: N/A Travious Samuel He/Him/His Customer Experience Specialist, Ford CX Team Office: 1(866) 631-3788 ext 79299
2023-05-17 21:34:59	OBC Dealer: CALLED DLR HOW EVER SA WAS GONE FOR THE DAY AND ACTING SM WAS NO AVAILABLE TO SPEAK WITH AGENT OBC Customer: CALLED CUSTOMER NO ANSWER, AGENT LEFT VM Next Steps: SEND UTC EMAIL AND CLOSE CASE. UTC CUSTOMER Share Reccommendations: Offer Survey: Travious Samuel He/Him/His Customer Experience Specialist, Ford CX Team Office: 1(866) 631-3788 ext 79299
2023-05-17 21:36:16	***** NO PROACTIVE SUPPORT ENGAGED > UTC CUSTOMER / UTC DEALER > CLOSE CASE.***** Travious Samuel He/Him/His Customer Experience Specialist, Ford CX Team Office: 1(866) 631-3788 ext 79299

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 05-03-2023 CLOSED: 05-18-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: Tindol Ford

PA CODE: 00931 DLR SALES CODE: 21404 REGION: S2 ZONE: S2A

VIN: 3FMCR9D94P[redacted] MODEL YEAR: 2023 MODEL: BRONCO SPORT MILEAGE: 1,166

BODY STYLE: R9D - BRONCO SPORT BADLANDS 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | SC | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Stalls/Quits | At Idle | Always

ANALYST NAME: Daija Jackson OPEN ANALYST NAME: # FordGCCTUTM-PROD

COMMENTS:

2023-05-03 18:19:03

Daija Jackson|Ext.79488|djack314@ford.com Uptime Note: pending veh completion RO#: [redacted] RO date: 5/3 Repairs ETA: 5/3 Mileage? n/a Veh Concern? n/a Diagnosis: n/a Warrantable? n/a rental? no loaner?no Technician: assigned Copis Active? n/a TAC Active? n/a Next Steps: Call DLR Ford Motor Company ® Customer Relationship Center – Proactive Roadside Concern Team Daija Jackson DJACK314@ford.com | www.ford.com office: 866-631-3788 ext.

2023-05-03 21:07:56

Daija Jackson|Ext.79488|djack314@ford.com OBC to DLR: spoke with svc Dianne P&A code: 00931 Is the vehicle at the dealer? yes Cust CLV: Customer Name: Customer Number: Customer Email: What is the veh concern? What is the diagnosis? Is there a clear path to repair? Are repairs Warrantable? What warranty are repairs covered under? Technician: Pending or assigned Repair Order #: Repair Open date: Mileage at RO: Service advisor: seth denton SA Email: seth.denton@tindolford .com Service Manager Name: ROBERT CAMPBELL SM email: robert.campbell@tindolford.com Confirm vehicle repair ETA : RO Closure date: Is a loaner available: Can you set up rental provisions: Rental daily rate: Rental Line #: Offer delivery? Next Steps: Email DLR Open Portal Ford Motor Company ® Customer Relationship Center – Proactive Roadside Concern Team Daija Jackson DJACK314@ford.com | www.ford.com office: 866-631-3788 ext.

2023-05-05 20:21:26

Daija Jackson|Ext.79488|djack314@ford.com OBC to DLR: spoke with svc Bri P&A code: 00931 Is the vehicle at the dealer? yes Cust CLV: 92 Customer Name: [redacted] Customer Number: [redacted] Customer Email: no What is the veh concern? veh starts but in drive veh shuts down and no dash board light What is the diagnosis? Is there a clear path to repair? Are repairs Warrantable? What warranty are repairs covered under? Technician: Pending or assigned Repair Order #: [redacted] Repair Open date: 5/3 Mileage at RO: 1166 Service advisor: seth denton SA Email: seth.denton@tindolford.com Service Manager Name: robert SM email: robert.campbell@tindolford.com Confirm vehicle repair ETA : RO Closure date: Is a loaner available: Can you set up rental provisions: Rental daily rate: Rental Line #: Offer delivery? yes Next Steps: Send cust SMS Ford Motor Company ® Customer Relationship Center – Proactive Roadside Concern Team Daija Jackson DJACK314@ford.com | www.ford.com office: 866-631-3788 ext.

2023-05-05 21:34:35

Daija Jackson|Ext.79488|djack314@ford.com OBC to cust: Cust says torque converter locked up. Cust says he went to the dlr today and drive the veh and it drove great but the cust did not want to take the vehicle home. Cust says the dlr provided loaner. The cust requesta s buyback and advised he provided the BB information to cas[redacted]. Is this the first occurrence? yes Need a loaner/ rental? no Best phone number: [redacted] Mailing address: [redacted] CLOVER, SC [redacted] Email address: [redacted] Next Steps: submit BB Ford Motor Company ® Customer Relationship Center –Proactive Roadside Concern Team Daija Jackson DJACK314@ford.com | www.ford.com office: 866-631-3788 ext.

2023-05-05 21:36:00

Daija Jackson|Ext.79488|DJACK314@ford.com

BUYBACK TEMPLATE

Ford Motor Company ®
Customer Relationship Center – Proactive Roadside Concern Team
Daija Jackson
DJACK314@ford.com | www.ford.com
office: 866-631-3788 ext. 79488

2023-05-08 20:01:44

QA SINGLE INTERACTION REVIEW

2023-05-09 16:54:14

IBC: Recontact. Cus states he received an email from Service Department at his Dealership stating they cannot duplicate the problem. He states DLR advised him to come pick up the veh. Customer states he doesn't want to pick up veh if it will interfere with his BB request. Actions: Advised customer that picking up the veh will not interfere with request and that he has a follow-up scheduled for tmr from his agent. Sharmaine Hale She [Her] Hers Customer Experience Specialist, Ford CX/Team - O: (866)631-3788 ext.79954 E: SHale36@Ford.com

2023-05-10 21:12:11

Case Number : [redacted] Customer : [redacted] Business Phone : [redacted] Home Phone : [redacted] Mobile Phone : n/a LTV Score : 92 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Tindol Ford Dealer P&A : 00931 Dealer phone : 704-867-8341 VIN : 3FMCR9D94P[redacted] Year : 2023 Make : FORD Model : BRONCO SPORT Mileage : 1166 Engine Specification : 2.0L TIVCT GTDI T/C 240PS GAS Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2023-04-18 Open Recall/FSA: : 0 ESP : 0 Hotline Contact : no Warranty History : 0

2023-05-10 21:17:25

Daija Jackson|Ext.79488|djack314@ford.com OBC to DLR: spoke with I left a voicemail for SA Seth. What is the diagnosis? Is there a clear path to repair? Are repairs Warrantable? What warranty are repairs covered under? Next Steps: Update VOR Email SA Ford Motor Company ® Customer Relationship Center – Proactive Roadside Concern Team Daija Jackson DJACK314@ford.com | www.ford.com office: 866-631-3788 ext.

2023-05-12 15:42:35

OGC VIN LIST CHECK : 3FMCR9D94P[redacted]
RESULTS : nothing returned

State purchased: NC
State registered: SC
LTV Score : 92
Vehicle Purchase Status : ORG

2023-05-12 15:42:49

Melbourne BRT Nikki made obc to dlr # 7048678341 left a vm for the sa seth for contact back about the vehicle.

BRT will need the following current/last RO info:

RO number
RO open/close date
RO mileage
Concern
Repair (still diagnosing, Parts on Order, working with hotline, etc)
Rental/Loaner, How long? (if the customer is in a rental/loaner, what was the start date)
Is the vehicle still currently at the dealer? (If not, what date did it leave?)

Ford Motor Company ®
Nikita Stephens | Customer SBHT Team| Ford CX Team

2023-05-12 15:47:24

Melbourne BRT Nikki sent and email to sa seth to request RO information:

Case Number : [redacted]
Customer : [redacted]
VIN : 3FMCR9D94P[redacted]
Year : 2023
Model : BRONCO SPORT

Hello Seth,

This customer has requested a buyback review from Ford for his 2023 BRONCO SPORT and I need your assistance. If the vehicle is there now or has been there recently I need the following RO information below:

RO number
RO open/close date
RO mileage
Concern
Repair (still diagnosing, Parts on Order, working with hotline, etc)
Rental/Loaner, How long? (if the customer is in a rental/loaner, what was the start date)
Is the vehicle still currently at the dealer? (If not, what date did it leave?)

Thank you in advance for your help!!!

Ford Motor Company ®
Nikita Stephens | Customer SBHT Team| Ford CX Team

2023-05-15 19:19:59

Melbourne BRT Nikki made obc to dlr # 7048678341 spoke with sa Seth. dlr adv that the veh is not there at this time. dlr provided the RO info for the only visit in the history.

RO [redacted]
[redacted] open/close date 5/3/2023 - 5/11/2023
RO mileage 1166
Concern: towed in, veh will bog down when engaged into drive, customer complaint of lights on dash but none present when the veh was brought in
Repair: dlr test drove over 80 miles, NPF

Ford Motor Company ®
Nikita Stephens | Customer SBHT Team| Ford CX Team

2023-05-15 19:24:00

After review; veh does not meet state guidelines for buyback/replacement criteria for NC/SC

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

Ford Motor Company ®
Nikita Stephens | Customer SBHT Team| Ford CX Team

2023-05-15 22:39:28

Daija Jackson|Ext.79488|djack314@ford.com OBC to cust: The cust confirms he has picked up the veh because the dlr id unable to duplicate the concern. I advised the cust of the denied BB and that I will email him for closure. Next Steps: Set follow up for closure Ford Motor Company ® Customer Relationship Center – Proactive Roadside Concern Team Daija Jackson DJACK314@ford.com | www.ford.com office: 866-631-3788 ext.

2023-05-18 18:01:02

Ford Motor Company®
Angel Miller
Business Operations Supervisor – PV Team
amill286@ford.com | www.ford.com
Mon - Fri 7:45 AM – 4:15 PM

Safety Net: CXS may resolve case.

CASE ATTACHMENTS:
2023-05-05 21:36:00 Daija Jackson

[redacted]

Buyback Request Template

Customer Information
Name(s) on the Title: [redacted]
Address: [redacted] CLOVER, SC [redacted]

Email Address: [redacted]
Customer PURCHASED the vehicle.
Vehicle Information
VIN: 3FMCR9D94[redacted]

Current Mileage: 1197
Ownership Status/ Type of Purchase: New
Purpose of vehicle: personal
Vehicles registered to the business. (If yes to business)
Purchase Date: [redacted]

Mileage at Time of Purchase: 7
State Information
State Where Purchased: NC
State Where Registered: SC
Dealer Information
Purchased from Dealer? Yes Dealership (if yes): Tindol Ford
Primary Reason for Repurchase: Veh left cust stranded within 14 days of buying veh new. Cust does not feel safe in it and wants Ford to repurchase or replace.
Is there a current concern with the vehicle? Yes, veh died while driving but now dlr says they can't duplicate concern
What is the repair status of the vehicle? At dlr but they can't duplicate concern
Were repairs completed for this concern at multiple dealerships? (If yes): No
(CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? N/A

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 05-04-2023 CLOSED: 05-12-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: Puente Hills Ford

PA CODE: 07543 DLR SALES CODE: 71072 REGION: W1 ZONE:

VIN: 3FMCR9C68M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 25,136

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | CA | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | Always

ANALYST NAME: Deandrea Jackson OPEN ANALYST NAME: # FordGCCTUTM-PROD

COMMENTS:

2023-05-04 19:57:16	UPTIME RESEARCH RO#[redacted] RO Open Date: 5-4-23 Dealer Name: Puente Hills Ford Has a tech assigned? yes Repair Status: n/a Is there COPIS Ticket? If so, what is the status? n/a Is there a TAC Request? If so, what is the status? n/a Is there evidence of a loner vehicle? no Customer Name:[redacted] Customer Number:[redacted] CLV SCORE: 74 Is the veh there? yes Mileage? 25136 RO# :[redacted] RO date : 5-4-23 Veh Concern? cx stated veh wouldnt start and smoking. Diagnosis: battery was dead and water pump leaking Repairs ETA: 5-6-23 Offer delivery to customer? yes Is Customer in a rental? no Is Customer in a loaner? yes Is repair Warrantable? yes Technician Pending or Assigned? yes Service Advisor: dave Service Advisor Email: dave@puentehillsford.com
2023-05-04 20:00:03	Case Number :[redacted] Customer :[redacted] Business Phone :[redacted] Home Phone :[redacted] Mobile Phone : LTV Score : 74 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : Puente Hills Ford Dealer P&A : 07543 Dealer phone : 6269643673 VIN : 3FMCR9C68M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 25136 Engine Specification : Transmission Specification : Warranty Start Date : 2022-01-06 Open Recall/FSA: : 22S73 ESP : none Hotline Contact : n/a Warranty History : n/a
2023-05-05 17:41:09	Outbond call to dlr- service stated they have all parts in and trying to get veh finished by eod. they have put cx into a loaner veh. and if repair isnt completed by today they it should be done by 5-8. will f/u then. dlr opted into sms. Outbound call to cx- cx stated he has had alot of issue with his veh and he only has a little bit of miles on it. cx is interested in an esp due to him feeling like he will have future issues with his veh. Informed him after the veh is repaired I will look into getting him a esp added to his vin. cx agrees. will f/u 5-8
2023-05-08 19:08:29	outbound to dealer- sa stated that all parts are in and he is scheduled to be completed by the end of the day. will follow up 5/9. Customer has been updated via sms.
2023-05-09 16:57:43	Outbound call to dlr- dealer is estimating that veh will be repaired by eod. will call later to get update.
2023-05-10 17:04:54	Outbound call to dlr- sa stated the starter went out when they were on the way to delivery the veh. sa stated they ordered a starter and veh should be completed today. will f/u 5-11 Customer has been updated via sms
2023-05-11 21:24:51	Obc Called dealer spoke to Dave who stated the veh was picked up by the customer yesterday Ford Motor Company ® Monico King mking186@ford.com Roadside Proactive Team Office #: 866-631-3788 ext#79213 Office hours: Monday-Friday 9:00am - 5:30pm CST
2023-05-12 14:19:07	Outbound call to cx to do satisfaction call- cx didnt answer, unable to leave vm due to vm being full. sent recap email. closing case as completed From: Jackson, Deandrea (D.) Sent: Friday, May 12, 2023 9:19 AM To:[redacted] Subject: Recap email For Proactive Roadside case with Ford Motor Company Good Morning, This correspondence is in response to your case[redacted] regarding your 2021 Ford Bronco. I have attempted to contact you on 5-12-23 in order to verify your satisfaction with your repair however, there has been no reply. I would like to ensure your concerns have been addressed, as it is my sincere desire that you remain satisfied with your vehicle and the service you received. It was a pleasure to be able to partner with our dealership and resolve your concerns and we hope that your experience with Customer Care met your expectations. If there were any delays in your repair, we sincerely apologize as we are working against some tough times and appreciate your patience. As previously provided in your introduction email; you may receive an email survey from Ford Motor Co. We ask that you take a few minutes to respond to the survey and provide us with your feedback regarding our handling of your concern. The survey is entirely predicated to your experience with me. A separate survey will be sent out regarding dealership issues and parts. Please take your time fill it out and hopefully I have earned 5s across the board. If you want to express about Ford products, express your opinion in the feedback section instead of the ratings section. Utilize the star rating system based upon your experience with me. I did utilize all resources the company has to assist you In the event there are unresolved issues I can assist with within the next 30 days, please contact me at 1-866-631-3788, ext 79032 or via email. I am available Monday through Friday between 9:00am - 5:30pm Central Standard Time. Unless I hear back from you, I will assu

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 05-11-2023 CLOSED: 05-25-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: FAR FastPath NA CRC COMMUNICATION: Web

CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - Repair |

DEALER NAME: Kendall Ford of Bozeman

PA CODE: 04207 DLR SALES CODE: 74622 REGION: W5 ZONE: W5C

VIN: 3FMCR9B69M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 85,799

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | MT | | USA

HOME PHONE:

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

ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: SYSTEM

COMMENTS:

2023-05-11 14:43:23

Case Number : [redacted] Customer : [redacted] Business Phone : [redacted] Home Phone : [redacted] Mobile Phone : [redacted] LTV Score : 80 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : LX6Z7000F Dealer Name : Kendall Ford of Bozeman Dealer P&A : 04207 Dealer phone : 406-587-1221 VIN : 3FMCR9B69M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 85799 Engine Specification : Transmission Specification : Warranty Start Date : 2020-12-01 Open Recall/FSA: : ESP : Hotline Contact : Warranty History :

2023-05-11 16:48:46

OK WE ARE PUTTING THAT INFO TOGETHER TO SUBMIT

2023-05-25 15:59:05

*WEB*tear down complete and cost cap decision came back to replace. appears ford is participating 60 percent? customer is contacting crc. can you confirm financial assistance amount.

2023-06-07 13:22:48

Concern: the dealership had to recoil a cable, and she can tow the veh down the interstate, and she took it in forv them to recoil it , and they did an update and when she picked up the veh no more than 24hrs her transmission went out, and they are saying she has to pay 10,000 for the repair and ford has agreed to pay 60% of the repair. But her issue is that she can not get in contact with the dealership and in the meantime, she is in a loaner they are not charging her for but she needs a timeline of the repair.
-she said she is not going to pay for all of the repair because she did not mess her car at.
She asked for a sup I did advis that she could speak to one but there wouldn't be much they can do ,because this is a dealership case and they are not working with us but with a dxs agent, I offered to update ethe notes so the dxs agent can see how she feels, and they are not customer facing. Cust still wanted to speak to sup went in sup que.
DLr: n/a
Passenger Vehicle Inquiry Team
Bwheatfa@ford.com | www.ford.com
office: 866-631-3788,
Office Hours: Monday-Friday 7 am – 3:30
*** I am not a Concern agent I am on the Inquiry team, if a customer calls back in a concern agent will have to further assist with customers concerns to progress the case Thank you! ***

2023-06-07 14:12:04

Tamika Durham/79468/tdurha10@ford.com IBC from: [redacted] Email: [redacted] VIN# 3FMCR9B69M[redacted] Issue? VEH at the Dealership: YES Meets FLP Guidelines: YES Year of VEH: 2021 Bronco Sport Mileage: 85,799 CLV: 80 Transfer to Concern: NO Concern Agent Name: N/A Reason for Concern: Cust says she was just speaking with an Agent who was reaching out to a supervisor when the call dropped. Cust looking to connect back with Agent or Sup. Veh has been at DLR since Mid April. Transmission is blown after DLR recoiled a cable. Cust says this is not her fault and she should not have to pay for repairs. Plan of action: CXS reached out to Agent Briana to find out of Sup contact was make or scheduled for cust. Cust just pulled up to work and could not continue the phone call. Asked for Sup to email her back regarding case. Next steps: Email sent to Sup for Escalation. Ford Motor Company ® Tamika Durham - Customer Experience Specialist tdurha10@ford.com | www.ford.com office: 866-631-3788 ext. 79468 Office Hours: Monday-Friday 8 am – 4:30

2023-06-27 17:57:32

SM Don called in on 4065871221 stating that the CUST is now saying that she didn't authorize the tear down of her VEH and she is wanting to have FMC cover the entire cost of her repairs and she is now threatening to retain an attorney stating that she didn't give the OK to tear her VEH. SM is stating that he feels the CUST is looking for any way possible to not have to pay out of pocket for the cost of the repairs. SM stated that the CUST won't give the OK to the FIN ASSIST so that they can order the transmission needed to complete the repairs. SM states that he needs assistance with gathering the correspondence with the CUST and her CXS so that he can provide the CUST with accurate information. NEXT STEPS: CXS will document case and will also document new case which is [redacted]. Ford Motor Company ® Indiyah Ray Customer Experience Specialist (Truck) iray@ford.com | www.ford.com office: 866-631-3788 ext. 79494 Mon-Fri 8:00 AM-4:30 PM CST CXS is not SMS trained

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Canceled

OPEN: 05-12-2023 CLOSED: 05-31-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |

DEALER NAME: Earnhardt Ford

PA CODE: 20313 DLR SALES CODE: 71176 REGION: W3 ZONE: W3A

VIN: 3FMCR9C60M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | AZ | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Lack/Loss of Power | Acceleration | UNKNOWN

ANALYST NAME: Thomas Hyde OPEN ANALYST NAME: Tadrelija Watson

COMMENTS:

2023-05-12 15:53:36

OBC to DLR/CUST (phone # [redacted] •Spoke [redacted] •Regarding:buyback •Information Received:she was given option to do buyback and get a rental but they stated he has to pay for rental stated she can either get refunded for her car payment or she needs her husband in a rental jake stated vehicle was stopping •Information Provided:advised client that i would be able to get buyback submitted i can not tell the dealer to do anything •Next Step: submit buyback OBC to DLR/CUST (phone #) •Spoke with: s/a Jake •Regarding:rental •Information Received:stated they work with enterprise stated there is no tsb for the issue on vehicle stated they can put a battery in vehicle under power warranty but they can get them in a rental for one day •Information Provided:will client have a rental •Next Step: advise client Ford Motor Company ® Tadrelija Watson Customer Experience Specialist, Ford CXS Team Twatso71@ford.com | www.ford.com Office: 866-631-3788 ext. 79826 E-Fax: 8886359545

2023-05-12 16:01:39

•What specifically is causing the customer to want the vehicle bought back?Clients vehicle powers off randomly and the dealer wants her to keep coming in for new batteries •Have you had repairs completed for this concern at multiple dealerships? If yes, obtain names of dealerships and locations.no •Registered owner(s) name(s) for the vehicle?[redacted] •State where the vehicle is currently registered?Michigan •What was the exact date the vehicle was purchased?[redacted] •State where the vehicle was purchased?Michigan •Name of the dealer where the vehicle was purchased?Fred Grande Ford •Mileage on the vehicle at the time of purchase?5 miles •What is the vehicle's current mileage?35000 •Is there a current concern with the vehicle?lack loss of power •What is the repair status of the vehicle?in service being tested •Where is the vehicle currently located? Is the vehicle currently at the dealer?earnhardt ford

2023-05-12 16:05:35

Case Number : [redacted] Customer [redacted] Business Phone : [redacted] Home Phone : [redacted] Mobile Phone : [redacted] LTV Score : 94 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Earnhardt Ford Dealer P&A : 20313 Dealer phone : 4808930000 VIN : 3FMCR9C60M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 33,122 Engine Specification : 1.6L TIVCT PFI Sigma Transmission Specification : 6 Speed Auto Trans GFT DPS6 Warranty Start Date : 2021-05-14 Open Recall/FSA: : n/a ESP : n/a Hotline Contact : n/a Warranty History : [redacted]

2023-05-12 16:44:46

stated the dealer just advised her there is no diag and they will be giving her back the vehicle stated they tested the battery and there is nothing wrong with it although it stated failure to start on her vehicle yesterday they also recorded this

2023-05-13 00:06:57

IBC: Spoke with [redacted] who states that her vehicle [redacted] off in the middle of traffic. She states that the dealership is unable to address her concern. She states that this has been a reoccurring issue they just got the vehicle back no less than an hour from the dealership and the vehicle just stopped again. Customer is also needing rental while she wait for the vehicle to be repaired. Next Steps: Notify agent Sermon Swafford Ford Motor Company Customer Experience Specialist -PV Team Sermon Swafford sswaffor@Ford.com | www.ford.com O: 1-866-631-3788 ext. 79372

2023-05-17 19:32:18

OBC to DLR/CUST (phone # [redacted] •Spoke with: [redacted] left voicemail •Regarding:buyback •Information Received: •Information Provided: advising buyback is still processing went over rental info with client •Next Step: f/u on tues check buyback Ford Motor Company ® Tadrelija Watson Customer Experience Specialist, Ford CXS Team Twatso71@ford.com | www.ford.com Office: 866-631-3788 ext. 79826 E-Fax: 8886359545

2023-05-18 16:12:44

OGC VIN LIST CHECK : 3FMCR9C60[redacted]
RESULTS : nothing returned

MI
LTV Score : 94
Vehicle Purchase Status : ORG

2023-05-18 16:13:00

Melbourne BRT Nikki made obc to dlr # 4808930000 left a vm for sa jake for contact back about the vehicle.

BRT will need the following current/last RO info:

RO number
RO open/close date
RO mileage
Concern
Repair (still diagnosing, Parts on Order, working with hotline, etc)
Rental/Loaner, How long? (if the customer is in a rental/loaner, what was the start date)
Is the vehicle still currently at the dealer? (If not, what date did it leave?)

Ford Motor Company ®
Nikita Stephens | Customer SBHT Team| Ford CX Team

2023-05-19 20:15:29

Melbourne BRT Nikki made obc to dlr # 4808930000 spoke with sa jake . dlr adv that the vehicle was traded in yesterday.

BRT is closing the milestone as the customer no longer owns the vehicle.

Ford Motor Company ®
Nikita Stephens | Customer SBHT Team| Ford CX Team

2023-05-23 21:08:54 OBC to DLR/CUST (phone # [redacted] •Spoke [redacted] left voicemail •Regarding: •Information Received: •Information Provided:i need to know that client no longer has vehcile •Next Step: safetynet to sup rav stated client does not own vehicle Ford Motor Company ® Tadrelija Watson Customer Experience Specialist, Ford CXS Team Twatso71@ford.com | www.ford.com Office: 866-631-3788 ext. 79826 E-Fax: 8886359545

2023-05-25 18:56:31 OBC to DLR/CUST (phone # [redacted] •Spoke [redacted] •Regarding:case closure •Information Received: •Information Provided:safetynet to sup rav stated client does not own vehicle sent email "Hello, I am reaching out regarding your case, when is a good time to contact you? " •Next Step: if no response utc safetynet Ford Motor Company ® Tadrelija Watson Customer Experience Specialist, Ford CXS Team Twatso71@ford.com | www.ford.com Office: 866-631-3788 ext. 79826 E-Fax: 8886359545

2023-05-31 14:10:45 OBC to DLR/CUST (phone #) •Spoke [redacted] •Regarding:case closure •Information Received: •Information Provided:sent utc •Next Step: check safetynet Ford Motor Company ® Tadrelija Watson Customer Experience Specialist, Ford CXS Team Twatso71@ford.com | www.ford.com Office: 866-631-3788 ext. 79826 E-Fax: 8886359545

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 05-13-2023 CLOSED: 05-25-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: Valley Isle Motors Ltd

PA CODE: 07839 DLR SALES CODE: 72444 REGION: W1 ZONE: W1C

VIN: 3FMCR9B6XM[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | HI | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Running | UNKNOWN | UNKNOWN

ANALYST NAME: Amen Okundaye OPEN ANALYST NAME: # FordGCCTUTM-PROD

COMMENTS:

2023-05-15 20:18:25 no uptime info showing due to sytem down

2023-05-15 20:21:32 OBC to Dlr: cxs was sent over to sa Noah vm left to get ro info

2023-05-15 20:22:20 Case Number : [redacted] Customer : Generic Contact Informational Case NA CRC Business Phone : Home Phone : Mobile Phone : LTV Score : Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : Valley Isle Motors Ltd Dealer P&A : 07839 Dealer phone : 808-877-3673 VIN : 3FMCR9B6XM[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : Engine Specification : Transmission Specification : Warranty Start Date : 2021-09-02 Open Recall/FSA: : ESP : Hotline Contact : Warranty History :

2023-05-15 20:30:47 cxs left vm for service director Matt Hicks

2023-05-15 20:31:28 Case Number : [redacted] Customer : Generic Contact Informational Case NA CRC Business Phone : Home Phone : Mobile Phone : LTV Score : Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : Valley Isle Motors Ltd Dealer P&A : 07839 Dealer phone : 808-877-3673 VIN : 3FMCR9B6XM[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : Engine Specification : Transmission Specification : Warranty Start Date : 2021-09-02 Open Recall/FSA: : ESP : Hotline Contact : Warranty History :

2023-05-15 20:38:02 email sent to Service director Hello, I am reaching out to get some information of a customers vehicle that was towed into the dealership I was unable to reach anyone at the dealership at this time The customers vin is 3FMCR9B6XM[redacted] Below is the info needed Service Advisor: Customer Name: Customer Number: CLV SCORE: Is the veh there? Mileage? RO# RO date Veh Concern? Diagnosis: Repairs ETA: Offer delivery? rental? loaner? Warrantable? Technician Pending or assigned? Thank you Ford Motor Company ® Amen Okundaye Customer Experience Specialist, Ford CXS Team aokunday@ford.com | www.ford.com Office: 866-631-3788 Ext. 79682

2023-05-18 19:24:23 Service Advisor:Noah Customer Name: [redacted] Customer Number:[redacted] CLV SCORE: 79 Is the veh there? no Mileage? 13,87 RO#[redacted] RO date 5/12- 15 Veh Concern? needed a battery Diagnosis: battery dead Repairs ETA: na Offer delivery? vehicle was not delivered but they offer the services rental?no loaner?no Warrantable? yes Technician Pending or assigned?na sa wendy transferred to sa Noah

2023-05-18 19:47:25 obc to cust - She is not convinced, because she said the vehicle just died at the stop light and they light wasn't off everything was on, customer said she does not think it was anything battery related and does not want to be stuck on the road cxs ensured dealership checked on issues before completion and offered ESP MORLEY -[redacted]

2023-05-19 16:49:34 LaQuincy Arnold, Lead 1-866-631-3788 Ex 79077 larnol27@ford.com Mon-Fri 9AM-5:30PM Transmitted ESP in Morley CASE NUMBER:[redacted]

2023-05-24 21:20:43 obc to cust vm has not been set up sms left to cust on ESP activated and survey

2023-05-24 21:37:15

Ford Motor Company®
Angel Miller
Business Operations Supervisor – PV Team
amill286@ford.com | www.ford.com
Mon - Fri 7:45 AM – 4:15 PM

Safety Net: CXS may resolve case.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 05-15-2023 CLOSED: 06-15-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle | CCT Criteria

DEALER NAME: AutoNation Ford Gulf Freeway

PA CODE: 04473 DLR SALES CODE: 52024 REGION: C2 ZONE: C2B

VIN: 3FMCR9B63M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 33,410

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Stalls/Quits | At Idle | UNKNOWN

ANALYST NAME: Vanessa Dela torre OPEN ANALYST NAME: Evelyn Ayeras

COMMENTS:

2023-05-15 18:49:54

cust says that: 3FMCR9B63M[redacted] 2021 Ford Bronco with 33,000 miles on it. I wanted to make a report / complain with my veh. the veh stops on me for the 5th time. the veh will not turn on the veh. I am requesting for a loener. I was told that it was a transmission. They gave me the veh 3 weeks ago. I took the veh at AutoNation Ford Gulf Freeway working aithy SA - Mckaila. He has not come back to me. cust wanted a courtesy veh. cust wanted Ford to replace the veh. as per DLR: N\A crc advised: RECALL - 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION they already order the part for the veh. Type of purchase [new - used from the dealer - Certified Pre-Owned (CPO) - private sale or gift]: BRAND NEW Purchase state: SPRING TEXAS Purchase date: AUGUST 2021 Mileage at the time of purchase: 3 MILES Name of selling dealer, business, or seller: PLANET FORD Registered owner(s) name(s) for the vehicle: [redacted] State/province where the vehicle is currently registered: HOUSTON TEXAS Is the vehicle primarily used for personal or business reasons? PERSONAL If a business, the total number of vehicles the business has registered: Primary mechanical concern for buyback request: Is the vehicle currently at the dealer? AutoNation Ford Gulf Freeway If the vehicle is currently at the dealer: Name of dealer (if applicable) and Service Advisor (SA): SA - MIKAYLAY Date vehicle arrived at the dealer: TODAY 05/15/2023 Does the customer require a rental? YES Thank you for reaching out to Ford Motor Company with this concern. I will be escalating this case to a Customer Experience Specialist on the escalated Truck or SUV support team. They will contact you through your preferred/best contact method within 1 business day to assist you. Your case number is [redacted]."

2023-05-15 18:51:20

EMAIL ADDRESS:[redacted] BEST CONTACT NO: [redacted] BEST TIME: ANY TIME UNABLE TO ADD THE VIN: cust says that: 3FMCR9B63M[redacted] 2021 Ford Bronco with 33,000 miles on it. I wanted to make a report / complain with my veh. the veh stops on me for the 5th time. the veh will not turn on the veh. I am requesting for a loener. I was told that it was a transmission. They gave me the veh 3 weeks ago. I took the veh at AutoNation Ford Gulf Freeway working aithy SA - Mckaila. He has not come back to me. cust wanted a courtesy veh. cust wanted Ford to replace the veh. as per DLR: N\A crc advised: RECALL - 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION they already order the part for the veh. Type of purchase [new - used from the dealer - Certified Pre-Owned (CPO) - private sale or gift]: BRAND NEW Purchase state: SPRING TEXAS Purchase date: AUGUST 2021 Mileage at the time of purchase: 3 MILES Name of selling dealer, business, or seller: PLANET FORD Registered owner(s) name(s) for the vehicle: [redacted] State/province where the vehicle is currently registered: HOUSTON TEXAS Is the vehicle primarily used for personal or business reasons? PERSONAL If a business, the total number of vehicles the business has registered: Primary mechanical concern for buyback request: Is the vehicle currently at the dealer? AutoNation Ford Gulf Freeway If the vehicle is currently at the dealer: Name of dealer (if applicable) and Service Advisor (SA): SA - MIKAYLAY Date vehicle arrived at the dealer: TODAY 05/15/2023 Does the customer require a rental? YES Thank you for reaching out to Ford Motor Company with this concern. I will be escalating this case to a Customer Experience Specialist on the escalated Truck or SUV support team. They will contact you through your preferred/best contact method within 1 business day to assist you. Your case number is [redacted]."

2023-05-16 20:47:31

[redacted] (OBC) Autonation Ford Gulfway SPOKE w/ michelle RO : [redacted] RO OPEN DATE : 5/15/23 MILES: 33410 Cust is in a rental we have the part in for recall We are diagnosing a separate issue which veh wont start sometime it would leave cust stranded , we replaced transmission before but dont know whats goin on now currently being diagnosed Diag complete by end week. Cust want a new vehicle overall out of vehicle (obc) [redacted] cust dont want truck at all , if it does not involved a approved truck swap out do not call them , I explained the cust the BB process and what we would do ifnot approved - escalated and repair veh CUST ADVISED THEY ARE NOT INTERESTED IN ANY FUTURE REPAIRS IF TRUCK CAN NOT GET A SWAP OUT BB or will go to attorney -- passed NHL on vin [redacted] ACTIONS: BB MILESTONE NEXT STEPS: Set fu for 5/19 Ford Motor Company ® Customer Experience Specialist - Passenger Vehicle Department Mariah Carter Mcart153@ford.com Office: 866-631-3788 ext 79054 eFax: 866-638-0431

2023-05-16 20:49:58

BB TEMP

2023-05-18 16:35:19

*OGC VIN LIST CHECK : 3FMCR9B63[redacted]

*RESULTS : No Returns on 5/18/23 @ 12:32 PM

*Original Owner per Navis
*Verified VIN via Oasis (ESP)

*NO COPY KEY DATA COMPLETED

Ford Motor Company ®
Shelley Michel
Specialized Buyback Handling Team Specialist, Ford CX Team
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2023-05-18 16:40:49

After review; veh does not meet state guidelines for buyback/replacement criteria for TX. Repairs were completed outside of presumption.

Talking Points:

-Deny GFR
-Review note in milestone
-Followed Repair Assistance Procedures Per Process
-Dealer Engaged Hotline for Repair Assistance
-Focus on getting veh repaired

Ford Motor Company ®
Shelley Michel
Specialized Buyback Handling Team Specialist, Ford CX TeamFord Motor Company ®
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2023-05-19 19:54:13 (OBC) Autonation Ford Gulfway Spoke w/ Angie RO # [redacted] Cust is in loaner we are still in process of diag we might need to open a hotline trying to figure out what caused it this time sympt: veh would stall at times dash would power up but veh cant turn veh on tech trying to figure it out suggested hotline needed ACTIONS: TECH SME (OBC) [redacted] advised cust BB denied, we are working to escalate repair NEXT STEPS: Set fu for 5/25 Ford Motor Company ® Customer Experience Specialist - Passenger Vehicle Department Mariah Carter Mcart153@ford.com Office: 866-631-3788 ext 79054 eFax: 866-638-0431

2023-05-26 21:18:48 (OBC) Autonation Ford Gulfway Spoke w/ MCKAYLA no answer madridm5@autonation.com RO # [redacted] (OBC) Catalina no response from SA dont know status ACTIONS: SENT PORTAL + EMAIL TO DLR NEXT STEPS: Set fu for 6/2 EMAIL TO DLR madridm5@autonation.com Good Afternoon, I initiated a hotline for this vehicle. Can you please let me know the status on diagnostics if there is any at this time? Ford Motor Company ® Customer Experience Specialist - Passenger Vehicle Department Mariah Carter Mcart153@ford.com Office: 866-631-3788 ext 79054 eFax: 866-638-0431

2023-05-30 20:15:04 EMAIL FROM DLR WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Good afternoon, The tech let me know that the battery junction box is being replaced. Mikayla Madrid Assistant Service Manager AutoNation Ford Gulf Freeway 12227 Gulf Freeway, Houston, TX 77034 713-371-4074 Direct 832-952-1259 Text _____ From: Carter, Mariah (M.) Sent: Friday, May 26, 2023 4:18 PM To: Madrid, Mikayla Subject: RO [redacted] STATUS

2023-05-31 14:28:20 IBC Customer called in to get an update on the reimbursement she is waiting on. Advised Customer that it was process and completed on 05/05 but can take up to 4 weeks to receive Next Step: Document recontact Ford Motor Company ® Candace Bell Customer Experience Specialist cbell98@ford.com | www.ford.com Office: 866-631-3788 ext. 79689 Ford Confidentiality: ---------- For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver's license number, SSN, DOB, etc. Thank you.

2023-05-31 15:06:09

EMAIL THREAD W/ DLR

The part should be here Thursday afternoon or Friday. Once the part is received, it should be done same day.

Mikayla Madrid
Assistant Service Manager
AutoNation Ford Gulf Freeway
12227 Gulf Freeway,Houston, TX 77034
713-371-4074 Direct832-952-1259 Text

From: Carter, Mariah (M.) mcart153@ford.com>
Sent: Tuesday, May 30, 2023 3:15 PM
To: Madrid, Mikayla MadridM5@autonation.com>
Subject: RE: RO [redacted] STATUS

Good Afternoon,

Thank so much for the update. Could you also let me know how long this repair might take?

Ford Motor Company ®
Customer Experience Specialist - Passenger Vehicle Department
Mariah Carter
Mcart153@ford.com
Office: 866-631-3788 ext 79054
eFax: 866-638-0431

From: Madrid, Mikayla MadridM5@autonation.com>
Sent: Tuesday, May 30, 2023 2:03 PM
To: Carter, Mariah (M.) mcart153@ford.com>
Subject: Re: RO [redacted] STATUS

2023-05-31 16:00:04 (OBC) [redacted] Advised cust part should be in by end of week and once arrived repair will be same day Cust wants me to ask dlr if recall part that was ordered months ago arrived to they can get this done at same time NEXT STEPS: Kepp fu for Friday ACTIONS; EMAIL DLR Great! The customer also stated that the recall 22s73 part was ordered months ago and they want to know if that came in as well so they can get all of this done at the same time. Ford Motor Company ® Customer Experience Specialist - Passenger Vehicle Department Mariah Carter Mcart153@ford.com Office: 866-631-3788 ext 79054 eFax: 866-638-0431 From: Madrid, Mikayla Sent: Tuesday, May 30, 2023 4:55 PM To: Carter, Mariah (M.) Subject: Re: RO [redacted] STATUS

2023-06-02 16:23:10 (OBC) AutoNation Ford Gulf Freeway spoke w/ parts LEA all parts have arrived LE6Z14A068Z (OBC) Catalina no answer vm ACTION: EMAIL SM NEXT STEPS: Set fu for 6/5 Ford Motor Company ® Customer Experience Specialist - Passenger Vehicle Department Mariah Carter Mcart153@ford.com Office: 866-631-3788 ext 79054 eFax: 866-638-0431

2023-06-05 19:50:17

(OBC) [redacted] have not picked up vehicle yet dont know status OBC TO DLR SA on lunch but parts are @ dlr NEXT STEPS: Set fu for 6/8 ACTIONS: EMAIL SA Good Afternoon , Can you let me know if we are still waiting for parts on this repair? If they have arrived can you let me know the vehicle ETA. Ford Motor Company ® Customer Experience Specialist - Passenger Vehicle Department Mariah Carter Mcart153@ford.com Office: 866-631-3788 ext 79054 eFax: 866-638-0431 From: Carter, Mariah (M.) Sent: Friday, June 2, 2023 11:19 AM To: Madrid, Mikayla Subject: RE: RO [redacted] STATUS

2023-06-07 16:51:34

(OBC) Auto nation ford gulf freeway Spoke w/ tamera In process of being repaired should be done today tech is finishing up (OBC) [redacted] Advised cust ETA of veh NEXT STEPS: set fu 6/9 Ford Motor Company ® Customer Experience Specialist - Passenger Vehicle Department Mariah Carter Mcart153@ford.com Office: 866-631-3788 ext 79054 eFax: 866-638-0431

2023-06-09 17:11:58

(OBC) [redacted] no do not have veh back yet (OBC)AutoNation Ford Gulf Freeway veh will be complete by next week trying to get updates from tech who has to speak w/ specialist to okay the repair before releasing it . the tech is in contact with rep from ford on technician side. They have to corss reference everything before releasing vehicle , soon as we get the ok we will release NEXT STEPS: Set fu for 6/13 Ford Motor Company ® Customer Experience Specialist - Passenger Vehicle Department Mariah Carter Mcart153@ford.com

2023-06-13 20:06:50

(OBC) [redacted]
Yes picked up veh happy

Offered cust prem care plan cust accepted

ACTIONS: TRANSMITTED MORLEY CASE NUMBER: [redacted]

NEXT STEPS: 6/15

Ford Motor Company ®
Customer Experience Specialist - Passenger Vehicle Department
Mariah Carter
Mcart153@ford.com
Office: 866-631-3788 ext 79054
eFax: 866-638-0431

2023-06-14 17:24:44

----Safety Net

--- Esp - transmitted

Ford Motor Company ®
Marchelle Mcnack
Customer Experience Supervisor

2023-06-15 00:18:13

CL EMAIL TO CUST Hello , Thank you for contacting Ford Motor Company and allowing us to assist you with your 2021 Ford Bronco partnering with AutoNation Ford Gulf Freeway. I am glad I was able to address your current repair concerns and provide you a refund and free ESP. The ESP should be available for use in approximately 2 weeks, and you will receive a copy of the ESP contract in 4-6 weeks. If you have any further questions or concerns regarding the repair, the ESP, or any additional comments or feedback, please do not hesitate to reach out to me. Thank you for being a valued customer and a part of the Ford family. Please look for an email within the next few days that includes a brief survey regarding your experience with me in completing your case. We value your feedback so that we can better understand what we can do to improve in the future. Best regards, Ford Motor Company ® Customer Experience Specialist - Passenger Vehicle Department Mariah Carter Mcart153@ford.com Office: 866-631-3788 ext 79054 eFax: 866-638-0431

2023-06-15 14:59:29

EMAIL TO DXS SPECIALIST Rasheed, Talha (T.) cc warranty clerk lopezg2@autonation.com Good Afternoon, Can you open a IWL request for this dealership. They just placed the IWL activity on my case and I can not close out the activity . Can you close it and assist the dealership ? The case # [redacted] - [redacted]. I have not made any promises on my case for rental. Dealership has been handling this from start. The dealership does not know how to initiate the activity in GCCT. Can you please help so that I can update my case. This IWL activity wont allow me to close out anything on my case as these IWL activities do not belong on the concern specialist case. Ford Motor Company ® Customer Experience Specialist - Passenger Vehicle Department Mariah Carter Mcart153@ford.com Office: 866-631-3788 ext 79054 eFax: 866-638-0431

2023-06-26 22:11:40

IBC from Customer [redacted] Customer is calling due to not receiving loyalty card with vehicle payments on it. Customer does not have possession of vehicle at this time. The Rear Differential is currently being repaired. I provided the customer with Comerica's toll-free number 1-800-759-9610 to request a [redacted] Morley activity: [redacted] For 2 promised Vehicle Payments has been transmitted. [redacted] 5/1/2023 Morley Transmitted: [redacted] Amount: $1232.14 Next steps- update case notes D'India Clay SheHerHers Customer Experience Specialist Experience Specialist, Ford CX Team _ H: M-F 9:00 am- 5:30 pm O: (866) 631-3788 ext. 79377

CASE ATTACHMENTS:
2023-05-16 20:49:58 Mariah Carter

[redacted]

Customer Information	
Name(s) on the Title [redacted]	
Address: [redacted] **HOUSTON, TX** [redacted]	
Email Address: [redacted]	
Customer is **Purchasing**	
Vehicle Information	
VIN: **3FMCR9B**[redacted]	Current Mileage **33409**
Ownership Status/ Type of Purchase: **new**	
Purpose of vehicle: **Personal**	# Vehicles registered to the business. (If yes to business)
Purchase Date: **8/2021**	Mileage at Time of Purchase: **3**
State Information	
State Where Purchased: **TX**	
State Where Registered: **TX**	
Dealer Information	
Purchased from Dealer? **YES**	Dealership (if yes): **PLANET FORD**
Primary Reason for Repurchase: **Customer overall wants out of vehicle. They are not happy transmission was replaced and issues are still present. Vehicle would die leaving customer stranded 5 times. Don't want vehicle anymore. New transmission supposes to fix the problem. On 5/14 vehicle did not want to turn on out in store parking lot. Don't want to trade in or do anything to mess up credit just want to swap the truck. Don't care what color just out of vehicle. Cust not interested in any future repairs even with engineer help or will hire attorney.**	
Is there a current concern with the vehicle? **YES**	
What is the repair status of the vehicle? **RO:** [redacted] **RO OPEN DATE: 5/15/23** **MILES: 33410** **Cust is in a rental set up by dlr** **Parts for recall are at dealership that will be taken care of** **Dealership is currently diagnosing a separate issue which veh won't start sometimes it would leave cust stranded, we replaced transmission before but don't know what's going on now currently being diagnosed Diagnostics will be complete by end week.**	
Were repairs completed for this concern at multiple dealerships? **NO**	
(**CA Only**) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed?	

CASE NUMBER: [redacted] STATUS: Information Provided

OPEN: 05-16-2023 CLOSED: 06-07-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

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

DEALER NAME: Boggus Motor Company II, LLC

PA CODE: 04466 DLR SALES CODE: 52094 REGION: C2 ZONE: C2D

VIN: 3fmcr9a62m[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 19,328

BODY STYLE: R9A - BRONCO SPORT CX430 BASE

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | No Crank | Always

ANALYST NAME: Ashley Wilson OPEN ANALYST NAME: Maleah Brown

COMMENTS:

2023-05-16 14:29:29

ibc; cust called about bronco and the 2021 bronco shut down in the middle of the rode for no reason and took it to the dlr and they check ed everything and they couldn't get them to do the same thing and doesn't know why it did that vin; mileage: clv;n/s resolved: NHTSA Vehicle Safety Hotline: 888-327-4236 The NHTSA Investigates safety defects in motor vehicles, sets and enforces fuel economy standards, and promotes the use of safety belts, child safety seats, and airbags. Ford Motor Company and NHTSA work together to proactively identify areas of concern through the investigation of consumer and dealer feedback. During an investigation, Ford cooperates fully with NHTSA. Due to our rigorous safety standards and constant testing, not all issues result in recall or customer satisfaction programs. repair assistance [redacted] Customer Experience Specialist, Ford CX _ O: 866-631-3788 ext. 79445 ***I AM NOT A CONCERN AGENT I AM ON THE INQUIRY TEAM,IF CUSTOMER CALLS BACK PLEASE FURTHER ASSIST WITH CASE PROGRESSION OR GET CUSTOMER OVER TO A CONCERN AGENT***

2023-05-20 21:26:42

Aaryn Hilliard/ ext 79603/ ahillia7@ford.com ibc from cust says his veh broke down and just got his veh back from the dlr on tuesday. cust say she recorded veh and lights were flashing. called serv and had them come pick it up 20 min ago. bogus ford in Arlington cust says the dlr had him driving in the veh after they told him it was safe to drive and it wasnt and he had his children in the veh. the dlr never told the cust was safe to drive and was okay releasing the veh to him when it was never fixed i adv cust to give us a call monday once they diagnosis the veh for repair assistance Ford Motor Company ® Aaryn Hilliard She | Her | Hers Customer Experience Specialist, Ford CX/DX Team AHILLIA7@ford.com | www.ford.com office: 866-631-3788 ext.

2023-05-22 20:22:13

*** IBC from CUST*** CX Name/Phone Number: [redacted] VIN/CASE NUMBER VERIFIED AS: [redacted] / 3fmcr9a62m[redacted] Customer states the vehicle has been stalling out while he was driving one time even stalling out in the middle of 5:00 AM traffic where it was not able to roll over and the customer was stuck. This has happened after he has taken it initially over to the service department and was advised that everything was fixed. The vehicle is now back at the dealership for further assistance and repair however the dealership is unsuccessful in getting a clear path. Customers request assistance from the customer relationship center in repair Dealership Info: Service ADVISOR: --Meets FLP Guidelines: YES/NO CLV: n/s Year/Model: 21 bronco Mileage: 19212 WSD: 12-April-2021 Transfer to Concern: YES NEXT STEPS: OBC call to #: OBC To DLR/ concern[redacted]/re pair asst ----OFFERED ADDITIONAL ASST. FCR Ford Motor Company ® RandellTishea Page Customer Experience Advocate RPage50@ford.com | www.ford.com Office: 866-631-3788 Office Hours Mon-Fri 7:30am-4pm CST

2023-05-22 20:43:13

IBC FROM CUST

Name: [redacted]
Vin: 3fmcr9a62m[redacted]
Phone Number: [redacted]
Issue: vehicle keeps stalling, and stalled in
the middle of the road. 2nd time brought in.
dlr was unable to duplicate concern.
vehicle wont turn on and no error or codes
cust has loaner
DEALERSHIP NAME: Boggus Motor Company
DATE BROUGHT TO DEALERSHIP: 5/20
Next Steps: call dlr
sa tony: had to leave message
brivera@boggusford.com
next steps: follow up with sa again, add copy key data, vor, tech sme

Ford Motor Company ®
Customer Experience Specialist/ Ford CX Team
ashley wilson
SheHer
(866) 631-3788 ext.
awils298@ford.com | www.ford.com

2023-05-22 21:38:49

Case Number : [redacted]
Customer : [redacted]
Business Phone : [redacted]
Home Phone : [redacted]
Mobile Phone :
LTV Score :
Vehicle Purchase Status : Subsequent Owner
Ford Credit Contract Number :
Part Number :
Dealer Name : Boggus Motor Company II, LLC
Dealer P&A : 04466
Dealer phone : 9564232580
VIN : 3fmcr9a62m[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 19212
Engine Specification :1.5L Dragon I3 DI TC Gas B
Transmission Specification :8 Speed Auto Transmission 8F35
Warranty Start Date : 2021-04-12
Open Recall/FSA: :22S73
ESP : NONE
Hotline Contact : NONE
Warranty History [redacted]

2023-05-24 17:37:43

OBC to DLR (9564232580)
Plan of action
call dlr for diagnosis

spoke with sa tony: still diagnosing, assigned a tech. should be pulling cust in after lunch.
reprogrammed the gateway module last time,
was unable to duplicate.
ro# [redacted]
ro open date: 5/22/23

next steps: follow up with cust to discuss diagnosis status

Ford Motor Company ®
Customer Experience Specialist/ Ford CX Team
ashley wilson
SheHer
(866) 631-3788 ext.
awils298@ford.com | www.ford.com

2023-05-24 21:33:58

OBC to CUST [redacted]
Plan of action
call cust to advise of diag status

spoke with cust, dlr is still in the process of diagnosisng, once dlr finds the issue, they can escalate it for further repair assist

next steps: follow up wed, 5/30 for next repair update

Ford Motor Company ®
Customer Experience Specialist/ Ford CX Team
ashley wilson
SheHer
(866) 631-3788 ext.
awils298@ford.com | www.ford.com

2023-06-01 20:15:39

OBC to DLR (9564232580)
Plan of action
call dlr for diagnosis

spoke with sa tony: faulty battery, set to pick it up today. 6/1

ro# [redacted]
ro open date: 5/22/23

next steps: follow up with cust to discuss diagnosis status

Ford Motor Company ®
Customer Experience Specialist/ Ford CX Team
ashley wilson
SheHer
(866) 631-3788 ext.
awils298@ford.com | www.ford.com

2023-06-01 20:39:52

OBC to CUST [redacted]
Plan of action
call cust to advise of diag status

spoke with cust, and advised the dealer did athorough diagnosis and only found the battery was faulty

cust advised he had prior issues with the battery but will pick it up today, 6/1 and see how it drives

next steps: follow up tuesday, 5/6 for final vehicle satisfaction and offer gwg

Ford Motor Company ®
Customer Experience Specialist/ Ford CX Team
ashley wilson
SheHer
(866) 631-3788 ext.
awils298@ford.com | www.ford.com

2023-06-07 18:11:49

OBC to CUST [redacted]
Plan of action
call cust to check on vehicle satisfaction

spoke with cust, and he advised vehicle is running great, was a bit disappointed with the constant issues. but vehicle is good so far

advised of powertrain esp for incov and also advised of recap email and survey

next steps:submit esp and start case closure process

Ford Motor Company ®
Customer Experience Specialist/ Ford CX Team
ashley wilson
SheHer
(866) 631-3788 ext.
awils298@ford.com | www.ford.com

2023-06-12 21:15:44

Morley Case Progression Specialist
Morley activity [redacted]
ESP Has been transmitted.

Ford Motor Company ®
Jelishia Joiner
Lead Agent
Email: JJoine12@ford.com| www.ford.com
Mon- Fri 8:00am-4:30pm CST (Central)

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 05-18-2023 CLOSED: 11-16-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Central Loaner NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Information | Warranty Loaner Approval | |
DEALER NAME: Courtesy Ford
PA CODE: 08502 DLR SALES CODE: 74013 REGION: W5 ZONE: W5B
VIN: 3FMCR9B68N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 14
BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | WA | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Battery Range | Not Listed | UNKNOWN
ANALYST NAME: InfaConnector-Prod OPEN ANALYST NAME: SYSTEM
COMMENTS:

2023-06-14 16:10:57

obp
CAN WE GET RENTAL EXTENDED FOR THIS CUSTOMER. ENGINE HARDNESS WAR ORDER PER HOTLINE AND IS NOW BEING INSTALLED. I DO NEED RENTAL WHILE PERFORMING REPAIRS. I TRIED TO EXTEND THRU GCCT BUT WAS NOT SUCCESSFULL.

2023-06-14 16:13:56

obp

6/26/23 extended
Rosalyn contact 866.631.3788
ext 79109
rwashi46@ford.com

2023-06-14 20:03:36

obp
NEED RENTAL APPRVOVAL. TECH IS IN CONTACT WITH ENGINEER. ENGINWE AIRE HARNESS NEED TO BE REPLACED. PARTS ARE ORDER AND IS HERE NOW. DOING REPAIRS

2023-06-14 22:52:28

obp
Thank you:-)

2023-06-29 16:23:34

obp
ROSLYN,

CAN YOU PLEASE EXTEND THIS RENTAL FOR THIS CUSTOMER. VEHICLE IS STILL HERE IN THE SHOP. ADDITIONAL PART NEEDED WHICH IS THE BCM. ALSO BATTERY NEEDED TO BE REPLACE. WONT TAKE A CHARGE. BCM IS ORDERED PER HOTLINE AND BATTERY IS ON NATIONAL B/O. PER HOTLINE OKAY TO GET ALTERNATE IF NEED BUT WE ARE STILL LOOKING.
PLEASE ADVISE.

2023-06-29 16:26:40

Hello,
Can you send me that hotline ticket number?
Thanks
Rosalyn contact 866.631.3788
ext 79109
rwashi46@ford.com

2023-06-29 21:29:28 * COPIS Case Number or TAC ID #: [redacted] * DLR Requesting additional days for part * Totals Days Requesting: 55 * Dates Requesting: 7/11/23 * Amount per Day being requested: $45.00

2023-06-29 22:24:51

obp

extended 7/11/23
Thanks
Rosalyn contact 866.631.3788
ext 79109
rwashi46@ford.com

2023-07-11 19:21:03

Hi Rosalyn,
We are still working with Thl and are currently waiting for the FSE to come to the dealership to work on the vehicle. Can you please add 2-weeks to the rental?
thank you,
Sherry

2023-07-11 19:22:22 COPIS Case Number or TAC ID #: [redacted] * DLR Requesting additional days for part * Totals Days Requesting: 70 * Dates Requesting: 7/26/23 * Amount per Day being requested: $45.00

2023-07-11 19:22:22 COPIS Case Number or TAC ID #: [redacted] * DLR Requesting additional days for part * Totals Days Requesting: 70 * Dates Requesting: 7/26/23 * Amount per Day being requested: $45.00

2023-07-11 20:18:23	
	obp 7/26/23 extended Rosalyn contact 866-631-3788 ext 79109 rwashi46@ford.com
2023-07-11 21:54:14	
	obp Thank You:-)
2023-07-26 17:24:33	FSE came in and looked at the vehicle and said we need to order a new wiring harness. We need the loaner extended but I'm not sure for how long. I don't know if the part is on backorder or just normal. Sherry
2023-07-26 17:28:30	COPIS Case Number or TAC ID #[redacted] * DLR Requesting additional days for part * Totals Days Requesting: 70 * Dates Requesting: 8/10/23 Rental $45.00
2023-08-14 23:21:59	OBE - Supervisor for IWL RENTAL EXTENSION ABOVE DOA COPIS Case Number or TAC ID: CAS-[redacted]Parts SME and VOR Activities: yes, VOR Verifying the part is still on EMR order in DOW: N ETA on B/O Part/Repair: part arrived on 08/09/2023 Totals Days Requesting: 100 Dates Requesting: 05/18/2023-08/25/2023 Amount per Day being requested: $40 Reason for extension: Expected Repair Completion is Sometime Next week
2023-08-24 18:00:59	-IBPM- Hi [redacted] We installed the new wiring harness per THL and now it starts but immediately dies. We are continuing to work with engineering under THL id #[redacted]. Will you be able to extend the rental again? If you need additional information, please let us know. Thank you. Sherry and Veronica
2023-09-07 17:07:49	*WEB*SEEKING RENTAL EXTENSION ON THIS VEHICLE. VEHICLE IS STILL IN SHOP FOR REPAIRS. HOTLINE AND TECH STILL WORKING TOGETHER TO FIND SOLUTION TO WHY VEHICLE SHUTS OFF AT IDLE. SEOCND WIRE HARNESS WAS INSTALLED. CONCERN STILL PRESENT
2023-09-07 18:14:00	IBPM- SEEKING RENTAL EXTENSION ON THIS VEHICLE. VEHICLE IS STILL IN SHOP FOR REPAIRS. HOTLINE AND TECH STILL WORKING TOGETHER TO FIND SOLUTION TO WHY VEHICLE SHUTS OFF AT IDLE. SEOCND WIRE HARNESS WAS INSTALLED. CONCERN STILL PRESENT
2023-09-08 18:01:53	IBPM- THANK YOU
2023-09-19 13:37:44	IBPM- SEEKING RENTAL ASSISTANCE . VEHICLE STILL HERE IN SHOP. 2 ENGINE WIRE HARNESS HAS BEEN REPLACD. PER ENGINEER TRACING WIRING ON VEHICLE. DONT HAVE A CMPLETE DIAGNOSIS BUT WORKING CLOSING WITH TECH HOTLINE ENGINEER
2023-09-19 13:45:56	OBPM- IWL RENTAL EXTENSION ABOVE DOA Sent to Upper Management for Approval
2023-09-20 19:56:15	IBPM- Do we have an extension on this? I believe she is asking for a buy back due to time down. Thank you, Sherry Gaylord
2023-09-20 19:57:35	OBPM- IWL has already been extended as of yesterday.
2023-09-25 18:18:18	IBPM- Can you please send and update on the loaner status asap. Hertz is ready to recall the rental contract and take her out of the vehicle. Thanks Sherry
2023-09-25 18:19:09	IBPM- Sorry, I can see where you confirm the extension in the work notes but I can't see the current expiration date. Sherry
2023-09-25 18:19:35	IBPM- Can you please send and update on the loaner status asap. Hertz is ready to recall the rental contract and take her out of the vehicle. Thanks Sherry
2023-09-25 18:53:44	IBPM- Sorry Trey, the FSE is working with our tech by phone and they are at a loss at what to do next with this vehicle. You may not see it in Thl notes since this is the way it is now being handled. They talked last week on what to do this week. Sherry
2023-09-25 18:57:54	OBPM- IWL Submitted to Upper Management for further review. Since IWL RENTAL EXTENSION ABOVE DOA.
2023-10-16 20:37:04	IBPM- Customer finally has her vehicle back since 10/11. Total days off road = 146 at $40/day invoices are attached. Please let us know when there is an approval code. Thank you, Sherry
2023-10-16 20:40:11	IBPM- Never mind! I got this code last week and just forgot! Sherry

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 05-21-2023 CLOSED: 07-20-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | Parts Issue | Not Unit Down (drivable) |
DEALER NAME: Ford Country
PA CODE: 01440 DLR SALES CODE: 71168 REGION: W3 ZONE: W3B
VIN: 3FMCR9C68N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 6,000
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | NV | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Lack/Loss of Power | Cruise/ Steady Speed | Intermittent
ANALYST NAME: Coleen Mcgregor OPEN ANALYST NAME: Norma Zavala
COMMENTS:

today
Info At 12:32 PM May 21
Thank you for choosing to chat with us. We will be with you shortly. You are currently 1 waiting in queue.
Info At 12:32 PM May 21
You are now chatting with Norma. Please do not enter any sensitive personal data such as social security number or credit card numbers.
Hi, [redacted]! My name is Norma. How can I help you today?
You 12:32 PM
I have been waiting for my recall for months. The dealers answer is there are no parts for the repair. In addition several times on the highway the sport seem a to lose power, coast and then kick back in. The dealer cannot replicate so I am told until ford does something that is just how it is. The car is unsafe
[redacted] 12:34 PM
I would be more than happy to assist you with this [redacted], allow me 2 -3 minutes to do some research on this.
You 12:35 PM
Ok
[redacted] 12:35 PM
Thank you for your patience, I do see 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION - I do also see that the Owner letter states :
Parts are now available to repair your vehicle. Ford Motor Company has authorized your dealer to install a drain tube to the engine cylinder head and reprogram the powertrain control module, free of charge (parts and labor). Additionally, Ford Motor Company is providing a one-time repair Customer Satisfaction Program 22N18 for the high-pressure fuel injectors, which lasts for 15 years or 150,000 miles from the warranty start date - whichever comes first (if needed).
You 12:38 PM
Thank you for your patience, I do see 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION - I do also see that the Owner letter states :
Parts are now available to repair your vehicle. Ford Motor Company has authorized your dealer to install a drain tube to the engine cylinder head and reprogram the powertrain control module, free of charge (parts and labor). Additionally, Ford Motor Company is providing a one-time repair Customer Satisfaction Program 22N18 for the high-pressure fuel injectors, which lasts for 15 years or 150,000 miles from the warranty start date - whichever comes first (if needed).
You
Can you tell me the name of the Dealer you are working with>?
You 12:38 PM
Ford country Henderson. Will this help the loss of power that randomly occurs on the highway? This is not safe
[redacted] 12:39 PM
I do understand your concern, just to confirm, have you taken the vehicle in to the dealer to be seen for the loss of power?
You 12:41 PM
Yes and their response to the loss of power is we can't replicate and there is no warning light so that is just how the car is. It is ok to lose power on the highway?
[redacted] 12:43 PM
I do understand your concern, what is the mileage on the vehicle?
You 12:45 PM
as far as the recall there will not be parts for months is their response
[redacted] 12:45 PM
Did they mention why they do not have the parts?
You 12:45 PM
6,000 miles but it has happened since there were only $2,00”
yes. Ford will not send them. They only get a few every week and now none
[redacted] 12:45 PM
Can you tell me a bit more about the symptoms you are experiencing with the lack of power? Also, if applicable, is this always, intermittent, high speeds, hot or cold?
You 12:47 PM
It typically happens on the freeway and warm
[redacted] 12:48 PM
I'm still looking into this for you, . In the meantime, can you please verify your full mailing address along with your email and phone number, along with your preferred method of contact? For example, would you prefer to be contacted by cell phone, home phone or via email?
You 12:48 PM
[redacted]
[redacted] henderson nv [redacted]
[redacted] 12:49 PM
[redacted] email or text
[redacted] 12:50 PM
Thank you for that, I will be escalating this case to a Customer Experience Specialist on the escalated Passenger Vehicle Team support team. They will contact you through your preferred/best contact method within 1 business day to assist you.The phone call will be from an 800-toll-free number.
This is your case number [redacted]- You can click on the “+” sign at the bottom of this window to, print, or email this conversation to yourself.
Would I be able to assist you with any other questions?
You 12:52 PM
Info At 12:54 PM May 21
The chat transcript will be sent to: [redacted] at the end of your chat.
Thank you
[redacted] 12:54 PM
Is there anything else I can assist you with today?
You 12:54 PM
I haven’t heard from you in a few minutes. Do you need more time?
You 12:56 PM

2023-05-21 18:27:44

" a.) CONTACT VIA: [redacted] email or text
b.) CUST SAYS:"I have been waiting for my recall for months. The dealers answer is there are no parts for the repair. In addition several times on the highway the sport seem a to lose power, coast and then kick back in. The dealer cannot replicate so I am told until ford does something that is just how it is. as far as the recall there will not be parts for months is their response,yes. Ford will not send them. They only get a few every week and now none
c.) PER CUST, DLR SAYS:Ford will not send them. They only get a few every week and now none
d.) CRC ADVISED" will escalate for parts

2023-05-22 16:30:54

OBC TO DLR

Reaching out to DLR to get updates on CUST repair status.

Spoke with: Latonya

Per DLR the vehicle is not at there DLR, Part is for the Recall the part has been ordered but it is on back order.

Sa not available.

OBC TO DLR

Reaching out to speak with parts

Spoke with: N/A

Diana Cortez
Customer Experience Specialist
Dcorte12@ford.com| www.Ford.com
O:1-8666313788 ext. 79497

2023-05-22 16:36:10

OBC TO CUST

Reaching out to CUST to advise I will partner with the DLR on parts escalation

Advised I will reach back out to her tomorrow 5/22/23 with further updates.

CUST says okay.

Diana Cortez
Customer Experience Specialist
Dcorte12@ford.com| www.Ford.com
O:1-8666313788 ext. 79497

2023-05-23 16:02:44

OBC TO DLR

Reaching out to DLR to have back ordered part escalated

Spoke with: N/A lEFT VM FOR PM BRYAN WALSH

Diana Cortez
Customer Experience Specialist
Dcorte12@ford.com| www.Ford.com
O:1-8666313788 ext. 79497

2023-05-26 15:15:10

OBC TO DLR

Reaching out to DLR to get update on parts order.

Per DLR they are only able to order 4 per week

Another 2 months before this order is placed.

Diana Cortez
Customer Experience Specialist
Dcorte12@ford.com| www.Ford.com
O:1-8666313788 ext. 79497

2023-06-15 15:28:31

OBC TO DLR SPOKE WITH: GRAY in parts Per DLR they have 26 of the parts in stock. Spoke with : Nick in service Per DLR the order was placed but I would need to confirm with parts if the parts arrived for this CUST RO: [redacted] Spoke with: Kenyenta in parts Per parts the order has not arrived but it is placed, but has not arrived at this time they are only getting 4 parts per week Diana Cortez Customer Experience Specialist Dcorte12@ford.com| www.Ford.com O:1-8666313788 ext. 79497

2023-06-15 15:38:29

OBC TO CUST

Reaching out to advise the parts are starting to roll in we are just waiting on her specific order to be filled

CUST says she is having other issues with the vehicle going on what feel like a cruse mode

Advised CUST if she is having additional concerns we will need the vehicleto go to the DLR for additional DIAG.

CUST says she will ask daughter when it can be taken in and reach out to me via SMS .

Diana Cortez
Customer Experience Specialist
Dcorte12@ford.com| www.Ford.com
O:1-8666313788 ext. 79497

2023-06-29 16:18:13

OBC TO DLR

Reaching out to get updates on CUST repair

Spoke with: Latonya

Per DLR the parts are not in at this time, should not be in for another 8 months.

Advised I have had other DLR received the part after placing a copis case

Transferred to SA for more info, SA did not answer

Called back to DLR parts dept

Spoke with: Mike

Per parts dept the parts are only arriving 4 per week but the part was ordered 3/27/23

No DOR or COR number available.

Diana Cortez
Customer Experience Specialist
Dcorte12@ford.com| www.Ford.com
O:1-8666313788 ext. 79497

2023-06-29 20:51:46 OBC TO CUST Reaching out to CUST to discuss parts case and offer ESP CUST disconnected the line Diana Cortez Customer Experience Specialist Dcorte12@ford.com| www.Ford.com O:1-8666313788 ext. 79497

2023-07-03 15:58:09 OBC TO CUST Reaching out to advise part has been escalated and DLR will be providing details on arrival moving forward. CUST unavailable. will be sending email. Diana Cortez Customer Experience Specialist Dcorte12@ford.com| www.Ford.com O:1-8666313788 ext. 79497

2023-09-11 16:15:34 ibc custoemr called due to not reeving an extended warranty for maintenance that was offered. CAs- [redacted] checked vin in oasis sent agent a web x [redacted] hello the customer for this case is calling in due to not receiving there maintenance plan that was offered and is requesting an update I don't show it attached to her VIN in oasis advised agent would be in touch Ford Motor Company ® Gabrielle Galbert gforema8@ford.com | www.ford.com Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788 ext.

2023-10-24 14:38:39 IBC FROM CUST/ Cust reaching out since prem maint plan has not been added to vehicle. CXS verified case and cust. CXS adv cust that plan was accepted via email to agent. CXS reached out to agents and direct sup via email for f/u.

2023-11-13 21:11:48 IBC FROM CUST CUST is reaching out regarding ESP, CUST says she did not receive it and she spoke with Natalie Email: [redacted] Miles: 9100 Advised CUST I will submit ESP . PMPK ESP OFFER MADE JULY 3RD ACCEPTED JULY 10TH VIA EMAIL WHILE CXS was on leave. CASE WAS CLOSED DUE TO UTC. Advised CUST I will keep an eye out on the submission and will send email once fully processed. CUST agrees to email Diana Cortez Customer Experience Specialist Dcorte12@ford.com| www.Ford.com O:1-8666313788 ext. 79497

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Canceled

OPEN: 05-22-2023 CLOSED: 07-16-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |

DEALER NAME: Koons Ford of Annapolis

PA CODE: 00089 DLR SALES CODE: 27418 REGION: N4 ZONE: N4B

VIN: 3FMCR9B65N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 1,619

BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | MD | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Stalls/Quits | Cruise/ Steady Speed | Intermittent

ANALYST NAME: Charleis Ajah OPEN ANALYST NAME: Iman Thurman

COMMENTS:

2023-05-22 23:17:27

IBC--[redacted] check engine light came on April 20and the vehicle was taken to the dealership.May 1 vehicle was towed to Shaffer Ford. They were not able to duplicate the issue. On May8 the vehicle was picked up and when driving off the lot the vehicle shut off completey. This time they stated that it was the fuel sensor but that did fix the issue. They may think that it may have an electrical issues. The dealership is unclear what the issue is.Tech has been contacted [redacted] contact [redacted] Iman Thurman Customer Experience Specialist, Ford CX Team O: 866-631-3788 ext. 79327

2023-05-22 23:21:05

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

VIN: 3FMCR9B6[redacted] Current Mileage 1,619 Ownership Status/ Type of Purchase: New Purpose of vehicle: Personal # Vehicles registered to the business. (If yes to business) Purchase Date: [redacted] Mileage at Time of Purchase: 30 miles State Information State Where Purchased: Maryland State Where Registered: Maryland Dealer Information Purchased from Dealer? YesDealership (if yes): Enter the name of the dealership. Koons Ford Lincoln of Annapolis Inc Primary Reason for Repurchase: Vehicle engine light has come on 2 twice this is the vehicle second time getting repairs done and the dealership does not have a clear path to repair the vehicle Is there a current concern with the vehicle? Yes What is the repair status of the vehicle? Obtain this information from the customer The vehicle is currently at the dealership with no clear path of repair Were repairs completed for this concern at multiple dealerships? Koons Ford Lincoln of Annapolis, Inc. and Shaffer Ford (CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? No

2023-05-23 14:58:29

Customer Information Name(s) on the Title:[redacted] Customer is Purchasing the vehicle. Vehicle Information

VIN: 3FMCR9B65[redacted] Current Mileage 1,619 Ownership Status/ Type of Purchase: New Purpose of vehicle: Personal # Vehicles registered to the business. (If yes to business) Purchase Date: [redacted] Mileage at Time of Purchase: 30 miles State Information State Where Purchased: Maryland State Where Registered: Maryland Dealer Information Purchased from Dealer? YesDealership (if yes): Enter the name of the dealership. Koons Ford Lincoln of Annapolis Inc Primary Reason for Repurchase: Vehicle engine light has come on 2 twice this is the vehicle second time getting repairs done and the dealership does not have a clear path to repair the vehicle Is there a current concern with the vehicle?Yes What is the repair status of the vehicle? No clear path to repair Were repairs completed for this concern at multiple dealerships? Koons Ford Lincoln of Annapolis Inc and Shaffer Ford Inc (CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? No

2023-05-23 15:02:45

Case Number : [redacted] Business Phone : Home Phone : [redacted] Mobile Phone : LTV Score : 79 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : Shaffer Ford, Inc. Dealer P&A : 07311 Dealer phone : 301-777-3900 VIN : 3FMCR9B65N[redacted] Year : 2022 Make : FORD Model : BRONCO SPORT Mileage : 1619 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2023-03-21 Open Recall/FSA: : ESP : Hotline Contact : Warranty History : [redacted]

2023-05-26 13:38:01

OGC VIN list Check: 3FMCR9B65N[redacted] Results: nothing returned Per NAVIS: Original Owner NHL: none Ford Motor Company ® Deidra Murdaugh Specialized Buyback Handling Team Specialist, Ford CX Team

2023-05-26 17:49:36

After review, VEH does not meet state guidelines for buyback/replacement criteria for MD. Talking Points: -Deny GFR -Review note in milestone -VEH is not at the dealership -Advise Customer to take VEH to Dealer if there is a current concern -Engage Tech SME -Recommend Dealer Engage Hotline for Repair Assistance if needed. -Focus on getting VEH repaired -Follow Repair Assistance Procedures Per Process ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER ** Ford Motor Company ® Deidra Murdaugh Specialized Buyback Handling Team Specialist, Ford CX Team

2023-05-30 20:44:49

Natalie Barrios/79840/nbarrio3@ford.com OBC to DLR3017773900

I called dlr to see if veh was there and for any repair updates. SA Dave adv veh was in and out 5/1 for check engine light that couldn't be duplicated. There was a fault code in the memory so the tech tested everything and didn't find any problems. Veh then went to Koons Ford 5/8 and replaced fuel rail pressure sensor (error code came back 5/15 and 5/16 per oasis). The veh is not there and there is not an appt0he adv maybe Koons Ford.

Next steps: f/u with cust to deny BB and ask if veh is at a dlr

Ford Motor Company ®
Customer Experience Specialist – Passenger Vehicle Team
Natalie Barrios
Nbarrio3@ford.com |www.ford.com
office: 1-866-631-3788 ext. 79840

2023-05-30 20:47:23	
	Natalie Barrios/79840/nbarrio3@ford.com OBC to CUST[redacted] Left vm asking cust to call back for case update and to clarify if veh is at a dlr Next steps: cxs should f/u 6/1 to deny BB and ask cust if her veh is at a dlr for repair assist (attempt #2) Ford Motor Company ® Customer Experience Specialist – Passenger Vehicle Team Natalie Barrios Nbarrio3@ford.com |www.ford.com office: 1-866-631-3788 ext. 79840
2023-06-01 01:17:11	Reassigned to Malynda as agent is no longer with the company.
2023-06-01 20:17:51	OBC to cust. No answer, left a message. Advised that i will be her new cxs. Advised her that decision has been made for bb. Advised her to reach back so that i can provide her with the decision. next steps: set f/u with cust on 6/6 to provide buyback decision. Ford Motor Company ® Malynda Douangmala Customer Experience Specialist mdouangm@ford.com | www.ford.com O: 866-631-3788 Ext. 79060
2023-06-06 15:27:33	OBC to delegate. NO answer, left a message. Advised that i was reaching out to provide her decision on bb. Advised that i was needing to confirm if she is planning to take veh back into dlr. next steps: set f/u with cust on 6/6 to provide buyback decision. Ford Motor Company ® Malynda Douangmala Customer Experience Specialist mdouangm@ford.com | www.ford.com O: 866-631-3788 Ext. 79060
2023-06-12 14:38:09	OBC to delegate. Advised her that the buyback has been denied. Asked if she is planning to take the veh back into dlr. Said that the dlr has replaced the entire fuel pump and electrical lines. Cust said that veh is running okay so far, but would like to keep the case opened, because she feels that the veh is going to have more issues. Advised her that i will keep the case opened and check back in with her on 6/16 to confirm if the veh is still running fine or if she is needing to take it back into dlr. next steps: set f/u with cust on 6/16 to confirm if she is needing to take veh back into dlr. Ford Motor Company ® Malynda Douangmala Customer Experience Specialist mdouangm@ford.com | www.ford.com O: 866-631-3788 Ext. 79060
2023-06-16 17:44:48	OBC to cust. Advised her that i was needing to confirm if she was still satisfied with the repairs and if she was having any issues so far. Cust said that there seems to be no issues with the veh at this time. Advised her since she isn't having any issues with the veh and the veh isn't at dlr i would be closing out her case. But before i closed out case wanted to discuss with her gwg PremiumCare esp for the inconvenience of having so many issues with veh and having to take veh back and forth to dlr. Cust said that she would like to accept offer and wanted to confirm if this would affect her reopening the case. Advised her that this wouldn't affect anything related to her case or her veh concerns. Advised her that this is just a gwg from both ford and dlr for all the inconveniences veh has caused her. Cust asked how would she know she has this esp and that it would be no charge to her. Advised her since this is a gwg we are giving this to her for free, and the only thing she would need to pay is the $100 deductible per occurence. Advised her will send her an email in writing of everything i stated about the esp and the brochure. Cust accepted offer. Advised her will process this through for her today and will reach back to her on 6/23 to advise if it has been added to her vin yet. next steps: set f/u with cust on 6/23 to provide further update on esp. Ford Motor Company ® Malynda Douangmala Customer Experience Specialist mdouangm@ford.com | www.ford.com O: 866-631-3788 Ext. 79060
2023-06-16 17:52:42	OBE TO CUST: From: Douangmala, Malynda (M.) Sent: Friday, June 16, 2023 12:52 PM To: [redacted] Good afternoon, I spoke with your mother [redacted] today, regarding a good will gesture for the Ford Protect PremiumCare Extended Service Plan, and she accepted it on your behalf. As per our conversation, as an offer of goodwill, I offered a Ford Protect PremiumCare Extended Service Plan for your vehicle with a suggested retail price of $1,855.00 to provide you with peace of mind going forward. It is our most comprehensive service contract available and covers over 1,000 vehicle components, for up to five years from the warranty start date or 75,000 miles (odometer reading), whichever comes first. Ford Protect PremiumCare coverage is 100% backed by Ford Motor Company, using Ford-authorized parts for covered repairs and factory-trained and certified technicians. If any future repairs are needed, the Extended Service Plan provides rental car reimbursement for up to 10 days and covers towing costs up to $100. There is no limit to the number of repairs during the coverage period, and there is only a $100 deductible per occurrence. Again this plan is free at charge, and no cost to you. The only time you would need to pay anything is if a repair is covered under this warranty, you would just need to pay $100 deductible per occurrence. Please let me know if you have any questions or concerns on regards to this extended warranty, my contact information will be below. I will be processing this through for you today, and will reach back next week to advise if it has been added to your vin yet. I have also attached the brochure to show what all is covered. Please respond back to confirm that you have received this email. Ford Motor Company ® Malynda Douangmala Customer Experience Specialist mdouangm@ford.com | www.ford.com O: 866-631-3788 Ext. 79060
2023-06-21 15:19:56	***Morley Case Progression Specialist*** Morley activity[redacted] ESP Has been transmitted. --- Ford Motor Company ® Jelishia Joiner Lead Agent Email: JJoine12@ford.com| www.ford.com Mon- Fri 8:00am-4:30pm CST (Central)
2023-06-23 15:47:57	OBC to dlr. Transferred to SA Earl Mosbey VM. Advised that i was needing an update on diagnosis and repairs for cust veh. Advised if they are having any trouble with repairs to reach out to hotline for further assistance since this isn't the first time cust has gone in for this concern. next steps: reach out to dlr to get status update on veh. Ford Motor Company ® Malynda Douangmala Customer Experience Specialist mdouangm@ford.com | www.ford.com O: 866-631-3788 Ext. 79060
2023-06-23 17:39:02	ext. 5035 OBC to dlr. Transferred to SA Earl VM. No message left due to message left earlier today. 6/23 next steps: reach out to dlr to get status update on veh. Ford Motor Company ® Malynda Douangmala Customer Experience Specialist mdouangm@ford.com | www.ford.com O: 866-631-3788 Ext. 79060

2023-06-23 18:52:17	fuel pump again, [redacted] OBC to cust. Advised her that i did receive her email that the veh is now back at dlr. Advised her that i have tried reaching SA but haven't been able to get ahold of him. Cust provided me SA Earl cell #. Advised her that i will be reaching out to dlr to get further update on repairs. Cust said that the fuel pump had went out again and that she was told they are waiting on parts and should have repairs completed sometime next week. Cust said that she woud like to process a buyback request again bc she feels unsafe in this veh and since this is her 3rd time she feels that she may qualify for buyback. Advised her that i will process buyback request through and it'll take up to 5 business days for us to receive a decision. next steps: reach out to dlr to get further update on repairs. Set f/u with cust on 6/28 to provide further update on repairs and buyback. Ford Motor Company ® Malynda Douangmala Customer Experience Specialist mdouangm@ford.com | www.ford.com O: 866-631-3788 Ext. 79060
2023-06-23 18:52:45	IBE FROM CUST: From: [redacted] Sent: Wednesday, June 21, 2023 7:01 PM To: Douangmala, Malynda (M.) Cc: [redacted] Subject: [redacted] back WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Melinda, I just left you a voicemail, 6/21/23 at 7:54 pm. This case was recently closed (due to not meeting Maryland guidelines yet for a buyback???) and you offered me a courtesy of an extended warranty for free. My daughter [redacted]) was driving her car tonight. The car had been chugging for the last couple of days. As she was driving, The Service Engine light soon came on, the Full Accessory Power Active came on (the only lights she was able to capture on her phone as driving) when car locked up (brakes locked up) and she lost control of car as it would not allow her to steer, put car in any park, neutral etc...she almost crashed. It is not driveable and NOT SAFE. The car is currently being towed to the Ford Dealership from far away. I would appreciate/expect a comp on the tow. I expect a buy back. I expect FORD to provide the working vehicle. My daughter is a college student far away and if she broke down on a side of a mountain it could have been a lot worse than it was tonight. I want a SAFE SAFE SAFE, repeat, car for my daughter. Please respond immediately. The car will be in the care of Earl Mosbey (of whom I have spoken with tonight) at Annapolis Koons Ford dealership on 2540 Riva road, Annapolis, MD 21401...I have his cell if you would like it. This is the 3rd time in for the SAME problem if not worse this time with complete electric failure. I am CONCERNED for my daughter's safety in this car. Please respond. I have CC my daughter on this email My phone number (call me!) is [redacted] My daughter's phone number is [redacted] VIN of car: 3FMCR9B65N[redacted]
2023-06-23 18:53:00	Customer Information Name(s) on the Title: [redacted] Address: [redacted] Stevensville MD, [redacted] Email Address: [redacted] Customer is Purchasing the vehicle. Vehicle Information VIN: 3FMCR9B65N[redacted] Current Mileage 2699 Ownership Status/ Type of Purchase: New Purpose of vehicle: Personal # Vehicles registered to the business. (If yes to business) Purchase Date: [redacted] Mileage at Time of Purchase: 30 miles State Information State Where Purchased: Maryland State Where Registered: Maryland Dealer Information Purchased from Dealer? Yes Dealership (if yes): Enter the name of the dealership. Koons Ford Lincoln of Annapolis Inc Primary Reason for Repurchase: Cust veh is back at dlr for the 3rd time for the fuel pump failing again. Cust said that the veh had been chugging for a couple of days then the service engine light came on, the full accessory power active came on, brakes locked up and wouldn't allow her to steer, put veh in park, neutral etc. Is there a current concern with the vehicle?Yes What is the repair status of the vehicle? Need to confirm with dlr. Cust said that dlr advised her that the repairs would be completed some time next week 6/26-6/30. Were repairs completed for this concern at multiple dealerships? Koons Ford Lincoln of Annapolis Inc and Shaffer Ford Inc (CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? No
2023-06-28 15:43:30	OBC to dlr. Transferred to SA Earl VM. Advised that i was needing an update on cust repairs. Advised him that cust advised me that parts were on order and I was needing to confirm if any parts are on b/o at this time. next steps: reach out to dlr to get further update on repairs. 6/28 Ford Motor Company ® Malynda Douangmala Customer Experience Specialist mdouangm@ford.com | www.ford.com O: 866-631-3788 Ext. 79060
2023-06-28 17:51:27	OBC to dlr. Transferred to SA Earl VM. Advised him that i was needing status update on repairs. Advised him that cust informed me last week that parts were ordered and just wanted to confirm if those parts had arrived. OBC to dlr. Transferred to parts dept. Advised that i was needing to confirm if any parts are on order for cust currently. next steps: reach out to dlr to get further update on repairs. 6/28 Ford Motor Company ® Malynda Douangmala Customer Experience Specialist mdouangm@ford.com | www.ford.com O: 866-631-3788 Ext. 79060
2023-06-28 19:13:53	Received vm from Julie PM- fuel injection pump pigtail came in on 23rd and given to tech on 26th. OBC to dlr. Transferred to SD Mike VM. advised him that i was needing to confirm now that part is in and has already been assisgned to tech. Needed to confirm if the repairs have started and if they have been completed, or if they have an eta of when the repairs would be completed. OBC to dlr. Transferred to SA, said that cust is assigned to SA Bruce. Spoke with SA Bruce stated that cust is assigned to SM Earl or SA Michael. Transferred me to SD Mike Matson. Said that they have the part installed. Said that the tech has been driving it back and forth to home and veh seems to be operating as it should. Said that the veh starts and runs. Said that they just wanted to keep it for a few days to prove that the veh has been repaired. Said that the veh was towed in but when it got there they were able to drive it into the shop. They are stating that this is an intermittent concern and this isn't the first time cust has gone in for this concern. Advised him that if the concern is still present before they release veh back to cust to reach out to hotline to get further assistance. Said that they are hoping to have the veh released back to cust by 6/29 if everything is still operating properly. Said that cust has been working with SM Earl, but SA Mike Kagley is cust assigned SA. Provided me his email add. MMATSON@KOONSFORD.COM NEXT STEPS: reach out to cust to advise status of repairs. Ford Motor Company ® Malynda Douangmala Customer Experience Specialist mdouangm@ford.com | www.ford.com O: 866-631-3788 Ext. 79060

2023-06-28 20:57:34	OBC to cust. Advised her that the buyback is still under reivew. Advised her that dlr has part installed and they are still test driving the veh around to confirm the veh is operating properly. Advised her that they may be able to release the veh back to her by 6/29. Cust said that she isn't going to pick up the veh and the veh needs to be bought back. Advised her will reach back to her on 6/30 to provide further update on buyback. next steps: set f/u with cust on 6/30 to provide further update on buyback. Ford Motor Company ® Malynda Douangmala Customer Experience Specialist mdouangm@ford.com | www.ford.com O: 866-631-3788 Ext. 79060
2023-06-29 18:57:51	Melbourne SBHT Alex: 3FMCR9B65N[redacted]: ORIGINAL PER NAVIS MD OGC VIN list report: None Melbourne SBHT Alex made OBC to DLR Koons Ford of Annapolis @ 410-224-2100. BRT spoke with Taylor in service == SM Earl. BRT left a VM. Previous BB conducted on 05/26/2023 From: Filho, Alexandre (A.) Sent: Thursday, June 29, 2023 2:58 PM To: Earl Mosby Cc: Michael Matson Subject: [redacted] = BUYBACK
2023-06-30 12:58:51	From: Filho, Alexandre (A.) Sent: Friday, June 30, 2023 8:58 AM To: Earl Mosby ; Michael Matson Subject: FW: [redacted] = BUYBACK
2023-06-30 15:05:43	RO #: [redacted] Last 6 of the VIN on the RO: [redacted] RO open/close dates: [redacted]-currently opened Mileage in: 1568, 2699 Vehicle located at the dealer or with the customer? dlr Days down at the dealer?RO #[redacted] 16 DAYS - RO [redacted] 9 DAYS. Concern: veh continues to shut down. It will work after it rest and when driven again it will shut down randomly. Diagnosis and Repairs (performed, pending, and parts info): Tech has been test driving the veh and it would work and then all of sudden shut down. couldn't duplicate why the veh is shutting down. Will the repairs be covered under warranty? Is the vehicle drivable? warrantable, veh isn't drivable. Has the vehicle been modified in any way? no Rental/Loaner: loaner OBC to dlr. Spoke with SM Earl. Advised him that our buyback team was needing additional information from their dlr to move forward with buyback. SM spoke with tech and tech stated as he was continuing to test drive the veh on 6/29 the veh shut down with a low fuel press code and evap codes, and faulty purge valve. Said that he was able to clear the codes and it fixed the evap concern, but they are still unable to duplicate why the veh is just shutting down. Advised him that i will notify cust of this and will reach back to him once i have an update on buyback. next steps: awaiting buyback decision. Ford Motor Company ® Malynda Douangmala Customer Experience Specialist mdouangm@ford.com | www.ford.com O: 866-631-3788 Ext. 79060
2023-06-30 16:50:54	Melbourne SBHT Alex: At this time Ford does not believe the vehicle qualifies for repurchase/replacement for MD. Once the repair is complete, we will review again for a final recommendation. At the meantime, please continue to maintain contact with dealer to monitor the repair and parts escalation, if applicable, and keep updating the case with it.
2023-06-30 17:58:01	OBC to dlr. Spoke with SM Earl. Advised him that we don't have a final decision on buyback. Advised him that they are wanting to have this reviewed again once the repairs have been completed. Advised him since they aren't able to duplicate the concern. OBC to cust. Advised her that i don't have a final decision as of yet on regards to buyback. Advised her that we would need to have repairs completed in order to have her buyback reviewed again. Advised her that i have reached out to tech smes for additional assistance. Cust was already aware that the veh had broken down and it was an issue with the evap. Cust said that the buyback needs to be approved now because this veh isn't safe. advised cust that i don't have a time frame of when the buyback decision will be made because we need to have the repairs completed. Advised her that i will be reaching back out to dlr next week to get further update on the repairs and will reach back to her on 7/6 or 7/7 to provide furhter update. next steps: reach out to dlr to get further update on repairs. Set f/u with cust on 7/7 to provide further update on repairs. Ford Motor Company ® Malynda Douangmala Customer Experience Specialist mdouangm@ford.com | www.ford.com O: 866-631-3788 Ext. 79060
2023-07-06 13:23:27	Melbourne SBHT Alex made OBC to DLR Koons Ford of Annapolis @ 410-224-2100. BRT spoke with Taylor, in service. == SA Bruce.. BRT left a VM to SA. From: Filho, Alexandre (A.) Sent: Thursday, July 6, 2023 9:23 AM To: Earl Mosby Cc: Michael Matson Subject: FW: [redacted] = BUYBACK
2023-07-07 12:24:52	From: Filho, Alexandre (A.) Sent: Friday, July 7, 2023 8:25 AM To: Earl Mosby Cc: Michael Matson Subject: FW: [redacted] = BUYBACK
2023-07-07 14:06:08	From: Michael Matson Sent: Friday, July 7, 2023 9:24 AM To: Filho, Alexandre (A.) Cc: Earl Mosby Subject: RE: [redacted] = BUYBACK Good Morning, The vehicle is still in our shop. We have got to a point where we can consistently duplicate the concern. Our shop foreman has a hotline case open and is working with our FSE to find the cause of the concern. Michael Matson Director of Fixed Operations Koons Ford Lincoln Annapolis
2023-07-07 14:07:01	Melbourne NCBR Team, Alex: After review, vehicle may meet State guidelines for buyback/replacement criteria for MD. Talking Points: -GFR sent over for second review -Review notes in milestone -Focus on getting vehicle repaired
2023-07-07 17:50:46	OBC to dlr. Spoke with SM Earl. Said that they still haven't gotten too far with diagnosing. Said that they have changed the fuel pump and wiring harness and a few sensors but still doesn't know what is causing the veh to shut down. Said that the veh drives but it just continues to keep shutting off on it's own. Advised him that i saw a note from bb when they spoke with SM Matt that they are currently working with FSE. OBC to cust. Advised her that dlr is working directly with FSE on repairs. Advised her that the buyback has been sent in for 2nd review. Advised her that i will reach back to her on 7/12 to provide further update on buyback and repairs. next steps; Set f/u with cust on 7/12 to provide further update on buyback and repairs. Ford Motor Company ® Malynda Douangmala Customer Experience Specialist mdouangm@ford.com | www.ford.com O: 866-631-3788 Ext. 79060
2023-07-10 16:49:27	COM Support Team Buyback approved. Veh is LL eligible. Next Step : Morley agent will load the RAV and close the milestone. NOTE : CXS will not advise the customer of RAV contact until the Morley team as noted the load completed.
2023-07-10 21:26:58	BRT uploaded to Morley Ford RAV Case Transmission CASE NUMBER[redacted] BRT set disposition to RAV and closed BB Milestone. CXS/CSM will advise CUST to expect RAV contact within 3-5 business days and set follow-up accordingly to verify RAV contacted the CUST. Ford Motor Company ® Rosemary M. Badillo/Specialist Non-Californian Buyback Review Team/Ford CX Team *** NOT A CUSTOMER FACING AGENT *** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER ***
2023-07-12 15:28:09	OBC to cust. Advised her that her buyback was approved. Advised her that she will be contacted by RAV agent within the next 3-5 business days. Advised her that i will reach back to her on 7/14 to confirm she has been contacted by RAV. Cust wanted to know how the buyback process would work. Advised her that i don't have that info and the RAV agent will be the best person to speak with on that. next steps: set f/u with cust on 7/14 to confirm if she has been contacted by RAV. Ford Motor Company ® Malynda Douangmala Customer Experience Specialist mdouangm@ford.com | www.ford.com O: 866-631-3788 Ext. 79060

2023-07-12 20:05:35	
	RAV has received and accepted the case. Customer contact is forthcoming
2023-07-14 14:51:26	OBC to cust. No answer, left a message. Advised that i was needing to confirm if she has been contacted by RAV. next steps: reach out to cust to confirm if she has been contacted by RAV. Ford Motor Company ® Malynda Douangmala Customer Experience Specialist mdouangm@ford.com | www.ford.com O: 866-631-3788 Ext. 79060
2023-07-14 18:29:43	OBC to cust. Advised her that i was needing to confirm if she has been contacted by RAV. Said that she has been contacted. Advised her that i will be closing out her case and she will continue working with RAV. Advised her that she will be receiving a brief survey regarding her experience with me. OBC to dlr. Spoke with SM Earl advised that the cust buyback was approved and cust will be working with RAV moving forward. Advised him if he needs update on buyback he can reach out to RAV. next steps: safety net to close and send recap email. Ford Motor Company ® Malynda Douangmala Customer Experience Specialist mdouangm@ford.com | www.ford.com O: 866-631-3788 Ext. 79060

CASE ATTACHMENTS:

CASE NUMBER: CAS[redacted] STATUS: Resolved
OPEN: 05-27-2023 CLOSED: 05-31-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |
DEALER NAME: Murray Ford of Starke, Inc.
PA CODE: 08228 DLR SALES CODE: 24403 REGION: S3 ZONE: S3C
VIN: 3FMCR9C6XM[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 18,951
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | FL | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Stalls/Quits | Cruise/ Steady Speed | Always
ANALYST NAME: Monica Adjei OPEN ANALYST NAME: # FordGCCTUTM-PROD
COMMENTS:
2023-05-30 17:51:35

Monica Adjei/Ext.79701/madjei2@ford.com:

UPTIME VIN RESEARCH:

Repair Order Details

Repair order Number
Pa Code
Repair order Open Date
Repair order Status
Estimated Completion Date
Repair order Closed Date
Repair order Type
0000000[redacted]
08228
5/26/23 6:53 PM
Open
5/26/23 1:30 PM

Ford Motor Company ®
Monica Adjei
Customer Experience Specialist, Ford CRC Team
madjei2@ford.com | www.ford.com
office: 866-631-3788 ext. 79701

2023-05-30 18:00:01

Case Number : [redacted]
Customer : [redacted]
Business Phone : [redacted]
Home Phone : [redacted]
[redacted]
LTV Score : 95
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : N/A
Part Number :
Dealer Name : Murray Ford of Starke, Inc.
Dealer P&A : 08228
Dealer phone : 9049647200
VIN : 3FMCR9C6X[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 18951
Engine Specification :1.5L Dragon I3 DI TC Gas B
Transmission Specification :8 Speed Auto Transmission 8F35
Warranty Start Date : 2021-08-19
Open Recall/FSA: :

22N18REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORSESP : N/A
Hotline Contact : N/A
Warranty History : YES 2

2023-05-30 18:52:38

Is the veh there?YES
Service Advisor: CAROL STILL
Service Advisor email:CAROLSTILL@GETYEARFORD.COM
Customer Name: [redacted]
CLV SCORE: 95
RO#[redacted]
RO date: 5-27-23
Mileage?18951
Veh Concern?QUITE RUNNING IN THE MIDDLE OF THE ROAD
Diagnosis: BATTERY REPLACED VEH START HOWEVER WRENCH LIGHT CODE U041E.
Part# N/A
Is the part in Emergency back order? N/A
Repairs ETA: N/A
Offer delivery?YES
rental?NO
loaner?NO
Warrantable? YES

OBC to cust connect spoke to [redacted] provided update, and cust stated received call from sa Carol was informed veh ready for p/u. Husband not available may p/u tomorrow informed cust will f/u to confirm veh p/u and satisfied w/service provided.

2023-05-31 21:24:56

Monica Adjei/Ext.79701/madjei2@ford.com:

OBC to dlr connect spoke to Mike in service confirm repair completed and veh has been p/u.

OBC to cust connect confirm veh p/u and satisfied w/service. Informed cust this will be final cust contact since repairs have been completed, will receive recap email and survey.

Nxt steps send recap and resolve case.

Ford Motor Company ®
Monica Adjei
Customer Experience Specialist, Ford CRC Team
madjei2@ford.com | www.ford.com
office: 866-631-3788 ext. 79701

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 05-28-2023 CLOSED: 06-09-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: Larry H. Miller Ford Mesa

PA CODE: 08972 DLR SALES CODE: 71175 REGION: W3 ZONE: W3A

VIN: 3FMCR9C60M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 32,189

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | AZ | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | Intermittent

ANALYST NAME: Travious Samuel OPEN ANALYST NAME: # FordGCCTUTM-PROD

COMMENTS:

2023-05-30 16:49:47 Case Number : [redacted] Owner Ford Credit Contract Number : Part Number : N/A Dealer Name : Larry H. Miller Ford Mesa Dealer P&A : 08972 Dealer phone : 4805697709 VIN : 3FMCR9C60MR[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 32189 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-09-09 Open Recall/FSA: : 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION ESP : 2021 NEW 96/100K PREM MAINT(M&W) 7.5K INTERVAL Hotline Contact : N/A Warranty History : [redacted]

2023-05-30 16:53:05 UPTIME RESEARCH RO Open Date 5/27/23 Dealer Name: Larry H. Miller Ford Mesa Has a tech assigned N/A Repair Status OPEN OBC DEALER: SPOKE WITH SA RODNEY SA STATED VEH WAS TOWED IN FOR NO START SA REPLACED BATTERY,VEH NOW STARTS AND ORDERED KIT FOR RECALL REPLACEMENT BUT NOW THE ALTERNATOR LIGHT STAYS ON, VEH IS BEING DIAGNOSED FOR THE ALTERNATOR LIGHT. Service Advisor: RODNEY / 480-530-9614/ RODNEY.MILLS @LHMAUTO.COM Customer Name [redacted] CLV SCORE: Is the veh there? YES Mileage? 32189 RO# [redacted] RO date 5/27/23 Veh Concern? BATTERY DEAD AND ALTERNATOR Diagnosis: REPLACED BATTERY BUT ALTERNATOR LIGHT Repairs ETA: TBD Offer delivery? YES rental? YES loaner? N/A Warrantable? YES Technician Pending or assigned? YES Nxt Steps: ENGAGE CUSTOMER. F/U : Travious Samuel He/Him/His Customer Experience Specialist, Ford CX Team Office: 1(866) 631-3788 ext 79299

2023-05-30 17:11:17 OBC Dealer: N/A OBC Customer: SPOKE WITH [redacted] SHE STATED THAT THIS IS THE SECOND TIME THE VEH STALLED OUT ON HER, CUSTOMER STATED THAT THE FIRST TIME IT DIED ON THE HIGHWAY AND THE SECOND TIME WAS IN THE WALMART PARKING LOT. CUSTOMER STATES THAT HER FAITH IN THE BRAND HAS DETERIORATED. Next Steps: F/U WITH DLR REGARDING DIAG AND PREVIOUS RO BACK IN SEPTEMBER, CUSTOMER STATED VEH DIED ON HER ON THE HIGHWAY. Share Recommendations: N/A Offer Survey: N/A Travious Samuel He/Him/His Customer Experience Specialist, Ford CX Team Office: 1(866) 631-3788 ext 79299

2023-05-30 19:21:54 **** CXSP RECEIVED THE FOLLOWING INFORMATION REGARDING CUSTOMERS VEH VIA EMAIL FROM SM **** Ford Bronco 3FMCR9C60M[redacted] ENTERPRISE RENTAL $45.00 A DAY START 05-30-23 FOR RENTAL R.O. CREATED 05-27-2023 10:39AM Towed in on Saturday and taken to shop to diag and replace battery. Afterwards the red battery light was on. Diag battery light and repair connection to generator circuit loose. repair Travious Samuel He/Him/His Customer Experience Specialist, Ford CX Team Office: 1(866) 631-3788 ext 79299

2023-05-30 23:07:56 **** CXSP RECEIVED THE FOLLOWING INFORMATION REGARDING CUSTOMERS VEH VIA EMAIL FROM SM **** The vehicle is done and customer contacted to pick up this evening Travious Samuel He/Him/His Customer Experience Specialist, Ford CX Team Office: 1(866) 631-3788 ext 79299

2023-06-01 19:40:18 OBC Dealer: SPOKE WITH SA MICHAEL VERIFIED VEH WAS PICKED UP ON 5/31/23 OBC Customer: CALLED CUSTOMER NO ANSWER, LEFT VM Next Steps: SEND UTC EMAIL Share Recommendations: N/A Offer Survey: N/A Travious Samuel He/Him/His Customer Experience Specialist, Ford CX Team Office: 1(866) 631-3788 ext 79299

2023-06-05 21:01:46

OBC Dealer: N/A

OBC Customer: CUSTOMER STATES THAT VEH IS OPERATING FINE AS OF NOW AND SHE FEELS AS IF THE PROBLEM IS GOING TO HAPPEN AGAIN BECAUSE THE PROBLEM HAS HAPPENED 3 TIMES BEFORE. CUSTOMER HAS STATED THAT SHE HAS LOST ALL FAITH THAT THE VEH WILL LAST HER 10 YRS. CUSTOMER OFFERED AGENT THEN OFFERED GWG OF ESP AND CUSTOMER ACCEPTED.

Next Steps: PROCESS ESP IN MORLEY AND F/U WITH CUSTOMER ONCE LOADED IN OASIS,

Share Recommendations: N/A

Offer Survey: N/A

Travious Samuel
He/Him/His
Customer Experience Specialist, Ford CX Team
Office: 1(866) 631-3788 ext 79299

2023-06-07 21:17:05	
	Morley Case Progression Specialist Morley activity: [redacted] ESP Has been transmitted. --- Ford Motor Company ® Jelishia Joiner Lead Agent Email: JJoine12@ford.com| www.ford.com Mon- Fri 8:00am-4:30pm CST (Central)
2023-06-09 21:41:26	OBC Dealer: N/A OBC Customer: CALLED CUSTOMER. NO ANSWER. LEFT VM OF CASE AND ESP STATUS. Next Steps: SEND RECAP EMAIL AND CLOSE CASE Share Recommendations: N/A Offer Survey: YES Travious Samuel He/Him/His Customer Experience Specialist, Ford CX Team Office: 1(866) 631-3788 ext 7929
2023-06-09 21:41:46	***** PROACTIVE SUPPORT ENGAGED > VEH REPAIRED AND RETURNED TO CUSTOMER > GWG ACCEPTED AND PROVIDED > CASE CLOSED ***** Travious Samuel He/Him/His Customer Experience Specialist, Ford CX Team Office: 1(866) 631-3788 ext 79299

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 06-02-2023 CLOSED: 06-21-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: Corwin Ford Republic

PA CODE: 09202 DLR SALES CODE: 53493 REGION: C4 ZONE: C4C

VIN: 3FMCR9B63N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 16,189

BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | MO | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | UNKNOWN

ANALYST NAME: Mahoganie Locks OPEN ANALYST NAME: # FordGCCTUTM-PROD

COMMENTS:

2023-06-02 17:19:42 damon grey Dgrey@corwinauto.com Obc to dealership: service advisor was on lunch , Vehicle is located at the dealership for no start no crank. Also smoke start coming that could be an electrical issue.

2023-06-02 17:23:04 [redacted] Mobile Phone : LTV Score : 77 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : Corwin Ford Lincoln Republic Dealer P&A : 09202 Dealer phone : 417-732-2626 VIN : 3FMCR9B63[redacted] Year : 2022 Make : FORD Model : BRONCO SPORT Mileage : 15663 Engine Specification : Transmission Specification : Warranty Start Date : 2022-03-04 Open Recall/FSA: : ESP : Hotline Contact : Warranty History :

2023-06-05 20:24:24 OBC to dealership: service manager stated they ordered an starter and battery repairs are covered under warranty ,starter and battery should be here tomorrow ,repair should be completed tomorrow as well but also waiting on recall parts.

2023-06-07 21:21:30 OBC to dealership: left an voicemail no response yet

2023-06-08 20:46:38 OBC to dealership: left voicema

2023-06-09 20:27:21 Obc to dealership : was only able to leave an voicemail.

2023-06-12 14:11:13 WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Left you a voice mail, starter has been received. Should be done Monday of next week. Customer has been updated every step of the way. Jeff Whiles Corwin Ford of Republic Service Manager 417-732-2626 ext 300 • _____ From: Locks, Mahoganie (M.) Sent: Friday, June 9, 2023 4:14 PM To: Jeffrey Whiles Subject: 3FMCR9B6[redacted] CAUTION: This email originated outside of CORWIN AUTO. Please help keep our organization and customers safe. It's up to us; think before you click. Hello This is Mahoganie Locks from Ford Motor Company trying to get any update information on customer vehicle , Last I spoke with an service advisor was on the 6th of this month. I attempt to call but service doesn't pick up and I left multiple vehicle mail. Customer vin is in subject line.

2023-06-21 17:00:35 Obc to dealership: left voicemail and will attempt to email again.

2023-06-21 17:09:45

IBC from SM Jeff stating he was returning a call from agent Mahoganie. I inquired if he has the case # or VIN, he confirms VIN is 3FMCR9B6[redacted]. I confirmed with Jeff the cust is [redacted] he confirms that is the cust. I inquired if he tried the agent's extension, he states he has, and the agent was not available. I offered to leave a message for the agent, Jeff stated the veh is completed and with the cust as of 6/15. I committed to have to agent reach back out, inquired if he has an extension for the agent to contact, he stated extension is 300.

Next Step: Update agent

Ford Motor Company ®
Nicola Short | Customer Experience Specialist | Houston CRC
866.631.3788 x79817
nshort4@ford.com | www.ford.com
Mon-Fri 12PM to 8:30PM CST

2023-06-21 17:24:17 Obc to customer: left voicemail

2023-06-21 19:41:38 Obc to customer: customer number is going straight to voicemail.

2023-06-21 19:47:13 From: Locks, Mahoganie (M.) Sent: Wednesday, June 21, 2023 2:47 PM To[redacted] Subject[redacted] , This correspondence is in response to your contact with the Ford Customer Relationship Center on 6/2/23 regarding your 2022 Ford Bronco sport . I have attempted to reach you between 6/20/23 – 6/21/23 , however, there has been no reply. As your Ford Customer Experience Specialist, I would like an opportunity to address your concerns. Please contact me at 1-866-631-3788, ext. . 79067. I am available Monday through Friday between 9:00 am – 5:30 pm Central Standard Time. Sincerely, Mahoganie Locks Ford Motor Company US Customer Roadside Proactive NA CRC Mlocks@ford.com / www.ford.com office: 866-631-3788 x 79067

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Canceled

OPEN: 06-02-2023 CLOSED: 07-11-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Chat

CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | CLP / Lincoln Loyalty Criteria | Has been to Dealer

DEALER NAME: DeLong Ford, Inc.

PA CODE: 20251 DLR SALES CODE: 41486 REGION: G1 ZONE: G1E

VIN: 3FMCR9B61M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 80,000

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | IL | | USA

HOME PHONE:

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

ANALYST NAME: Jacob Dixon OPEN ANALYST NAME: Shevonda Byrd

COMMENTS:

2023-06-02 16:18:44	CONTACT VIA: Cell Phone (Anytime) CUST SAYS: [redacted] stated his wife's vehicle is currently located at a Ford dealership because he had to replace his transmission and they called to say the water pump needs to be replaced as well. He would like to know if Ford would help cover the cost being the vehcile is still so new. DEALER SAYS: Neither repairs are covered under warranty CRC ADVISED: N/A First and Last Name of Customer: [redacted] Zip [redacted] Email [redacted] VIN: 3FMCR9B61M[redacted] Mileage: 80,000 miles Symptoms: The vehicle died while driving it, and would sputter at lower speeds Dealership: DeLong Ford Inc. in Dwight, IL ; Service Advisor: Joe Full mailing address: 704 S Chicago St. Dwight, IL 60420 Preferred Method of Contact: Cell Phone (Anytime) Phone number: [redacted]
2023-06-02 19:13:03	OBC: to DeLong Ford dealership service department in attempt to obtain repair information for customer's request for financial assistance. No answer at the service dept. Next Steps: Call dealership service department again. Martin Gwynn Customer Experience Specialist, Ford CX (800) 392-3673 ext. 79160
2023-06-02 20:56:02	OBC: to DeLong Ford dealership service department. I spoke with Joe, and he said that the customer had the vehicle in for transmission repair, and they noticed that the water pump needed to be replaced. He said that the repair would have been warrantable under the expired powertrain warranty. Warranty repair amount is $763.15 which includes parts $133.15 and labor $630. Next step: Open Financial Assistance Request activity. Martin Gwynn Customer Experience Specialist, Ford CX (800) 392-3673 ext. 79160
2023-06-07 14:35:49	OBC: to customer [redacted]. I spoke with [redacted] acknowledge receipt of the case created from chat for the water pump repair financial assistance request. She said that her husband [redacted] has created that chat in her name. She said that the vehicle is no longer at the dealership, because they could not afford to keep renting a vehicle. They keep adding coolant to the vehicle in order to continue using it. I told her that I was gathering the necessary information for the financial assistance request and am just waiting on a few more pieces of information from the dealership and that I would follow up as soon as I know what we can do regarding financial assistance. She said it would be best to follow up with her [redacted] Next steps: follow up with Joe at Delong ford for additional information needed. Martin Gwynn Customer Experience Specialist, Ford CX (800) 392-3673 ext. 79160
2023-06-07 15:41:43	Outbound Email to Delong Ford: From: Gwynn, Martin (M.) Sent: Wednesday, June 7, 2023 10:34 AM To: joe@delongford.net Subject: Ashley & Tom Nemec - 2021 Ford Bronco Sport - Case #CAS-[redacted] Hello Joe, It was great talking with you on Friday. I really appreciate you taking my call. I am working on the Financial Assistance Request for [redacted]. There are a few pieces of additional information I need for the request: oRepair Order #:_____ oRepair Order Open Date:_____ oMileage at Repair_____ oCustomer in rental?: Y/N _____ oOnce approved, estimated repair time (days)_____ If you could reply with this information, I would very much appreciate it. Best Regards, Martin Gwynn Customer Experience Specialist, Ford CX (800) 392-3673 ext. 79160
2023-06-12 18:26:50	OBC: to Joe Ruskin, dealership: DeLong Ford. Could not reach Joe. I left a voicemail for him asking him to email me the repair order number, repair order open date, vehicle mileage at repair, and whether or not customer is in a rental/loaner. Next Steps: Work up financial assistance once information is received from dealership. Martin Gwynn Customer Experience Specialist, Ford CX (800) 392-3673 ext. 79160
2023-06-12 18:46:41	OBC: to [redacted]. I let him know that I am currently working on his financial request and as soon as I get some additional information from the dealership, I will be able to move his request forward. I also asked if the vehicle is still operational, and he said that it is. Next Steps: Check with dealership tomorrow if I haven't heard back from them by then. Martin Gwynn Customer Experience Specialist, Ford CX (800) 392-3673 ext. 79160
2023-06-15 21:22:39	OBC: to Joe Ruskin with DeLong Ford. No answer left voicemail requesting information. Martin Gwynn Customer Experience Specialist, Ford CX (800) 392-3673 ext. 79160
2023-06-30 19:51:49	Outbound email to customer: From: Gwynn, Martin (M.) Sent: Friday, June 30, 2023 2:51 PM To: [redacted] -- 2021 Bronco Sport Hello [redacted], I'm just checking in with you to make sure DeLong Ford was able to get your vehicle repaired and use the financial assistance they requested. Please let me know the status of this and if there is anything else I might be able to assist with. Best Regards, Martin Gwynn Customer Experience Specialist, Ford CX (800) 392-3673 ext. 79160

2023-07-10 22:34:21	Safety Net Template CLV:85 WSD:12/9/2020 Mileage:92,596 1. Are the repair completed?dealership unresponsive 2. Is the customer satisfied with the repair?customer unresponsive 3. Did we resolve all of the customers concerns?customer unresponsive 4. What did we do for this customer?Nothing - BB approved/denied?n/a - loaner or rental provided?n/a 5. Did we offer any goodwill (esp/fin assist)?n/a - If not why?n/a 6. Did we send the thank you email confirming what we have done for this customer?n/a 7. Did we provide a rental/loaner for the customer?n/a 8. Did you complete the following prior to closing (i.e. enter symptom codes, ensure VIN is attached to case, etc.)?Y 9. Was the Survey mentioned?n/a 10. Did you ask the customer if their concern was resolved?n/a - customer will give 1-5?unknown

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided

OPEN: 06-03-2023 CLOSED: 06-22-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Buyback Request | California Vehicle |

DEALER NAME: Tuttle-Click Ford

PA CODE: 07070 DLR SALES CODE: 71069 REGION: W1 ZONE: W1C

VIN: 3FMCR9A63M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 36,974

BODY STYLE: R9A - BRONCO SPORT CX430 BASE

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | CA | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Lack/Loss of Power | UNKNOWN | UNKNOWN

ANALYST NAME: Madison Bridges OPEN ANALYST NAME: Madison Bridges

COMMENTS:

2023-06-03 15:54:05	Ford Motor Company ® Madison Bridges Customer Experience Specialist, Ford CXS Team/ PV Team Mbridg46@ford.com | www.ford.com Office: 866-631-3788 ext. 79457 E-Fax: 8886359545 IBC From [redacted] (mobile) customers daughter purchased 2021 ford bronco sport gas gauge goes out where customer cannot see the gas mileage. battery replaced 2-3 times vehicle dies in the middle of the road. VIN: 2021 Bronco Sport 3FMCR9A63M[redacted] Odometer: 36974 Miles WARRANTY START DATE:17-March-2021 CLV: 64 Meets FLP? NO. customer is seeking to complete the BB request, Dealer advised they cannot find the issue with the vehicle drawing battery. Added customer father as delegate with owners authorization. LAKE ELSINORE FORD vehicle will be going in this week for recall on vehicle for fire. Advised customer the decision will be available within 30 days advised customer cxs is looking to engage resources to escalate for repairs customer is declining to take the vehicle to ford dealer cxs advised customer if she decides to bring the vehicle to ford dealer we will be ore than happy to escalate her repairs to see why her battery keeps draining. Provided customer case # and cxs contact info BB submitted 6/3/23. next steps: monitor case for BB decision.
2023-06-03 15:55:37	Name(s) on the Title: [redacted] Address: [redacted] MENIFEE CA [redacted] Email Address: [redacted] Customer is purchasing vehicle. Vehicle Information VIN: 3FMCR9A63M[redacted] Current Mileage: 36974 Miles Ownership Status/ Type of Purchase: New. Purpose of vehicle: personal # Vehicles registered to the business. (If yes to business) Purchase Date: [redacted] Mileage at Time of Purchase: 0 miles. State Information State Where Purchased: CA State Where Registered: CA Dealer Information Yes. Dealership: Tuttle Click's Capistrano Ford Primary Reason for Repurchase: safety concern. Is there a current concern with the vehicle? Yes What is the repair status of the vehicle? gas gauge goes out where customer cannot see the gas mileage. battery replaced 2-3 times vehicle dies in the middle of the road. Were repairs completed for this concern at multiple dealerships? (If yes): yes. Tuttle-click ford, Tuttle Click's Capistrano Ford (CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? No.
2023-06-03 15:56:27	Case Number : [redacted] Home Phone : [redacted] Mobile Phone : [redacted] LTV Score : 64 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : Tuttle-Click Ford Dealer P&A : 07070 Dealer phone : VIN : 3FMCR9A63M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 36974 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-03-17 Open Recall/FSA: : 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION ESP : n/a Hotline Contact : n/a Warranty History : 712264121C31240.7TUTTLE-CLICK FORD2491309-FEB-2023***24663104 Customer Comments21C31 FRONT BRAKE PAD REPLACEMENT Tech CommentsREPLACE FRONT PADS PER RECALL Details712263922S21240.3TUTTLE-CLICK FORD2491309-FEB-2023***24663105 Customer Comments22S21 RIGHT-HAND ENGINE OIL SEPARATOR INSPECTION Tech CommentsRECALL 002383147, PERFORMED RECALL 22S21 AND PASSED INSPECTION OIL SEPARATOR PASSED AT THIS TIME
2023-06-05 12:11:34	
	To Lisa Curtis
2023-06-06 12:52:41	
	Started GFR /Working on Review
2023-06-06 12:55:27	
	Sent an email to Dan Schmidt Parts and Service Director at Tuttle Click Ford requesting the RO history
2023-06-08 14:33:24	Hello [redacted] I'm following up with you regarding your case opened 6/3/23 for a buyback. It is currently under review at this time, and as initially advised it can take up to 30 days. Ill continue monitoring your case, and keep you updated. Thanks. Ford Motor Company ® Madison Bridges Customer Experience Specialist, Ford CXS Team/ PV Team Mbridg46@ford.com | www.ford.com Office: 866-631-3788 ext. 79457 E-Fax: 8886359545
2023-06-08 20:52:30	WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Thank you for the update. Best, Annette
2023-06-09 14:05:25	
	Received Ro History from Dan with Tuttle Click Ford
2023-06-13 14:35:16	
	Called and spoke with Dan in Service @ Tuttle Click Ford to get RO information , gave me information , updated GFR
2023-06-13 14:35:36	
	Attached RO to the GFR
2023-06-13 14:50:23	
	Case Analyst Review Complete. Transferring to TL for Review.

2023-06-13 14:51:49	
	Called and spoke with Matt in Service at
2023-06-13 14:52:37	
	Called and spoke with Matt in Service at Trust Lake Elsinore Ford to get info on an RO , gave me Information, updated GFR
2023-06-13 14:53:00	
	Case Analyst Review Complete. Transferring to TL for Review.
2023-06-13 18:34:53	
	TL Review Complete. Transferring to COM for Final Review & Processing.
2023-06-13 19:04:50	
	COM Review Complete. Assigning Veronica to process.
2023-06-13 19:59:49	
	APPROVAL UPLOADED TO PORTAL, TRACKING IS [redacted] LETTER WILL BE SENT WITHIN THE NEXT 3 BUSINESS DAYS
2023-06-15 13:52:59	Ford Motor Company ® Madison Bridges Customer Experience Specialist, Ford CXS Team/ PV Team Mbridg46@ford.com | www.ford.com Office: 866-631-3788 ext. 79457 E-Fax: 8886359545 Plan Of Action: contact customer and provide BB decision OBC to customer and LVM with Mr. Burton advising decision on BB available and CXS is looking to further discuss with him Next steps: monitor case for RAV contact
2023-06-16 21:18:32	
	RAV has received and accepted the case, Customer contact is forthcoming.
2023-06-17 16:40:31	Good morning [redacted] I was reaching out to you regarding your buyback request. It was approved and our RAV specialist Carrie will be reaching out to you in the next 3-5 business days. Thank you Ford Motor Company ® Madison Bridges Customer Experience Specialist, Ford CXS Team/ PV Team Mbridg46@ford.com | www.ford.com Office: 866-631-3788 ext. 79457 E-Fax: 8886359545 From: [redacted] Sent: Thursday, June 15, 2023 6:52 PM To: Bridges, Madison (M.) Subject: Re: [redacted] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Hi Madison, My dad let me know you left a message this morning. You can call him back, or me at [redacted]. Thank you. Hope you had a nice day. Best, [redacted]
2023-06-21 14:24:25	Ford Motor Company ® Madison Bridges Customer Experience Specialist, Ford CXS Team/ PV Team Mbridg46@ford.com | www.ford.com Office: 866-631-3788 ext. 79457 E-Fax: 8886359545 Plan Of Action: contact customer and confirm RAV made contact OBC to customer and LVM with [redacted] inquiring if RAV has reached out to customer. Next steps: send customer an email for confirmation .
2023-06-21 14:25:02	She did reach out to me. Thanks for all your help. Best [redacted] On Jun 17, 2023, at 9:40 AM, Bridges, Madison (M.) wrote: Good morning [redacted] I was reaching out to you regarding your buyback request. It was approved and our RAV specialist Carrie will be reaching out to you in the next 3-5 business days. Thank you Ford Motor Company ® Madison Bridges Customer Experience Specialist, Ford CXS Team/ PV Team Mbridg46@ford.com | www.ford.com Office: 866-631-3788 ext. 79457 E-Fax: 8886359545
2023-06-21 16:09:42	Thank you for allowing me to assist you with your concern. I am pleased to hear that your buyback request has been approved, and your moving forward with this process. You're very welcome! I thrive to make sure my customer's voice is being heard. Thank you for contacting Ford Motor Company and allowing us to assist you with your 2021 Ford Bronco Sport vehicle concerns. Our goal is to be sure our Ford owners continue to support our brand and feel like family. It was a pleasure to be able to partner with our dealer and resolve your concerns. We hope that your experience with Customer Care met your expectations As previously provided in your introduction email; you may receive an email survey from Ford Motor Co. We ask that you take a few minutes to respond to the survey and provide us with your feedback regarding our handling of your concern. P.S. I'll be sending you an email within the next few days with a brief survey regarding your experience with me as a Customer Experience Specialist. (Sometimes it may go to your spam/junk folder.) The 1-5 "Brand Likelihood to Recommend rating section is reflective of your experience with me and your honest feedback is greatly appreciated. There will be a separate survey regarding your experience with the dealer. If you have any further questions or concerns regarding this repair, please let us now by contacting us via phone within the next 30 days with your case [redacted]Thank you for your time and loyalty. Ford Motor Company ® Madison Bridges Customer Experience Specialist, Ford CXS Team/ PV Team Mbridg46@ford.com | www.ford.com Office: 866-631-3788 ext. 79457 E-Fax: 8886359545
2023-06-22 15:24:18	
	Cxs can close case

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided

OPEN: 06-08-2023 CLOSED: 06-15-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION:

CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | |

DEALER NAME: Parks Ford of Gainesville

PA CODE: 11618 DLR SALES CODE: 24521 REGION: S3 ZONE: S3C

VIN: 3FMCR9B6XM[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 44,030

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | FL | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | Intermittent

ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-06-08 14:02:38 Uptime findings: No data found Service Advisor: Customer Name: Customer Number: CLV Score: Is the veh there? Mileage? RO# RO date Veh Concern? Diagnosis: Repairs ETA: Offer delivery? rental? loaner? Warrantable? Technician Pending or assigned?

2023-06-08 14:30:20 Case Number [redacted] Customer : Generic Contact Informational Case NA CRC Business Phone : Home Phone : Mobile Phone : LTV Score : Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : Parks Ford of Gainesville Dealer P&A : 11618 Dealer phone : 3523724251 VIN : 3FMCR9B6XM[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 44030 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-05-27 Open Recall/FSA: : 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS ESP : 0968 - USA 2021 NEW 72/60,000 PREMIUMCARE W/ROADSIDE 0984 - USA 2021 7 YEAR SURFACECARE-EXTERIOR & INTERIOR Hotline Contact : Warranty History : CUSTOMER STATES C/S CUST SAYS AC IS NOT BLOWING COLD. AT TIMES TH E BLOWING IS ALSO WEAK. Tech CommentsFOUND THAT THERE WAS NO REFRIGERANT IN THE SYSTEM. INSPECTED FOR LEAKS USING A UV LIGHT AND FOUND TH E A/C COMPRESSOR HOUSING WAS LEAKING. FOUND THE A/ C COMPRESSOR IS LEAKING. ACCESSED, REMOVED AND REP LACED THE A/C COMPRESSOR WITH ALL OTHER RELATED SE ALS GASKETS AND NON-REUSABLE HARDWARE AND REINSTAL LED ALL COMPONENTS REMOVED FOR REPAIRS IN THE REVE RSE ORDER OF REMOVAL. VACUUMED AND RECHARGED SYSTE M. PERFORMED VACUUM LEAK TEST, AND NO LEAKS WERE P RESENT. ROAD TESTED 2 MILES VERIFIED REPAIRS. THE SYSTEM. INSPECTED FOR LEAKS USING A UV LIGHT AND FOUND THE A/C COMPRESSOR HOUSING WAS LEAKING. FOUND THE A/C COMPRESSOR IS LEAKING. ACCESSED, REMOVED AND REPLACED THE A/C COMPRESSOR WITH ALL OTHER RELATED SEALS GASKETS AND NON-REUSABLE HARDWARE AND REINSTALLED ALL COMPONENTS REMOVED FOR REPAIRS IN THE REVERSE ORDER OF REMOVAL. VACUUMED AND RECHARGED SYSTEM. PERFORMED VACUUM LEAK TEST, AND NO LEAKS WERE PRESENT. ROAD TESTED 2 MILES VERIFIED REPAIRS. THE SYSTEM IS OPERATING AS DESIGNED. WE

2023-06-08 18:23:57 CXS Alexia Boyd (79762) OBC to DLR Cody Service Advisor: Nathan Customer Name: [redacted] Customer Number[redacted] CLV Score: 77 Is the veh there? Yes Mileage? 44030 RO#[redacted] RO date 6/8/2023 Veh Concern? Dead crank no start. Diagnosis: this afternoon Repairs ETA: Offer delivery? no rental? yes loaner? Warrantable? Yes Technician Pending or assigned? yes NEXT STEPS - FU with cust to make initial contact Ford Motor Company ® Alexia Boyd Customer Experience Specialist, Ford Concern Team aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Thurs and Saturday's from 8am-4:30pm CST

2023-06-08 18:42:45 CXS Alexia Boyd (79762) OBC to CUST PER CUST this is a on going concern that dlr could not pin point last visit. PER CUST wants out of his vehicle. CUST verified email address on file. CUST is on the way to pick up rental NEXT STEPS - FU with DLR on Diagnosis on /10 Ford Motor Company ® Alexia Boyd Customer Experience Specialist, Ford Concern Team aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Thurs and Saturday's from 8am-4:30pm CST

2023-06-10 14:35:03 CXS Alexia Boyd (79762) OBC to DLR SA Bill PER SA Does not see that diagnosis has been perform on ticket, however veh has been assigned to a tech. NEXT STEPS - FU with CUST via sms Ford Motor Company ® Alexia Boyd Customer Experience Specialist, Ford Concern Team aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Thurs and Saturday's from 8am-4:30pm CST

2023-06-12 13:30:15 CXS Alexia Boyd (79762) OBC to DLR Service Advisor: Nathan PER SA Diagnosis is not complete, however should be complete some time today. PER SA will call back with diagnosis update once he receives it. NEXT STEPS - FU with CUST via sms then reschedule fu for 6/13 Ford Motor Company ® Alexia Boyd Customer Experience Specialist, Ford Concern Team aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Thurs and Saturday's from 8am-4:30pm CST

2023-06-12 19:31:22 CXS Alexia Boyd (79762) OBC to DLR SA Nathan Confirm P&A: 11618 Diagnosis / Customer Concern / Vehicle Failure: battery failure Total for rental: cust will return it tomorrow NEXT STEPS - FU with CUST Ford Motor Company ® Alexia Boyd Customer Experience Specialist, Ford Concern Team aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Thurs and Saturday's from 8am-4:30pm CST

2023-06-12 20:12:34 CXS Alexia Boyd (79762) OBC to DLR Confirm P&A: Diagnosis / Customer Concern / Vehicle Failure: bad cell in battery Warranty Price for PARTS: $ 289.50 Warranty Price for LABOR: $ 15 SA Nathan will be out tomorrow. Call Donna tomorrow to complete FAR. NEXT STEPS - FU with CUST Ford Motor Company ® Alexia Boyd Customer Experience Specialist, Ford Concern Team aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Thurs and Saturday's from 8am-4:30pm CST

2023-06-12 20:40:11

Ford Motor Company®
Angel Miller
Business Operations Supervisor – PV Team
amill286@ford.com | www.ford.com
Mon - Fri 7:45 AM – 4:15 PM

Safety Net: CXS may assist with the 304.50 repair due to a bad cell. Cust right outside of warranty

2023-06-12 20:40:26

CXS Alexia Boyd (79762) OBC to CUST CXS informed CUST that repairs and rental will be covered by FMC. PER CUST appreciates the coverage PER CUST does not like the long wait period to get repairs complete. PER CUST does not take his veh to Ford DLR for oil changes because they take forever to complete workorders. CXS advised that a DLR case will be created. NEXT STEPS - FU with CUST via email. Ford Motor Company ® Alexia Boyd Customer Experience Specialist, Ford Concern Team aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Thurs and Saturday's from 8am-4:30pm CST

2023-06-13 14:03:37

CXS Alexia Boyd (79762) OBC to DLR SM Donna Confirm P&A: 11618 Diagnosis / Customer Concern / Vehicle Failure: battery failure Warranty Price for PARTS: $ 580.92 Warranty Price for LABOR: $ 84.74 Total Repair Cost: $ 304.50 Repair Order Number (6 digits please): [redacted] Open Date: 6/7/2023 Open Miles: 44030 Line Number for possible financial contribution:1 Service Manager's name Donna Service Manager's email dhoulahan@parksofgainsville.com Total Rental Cost: $ 200 Line Number for possible financial contribution:3 NEXT STEPS - Fu with SM with approval code once generated Ford Motor Company ® Alexia Boyd Customer Experience Specialist, Ford Concern Team aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Thurs and Saturday's from 8am-4:30pm CST

2023-06-13 20:43:51

dhoulahan@parksofgainsville.com

Good morning,

Warranty Price for PARTS: $580.92
Warranty Price for LABOR: $284.74
Total Repair Cost: $865.66

[redacted]

Thank you for partnering with Ford Motor Company.
Ford Motor Company ®
Alexia Boyd
Customer Experience Specialist
Aboyd61@ford.com| www.ford.com
O: 866-631-3788 Ext. 79762

2023-06-15 20:17:38

CXS Alexia Boyd (79762) OBC to CUST PER CUST have not had any concerns since receiving vehicle back, however is worried for the future with the veh. CXS ensured dlr fixed concern also gave survey prompting verbiage. NEXT STEPS - close out case Ford Motor Company ® Alexia Boyd Customer Experience Specialist, Ford Concern Team aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Thurs and Saturday's from 8am-4:30pm CST

2023-06-15 20:24:15

CXS Alexia Boyd (79762) OBE to CUST

[redacted]

I am able to address your concerns with your 2021 Bronco Sport. In 24 – 48 hours, you will receive an email with a survey regarding your experience with me, your Customer Experience Advocate. This survey will not be about your dealership or product concern. We value all feedback and are committed to ensuring the best customer experience for all of customers to improve overall.

Thank you being a part of the Ford family and we look forward to hearing from you!

Ford Motor Company ®
Alexia Boyd
Customer Experience Specialist
Aboyd61@ford.com| www.ford.com
O: 866-631-3788 Ext. 79762

2023-06-15 20:28:43

Has the vehicle been repaired & returned to the customer? Yes Have you asked the customer did you resolve their issue to the satisfaction?Yes If the answer is no, it is appropriate to speak with your Sup on the next steps Did you close out all obligations you may have with the dealership (Repair $$$ assistance, rental, etc. - if necessary)?Yes Did you close out all obligations you may have with the customer (If necessary)?Yes Do you have documentation to support the customer reimbursement attached to the case? Has the debit card been transmitted? Do you think goodwill is appropriate in this case? No covered Financial expenses If you made an offer - did it tie to the physicals of the case? (rental as an example) Did you complete final repair satisfaction check? Yes Did you send the case closing email to highlight value we brought by assisting?Yes Proofread email Does email clearly state what assistance was provided to the customer?Yes Did you complete the following prior to closing (i.e. enter symptom codes, ensure VIN is attached to case, etc.)?Yes Buyback Request Did you deliver Buyback decision to the customer and communicate next steps? If request was approved, have the RAV Analyst and customer made contact? Did you follow next steps outlined in Completing an Approved Buyback Request? If request is denied, have you completed next steps outlined in Vehicle Buyback Denied? Financial Assistance Has the approval code been processed and presented?Yes Pls. ensure verification of correct P&A code (lot of issues w/ this)

2023-06-15 21:10:26

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Angel Miller
Business Operations Supervisor – PV Team
amill286@ford.com | www.ford.com
Mon - Fri 7:45 AM – 4:15 PM

Safety Net: CXS may resolve case

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Canceled
OPEN: 06-08-2023 CLOSED: 06-12-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: DCH Ford of Thousand Oaks
PA CODE: 05208 DLR SALES CODE: 71460 REGION: W1 ZONE: W1A
VIN: 3FMCR9B60N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 11,824
BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | CA | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Noise | UNKNOWN | UNKNOWN
ANALYST NAME: Jamarian Tate OPEN ANALYST NAME: Rebecca Davenport
COMMENTS:
2023-06-08 21:21:17

Cust-
Good evening,

i have a 2022 Bronco Sport Big Bend that I bought exactly a year ago. After owning it just under 6 months my transmission went out. This was probably one of the worst times of the year, Christmas, for it to go out because I live in Cali and I was going to drive home to KS/OK, in my new BS, to spend it with family. On top of that the dealership doesn't give loaner cars so I had to come out of pocket for a rental.

*****Break*****

Now I am experiencing this loud rattle noise that sounds like it's coming from under the steering wheel or the transmission area. When is enough, enough for me to get rid of this lemon and get a more reliable car? I was able to record the noise but it will not let me upload it here.

VIN: 3FMCR9B60N[redacted]
Dealership: DCH Ford Thousand Oaks, CA

Thank you in advance

Ford-
Good morning, [redacted] I appreciate you taking the time to send us a message. My name is Rebecca and I'm a social media agent for Ford. I can look into this for you. I will need to collect some information for verification purposes first. Do you mind sending over the following?
-Full name
-Vehicle owner's full name and your relation (if applicable)
-Zip code
-Phone number
-Email
-Preferred method of contact
-Current mileage
Rebecca
Ford Social Media Team

Cust-
Please see below:

- [redacted]
- [redacted]
- Text or email
- 11824 miles

Ford-
Thank you for sending over that info, [redacted]. After running your VIN through our system, I'm currently seeing an outstanding recall (22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION) relating to your vehicle. If you would ever like to check for recalls or field service actions yourself, you may do so at the following link:https://owner.ford.com/tools/account/maintenance/recalls.html.

However, I'm in the process of making a case for you in our system. Before I move forward, have you received any other info/assistance from DCH Ford regarding this noise concern?
Rebecca
Ford Social Media Team

Cust-
I went in yesterday but they can't get me in until next Tuesday. I'm aware of the recall everytime I have went in they haven't had the parts. They said they would order them to fix on Tuesday

Ford-
Thank you for reaching out to Ford Motor Company with this concern. I have escalated this case to a Customer Experience Specialist on the SUV Support Team. They will contact you through your preferred contact method to assist you further. Your case number is [redacted]
Rebecca
Ford Social Media Team

2023-06-12 12:43:08

RAV has received and accepted the case. Customer contact is forthcoming

2023-06-12 20:03:13

CXS - Jamarian Tate
JTATE42@ford.com
866-631-3788 Ext 79599
OBC to DLR/

Spoke w/ Mike in Service, and he said CUST has an apt scheduled tomorrow at 9 am, it has not been diagnosed there and he won't know what the concern is until it gets there.

NEXT STEPS: Set new f/u and update VOR
Ford Motor Company ®
Jamarian Tate
SheHerHers
Customer Relationship Center – Passenger Vehicle Concern Team
Jtate42@ford.com|| www.ford.com
Office : 866-631-3788 Ext. 79599
Operation hours : Monday- Thursday & Saturday 9:00 am -5:30 pm Central Standard Time

2023-06-12 20:10:18

Original case: [redacted] (Buyback case, BB was approved 6/12)

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 06-08-2023 CLOSED: 06-08-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Inquiry | Warranty Coverage | |
DEALER NAME: Performance Ford
PA CODE: 00441 DLR SALES CODE: 71064 REGION: W1 ZONE: W1B
VIN: 3FMCR9A69N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9A - BRONCO SPORT BASE 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | CA | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | No Crank | Always
ANALYST NAME: Stephanie Newman OPEN ANALYST NAME: Stephanie Newman
COMMENTS:
2023-06-08 19:38:35

IBC from Customer
[redacted]
CLV 0

3FMCR9A69[redacted]
2022 Bronco Sport
Charged $257.94
Would like to know.
Battery Died on customer yesterday 6/07/23
Had a lot of trouble jumping it.
When she finally got the vehicle to the dealer. The dealer didn't seem like they wanted to help.
Saying the Diagnosis Tech not available.
Scared to put gas because she had to turn the car off.
2 Hrs away
Customer bought the battery.
What happens now given she has warranty and has battery?
Where was the Battery bought
Ford Dealer in West Covena
Performance Ford
Customer had to buy battery due to Diagnosis Dept not being available because it was very late.

Advised:
I will be more than happy to open up a case for us.
I will be getting with the dealership for updates.

What did I do?
OBC to Dealer
Spoke to Chris

Advised: To go to dealer

Next Steps: Close Case

Stephanie Newman
Customer Experience Specialist, Ford CX Team
snewma44@ford.com | www.ford.com
O: 866-631-3788 ext. 79658
M-F 7:30 AM - 4:00 PM CST

2023-10-09 20:45:33

IBC>CUST
Warranty claim issues on battery
cas[redacted]
Cust says that dlrshp has submitted reimbursement and says that Ford is not complying with the reimbursement.
Cust says that Performance Ford keeps sending claim warranty and FMC is not complying.

Advised that dlrshp is the one who has to reimburse her. Advised all battery warranty has to go through the dlrshp

Cust is going to contact the GM at Performance Ford for more info

Nancy P.
Customer Experience Specialist-PVT-CONCERN
office: 866-631-3788 ext. 79439
npeter33@ford.com
www.ford.com
Hours M-Fpm 330pm CST

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 06-13-2023 CLOSED: 06-21-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Clear Path to Repair |

DEALER NAME: Cecil Atkission Ford

PA CODE: 09694 DLR SALES CODE: 52717 REGION: C2 ZONE: C2C

VIN: 3FMCR9B63M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 30,000

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | Always

ANALYST NAME: Donitra Williams OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-06-13 15:47:43 UPTIME RESEARCH RO#[redacted] RO Open Date: 6/2/2023 Dealer Name: Cecil Atkission Ford Has a tech assigned? No Repair Status: Veh booked into dealership Is there COPIS Ticket? If so, what is the status? No Is there a TAC Request? If so, what is the status? No Is there evidence of a loner vehicle? No Donitra Williams Roadside Proactive Customer Experience Specialist – PV Team O: (1-866-631-3788) ext.

2023-06-13 17:00:26 OBC to DLR: 1st attempt 830-775-7481 Reason for call: Initial DLR Contact Last 8 of VIN:[redacted] Vehicle: 2021 Bronco Sport Service Advisor: Customer Name:[redacted] Customer Number: ADMIN:[redacted] CLV SCORE: 67 WSD: 4/24/2021 Mileage? 30K RO#[redacted] RO open date: 6/12/2023 Is Veh at DLR: Yes Veh Concern: No Start Diagnosis: Battery ETA Repair Completion: Today Rental? N Loaner? N Warrantable? Yes Technician Pending or assigned? Assigned Notes: Per SA the battery had to be out sourced and it will arrive today Next Steps: Contact DLR to confirm repairs completed Follow Up: F/U w/DLR on 6/13 Donitra Williams Roadside Proactive Customer Experience Specialist – PV Team O: (1-866-631-3788) ext.

2023-06-13 17:01:36 Case Number :[redacted] Customer :[redacted] Business Phone :[redacted] Home Phone :[redacted] Mobile Phone : LTV Score : 67 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : Cecil Atkission Ford Dealer P&A : 09694 Dealer phone : 830-775-7481 VIN : 3FMCR9B63M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 30000 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : TRANSMISSION:8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-04-24 Open Recall/FSA: : 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION ESP : Hotline Contact : Warranty History :

2023-06-14 21:16:00 OBC to DLR: 1st attempt 830-775-7481 I attempted to contact service dept to gather an update on repairs for battery replacement due to battery being outsourced. I was unsuccessful with gathering that information I LVM for a call back Next Steps: Send email, contact DLR Follow Up: F/U w/DLR on 6/16 Donitra Williams Roadside Proactive Customer Experience Specialist – PV Team O: (1-866-631-3788) ext.

2023-06-16 16:24:47 OBC to DLR: 1st attempt 830-775-7481 I attempted to contact the service dept to confirm repair status for mutual customer. No Answer LVM. Next Steps: Contact DLR Follow Up: F/U w/DLR on 6/16 Donitra Williams Roadside Proactive Customer Experience Specialist – PV Team O: (1-866-631-3788) ext.

2023-06-20 17:30:03 OBC to DLR: 1st attempt 830-775-7481 Per DLR the ticket has been closed and he couldn't confirm when that ticket had been closed. The battery was replaced. Next Steps: Contact Cust OBC:[redacted] Reason for call: Repair satisfaction I attempt to contact customer to confirm satisfaction. No Answer LVM Next Steps: Send email to cust, contact Cust Follow Up: F/U w/Cust on 6/21 Donitra Williams Roadside Proactive Customer Experience Specialist – PV Team O: (1-866-631-3788) ext.

2023-06-20 17:35:29

From: Williams, Donitra (D.)
Sent: Tuesday, June 20, 2023 12:35 PM
To:[redacted]

Hello[redacted]

I attempted to contact you via phone but was unable to reach you. My name is Donitra with Ford Motor Company, and I have been informed that your vehicle was towed to your local dealership Cecil Atkission Ford. I spoke to your service advisor today, who informed that you have your repaired vehicle back in your possession. I will be contacting you to ensure it is repaired to your satisfaction. If you could please confirm your repair satisfaction and provide the information below just to ensure we have the correct information on file. I will also include my contact information as well.

Full Name:
Email:
Number:
Address:
Best method of contact: Phone/Email/Text

Donitra Williams
SheHer Hers
Roadside Proactive Customer Experience Specialist – PV Team
O: (1-866-631-3788) ext.
Monday-Wednesday/Friday & Saturday 10:30am-7:00pm CST

2023-06-21 16:23:15 CLV SCORE: 67 WSD: 4/24/2021 Mileage? 30K RO#[redacted] RO open date: 6/12/2023 Veh Concern: No Start Diagnosis: Battery I attempt to contact cust via phone and email for satisfaction. No response Donitra Williams Roadside Proactive Customer Experience Specialist – PV Team O: (1-866-631-3788) ext.

2023-06-21 16:27:05

Case Closer CLV: 67 WSD: 4/24/2021 Mileage: 30,000 What was the repair and/or issue? No Start Battery replacement What assistance did Ford provide? Repair assistance Did we offer any goodwill, if YES, what, if NO, why not? (Core Plan, Maintenance Plan, Vehicle Payment) No Was the customer pleased with the offer? N/A Is the vehicle repaired and returned to the customer? Yes Is the customer satisfied with Ford's participation/repair? If not, why? N/A Did we resolve all the customers concerns, both initial and subsequent. If not, why? N/A Did you advise the customer regarding the Survey? No Did we close all obligations with the dealer? Yes Did we send the thank you/Recap email confirming what assistance you/we provided for this customer? Yes What do you feel the outcome of this case will be regarding the Survey, a detractor (1-3) Neutral (4) Promotor (5)? Why? N/A

2023-06-21 16:29:23

From: Williams, Donitra (D.)
Sent: Wednesday, June 21, 2023 11:29 AM
To: [redacted]
Subject: Proactive Roadside Case[redacted]

Hello [redacted],

Thank you for contacting Ford Motor Company Roadside Assistance and allowing us to assist you with your 2021 Ford Bronco Sport. Partnering with Cecil Atkission Ford, I am glad we were able to address your vehicle no start while keeping you updated throughout the process.

If you have any further questions or concerns regarding this repair, the debit card, or any additional comments or feedback, please do not hesitate to reach out to me directly at 866-631-3788 Extension 79087 or by email at Dwill998@ford.com. If I am unavailable, please leave me a detailed message and I will return your call as soon as possible. Please reference the case number indicated above for a quicker response.

Please look for an email within the next few days that includes a brief survey regarding your experience with me in completing your case. I value your feedback so that I can better understand what I can do to improve in the future. This survey is solely based on your experience with me only.

Thank you for being a valued customer and a part of the Ford family.

Respectfully,

Donitra Williams
SheHer Hers
Roadside Proactive Customer Experience Specialist – PV Team
O: (1-866-631-3788) ext.
Monday-Wednesday/Friday & Saturday 10:30am-7:00pm CST

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 06-14-2023 CLOSED: 07-19-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |

DEALER NAME: T & J Ford, Inc.

PA CODE: 06546 DLR SALES CODE: 23257 REGION: C3 ZONE: C3D

VIN: 3FMCR9D9XM[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 37,019

BODY STYLE: R9D - BRONCO SPORT BADLANDS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | LA | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Lack/Loss of Power | Acceleration | Intermittent

ANALYST NAME: Tiara Douglas OPEN ANALYST NAME: Kesey Gamble

COMMENTS:

2023-06-14 13:03:17 Kesey Gamble/79309 IBC from CUST: [redacted] YEAR: 2021 MODEL: BRONCO VIN: 3FMCR9D9XM[redacted] MILEAGE: 37,019 WSD:4/30/2021 CLV: 67 FLP: YES SM: SADIE FONTENOT CUST stated she wanted to start the process of the Lemon Law. The DLR has had her VEH for 5 to 6 weeks. OBC TO DLR Spoke with SM Sadie who stated they order a wiring hornets for the CUST and the part is on the way and should be there any day now. OBC TO SUV CONCERN CXS : SANDRA NEXT STEPS: NONE Ford Motor Company ® Customer Relationship Center – Truck Team Kesey Gamble (CXS) 866-631-3788 kgambl21@ford.com |www.ford.com

2023-06-14 13:09:31 Sandra Longoria slongori@ford.com IBC ext 79309 Kesey customer wants a buyback Customer Information Name(s)[redacted] Address: Enter [redacted] WASHINGTON LA [redacted] Customer is Select purchasing Vehicle Information VIN: 3FMCR9D9XM[redacted] Current Mileage: Enter current mile 37,019 Ownership Status/ Type of Purchase: Select New, Purpose of vehicle: Select personal Purchase Date: 30-April-2021 Mileage at Time of Purchase: under 100 miles State Information State Where Purchased: Enter State LA State Where Registered: Enter State LA Dealer Information Purchased from Dealer? Select Yes Dealership (if yes): Enter the name of the dealership. T and J Ford, Inc Primary Reason for Repurchase: been in the shop three times shut down on highway twice they keep it a long time have to call FSE to figure out had heart attack bad anxiety does not trust it Is there a current concern with the vehicle? Enter Yes What is the repair status of the vehicle? it is at the dealer being repaired 5 weeks waiting on a wiring harness they already put two alternators Were repairs completed for this concern at multiple dealerships? (If yes): only this one Next Step submit buyback check on part to see if arrived follow up with the customer Sandra Longoria Fortner slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central

2023-06-14 13:21:08 Case Number [redacted] usiness Phone : na Home Phone : [redacted] Mobile Phone : [redacted] LTV Score : 67 Vehicle Purchase Status : Original Owner Ford Credit Contract Number :na Part Number : na Dealer Name : T & J Ford, Inc. Dealer P&A : 06546 Dealer phone : 337-363-2153 VIN : 3FMCR9D9XM[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 37019 Engine Specification : 2.0L TIVCT GTDI T/C 240PS GAS Transmission Specification : :8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-04-30 Open Recall/FSA: : :8 Speed Auto Transmission 8F35 ESP : 2 claims Hotline Contact : true Warranty History : 2 claims

2023-06-19 16:15:09 OGC VIN list Check: 3FMCR9D9XM[redacted] Results: nothing returned Per NAVIS: Original Owner NHL: [redacted] Specialized Buyback Handling Team Specialist, Ford CX Team

2023-06-19 16:26:22 Sandra Longoria slongori@ford.com OBC to the dealer to get parts order details pna code[redacted] 2153 SM Sadie waiting harness to verify if it arrived on hold too long with service called back for parts a Pig tail is there not wiring harness spoke with Joey Duplay spoke with Sadie she said part is in they are trying to have it done this week OBC to the customer to update her [redacted] she said it has been down since May 9th this time around I explained repair status and buyback is still under review buyback still under review Next Step check on repair status and buyback status Sandra Longoria Fortner slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central

2023-06-19 16:28:33 After review, VEH does not meet state guidelines for buyback/replacement criteria for PA. Talking Points: -Deny GFR -Review note in milestone -VEH is at the dealership -Recommend Dealer Engage Hotline for Repair Assistance if needed. -Engage Tech SME -Engage Part SME -Part on B/O, please work with DLR on part escalation -Focus on getting VEH repaired -Follow Repair Assistance Procedures Per Process ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER ** Ford Motor Company ® Deidra Murdaugh Specialized Buyback Handling Team Specialist, Ford CX Team

2023-06-26 15:14:48 Sandra Longoria slongori@ford.com OBC to the dealer spoke with parts the pigtail has arrived and it is installed - spoke with service need to verify if ready for pick up - no answer OBC to the customer[redacted] no answer I left her a message about her part follow up 06/27 to discuss buyback denied Next Step call dealer verify if ready for pick up call customer and verify if picked up repair satisfaction discuss BB denied offer ESP Sandra Longoria Fortner slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central

2023-06-26 18:12:57 Sandra Longoria slongori@ford.com IBC [redacted] she missed my call it is still in the shop they changed the wire harness and it still did not work I explained they are still trying to get it repaired we discussed her buyback was denied (but It shows for PA and she lives in LA) sent email to buyback rep for clarification we also discussed a goodwill gesture once the vehicle is repaired because she stated otherwise she is contacting her attorney From: Longoria-fortner, Sandra (S.) Sent: Monday, June 26, 2023 1:09 PM To: Murdaugh, Deidra (D.) Cc: Gatlin, Rose (R.) Subject:[redacted] Good afternoon, On this one did you mean Louisiana and no PA? She said she does not live in PA. Thank you Next Step verify repair status and inform the customer Sandra Longoria Fortner slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central

2023-06-26 18:30:36 CORRECTION TO STATE (LA) for previous buyback notation After review, VEH does not meet state guidelines for buyback/replacement criteria for LA. Talking Points: -Deny GFR -Review note in milestone -VEH is at the dealership -Recommend Dealer Engage Hotline for Repair Assistance if needed. -Engage Tech SME -Engage Part SME -Part on B/O, please work with DLR on part escalation -Focus on getting VEH repaired -Follow Repair Assistance Procedures Per Process ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER ** Ford Motor Company ® Deidra Murdaugh Specialized Buyback Handling Team Specialist, Ford CX Team

2023-06-27 16:23:41	Sandra Longoria slongori@ford.com OBC to the dealer 337 363 2153 to speak with service the vehicle is s till there spoke with her SA they installed the PCM and they programming it right now she said follow up 06/28/23 OBC to the customer 337 945 7736 to update her and she understood she asked about complimentary ESP and I explained we can see if her vehicle qualifies once it is repaired Next Step verify repair status with SA 06/28 update the customer Sandra Longoria Fortner slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-06-28 13:44:53	Sandra Longoria slongori@ford.com IBC 337 945 7736 per the dealer the FSE contacted them but, told them they are busy do not know when they will come she had a Ford Escape and now they have her in a F150 4X4 and she just had heart surgery no income applied for disability and it is a gas gussler she was grateful for it but, rehab is far and she can't afford the gas and her husband is a disabled vet I explained I will be out on June 30 and July 3rd returning n July 6 she understood OBC to the 337 363 2153 SA Sadie Fontenot Service Manager - Warranty Admin she was busy spoke with Joey took a message for her to call me back From: Longoria-fortner, Sandra (S.) Sent: Wednesday, June 28, 2023 8:44 AM To: sadiefontenot3@gmail.com Subject: [redacted] Good morning, Can you please tell me what the FSE stated when he called you? I did add a technical escalation in the case as the vehicle has not been repaired after the repair attempts. She said she is in a very large loaner. (and I do appreciate that) she is asking for a smaller loaner as she said she attends physical therapy for a heart condition and can't afford the fuel for the large truck Thank you Next Step verify repair status inform the customer Sandra Longoria Fortner slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-06-29 12:56:37	Sandra Longoria slongori@ford.com 06/28 vm from Sadie from dealer 337 363 2153 she did speak with the engineer they did order a 225 amp for the vehicle still down in shop Next Step verify if they received the amp and if it resolve the issue update the customer Sandra Longoria Fortner slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-07-06 13:04:30	Sandra Longoria slongori@ford.com From: Longoria-fortner, Sandra (S.) Sent: Thursday, July 6, 2023 8:04 AM To: [redacted] Subject: [redacted] Good morning, Just checking back again to verify if the FSE has reached out to the retch. Thank you Next Step verify repair status update the customer Sandra Longoria Fortner slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-07-06 16:19:25	Sandra Longoria slongori@ford.com OBC to the dealer pna code [redacted] she said it is done she is back in her vehicle picked it up on July 3rd Monday they changed a fuse on it that goes by the alternator she will email me RO copy they had customer in a loaner OBC to the customer [redacted] no answer I left her a message and sent her an email with ESP offer From: Longoria-fortner, Sandra (S.) Sent: Thursday, July 6, 2023 11:19 AM To: [redacted] Good afternoon, The dealer told me you icked up your vehicle on Monday. I wanted to verify your repair satisfaction. Also, I wanted to offer you a complimentary service plan from Ford . Please let me know if that is something you would be interested in and I will submit the request for you, Thank you Next Step verify if she accepts ESP offer Sandra Longoria Fortner slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-07-10 15:33:51	Sandra Longoria slongori@ford.com 07/07 voicemail from the customer OBC to the customer [redacted] verified repair satisfaction everything is great -offered ESP she asked about the vehicle was down 4 months since April and she got it back on Monday July 3 went in on May 9th she said it went in on April she was in a loaner but, not the whole time she will email veh docs I told her I wll verify if we can do veh payments and ESP prob only maintenance ESP $474.00 X 2 need to verify when she loaner and determine if we can reimburse her 2 veh payments OBC to the dealer 337 363 2153 pna code 2327 to request RO copy spoke with Sadie she has not closed it out yet - she said speak with Mrs. Sam she said customer was in a loaner they had to switch her out of a vehicle May 3rd until July 3rd no loaner in April 2023 asked for RO from April OBC tot he customer I left her a message stating is he was in a loaner the entire tie Ford can't provide a vehicle payment maybe for April Sam to send me RO copy for April Next Step look for customer veh documents and dealer April Ro for 1 veh payment consideration and possible maintenance ESP Sandra Longoria Fortner slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-07-12 14:52:53	Sandra Longoria slongori@ford.com OBC to the [redacted] left her a message stating I need her paid veh docs OBC to the SA Sadie she will email me the RO copy also spoke with Sam she will send April RO for April veh payment request Next Step look for docs add to case safety net Sandra Longoria Fortner slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-07-12 19:32:35	Sandra Longoria slongori@ford.com -----Original Message----- From: [redacted] Sent: Wednesday, July 12, 2023 11:04 AM To: [redacted] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Good morning! Sorry for the delay but attached you will find the loaner agreements dated as follows. 5-1-2023 until 5-3-2023 5-3-2023 until 5-5-2023 5-9-2023 until 6-20-2023 6-20-2023 until 6-23-2023 6-23-2023 until 7-3-2023. Also, you will find the requested ros. If you need assistance with anything else, please let me know. Have a nice day! Thank you. [redacted] Office Assistant Next Step review loaner details with client and discuss maintenance ESP Sandra Longoria Fortner slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-07-14 15:34:21	Sandra Longoria slongori@ford.com OBC to the customer [redacted] answer I left her a voicemail and sent her an email with maintenance ESP offer From: Longoria-fortner, Sandra (S.) Sent: Friday, July 14, 2023 10:34 AM To: [redacted] Good morning, I tried calling you this morning and I left you a voicemail. Ford will not be able to provide you with a vehicle payment reimbursement as the dealer has indicated they had you in a loaner while your vehicle was down. However, I can offer you a complimentary service plan for your vehicle. Please let me know if this is something you would find beneficial for your vehicle and I will process it for you. I will try you again on July 18, 2023. Thank you Next Step verify if she accepts ESP Sandra Longoria Fortner slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-07-18 16:06:26	Sandra Longoria slongori@ford.com OBC to the customer to verify if she accepts maintenance [redacted] she said she had not been answering because she was having open heart surgery we discussed Ford does not have a program to offer her vehicle reimbursement due to the dealer confirmed they had her in a loaner the entire time her vehicle was down she declined ESP offer I told her I will send her a recap email for her records and she may receive a brief survey of y services she understood Next Step recap safety net Sandra Longoria Fortner slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central

2023-07-18 16:10:48	Sandra Longoria slongori@ford.com From: Longoria-fortner, Sandra (S.) Sent: Tuesday, July 18, 2023 11:10 AM To: [redacted] Thank you for contacting Ford Motor Company and allowing us to assist you with your 2021 Ford Bronco Sport. Partnering with T and J Ford, Inc. , I am glad we were able to address your vehicle concern while keeping you updated throughout the process. If you have any further questions or concerns regarding this repair, the Ford Protect ESP plan, or any additional comments or feedback, please do not hesitate to reach out to me directly at 1-866-631-3788 Extension 79307 or by email at slongori@ford.com. If I am unavailable, please leave me a detailed message and I will return your call as soon as possible. Please reference the case number indicated above for a quicker response. Please look for an email within the next few days that includes a brief survey regarding your experience with me in completing your case. We value your feedback so that we can better understand what we can do to improve in the future. You will receive a separate survey for the dealer services. Thank you for being a valued customer and a part of the Ford family. Respectfully, Next Step safety net Sandra Longoria Fortner slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-07-19 19:22:40	IBC from Name. - [redacted] VIN 3FMCR9D9XM[redacted] Per cust. - cust seeking towing cost reimbursement from 05/03 Actions - advised cust of address to submit to claims reimbursement and fax number Next Step - no further action Ford Motor Company Tiara Douglas Customer Experience Specialist, Ford CXS Team tdougl38@ford.com | www.ford.com Office: 866-631-3788 ext. 79597

CASE ATTACHMENTS:
2023-07-12 19:35:17 Sandra Longoria-fortner



T & J FORD, INC
1231 W. MAIN ST.
VILLE PLATTE, LA 70586
(337) 363-2153

VEHICLE USE AGREEMENT
FACE PAGE

[redacted]

City Washington	State LA	
Driver's License No.	State	Expires
Birth Date	Telephone	

ONLY THE BELOW NAMED PERSONS ARE AUTHORIZED AS ADDITIONAL DRIVERS. IF NONE, PRINT "NONE" ACROSS THIS SECTION AND HAVE SIGNED BY CUSTOMER.

Additional Driver's Name	Birth Date	
Driver's License No.	State	Expires
Additional Driver's Name	Birth Date	
Driver's License No.	State	Expires

CUSTOMER INSURANCE INFORMATION

Insurer	Policy No.	Expiration Date
Agent	Telephone	
Insured Vehicle Year/Make/Model/Color		
License No.	State	

RO#	Unit# [redacted]
Service Name	PO

VEHICLE INFORMATION

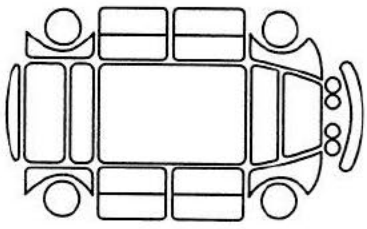
Date and time OUT	5-1-23 11:00	Date and time IN	5-3-23
Date and time DUE IN			
Vehicle VIN	1FTFW1E [redacted]		
[redacted]		State	
Year	2023	Make	Ford
Model	F150	Color	Silver
Tag #			
Miles Allowed			
Mileage OUT	8125.0	Mileage IN	8148.7
Miles Driven		Chargeable Miles	

FUEL

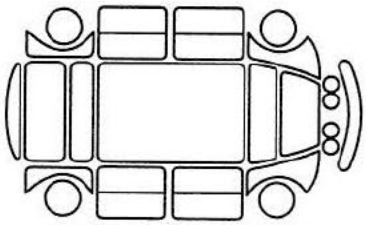
IN	F	7/8	3/4	5/8	1/2	3/8	1/4	(1/8)	E
OUT	F	7/8	3/4	5/8	1/2	3/8	1/4	(1/8)	E

VEHICLE REPORT

Condition OUT:



Condition IN:



☐ **PERMISSION TO TOW TRAILER WITH LOAD CAPACITY IN EXCESS OF 2,000 POUNDS; NOT TO EXCEED MANUFACTURER'S WEIGHT SPECIFICATIONS.**

You are required to return the Vehicle with at least the same amount of fuel as when rented. If you do not return the Vehicle with at least the same amount of fuel; you will pay us a refueling fee of $ _____ plus fuel @ $_____ per gallon.

Unless otherwise noted, any daily rate is based on a 24-hour period.

Damage to passenger'D side
Need
side
mirror

Driver door scratches

RATES DO NOT INCLUDE FUEL	CHARGES
HOURS:_____ @ $_____ PER HOUR	
DAYS: _____ @ $_____	
WEEKS: _____ @ $_____	
MILES: _____ @ _____c PER MILE	
TOTAL TIME & MILEAGE CHARGES →	
TAXABLE FUEL ____ GAL. @ $_____	
TAXABLE SUB-TOTAL →	
TAX @ _____%	
NON-TAXABLE FUEL ____ GAL. @ $____	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	
TOTAL CHARGE →	

METHOD OF PAYMENT

$_____ ☐ CHECK ☐ AMEX ☐ MC ☐ VISA ☐ OTHER

____/____ EXPIRES

#_____

☐ CARD VERIFIED

REFUNDED

$_____

CUSTOMER INITIALS

X_____

T & J FORD, INC
1231 W. MAIN ST.
VILLE PLATTE, LA 70586
(337) 363-2153

VEHICLE USE AGREEMENT

FAC [redacted]

[redacted]

City Washington | State LA | [redacted]
Driver's License No. | State | [redacted]
Birth Date | Telephone

ONLY THE BELOW NAMED PERSONS ARE AUTHORIZED AS ADDITIONAL DRIVERS. IF NONE, PRINT "NONE" ACROSS THIS SECTION AND HAVE SIGNED BY CUSTOMER.

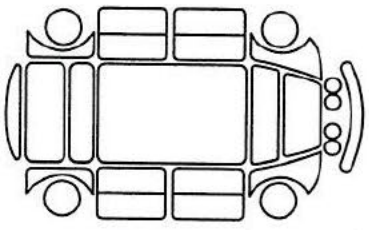
Additional Driver's Name | Birth Date
Driver's License No. | State | Expires
Additional Driver's Name | Birth Date
Driver's License No. | State | Expires

CUSTOMER INSURANCE INFORMATION

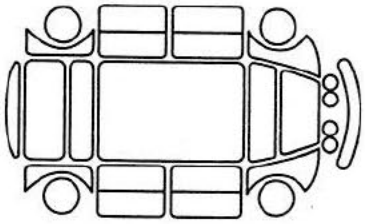
Insurer | Policy No. | Expiration Date
Agent | Telephone
Insured Vehicle Year/Make/Model/Color
License No. | State

VEHICLE REPORT

Condition OUT:



Condition IN:



☐ **PERMISSION TO TOW TRAILER WITH LOAD CAPACITY IN EXCESS OF 2,000 POUNDS; NOT TO EXCEED MANUFACTURER'S WEIGHT SPECIFICATIONS.**

You are required to return the Vehicle with at least the same amount of fuel as when rented. If you do not return the Vehicle with at least the same amount of fuel; you will pay us a refueling fee of $ _____ plus fuel @ $_____ per gallon.

Unless otherwise noted, any daily rate is based on a 24-hour period.

RO# | Unit#
Service Name | PO [redacted]

VEHICLE INFORMATION

Date and time OUT: 5-3-23 10:00 | Date and time IN: 5-5-23 4:00
Date and time DUE IN
Vehicle VIN: 1FTFW1E53 [redacted]
[redacted] State: LA
Year: 2022 | Make: Ford
Model: F150 | Color: silver
Tag #
Miles Allowed
Mileage OUT: 8148.8 | Mileage IN: 8339.3
Miles Driven: 190.50 | Chargeable Miles

FUEL

IN	F	7/8	3/4	5/8	1/2	3/8	1/4	1/8	E
OUT	F	7/8	3/4	5/8	1/2	3/8	1/4	(1/8)	E

RATES DO NOT INCLUDE FUEL	CHARGES
HOURS:_____ @ $_____ PER HOUR	
DAYS: 2 @ $ 35.00	70 00
WEEKS: _____ @ $_____	
MILES: _____ @ _____¢ PER MILE	
TOTAL TIME & MILEAGE CHARGES →	
TAXABLE FUEL _____ GAL. @ $_____	
TAXABLE SUB-TOTAL →	
TAX @ 10.45 %	7 32
NON-TAXABLE FUEL _____ GAL. @ $_____	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	
TOTAL CHARGE →	77 32

METHOD OF PAYMENT
$_____ ☐ CHECK ☐ AMEX ☐ MC ☐ VISA ☐ OTHER
____/____ EXPIRES
#_____
☐ CARD VERIFIED

REFUNDED
$_____
CUSTOMER INITIALS
X_____

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

T & J FORD, INC
1231 W. MAIN ST.
VILLE PLATTE, LA 70586
(337) 363-2153

VEHICLE USE AGREEMENT
FACE PAGE

[redacted]

City Washington

Telephone

RO# Unit#

Service Name PO

VEHICLE INFORMATION

Date and time OUT 5-9-23 11:10

Date and time IN 6-20-23

Date and time DUE IN

Vehicle VIN 1FTFW1E[redacted]

[redacted] State LA

Year 2022 Make Ford

Model F150 Color Silver

Tag #

Miles Allowed

Mileage OUT 8343.0

Mileage IN 9554.9

Miles Driven 1211.90

Chargeable Miles

IF NONE, PRINT "NONE" ACROSS THIS SECTION AND HAVE SIGNED BY CUSTOMER.

Additional Driver's Name	Birth Date	
Driver's License No.	State	Expires
Additional Driver's Name	Birth Date	
Driver's License No.	State	Expires

CUSTOMER INSURANCE INFORMATION

Insurer Policy No. Expiration Date

Agent Telephone

Insured Vehicle Year/Make/Model/Color

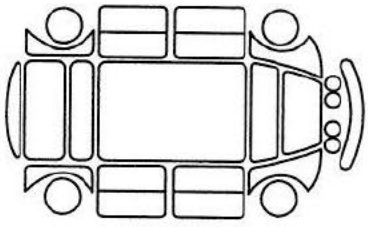
License No. State

FUEL

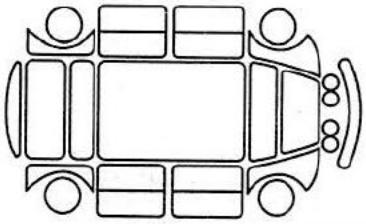
IN	F	7/8	3/4	5/8	1/2	3/8	1/4	1/8 E
OUT	F	7/8	3/4	5/8	1/2	3/8	1/4	1/8 E

VEHICLE REPORT

Condition OUT:



Condition IN:



RATES DO NOT INCLUDE FUEL	CHARGES
HOURS: _____ @ $_____ PER HOUR	
DAYS: _____ @ $_____	
WEEKS: _____ @ $_____	
MILES: _____ @ _____¢ PER MILE	
TOTAL TIME & MILEAGE CHARGES →	
TAXABLE FUEL ____ GAL. @ $_____	
TAXABLE SUB-TOTAL →	
TAX @ _____%	
NON-TAXABLE FUEL ____ GAL. @ $____	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	
TOTAL CHARGE →	

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You are required to return the Vehicle with at least the same amount of fuel as when rented. If you do not return the Vehicle with at least the same amount of fuel; you will pay us a refueling fee of $ _____ plus fuel @ $_____ per gallon.

Unless otherwise noted, any daily rate is based on a 24-hour period.

METHOD OF PAYMENT

$_____ ☐ CHECK ☐ AMEX ☐ MC ☐ VISA ☐ OTHER

____/____ EXPIRES

#_____

☐ CARD VERIFIED

REFUNDED

$_____

CUSTOMER INITIALS

X_____

T & J FORD, INC
1231 W. MAIN ST.
VILLE PLATTE, LA 70586
(337) 363-2153

VEHICLE USE AGREEMENT
FACE PA

[redacted]

City Washington

[redacted]

RO# Unit#

Service Name PO

VEHICLE INFORMATION

Date and time OUT	Date and time IN
6-20-23 7:45	6-23-23

Date and time DUE IN

Vehicle VIN 1FMCU0G63 [redacted]

[redacted] State LA

Year 2022 Make Escape

Model Ford Color gray

Tag #

Miles Allowed

Mileage OUT	Mileage IN
~~101~~ 530.6	821.1
Miles Driven	Chargeable Miles

IF NONE, PRINT "NONE" ACROSS THIS SECTION AND HAVE SIGNED BY CUSTOMER.

Additional Driver's Name	Birth Date	
Driver's License No.	State	Expires
Additional Driver's Name	Birth Date	
Driver's License No.	State	Expires

CUSTOMER INSURANCE INFORMATION

Insurer Policy No. Expiration Date

Agent Telephone

Insured Vehicle Year/Make/Model/Color

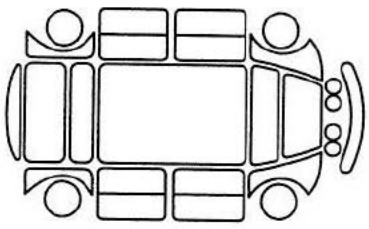
License No. State

FUEL

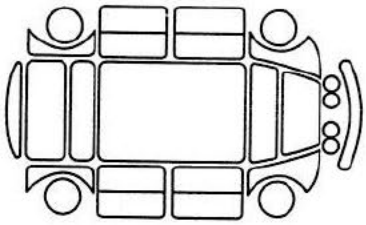
IN	F	7/8	3/4	(5/8)	1/2	(3/8)	(1/4)	1/8	E
OUT	F	7/8	3/4	5/8	(1/2)	3/8	1/4	1/8	E

VEHICLE REPORT

Condition OUT:



Condition IN:



RATES DO NOT INCLUDE FUEL	CHARGES
HOURS:_____ @ $_____ PER HOUR	
DAYS: _____ @ $_____	
WEEKS: _____ @ $_____	
MILES: _____ @ _____¢ PER MILE	
TOTAL TIME & MILEAGE CHARGES →	
TAXABLE FUEL ____ GAL. @ $_____	
TAXABLE SUB-TOTAL →	
TAX @ _____%	
NON-TAXABLE FUEL ____ GAL. @ $____	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	
TOTAL CHARGE →	

☐ **PERMISSION TO TOW TRAILER WITH LOAD CAPACITY IN EXCESS OF 2,000 POUNDS; NOT TO EXCEED MANUFACTURER'S WEIGHT SPECIFICATIONS.**

You are required to return the Vehicle with at least the same amount of fuel as when rented. If you do not return the Vehicle with at least the same amount of fuel; you will pay us a refueling fee of $ _____ plus fuel @ $_____ per gallon.

Unless otherwise noted, any daily rate is based on a 24-hour period.

METHOD OF PAYMENT

$_____ ☐ CHECK ☐ AMEX ☐ MC ☐ VISA ☐ OTHER

____/____ EXPIRES

#_____

☐ CARD VERIFIED

REFUNDED

$_____

CUSTOMER INITIALS

X_____

T & J FORD, INC
1231 W. MAIN ST.
VILLE PLATTE, LA 70586
(337) 363-2153

VEHICLE USE AGREEMENT
FACE PAGE

[redacted]

City Washington

[redacted]

Telephone

[redacted]

RO# Unit# F

Service Name PO

VEHICLE INFORMATION

Date and time OUT	Date and time IN
6/23/23	7-3-23

Date and time DUE IN

Vehicle VIN 1FTEW1E [redacted]

State

E AUTHORIZED AS ADDITIONAL DRIVERS.
SECTION AND HAVE SIGNED BY CUSTOMER.

Additional Driver's Name	Birth Date	
Driver's License No.	State	Expires
Additional Driver's Name	Birth Date	
Driver's License No.	State	Expires

Year 2022 Make Ford

Model F-150 Color Silver

Tag [redacted]

Miles Allowed

CUSTOMER INSURANCE INFORMATION

Insurer Policy No. Expiration Date

Agent Telephone

Insured Vehicle Year/Make/Model/Color

License No. State

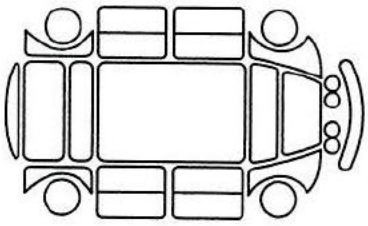
Mileage OUT	Mileage IN
9698.3	10005.7
Miles Driven 307.40	Chargeable Miles

FUEL

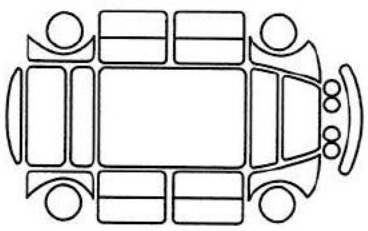
IN	F	7/8	3/4	(5/8)	1/2	3/8	1/4	1/8	E
OUT	F	7/8	(3/4)	5/8	1/2	3/8	1/4	1/8	E

VEHICLE REPORT

Condition OUT:



Condition IN:



RATES DO NOT INCLUDE FUEL	CHARGES
HOURS:_____ @ $_____ PER HOUR	
DAYS: _____ @ $_____	
WEEKS: _____ @ $_____	
MILES: _____ @ _____¢ PER MILE	
TOTAL TIME & MILEAGE CHARGES →	
TAXABLE FUEL ____ GAL. @ $_____	
TAXABLE SUB-TOTAL →	
TAX @ _____%	
NON-TAXABLE FUEL ____ GAL. @ $____	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	
TOTAL CHARGE →	

☐ **PERMISSION TO TOW TRAILER WITH LOAD CAPACITY IN EXCESS OF 2,000 POUNDS; NOT TO EXCEED MANUFACTURER'S WEIGHT SPECIFICATIONS.**

You are required to return the Vehicle with at least the same amount of fuel as when rented. If you do not return the Vehicle with at least the same amount of fuel; you will pay us a refueling fee of $ _____ plus fuel @ $_____ per gallon.

Unless otherwise noted, any daily rate is based on a 24-hour period.

METHOD OF PAYMENT

$_____ ❑ CHECK ❑ AMEX ❑ MC ❑ VISA ❑ OTHER

____/____ EXPIRES

#_____

❑ CARD VERIFIED

REFUNDED

$_____

CUSTOMER INITIALS

X_____

T&J Ford, Inc.
P.O. Box 345
1231 W. Main Street
Ville Platte, LA 70586
337.363.2153 800.889.2153

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:00 p.m.
Monday - Friday

R/O Open Date	[redacted]
04/25/23	
R/O Close Date	Status
05/23/23	Reprint
Mileage In	Mileage Out
35879	35880
Service Advisor / Tag #	
Sadie Fontenot	

[redacted]
WASHINGTON, LA [redacted]

Work Phone	Vehicle Identification Number
[redacted]	3FMCR9D9X[redacted]
	Delivery Date / In-Service Date
	04/30/21 / 04/30/21

Year	Make	Model	Body	Color	License Number
2021	FORD	BRONCO SPORT	BADLANDS 4X4	AREA 51(BL	
7435					

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - MR 03: ENGINE REPAIRS		
CUSTOMER STATES CHARGING SYSTEM FAULT POPPED UP ON INSTRUMENT CLUSTER		
Corrected by 10346A: (D50) (42) Alternator Remove and Install or Replace.		
Tech: STERLING H FONTENOT(SHF)	1.60hrs	Warranty
Installed LX6Z 10346 E :ALTERNATOR ASY	Qty: 1	Warranty
VERIFIED CONCERN, PULLED CODES FOR P0562 SYSTEM VOLTS LOW PERFORMED PIN POINT TEST AND FOUND ALTERNATOR BAD, REPLACED ALTERNATOR ALL GOOD AT THIS TIME		
#2 * MR 03: ENGINE REPAIRS		
ADDED OPERATION		
CUSTOMER STATES AFTER TURNING OFF VEHICLE THE FAN IN FRONT OF VEHICLE STAYS ON		
Tech: STERLING H FONTENOT(SHF)	0.00hrs	Warranty
REFER TO JOB 1		
#3 * MR TRUCK REN: NO TAX		
ADDED OPERATION		
Tech: Sadie Fontenot(SF)	1.00hrs	Warranty
RENTAL FOR 2DAYS WHILE VEHICLE IS DOWN IN SHOP		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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T&J Ford, Inc.
P.O. Box 345
1231 W. Main Street
Ville Platte, LA 70586
337.363.2153 800.889.2153

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:00 p.m.
Monday - Friday

R/O Open Date	[redacted]
05/09/23	
R/O Close Date	Status
07/11/23	Reprint
Mileage In	Mileage Out
35900	35915
Service Advisor / Tag #	
Sadie Fontenot	

[redacted]
WASHINGTON, LA [redacted]

Work Phone
Home Phone [redacted]

Vehicle Identification Number
3FMCR9D9X[redacted]

Delivery Date	In-Service Date
04/30/21	04/30/21

Year	Make	Model	Body	Color	License Number
2021	FORD	BRONCO SPORT	BADLANDS 4X4	AREA 51(BL	
7435					

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - MR 03: ENGINE REPAIRS		
CUSTOMER STATES FAN IN FRONT BY HOOD STAY ON		
Corrected by 8621A: (D50) (42) Motor-Radiator Cooling Fan Replace.		
Tech: STERLING H FONTENOT(SHF)	0.30hrs	Warranty
Tech: STERLING H FONTENOT(SHF)	0.20hrs	Warranty
Corrected by 12650D: (D50) (42) EEC System Diagnosis (Quick Test).		
Tech: STERLING H FONTENOT(SHF)	0.10hrs	Warranty
Corrected by 12650DX1: (D50) (42) Extra time to repeat Final Quick Test		
Tech: STERLING H FONTENOT(SHF)	0.60hrs	Warranty
Corrected by 12650D6: (D50) (42) Powertrain Control Module (PCM) Replace.		
Tech: STERLING H FONTENOT(SHF)	0.20hrs	Warranty
Corrected by 14526A: (D50) (42) Fuse Replace.		
Installed LX6Z 8C607 D :MOTOR AND FAN ASY - ENGINE	Qty: 1	Warranty
Installed LU2Z 14S411 ACA :WIRE ASY	Qty: 1	Warranty
Installed M1PZ 12A650 EA :MODULE - ENGINE CONTROL	Qty: 1	Warranty
Installed JU5Z 14526 AE :CIRCUIT BREAKER ASY	Qty: 1	Warranty
AFTER TROUBLE SHOOTING COOLING FAN AND REPLACING COOLING FAN P0562, SYSTEM VOLTAGE COME BACK, REPLACED ALTERNATOR CLEARED CODES DROVE VEHICLE CODE CAME BACK, PERFORMED PIN POINT TEST AGAIN AND IT SAID ALTERNATOR IS BAD, REPLACED ALTERNATOR FOR SECOND TIME, CLEARED CODES, IT COME BACK ON AGAIN, OHMED CIRCUIT V376 WIRES ALL OHM GOOD, REPLACED PIGTAIL ON LIN CIRCUIT AT ALTERNATOR DUE TO FITMENT, OVER LAYED WIRE FROM		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

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1231 W. Main Street
Ville Platte, LA 70586
337.363.2153 800.889.2153

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:00 p.m.
Monday - Friday

R/O Open Date	R/O Number
05/09/23	[redacted]
R/O Close Date	**Status**
07/11/23	Reprint
Mileage In	**Mileage Out**
35900	35915
Service Advisor / Tag #	
Sadie Fontenot	

[redacted]
WASHINGTON, LA [redacted]

Work Phone	Vehicle Identification Number
[redacted]	3FMCR9D9XM[redacted]
	Delivery Date / **In-Service Date**
	04/30/21 / 04/30/21

Year	Make	Model	Body	Color	License Number
2021	FORD	BRONCO SPORT	BADLANDS 4X4	AREA 51(BL	
7435					

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
ALTERNATOR TO PCM, IT FUNCTIONED AS BUILT, DROVE VEHICLE CODE COME BACK ON, REPLACED PCM AND PROGRAMMED IT, CODE CAME BACK AFTER FOUR KEY CYCLES, MORE TROUBLE SHOOTING AND FOUND MEGA FUSE MELTED, REPLACED MEGA FUSE CLEARED CODES DROVE VEHICLE FOR FIVE KEY CYCLES AND 50 MILES ALL GOOD		
#2 * MR TRUCK REN: NO TAX		
ADDED OPERATION		
Tech: Sadie Fontenot(SF)	1.00hrs	Warranty
RENTAL FOR 4 DAYS		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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P.O. Box 345
1231 W. Main Street
Ville Platte, LA 70586
337.363.2153 800.889.2153

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:00 p.m.
Monday - Friday

R/O Open Date	R/O Number
07/06/23	[redacted]
R/O Close Date	**Status**
07/11/23	Reprint
Mileage In	**Mileage Out**
35955	35956
Service Advisor / Tag #	
Sadie Fontenot	

[redacted]
WASHINGTON, LA [redacted]

Work Phone	Vehicle Identification Number
	3FMCR9D9XM[redacted]
[redacted]	**Delivery Date** / **In-Service Date**
	04/30/21 / 04/30/21

Year	Make	Model	Body	Color	License Number
2021	FORD	BRONCO SPORT	BADLANDS 4X4	AREA 51(BL	
7435					

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - MR 03: ENGINE REPAIRS		
CUSTOMER STATES CHARGING SYSTEM FAULT POPPED UP ON INSTRUMENT CLUSTER		
Corrected by 10346A: (D50) (42) Alternator Remove and Install or Replace.		
Tech: STERLING H FONTENOT(SHF)	1.60hrs	Warranty
Installed LX6Z 10346 E :ALTERNATOR ASY	Qty: 1	Warranty
REPLACED ALTERNATOR ALL GOOD AT THIS TIME		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 06-14-2023 CLOSED: 06-21-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | |

DEALER NAME: Honolulu Ford

PA CODE: 05393 DLR SALES CODE: 72200 REGION: W1 ZONE: W1C

VIN: 3FMCR9B61M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | HI | | USA

HOME PHONE:

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

ANALYST NAME: Jennifer Ikhalia OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-06-14 17:09:53 UPTIME RESEARCH RO#[redacted]RO Open Date : 6/13/23 4:01 PM Dealer Name: Honolulu Ford Has a tech assigned? yes Repair Status: VEHICLE COMPLETED Is there a COPIS Ticket? If so, what is the status? NO Is there a TAC Request? If so, what is the status? NO Is there evidence of a loner vehicle?NO

2023-06-14 21:23:51 [redacted]

IT TURNED OFF AND STARTED SMOKING. AND THE VEH WAS STARTING ON ITS OWN WITH OUT PRESSING START. Follow-Up: 6/14 NEXT STEP: EMAIL SA FOR DIAG UPDATE LATER Ford Motor Company ® Jennifer Ikhalia SheHer Hers Customer Experience Specialist, Ford CX Team O: (866) 631-3788 ext.

2023-06-15 21:51:37 OBC to dlr SA MALIA Reason for call: VEH STATUS UPDATE NOTES: customer picked up yesterday and had a battery repair. NEXT STEPS: Reach out to cust Ford Motor Company ® Jennifer Ikhalia SheHer Hers Customer Experience Specialist, Ford CX Team 10:30 am- 7pm O: (866) 631-3788 ext.

2023-06-15 22:01:31 OBC to CUST Reason for call: INITIAL CONTACT// REPAIR SATISFACTION NOTES: CUST WAS IN A MEETING AND WANTS ME TO GIVE HER A CALL BACK. NEXT STEPS: REACH OUT LATER Ford Motor Company ® Jennifer Ikhalia SheHer Hers Customer Experience Specialist, Ford CX Team 10:30 am- 7pm O: (866) 631-3788 ext.

2023-06-16 00:07:54 OBC to cust Reason for call: INITIAL CONTACT NOTES: Cust was concerned the actual problem with the car has not been resolved. Cust says veh was trying to start on its own the stater solenoid was telling itself to turn over it was making a clicking noise and it started smoking. It smelled of rubber burning and plastic and then all of a sudden it stopped. Cust was extremely concerned cust thinks its more to it than just the battery. Cust says the tech says that the codes pulled from the veh were from the battery. Tech also suggested maybe fluids leaked onto the trans but cust says the veh was not running the whole day it had freshly come from service cust says she picked it up and drove it home. Cust is extremely concerned that the concern is not resolved and problems may arise later down the road. Cust is not satisfied with the service because her concerns were not dealt with. Cust also is disappointed with the fact she could not get a loaner and had to walk to work. I assured her it was Ford policy and she says that needs to be changed. I advised the cust that I would follow up with her next week Wednesday 6/21 for repair satisfaction and ensure her concern has been resolved. NEXT STEPS: update vor // FU 6/21 Ford Motor Company ® Jennifer Ikhalia SheHer Hers Customer Experience Specialist, Ford CX Team 10:30 am- 7pm O: (866) 631-3788 ext.

2023-06-21 19:41:30 OBC to cust[redacted] Reason for call: Repair satisfaction// veh status update NOTES: Cust says she is satisfied with her veh and is still not running into any issues and is confident in her veh. NEXT STEPS: recap and resolve Ford Motor Company ® Jennifer Ikhalia SheHer Hers Customer Experience Specialist, Ford CX Team 10:30 am- 7pm O: (866) 631-3788 ext.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Canceled
OPEN: 06-14-2023 CLOSED: 07-25-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Bill Currie Ford
PA CODE: 04945 DLR SALES CODE: 24203 REGION: S3 ZONE: S3B
VIN: 3FMCR9B60M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 13,988
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | DE | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Battery Range | UNKNOWN | UNKNOWN
ANALYST NAME: Shanique Byron OPEN ANALYST NAME: Shanique Byron
COMMENTS:

2023-06-14 14:55:47 [redacted]

2023-06-14 14:58:02

2023-06-15 19:19:40

OBE TO DEALER:
Hello Alberto,

Please provide the following to help me retrieve an update on the customer's repairs. Customer is seeking repair assistance from Ford to help with progression to their repairs.

Customer: Emily Pfeifer
Vehicle: 2021 Ford Bronco
VIN: 3FMCR9B60[redacted]

RO DETAILS:
[redacted]
RO LINE:
MILEAGE:
OPEN DATE:
SM's First and last [redacted]

Message:
Diagnosis:
If vehicle had warranty coverage, would the repair be covered?
Does the dealer have a clear path to completion? ETA?
Was a rental/loaner provided to the customer?
Awaiting Parts?
Any Modifications?
Neglect?

Warmest Regards,

Ford Motor Company ®
Shanique Byron
Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

2023-06-15 19:28:51 (OBCD) SW: Danielle RO is correct SA is Alberto -veh is at dealership SM: MARK WILTY EMAIL: MWILTY@BILLCURRIEFORD.COM (OBCC) -Alberto is doing great with the vehicle repair -Cust states SA informed her there is a fuel line recall and he has ordered the part for repairs. ETA for completion in on the weekend. CXS: -Update Vor -F/U 6/20 Contacted Delegate CXS TO CUST: -Cust states Alberto has been providing her updates about her vehicle repairs and suspected to be completed by this weekend. Provide cust with contact information to inform me when she is back in her vehicle. F/U 6/20 Ford Motor Company ® Shanique Byron Customer Experience Specialist, Ford CXS Team sbyron1@ford.com | www.ford.com Office: 866-631-3788 ext. 79472

2023-06-20 18:09:22

OBE TO ALBERTO:

Hello Alberto,

Please advise if the below repairs are completed.

Warmest Regards,

Ford Motor Company ®
Shanique Byron
Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

From: Byron, Shanique (S.)
Sent: Friday, June 16, 2023 9:13 AM
To: Alberto Guerra aguerra@billcurrieford.com>
[redacted]

Good Morning Alberto,

I did not receive your image.

Please provide the following to help me retrieve an update on the customer's repairs. Customer is seeking repair assistance from Ford to help with progression on their repairs.

[redacted]

Message:
Diagnosis:
If vehicle had warranty coverage, would the repair be covered?
Does the dealer have a clear path to completion? ETA?
Was a rental/loaner provided to the customer?
Awaiting Parts?
Any Modifications?
Neglect?

Warmest Regards,

Ford Motor Company ®
Shanique Byron
Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

2023-06-20 18:20:17 (OBCD) -OBE TO DEALER SW Herman, Left a message with Alberto (OBCC) -SW Emily -Vehicle has not been returned -Delay Part -Follow up with cust on 6/22 CXS: -Sent Portal message to dealer -Update VOR -Schedule F/U 6/22 Next Step: -Monitor part arrival for repairs -ETA For completion -Offer customer concern -Any additional concerns from customer? Ford Motor Company ® Shanique Byron Customer Experience Specialist, Ford CXS Team sbyron1@ford.com | www.ford.com Office: 866-631-3788 ext. 79472

2023-06-22 17:07:57 (OBCD) Service dept is closed -SW Parts Unable to assist with providing me an update on the part arrival -Vehicle is at the dealership (OBCC) --Sent sms to customer providing update CXS: -Update VOR Scheduled F/U 6/27 Next Step: -Review Task -Follow up with dealer and customer Ford Motor Company ® Shanique Byron Customer Experience Specialist, Ford CXS Team sbyron1@ford.com | www.ford.com Office: 866-631-3788 ext. 79472

2023-06-23 18:10:24 DXS Deniece EXT 79976 OBC to DLR called dealer and chose service option, no answer RO LINE: MILEAGE: Repair Udate: Part Arrival? Next steps: na Ford Motor Company ® Deniece Scruggs Pro Service Dealer Care Liaison DSCRUGG6@ford.com | www.ford.com office: 866-631-3788 ext. 79976

2023-06-27 17:23:38 [redacted]

Customer Experience Specialist – PV Inquiry Team Crystal Terry cterry43@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79727 Mon, Tue, Thurs, Fri, and Sat 7:30am-4pm cst

2023-06-27 20:19:05

OBE TO SA ALBERTO:

Hello Alberto,

I attempted to call today but missed you by a land slide.

Please provide to me the completed diagnosis and what is the dealers path to complete the repair?

Also, please answer the following:

Diagnosis:
If vehicle had warranty coverage, would the repair be covered?
Does the dealer have a clear path to completion? ETA?
Was a rental/loaner provided to the customer?
Awaiting Parts?
Parts on Emergency backorder?
Any Modifications?
Neglect?

Warmest Regards,

Ford Motor Company ®
Shanique Byron
Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

2023-06-27 20:41:08

(OBCD) -SW Larry Veh is at the dealer Alberto is not at his desk Veh did come in on the 6/5/23 Mark is out at this time. ([redacted], he said that the vehicle went in for recalls. -Veh broke down at a stop light with fuel leak -The vehicle repairs is completed, but it need a battery. -They will be calling AAA to get the battery replace to get the vehicle drive -Once the vehicle repair is completed, customer states she will fill out survey CXS: -Update VOR -Follow Up on 6/30 With Emily Next Steps: -Vehicle Repairs completed Offer ESP Ford Motor Company ® Shanique Byron Customer Experience Specialist, Ford CXS Team sbyron1@ford.com | www.ford.com Office: 866-631-3788 ext. 79472

2023-06-30 22:12:31

OBE TO DEALER:

The best way to reach me is via email. Sometimes I am not available to speak with you on the phone. I am available now, can I call you?

Warmest Regards,

Ford Motor Company ®
Shanique Byron
Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

From: Alberto Guerra aguerra@billcurrieford.com>
Sent: Wednesday, June 28, 2023 6:33 AM
To: Byron, Shanique (S.) sbyron1@ford.com>
[redacted]

What is the best phone number for me to call you?

Sent from Mail for Windows

From: Byron, Shanique (S.)
Sent: Tuesday, June 27, 2023 4:18 PM
[redacted]

Hello Alberto,

I attempted to call today but missed you by a land slide.

Please provide to me the completed diagnosis and what is the dealers path to complete the repair?

Also, please answer the following:

Diagnosis:
If vehicle had warranty coverage, would the repair be covered?
Does the dealer have a clear path to completion? ETA?
Was a rental/loaner provided to the customer?
Awaiting Parts?
Parts on Emergency backorder?
Any Modifications?
Neglect?

2023-06-30 22:15:48

(OBCD) -Email Sent to alberto (OBCC) -SMS sent to [redacted] CXS: -Update VOR -SChedule F/U 7/10 Next Steps: -Next Steps: -Vehicle Repairs completed Offer ESP Ford Motor Company ® Shanique Byron Customer Experience Specialist, Ford CXS Team sbyron1@ford.com | www.ford.com Office: 866-631-3788 ext. 79472

2023-07-06 18:56:12 [redacted]

2023-07-10 20:28:15 (OBCD) -Unable to speak with dealer. Placed on hold for 5 minutes. (OBCC) -SW Emily -Informed the repairs were terrible. They have advised the customer the vehicle is ready and now the vehicle continues to advise the vehicle is ready and now -Customer stated the vehicle feels like a parking brake was on -Last week dealer called and stated the vehicle bass volume was higher than expected when playing the radio -Customer stated she still does not have the vehicle -Customer does not feel safe in the vehicle. -Customer would like for cxs to reach out to mother to determine what they would like to do next. Contacted Mother [redacted] Submitted Dealer support -Engaged in Tech SME, Requesting Hotline -Follow Up 7/13 Next Steps: - Monitor SME -Monitor Dealer support task for repair update Ford Motor Company ® Shanique Byron Customer Experience Specialist, Ford CXS Team sbyron1@ford.com | www.ford.com Office: 866-631-3788 ext. 79472

2023-07-11 20:38:53 DXS Deniece EXT 79976 OBC to DLR Last 8 of VIN [redacted], was advised service advisor Alberto. Call was transferred no answer Next steps: na Ford Motor Company ® Deniece Scruggs Pro Service Dealer Care Liaison DSCRUGG6@ford.com | www.ford.com office: 866-631-3788 ext. 79976 Monday - Friday 7:00 a.m. - 3:30 p.m.

2023-07-13 19:53:41

OBE TO DEALER:

Hello Alberto,

I have attempted to reach you to request hotline be engaged on RO: 131932.

Please provide to me an update on the vehicle repairs and if we are waiting parts.

If repairs are completed, please provide the vehicle payment for the repairs.

Warmest Regards,

Ford Motor Company ®
Shanique Byron
Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

2023-07-13 20:12:26 (OBCD) -Unable to speak with alberto. Left voicemail for service advisor. (OBCC) -Unable to speak with customer. Left Voicemail. Sent SMS and email follow up CXS: -Hotline has not been engaged -Safety Net to sup to help get repair update on vehicle. Next Steps: -Safety Net review Ford Motor Company ® Shanique Byron Customer Experience Specialist, Ford CXS Team sbyron1@ford.com | www.ford.com Office: 866-631-3788 ext. 79472

2023-07-17 17:43:30 VOR triage for VP sent

2023-07-17 18:30:03

NOTES:

VIN: MRA85397
SA: Alberto AGUERRA@BILLCURRIEFORD.COM

-- SA was not available

Ford Motor Company ®
Marchelle Mcnack
Customer Experience Supervisor

2023-07-17 22:27:09 [redacted]

Hello,

Thank you for assisting with resolving our customer concern.

I currently am seeking an update on [redacted]. I have not been able to speak with Alberto and my support has not been able to retrieve an update. Please provided me the following updates:

Are we awaiting any parts?

Is the vehicle repairs completed?
What is the current status of the vehicle repairs?
Has the customer picked up the vehicle?

Warmest Regards,

Ford Motor Company ®
Shanique Byron
Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

2023-07-17 22:31:07

OBE TO [redacted]

Hello,

I am reaching out to you regarding the follow-up that we had scheduled for 7/17/23. I have attempted to contact you and have been unsuccessful. I was unable to speak with the dealer to get an update on vehicle concerns I just want to let you know that I will attempt to contact you on 7/20/23.

If you should have any questions or concerns, please contact me.

Warmest Regards,

Ford Motor Company ®
Shanique Byron
Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

2023-07-17 22:31:15

[redacted]

2023-07-20 16:57:11

I will be processing this case for closure.

Thanks for assisting with resolving our customer concerns.

Warmest Regards,

Ford Motor Company ®
Shanique Byron
Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

[redacted]
Sent: Monday, July 17, 2023 8:03 PM
To: Byron, Shanique (S.)
Subject: [redacted]

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

Hello Shay!

Emily traded her car in to the dealership. Thank you for your help and concern. It was an awful ordeal with untruths and disrespect. We are happy to have this situation behind us

[redacted]

2023-07-20 16:59:51

OBE [redacted]

[redacted]

Thank you for contacting Ford Motor Company and allowing me to assist you with your vehicle.

If you have any further questions or concerns or feedback – please do not hesitate to reach out to me.

I'll be completing your case and sending you an email within the next few days with a brief survey regarding your experience with me. Ford and I value your honest feedback to help us understand how we can improve in the future.

Thank you for being a valued customer and a part of the Ford family.

Ford Motor Company ®
Shanique Byron
Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

Warmest Regards,

Ford Motor Company ®
Shanique Byron
Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

2023-07-24 18:28:53 VOR triage for VP sent
2023-07-25 22:54:50

----Safety Net

-- Safe for closure

Ford Motor Company ®
Marchelle Mcnack
Customer Experience Supervisor

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 06-14-2023 CLOSED: 09-12-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | California Vehicle |
DEALER NAME: Sunrise Ford of North Hollywood
PA CODE: 07501 DLR SALES CODE: 71019 REGION: W1 ZONE: W1A
VIN: 3FMCR9A69M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 38,541
BODY STYLE: R9A - BRONCO SPORT CX430 BASE
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | CA | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Lack/Loss of Power | Acceleration | UNKNOWN
ANALYST NAME: Antionette Steward OPEN ANALYST NAME: Jamarian Tate
COMMENTS:
2023-06-14 19:52:11 [redacted]
2023-06-14 19:53:06 [redacted]

2023-06-14 20:03:39

[redacted]

VEH Location: VEH is with CUST

DLRSHP: Star Ford
SA: Christian

CUST said she has a 2021 Bronco Sport and keeps having the same issue. While she is driving it will go into Low Power Mode and the "VEH will warn her to "check the Engine" light comes on.

CUST said the Bronco won't allow her to go past 20 miles per hr and they said it's a Fuel Injector that has already been replaced and the problem still persists.

CUST seeking to submit a Buyback

Conference called Purchasing DLR:
Spoke with w/the Sales Manager (Carl), and he informed me the Purchase date was 3/1/2021

Conference called DLRSHP:
SA: Christian

Spoke w/ Daisy in Service, and she said SA was off today and the other person that would be able to assist was the Shop Foreman (Jose) but he was on lunch.

Left a VM for SA (Christian) asking that he provide info on VEH status and RO|part info

Back to CUST:
Informed CUST of GFR process and I would f/u with her every 3-5 days.

Submitted BB Milestones and Template

NEXT STEPS: Set new f/u and VOR
Ford Motor Company ®
Jamarian Tate
SheHerHers
Customer Relationship Center – Passenger Vehicle Concern Team
Jtate42@ford.com|| www.ford.com
Office : 866-631-3788 Ext. 79599
Operation hours : Monday- Thursday & Saturday 9:00 am -5:30 pm Central Standard Time

2023-06-15 11:44:21

[redacted]

2023-06-16 17:32:48

GFR in progress.

2023-06-16 17:33:01

Attached DMV in the GFR.

2023-06-16 17:33:59

Emailed Manny Arguello (Service Manager) of Star Ford, requesting RO history.

2023-06-16 17:36:43

2023-06-20 20:29:06

[redacted]

2023-06-20 20:43:08

2023-06-24 14:17:42

CXS - Jamarian Tate
JTATE42@ford.com

[redacted]

Ford Motor Company ®
Jamarian Tate
SheHerHers
Customer Relationship Center – Passenger Vehicle Concern Team
Jtate42@ford.com|| www.ford.com
Office : 866-631-3788 Ext. 79599
Operation hours : Monday- Thursday & Saturday 9:00 am -5:30 pm Central Standard Time

2023-06-26 15:08:38

CXS - Jamarian Tate
JTATE42@ford.com
866-631-3788 Ext 79599
OBC to CUST/
Informed CUST that her GFR is still in progress and I will reach out to her asap when the decision has been posted.

CUST said her VEH broke down again so she took it to another DLRSHP on 6/21.

VEH Location: Sunrise Ford
SA: Irene
Diag: Fuel Injectors keep breaking

Advised CUST I would reach out to her SA to get the RO info and assist w/ repairs

NEXT STEPS: Set new f/u and update VOR
Ford Motor Company ®
Jamarian Tate
SheHerHers
Customer Relationship Center – Passenger Vehicle Concern Team
Jtate42@ford.com|| www.ford.com
Office : 866-631-3788 Ext. 79599
Operation hours : Monday- Thursday & Saturday 9:00 am -5:30 pm Central Standard Time

2023-06-29 14:41:33

Sent follow up email to Manny Arguello (Service Manager) of Star Ford, requesting RO history.

2023-06-29 14:46:28

Emailed Deana Ramirez (Service Manager) of Sunrise Ford of North Hollywood, requesting RO history.

2023-06-29 18:15:07

Received RO history from Deana Ramirez (Service Manager) of Sunrise Ford of North Hollywood.

2023-06-29 18:15:43

Attached RO history from Sunrise Ford of North Hollywood in the GFR.

2023-06-29 18:16:13

Received RO history from Manny Arguello (Service Manager) of Star Ford.

2023-06-29 18:16:42

Attached RO history from Star Ford in the GFR.

2023-06-29 18:36:03

Emailed Deana Ramirez (Service Manager) of Sunrise Ford of North Hollywood to see if there is an open RO.

2023-06-29 22:48:49

CXS - Jamarian Tate
JTATE42@ford.com
866-631-3788 Ext 79599
EMAIL to CUST/
[redacted]oday, please bear with us, your Good Faith Review is still in progress. Once the Review is completed, I will update you.
Best regards, Jamarian

NEXT STEPS: Set new f/u and update VOR
Ford Motor Company ®
Jamarian Tate
SheHerHers
Customer Relationship Center – Passenger Vehicle Concern Team
Jtate42@ford.com|| www.ford.com
Office : 866-631-3788 Ext. 79599
Operation hours : Monday- Thursday & Saturday 9:00 am -5:30 pm Central Standard Time

2023-07-05 16:20:26

CXS - Jamarian Tate
JTATE42@ford.com
866-631-3788 Ext 79599
EMAIL to DLR/
[redacted]

NEXT STEPS: Set new f/u and update VOR
Ford Motor Company ®
Jamarian Tate
SheHerHers
Customer Relationship Center – Passenger Vehicle Concern Team
Jtate42@ford.com|| www.ford.com
Office : 866-631-3788 Ext. 79599
Operation hours : Monday- Thursday & Saturday 9:00 am -5:30 pm Central Standard Time

2023-07-10 16:48:38

CXS - Jamarian Tate
JTATE42@ford.com
866-631-3788 Ext 79599
OBC to DLR/
SA: Irene

The phone line rung until it gave a busy signal and the call dropped

NEXT STEPS: Set new f/u and update VOR
Ford Motor Company ®
Jamarian Tate
SheHerHers
Customer Relationship Center – Passenger Vehicle Concern Team
Jtate42@ford.com|| www.ford.com
Office : 866-631-3788 Ext. 79599
Operation hours : Monday- Thursday & Saturday 9:00 am -5:30 pm Central Standard Time

2023-07-14 14:11:28

Sent follow up email to Deana Ramirez (Service Manager) of Sunrise Ford of North Hollywood to see if there is an open RO.

2023-07-15 17:31:53

CXS - Jamarian Tate
JTATE42@ford.com
866-631-3788 Ext 79599
EMAIL to CUST/
[redacted]
I know this has taken a bit of time and I apologize; the Good Faith Review is still in progress so currently there is not an update available at this time.
Jamarian

NEXT STEPS: Set new f/u and update VOR
Ford Motor Company ®
Jamarian Tate
SheHerHers
Customer Relationship Center – Passenger Vehicle Concern Team
Jtate42@ford.com|| www.ford.com
Office : 866-631-3788 Ext. 79599
Operation hours : Monday- Thursday & Saturday 9:00 am -5:30 pm Central Standard Time

2023-07-19 14:38:16

CXS - Jamarian Tate
JTATE42@ford.com
866-631-3788 Ext 79599
OBC to DLR/
SA: Irene

Spoke w/ SA, and she stated that the Engine and Ranch lights come on, there is a Long crank, and will not accelerate past 25 miles per hour.

They found a T087 code and replaced the fuel pump and it did not repair the concern, the Tech is working w/ Hotline to repair the concern.

NEXT STEPS: Set new f/u and update VOR
Ford Motor Company ®
Jamarian Tate
SheHerHers
Customer Relationship Center – Passenger Vehicle Concern Team
Jtate42@ford.com|| www.ford.com
Office : 866-631-3788 Ext. 79599
Operation hours : Monday- Thursday & Saturday 9:00 am -5:30 pm Central Standard Time

2023-07-31 23:08:58

---Case notes

*** Case has been reassigned.

Ford Motor Company ®
Marchelle Mcnack
Customer Experience Supervisor

2023-08-01 19:20:27 [redacted] been more than a month since she has heard from cxs. Cust ask that cxs contact her back as soon as possible. Next Steps: Document cust recontact, reach out through webex, and email. Ford Motor Company ® CXS Shaniqua Reid Customer Experience Specialist, Ford CX-Concern Team Sreid49@ford.com | www.ford.com office: 866-631-3788 ext.

2023-08-04 22:29:36 Actions: OBC to cx to advise that I will be their new POC in regards to this BB case and I will be following up on Wednesday 8/9/23 and as of now BB is currently still under review- no answer and vm box full. Actions: SMS update to cx Next Steps: monitor milestone Sharmaine Hale She [Her] Hers Customer Experience Specialist, Ford CX/Team - O: (866)631-3788 ext.79954 E: SHale36@Ford.com

2023-08-07 18:04:38

Sent email to CXS for dealership clarification.

2023-08-07 18:24:10

OBC to Sunrise Ford of North Hollywood - Spoke with Esmeralda to received latest RO information.

2023-08-07 18:28:07

Sent email to CXS for update on customer.

2023-08-15 19:56:12

Sent follow up email to CXS to see if the customer is at a dealership.

2023-08-15 19:56:39

Case Analyst Initial Review Complete. Transferring to TL for Initial Review.

2023-08-15 21:00:57

Transferred to CA Mattie for update

2023-08-16 16:16:49 IBC FROM CUST Cust stated she looking for an update on buyback decision Informed cust the buyback was just submitted yesterday so it'll take 5 days for an decision via email DOCUMENT RECONTACT Ford Motor Company ® Customer Relationship Center - Truck Team Taylor Clemons tclemo10@ford.com | www.ford.com office: 1-866-631-3788 ext. 79832

2023-08-16 18:39:27 OBC: to the cx to ask them if the vehicle is all stock or if they have any aftermarket items on the vehicle. No answer- sms sent. BB is currently still under review. Actions: Sms sent asking cx about modifications. Next Steps: Monitor Milestone. Sharmaine Hale She [Her] Hers Customer Experience Specialist, Ford CX/Team - O: (866)631-3788 ext.79954 E: SHale36@Ford.com

2023-08-21 20:13:36 BB is currently still under review. Actions: Sms the cx an update and FU on thursday. Next Steps: monitor milestone. Sharmaine Hale She [Her] Hers Customer Experience Specialist, Ford CX/Team O: (866)631-3788 ext.79954 E: SHale36@Ford.com

2023-08-28 15:41:46

Emailed CXS for information about aftermarket items / modifications and towing.

2023-08-28 16:12:06 (IBC) -Customer would like to speak to SUP about case progression. CXS: -Warm transfer to SUP Que Next Steps: -notate case -Sent portal message to dealer Ford Motor Company ® Shanique Byron Customer Experience Specialist, Ford CXS Team sbyron1@ford.com | www.ford.com Office: 866-631-3788 ext. 79472

2023-08-28 17:52:52 IBC: customer called to speak with a sup because she said she's been hearing different things but this is my case so I will assist while I have her on the line. Cx is wanting an update on BB request. BB still under review submitted 8/15/23. DLR no longer at the veh was picked up 2 weeks ago. Actions: Advise cx that I will continue to monitor her request and give her a call on tmr. Next Steps: Contact the DLR Sharmaine Hale She [Her] Hers Customer Experience Specialist, Ford CX/Team O: (866)631-3788 ext.79954 E: SHale36@Ford.com

2023-08-28 19:00:27

OBC to Sunrise Ford of North Hollywood: Spoke to SA Joe for statement regarding aftermarket items /modifications for vehicle.

2023-08-28 19:11:32

Case Analyst Review Complete. Transferring to TL for Review.

2023-08-28 21:17:41

Transferred to CA Mattie for update

2023-08-29 16:09:53 Call cx to advise that BB is completing review and I will provide an update as information becomes available. She wants to know if she'll be getting decision by email or snail mail. I advised that we make contact via email. Next Steps: Monitor Milestone Sharmaine Hale She [Her] Hers Customer Experience Specialist, Ford CX/Team O: (866)631-3788 ext.79954 E: SHale36@Ford.com

2023-08-29 20:27:01

Transferred to CCA for review

2023-08-29 23:01:42

CCA review in progress

2023-08-31 19:40:41 [redacted]

Vehicle Concern/Issue:
The customer was asking for an update on her buyback request
I informed the customer from the last note at the buyback request, saying that the buyback was denied, customer is asking to speak to a Supervisor

What is the customer seeking from Ford?
Buyback update

Next Step: submitting Supervisor escalation task

Customer Experience Specialist
866-631-3788 EXT. 79165
mgodwin3@ford .com

2023-09-01 20:39:11

QA reviewed

2023-09-05 16:20:34

CCA Review in progress

2023-09-05 19:46:52

OBC to Sunrise Ford of North Hollywood: Spoke to Irene (Service Advisor), to obtain DOS [redacted] GFR updated.

2023-09-05 19:49:12

Case Analyst Review Complete. Transferring to RES for Review.

2023-09-05 22:40:24

TL Review Complete. Transferring to COM for Final Review & Processing.

2023-09-06 13:06:13

APPROVAL UPLOADED TO [redacted]
LETTER WILL BE SENT WITHIN THE NEXT 3 BUSINESS DAYS

2023-09-06 19:24:05 OBC: to the customer to advise that BB was approved today and to expect RAV contact 3-5 business days. Monday Next Steps: Verify RAV Contact Ford Motor Company ® Sharmaine Hale Passenger Vehicle Concern Team SHale36@ford.com | www.ford.com O: 866-631-3788 Ext. 79954

2023-09-11 16:58:31 OBC: to the customer to verify RAV contact, she has confirmed. Actions: Advised that I will be closing out this case now and prompted the email survey. Next Steps: Safety Net for closure. Ford Motor Company ® Sharmaine Hale Passenger Vehicle Concern Team SHale36@ford.com | www.ford.com O: 866-631-3788 Ext. 79954

2023-09-12 11:44:22 Supervisor review: Ok to close case.

CASE ATTACHMENTS:

CASE [redacted] STATUS: Resolved

OPEN: 06-15-2023 CLOSED: 07-19-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION:

CASE CLASS LV 1234: General Inquiry | General/Other | |

DEALER NAME: Wayne Akers Ford

PA CODE: 02681 DLR SALES CODE: 24216 REGION: S3 ZONE: S3A

VIN: 3FMCR9A66M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 62,436

BODY STYLE: R9A - BRONCO SPORT CX430 BASE

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | FL | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Hard Start/Long Crank | Always

ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Osha Grant

COMMENTS:

2023-06-15 19:52:50 Osha Grant/ EXT:79446/ ogrant5@ford.com/ IBC from CUST seeking to speak with a supervisor -customer did not want to provide any information. She states she is not trying to waste anytime she is just seeking to speak with a SUP NEXT STEPS: real time sup process Ford Motor Company ® Customer Relationship Center- Passenger Vehicle Concern Team Osha Grant ogrant5@ford.com | www.ford.com office: 866-631-3788 ext. M-F 8:30 a.m. – 5:00 pm CST

2023-06-15 19:58:48 Osha Grant/ EXT:79446/ ogrant5@ford.com/ Customer Name:[redacted] VIN: 3FMCR9A66M[redacted] -customer states that her husband almost died on the vehicle and she was upset Ford Motor Company ® Customer Relationship Center- Passenger Vehicle Concern Team Osha Grant ogrant5@ford.com | www.ford.com office: 866-631-3788 ext. M-F 8:30 a.m. – 5:00 pm CST

2023-06-15 21:45:15 Osha Grant/ EXT:79446/ ogrant5@ford.com/ OBC to DEALER to gather the repair details -cxs was transferred to S.A. Govana ext and received no answer -cxs left a voicemail for S.A. Ford Motor Company ® Customer Relationship Center- Passenger Vehicle Concern Team Osha Grant ogrant5@ford.com | www.ford.com office: 866-631-3788 ext. M-F 8:30 a.m. – 5:00 pm CST

2023-06-16 16:06:25 Osha Grant/ EXT:79446/ ogrant5@ford.com/ OBC to DEALER for a follow up -no answer, cxs left a voicemail for S.A. -Customer is not willing to take nothing but full coverage for the financial assistance which may be impossible due to the Ford Share - cxs will recontact the dealer again at a later time Ford Motor Company ® Customer Relationship Center- Passenger Vehicle Concern Team Osha Grant ogrant5@ford.com | www.ford.com office: 866-631-3788 ext. M-F 8:30 a.m. – 5:00 pm CST

2023-06-16 17:23:36 Osha Grant/ EXT:79446/ ogrant5@ford.com/ NEXT STEPS: Once dealer sends oer cost details cxs will re-activate case -customer is very upset and is wanting to see if Ford will cover the total amount of the repair before moving along to next steps Ford Motor Company ® Customer Relationship Center- Passenger Vehicle Concern Team Osha Grant ogrant5@ford.com | www.ford.com office: 866-631-3788 ext. M-F 8:30 a.m. – 5:00 pm CST

2023-07-03 13:57:47 Osha Grant/ EXT:79446/ ogrant5@ford.com/ [redacted] - new case was opened, cxs canceled as a duplicate. -cxs re-activated case for further assistance as instructed During the initial call customer advised cxs that she would like Ford to cover the full repair and she would take nothing less. Ford Motor Company ® Customer Relationship Center- Passenger Vehicle Concern Team Osha Grant ogrant5@ford.com | www.ford.com office: 866-631-3788 ext. M-F 8:30 a.m. – 5:00 pm CST

2023-07-03 21:34:50 Osha Grant/ EXT:79446/ ogrant5@ford.com/ OBC to DEALER for a follow up -no answer,cxs left a vm for SA Giovanni seeking to receive the cost details for the repair Ford Motor Company ® Customer Relationship Center- Passenger Vehicle Concern Team Osha Grant ogrant5@ford.com | www.ford.com office: 866-631-3788 ext. M-F 8:30 a.m. – 5:00 pm CST

2023-07-07 15:07:09 Osha Grant/ EXT:79446/ ogrant5@ford.com/ OBC to DEALER for a follow up to gather cost details -no answer from dealer OBC to CUST for a follow up - customer begin yelling into the phone, without informing me what she is " seeking from Ford" besides wanting her repair to be covered 100% -customer continued to yell only complaining about the dealer and the 3rd party warranty. What is customer seeking from Ford 1,-customer states the diagnosis for the valve was completed in June by Wayne Akers Ford and she is seeking for Ford to cover the repairs 2.-customer states that she paid for a warranty over 6k and for a 3rd party warranty and she is upset . Ford Motor Company ® Customer Relationship Center- Passenger Vehicle Concern Team Osha Grant ogrant5@ford.com | www.ford.com office: 866-631-3788 ext. M-F 8:30 a.m. – 5:00 pm CST

2023-07-12 19:37:04 Osha Grant/ EXT:79446/ ogrant5@ford.com/ EMAIL CONTENT FROM CUSTOMER -Still hoping to hear something! Car stopped again today and now engine light is on again. It goes on and off on its own. The stress is too much ma'am! Please this is now almost going on a month. I'm now 43 miles from home and have to deal with this AGAIN? Please help me. I'm writing to Amanda (supervisor) now too. I've gotta get someone to get back to me without pestering them constantly….. [redacted] OBC to DEALER for a follow up - no answer, cxs left voicemail email sent to S.M. David to conduct cost details and to confirm that customer is able to bring the vehicle into the dealer customer states that her her vehicle has stopped again today. - customer is unable to put gas in her vehicle with the concerns going, vehicle is driving 43 miles per hour Ford Motor Company ® Customer Relationship Center- Passenger Vehicle Concern Team Osha Grant ogrant5@ford.com | www.ford.com office: 866-631-3788 ext. M-F 8:30 a.m. – 5:00 pm CST

2023-07-14 16:40:16

FAR TEMPLATE

2023-07-14 18:26:00 Osha Grant/ EXT:79446/ ogrant5@ford.com/ OBC to CUST for a follow up Ford will be able to cover the cost of $348.03. We will be able to provide an approval code once the repairs have been completed. The customer also wanting to know if you guys have the parts available or would you guys have to order the parts. EMAIL SENT to SM Karl regarding the Ford share and to gather the eta status of repair Ford Motor Company ® Customer Relationship Center- Passenger Vehicle Concern Team Osha Grant ogrant5@ford.com | www.ford.com office: 866-631-3788 ext. M-F 8:30 a.m. – 5:00 pm CST

2023-07-17 15:32:45 Osha Grant/ EXT:79446/ ogrant5@ford.com/ EMAIL CONTENT FROM SM Good morning Osha, Ms. Everett's vehicle is complete. Ford Motor Company ® Customer Relationship Center- Passenger Vehicle Concern Team Osha Grant ogrant5@ford.com | www.ford.com office: 866-631-3788 ext. M-F 8:30 a.m. – 5:00 pm CST

2023-07-19 14:36:27	Osha Grant/ EXT:79446/ ogrant5@ford.com/ EMAIL CONTENT TO CUSTOMER Good Morning, Have you been able to receive the vehicle back. Ford Motor Company ® Customer Relationship Center- Passenger Vehicle Concern Team Osha Grant ogrant5@ford.com | www.ford.com office: 866-631-3788 ext. M-F 8:30 a.m. – 5:00 pm CST
2023-07-19 16:51:40	Osha Grant/ EXT:79446/ ogrant5@ford.com/ EMAIL CONTENT FROM CUSTOMER Yes we did. I do think it may have been an issue when we purchased the vehicle because it seems to run better now. Funny thing was, a guy pulled up in a truck, while we were there, and told the service guy " same thing with this vehicle, too…. It just stalls"…. My husband and I were like????? He obviously has another Ford vehicle, same symptoms in both of his vehicles????….Wondering if this is an inherent issue with Ford vehicles? I'm just offering this info FYI. I should ask what the warranty is on this repair just in case! Lol. I can't thank you enough for putting up with me. I don't fight like that unless I really believe we have a valid point. Thanks again! OBC to customer for final contact -cxs went over some of the details from the email that was sent. -cx states that her vehicle is running great and she is thankful for the assistance I was able to provide as her cxs Ford Motor Company ® Customer Relationship Center- Passenger Vehicle Concern Team Osha Grant ogrant5@ford.com | www.ford.com office: 866-631-3788 ext. M-F 8:30 a.m. – 5:00 pm CST
2023-07-19 19:25:15	Cxs can close case

CASE ATTACHMENTS:
2023-07-14 16:40:16 Osha Grant

[redacted]

Service Manager Name:	Karl Faul
Service Manager Email:	Karl.faul@wayneakers.com
New P&A Code:	02681
RO #:	[redacted]
RO Open Date:	7.[redacted]23
RO Open Mileage:	62,436
RO Line:	B
Parts:	$226.63
Labor:	$158.40
Total (P+L, no tax):	$384.03

CASE NUMBER: CAS-43389986-P4H8R4 STATUS: Resolved
OPEN: 06-16-2023 CLOSED: 07-24-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | |
DEALER NAME: Bell Ford
PA CODE: 20360 DLR SALES CODE: 71177 REGION: W3 ZONE: W3B
VIN: 3FMCR9A60MRA91623 MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9A - BRONCO SPORT CX430 BASE
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | AZ | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | Always
ANALYST NAME: Donna Johnson OPEN ANALYST NAME: Dominique Dixon
COMMENTS:

2023-06-16 20:35:52 dJohn860@ford.com Obc 6025643211 Bell Ford NO ANSWER FROM DEALERSHIP PORTAL MESSAGE SENT NEXT STEPS DEALER CONTACT 6/20 Donna Johnson Ford Motor Company Roadside Proactive -Project Advocate dJohn860@ford.com | www.ford.com Monday -Friday | 815am-445pm office: 866-631-3788 ext. 79464

2023-06-16 20:35:52 dJohn860@ford.com Obc 6025643211 Bell Ford NO ANSWER FROM DEALERSHIP PORTAL MESSAGE SENT NEXT STEPS DEALER CONTACT 6/20 Donna Johnson Ford Motor Company Roadside Proactive -Project Advocate dJohn860@ford.com | www.ford.com Monday -Friday | 815am-445pm office: 866-631-3788 ext. 79464

2023-06-16 20:39:49 dJohn860@ford.com Case Number[redacted] Customer : Generic Contact Informational Case NA CRC Business Phone : Home Phone : Mobile Phone : LTV Score : 65 Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : Part Number : Dealer Name : Bell Ford Dealer P&A : 20360 Dealer phone : 6025643211 VIN : 3FMCR9A60M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 11781 Engine Specification : Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-11-18 Open Recall/FSA: : 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION ESP : 0968 - USA 2022 NEW 84/100000 PREMIUMCARE W/ROADSIDE 0968 - USA 2022 NEW 84/100K PREM MAINT(M&W) 5K INTERVAL Hotline Contact : Warranty History : WARRANTY CLAIM NUMBER[redacted] ARRANTY CLAIM NUMBER[redacted] WARRANTY CLAIM NUMBER[redacted] Donna Johnson Ford Motor Company Roadside Proactive -Project Advocate dJohn860@ford.com | www.ford.com Monday -Friday | 815am-445pm office: 866-631-3788 ext. 79464

2023-06-20 16:40:15 dJohn860@ford.com Obc 6025643211 Bell Ford NO ANSWER FROM DEALERSHIP SERVICE DISCONNECTED EMAIL SENT TO SERVICE MANAGER NEXT STEPS DEALER CONTACT 6/22 Donna Johnson Ford Motor Company Roadside Proactive -Project Advocate dJohn860@ford.com | www.ford.com Monday -Friday | 815am-445pm office: 866-631-3788 ext. 79464

2023-06-22 19:49:02 dJohn860@ford.com OBC Bell Ford 6025643211 NO ANSWER ON CALL OUT TO SERVICE DEPT. EMAIL SENT TO SERVICE MANAGER NEXT STEPS-DEALER CONTACT FU 6/27 Donna Johnson Ford Motor Company Roadside Proactive -Project Advocate dJohn860@ford.com | www.ford.com Monday -Friday | 815am-445pm office: 866-631-3788 ext. 79464

2023-06-28 19:29:56 dJohn860@ford.com OBC to DLR 6025643211 CXS SPOKE WITH CODY IN SERVICE CUST NAME -[redacted] SA- ADAM BERNARDINI RO OPEN 6/15 RO CLOSED NOT SURE ON DATE CLV 65 VEH CONCERN-SHUT OFF AT STOP WOULDN'T COME BACK ON , ALL LIGHTS ON DASH DIAGNOSIS - JUMP START REPLACED BATTERY Donna Johnson Ford Motor Company Roadside Proactive -Project Advocate dJohn860@ford.com | www.ford.com Monday -Friday | 815am-445pm office: 866-631-3788 ext. 79464

2023-07-06 21:17:21 dJohn860@ford.com OBC TO CUST[redacted] [redacted] NO ANSWER ON CALL OUT TO CUST EMAIL SENT NEXT STEPS -PROVIDE CUST INFO ON BB OPTION /CUST STATES HE IS NOT SATISFIED 7/11 Donna Johnson Ford Motor Company Roadside Proactive -Project Advocate dJohn860@ford.com | www.ford.com Monday -Friday | 815am-445pm office: 866-631-3788 ext. 79464

2023-07-11 20:38:45

dJohn860@ford.com

OBC TO CUST[redacted]

NO ANSWER CXS LEFT VM AND CONTACT INFO FOR

NS- FINAL RESOLUTION CALL CUST NOT SATISFIED

Donna Johnson
Ford Motor Company
Passenger Vehicle Concern -Project Advocate
dJohn860@ford.com |www.ford.com
Monday -Friday | 815am-445pm
office: 866-631-3788 ext 79464

2023-07-12 20:27:20 dJohn860@ford.com Obc Per cudt[redacted] We don feel lits a safe vehicle for my wife to drive around with our grand kids I dont feel it;s fixed I feel it will happen again I've seen U-tube where people have the same issue . We are going to sell the Bronco if we can but I would be happy if Ford would buy it back from me . Cxd advised customer of Ford would conduct a good faith review your veh repair history and base that off your state lemon law guidelines. A decision will be rendered in 5 business days . I have no part in the decision however I can submit supporting documentation. NS -Cust will speak with his wife and follow up Monday with decision to submit bb advised to contact him on 7/17 Donna Johnson Ford Motor Company Passenger Vehicle Concern -Project Advocate dJohn860@ford.com | www.ford.com Monday -Friday | 815am-445pm office: 866-631-3788 ext 79464

2023-07-19 14:29:17

dJohn860@ford.com OBC TO CUST [redacted] No answer , voicemail left [redacted] business voicemail Email Sent NS-FINAL RECAP CALL W CUST 7/24 Donna Johnson Ford Motor Company Passenger Vehicle Concern -Project Advocate dJohn860@ford.com | www.ford.com Monday -Friday | 815am-445pm office: 866-631-3788 ext 79464

2023-07-24 17:39:03

Ford Motor Company®
Angel Miller
Business Operations Supervisor – PV Team
amill286@ford.com | www.ford.com
Mon - Fri 7:45 AM – 4:15 PM

Safety Net: CXS may resolve case.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Canceled

OPEN: 06-16-2023 CLOSED: 07-20-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Parts Issue | General/Other |

DEALER NAME: Gerald Jones Lincoln

PA CODE: 11513 DLR SALES CODE: 26342 REGION: NE ZONE: NEG

VIN: 3FMCR9B61M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | AL | | USA

HOME PHONE:

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

ANALYST NAME: Jacob Dixon OPEN ANALYST NAME: Jenae Gaston

COMMENTS:

2023-06-16 18:46:44	IBC from [redacted] is calling because his vehicle recently recently went out on him while he was driving across country. He is looking to be reimbursed for the rental he has paid out of pocket and to also get his vehicle repaired under warranty. However for the rental reimbursement he does not have a CLV score but he is within warranty. Next Steps: Will submit the debit card reimbursement and fill out rental reimbursement template. JENAE' GASTON She Her Hers JGasto11@ford.com | www.ford.com Customer Experience Specialist, Ford CX O: 1-800-392-3673 ext. 79156
2023-06-16 19:22:19	OBC to Gerald Jones Lincoln Service Manager: Bradley I was not able to speak with Bradley directly, but I was able to leave him a voice message and make him aware of the situation and what[redacted] is needing[redacted] is needing the rental expenses reimbursed and also needs assistance with towing his vehicle from their dealership to a different one within 35 miles. Also needs to know the repair status/path for repair on his vehicle. Bradley is out on vacation until Tuesday. Next Steps: Follow up with Bradley and[redacted] on Tuesday to see what his options are for his request. JENAE' GASTON She Her Hers JGasto11@ford.com | www.ford.com Customer Experience Specialist, Ford CX O: 1-800-392-3673 ext. 79156
2023-06-20 16:08:10	OBC to Gerald Jones Lincoln Service Manager: Bradley Bradley was at lunch when I called, I will try calling him again at alter time so that I can speak with him in regards to[redacted] request for rental reimbursement and getting the vehicle towed to another dealership to complete the repairs. Next Steps: follow up with Bradly at a later time to see if he can assist with lane's request. JENAE' GASTON She Her Hers JGasto11@ford.com | www.ford.com Customer Experience Specialist, Ford CX O: 1-800-392-3673 ext. 79156
2023-06-20 19:06:53	Emia Hailey Customer Experience Specialist ehailey@ford.com 866-631-3788 ext. 79815 IBC from customer //[redacted] Customer stated while driving home in Alabama his vehicle broke down in Ga. Dealership can't diagnose the issue. He stated they are discussing getting vehicle towed TO A CLOSER DEALERSHIP. customer stated he would like to discuss reimbursement for rental AS WELL. Cxs advised customer to send email to agent as she was unavailable at the moment. Cxs also sent webex message for agent to f/u with customer. Customer stated he is okay with opt into SMS as well. Cust name: [redacted] Registered owner: Yes Opt in SMS? yes Number:[redacted] Email: [redacted] Next steps: Document. Message sent to agent Ford Motor Company ® E'mia Hailey Customer Experience Specialist ehailey@ford.com | www.ford.com Office: 866-631-3788 EX
2023-06-20 20:52:22	OBC To Gerald Jones Lincoln Service manager: Bradley I was able to speak with Bradley he informed me the vehicle is still at the dealership and is waiting to be diagnosed. As the vehicle works properly sometimes and other times it shows codes that indicate something is still wrong with the vehicle. He states they do not have any loaner vehicles at this time and the customer is not eligible for rental reimbursement. He will be able to get the car towed to another dealership but the SM stated they will more than likely experience the same issue with the vehicle. Next Steps: Follow up with[redacted] and let him know what the service manager stated. JENAE' GASTON She Her Hers JGasto11@ford.com | www.ford.com Customer Experience Specialist, Ford CX O: 1-800-392-3673 ext. 79156
2023-06-20 21:11:55	OBC to [redacted] I was able to speak with[redacted] and make him aware that he is not eligible for rental reimbursement at this time. I also let him know that he is able to get his car towed from the dealership it is at to a different dealership that will be able to actively diagnose and repair his vehicle. Since the vehicle is still under warranty the tow should be covered up to 50mi/$100. Next Steps: follow up with[redacted] in a few day to see if he has been able to get the car towed from the dealership it is at to a new one. get the information of the new dealership so I can contact them and see if they have a clear path to repair of his vehicle. JENAE' GASTON She Her Hers JGasto11@ford.com | www.ford.com Customer Experience Specialist, Ford CX O: 1-800-392-3673 ext. 79156
2023-06-20 22:23:52	IBc form cust [redacted] looking to get in contact with someone at the supervisor in reference to the vehicles case. apparently the vehicle broke down near the dealer. as soon as they got there the vehicle died. they asked for a rental car and they are paying out of pocket for the repair. reach out to get it fixed for them. keep the rental car and they will talk to the dealer. they will not be reimbursed for anything. kept the rental car for an extra 5 days. they still haven't diagnosed the vehicle and its been going on for 2 and a half weeks now. cust requested a supervisor escalation because they were promised rental assistance and the vehicles. next steps: doc and supervisor escalation Ford Motor Company ® Abayomi Taylor 12:30pm- 9:00pm M-F ATAYL289@ford.com | www.ford.com 866-631-3788 | ext79646
2023-06-23 20:43:21	Outbund Email to:[redacted] Following up with[redacted] to see if he was able to get the vehicle to the next dealership so that the vehicle can be repaired. Next Steps: Follow up with the dealership to see if the vehicle is there and if they have been able to diagnose the vehicle. JENAE' GASTON She Her Hers JGasto11@ford.com | www.ford.com Customer Experience Specialist, Ford CX O: 1-800-392-3673 ext. 79156 M-F 11:30AM-8PM EST Off Saturday & Sunday
2023-06-28 20:14:20	OBC To[redacted] Requesting an update to see if the car has been towed to another dealer for repair. As the original dealer the vehicle was at was unwilling to fix the vehicle under warranty. I called[redacted]'s phone number listed on the account. However no one answered the line and I was not able to leave a voice message. I will send another email to email address we have on file so that I can get an update regarding the dealer the vehicle is at and the repair status of the vehicle. Next Steps: follow up with[redacted] sometime next week to request an update. JENAE' GASTON She Her Hers JGasto11@ford.com | www.ford.com Customer Experience Specialist, Ford CX O: 1-800-392-3673 ext. 79156 M-F 11:30AM-8PM EST Off Saturday & Sunday

2023-07-14 20:10:38	CXS- Jenae Gaston Jgasto11@ford.com 800-392-3673 Ext 79156 OBC to [redacted] I was not able to speak with [redacted] the line went directly to voicemail. I was able to leave him a voicemail with my contact information so that he can reach back out to me at his earliest convenience. Next Steps: if no response by next week I will send the UTC as I have not been able to contact [redacted] to get updates regarding his vehicle. JENAE' GASTON She Her Hers JGasto11@ford.com | www.ford.com Customer Experience Specialist, Ford CX O: 1-800-392-3673 ext. 79156 M-F 11:30AM-8PM EST Off Saturday & Sunday
2023-07-20 20:20:39	CXS- Jenae Gaston Jgasto11@ford.com 800-392-3673 Ext 79156 UTC [redacted] I called [redacted] to see if he still required assistance from Ford Motor Company. The line went directly to voicemail the first 2 calls. On the last call someone picked up the line then disconnected the call, therefore I will proceed with the next steps of UTC process. Next Steps: safety net for supervisor, send UTC letter to supervisor and [redacted], complete case tasks. JENAE' GASTON She Her Hers JGasto11@ford.com | www.ford.com Customer Experience Specialist, Ford CX O: 1-800-392-3673 ext. 79156 M-F 11:30AM-8PM EST Off Saturday & Sunday
2023-07-20 20:29:06	CXS- Jenae Gaston Jgasto11@ford.com 800-392-3673 Ext 79156 Safety Net CLV: 73 WSD: 2/5/2021 What problem did the customer have? Issues with his clutch What assistance did Ford provide? Repair assistance and rental assistance Is the vehicle repaired and returned to the customer? N/A Is the Customer Satisfied with the Outcome? N/A What this case as a detractor (1-3) Neutral (4) Promotor (5) 4 Why? I provided updates and kept in contact until he stopped responding too me. Was the Survey Prompt verbiage provided? yes Is this case ready to Resolve? yes JENAE' GASTON She Her Hers JGasto11@ford.com | www.ford.com Customer Experience Specialist, Ford CX O: 1-800-392-3673 ext. 79156 M-F 11:30AM-8PM EST Off Saturday & Sunday

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 06-17-2023 CLOSED: 07-12-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | California Vehicle |
DEALER NAME: Sunrise Ford
PA CODE: 08210 DLR SALES CODE: 71152 REGION: W1 ZONE: W1B
VIN: 3FMCR9B67M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 15,254
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | CA | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Running | Not Listed | UNKNOWN
ANALYST NAME: Shanice Phillips OPEN ANALYST NAME: Tiffany Washington
COMMENTS:
2023-06-17 00:39:09

CXS – Tiffany Washington
twashi67@ford.com
866-631-3788 Ext 79653

IBC FROM CUST/ CUSTOMER SAYS HER VEHICLE STOPPED RUNNING THIS IS THE SECOND TIME. VEHICLE JUST STOPPED RUNNING ON THE FREEWAY. CUSTOMER SAYS THAT DEALERSHIP IS STILL SAYING THAT THEY CAN NOT FIND ANYTHING WRONG WITH THE VEHICLE. CUSTOMER SAYS SHE DOESN'T FEEL SAFE IN THE VEHICLE. VEHICLE WAS AT DEALERSHIP FOR 2 WEEKS AND CUSTOMER JUST PICKED UP THE VEHICLE BUT SHE DOES NOT FEEL SAFE IN THE VEHICLE. CUSTOMER SAYS SHE WANTS OUT OF THIS VEHICLE AND SHE WANTS ANOTHER VEHICLE.

CLV: 77

Dealership:SUNRISE FORD (SIROSS)

VIN:3FMCR9B67M[redacted]
MILEAGE: 15,254
NEXT STEPS/CONCERN
Transfer call to #: [redacted]
Legacy/Concern Agent:

Ford Motor Company ®
Tiffany Washington
Customer Experience Specialist, Ford CXS Inquiry Team
MON-FRI 11:30AM- 8:00 PM (CST)
twashi67@ford.com|www.ford.com
office: 866-631-3788 ext. 79653

2023-06-17 00:40:01

CXS – Tiffany Washington
twashi67@ford.com
866-631-3788 Ext 79653

IBC FROM CUST/ CUSTOMER SAYS HER VEHICLE STOPPED RUNNING THIS IS THE SECOND TIME. VEHICLE JUST STOPPED RUNNING ON THE FREEWAY. CUSTOMER SAYS THAT DEALERSHIP IS STILL SAYING THAT THEY CAN NOT FIND ANYTHING WRONG WITH THE VEHICLE. CUSTOMER SAYS SHE DOESN'T FEEL SAFE IN THE VEHICLE. VEHICLE WAS AT DEALERSHIP FOR 2 WEEKS AND CUSTOMER JUST PICKED UP THE VEHICLE BUT SHE DOES NOT FEEL SAFE IN THE VEHICLE. CUSTOMER SAYS SHE WANTS OUT OF THIS VEHICLE AND SHE WANTS ANOTHER VEHICLE.

CLV: 77

Dealership:SUNRISE FORD (SIROSS)

VIN:3FMCR9B67[redacted]
MILEAGE: 15,254
NEXT STEPS/CONCERN
Transfer call to #[redacted]
Legacy/Concern Agent:

Ford Motor Company ®
Tiffany Washington
Customer Experience Specialist, Ford CXS Inquiry Team
MON-FRI 11:30AM- 8:00 PM (CST)
twashi67@ford.com|www.ford.com
office: 866-631-3788 ext. 79653

2023-06-17 00:47:00

transfer from inquiry stating cust has a 2021 bronco sport with 15000 miles keeps cutting off vehicle cut out on the highway , dealer cant replicate the issue telling the cust there is nothing wrong with the vehicle . cust states the vehicle just stops and locks up in the midst of driving cust states the found a code when the vehicle locked but they just reset . cust wants to file a buyback , completing template engaging milestone . Dyiamon Price SheHerHers Customer Experience Specialist/Concern Experience Specialist, Ford PV Team Dpric125@ford.com O: (866) 631-3788 ext. 2091 Oakwood Blvd. Dearborn, MI 48124 USA

2023-06-17 00:50:33

Customer Information
Name(s) on the Title: [redacted]
Address: [redacted] RIALTO , CA [redacted]
Email Address: [redacted]
Customer is Select purchasing or leasing the vehicle.
Vehicle Information
VIN: 3FMCR9B67M[redacted]
Current Mileage: 15202
Ownership Status/ Type of Purchase: new
Purpose of vehicle: personal
Vehicles registered to the business. (If yes to business)
Purchase Date: 4/10/2021
Mileage at Time of Purchase: 27
State Information
State Where Purchased: CA
State Where Registered: CA
Dealer Information
Purchased from Dealer yes
Dealership (if yes): Sunrise Ford
Primary Reason for Repurchase: Car stops and locks mid drive
Is there a current concern with the vehicle? yes
What is the repair status of the vehicle? cannot replicate
Were repairs completed for this concern at multiple dealerships? (If yes): no

Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed no

2023-06-19 12:32:18

To Leslie

2023-06-19 12:58:41

GFR in progress.

2023-06-19 13:01:30

Sent an email to (Service Manager) Edward Rodriguez and (Service Cashier) Jennifer Rivera with "Sunrise Ford Fontana" requesting the whole RO History to be sent to me.

2023-06-19 19:30:37

Received the RO History from(Service Cashier) Jennifer Rivera with "Sunrise Ford Fontana" and attached them to the GFR.

2023-06-19 19:42:20

Sent an email to CXS Dyiamon Price stating:
"Hi Dyiamon,
Please contact the customer today (Monday 06-19-23) by phone to find out if she is still having issues with the vehicle? If so, please assist her on making an appointment to take the vehicle back into a Ford dealership. If/when you make the appointment I would need to know the name/address/phone number plus the date/time of appointment. What are the customer intension with the vehicle, get it repaired, hold on to it, waiting on the buyback decision before moving forwarded, ect.?

My review will be on HOLD until I have ALL the information from above.

Please let me know if you have any questions and please “REPLY ALL” to ALL emails."

NOT A CUSTOMER FACING AGENT PLEASE DO NOT DISCLOSE CONTACT INFORMATION TO CUSTOMERS.

2023-06-19 19:42:41

Case Analyst Initial Review Complete. Transferring to CCA for Initial Review.

2023-06-20 00:32:54

Initial CCA review in progress.

2023-06-20 22:00:24

Initial CCA Review Complete. TRANSFERRING BACK TO CASE ANALYST TO MONITOR & FINAL REVIEW.

2023-06-22 18:38:48

OBC to cust to gather more info for buyback agent , no answer left message informing her of the info we need to continue process .

Dyiamon Price
SheHerHers
Customer Experience Specialist/Concern Experience Specialist, Ford PV Team
Dpric125@ford.com
O: (866) 631-3788 ext.
2091 Oakwood Blvd.
Dearborn, MI 48124 USA

2023-06-22 19:22:44

IBC from: [redacted] VIN: 3fmcr9b67m[redacted] BCN: [redacted] EMAIL: [redacted] Actions: Had a missed call from case manager/ left an voicemail but it was cut off/ was returning her call Next steps: Advised her that her case manager has a follow-up with her schedule for tomorrow case closed Doris Evans-Ramsey Customer Experience Specialist, Ford CX O: (800) 392-3673 ext. E: dramse30@ford.com

2023-06-24 13:52:55

Sup Audit -- Rescheduling follow up CXS return to office 6/26/2023

2023-06-28 20:14:07

OBC to cust unable to hear me , call cutting in and out sending email to cust . Dyiamon Price SheHerHers Customer Experience Specialist/Concern Experience Specialist, Ford PV Team Dpric125@ford.com O: (866) 631-3788 ext. 2091 Oakwood Blvd. Dearborn, MI 48124 USA

2023-06-28 20:18:16

OBE to cust

Good afternoon[redacted] ,

I am reaching out to gather information on your vehicle and the path you'd like to take towards repairs . Are you still having issues with the vehicle and if so have you been able to get the vehicle back to the dealer ? I can assist you with this matter if needed . Also there are a few question I will need answered for my colleagues in order to fully process your buyback request . What are your intension with the vehicle, get it repaired, hold on to it, waiting on the buyback decision before moving forwarded .?
Thank you in advance for your patience and cooperation .

Dyiamon Price
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Customer Experience Specialist/Concern Experience Specialist, Ford PV Team
Dpric125@ford.com
O: (866) 631-3788 ext.
2091 Oakwood Blvd.
Dearborn, MI 48124 USA

2023-07-05 18:52:46

Called "Sunrise Ford Fontana" needing to speak with anyone in the service department. No one was available, due to the service department was closed for lunch. I then sent an email to (Service Cashier) Jennifer Rivera and (Service Manager) Edward Rodriguez requesting the latest RO to be sent to me.

2023-07-06 00:58:49

OBC to cust informing her that her BB is still under review and that my colleague , cust has a question took the vehicle in again for the same repair , cust picked the vehicle up went to the grocery store and the shifts locked up again the vehicle had to go back to the dealer . educated cust on bb process cust wishes for a replacement . disconnected call Dyiamon Price SheHerHers Customer Experience Specialist/Concern Experience Specialist, Ford PV Team Dpric125@ford.com O: (866) 631-3788 ext. 2091 Oakwood Blvd. Dearborn, MI 48124 USA

2023-07-06 15:29:13

Received the missing RO's from (Service Cashier) Jennifer Rivera with "Sunrise Ford Fontana" and attached them to the GFR.

2023-07-06 15:30:33

Spoke with (Service Advisor) Firas A. Qasqas with "Sunrise Ford Fontana" inquiring an update on the OPEN RO. He provided me with all the information that I needed and I updated that RO on the GFR. I thanked him for his time and call ended.

2023-07-06 15:48:36

Case Analyst Review Complete. Transferring to TL for Review.

2023-07-06 17:08:11

APPROVAL UPLOADED TO PORTAL, TRACKING IS[redacted]
LETTER WILL BE SENT WITHIN THE NEXT 3 BUSINESS DAYS

2023-07-07 20:40:19

RAV has accepted the case & customer contact is forthcoming.

2023-07-11 23:07:13

OBC to cust
RAV contacted the cust this morning . informed her i will be closing the case . prompted survey and disconnected call .

Dyiamon Price
SheHerHers
Customer Experience Specialist/Concern Experience Specialist, Ford PV Team
Dpric125@ford.com
O: (866) 631-3788 ext.
2091 Oakwood Blvd.
Dearborn, MI 48124 USA

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Canceled
OPEN: 06-21-2023 CLOSED: 07-25-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |
DEALER NAME: Bruce Walters Ford Sales Inc
PA CODE: 02132 DLR SALES CODE: 46674 REGION: CE ZONE: CEG
VIN: 3FMCR9B64M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | KY | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Moving | UNKNOWN | UNKNOWN
ANALYST NAME: Jacob Dixon OPEN ANALYST NAME: Martin Gwynn
COMMENTS:

2023-06-21 15:45:02

IBC: from [redacted] requesting vehicle buyback because of multiple issues: 1) 22S73 recall was never fixed; 2) Noise in the rear of vehicle; 3) Vehicle would not accelerate and stopped in the middle of the road; 4) Brakes make noise when backing up. Customer contact number 606-335-3198 Next steps: submit Buyback form Martin Gwynn Customer Experience Specialist, Ford CX (800) 392-3673 ext. 79160

2023-06-21 15:50:52

Buyback Template

Customer Information
Name(s) on the Title: [redacted]
Address:
[redacted], Whitesburg, KY [redacted]
Email Address: [redacted]
Customer is purchasing or leasing the vehicle? purchase
Vehicle Information
VIN: 3FMCR9B64M[redacted]
Mileage: 35,644
Ownership Status/ Type of Purchase: (New, Used, CPO, Private sale, or Gift) New
Purpose of vehicle: (personal or business) Personal
Vehicles registered to the business. (If yes to business) No
Purchase Date: 3/[redacted]/2021
Mileage at purchase: 10
State Information
State Where Purchased: KY
State Where Registered: KY
Dealer Information
Purchased from Dealer? Y
Name of Dealership: Bruce Walters Ford
Primary Reason for Repurchase: Multiple mechanical issues
Is there a current concern with the vehicle? Involuntary acceleration and then stopping, recall has not been addressed properly, cust rear brakes make loud noise when going in reverse
What is the repair status of the vehicle? Recall and all issues have not been repaired
Were repairs completed for this concern at multiple dealerships? (If yes): Obtain names of dealerships and location. Bruce Walters Ford for all except Freedom Ford in Wise, VA
(CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? Enter Yes or No

2023-06-26 16:10:36

ibc from [redacted] cust would like more information on her bb. I informed the cust that the bb is still pending and once a decision is made then her cxs will reach out and tell her the next steps. next steps- nothing else needed. Lateefah Peters SheHer Hers Customer Experience Specialist, Ford CX O: 1800-392-3673 ext. 79124

2023-06-27 17:25:00

*OGC VIN LIST CHECK: 3FMCR9B64M[redacted]

*Results: Nothing Returned

*Original Owner per Navis

*Verified VIN in Oasis

Ford Motor Company ®
Jennifer Falls
Specialized Buyback Handling Team Specialist, Ford CX Team

2023-06-27 17:26:01

After review; veh does not meet state guidelines for buyback/replacement criteria for KY.

Talking Points:

-Deny GFR
-Review note in milestone
-Follow Repair Assistance Procedures Per Process
-Recommend Dealer Engage Hotline for Repair Assistance
-Focus on getting veh repaired

Ford Motor Company ®
Jennifer Falls
Specialized Buyback Handling Team Specialist, Ford CX TeamFord Motor Company ®
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2023-06-28 17:35:21

[redacted]
calling about her BB case
no VIN on case
3FMCR9B64M[redacted]
BB was denied
VEH does not meet state guidelines for KY as it is outside of the time period to file for the state; 2 years from WSD is the time period for filing in KY; WSD 3/31/2021

Cust hung up on me before I could close call and provide survey
Recontact
Nancy Peters
Customer Experience Specialist-PVT-CONCERN
office: 866-631-3788 ext. 79439
npeter33@ford.comIwww.ford.com
Hours M-F 7-330pm CST

2023-06-28 21:57:09

Customer Information
Name(s) on the Title:[redacted]
[redacted], KY [redacted]
Email Address[redacted]
Customer is Purchasing
Vehicle Information
VIN:3FMCR9B64M[redacted]Current Mileage:35,644
Ownership Status/ Type of Purchase:new
Purpose of vehicle:Personal
#Vehicles registered to the business.N/A
Purchase Date: 03/31/2021Mileage at Time of Purchase: 10
State Information
State Where Purchased:KY
State Where Registered:KY
Dealer Information
Purchased from Dealer? yesDealership (if yes):Bruce Walters Ford
Primary Reason for Repurchase: Multiple mechanical issues that not getting repair
Is there a current concern with the vehicle? Yes
What is the repair status of the vehicle? Recall and all issues have not been repair
Were repairs completed for this concern at multiple dealerships? (If yes): No
(CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? No

2023-06-28 21:59:43

IBC from customer request a update for buyback she was previously told it was denied. a safety net was open and advise to fill out template and resubmit. I completed the buyback template and resubmit the buyback request per safety net. next step: request for customer to follow up, the CXS agent will need to continue to work on case to have the vehicle repair.

2023-07-03 14:27:35

*OGC VIN LIST CHECK: 3FMCR9B64M[redacted]

*Results: Nothing Returned

*Original Owner per Navis

*Verified VIN in Oasis

Ford Motor Company ®
Jennifer Falls
Specialized Buyback Handling Team Specialist, Ford CX Team

2023-07-03 14:29:02

After review; veh does not meet state guidelines for buyback/replacement criteria for KY.

Talking Points:

-Deny GFR
-Review note in milestone
-Follow Repair Assistance Procedures Per Process
-Veh is not currently at the dealer, if there is a current concern, recommend cust contact dealer for an appt. to have veh diagnosed
-Recommend Dealer Engage Hotline for Repair Assistance
-Focus on getting veh repaired

Ford Motor Company ®
Jennifer Falls
Specialized Buyback Handling Team Specialist, Ford CX Team Ford Motor Company ®
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2023-07-07 12:49:17

Tatyana Johnson/tjohn452@ford.com/ext. 79549 IBC CUST -- Customer's wife called in [redacted] she is wanting to know the current status of the BB. I advised the customer that the BB was denied "VEH does not meet state guidelines for KY as it is outside of the time period to file for the state" The customer wanted to know what the state requirement. I advised the customer that I am not aware of what the state requirement is however if she feels like this decision has reached an error she can reach out to the BBB. I explained to the customer that FMC will like to focus on getting the vehicle repaired if it is not currently. The customer stated FMC is useless and disconnected the call NEXT STEPS: notate case Ford Motor Company ® Customer Relationship Center – CAR/SUV Team Tatyana Johnson tjohn452@ford.com | www.ford.com office: 866-631-3788 ext. 79549 Monday-Friday 7-330pm cst

2023-07-12 18:25:12

OBC: to Bruce Walters Ford, (606) 437-9641 Service Advisor/Manager: Tristan Vehicle Off Road? Y/N: N Vehicle hasn't been to this dealership since 1/20/23 OBC: to Stacy Banks. No answer. Left voicemail Next Steps: Follow-up with customer to get vehicle status Martin Gwynn Customer Experience Specialist, Ford CX (800) 392-3673 ext. 79160

2023-07-21 20:54:24

Case Number : [redacted]
Customer : [redacted]
Business Phone : [redacted]
Home Phone : [redacted]
Mobile Phone : [redacted]
LTV Score : 88
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number :
Part Number :
Dealer Name : Bruce Walters Ford Sales
Dealer P&A : 02132
Dealer phone : [redacted]
VIN : 3FMCR9B64M[redacted]
Year : 2021
Make : ford
Model : bronco sport
Mileage :
Engine Specification :
Transmission Specification :
Warranty Start Date : 2021-03-31
Open Recall/FSA: :
ESP :
Hotline Contact :
Warranty History :

2023-07-25 18:23:11

OBC: to Bruce Walters Ford dealership. I spoke with Tristan (service advisor)(606) 559-0675. He said that the 2021 Ford Bronco Sport owned by [redacted], is not currently at the dealership. The most recent vehicle visit was on 1/20/2023 for Service Maintenance. Then previous appointment on 9/2022 for Noise, Shields replaced, RO [redacted], Mileage at repair: 20,113 Next Steps: Contact Customer to see if they want any repair assistance on the vehicle. Martin Gwynn Customer Experience Specialist, Ford CX (800) 392-3673 ext. 79160

2023-07-25 18:28:50

OBC: to [redacted], to get information on vehicle status. Stacey said that they traded the vehicle in, so they no longer have it. Next Steps: Close case as resolved. No further action necessary. Martin Gwynn Customer Experience Specialist, Ford CX (800) 392-3673 ext. 79160

2023-07-25 19:11:08

Outbound email to customer: From: Gwynn, Martin (M.) Sent: Tuesday, July 25, 2023 2:10 PM To: slib20@hotmail.com Subject: [redacted], It was a pleasure speaking with you today. I'm sorry that we were unable to fulfill your request to buy back your vehicle. Case number CAS-[redacted] will be closed. We value you as a Ford customer and sincerely hope we can assist with any concerns you may have in the future. As a valued customer, we invite you to complete our survey, which will be sent to you by email. Best Regards, Martin Gwynn Customer Experience Specialist, Ford CX (800) 392-3673 ext. 79160

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 06-21-2023 CLOSED: 06-29-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION: Web

CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | At Risk of Defection |

DEALER NAME: Van Horn Ford of Sheboygan

PA CODE: 02436 DLR SALES CODE: 41603 REGION: G1 ZONE: G1B

VIN: 3FMCR9C64[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 50,692

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | | |

HOME PHONE:

SYMPTOMS: Start/Run/Move | Moving | Won't Shift Out of Park | Intermittent

ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: SYSTEM

COMMENTS:

2023-06-22 13:49:25	Case Number : [redacted] Customer : [redacted] Business Phone : N/A Home Phone : [redacted] Mobile Phone : N/A LTV Score : 79 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : 7P155 Dealer Name : Van Horn Ford of Sheboygan Dealer P&A : 02436 Dealer phone : 920-458-6111 VIN : 3FMCR9C64M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 50692 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2020-11-22 Open Recall/FSA: 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION ESP : N/A Hotline Contact : N/A Warranty History : YES
2023-06-22 14:20:59	DXS Malikia W. X79974 OBPM to DLR Good Morning, Thank you for reaching out on behalf of our mutual loyal customer. Please be advised we do not assist with battery replacements. For further assistance please provide the repair amounts for the transmission issue. If there is anything else, I can assist you with regarding this case do not hesitate to contact me. Thank you for being a part of the Ford family and have a great day! Next Steps: F/U for case updates Ford Motor Company ® DXS Malikia Williams Dealer Experience Specialist - Ford DX Team Mwill784@ford.com | www.ford.com office: 866-631-3788 ext. 79974
2023-06-22 14:49:51	DXS Malikia W. X79974 IBPM from DLR Can you approve Line A for transmission not coming out of park. [redacted] Total for line A is 564.00 plus shop charge of $19.97 and tax of $29.40. Total for line A is $564,00. If for does a 50/50 with customer the customer reimbursement would be $282.00 Can you approve this??? Or do I need a new case?
2023-06-22 15:02:18	DXS Malikia W. X79974 OBPM to DLR Ford Share Amount: $225.60 Customer Share: $338.40 Program Code: P11 Approval Code:[redacted] RO Line Number: 01 This case will be resolved on 6/29/2023. If there is anything else I can assist you with regarding this case do not hesitate to contact me. Thank you for your partnership and have a great day! As I will be completing this case, please look for an email 24 hours after case resolution for a brief survey regarding your experience with me. Ford and I value your candid feedback to understand how we can improve in the future. Should you need to contact me again, you may reach me directly at Mwill784@ford.com or by phone at 866-631-3788 ext. . If I'm unavailable, please leave me a detailed message and I will return your call as soon as possible. For a quicker response, please provide your case number indicated above. Thank you again for being a good Ford Partner. Next Steps: Resolve Case Ford Motor Company ® DXS Malikia Williams Dealer Experience Specialist - Ford DX Team Mwill784@ford.com | www.ford.com office: 866-631-3788 ext. 79974

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 06-23-2023 CLOSED: 07-24-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Dealer NA US COMMUNICATION: Phone
CASE CLASS LV 1234: Feedback | Dealer | Negative - Service |
DEALER NAME: Landers Ford
PA CODE: 03820 DLR SALES CODE: 23006 REGION: C3 ZONE: C3A
VIN: 3FMCR9C6XM[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 27,533
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | TN | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | No Crank | Intermittent
ANALYST NAME: InfaConnector-Prod OPEN ANALYST NAME: Terrione Johnson
COMMENTS:
2023-06-23 15:45:43

IBC FROM FORD PASS
[redacted] – WANT TO FILE DLR COMPLAINT, CUST HAD TO GET HER TOWED TO THE FORD DLR AND THE CUST WANTS TO GET REIMBURSED FOR TOW BILL.

3FMCR9C6XM[redacted]
VEH: 2021 BRONCO SPORT
MILEAGE: 27,533
BMC-[redacted]

TOOK CAR FORD LANDERS BECAUSE IT DIED, SHE HAS ALL PAPER WORK FROM OCT 22. MEMORIAL DAY WEEKEND SHE JUST STARTED A NEW JOB AND DIDN'T HAVE ANY FORM OF TRANSPORTATION. SHE DIDN'T PURCHASE FROM THE FORD DLR BECAUSE THEY DIDN'T HAVE THE SPECIFIC VEH SHE WANTED . SHE GOT THIS VEH BECAUSE OF THE PER COLLISION ASSIST.

THE VEHICLE COMPLETELY SHUT DOWN WHEN SHE WOULD GO INTO REVERSE. THE LOCKED UP SO BAD THAT THE VEHICLE WOULDN'T EVEN GO ONTO A TOW BED. STATED THE HEAD LIGHTS WOULD COME ON AND LIGHTS ON HER KEYS. THE FORD TECH TOLD THEM TO HAVE THE VEH TOWED TO THE DLR, SHE HAD TO COME OUT OF POCKET FOR A TOW AND UBER. STATE THEY TOLD HER THE BATTERY WAS COMPLETELY DEAD.

WHEN SHE PICKED THE VEH UP THIS TUESDAY THE INVOICE ONLY STATES THEY RECHARGED THE BATTERY. THERE WAS A CHARGE RATE ON THE INVOICE BUT THEY WEREN'T CHARGED ANYTHING. THE MILEAGE WAS INCORRECT AS WELL. A DRAW TEST WAS DOWN BUT NO PROBLEM WAS FOUND. SHE FEELS THEY EITHER PUT A FAULT BATTERY IN HER VEHICLE AND THEY AREN'T TAKEN RESPONSIBILITY.

STATED THEY DIDN'T SERVICE HER RECALL. STATED NO ONE TOLD HER ABOUT FORD PASS OR ROADSIDE ASSIST. SHE FEEL'S WHAT THEY'RE DOING IS PETTY BECAUSE SHE DIDN'T BUY FROM THEM. ANY TIME THEY'RE HAVE HER CAR BEFORE THEY'VE DONE ANY RECALLS BUT HIS ONE THEY DIDN'T DO IT. STATED IT TOOK THEM TWO DAYS TO JUMP HER BATTERY AND SHE DOESN'T UNDERSTAND WHY.

CXS OFFERED TO PROVIDE THE BELOW INFORMATION BUT CUT STATED SHE ALREADY HAD IT

Cars, Trucks up to E/F 150 & 250
Ford Roadside Assistance
Claims Reimbursement
P.O. Box 9145
Medford, MA 02155
FAX: 614-386-3176
E/F 350, 450, F550 or l

CXS: INFORMED CUST IF SH DOESN'T TRUST THAT THIS FORD DLR IS SERVICING HER CORRECTLY, I RECOMMEND HER FINDING A DLR OF HER CHOICE TO DO A FULL DIAG AND NOT JUST RECHARGE THE BATTERY. INFORMED THE CUST ON THE REASONING FOR THE RECALL NOT BEING SERVICED, ALSO LET THE CUST KNOW FORD PASS IS SOMETHING SET UP AS SOON AS THE CUSTOMER BUY'S THE VEH NOT MONTHS DOWN THE LIE, I APOLOGIZED ON BEHALF OF THE DLR.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: In Progress

OPEN: 06-26-2023 CLOSED: BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Truck Concern NA CRC COMMUNICATION: Phone

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

DEALER NAME: Sarasota Ford

PA CODE: 01167 DLR SALES CODE: 24402 REGION: S3 ZONE: S3B

VIN: 3FMCR9D94M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 10,616

BODY STYLE: R9D - BRONCO SPORT BADLANDS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | FL | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Stalls/Quits | Not Listed | UNKNOWN

ANALYST NAME: SYSTEM OPEN ANALYST NAME: Roshunda Solomon

COMMENTS:

2023-06-26 20:25:22 Houston SUV/CXS Roshunda ext. 79572 IBC from customer, states vehicle stalled on her in the middle of the highway and she has lost confidence in the vehicle. Customer requesting a buy back from Ford Motor Company. Due to bad audio connection, caller asked me to call back. 3FMCR9D94M[redacted] 10616 Next Steps: Follow up as scheduled. Ford Motor Company ® Customer Relationship Center Concern Agent– Truck Team Roshunda Solomon She/Her/Hers RSOLOM26@ford.com| www.ford.com Office: 866-631-3788 ext. 79572 Office Hours: Monday-Friday 9 am – 5:30 pm CST.

2023-06-27 14:43:48 Houston SUV/CXS Roshunda ext. 79572 OBC to customer @[redacted], to complete the bb questionnaire. She did not have the mileage at the time of sale. She will contact her salesman at the dealer to obtain the information and call me back. Next Steps: Submit BB evaluation milestones for bb request submission. Ford Motor Company ® Customer Relationship Center Concern Agent– Truck Team Roshunda Solomon She/Her/Hers RSOLOM26@ford.com| www.ford.com Office: 866-631-3788 ext. 79572 Office Hours: Monday-Friday 9 am – 5:30 pm CST.

2023-06-27 14:57:11

Customer Information
Name(s) on the Title: [redacted]
Address[redacted] Sarasota FL. [redacted]
Email Address[redacted]
Customer isLEASING the vehicle.
Vehicle Information
VIN:3FMCR9D94M[redacted] Current Mileage:10616
Ownership Status/ Type of Purchase:New
Purpose of vehicle: Personal #Vehicles registered to the business.(If yesto business)n/a
Purchase 03/[redacted]2021Mileage at Time of Purchase: 11
State Information
State Where Purchased:FL
State Where Registered:FL
Dealer Information
Purchased from Dealer?Yes Dealership (if yes): Matthew Currie Ford
Primary Reason for Repurchase:Customer states vehicle stalled on her on the highway, and she has lost confidence in the vehicle and does not feel safe. Lights blink and she is unable to restart it.
Is there a current concern with the vehicle? Vehicle currently under repair.
What is the repair status of the vehicle? Vehicle is at the dealer ongoing repair.
Have any aftermarket modifications been made to the vehicle? No
Is the vehicle currently used for towing? No
Were repairs completed for this concern at multiple dealerships? Second attempt made to repair the vehicle, same dealer.
(CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? No

2023-06-27 14:59:46 Case Number : [redacted] Customer : [redacted] Business Phone : [redacted] Home Phone : [redacted] Mobile Phone : N/A LTV Score : 93 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Sarasota Ford Dealer P&A : 01167 Dealer phone : 941-366-3673 VIN : 3FMCR9D94M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 10616 Engine Specification : 2.0L TIVCT GTDI T/C 240PS GAS Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-03-11 Open Recall/FSA: : 22L05 VEHICLE EMISSIONS CONTROL INFORMATION LABEL UPDATE ESP : NONE Hotline Contact : NO Warranty History : YES, 8553043

2023-06-27 15:07:49 duplicate case [redacted] brt closing milestone Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2023-06-30 16:00:03 Houston SUV/CXS Roshunda ext. 79572 OBC to dealer @ 8883494989 to inquire on repair eta. No answer in service. Left message on voice mail. Next Steps: Follow up as scheduled. Ford Motor Company ® Customer Relationship Center Concern Agent– Truck Team Roshunda Solomon She/Her/Hers RSOLOM26@ford.com| www.ford.com Office: 866-631-3788 ext. 79572 Office Hours: Monday-Friday 9 am – 5:30 pm CST.

2023-06-30 16:09:13 Houston SUV/CXS Roshunda ext. 79572 Duplicate case[redacted] was closed. Please review BB for a decision. Next Steps: Follow up as scheduled. Ford Motor Company ® Customer Relationship Center Concern Agent– Truck Team Roshunda Solomon She/Her/Hers RSOLOM26@ford.com| www.ford.com Office: 866-631-3788 ext. 79572 Office Hours: Monday-Friday 9 am – 5:30 pm CST.

2023-06-30 16:10:58

Customer Information
Name(s) on the Title: [redacted]
Address [redacted] Sarasota FL. [redacted]
Email Address [redacted]
Customer isLEASING the vehicle.
Vehicle Information
VIN:3FMCR9D94M[redacted] Current Mileage:10616
Ownership Status/ Type of Purchase:New
Purpose of vehicle: Personal #Vehicles registered to the business.(If yesto business)n/a
Purchase 03/11/2021Mileage at Time of Purchase: 11
State Information
State Where Purchased:FL
State Where Registered:FL
Dealer Information
Purchased from Dealer?Yes Dealership (if yes): Matthew Currie Ford
Primary Reason for Repurchase:Customer states vehicle stalled on her on the highway, and she has lost confidence in the vehicle and does not feel safe. Lights blink and she is unable to restart it.
Is there a current concern with the vehicle? Vehicle currently under repair.
What is the repair status of the vehicle? Vehicle is at the dealer ongoing repair.
Have any aftermarket modifications been made to the vehicle? No
Is the vehicle currently used for towing? No
Were repairs completed for this concern at multiple dealerships? Second attempt made to repair the vehicle, same dealer.
(CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? No

2023-06-30 16:17:17

Houston SUV/CXS Roshunda ext. 79572 OBC to customer @ [redacted] to advise bb is still under review. No answer left message on voice mail. Next Steps: Follow up as scheduled. Ford Motor Company ® Customer Relationship Center Concern Agent– Truck Team Roshunda Solomon She/Her/Hers RSOLOM26@ford.com| www.ford.com Office: 866-631-3788 ext. 79572 Office Hours: Monday-Friday 9 am – 5:30 pm CST.

2023-07-05 15:55:32

From: Williams, Kora (K.) Sent: Wednesday, July 5, 2023 11:55 AM To: [redacted] ; [redacted] Importance: High Good morning, We have received a case for our mutual customer [redacted], a 2021 BRONCO, VIN : 3FMCR9D94M[redacted]. Ford Motor Company considers the satisfaction of its owners to be one of its most important objectives. We commit very substantial resources and effort in a sincere attempt to resolve the concerns of our owners. I am engaging you for further assistance; we still have a few items that need clarification. In an attempt to make a full review of this customer's concern, we would like you to provide the following answers in regards to this customers concern: 1.Please provide the current or most recent repair order and documents requested RO# RO Open Date Mileage at Open Concern Diagnosis (what is causing the concern). Repair (what have we repaired/replaced) (are you actively working on vehicle) Loaner/Rental provided (yes or no) PLEASE PROVIDE LOANER/RENTAL DOCUMENTATION Is the vehicle currently at the dealership? Does this concern make the vehicle undriveable? How many days has the vehicle actually been at the dealership? Has the vehicle been modified in any way? Is this modification causing the concern the customer is having? Is this repair being covered under Ford Warranty? Close Date (if applicable) 2.Loaner/rental documentation for RO[redacted] Thanking you in advance for your prompt response to this time sensitive matter. Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2023-07-05 16:48:11

Good morning [redacted].

The buyback request that was submitted on your behalf has been sent for review. Documents have been requested by the Buy Back Review Team and once a decision has been made I will update you accordingly. My next follow up is scheduled for 7/10/23.

Respectfully,

Ford Motor Company ®
Customer Relationship Center – Truck Concern Team
Roshunda Solomon
She/Her/Hers
office: 866-631-3788 ext. 79572
Office Hours: Monday-Friday 9 am – 5:30 pm

2023-07-06 15:07:46

Good afternoon, see below. Anne, can you provide Enterprise rental info? RO#[redacted] RO Open Date 6[redacted]23 Mileage at Open 10616 Concern Vehicle will not start Diagnosis (what is causing the concern). Battery Repair (what have we repaired/replaced) (are you actively working on vehicle) Battery Loaner/Rental provided (yes or no) Yes, rental PLEASE PROVIDE LOANER/RENTAL DOCUMENTATION Is the vehicle currently at the dealership? Yes Does this concern make the vehicle undriveable? Yes How many days has the vehicle actually been at the dealership? 8 Has the vehicle been modified in any way? None Is this modification causing the concern the customer is having? NA Is this repair being covered under Ford Warranty? Yes Close Date (if applicable) Open 1.Loaner/rental documentation for RO: [redacted] From: Williams, Kora (K.) Sent: Thursday, July 6, 2023 11:06 AM To: 'Erik Langfeldt' Cc: Bill Godfrey ; Felix Martinez ; Anne Eldreth Subject: RE: [redacted] BUYBACK REVIEW Importance: High Thank you, Once I have the rental documents I can move forward with the review. Ford Motor Company ® Kora Williams | Specialist Non-Californian Buyback Review Team ,Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2023-07-10 15:18:30

Houston SUV/CXS Roshunda ext. 79572 OBC to customer @[redacted], to advise bb is still under review. Bad connection and customer was lost. Emails sent with an update. Next Steps: Follow up as scheduled. Ford Motor Company ® Customer Relationship Center Concern Agent– Truck Team Roshunda Solomon She/Her/Hers RSOLOM26@ford.com| www.ford.com Office: 866-631-3788 ext. 79572 Office Hours: Monday-Friday 9 am – 5:30 pm CST.

2023-07-10 15:19:04

Good morning [redacted].

I apologize for our connection issues this morning. Your Buy Back request is still under review. We will conduct another follow up on Thursday of this week.

Regards,

Ford Motor Company ®
Customer Relationship Center – Truck Concern Team
Roshunda Solomon
She/Her/Hers
office: 866-631-3788 ext. 79572
Office Hours: Monday-Friday 9 am – 5:30 pm

2023-07-11 21:16:20 Houston SUV/CXS Roshunda ext. 79572 BB still under review, awaiting additional documents. Next Steps: Follow up as scheduled. Ford Motor Company ® Customer Relationship Center Concern Agent– Truck Team Roshunda Solomon She/Her/Hers RSOLOM26@ford.com| www.ford.com Office: 866-631-3788 ext. 79572 Office Hours: Monday-Friday 9 am – 5:30 pm CST.

2023-07-13 19:10:52 Houston SUV/CXS Roshunda ext. 79572 IBC from dealer @ 8883494989, no answer in service, left message on voice mail. Next Steps: Follow up as scheduled. Ford Motor Company ® Customer Relationship Center Concern Agent– Truck Team Roshunda Solomon She/Her/Hers RSOLOM26@ford.com| www.ford.com Office: 866-631-3788 ext. 79572 Office Hours: Monday-Friday 9 am – 5:30 pm CST.

2023-07-14 21:16:49 Houston SUV/CXS Roshunda ext. 79572 OBC to dealer @ 6163636841 asked for service SA Stephanie but she is gone for the day, Next Steps: Follow up as scheduled. Ford Motor Company ® Customer Relationship Center Concern Agent– Truck Team Roshunda Solomon She/Her/Hers RSOLOM26@ford.com| www.ford.com Office: 866-631-3788 ext. 79572 Office Hours: Monday-Friday 9 am – 5:30 pm CST.

2023-07-17 14:17:02 OBC to dealer @ 8883494989, no answer in service department. Asked for SA Stephanie to inquire on repair eta. No issues since 40 mile road test. there are a few dents on the vehicle that the customer wants addressed but tech is out until later this week. OBC to customer @ [redacted], no answer, left message on voice mail. Next Steps: Follow up as scheduled. Ford Motor Company ® Customer Relationship Center Concern Agent– Truck Team Roshunda Solomon She/Her/Hers RSOLOM26@ford.com| www.ford.com Office: 866-631-3788 ext. 79572 Office Hours: Monday-Friday 9 am – 5:30 pm CST.

2023-07-21 13:28:41 OGC VIN LIST CHECK : 3FMCR9D94M[redacted] Checked historical and VIN status: None NAVIS verified ownership status: Original Ford Motor Company ® Kora Williams | Specialist Non-Californian Buyback Review Team ,Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2023-07-21 13:28:55 At this time Ford does not believe the vehicle qualifies for repurchase/replacement in FL Talking Points: •Deny GFR •Review notes in Milestones •Focus on vehicle repair Ford Motor Company ® Kora Williams | Specialist Non-Californian Buyback Review Team ,Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2023-07-21 15:01:09

Houston SUV/CXS Roshunda ext. 79572

OBC to customer @ [redacted] to advise of bb decision. No answer, left message on voice mail.

"Vehicle does not meet the requirements for the number of warranty repairs or days out of service during the warranty repairs in FL".

Next Steps: Follow up as scheduled.

Ford Motor Company ®
Customer Relationship Center Concern Agent– Truck Team
Roshunda Solomon
She/Her/Hers
RSOLOM26@ford.com| www.ford.com
Office: 866-631-3788 ext. 79572
Office Hours: Monday-Friday 9 am – 5:30 pm CST.

2023-07-25 15:27:48 Houston SUV/CXS Roshunda ext. 79572 OBC from customer @[redacted], no answer left message on machine. Next Steps: Follow up as scheduled. Ford Motor Company ® Customer Relationship Center Concern Agent– Truck Team Roshunda Solomon She/Her/Hers RSOLOM26@ford.com| www.ford.com Office: 866-631-3788 ext. 79572 Office Hours: Monday-Friday 9 am – 5:30 pm CST.

2023-07-27 14:54:58 Houston SUV/CXS Roshunda ext. 79572 OBC to customer @[redacted], to advise that BB wasnot able to be approved. Per customer vehicle has been repaired, battery replaced and vehicle is running fine. Customer advised on upcoming survey and likelihood to refer in the future. Customer was satisfied with my level of service. Next Steps: Follow up as scheduled. SN for closure. Ford Motor Company ® Customer Relationship Center – Truck Concern Team Roshunda Solomon She/Her/Hers Office: 866-631-3788 ext. 79572 Office Hours: Monday-Friday 9 am – 5:30 pm

2023-07-27 22:21:08 **SUP ACCESS** OBC to [redacted] no answer left VM with survey prompt. Safety net has been reviewed. De Brea Gilliard Customer Experience Operations Supervisor Ford Motor Company dgilliar@ford.com

CASE ATTACHMENTS:

2023-06-27 14:57:11	Roshunda Solomon
2023-06-30 16:11:46	Roshunda Solomon
2023-06-30 16:12:35	Roshunda Solomon
2023-07-11 18:15:34	Kora Williams



Buyback Request Template

Purpose: Use the template below to provide additional information to the appropriate specialized buyback handling team so they may make informed decisions regarding a vehicle repurchase/replacement.

> **Important:** Copy and paste into the case notes. Do **not** send this document to the customer or the Ford Dealer.

Customer Information	
Name(s) on the Title: [redacted]	
Address: [redacted] Sarasota FL. [redacted]	
Email Address [redacted]	
Customer is LEASING the vehicle.	
Vehicle Information	
VIN: 3FMCR9D94M[redacted]	Current Mileage: 10616
Ownership Status/ Type of Purchase: New	
Purpose of vehicle: Personal	# Vehicles registered to the business. (If yes to business) n/a
Purchase 03/[redacted]/2021	Mileage at Time of Purchase: 11
State Information	
State Where Purchased: FL	
State Where Registered: FL	
Dealer Information	
Purchased from Dealer? Yes	Dealership (if yes): Matthew Currie Ford
Primary Reason for Repurchase: Customer states vehicle stalled on her on the highway, and she has lost confidence in the vehicle and does not feel safe. Lights blink and she is unable to restart it.	
Is there a current concern with the vehicle? Vehicle currently under repair.	
What is the repair status of the vehicle? Vehicle is at the dealer ongoing repair. **Have any aftermarket modifications been made to the vehicle? No** **Is the vehicle currently used for towing? No**	
Were repairs completed for this concern at multiple dealerships? Second attempt made to repair the vehicle, same dealer.	
(**CA Only**) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? **No**	

Buyback Request Template

Purpose: Use the template below to provide additional information to the appropriate specialized buyback handling team so they may make informed decisions regarding a vehicle repurchase/replacement.

> **Important:** Copy and paste into the case notes. Do **not** send this document to the customer or the Ford Dealer.

Customer Information	
Name(s) on the Title: [redacted]	
Address: [redacted] Sarasota FL. [redacted]	
Email Address: [redacted]	
Customer is LEASING the vehicle.	
Vehicle Information	
VIN: 3FMCR9D94M[redacted]	Current Mileage: 10616
Ownership Status/ Type of Purchase: New	
Purpose of vehicle: Personal	# Vehicles registered to the business. (If yes to business) n/a
Purchase 03/11/2021	Mileage at Time of Purchase: 11
State Information	
State Where Purchased: FL	
State Where Registered: FL	
Dealer Information	
Purchased from Dealer? Yes	Dealership (if yes): Matthew Currie Ford
Primary Reason for Repurchase: Customer states vehicle stalled on her on the highway, and she has lost confidence in the vehicle and does not feel safe. Lights blink and she is unable to restart it.	
Is there a current concern with the vehicle? Vehicle currently under repair.	
What is the repair status of the vehicle? Vehicle is at the dealer ongoing repair. **Have any aftermarket modifications been made to the vehicle? No** **Is the vehicle currently used for towing? No**	
Were repairs completed for this concern at multiple dealerships? Second attempt made to repair the vehicle, same dealer.	
(**CA Only**) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? **No**	

Buyback Request Template

Purpose: Use the template below to provide additional information to the appropriate specialized buyback handling team so they may make informed decisions regarding a vehicle repurchase/replacement.

> **Important:** Copy and paste into the case notes. Do **not** send this document to the customer or the Ford Dealer.

Customer Information	
Name(s) on the Title: [redacted]	
Address: [redacted] Sarasota FL. [redacted]	
Email Address: [redacted]	
Customer is LEASING the vehicle.	
Vehicle Information	
VIN: 3FMCR9D94M[redacted]	Current Mileage: 10616
Ownership Status/ Type of Purchase: New	
Purpose of vehicle: Personal	# Vehicles registered to the business. (If yes to business) n/a
Purchase 03/[redacted]/2021	Mileage at Time of Purchase: 11
State Information	
State Where Purchased: FL	
State Where Registered: FL	
Dealer Information	
Purchased from Dealer? Yes	Dealership (if yes): Matthew Currie Ford
Primary Reason for Repurchase: Customer states vehicle stalled on her on the highway, and she has lost confidence in the vehicle and does not feel safe. Lights blink and she is unable to restart it.	
Is there a current concern with the vehicle? Vehicle currently under repair.	
What is the repair status of the vehicle? Vehicle is at the dealer ongoing repair. **Have any aftermarket modifications been made to the vehicle? No** **Is the vehicle currently used for towing? No**	
Were repairs completed for this concern at multiple dealerships? Second attempt made to repair the vehicle, same dealer.	
(**CA Only**) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? **No**	

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1

GUS MACHADO FORD

1200 West 49th Street * Hialeah, Florida 33012
Main Line: (305) 822-3211
Direct Service Line: (305) 820-2560

SERVICE HOURS
Monday - Friday 7:00 A.M. - 7:00 P.M.
Saturday 8:00 A.M. - 5:00 P.M.

[redacted]
MIAMI, FL [redacted]

Repair Shop Registration Number: MV-78894 MVR-54063

SERVICE ADVISOR: 640456 ANDRES GOMES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	21	FORD F150 PU	1FTFW1E57M[redacted]		494/494	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB22 DD			17:00 18FEB22		0.00	CASH	25FEB22

R.O. OPENED	READY	OPTIONS:
07:17 18FEB22	10:18 25FEB22	SOLD-STK: [redacted] DLR:04931 ENG:5.0_Liter

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS			LIST	NET	TOTAL
A	CUSTOMER STATES WHEN LOCKING VEHICLE THE SCREEN STAYS ON AND THE BUTTON LIGHTS TOO									
	CAUSE: 1									
	CND	COULD NOT DUPLICATE CONCERN AT THIS TIME								
		640317	CPF	0.00	0.00	0	0		0.00	0.00
	VERSION 1 (EMP# 640317,18FEB22 09:31): 494 no problem found									
B	CUSTOMER STATES LIGHT ON PASSENGER SIDE AT THE BOTTOM IS HANGING DOWN									
	CAUSE: 1									
	AD	ADDITIONAL TIME NEEDED TO COMPLET REPAIR								
		640317	W94	0.00	0.50	1100	5387		53.87	53.87
	FC: L29 07									
	PART#: 14A005									
	COUNT:						0	0 TPARTS		
	CLAIM TYPE:									
	AUTH CODE:									
	640317						1100	5387 TLABOR		
	VERSION 1 (EMP# 640317,18FEB22 09:34): 494 2.00 perform wire repair on vehicle for running board lights and install light again.									
	VERSION 2 (EMP# 640313,25FEB22 09:32): 494 2.00 INSPECTED AND DETERMINED CONDITION. LIGHT AND WIRING HARNESS HANGING DOWN. HAD TO REWORK WIRING HARNESS AND LIGHT TO BRING IT TO THE RIGHT LOCATION. REWORK PINS AND RE ROUT WIRING HARNESS. NOW VEHICLE WORKING AS DESIGN.									
C	VEHICLE INSPECTION PERFORMED									
	Q99PV2	VEHICLE INSPECTION PERFORMED								
		640317	CPF	0.00	0.00	0	0		0.00	0.00

WARRANTY

WARRANTY DISCLAIMER ALL PARTS AND ACCESSORIESARE SOLD AND ALL REPAIRS ARE PERFORMEDBY THE DEALERSHIPAS-IS. THE DEALERSHIPHEREBYDISCLAIMS ALL WARRANTIES, EXPRESSAND IMPLIED, INCLUDINGANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIESOR REPAIRSARE THOSE WHICH MAY BE OFFEREDBY THE MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTORSHALL BE LIABLE FOR PERFORMANCEUNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVERFROM THE DEALERSHIPANY CONSEQUENTIALDAMAGES, DAMAGES TO PROPERTY,DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

*** SHOP SUPPLY COSTS:** We have added a charge equal to 12% of the total cost of labor not to exceed $50.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185].

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business.

Customer X _____ Customer X _____

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DealerCAP 2014 CDK Global, LLC (03/15) SERVICE INVOICE TYPE 2 - 2502C - "AS-IS" - DN - FL - 9699193

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

GUS MACHADO FORD
1200 West 49th Street * Hialeah, Florida 33012
Main Line: (305) 822-3211
Direct Service Line: (305) 820-2560

[redacted]
MIAMI, FL

PAGE 2

SERVICE HOURS
Monday - Friday 7:00 A.M. - 7:00 P.M.
Saturday 8:00 A.M. - 5:00 P.M.

Repair Shop Registration Number: MV-78894 MVR-54063

SERVICE ADVISOR: 640456 ANDRES GOMES

	VIN	LICENSE	MILEAGE IN / OUT	TAG
21 FORD F150 PU	1FTFW1E57M[redacted]		494/494	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB22 DD			17:00 18FEB22		0.00	CASH	25FEB22

R.O. OPENED	READY	OPTIONS:
07:17 18FEB22	10:18 25FEB22	SOLD-STK [redacted] DLR:04931 ENG:5.0_Liter

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL

**********SHOP CHARGES**********

THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR ITEMS SUCH AS MISCELLANEOUS SHOP SUPPLIES AND / OR WASTE DISPOSAL. THIS IS BASED ON 12% OF LABOR NOT TO EXCEED $50.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-18-22	09:35	09:35	0.00	W	640317	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
57000	0	0		57200	5387	1100	
10101	0	*******		11400	5387	*******	

COST, SALE, & COMP TOTALS 1100 5387 0

WARRANTY DISCLAIMER ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PERFORMED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

*** SHOP SUPPLY COSTS:** We have added a charge equal to 12% of the total cost of labor not to exceed $50.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185].

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business.

Customer X _____ Customer X _____

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DealerCAP 2014 CDK Global, LLC (03/15) SERVICE INVOICE TYPE 2 - 2SI2C - "AS-IS" - DN - FL - 9698193

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

MIAMI, FL [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 1

GUS MACHADO FORD

1200 West 49th Street * Hialeah, Florida 33012
Main Line: (305) 822-3211
Direct Service Line: (305) 820-2560

SERVICE HOURS
Monday - Friday 7:00 A.M. - 7:00 P.M.
Saturday 8:00 A.M. - 5:00 P.M.

Repair Shop Registration Number: MV-78894 MVR-54063

SERVICE ADVISOR: 640456 ANDRES GOMES

		VIN	LICENSE	MILEAGE IN / OUT	TAG
21	FORD F150 PU	1FTFW1E57M[redacted]		4786/4786	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. D
07FEB22 DD			17:00 13MAY22		0.00	CASH	17MAY22

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR: 04931
07:09 13MAY22	15:05 17MAY22	ENG:5.0_Liter

LINE OPCODE TECH TYPE A/HRS S/HRS	LIST	NET	TOTAL
A REPROGRAM INTEGRATED TRAILER RELAY MODULE			
CAUSE: .			
22S17B REPROGRAM INTEGRATED TRAILER RELAY			
640435 W94 0.00 0.40 720 4309		43.09	43.09
FC: PART#: COUNT: 0 0 TPARTS			
CLAIM TYPE: 22S17 WARRANTY			
AUTH CODE:			
640435 720 4309 TLABOR			
VERSION 1 (EMP# 640435,13MAY22 09:12): 4786 CUSTOMER REQUESTED CAMPAIGN NUMBER 22S17 BE PERFORMED. PERFORMED A COMPLETE VEHICLE IDENTIFICATION NUMBER STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. DUE TO A SOFTWARE ERROR, A TOWED TRAILER EQUIPPED WITH AN ELECTRIC OR ELECTRIC-OVER HYDRAULIC BRAKE SYSTEM MAY NOT BRAKE WHICH COULD RESULT IN EXTENDED STOPPING DISTANCE. ACCESSED THE DIAGNOSTIC PORT, CONNECTED THE FDRS AND PERFORMED AN INTEGRATED TRAILER BRAKE CONTROL MODULE SOFTWARE UPDATE AS PER RECALL 22S17 INSTRUCTIONS. THE SYSTEM IS NOW OPERATING AS DESIGNED.			
B POWERTRAIN CONTROL MODULE SOFTWARE UPDATE			
CAUSE: .			
22S15B POWER TRAIN CONTROL MODULE UPDATE			
640435 W94 0.00 0.50 900 5387		53.87	53.87
FC: PART#: COUNT: 0 0 TPARTS			
CLAIM TYPE: 22S15 WARRANTY			
AUTH CODE:			
640435 900 5387 TLABOR			
VERSION 1 (EMP# 640435,13MAY22 09:13): 4786 CUSTOMER REQUESTED CAMPAIGN NUMBER 22S15 BE PERFORMED. PERFORMED A COMPLETE VEHICLE IDENTIFICATION NUMBER STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THE DIAGNOSTIC TROUBLE CODE FOR LOW TRANSMISSION FLUID			

WARRANTY DISCLAIMER ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PERFORMED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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Customer X _____ Customer X _____

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DealerCAP 2014 CDK Global, LLC (03/15) SERVICE INVOICE TYPE 2 - 2S2C - "AS-IS" - DN - FL - 9698193

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

GUS MACHADO FORD
1200 West 49th Street * Hialeah, Florida 33012
Main Line: (305) 822-3211
Direct Service Line: (305) 820-2560

MIAMI, [redacted]

PAGE 2

SERVICE HOURS
Monday - Friday 7:00 A.M. - 7:00 P.M.
Saturday 8:00 A.M. - 5:00 P.M.

[redacted]

Repair Shop Registration Number: MV-78894 MV-54063

SERVICE ADVISOR: 640456 ANDRES GOMES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	21	FORD F150 PU	1FTFW1E57M[redacted]		4786/4786	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB22 DD			17:00 13MAY22		0.00	CASH	17MAY22

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] DLR:04931 ENG:5.0_Liter
07:09 13MAY22	15:05 17MAY22	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL

PRESSURE MAY FALSELY ACTIVATE AND CAUSE THE TRANSMISSION TO UNEXPECTEDLY SHIFT INTO NEUTRAL. ACCESSED THE DIAGNOSTIC PORT, CONNECTED THE FDRS AND PERFORMED A POWERTRAIN CONTROL MODULE SOFTWARE UPDATE AS PER RECALL 22S15 INSTRUCTIONS. THE SYSTEM IS NOW OPERATING AS DESIGNED.

C VEHICLE INSPECTION PERFORMED

Q99PV2 VEHICLE INSPECTION PERFORMED

640435 CPF 0.00 0.00 0 0 0.00 0.00

**********SHOP CHARGES**********

THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR ITEMS SUCH AS MISCELLANEOUS SHOP SUPPLIES AND / OR WASTE DISPOSAL. THIS IS BASED ON 12% OF LABOR NOT TO EXCEED $50.00

*** NO RO PUNCH TIMES ON FILE ***

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
57200	9696	1620		57000	0	0	
11400	9696	*******		10101	0	*******	

COST, SALE, & COMP TOTALS 1620 9696 0

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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Customer X _____ Customer X _____

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DealerCAP 2014 CDK Global, LLC (03/15) SERVICE INVOICE TYPE 2 - 2SI2C - "AS-IS" - DN - FL - 9698193

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

MIAMI, FL [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

PAGE 1

GUS MACHADO FORD

1200 West 49th Street * Hialeah, Florida 33012
Main Line: (305) 822-3211
Direct Service Line: (305) 820-2560

SERVICE HOURS
Monday - Friday 7:00 A.M. - 7:00 P.M.
Saturday 6:00 A.M. - 5:00 P.M.

Repair Shop Registration Number: MV-78894 MVR-54063

SERVICE ADVISOR: 9781 GABRIEL URBIZO

VIN	LICENSE	MILEAGE IN / OUT	TAG
21 FORD F150 PU 1FTFW1E57M[redacted]		6418/6418	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB22 DD			17:00 14JUN22		0.00	CASH	14JUN22

R.O. OPENED	READY	OPTIONS:
07:04 14JUN22	07:39 14JUN22	SOLD-STK:21P07717 DLR:04931 ENG:5.0_Liter

LINE OPCODE TECH TYPE A/HRS S/HRS			LIST	NET	TOTAL
A OIL/FILTER CHANGE(up to 5 qts)					
Q1000 OIL/FILTER CHANGE(up to 5 qts)					
2366 CPQ 0.00 0.30	540	4514		45.14	45.14
1 AA5Z*6714*B FILTER ASY					
- OIL	454	925	0 9.25	9.25	9.25
8 XO*5W30*BSP MOTORCRAFT					
SAE 5W-30 API GF-5	2400	2496	0 3.61	3.12	24.96
QOA ford pass rewards					
LABOR CPQ	0	-4514		-45.14	-45.14
PARTS CPQ	0	-3421		-34.21	-34.21
B EXPRESS SERVICE MULTIPOINT INSPECTION					
Q99PX EXPRESS SERVICE MULTIPOINT INSPECTION					
2366 CPQ 0.00 0.00	0	0		0.00	0.00

**********SHOP CHARGES**********

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DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
06-14-22	07:37	07:37	0.00	W	2366	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
57050	0	540		54350	0	2854	
10101	0	*******					

COST, SALE, & COMP TOTALS	3394	0	0

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	45.14
PARTS AMOUNT	34.21
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	79.35
LESS INSURANCE	79.35
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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Customer X _____ Customer X _____

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DealerCAP 2014 CDK Global, LLC (03/15) SERVICE INVOICE TYPE 2 - 2512C - *AS-IS* - DN - FL - 9618193

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

GUS MACHADO FORD

1200 West 49th Street * Hialeah, Florida 33012
Main Line: (305) 822-3211
Direct Service Line: (305) 820-2560

[redacted]
MIAMI, FL [redacted]

PAGE 1

SERVICE HOURS
Monday - Friday 7:00 A.M. - 7:00 P.M.
Saturday 8:00 A.M. - 5:00 P.M.

Repair Shop Registration Number: MV-78894 MVR-54063

SERVICE ADVISOR: 640143 BRAYANT LEMUS

		VIN	LICENSE	MILEAGE IN / OUT	TAG
21	FORD F150 PU	1FTFW1E57MK[redacted]		8536/8536	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB22 DD			17:00 14OCT22	699400	0.00	CBS	14OCT22

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR: 04931
14:19 14OCT22	16:35 14OCT22	ENG:5.0_Liter

LINE OPCODE TECH TYPE A/HRS S/HRS	LIST	NET	TOTAL
A VEHICLE INSPECTION PERFORMED			
CAUSE: VEHICLE INSPECTION PERFORMED			
Q99PV2 VEHICLE INSPECTION PERFORMED			
8025 CPF 0.02 0.00 0 0		0.00	0.00
B Cust states multiple indicator comes in the dash			
1 REPAIR AS PER ESTIMATE			
8025 CBS 1.00 1.00 3000 8500		85.00	85.00
VERSION 1 (EMP# 8025,14OCT22 15:21): 8536 1.00 reprogram all module ok at thios time			

CP

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DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-14-22	15:20	15:21	0.02	W	8025	A	
	15:21	15:21	0.00	W	8025	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
57000	8500	3000		14411	8500	*******	555568

COST, SALE, & COMP TOTALS 3000 8500 0

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	85.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	85.00
LESS INSURANCE	85.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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Customer X _____ Customer X _____

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DealerCAP 2014 CDK Global, LLC (03/15) SERVICE INVOICE TYPE 2 - 2512C - "AS-IS" - DN - FL - 9099193

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

MIAMI, [redacted]

PAGE 1

GUS MACHADO FORD

1200 West 49th Street * Hialeah, Florida 33012
Main Line: (305) 822-3211
Direct Service Line: (305) 820-2560

SERVICE HOURS
Monday - Friday 7:00 A.M. - 7:00 P.M.
Saturday 8:00 A.M. - 5:00 P.M.

Repair Shop Registration Number: **MV-78894 MVR-54063**

SERVICE ADVISOR: 640358 LUCELIA GONZALEZ

		VIN	LICENSE	MILEAGE IN / OUT	TAG
21	FORD F150 PU	1FTFW1E57MK[redacted]		8535/8535	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB22 DD			17:00 12JUL22		0.00	BCASH	29JUL22

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR: 04931
14:46 12JUL22	11:29 29JUL22	ENG:5.0_Liter

BODY SHOP

LINE OPCODE TECH TYPE A/HRS S/HRS	LIST	NET				TOTAL
A REPAIR AS PER ESTIMATE						
1 REPAIR AS PER ESTIMATE						
640419 CBF 0.00 40.80	81600	171360			1713.60	1713.60
1 ML3Z*17757*BPTM BUMPER ASY - FRONT	38642	64403	0	644.03	644.03	644.03
1 VML3Z*16268*B MOULDING	33530	47900	0	479.00	479.00	479.00
1 ML3Z*5F040*F FRAME ASY	503353	838922	0	8389.22	8389.22	8389.22
1 ML3Z*1029038*AA MOULDING	430	717	0	7.17	7.17	7.17
1 ML3Z*9527841*C PANEL - BODY SIDE - REAR	54444	90740	0	907.40	907.40	907.40
2 ML3Z*9925622*B DECAL - NAME PLATE	8108	13514	0	67.57	67.57	135.14
1 ML3Z*99292A23*AA SHIELD	2170	3617	0	36.17	36.17	36.17
1 ML3Z*13550*B LAMP ASY - LICENCE PLATE	3152	5253	0	52.53	52.53	52.53
1 ML3Z*19D520*C KIT - TRAILER HITCH BAR	54576	90960	0	909.60	909.60	909.60
1 ML3Z*17906*BAPTM BUMPER ASY - REAR	35236	58727	0	587.27	587.27	587.27
1 ML3Z*17B807*DB COVER	7552	12587	0	125.87	125.87	125.87
1 LU5Z*15K859*AAPTM SENSOR - PARKING AID SYSTEM	2648	4413	0	44.13	44.13	44.13
1 ML3Z*15K861*AB RETAINER	788	1313	0	13.13	13.13	13.13
1 MECHANICAL						
640419 CBF 0.00 4.80	9600	20160			201.60	201.60
B REFINISH AS PER ESTIMATE						
2 REFINISH AS PER ESTIMATE						

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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ACCOUNTING COPY B/S

CUSTOMER #: [redacted]

[redacted]

MIAMI [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 2

GUS MACHADO FORD

1200 West 49th Street * Hialeah, Florida 33012
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Saturday 8:00 A.M. - 5:00 P.M.

Repair Shop Registration Number: **MV-78894 MVR-54063**

SERVICE ADVISOR: 640358 LUCELIA GONZALEZ

VIN	LICENSE	MILEAGE IN / OUT	TAG
21 FORD F150 PU 1FTFW1E57M[redacted]		8535/8535	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB22 DD			17:00 12JUL22		0.00	BCASH	29JUL22

R.O. OPENED	READY	OPTIONS:
14:46 12JUL22	11:29 29JUL22	SOLD-STK: [redacted] LR:04931 ENG:5.0_Liter

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS			LIST	NET	TOTAL
	640245		CBF	0.00	15.00	27000	63000		630.00	630.00
MISC PAINT MAT										
			CBF			000	42000		420.00	420.00

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*** NO RO PUNCH TIMES ON FILE ***

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
58100	254520	118200		55000	1233066	744629	
58500	42000	000		21500	107072	0	
10102	1636658	*******	BMKF07717				

COST, SALE, & COMP TOTALS 862829 1529586 0

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	2545.20
PARTS AMOUNT	12330.66
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	420.00
TOTAL CHARGES	15295.86
LESS INSURANCE	0.00
SALES TAX	1070.72
PLEASE PAY THIS AMOUNT	16366.58

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Customer X _____ Customer X _____

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DealerCAP 2014 CDK Global, LLC (03/15) SERVICE INVOICE TYPE 2 - 2SI2C - "AS-IS" - DN - FL - 9698193

ACCOUNTING COPY B/S

CUSTOMER #: [redacted]

[redacted]

MIAMI, FL [redacted]

[redacted]

ACCOUNTING

PAGE 1

GUS MACHADO FORD

1200 West 49th Street * Hialeah, Florida 33012
Main Line: (305) 822-3211
Direct Service Line: (305) 820-2560

SERVICE HOURS
Monday - Friday 7:00 A.M. - 7:00 P.M.
Saturday 8:00 A.M. - 5:00 P.M.

Repair Shop Registration Number: MV-78894 MVR-54063

SERVICE ADVISOR: 640358 LUCELIA GONZALEZ

VIN	LICENSE	MILEAGE IN / OUT	TAG
21 FORD F150 PU 1FTFW1E57M[redacted]		8535/8535	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV.
07FEB22 DD			17:00 16AUG22		0.00	BCASH	19OCT22

R.O. OPENED	READY	OPTIONS:
11:59 16AUG22	15:13 19OCT22	SOLD-STK [redacted] DLR:04931 ENG:5.0 Liter

Body Shop

LINE OPCODE TECH TYPE A/HRS S/HRS				LIST	NET	TOTAL
A REPAIR AS PER ESTIMATE						
1 REPAIR AS PER ESTIMATE						
640419 CBF 0.00 7.00	15400	30000			300.00	300.00
1 MLDINGS ST END OF BMPR	42500	51000	0	510.00	510.00	510.00
1 20964-02 EXT FENDER FLARES	39999	47998	0	479.98	479.98	479.98
1 ECK END CAP RUNNING BOARDS	3607	4328	0	43.28	43.28	43.28
-1 ML3Z*5F040*F FRAME ASY-503353	-838922		0	8389.22	8389.22	-8389.22
1 ML3Z*5F040*G FRAME ASY	183453	391598	0	3915.98	3915.98	3915.98
1 ML3Z*84291A41*AB MOULDING	5642	9403	0	94.03	94.03	94.03
1 68810-0E290-T HINGE B DOOR RH	5005	7143	0	71.43	71.43	71.43
1 68820-0E230-T HIGE B DOOR LH	5005	7143	0	71.43	71.43	71.43
1 ML3Z*15K861*AB RETAINER	906	1373	0	13.73	13.73	13.73
1 ML3Z*1029039*AA MOULDING	436	727	0	7.27	7.27	7.27
1 WHEEL RECON 34697	10500	12600	0	126.00	126.00	126.00
1 REPAIR AS PER ESTIMATE						
640419 CBF 0.00 3.00	6600	17100			171.00	171.00
B REFINISH AS PER ESTIMATE						
2 REFINISH AS PER ESTIMATE						
640245 CBF 0.00 1.00	2000	6000			60.00	60.00
SUBL REPROGRAM PCM PO#[redacted] CBF	8500	8500			85.00	85.00
MISC PAINT MAT CBF	000	38000			380.00	380.00

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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DealerCAP 2014 CDK Global, LLC (03/15) SERVICE INVOICE TYPE 2 - 2S2C - "AS-IS" - DN - FL - 9036193

ACCOUNTING COPY B/S

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

MIAMI, FL [redacted]

[redacted]

PAGE 2

GUS MACHADO FORD

1200 West 49th Street * Hialeah, Florida 33012
Main Line: (305) 822-3211
Direct Service Line: (305) 820-2560

SERVICE HOURS
Monday - Friday 7:00 A.M. - 7:00 P.M.
Saturday 8:00 A.M. - 5:00 P.M.

Repair Shop Registration Number: MV-78894 MVR-54063

SERVICE ADVISOR: 640358 LUCELIA GONZALEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	21	FORD F150 PU	1FTFW1E57MK[redacted]		8535/8535	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB22 DD			17:00 16AUG22		0.00	BCASH	19OCT22

R.O. OPENED	READY	OPTIONS:
11:59 16AUG22	15:13 19OCT22	SOLD-STK:[redacted] DLR:04931 ENG:5.0_Liter

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL

**********SHOP CHARGES**********

THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR ITEMS SUCH AS MISCELLANEOUS SHOP SUPPLIES AND / OR WASTE DISPOSAL. THIS IS BASED ON 12% OF LABOR NOT TO EXCEED $50.00

*** NO RO PUNCH TIMES ON FILE ***

ACCOUNT	SALE	COST	CONTROL		ACCOUNT	SALE	COST	CONTROL
58100	53100	24000			55000	-305609	-206300	
58000	8500	8500		S	58500	38000	000	
21500	-14420	0			10102	-220429	*******	BMKF07717

COST, SALE, & COMP TOTALS -173800 -206009 0

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	531.00
PARTS AMOUNT	-3056.09
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	85.00
MISC. CHARGES *	380.00
TOTAL CHARGES	-2060.09
LESS INSURANCE	0.00
SALES TAX	-144.20
PLEASE PAY THIS AMOUNT	-2204.29

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DealerCAP 2014 CDK Global, LLC (03/15) SERVICE INVOICE TYPE 2 - 2SI2C - "AS-IS" - DN - FL - 9698193

ACCOUNTING COPY B/S

CUSTOMER # [redacted]

[redacted]

ACCOUNTING

GUS MACHADO FORD

1200 West 49th Street * Hialeah, Florida 33012
Main Line: (305) 822-3211
Direct Service Line: (305) 820-2560

MIAMI, FL [redacted]

PAGE 1

SERVICE HOURS
Monday - Friday 7:00 A.M. - 7:00 P.M.
Saturday 8:00 A.M. - 5:00 P.M.

Repair Shop Registration Number: MV-78894 MVR-54063

SERVICE ADVISOR: 640452 JULIAN GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	21	FORD F150 PU	1FTFW1E57MK[redacted]		12053/12053	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N[redacted]	RATE	PAYMENT	INV. D[redacted]
07FEB22 DD			17:00 06JAN23		0.00	CASH	07FEB23

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:04931
07:27 06JAN23	15:13 07FEB23	ENG:5.0_Liter

LINE OPCODE TECH TYPE A/HRS S/HRS	LIST	NET	TOTAL
A VEHICLE INSPECTION PERFORMED			
CAUSE: VEHICLE INSPECTION PERFORMED			
Q99PV2 VEHICLE INSPECTION PERFORMED CP NO WORK Done			
640317 CPF 0.00 0.00	0	0.00	0.00
B CUSTOMER STATES REAR SPEAKERS Sound weak			
None CUSTOMER STATES REAR SPEAKERS Sound weak			
640317 CPF 0.00 0.00	0	0.00	0.00
C CUSTOMER state when reverse message on dash reverse assist not available			
None CUSTOMER state when reverse message on dash reverse assist not available			
640317 CPF 0.00 0.00	0	0.00	0.00

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*** NO RO PUNCH TIMES ON FILE ***

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
57000	0	0		10101	0	*******	

COST, SALE, & COMP TOTALS 0 0 0

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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DealerCAP 2014 CDK Global LLC (03/15) SERVICE INVOICE TYPE 2 - 2S2C - "AS-IS" - DN - FL - 969819

ACCOUNTING COPY

GUS MACHADO FORD

1200 West 49th Street • Hialeah, Florida 33012
Main Line: (305) 822-3211
Direct Service Line: (305) 820-2560

SERVICE HOURS
Monday - Friday 7:00 A.M. - 7:00 P.M.
Saturday 8:00 A.M. - 5:00 P.M.

[redacted]

** PRE-INVOICE **
ACCOUNTING

PAGE 1

Repair Shop Registration Number: MV-78894 MV-54063

[redacted]

SERVICE ADVISOR: 640452 JULIAN GARCIA

MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
21 FORD F150 PU	1FTFW1E57[redacted]		14139/14139	[redacted]

PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
		17:00 10FEB23		0.00	CASH	10FEB23

OPTIONS: SOLD-STK:[redacted] DLR:04931
ENG:5.0_Liter

DD	OPENED	READY
0	09FEB23	11:01 10FEB23

E	OPCODE	TECH	TYPE	A/HRS	S/HRS				LIST	NET	TOTAL
	EXPRESS SERVICE MULTIPOINT INSPECTION									0.00	0.00
	Q99PX EXPRESS SERVICE MULTIPOINT INSPECTION										
	640317	CPQ	0.00	0.00		0	0				
B	Customer REQUEST INSTALLATION OF SIDE MIRRORS									300.00	300.00
	CP Customer REQUEST INSTALLATION OF SIDE MIRRORS										
	640317	CPF	0.00	2.00	4600	30000					
	1 ML3Z*17696*BA KIT -								800.00	720.00	720.00
	REAR VIEW OUTER MIRROR				56000	72000	0			-285.19	-285.19
	QOA ford pass rewards						0	-28519		-684.18	-684.18
	LABOR	CPQ					0	-68418			
	PARTS	CPQ					0	178			1.78
	VERSION 1 (EMP# 640452,10FEB23 10:58): 14139 SIDE MIRROR										
	INSTALLATION										
	CUSTOMER PAY SHOP CHARGE FOR REPA										

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*** NO RO PUNCH TIMES ON FILE ***

ACCOUNT	SALE	COST
57050	-28519	0
54300	72000	56000
57600	178	0
21503	53	0

CONTROL ACCOUNT	SALE	COST
57000	30000	4600
54350	-68418	0
21500	317	0
10101	5611	*******

COST, SALE, & COMP TOTALS 60600 5241 0

DESCRIPTION	TOTALS
LABOR AMOUNT	300.00
PARTS AMOUNT	720.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	1.78
TOTAL CHARGES	1021.78
LESS INSURANCE	969.30
SALES TAX	3.78
PLEASE PAY THIS AMOUNT	56.26

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Customer X _____ Customer X _____

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ACCOUNTING COPY

CASE NUMBER: [redacted] STATUS: Canceled

OPEN: 06-28-2023 CLOSED: 07-14-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | |

DEALER NAME: Sames Motor Company, Inc.

PA CODE: 04498 DLR SALES CODE: 52772 REGION: C2 ZONE: C2D

VIN: 3FMCR9C63N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 26,300

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | No Crank | UNKNOWN

ANALYST NAME: Kennedi Martin OPEN ANALYST NAME: Mandie Ross

COMMENTS:

2023-06-28 21:47:35

NAME[redacted] PHONE:[redacted] EMAIL[redacted] ADDRESS:[redacted] VIN#: 3FMCR9C63N[redacted] VEHICLE MILEAGE: 26300 ---------- ---------- **REASON FOR CALL : She received a phone call from someone and doesn't know who. The vehicle has been repaired multiple times. The customer stated that the vehicle is not working now from the shop. it was at the dealership and they were doing plastic remodeling and they had the hood up, she was confused on why the hood was up and it shouldn't have been. **MY ACTIONS : ---------- ---------- Vehicle.at the Dealership: yes Sames Motor Company, Inc. 6001 San Dario Laredo, TX 78041 (833) 882-5301 Point of Contact: luis salas Title: service advisor Repair Quote: - ---------- ---------- Meets Ford Loyalty Program Guidelines:- CLV Score: - Transfer to Concern: yes Concern Agent Name: johnashley Reason for Concern: repair assistance Next Steps: repair assistance team Mandie Ross Ford Motor Company ® Customer Experience Specialist- Passenger Vehicle Team mross128@ford.com| www.ford.com Office: 866-631-3788 X 79271 Ford Motor Company 5959 Corporate Drive Houston, TX 77036

2023-06-28 22:06:34

Ibc from inquiry agent advising that cust is calling in due to the veh being at the shop she had plastic molding and when she picked it up the hood was up and she had a red flag and the battery wants to work and sometime it doesn't and it all happened after it went to the dlrshp.

Got cust over and she state that she got an oil changed and a tire fix and they were going to put the plastic piece that the 18- wheeler has and something told her to go check and she saw the hood up and was wondering what was going on. The mechanic brought something out and put it under the hood and then they put the hood down and they they brought her the veh and then three days later the veh died and he towed it into the dlrshp and then she picked the evh up and then it happened three days later the vhe lasted a week and then it happened again, now the dlrshp is advising they don't know what's wrong with it. She has been trying to get in contact with them, but no one has answered. They did provide her a loaner for ten days, but they can't guarantee that the veh will be ready in ten days because they are not sure what's wrong with it.

[redacted]

FAR: clv score 65 an up and 7/100

Does cust meet FLP? yes

YRS1 yr and 5 months Yes
[redacted]

Who is your Sa? Luis Salas

Obc to dlrhp to get information on cust veh no answer left voicemail.

I advised cust that there was no answer but I will continue following up with the dlrhsp and update her cust stated okay thank you.

Next step: f/u with dlrhsp to get an update on cust veh and update cust

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 10:00-6:30pm- Central time
efax:

2023-06-28 22:09:20

Case Number [redacted] Customer [redacted] Business Phone : [redacted] Home Phone [redacted] Mobile Phone [redacted] LTV Score : 88 Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Sames Motor Company, Inc. Dealer P&A : 04498 Dealer phone : 9567214700 VIN : 3FMCR9C63N[redacted] Year : 2022 Make : FORD Model : BRONCO SPORT Mileage : 26300 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2022-01-12 Open Recall/FSA: : 22N18 ESP : 0968 - USA 2023 BASIC MAINT 36/36K-GAS/HYBRID 5K-$50 REIMB. [redacted] - [redacted] BLUE USED PREMIUMCARE WTY W/ROADSIDE Hotline Contact : N/A Warranty History : [redacted]

2023-06-29 21:43:27

Christopher Sam – Inquiry/Ext.79474 /CSAM3@ford.com:
IBC to CUST
Spoke with:

Name/repeat name [redacted]
Phone cell best [redacted]
Email-
Address :
VIN:
Say Case number
CUST:

Information Received/ What is the concern with the Vehicle/ What happened? [redacted] – I just got surgery and I noticed an 800 number.
Who have you spoken with so far/ Service Advisor?
What have you been advised of/ what did they tell you?
Has the vehicle been diagnosed?
Is the vehicle repaired?
Were you provided with a cost estimate?
Verify customer information and vehicle mileage
When did the concern begin?
• Information Provided: I confirmed the case manager was not available. I confirmed there were no current notes on the case. I confirmed customer appointment date and customer has no information to add or share.

• Next Step: close case
Ford Motor Company ®
Christopher W Sam
HeHimHis
Customer Experience Specialist Ford CX Team
Office: 866-631-3788 ext. 79474

2023-07-10 18:08:05

Obc to dlrshp to get information on cust veh no answer.

Obc to cust to get an update on if she has taken the veh to another dlrshp, no answer left voicemail and sent email and text.

Next step: f/u with dl;rhsp to see what happened with cust veh and f/u with cust to see if she took the veh to another dlrhsp

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 10:00-6:30pm- Central time
efax:

2023-07-11 20:30:40

Obc to cust to get an update on if she has taken the veh to another dlrshp, no answer left voicemail and sent email and text.

Next step: f/u with cust to see if she took the veh to another dlrhsp

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 10:00-6:30pm- Central time
efax:

2023-07-12 16:04:02

Obc to cust to get an update on if she has taken the veh to another dlrshp, no answer left voicemail and sent email and text.

Next step: f/u with cust to see if she took the veh to another dlrhsp

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 10:00-6:30pm- Central time
efax:

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 07-05-2023 CLOSED: 07-17-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Clear Path to Repair |

DEALER NAME: Ford Spring Hill

PA CODE: 04980 DLR SALES CODE: 24545 REGION: S3 ZONE: S3B

VIN: 3FMCR9B6XM[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | FL | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Moving | UNKNOWN | UNKNOWN

ANALYST NAME: Amen Okundaye OPEN ANALYST NAME: Yashica Davis

COMMENTS:

2023-07-05 21:05:58	Uptime: RO#[redacted] RO Open Date 7[redacted]/23 Dealer Name Ford Spring Hill Has a tech assigned? Repair Status? VEHICLE BOOKED INTO DEALERSHIP
2023-07-05 21:22:45	OBC to Dlr: Service Advisor: Tod Scott tscott@fordspringhil.com Customer Name:[redacted] Customer Number:[redacted] CLV SCORE: 89 Is the veh there? yes Mileage? 27,5095 RO#[redacted] RO date - 7/3 Veh Concern? voltage codes showing off the system , no crank no start Diagnosis: yes Repairs ETA: na Offer delivery? yes rental?yes loaner?no Warrantable?yes Technician Pending or assigned?'yes They had the veh 2 weeks ago for the same issues of the battery and currently doing a draw test and which should be completed in a couple days.
2023-07-05 21:23:01	Case Number :[redacted] Customer : Generic Contact Informational Case NA CRC Business Phone : Home Phone : Mobile Phone : LTV Score : Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : Part Number : Dealer Name : Ford Spring Hill Dealer P&A : 04980 Dealer phone : 352-686-8255 VIN : 3FMCR9B6XM[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : Engine Specification : Transmission Specification : Warranty Start Date : 2021-09-13 Open Recall/FSA: : ESP : Hotline Contact : Warranty History :
2023-07-05 21:29:11	obc to cust unable to reach cust, sms left on assistance
2023-07-07 18:24:30	obc to dealer-Todd in service vehicle is competed and customer will pick it up this afternoon obc to cust - vm left for cust that cxs will reach out for satisfaction
2023-07-11 16:30:35	obc to dealer - vehicle has been picked up yesterday obc to cust - vm and sms left to cust for satisfaction
2023-07-14 19:00:49	obc to dealer - todd in service veh has been picked up obc to cust- stated customer mentioned why we keep calling him and used vulgar words in describing his car and hung up on cxs. safety net to close
2023-07-17 15:29:26	

Ford Motor Company®
Angel Miller
Business Operations Supervisor – PV Team
amill286@ford.com | www.ford.com
Mon - Fri 7:45 AM – 4:15 PM

Safety Net: CXS may resolve case.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Canceled

OPEN: 07-05-2023 CLOSED: 07-12-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Parts Issue | Unit Down (not drivable) |

DEALER NAME: Brad Deery Ford, Inc.

PA CODE: 04937 DLR SALES CODE: 41529 REGION: G1 ZONE: G1F

VIN: 3FMCR9B64M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | IA | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Stalls/Quits | Acceleration | UNKNOWN

ANALYST NAME: Briana Esene OPEN ANALYST NAME: Lauro Leonardo

COMMENTS:

2023-07-05 19:26:09

Contact VIA phone (delegate)[redacted]
CUST SAYS:
my daughter's car has been at the dlr since last week because of the stalling issue. the dlr said that they're still waiting for the parts and they need to pay $686.38 to have it fixed.
PER CUST DLR SAYS:

CRC ADVISED:
I will be escalating this case to a Customer Experience Specialist on the escalated Truck support team. They will contact you through your preferred/best contact method within 1 business day to assist you. Your case number is [redacted]

2023-07-11 19:55:17

Ulyssia Prescott/Ext.79566/UPRESCOT@ford.com: OBC to CUST[redacted] OBC-CXS called CUST Delegate. No answer. Left vm and sent SMS with CXS info to return call. PLAN OF ACTION: Contact CUST to see what assistance she needs from FMC. Case was received after repairs. CUST has veh. NEXT STEPS: Safety Net/Resolve Ulyssia Prescott Lewis Passenger Vehicle Concern Advocate uprescot@ford.com | www.ford.com O: 866-631-3788 ext. 79566 M-F 8 AM-4:30PM CST (MO: 12PMCST) Ulyssia Prescott/Ext.79566/UPRESCOT@ford.com: OBC to Dlr(5636526161) OBC-CXS called Dlr to get RO/Part info. Spoke w/CODY. Service was too busy to take call. CXS left all info for CXS and CUST with CODY so he could pass it to service. S[poke w/Christina-SA CUST picked up veh on 07/07. Dlr repaired Purge valve. CUST paid $686.38 it took 2 to diag and get part and repair and CUST picked. 1. RO#: [redacted] 2. RO Open Date; 07/[redacted]/2023 3. Line#: 02 4. Milage: 58000 5. Confirm P&A Code: 04937 6. Service Advisor's name and email. Christina 7. Service Manager's Name and Email Address 8. Pick Up & Delivery Yes (20 mile radius) 9. Does your Dlr support SMS Text Messaging?No PLAN OF ACTION: No Further Actions Needed NEXT STEPS: No Further Assistance Needed Ulyssia Prescott Lewis Passenger Vehicle Concern Advocate uprescot@ford.com | www.ford.com O: 866-631-3788 ext. 79566 M-F 8 AM-4:30PM CST (MO: 12PMCST)

2023-07-12 13:51:22

**********SAFETY NET**********
Safety to Resolve
No further assist vehicle was already repaired and picked up by the customer
- Resolve Case

Secundra Walker
Ford Motor Company ®*
Operations Supervisor PVT
Ph. 800-392-3673
Swalk178@ford.com | www.ford.com

2023-07-31 20:16:25

Customer calling to get tow reimbursement: 7/11/23 called Ford Support got text message but I did not respond as not needed, my daughter traded in her 21MY Bronco had it towed then traded it in had Road side assistance 337 for the tow and 100.00 so $237.00 [redacted] - [redacted] daughter is [redacted] VIN: 3FMCR9B64M[redacted] Agent Advised: 1-800-392-3673 CRC warm transfer to: 1st failed [redacted]

2023-07-31 20:34:38

Karen with Marketing
Daughter owned a Bronco Sport - Traded it in for a Bronco Sport but they had a tow cost for $370 dollars $237 out of pocket for tow - 2021 bronco traded in for a 2023
CUST states that she sent documents over. Reached out to CXS via webex
Briana Esene
besene@ford.com | www.ford.com
Office: 866-631-3788 Ext. 79276
Hours 8:00AM-4:30PM CST

2023-08-22 21:34:20

Ibc advised cust she would have to send in receipts to the following to be reimbursed. cust asked if you can contact her cell phone. [redacted]

2023-09-06 14:09:25

IBC FROM CUST [redacted] (delegate) was reaching out regarding reimbursement for daughter towing, daughter aid for towing out of pocket not knowing that roadside came with her vehicle. Customer was looking for an update regarding being reimbursed for the towing. Informed the customer that roadside is who she need to speak with, to get reimbursed for daughter towing and just make sure she had the vin, daughter no longer has that veh she traded it in for a 2023 bronco. provided customer with old vin, customer already had the number to roadside. Next steps: none Ford Motor Company ® Shekera Daniels Customer Experience Specialist, Ford CXS Team Sdanie95@ford.com | www.ford.com office: 866-631-3788 ext. 79703

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Canceled

OPEN: 07-11-2023 CLOSED: 03-01-2024 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |

DEALER NAME: Johnson City Ford

PA CODE: 07235 DLR SALES CODE: 47476 REGION: G3 ZONE: G3D

VIN: 3FMCR9D9XM[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 42,064

BODY STYLE: R9D - BRONCO SPORT BADLANDS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | LA | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Dipstick | Engine Oil | Inaccurate

ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Gabrielle Davis

COMMENTS:

2023-07-11 16:18:58 Gabrielle Davis/ ext 79798/ gdavi215@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] ibc from customer VIN: 3FMCR9D9XM[redacted] VEHICLE HAS BEEN DOWN 4 DAYS NUMEROUS CONCERNS VEH HAD 49000 MILES AND HAD ISSUES WITH INTERIOR, SEAT BELTS, TRANSMISSION, REPLACED TRANSMISSION, FUEL GAUGE , NOISES FROM REAR, HATCH ISSUES. AT 13800 MILES - COMPUTER STOPPED WORKING. ELECTRIC POWER STEERING STARTS SWAGGING THE VEHICLE SIDE TO SIDE, ISSUES WITH THE BRAKE SYSTEM. VEHICLE WOULD RANDOMLY STOP, THE MOTOR STOPS. CUSTOMER WANTS TO FILE BB AND TRADE IN FOR BRONCO . NEXT STEPS: FILE BB Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2023-07-11 16:27:09 Customer Information Name(s) on the Title: [redacted] Address: [redacted] DENHAM SPGS LA [redacted] Email Address: [redacted] Customer is Select purchasing Vehicle Information VIN: 3FMCR9D9X[redacted] Current Mileage: 38,000 Ownership Status/ Type of Purchase: Select New Purpose of vehicle: Select personal # Vehicles registered to the business. (If yes to business) Purchase Date: 4/8/2021 Mileage at Time of Purchase: 80 State Information State Where Purchased: LA State Where Registered: LA Dealer Information Purchased from Dealer? Select Yes Dealership (if yes): ALL STAR FORD Primary Reason for Repurchase: VEHICLE IS NOT SAFE, CUSTOMER HAS LOST CONFIDENCE Is there a current concern with the vehicle? Enter Yes What is the repair status of the vehicle?CURRENTLY DOWN AT DLR Were repairs completed for this concern at multiple dealerships? (If yes): YES, JOHNSON CITY FORD, ALL STAR FORD. (CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? Enter Yes or No

2023-07-11 16:34:08 Gabrielle Davis/ ext 79798/ gdavi215@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] OBC TO DLR: SPOKE WITH NO ONE, UNABLE TO SPEAK WITH ANYONE IN SERVICE SA THOMAS AFTER PLACING CUSTOMER ON HOLD TO CONNECT W DLR, I LOST THE CUSTOMER. NEXT STEPS: FU W CUST W REPAIR STATUS Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2023-07-19 18:53:54

OGC VIN List Check:
3FMCR9D9X[redacted]
Date: 7/19/23
Modification date of current OGC List: 7/18/23
Results: Nothing Found

Navis Owner Status: New

_____
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

Ford Motor Company ®
Michelle Ebinger
Non California Buyback Review Specialist
Ford CX Team

BRT Michelle Ebinger x77785
OBC to dealer – 914232823000 (JOHNSON CITY FORD)
BRT left message on service voicemail

BRT seeking vehicle location and any current RO details.

_____
BRT emailed SM April:

From: Ebinger, Michelle (M.)
Sent: Wednesday, July 19, 2023 2:37 PM
To: ahodge@johnsoncityford.com
Subject: Buyback review for Michael Matthews | 3FMCR9D9XM[redacted]|[redacted]

Hello,

I hope this email finds you well. Feel free to reach out by phone or email, whichever is most convenient for you.

I'm doing a buyback review for Michael Matthews' 2021 Bronco Sport. The customer requested the review due to the vehicle stalling while being driven.

For the purpose of this review please provide the information requested below.

Is the vehicle currently at your dealership?
Is customer in something to drive through the dealership?
Are there any aftermarket modifications?
Is Concern a Safety Concern?

If there is a current RO please provide the information below.

RO:
Date:
Mileage:
# of days vehicle has been at the dealership:
Customer Comments:
Tech Notes:

Are there any parts on B/O?
If so, what is the ETA?

Any information you can provide would be greatly appreciated.

Thank you,

Ford Motor Company ®
Michelle Ebinger
Non California Buyback Review Specialist
Ford CX Team
|www.ford.com
Office: 866-631-3788 x77785

_____
*BRT will try back later

** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

Ford Motor Company ®
Michelle Ebinger
Non California Buyback Review Specialist
Ford CX Team

2023-07-19 18:59:04

BRT Michelle Ebinger x77785
OBC to dealer – 912256778181(ALL STAR FORD PRAIRIEVILLE)
BRT spoke with receptionist Samantha

Receptionist took BRT contact information for a call back.

BRT found service manager e-mail address in GCCT. BRT e-mail service manager Alvin.

From: Ebinger, Michelle (M.)
Sent: Wednesday, July 19, 2023 2:57 PM
To: aseal@allstarautomotive.com
Subject: buybback review For [redacted] | 3FMCR9D9XM[redacted] | [redacted]

Hello,

I hope this email finds you well. Feel free to reach out by phone or email, whichever is most convenient for you.

I'm doing a buyback review for [redacted]' 20221 Bronco. The customer requested the review due to continued issues with noises under the vehicle.

For the purpose of this review please provide the information requested below.

Please provide the number of days the vehicle was at the dealership for RO[redacted]

Please provide the number of days the vehicle was at the dealership for RO[redacted]

Thank you,

Ford Motor Company ®
Michelle Ebinger
Non California Buyback Review Specialist
Ford CX Team
|www.ford.com
Office: 866-631-3788 x77785

_____
*BRT will try back later

** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

Ford Motor Company ®
Michelle Ebinger
Non California Buyback Review Specialist
Ford CX Team

2023-07-20 19:22:45

E-mail response from SM Alvin v@ ALL STAR FORD PRAIRIEVILLE:

From: Alvin Seal
Sent: Wednesday, July 19, 2023 3:22 PM
To: Ebinger, Michelle (M.)
Subject: RE: buybback review For [redacted] | 3FMCR9D9XM[redacted] | [redacted]

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

RO[redacted] 17 DAYS
RO[redacted] 76 DAYS

Alvin Seal

Service Manager
17742 Airline Highway, Prairieville, LA 70769
(W) 225-490-5185 (F) (225) 490-5993
Web: www.AllStarAutomotive.com

_____
*BRT will reach out to Johnson Ford again

** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

Ford Motor Company ®
Michelle Ebinger
Non California Buyback Review Specialist
Ford CX Team

2023-07-20 20:14:17

BRT Michelle Ebinger x77785
OBC to dealer – 914232823000 (JOHNSON CITY FORD)
BRT spoke with SA Tom

VIN verified? Yes
VEH is at the DLR
Best Contact: SA Tom
Aftermarket modifications: none
Is Concern a Safety Concern:

Current RO:

RO: [redacted]
Date: 7[redacted]/23
Mileage: 39920
Loaner: yes
Days Down: 16 cal. days

Customer Comments: several warning lights come up, a metal to metal noise can be heard and then engine cuts off

Tech Notes: still in diagnosis phase

_____
*BRT will complete GFR

** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

Ford Motor Company ®
Michelle Ebinger
Non California Buyback Review Specialist
Ford CX Team

2023-07-20 20:45:16

After review, VEH does not meet state guidelines for buyback/replacement criteria for LA/TN.

Talking Points:

-Deny GFR
-Review note in milestone
-VEH is at the dealer
-Continue to work with DLR and CUST towards repair
-Focus on getting VEH repaired
-Follow Repair Assistance Procedures Per Process

_____
Ford Motor Company ®
Michelle Ebinger
Non California Buyback Review Specialist
Ford CX Team

2023-07-20 20:47:20 Gabrielle Davis/ ext 79798/ gdavi215@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] plan of action: call customer and advise bb under review OBC to cust : no naswer left vm in regards to no determination made at this time NEXT STEPS: fu next week Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2023-07-24 18:03:23 IBC custoemr called to go over case stated that she wanted to check bb information reached out to agent no response. provided custoemr with bb denial: ~LA - VEH is outside 1 year time period for presumption. ~TN - VEH is not eligible, as it was not purchased within the state. Customer stated that they will reach out to attorney for further assistance provided with the Better Business Bureau AUTO LINE contact information. next step add recontact Ford Motor Company ® Gabrielle Galbert gforema8@ford.com | www.ford.com Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788 ext.

2023-07-25 17:46:35 Gabrielle Davis/ ext 79798/ gdavi215@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] plan of action: call dlr for update OBC to dlr : unable to connect OBC to customer: went to vm left vm in regards to veh status NEXT STEPS: 2nd attmpt Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2023-07-28 21:16:48 Gabrielle Davis/ ext 79798/ gdavi215@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] plan of action: call cust in regards to vehicle OBC to dlr : spoke with SA Thomas randomly start making noises, cut off on vehicle. needing to find needle in haystack, chasing wires. no modules or sensors. finding cause of failure spoke with customer this week and is aware of status NEXT STEPS: reach out weekly Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2023-08-03 21:14:42 Gabrielle Davis/ ext 79798/ gdavi215@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] plan of action: call dlr and check on vehicle status OBC to dlr: spoke with SA John SA Thomas isnt in, will be in tomorrow NEXT STEPS: fu Monday Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2023-08-15 19:30:21 Gabrielle Davis/ ext 79798/ gdavi215@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] plan of action: call dlr and obtain updates OBC to dlr: dlr service line is ringing and ringing unable to speak w anyone sent portal msg spoke with Tonya email: tmcallister@johnsoncityford.com NEXT STEPS: obtain c.o.f Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2023-08-15 19:30:38

From: Davis, Gabrielle (G.)
Sent: Tuesday, August 15, 2023 2:30 PM
To: tmcallister@johnsoncityford.com
Subject: [redacted]

Hello Thomas, Seeking some cause of failure and updates in regards to this customer [redacted]).
VIN: 3FMCR9D9XM[redacted]

Thanks, Gabrielle

Customer Experience Specialist/CX Team
Gdavi215@ford.com | www.ford.com
office: 866-631-3788 ext. 79798

2023-08-25 18:40:51 Gabrielle Davis/ ext 79798/ gdavi215@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] plan of action: call dlr and obtain vehicle status / update OBC to dlr: spoke with tosha stated she was unable to reach SA Thomas NEXT STEPS: obtain status Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2023-08-25 18:41:11

From: Davis, Gabrielle (G.)
Sent: Friday, August 25, 2023 1:38 PM
To: tmcallister@johnsoncityford.com
Subject: RE: [redacted]

Please inform me in regards to this customers vehicle. Needing to obtain a vehicle status

Thanks, Gabrielle

2023-08-25 18:41:34

From: Davis, Gabrielle (G.)
Sent: Friday, August 25, 2023 1:41 PM
To: [redacted]
Subject: [redacted]

Good afternoon Mr. [redacted] Do you know the status of your vehicle at this time. Haven't heard much from Mr. Thomas there.

Thanks,

Customer Experience Specialist/CX Team
Gdavi215@ford.com | www.ford.com
office: 866-631-3788 ext. 79798

2023-08-30 20:51:04 Gabrielle Davis/ ext 79798/ gdavi215@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] plan of action: call dlr and obtain vehicle status OBC to dlr : spoke with Tosha SA Thomas is on the phone SA was able to provide up that the tech is working on it . adv i will fu next week NEXT STEPS: monitor repairs Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2023-09-06 01:24:34

NEXT STEPS: Contact dlr to see if they're able to diagnose the veh. If the dlr can not diagnose the veh and theirs a current concern. Please inquire for the dlr to create a Hot line Ticket.

Shacora Wade
Lead Advocate Customer Experience Specialist
Swade34@ford.com | www.ford.com
office: 866-631-3788 ext. 79072
Mon. – Fri 8 a.m. to 4:30 p.m. Central Time

2023-09-14 15:33:31 Gabrielle Davis/ ext 79798/ gdavi215@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] plan of action: call dlr and obtain veh status OBC to dlr: spoke with Tosha open ro: [redacted] SA isnt available atm, will replay to SA to email for updates. NEXT STEPS: obtain veh status Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2023-10-02 18:25:15 Gabrielle Davis/ ext 79798/ gdavi215@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] plan of action: call dlr and obtain vehicle status OBC to dlr: unable to speak w dlr to obtain vehicle status NEXT STEPS: obtain vehicle status / fu w customer Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2023-10-06 18:40:03 Gabrielle Davis/ ext 79798/ gdavi215@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] plan of action: call dlr and check on status OBC to dlr: spoke with no one OBC to customer: called @[redacted] both went to vm, lvm in regards to case NEXT STEPS: obtain satisfactory Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2023-10-20 20:09:34

From: Davis, Gabrielle (G.)
Sent: Friday, October 20, 2023 3:09 PM
To: [redacted]
Subject: [redacted]

Good afternoon Mr. [redacted], I'm following up in regards to your case and vehicle concerns, wanted to assure you weren't having any issues after repairs. Please advise.

Thanks,

Customer Experience Specialist/CX Team
Gdavi215@ford.com | www.ford.com
office: 866-631-3788 ext. 79798

2023-10-23 20:54:22 Gabrielle Davis/ ext 79798/ gdavi215@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] plan of action: call customer and obtain repair status OBC to customer: called [redacted] vehicle goes back in on 11/01 changed the oil, customer smelled the dip stick, dip stick was overfilled, dlr checked the levels, anti freeze was low. topped to were they should be. customer drove the vehicle for 2 hrs, and dlr checked, oil was dropping out and anti freeze water pump issues , some one had messed up customer front end bumper silver bolt on the vehicle , that dont belong hatch just feel off the vehicle. customer was greatful for the vehicle and loves ford but these issues are driving her to unsatisfactory customer is seeking BB for continued concerns NEXT STEPS: process BB Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2023-10-24 14:45:25 Gabrielle Davis/ ext 79798/ gdavi215@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] plan of action: call customer and process BB as a goodfaith review OBC to customer: spoke with customer proceeding w BB Customer Information Name(s) on the Title: [redacted] Address: [redacted] DENHAM SPGS LA [redacted] Email Address: [redacted] Customer is Select purchasing Vehicle Information VIN: 3FMCR9D9XM[redacted] Current Mileage: 42087 Ownership Status/ Type of Purchase: Select New Purpose of vehicle: Select personal # Vehicles registered to the business. (If yes to business) Purchase Date: 04/8/2021 Mileage at Time of Purchase: 25 miles State Information State Where Purchased: LA State Where Registered: LA Dealer Information Purchased from Dealer? Select Yes Dealership (if yes): All Star Ford Primary Reason for Repurchase: continued issues with the vehicle Is there a current concern with the vehicle? Enter Yes What is the repair status of the vehicle? has a service appt 11/01 for continued concerns Were repairs completed for this concern at multiple dealerships? (If yes): Yes- Allstar Ford, Johnson City Ford (CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? Enter Yes or No NEXT STEPS: Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2023-10-25 21:41:43

*OGC VIN LIST CHECK: 3FMCR9D9XM[redacted]

*Results: Nothing Returned

*Original Owner per Navis

*Verified VIN in Oasis

Ford Motor Company ®
Jennifer Falls
Non-Californian Buyback Review Team Specialist, Ford CX Team Ford Motor Company ®

2023-10-26 11:43:01

After review; veh does not meet state guidelines for buyback/replacement criteria for LA. Repairs were completed outside of presumption.

Talking Points:

-Deny GFR
-Review note in milestone
-Follow Repair Assistance Procedures Per Process
-Focus on getting veh repaired

Ford Motor Company ®
Jennifer Falls
Non-Californian Buyback Review Team Specialist, Ford CX Team Ford Motor Company ®

** NOT A RAV AGENT**NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2023-10-30 16:32:01 Gabrielle Davis/ ext 79798/ gdavi215@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] plan of action: call customer and advise BB determination OBC to delegate : uable to speak with anyone lvm in regards to BB determination NEXT STEPS: provide bb determination Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2023-10-30 16:44:54 IBC : Cust missed agent call and would like a call back Deivondyla Polk Customer Experience Specialist,Ford CX Team O: (800) 392-3673 ext. 79942 E: Dpolk7@ford.com - I am an inquiry agent

2023-10-30 16:59:05

IBC from cust:cust called in returning a missed call. adv cust the set follow up is 11/2, but she will rec a call sooner if the agent is able to call before then

Shayla Panniell
Customer Experience Specialist
spanniel@ford.com| www.ford.com
office: 866-392-3673 ext. 79238

2023-11-02 21:00:14

NEXT STEPS: provide bb determination

2023-11-03 15:43:58

Gabrielle Davis/ ext 79798/ gdavi215@ford.com

[FLP CRITERIA: 7YRS/100K/65CLV]

plan of action:
call customer and inform BB determination

OBC to cust:
spoke with [redacted]
cust stated she took the veh on nov 1st but the dlr cannot find the hole, put dye to resolve. it did fix the balance and did good. 20 mins after leaving the transmission light came back on and customer is taking it back.

[redacted] will be the counsel representing towards law suit
provide BBB information, sn for next steps

NEXT STEPS: sn for next steps
Ford Motor Company ®
Gabrielle Davis
Customer Experience Specialist –Passenger
Vehicle Concern Team Specialist, Ford CX
Gdavi215@ford.com | www.ford.com
office: 1-866-631-3788 ext. 79798

2023-11-13 04:15:25

Supervisor Review: Reach out to me regarding case closure and attorney.

~Is the veh fixed
~Is the customer provided Alt Transportation
~what is the delay of case close
~was the cust provided BB Auto Line

Charleis Ajah
Business Operations Supervisor
Office: 866-631-3788 ext.79099
eFax: 866-638-0431

2023-11-13 21:40:09

NEXT STEPS: sn for next steps

2023-11-20 18:45:32 Gabrielle Davis/ ext 79798/ gdavi215@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] plan of action: call customer and obtain counsel information OBC to customer: no answer from customer left vm in regards to obtaining counsel information NEXT STEPS: obtain information Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2023-11-30 19:40:16 Gabrielle Davis/ ext 79798/ gdavi215@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] plan of action: call customer and obtain counsel information OBC to customer : spoke with customer was advised to reach out to Mr. Matthews to see what he wants to do going forward. NEXT STEPS: obtain info Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2023-11-30 19:40:35

From: Davis, Gabrielle (G.)
Sent: Thursday, November 30, 2023 1:40 PM
To: [redacted]'
Subject: RE: [redacted]

H[redacted], I was advised to follow up with you in regards to the next steps with your vehicle. Ms. Matthew last advised she was seeking council and stated you would be representing in this manner. Are you able to provide me your complete law firm information for case progression?

Thanks, Gabrielle

2023-12-04 19:11:11 Gabrielle Davis/ ext 79798/ gdavi215@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] plan of action: call customer and obtain law firm information OBC to cust: no answer, lvm in regards to obtaining law firm information NEXT STEPS: re contact Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2023-12-15 18:14:13 Gabrielle Davis/ ext 79798/ gdavi215@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] plan of action: call customer and obtain law firm information OBC to customer: no answer from [redacted], sending utc letter NEXT STEPS: utc letter Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2023-12-15 18:20:42

called out to [redacted] to confirm [redacted] number but no answer, left vm for the customer asking to provide M. Matthews best contact info via email so i can document and send over to our team.

2023-12-20 15:57:08

Gabrielle Davis/ ext 79798/ gdavi215@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] plan of action: call customer and obtain law firm information OBC to customer: no answer utc letter being sent NEXT STEPS: utc / sn for closure Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2023-12-20 15:57:37

From: Davis, Gabrielle (G.)
Sent: Wednesday, December 20, 2023 9:53 AM
To: [redacted]
Subject: [redacted]

RE: [redacted]
Dear [redacted],
This correspondence is in response to your case [redacted] regarding your 2021 Ford Bronco Sport. I have attempted to contact you between 11/30/23-12/20/23 however, there has been no reply.
I would like to ensure your concerns have been addressed, as it is my sincere desire that you remain satisfied with your vehicle and the service you received.
In the event there are unresolved issues I can assist with, please contact me at 1-866-631-3788, ext. 79798. I am available Monday through Friday between 7am-3:30pm Eastern Standard Time. Unless I hear back from you, I will assume you no longer require my assistance.
Sincerely,

Customer Experience Specialist/CX Team
Gdavi215@ford.com | www.ford.com
office: 866-631-3788 ext. 79798

2023-12-27 21:20:13

From: [redacted]
Sent: Wednesday, December 20, 2023 10:57 AM
To: Davis, Gabrielle (G.)
Subject: Re: [redacted]

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

Dear Ms Davis: I remain concerned with the enormous inconvenience, time and worry over whether the prior problems have been resolved or are going to reappear. I have lost a great deal of confidence in the Ford brand over the problems with my Bronco Sport and Ford's handling of them. I am a long-term Ford customer who has always confidently relied on my Ford vehicles and confidently recommended them to others. Ford could have easily handled this matter in a better manner.

2024-01-04 15:59:53

From: Davis, Gabrielle (G.)
Sent: Thursday, January 4, 2024 9:54 AM
To: [redacted]'
Subject: [redacted]

Hi [redacted] about this delayed message. I understand what your stating in regards to your vehicle concerns, we thank you for being apart of the Ford family and trusting Ford to be your reliable source of transportation. I'm going to partner with my upper management to work on a goodwill solution in regards to this manner. Meanwhile, are you having issues with your Bronco Sport at this current time?

Thanks, Gabrielle

2024-01-08 20:39:13

From: Davis, Gabrielle (G.)
Sent: Monday, January 8, 2024 2:33 PM
To: [redacted]
Subject: RE: [redacted]

Good afternoon Mr. [redacted] Sorry you are experiencing issues again, Please advise me your service appointment date and time. I'll be sure to contact the dealership for a cause of failure update and add our team to your case for repair assistance.

Thanks, Gabrielle

From: [redacted]>
Sent: Monday, January 8, 2024 8:37 AM
To: Davis, Gabrielle (G.) gdavi215@ford.com>
Subject: Re: [redacted]

Dear Gabrielle: The Bronco Sport is having transmission issues again and is scheduled, again, for a service appointment. [redacted]

2024-01-12 20:40:19

From: [redacted]
Sent: Friday, January 12, 2024 8:47 AM
To: Davis, Gabrielle (G.) ; [redacted]
Subject: Bronco Sport in shop again!!!!

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

Good morning ,
Gabrielle I am sending you the lofts phone number and I've also attached several emails and [redacted] so you can try to make contact with him. The bronco is back in the shop again for the same problem blowing oil out the dipstick and all the codes keep coming on and the engine shutting off. I've lost count on how many times I've brought this car up to the Ford dealership in Johnson City Tennessee to have this fixed and they cannot repair the problem it keeps coming back!!
[redacted] would you please make contact with Miss Gabrielle as she's been trying to contact you numerous times to no avail...
Tom is still the rep at the Ford dealership in Johnson City, Tennessee.
Phone# [redacted]
Thank you for yourhelp.
[redacted]

2024-01-13 16:40:12

From: Davis, Gabrielle (G.)
Sent: Friday, January 12, 2024 2:40 PM
To: [redacted]
Subject: RE: Bronco Sport in shop again!!!!

Thanks so much for the updates [redacted], so sorry you guys are having current issues at this time.
Have you guys only been taking the vehicle to Johnson City Ford for repairs? I would recommend taking the vehicle to another dealership to see if repairs can be completed.
Is there another shop in mind you can refer? I can call and obtain a service appt in regards to the concerns, we should make sure we have an appt in place, Please advise. I will attach this information as supporting information regarding the vehicle concern.

Thanks, Gabrielle

From: [redacted]
Sent: Friday, January 12, 2024 8:47 AM
To: Davis, Gabrielle (G.) gdavi215@ford.com>; [redacted]>;
[redacted]
Subject: Bronco Sport in shop again!!!!

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

Good morning ,
Gabrielle I am sending you the lofts phone number and I've also attached several emails and [redacted] so you can try to make contact with him. The bronco is back in the shop again for the same problem blowing oil out the dipstick and all the codes keep coming on and the engine shutting off. I've lost count on how many times I've brought this car up to the Ford dealership in Johnson City Tennessee to have this fixed and they cannot repair the problem it keeps coming back!!
[redacted] would you please make contact with Miss Gabrielle as she's been trying to contact you numerous times to no avail...
Tom is still the rep at the Ford dealership in Johnson City, Tennessee.
Phone# [redacted]
Thank you for yourhelp.
[redacted]

2024-01-22 17:53:55 Gabrielle Davis/ ext 79798/ gdavi215@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] plan of action: call dlr and obtain vehicle status OBC to dlr : spoke with Tasha SA Tom isnt in today email: tmcallister@johnsoncityford.com states i can call back for an update NEXT STEPS: obtain vehicle status update Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2024-01-25 18:58:07 Gabrielle Davis/ ext 79798/ gdavi215@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] plan of action: call dlr and obtain veh update OBC to dlr: spoke with Tosha transferred me to Tim where I reached his vm left tim a vm in regards to customer vehicle status NEXT STEPS: obtain update Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2024-01-29 19:00:41 Gabrielle Davis/ ext 79798/ gdavi215@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] plan of action: call dlr and obtain information OBC to dlr: spoke with Tonya SA Tom doesnt work on Monday was a open ro 1/12- closed 1/25 replaced the value cover NEXT STEPS: fu with SA tom and customer Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2024-01-30 15:48:38

([redacted]

BCM: [redacted]

REASON: Have case working w/ agent dont have case # want to speak w/ agent , they replaced valve cover will go to check whats covered vs whats not not veh outside b2b some of it is PT , dont know what dlr will tell them tomorrow and want to know if agent spoke with soon to be ex husband ?

PER CASE : Fu set for tomorrow agent collected ro 1/12- closed 1/25 replaced the valve cover

ADVISED CUST : Fu set for tomorrow to fu w/ you and dlr

NEXT STEPS: doc recontact

Ford Motor Company ®
Customer Experience Specialist - Passenger Vehicle Department
Mariah Carter
Mcart153@ford.com
Office: 866-631-3788 ext 79054

2024-01-31 16:43:33

sent message to case handler via webex

2024-02-05 16:06:37

Gabrielle Davis/ ext 79798/ gdavi215@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] plan of action: call ms. Matthews OBC to customer: no answer from customer lvm regarding case and concerns NEXT STEPS: speak w customer Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2024-02-08 21:10:41

Gabrielle Davis/ ext 79798/ gdavi215@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] plan of action: call customer and discuss case OBC to customer : spoke with customer brought in the car in, replaced the valve ford cannot fix the vehicle, and dlr need new code, customer paid money for the wiring , although the wiring wasnt the issues. obc to [redacted] no answer[redacted] OBC to dlr: spoke with Tonya SA Tom unable to speak with Tom due to him assisting other customers NEXT STEPS: obtain dlr next steps Ford Motor Company ® Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2024-02-09 15:37:22

customer states concern is not getting resolved because CXS can't make contact with Ford Advisor. Customer stopped by the dealership and called CXS to try to get the 2 together to solve her concern.

OB WebEx to CXS Gabrielle Davis who was in a call told me to advise the customer that she has a follow up for her for today and she will follow up with her when she can.

Next Steps: no further action CXS will continue to progress the case

Ford Motor Company
Customer Concern Specialist
Tiffany Abrams
Tabrams5@ford.com | www.ford.com
1-866-631-3788 ext. 79651

2024-02-19 18:36:26

Gabrielle Davis/ ext 79798/ gdavi215@ford.com
[FLP CRITERIA: 7YRS/100K/65CLV]
plan of action:
call dlr and speak w tom
OBC to dlr:
spoke with unable to speak w dlr
due to holiday, dlrs must be closed.

NEXT STEPS: fu w vehicle status
Ford Motor Company ®
Gabrielle Davis
Customer Experience Specialist –Passenger
Vehicle Concern Team Specialist, Ford CX
Gdavi215@ford.com | www.ford.com
office: 1-866-631-3788 ext. 79798

2024-02-19 18:39:06

Gabrielle Davis/ ext 79798/ gdavi215@ford.com
[FLP CRITERIA: 7YRS/100K/65CLV]
plan of action:
call dlr and speak w tom
OBC to dlr:
spoke with unable to speak w dlr
due to holiday, dlrs must be closed.

NEXT STEPS: fu w vehicle status
Ford Motor Company ®
Gabrielle Davis
Customer Experience Specialist –Passenger
Vehicle Concern Team Specialist, Ford CX
Gdavi215@ford.com | www.ford.com
office: 1-866-631-3788 ext. 79798

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 07-12-2023 CLOSED: 12-21-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Tier 3 DRP NA CRC COMMUNICATION:

CASE CLASS LV 1234: Consumer Intervention | DRP/BBB | DRP-Vehicle Repurchase/Replacement Request |

DEALER NAME: Lithia Ford of Fresno

PA CODE: 02811 DLR SALES CODE: 72220 REGION: W2 ZONE: W2B

VIN: 3FMCR9A6XM[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9A - BRONCO SPORT CX430 BASE

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | CA | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Lack/Loss of Power | Cruise/ Steady Speed | Hot

ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: # FordGCCTIntegrationLogicApps-DataVerse-6-Prod

COMMENTS:

2023-07-13 19:49:56

jsheir1
** NOT A CUSTOMER FACING AGENT **PLEASE DO NOT PROVIDE MY CONTACT INFORMATION OR ANY OF THE CASE INFORMATION BELOW TO A CUSTOMER. PLEASE ADVISE CONSUMER TO CONTACT THEIR BBB REPRESENTATIVE**
VIN not on OGC list
Cust seeking BB due to cruise control losing power
T2 has open GFR
Veh purchased used on 9/19/22 @ 20641
Aftermarket ESPs
Initial Position: All paperwork is submitted but consumer needs to sign and submit CCF

2023-07-20 19:40:18

BBB Closed CAse

2023-07-24 19:41:30

IBE from BBB:I received the following from the customer: The vehicle lost power and acceleration almost resulting in me colliding head on with traffic on a two lane highway. Since then it's had a host of different issues including rough idle, no acceleration, cutting out, hard start, rough acceleration, poor idle,

2023-07-27 19:42:46

jsheir1
** NOT A CUSTOMER FACING AGENT **PLEASE DO NOT PROVIDE MY CONTACT INFORMATION OR ANY OF THE CASE INFORMATION BELOW TO A CUSTOMER. PLEASE ADVISE CONSUMER TO CONTACT THEIR BBB REPRESENTATIVE**
VIN not on OGC list
Cust seeking BB due to losing power while cruising at highway speeds (cruise control on)
Veh purchased used on 9/19/22 @ 20641
Aftermarket ESPs
Advised T2 of opened BBB Case

2023-07-29 00:16:30

** PLEASE DO NOT PROVIDE THE INFORMATION BELOW TO A CUSTOMER WHO CALLS IN**PLEASE REQUEST THAT THEY CONTACT THEIR BBB AGENT OR THEIR CONSUMER AFFAIRS LEGAL ANALYST**
COM Approves to RAV for repurchase only due to global manufacturing delays for new replacement units.

2023-07-31 14:19:14

RAV offer sent to BBB:Please offer the consumer a repurchase only due to global manufacturing delays for new replacement units under the CA LL at 29348 miles.

2023-08-07 18:59:51

Case SEttled for RAVunder the CA LL at 29348 Customer purchased vehicle used at8507.

Ford RAV Case Transmission to Rep Coord
CASE NUMBER: [redacted]

2023-08-07 19:14:39 CALA Donna transmitted RAV to Morley.

2023-08-08 20:00:37 Nathan Tekle/Ext.79515/ntekle@ford.com: IBC from CUST() CUST() provided the following information: CUST SAYS: I would like to start the of the BB quicker the BBB is telling me that it make take 2-3 weeks CXS ADVISED: There isnt any time table listed in the case notes but it has been transmitted to the RAV team NEXT STEPS / DATE: N/A Ford Motor Company ® C. Nathan Tekle Customer Experience Specialist, Ford CX Team ntekle@ford.com | www.ford.com office: 866-631-3788

2023-08-09 16:34:24

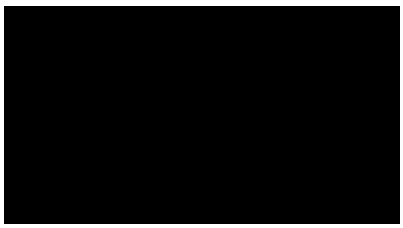
RAV has received and accepted the case. Customer contact is forthcoming

2023-12-21 19:06:31

Case Closed Ck[redacted] sent to lien holder

CASE ATTACHMENTS:

2023-07-20 19:40:18	Jaymie Sheir
2023-07-27 19:36:43	Jaymie Sheir
2023-08-07 18:59:51	Jaymie Sheir



National Programs
BBB AUTO LINE®

July [redacted] 2023

[redacted]
FRESNO CA [redacted]

Re: [redacted] vs Ford Motor Corporation 3FMCR9A6X[redacted]

Dear [redacted]

We have determined that your case is outside the jurisdiction of the BBB AUTO LINE program because we have not received your signed *Customer Claim Form.* Your case has been closed.

Please refer to the booklet *How BBB AUTO LINE Works* for further explanation of the jurisdictional requirements. If you wish to proceed through BBB AUTO LINE, please return your *Customer Claim Form*, and a new case will be opened.

If you disagree with this finding, you may appeal it by sending us a written statement indicating why you think your claim is within the jurisdiction of the BBB AUTO LINE program. This statement must be mailed to the following address within 30 days from the date of this letter:

BBB AUTO LINE
1676 International Drive
Suite 550
McLean, VA 22102

You may fax your appeal to our office at 1.703.247.9700.

When your appeal is received in our office it will be forwarded to the manufacturer representative, who will be given five days to submit a written position on the appeal. If a written position is received it will be shared with you, and you will be given five days to submit written comments. A BBB AUTO LINE arbitrator will review your appeal letter, this Out of Jurisdiction Notice, any written position from the manufacturer, any comments, and the Arbitration Rules. The arbitrator will then make a decision as to whether your claim is potentially within the jurisdiction of BBB AUTO LINE arbitration. If this review determines that you may proceed to arbitration, your complaint will proceed to a hearing before a different arbitrator in accordance with the BBB AUTO LINE Rules for Arbitration.

Please note the arbitrator ruling on your appeal will only decide whether your claim may be heard in arbitration. Even if the arbitrator decides that your claim is potentially within the program's jurisdiction, the arbitrator who presides over your hearing will examine all the facts in your case and may decide that the

evidence presented at the hearing does not establish that the claim is within the jurisdiction of BBB AUTO LINE or that any award should be made in your case.

Thank you for bringing your complaint to our attention.

Sincerely,

William Clopton at Extension 5021

CC: Jaymie Sheir

CASE INFORMATION

Customer Name: [redacted]
Vehicle: 2021 Bronco
VIN: 3FMCR9A6XMR[redacted]
Warranty Start Date: 5/29/21
Mileage: 29975

DRS Name: Jaymie Sheir
FMC Case Number: [redacted]
BBB Case Number: [redacted]
BBB Case Handler: William Clopton
Lemon Law: CA

Purchased: ☐ New ☒ Used 9/18/22 @ 20841 ☐ Leased
This Vehicle is in: ☒ BTB Warranty ☐ Powertrain Warranty ☐ Diesel Warranty ☐ No Warranties
Extended Service Plan: ☒ NO ☐ YES

REVIEW INFORMATION:

Offer: ☒ Repurchase ☐ Replacement ☐ Option
Resources Used: ☒ Repair Order ☒ AWS ☒ GCQIS
Results: ☐ Denial ☒ Approved

The Song-Beverly Consumer Warranty Act and the Tanner Consumer Protection Act

In regards with new motor vehicles sold in the state of California, the Song-Beverly Consumer Warranty Act requires that if the manufacturer is unable to repair the vehicle in order to conform to the applicable express warranties after a reasonable number of attempts, the manufacturer must either replace the new motor vehicle or make restitution to the buyer in the form of purchase refund.

The Tanner Consumer Protection Act, defines the terms of the Song-Beverly Consumer Warranty Act when dealing with automobiles and establishes a rebuttable presumption that a reasonable number of repair attempts is defined as having been made within 18 months from delivery to the first retail buyer/lessee or 18,000 miles on the vehicle odometer, whichever comes first, one or more of the following occurs:

1.The same nonconformity results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven and the nonconformity has been subject to repair two or more times by the manufacturer or its agents, and the consumer has at least once directly notified the manufacturer of the need for repair;

2.The same nonconformity has been subject to repair four or more times by the manufacturer or its agent and the consumer has at least once directly notified the manufacturer of the need for repair; or

3.The vehicle has been out of service for more than 30 calendar days (cumulative) since delivery by reason of repair of one or more nonconformities by the manufacturer or its agent (such as an authorized dealer).

A "Nonconformity" as defined by the Tanner Act is "a nonconformity which substantially impairs the use, value, or safety of the new motor vehicle to the buyer or lessee."

Claim appears to meet for RAV due to number of repair attempts for serious safety concern – 2 return visits for lack of power while driving in this case at highway speeds..

Vehicle Repair History

DLR	RO NUMBER	DATE	MILEAGE	VEHICLE CONCERN	SERVICES PERFORMED / ACTIONS	DAYS DOWN
Lithia Ford of Fresno	[redacted]	6/21/23 **1 Engine misfire**	29348	• 22S73 • Vehicle was on cruise control CEL came on and started to flash, lack of power and started to shake CEL now solid	• Reprogram PCM and drain tube installation • Verified CEL is on, connected vehicle and ran for faults found P0301 misfire on cylinder 1, swapped coil and plug to cylinder 3 cleared fault and road-tested vehicle rechecked ok at this time, after swapping coils found no malfunction at this time recommend long road test to get misfire to come back	1
	[redacted]	6/22/23 - 6/30/23 **2 Engine misfire**		• Vehicle starts to misfire and stutter while driving vehicle. Hesitant and lunging	• Verified upon hard acceleration the check engine light comes on, connected vehicle, and ran for faults found p0301 misfire on cylinder 1 performed removal and replacement of the spark plug performed road test rechecked and found misfire on cylinder 2 removed and replaced spark plugs performed road test and rechecked p0302 misfire on 2 has returned recommend replacement of the coil on cylinder 2 and recheck. Performed removal and replacement of coil number 2 cleared faults and rechecked ok at this time	9
	[redacted]	7/10/23 – 7/18/23	30045	• 4-wheel drive message and forward collision came on	• Verified the 4-wheel drive message and forward collision light come on at times, connected vehicle and also found low voltage faults, found TSB to perform software update to the PSCM for retrieving code U0415, performed software update to the PSCM and 4-wheel drive modules cleared faults and rechecked ok at this time.	5

				• Vehicle would not start, noticed they had to let key go and then try and restart	• Verified the vehicle will not start at time and need to be jump started, performed battery load test, and fail recommend replacement of the battery and recheck. Performed removal and replacement of the battery and reset BMS cleared faults and rechecked ok at this time. DTC code 8q3r4l0	
					TOTAL DAYS	15

Standard Claims List

END USER AGREEMENT:

Download Excel

Info VIN Model Year:2021 Fixed Model Year: 2021

VIN	GSAR VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT	FUNCTION	VFG	CCC	CD
3FMCR9A6X[redacted]	M4	C/HD	F	C/UB	C/AB	C/E	A3	C/GM	C/Y1	19-MAY-2021	29-MAY-2021	171152	USA	12	6G09	M1PZ	7825766	B		F8	V09	C28	34
GSAR Claim Key: [redacted]	**Doc:** [redacted]	**FCC Auth:**	1	**Trx Code:**	E84	**Labor Hrs:**	0.8	**Labor Cost:**	140	**Material Cost:**	152.36	**Total Cost:**	292.36										
Dlr Cd-Sub Cd:	08210-*	**Name:**	SUNRISE FORD	**Ph:**	909-8224401	**St:**	CA	**Ctry Cd:**	USA	**Reg Cd:**	NA	**Repr Date:**	26-APR-2022	**RL Cmplt Date:**	29-APR-2022	**DIST(Mile):**	14787						
Cust Comments:	CUSTOMER STATES MOLDING ON THE PASSENGER REAR WINDOW IS WARPED CHECK AND ADVISE																						
Tech Comments:	VERIFIED THE CONCERN. REMOVED THE RIGHT REAR DOOR TRIM PANEL. REMOVED THE WEATHER STRIP AND WINDOW AND REPLACED THE RIGHT REAR DOOR WEATHER STRIP DUE TO OLD ONE WARPING. REINSTALLED THE WINDOW AND DOOR TRIM PANEL. NOW OK.																						
3FMCR9A6XM[redacted]	M4	C/HD	F	C/UB	C/AB	C/E	A3	C/GM	C/Y1	19-MAY-2021	29-MAY-2021	171152	USA	12	*	*	*	*		F9	V00	*	*
GSAR Claim Key: [redacted]	**Doc:** [redacted]	**FCC Auth:**	S	**Trx Code:**	22S21	**Labor Hrs:**	0.3	**Labor Cost:**	52.5	**Material Cost:**	0	**Total Cost:**	52.5										
Dlr Cd-Sub Cd:	08210-*	**Name:**	SUNRISE FORD	**Ph:**	909-8224401	**St:**	CA	**Ctry Cd:**	USA	**Reg Cd:**	NA	**Repr Date:**	26-APR-2022	**RL Cmplt Date:**	29-APR-2022	**DIST(Mile):**	14787						
Cust Comments:	FACTORY RECALL # 22S21 RIGHT-HAND ENGINE OILSEPARATOR INSPECTION																						
Tech Comments:	INSPECT OIL SEPARATOR AS PER SAFETY RECALL FOUND OIL SEPARATOR OK AND NO REPAIRS NEEDED RELEASING VEHICLE TO OWNER.																						
3FMCR9A6XM[redacted]	M4	C/HD	F	C/UB	C/AB	C/E	A3	C/GM	C/Y1	19-MAY-2021	29-MAY-2021	171152	USA	12	7D07	9T4Z	13466	A		F8	V77	L26	42
GSAR Claim Key: [redacted]	**Doc:** [redacted]	**FCC Auth:**	1	**Trx Code:**	E83	**Labor Hrs:**	0.2	**Labor Cost:**	35	**Material Cost:**	5.18	**Total Cost:**	40.18										
Dlr Cd-Sub Cd:	08210-*	**Name:**	SUNRISE FORD	**Ph:**	909-8224401	**St:**	CA	**Ctry Cd:**	USA	**Reg Cd:**	NA	**Repr Date:**	26-APR-2022	**RL Cmplt Date:**	29-APR-2022	**DIST(Mile):**	14787						
Cust Comments:	CUSTOMER STATES RIGHT REAR BRAKE LIGHT DOES NOT TURN ON CHECK AND ADVISE																						
Tech Comments:	VERIFIED THE CONCERN. REMOVED THE RIGHT REAR TAIL LAMP AND FOUND THE BRAKE LAMP BULB FAULTY. REPLACED THE BRAKE LAMP BULB. PERFORMED FINAL QUICK TESTS. NOW OK.																						
3FMCR9A6XMF[redacted]	M4	C/HD	F	C/UB	C/AB	C/E	A3	C/GM	C/Y1	19-MAY-2021	29-MAY-2021	171152	USA	26	*	*	*	*		F9	V00	*	*
GSAR Claim Key: [redacted]	**Doc:** [redacted]	**FCC Auth:**	S	**Trx Code:**	22S73	**Labor Hrs:**	1	**Labor Cost:**	212.02	**Material Cost:**	35.85	**Total Cost:**	247.87										
Dlr Cd-Sub Cd:	02811-*	**Name:**	LITHIA FORD OF FRESNO	**Ph:**	559-4358400	**St:**	CA	**Ctry Cd:**	USA	**Reg Cd:**	NA	**Repr Date:**	21-JUN-2023	**RL Cmplt Date:**	23-JUN-2023	**DIST(Mile):**	29348						
Cust Comments:	RECALL 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLAT ION																						
Tech Comments:	PERFORMED RECALL 22S73, INSTALLED DRAIN TUBE AS PER RECALL AND UPDATED PCM TO LATEST SOFTWARE UPDATE.																						
3FMCR9A6XM[redacted]	M4	C/HD	F	C/UB	C/AB	C/E	A3	C/GM	C/Y1	19-MAY-2021	29-MAY-2021	171152	USA	26	6Y20	*	RENTAL	*		F9	V99	A99	82
GSAR Claim Key: [redacted]	**Doc:** [redacted]	**FCC Auth:**	B	**Trx Code:**	PRENT	**Labor Hrs:**	0	**Labor Cost:**	0	**Material Cost:**	0	**Total Cost:**	280										
Dlr Cd-Sub Cd:	02811-*	**Name:**	LITHIA FORD OF FRESNO	**Ph:**	559-4358400	**St:**	CA	**Ctry Cd:**	USA	**Reg Cd:**	NA	**Repr Date:**	22-JUN-2023	**RL Cmplt Date:**	30-JUN-2023	**DIST(Mile):**	29357						
Cust Comments:	LOANER TRANSPORTATION																						

Tech Comments: ALTERNATE TRANSPORTATION GIVEN TO CUSTOMER 7 DAYS OF RENTAL[redacted]

3FMCR9A6XM[redacted]	M4	C/HD	F	C/UB	C/AB	C/E	A3	C/GM	C/Y1	19-MAY-2021	29-MAY-2021	171152	USA	26	2B02	HX7Z	12029	A		F4	V44	E30	42

GSAR Claim Key:[redacted] **Doc:**[redacted] **FCC Auth:** 1 **Trx Code:** S07 **Labor Hrs:** 1.3 **Labor Cost:** 275.63 **Material Cost:** 174.52 **Total Cost:** 450.15

Dlr Cd-Sub Cd: 02811-* **Name:** LITHIA FORD OF FRESNO **Ph:** 559-4358400 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 22-JUN-2023 **RL Cmplt Date:** 30-JUN-2023 **DIST(Mile):** 29357

Cust Comments: CUSTOMER STATES VEHICLE STARTS TO MISFIRE ANDSTUTTER WHILE DRIVING VEHICLE...HESISTANT ANDLUNGING CHECK AND ADVISE

Tech Comments: VERIFIED UPON HARD ACCELERATION THE CHECK ENGINE LIGHT COMES ON, CONNECTED VEHICLE AND RAN FOR FAULTS FOUND P0301 MISFIRE ON CYLINDER 1 PERFORMED REMOVAL AND REPLACEMENT OF THE SPARK PLUG PERFORMED ROAD TEST RECHECKED AND FOUND MISFIRE ON CYLINDER 2 REMOVED AND REPLACED SPARK PLUGS PERFORMED ROAD TEST AND RECHECKED P0302 MISFIRE ON 2 HAS RETURNED RECOMMEND REPLACEMENT OF THE COIL ON CYLINDER 2 AND RECHECK. PERFORMED REMOVAL AND REPLACEMENT OF COIL NUMBER 2 CLEARED FAULTS AND RECHECKED OK AT THIS TIM E.

3FMCR9A6XM[redacted]	M4	C/HD	F	C/UB	C/AB	C/E	A3	C/GM	C/Y1	19-MAY-2021	29-MAY-2021	171152	USA	26	5A88	*	NPF	*		F2	V51	P82	82

GSAR Claim[redacted] **:**[redacted] **FCC Auth:** 1 **Trx Code:** E84 **Labor Hrs:** 0.7 **Labor Cost:** 148.41 **Material Cost:** 0 **Total Cost:** 148.41

Dlr Cd-Sub Cd: 02811-* **Name:** LITHIA FORD OF FRESNO **Ph:** 559-4358400 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 10-JUL-2023 **RL Cmplt Date:** 18-JUL-2023 **DIST(Mile):** 30045

Cust Comments: CUSTOMER STATES 4 WHEEL DRIVE MESSAGE AND FORWARD COLLISION CAME ON CHECK AND ADVISE

Tech Comments: VERIFIED THE 4 WHEEL DRIVE MESSAGE AND FORWARD COLLISION LIGHT COME ON AT TIMES, CONNECTED VEHICLE AND ALSO FOUND LOW VOLTAGE FAULTS, FOUND TSB TO PERFORM SOFTWARE UPDATE TO THE PSCM FOR RETRIEVING CODE U0415, PERFORMED SOFTWARE UPDATE TO THE PSCM AND 4 WHEEL DRIVE MODULES CLEARED FAULTS AND RECHECKED OK AT THIS TIM E.

3FMCR9A6XM[redacted]	M4	C/HD	F	C/UB	C/AB	C/E	A3	C/GM	C/Y1	19-MAY-2021	29-MAY-2021	171152	USA	26	7A01	BAGM	48H6	760		F3	V19	C31	28

GSAR Claim Key:[redacted] **Doc:**[redacted] **FCC Auth:** 1 **Trx Code:** E83 **Labor Hrs:** 0.4 **Labor Cost:** 84.8 **Material Cost:** 335.99 **Total Cost:** 420.79

Dlr Cd-Sub Cd: 02811-* **Name:** LITHIA FORD OF FRESNO **Ph:** 559-4358400 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 10-JUL-2023 **RL Cmplt Date:** 18-JUL-2023 **DIST(Mile):** 30045

Cust Comments: CUSTOMER STATES THAT THE VEHCLE WOULD NOT START, NOTICED THEY HAD TO LET KEY GO AND THEN TRY AND RESTART PLEASE CHECK AND ADVIES

Tech Comments: VERIFIED THE VEHICLE WILL NOT START AT TIME AND NEED TO BE JUMP STARTED, PERFORMED BATTERY LOAD TEST AND FAIL RECOMMEND REPLACEMENT OF THE BATTERY AND RECHECK. PERFORMED REMOVAL AND REPLACEMENT OF THE BATTERY AND RESET BMS CLEARED FAULTS AND RECHECKED OK AT THIS TIME. DTC CODE 8Q3R4L0

3FMCR9A6XM[redacted]	M4	C/HD	F	C/UB	C/AB	C/E	A3	C/GM	C/Y1	19-MAY-2021	29-MAY-2021	171152	USA	26	6Y20	*	RENTAL	*		F9	V99	A99	82

GSAR Claim[redacted] **Doc:**[redacted] **FCC Auth:** B **Trx Code:** PRENT **Labor Hrs:** 0 **Labor Cost:** 0 **Material Cost:** 0 **Total Cost:** 200

Dlr Cd-Sub Cd: 02811-* **Name:** LITHIA FORD OF FRESNO **Ph:** 559-4358400 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 10-JUL-2023 **RL Cmplt Date:** 18-JUL-2023 **DIST(Mile):** 30045

Cust Comments: LOANER TRANSPORTATION 2 DAY RENTAL $40.00

Tech Comments: ALTERNATE TRANSPORTATION GIVEN TO CUSTOMER HERTZ INV[redacted]

National Programs
BBB AUTO LINE®

August 2, 2023

[redacted]
FRESNO CA [redacted]

Re: [redacted] vs Ford Motor Corporation 3FMCR9A6XM[redacted]

Dear [redacted]

I am writing to confirm the terms of the settlement between you and the manufacturer that resolves the BBB AUTO LINE claim you filed.

The terms of the settlement are as follows:

A settlement has been reached between Ford Motor Company and the customer regarding his 2021 Ford Bronco . Ford has agreed to extend a repurchase offer following CA Program Summary guidelines to resolve the concerns listed in Mr. Phillips' BBB AUTO LINE claim.

Ford will refund the following amounts when repurchasing an owned vehicle:

- Purchase price of the vehicle. This is the actual price paid for the vehicle. It includes any charges for transportation and manufacturer-installed options, but does not include GAP insurance, manufacturer rebates, credit card earnings, or charges for nonmanufacturer items installed by a dealer or the consumer.
- Collateral charges. These are official fees associated with the sale of the vehicle. They include items such as sales or use tax, license fees, registration fees (initial registration only), accrued interest and other official fees.
- Incidental damages. These are reasonable expenses incident to the vehicle problem for which the manufacturer is repurchasing or replacing the vehicle. Incidental expenses include, but are not limited to reasonable repair, towing and rental car costs actually incurred by the consumer.
- Prepayment penalties, early termination charges and earned finance charges, if actually paid, incurred, or to be incurred by the buyer. These do not include charges for which the consumer is justly responsible.

A usage fee will be applied to the transaction using the following formula:

8,507 ÷ 120,000 X Vehicle Purchase Price (purchase price less rebate) = Use Deduction

Recoverable non-dealer installed aftermarket accessories (e.g., stereos, hitches, tires/wheels) may be returned to the customer or transferred. Ford Motor Company does not credit the customer for non-recoverable aftermarket accessories (e.g., lift kits, window tint, and paint). Vehicle damage or missing stock equipment resulting from the removal of aftermarket items are the customer's responsibility to repair or replace. The repurchase should be completed within 60 days from the date of this letter.

The following documents will be requested by Ford Reacquired Vehicle:

- Copies of the following:
  - Vehicle's current registration,
  - front and back of the title (if it is in the customer's possession),
  - bill of sale and/or finance contract for the vehicle, and
  - driver's license of all titled owners
- A written payoff statement from the lienholder which includes the following information:
  - A 10-day payoff amount including a daily interest rate (per diem),
  - account number,
  - collateral information, and
  - overnight payoff address
- A payment history from your lienholder detailing:
  - Payment amounts, and

If your understanding of this settlement differs from what is written above, please call me immediately at 800.955.5100. If I do not hear from you within eight days from the date of this letter, it will be assumed the above terms of the settlement are correct.

I will follow up with you after the date for performance of the settlement to confirm that all required actions have been satisfactorily completed. Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 120 days from the date of this letter, I will reopen your case based on the age and mileage of your vehicle at the time you filed your current claim. If you wish to reopen your case more than 120 days from the date of this letter, I will determine whether your claim is within BBB AUTO LINE's jurisdiction based on the age and mileage of your vehicle at that time.

I am happy we have been able to help you in reaching an agreeable resolution of you claim. Please contact me at 800.955.5100 if you have any questions.

Sincerely,

William Clopton

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 07-13-2023 CLOSED: 07-24-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Clear Path to Repair |
DEALER NAME: Red McCombs Ford
PA CODE: 04544 DLR SALES CODE: 52056 REGION: C2 ZONE: C2B
VIN: 3FMCR9A6XM[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 31,445
BODY STYLE: R9A - BRONCO SPORT CX430 BASE
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | TX | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | No Crank | UNKNOWN
ANALYST NAME: Zikomo Jones OPEN ANALYST NAME: Dominique Dixon
COMMENTS:

2023-07-13 21:04:42 OBC to Red McCombs Ford - All SA were busy. could not talk to anyone about the vehicle. Will have to contact the dealership back again for vehicle update next step- follow up again on 07/14/2023 Zikomo Jones He | Him | His Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team - Office: 866-631-3788 Ext: 79139 P.O Box 6248 Dearborn, MI 48126

2023-07-17 21:19:47 OBC to Red McCombs Ford- Left a VM for Andru Chetwood to see if customer bought the vehicle back into the dealership for service. Advised to contact me back with update next step- follow up with customer Zikomo Jones He | Him | His Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team - Office: 866-631-3788 Ext: 79139 P.O Box 6248 Dearborn, MI 48126

2023-07-17 21:20:49 IBEM from dealership on Andru Chetwood Isaac Miller ;Jones, Zikomo (Z.) Jimmy DeRocher WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. THE CUSTOMER BROUGHT THE VEHICLE IN FOR A DEAD BATTERY AND HAD IT TESTED ON THE ROTUNDA. IT PASSED THE FIRST TIME AND THE CUSTOMER DECIDED TO TAKE THE VEHICLE. THEY CALLED AGAIN THE NEXT DAY SAYING THE VEHICLE DIED AGAIN. Andru Chetwood QuickLane Advisor Direct: 210-357-1579 Office: 210-349-4949 8333 IH 10 West San Antonio, TX 78230 Next step- Follow up with customer . Zikomo Jones He | Him | His Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team - Office: 866-631-3788 Ext: 79139 P.O Box 6248 Dearborn, MI 48126

2023-07-17 21:23:32 Case Number [redacted] Custome[redacted] Business Phone[redacted] ome Phon[redacted] bile Phone : N/A LTV Score : 72 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Red McCombs Ford Dealer P&A : 04544 Dealer phone : 2103494949 VIN : 3FMCR9A6[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 31445 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-09-03 Open Recall/FSA: : 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS ESP : NO ESP INFORMATION AVAILABLE Hotline Contact : N/A Warranty History : Multiple repairs

2023-07-17 21:25:47 OBC to [redacted] eft VM For customer t to check on the vehicle status . Requested for him to contact me back. next step follow up again in 07/2--2023 Zikomo Jones He | Him | His Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team - Office: 866-631-3788 Ext: 79139 P.O Box 6248 Dearborn, MI 48126

2023-07-20 18:40:46 OBC to Red McCombs Ford and Andru Chetwood- Left a VM wanting to know if customer bought the vehicle back in for service. Will follow up again for update Next step- Follow up with customer. Zikomo Jones He | Him | His Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team - Office: 866-631-3788 Ext: 79139 P.O Box 6248 Dearborn, MI 48126

2023-07-20 18:48:24 OBC [redacted] Left another VM for customer to check on how the vehicle is performing. Next step- Follow up again on 07/21/2023 Zikomo Jones He | Him | His Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team - Office: 866-631-3788 Ext: 79139 P.O Box 6248 Dearborn, MI 48126

2023-07-21 14:54:22 OBC to Red McCombs Ford- SA Andru is busy with another guest. I left my contact number and email for him to get in contact with me . next step- Follow up with customer Zikomo Jones He | Him | His Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team - Office: 866-631-3788 Ext: 79139 P.O Box 6248 Dearborn, MI 48126

2023-07-24 14:36:05 OBC to Red McCombs Ford- called again this morning to get in contact with SA Andru. He is busy with another guest. I left my contact number and email for him to get in contact with me . next step- Follow up with customer Zikomo Jones He | Him | His Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team - Office: 866-631-3788 Ext: 79139 P.O Box 6248 Dearborn, MI 48126

2023-07-24 14:53:52 OBC to [redacted] Left another VM for customer to check on how the vehicle is performing. Sent UTC letter. SN for closure next step- Waiting for closing. Zikomo Jones He | Him | His Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team - Office: 866-631-3788 Ext: 79139 P.O Box 6248 Dearborn, MI 48126

CASE ATTACHMENTS:

CASE NUMBER: [redacted]
STATUS: Information Provided
OPEN: 07-13-2023
CLOSED: 07-13-2023
BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC
COMMUNICATION: Phone
CASE CLASS LV 1234: General Inquiry | General/Other | |
DEALER NAME: Hixson Ford
PA CODE: 07872
DLR SALES CODE: 23248
REGION: C3
ZONE: C3D
VIN: 3FMCR9D92P[redacted]
MODEL YEAR: 2023
MODEL: BRONCO SPORT
MILEAGE:
BODY STYLE: R9D - BRONCO SPORT BADLANDS 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | TX | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Moving | Not Listed | UNKNOWN
ANALYST NAME: Mary Dela cruz
OPEN ANALYST NAME: Mallesia Hammond
COMMENTS:

2023-07-13 14:34:54	CXS Mallesia Hammond ext/79600/MHAMMO67 @FORD.COM IBC form inquiry team [redacted] the customer is 300 miles waya from home does not have any rental or hotel her car was smoking so she called road side they towed her car to a ford spoke to jerra was on her way to Florida for vacation she is form Dallas the car was smoking it was oil leaking she stated this is the 2nd vehicle this happen to her on she is upset crying and she was on vacation and had to sleep at the dealer last night because it was 4 miles away OBC to the dealer spoke to LIZ she told me her car was at Alexandria and transferred me to that dealer spoke to Greg he stated Brandon was dealing with it and transferred me to him 3184271062 spoke yo him he stated the value cover is broken on it the parts are not on back order and customer is broke down form out of town he stated parts should arrive tomorrow but if not on Monday r[redacted] open date 7-13 advsied customer that we dont have any programs to assist with rental at this time the only thing we can do is make sure the part comes in which dealer advised it would either tom or Monday and customer is upset because she needs to be back on the road Next Steps: fcr case closed Ford Motor Company Mallesia Hammond Customer Experience Specalist MHAMMO67@Ford.com Office: 1.866.631.3788 Ext. 79600
2023-07-13 21:45:07	IBC from CUST[redacted] they spoke with [redacted] who advised we can't help with a rental / she is not happy that her daughter was informed this for her new VEH so she wants to make a complaint Southwest Ford in TX sold them two bad Broncos and CUST is upset -They are not happy with the service they got after this purchase --The VEH broke down again while on the road, they are in LA and don't have a VEH They called the DLR Southwest Ford and the mechanic said they need to stop tearing up the vehicles they give them and hung up CUST is not happy with the communication they've gotten from this DLRSHP CUST says she is going to go to the news and media saying Ford is not assisting their CUST CXS apologized for the experience and advised her that I will notate and forward a complaint for her Suggested they contact the GM to see if they can speed up getting a loaner since they're from out of town -CUST says that didn't work and her daughter's phone is dying She says she doesn't get why Ford won't help and she won't recommend Ford to anyone else Next Steps: Notate and Forward complaint Ford Motor Company ® Customer Experience Specialist Daliyah Campbell dcamp198@ford.com Office: 1-866-631-3788 ext. {79550}

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 07-13-2023 CLOSED: 07-14-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Truck Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria
DEALER NAME: Rivertown Ford
PA CODE: 08163 DLR SALES CODE: 21206 REGION: S1 ZONE: S1C
VIN: 3FMCR9C68M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | LA | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | No Crank | Always
ANALYST NAME: Antronique Armstrong OPEN ANALYST NAME: Tiffany Washington
COMMENTS:
2023-07-13 22:08:04

CXS – Tiffany Washington
twashi67@ford.com
866-631-3788 Ext 79653

IBC FROM CUST/ CUSTOMER IS TRYING TO GET ASSISTANCE THE BATTERY WENT DEAD AND DOES NOT HAVE AND ESP TO ASSIST WITH COVERAGE. CUSTOMER SAYS HE DOES HAVE AN EXTENDED WARRANTY BUT IT'S NOT THROUGH FORD. CUSTOMER WAS DRIVING YESTERDAY AND WHEN HE PRESSED THE BRAKE TO STOP VEHICLE COMPLETELY CUT OFF. LIGHTS STARTED FLICKERING LIKE VEHICLE WAS POSSESSED. CUSTOMER SAYS VEHICLE WAS TESTED AT AUTO ZONE AND WAS INFORMED BATTERY WAS GOOD. VEHICLE WAS TAKEN TO RIVERTOWN FORD AND DIAGNOSTIC REVEALED THAT BATTERY CAUSED ENTIRE ELECTRIC SYSTEM TO FAIL. CUSTOMER SAYS FIRST HE WANTS TO REPORT THE ISSUE AND SECONDLY HE WANTS TO KNOW IF HE CAN BE REIMBURSED $327 ON THE REPAIRS BECAUSE VEHICLE IS UNDER 2 YEARS OLD.

CLV: 85

Dealership:RIVER TOWN FORD

VIN:3FMCR9C68[redacted]
MILEAGE: 50,014
NEXT STEPS/ CONCERN
Transfer call to #: CONCERN[redacted]
[redacted] FINANCIAL ASSISTANCE TEAM
[redacted] REPAIR ASSISTANCE/BUYBACK TEAM
Concern Agent:

Ford Motor Company ®
Tiffany Washington
Customer Experience Specialist, Ford CXS Inquiry Team
MON-FRI 11:30AM- 8:00 PM (CST)
twashi67@ford.com|www.ford.com
office: 866-631-3788 ext. 79653

2023-07-13 22:24:07

Transfer from inquiry Tiffany. -- Customer[redacted] is looking to get a reimbursement for a repair that was completed today. Customer's battery was replaced, recall work was done, and the electrical system was reprogrammed.

Customer paid $327 because he was outside of warranty. Will need to confirm RO details with dealer. Provided email so customer can send over receipts .

Antronique Armstrong
Ford Motor Company
Customer Relationship Center - Truck Team
M-F 9AM-5:30PM CST
aarmst49@ford.com |www.ford.com
Office: 1-866-631-3788 ext. 79852

2023-07-14 15:09:56

IBC CUST:

He is seeking to speak with his agent. I gave customer the agents number and direct extension. Customer requested to be connected.

Jenna Pennington
Customer Experience Specialist,
jpenni27@ford.com | www.ford.com
office: 866-631-3788 ext. 79716

2023-07-14 19:10:11

OBC to Rivertown Ford for more information on recent repair. Spoke to Mandy in service. She mentioned that battery replacement and resetting the monitoring systems were not warrantable repairs. SA said the battery could only be covered if the battery was purchased at the dealer and had issues within the first 3 yrs.

Antronique Armstrong
Ford Motor Company
Customer Relationship Center - Truck Team
M-F 9AM-5:30PM CST
aarmst49@ford.com |www.ford.com
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2023-07-14 19:14:28

OBC to customer [redacted] to let him know that the dealership confirmed that the repairs done were not warrantable repairs, so Ford wouldn't be able to move forward with repair reimbursement at this time.

Antronique Armstrong
Ford Motor Company
Customer Relationship Center - Truck Team
M-F 9AM-5:30PM CST
aarmst49@ford.com |www.ford.com
Office: 1-866-631-3788 ext. 79852

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 07-22-2023 CLOSED: 07-22-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: 3FMCR9B63M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 41,000
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | TX | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Hesitates/Stumble | Cruise/ Steady Speed | Always
ANALYST NAME: Jerrica Alva OPEN ANALYST NAME: Jerrica Alva
COMMENTS:
2023-07-22 22:59:36

CUST. SAYS:My car had to go back into the dealer 2 days after repair due to a dead battery (the dealer had my car for about 20 days or so), and now it is having transmission issues and will take 3 weeks just to be looked at.
CRC ADVISED:If you would like, I can assist you in locating an alternative dealer to see if they can check if the component that was required may have been covered under your factory warranty?
Customer Name: [redacted]
Address[redacted] Austin, TX [redacted]
Email: [redacted]

VIN:3FMCR9B63M[redacted]
Vehicle Mileage:41,000

Dealership Name:Leif Johnson Ford 501 Koenig
cx new dealer will be Maxwell Ford

Customer's Concern:I had a purge valve replaced and they charged me the deductible, but after reading through my warranty I was curious if that should have been covered by the original warranty

What symptoms did the vehicle have that prompted the visit to the dealer: After the Purge Valve was replaced and I was driving home I noticed it didn't feel right. When driving it felt like it was sputtering a bit.(Not sure exactly how to describe it) That was on a Friday. I drove it to work on Saturday, which is only a couple of miles away. On Sunday it wouldn't start. Had it towed back to the dealer. They were going to have me pay $500 to have the battery replaced. I didn't think that was fair and talked with the manager, who finally took care of it. After new battery was put in, they test drove it and a new code populated signifying there is an issue with the transmission that needs looked at. Due to their staffing they said it would be at least 3 weeks until it would be seen. During all of this no one offered to help get me set up with a rental car. I have not been very satisfied with the service here.I'm trying to remember if it happened during acceleration too, but I really noticed it on the highway driving home.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided

OPEN: 07-24-2023 CLOSED: 07-24-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

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

DEALER NAME: Anderson Ford Kingman

PA CODE: 06827 DLR SALES CODE: 71464 REGION: W3 ZONE: W3B

VIN: 3FMCR9D91N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9D - BRONCO SPORT BADLANDS 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | AZ | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Moving | No Engagement | Both (Fwd and Rev)

ANALYST NAME: Lateefah Peters OPEN ANALYST NAME: Kayla Mallard

COMMENTS:

2023-07-24 20:36:52 IBC from CUST Cust: [redacted] VIN: 3FMCR9D91NR[redacted] Year/Model: 2022 Bronco Mileage: 2000 Dealer: Anderson Ford Bullhead City, AZ > Anderson Ford Kingman, AZ Phone: [redacted] Per Cust: Vehicle died in driveway, turned vehicle back on, could shift out of gear, but gear would not engage. Light that should turns solid green when engaging only blinks. Cust would get Wrench Icon for Powertrain Failure, Service Engine Soon light, and error message of "Gear Selected won't engage at low speed". Veh at Anderson Ford Bullhead City, AZ, they do not have a transmission tech. Towing veh to Anderson Ford Kingman, AZ. Cust loaner/rental veh. Kingman is 70 miles from him. Act: Called Bullhead City to inq about repair and diagnostics, etc. Dlr adv of the transmission tech needed. Veh not been towed yet. Loaner vehicle would need to come from Kingman. Called Kingman location, spoke to SA, no loaners available. Adv of issue with vehicle and the mileage. May be able to do a part swap if guidelines and diagnostic requirements are met, this would be a low time in service option. Depends on diagnostic. Did inform that the transmission tech has several vehicles ahead of his, but because it may not require breakdown, repair may not be as long. Advised customer that our options are then for rental remibursement at $45/day for Ford vehicle or $40/day for non-Ford. Advised I could not tell him for sure if the rental reimbursement would for sure be an option until the vehicle is diagnosed and the repair is determined warrantable. Offerred assistance with finding a rental, declined. Next Steps: Resolve case. Ford Motor Company ® Kayla Mallard Customer Experience Specialist, Ford CXS Team Kmallar3@ford.com | www.ford.com Office: 866-631-3788 ext. 79928 M-F 12:30pm-9pm CT

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 07-25-2023 CLOSED: 07-25-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Inquiry | Warranty Coverage | |

DEALER NAME: Northside Ford

PA CODE: 04410 DLR SALES CODE: 52063 REGION: C2 ZONE: C2B

VIN: 3FMCR9C67M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 13,624

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Stalls/Quits | Not Listed | UNKNOWN

ANALYST NAME: Diamond Gardner OPEN ANALYST NAME: Diamond Gardner

COMMENTS:

2023-07-25 17:16:49 IBC from CUST// Cust called to gain information regarding his warranty. Vin: 3FMCR9C67M[redacted] MI 13,624 The veh is up and running and the cust would like to know if the veh still has a battery warranty. [redacted] DLR: Northside Ford 1.Northside Ford 4.5 3662 Ratings Customer Viewpoint Ratings and Reviews details 5.96 mi Make My Dealer 12300 San Pedro San Antonio, TX 78216 (833) 891-3125 ---------- CXS spoke witht he service department that confirmed the battery has 3yr/36,000 mile coverage. Cust stated that they will bring the veh to the dlr for assistance. Diamond Gardner Ford Motor Company ® Customer Relationship Center – Vehicle Team DGARDN71@ford.com | www.ford.com office: 866-631-3788

2023-07-25 17:18:01 Case Number [redacted] Customer : [redacted] Business Phone : [redacted] Home Phone : [redacted] Mobile Phone [redacted] LTV Score : 95 Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : Part Number : Dealer Name : Northside Ford Dealer P&A : 04410 Dealer phone : 2105259800 VIN : 3FMCR9C67M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 13624 Engine Specification : Transmission Specification : Warranty Start Date : 2021-04-[redacted] Open Recall/FSA: : 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS ESP : Hotline Contact : Warranty History : GSAR Claim KeyTrx CodeTime In ServiceLabor HoursDealershipDIST (Miles)Repair DatePrefixBaseSuffixDoc Details[redacted]CARDENAS FORD[redacted]MAY-2022***[redacted] Customer CommentsVEHICLE HAS RECALL 22S21 Tech CommentsPERFORMED RECALL 22S21 INSPECTION PASSED NO LEAKS OR DAMAGE Details[redacted].3BERT OGDEN FORD[redacted]-DEC-2022*[redacted] Customer CommentsCUSTOMER STATES WHEN TURNING TO THE LEFT, VEHICLE MAKES A NOISE Tech CommentsVERIFIED CONCERN FOUND TSB 22-2161 FOLLOWED PROCEDURE TO MODIFY THE DUEL TANK HEAT SHIELD MODIFIED IT AND ROAD TESTED GOOD Details[redacted]BERT OGDEN FORD[redacted]-MAR-2023**[redacted] Customer CommentsRECALL 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION Tech CommentsPERFORMED RECALL 22S73 AS DIRECTED

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 07-26-2023 CLOSED: 10-11-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION:
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Clear Path to Repair |
DEALER NAME: Planet Ford Dallas Love Field
PA CODE: 02405 DLR SALES CODE: 52005 REGION: C1 ZONE: C1A
VIN: 3FMCR9D92M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 56,013
BODY STYLE: R9D - BRONCO SPORT BADLANDS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | IA | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Running | Not Listed | UNKNOWN
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Dominique Dixon
COMMENTS:

2023-07-26 14:03:15	Uptime Findings: No Data Found OBC-Planet Ford Dallas Love Field [redacted] Spoke with SA Rick transferred to SA Robert Has the vehicle been picked up?N Last 8 of VIN: M[redacted] Service Advisor: Robert Espino Service Advisor Email: respino@planetforddallas.com Customer Name: [redacted] Customer Phone Number: [redacted] Source ID #[redacted] CLV: 93 Current Mileage: 56,013 RO#[redacted] RO Date:7/25/23 Why was the vehicle towed in (Customer's Concern)? while driving veh stalled for a few mins/ started veh up and smoke was coming from hood Has the vehicle been diagnosed? N 4-6 days Repairs ETA: n/a Does your dealership participate in PDL (Pick up/Delivery)? Y /5 miles from dlr Is the repair warrantable? n/a Has a technician been assigned? n/a What is the timing to complete the repair?n/a o Are parts needed on backorder? n/a o If so – has a COPIS ticket been completed? n/a Is the customer in a loaner/rental vehicle? N/none avail If so – what is the VIN#/Start Date: n /a Next Steps: Contact cust to advocate/provide update F/U 7/26/2023 B/W 8:30 am- 5:00 pm CST Ford Motor Company ® Customer Relationship Center – Truck Team CXS Kerri Dillard kdillar4@ford.com | www.ford.com office: 866-631-3788 ext. 79341
2023-07-26 14:14:16	Case Number[redacted] Customer : [redacted] Business Phone [redacted] Home Phone : [redacted] Mobile Phone : [redacted] LTV Score : 93 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Planet Ford Dallas Love Field Dealer P&A : 02405 Dealer phone : 2143588800 VIN : 3FMCR9D92M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 56013 Engine Specification : 2.0L TIVCT GTDI T/C 240PS GAS Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-05-03 Open Recall/FSA: : 22L05 VEHICLE EMISSIONS CONTROL INFORMATION LABEL UPDATE ESP : NO ESP INFORMATION AVAILABLE Hotline Contact : n/a Warranty History : NO RECENT REPAIR HISTORY ON VEHICLE Ford Motor Company ® Customer Relationship Center – Truck Team CXS Kerri Dillard kdillar4@ford.com | www.ford.com office: 866-631-3788 ext. 79341
2023-07-26 14:20:52	OBC cust [redacted] Left vm Contacting customer to inform that I am working with your dealership Planet Ford Dallas Love Field to get your vehicle repaired as quickly as possible. I want to apologize that you are having issues with your vehicle and being towed into dealership however I would like to provide updates on vehicle as provided by dealer and SA Robert via Text so I can advocate on your behalf. You can contact me directly at (866) 631-3788 ext. 79341 or email kdillar4@ford.com ESP: N Next Steps: Contact dlr to confirm if veh is diag/get findings F/U 7/31/2023 B/W 8:30 am- 5:00 pm CST Ford Motor Company ® Customer Relationship Center – Truck Team CXS Kerri Dillard kdillar4@ford.com | www.ford.com office: 866-631-3788 ext. 79341
2023-07-26 18:28:10	OBC-Planet Ford Dallas Love Field 2143588800 Spoke with SA Dean transferred to SA Robert so CXS can ask for Rental request from cust and if diag comes back not warrantable cust will be responsible Furthermore cust will have to get Rental from Enterprise facility next door $35 per day[redacted] Contact #[redacted] Has the vehicle been picked up?N Last 8 of VIN: MR[redacted] Service Advisor: Robert Espino Service Advisor Email: respino@planetforddallas.com Customer Name: [redacted] Customer Phone Number[redacted]: 93 Current Mileage: 56,013 RO#[redacted] RO Date:7/[redacted]3 Why was the vehicle towed in (Customer's Concern)? while driving veh stalled for a few mins/ started veh up and smoke was coming from hood Has the vehicle been diagnosed? N 4-6 days Repairs ETA: n/a Does your dealership participate in PDL (Pick up/Delivery)? Y /5 miles from dlr Is the repair warrantable? n/a Has a technician been assigned? n/a What is the timing to complete the repair?n/a o Are parts needed on backorder? n/a o If so – has a COPIS ticket been completed? n/a Is the customer in a loaner/rental vehicle? N/none avail Enterprise facility next door $35 per day 3133 Inwood Rd Contact #[redacted] If so – what is the VIN#/Start Date: n /a Next Steps: Contact cust to advocate/provide update F/U 7/26/2023 B/W 8:30 am- 5:00 pm CST Ford Motor Company ® Customer Relationship Center – Truck Team CXS Kerri Dillard kdillar4@ford.com | www.ford.com office: 866-631-3788 ext. 79341
2023-07-26 18:43:56	OBC cust[redacted] Calling cust to inform the he can get a Rental, however if diag comes back not warrantable cust will be responsible for cost. Furthermore cust will have to get Rental from Enterprise facility next door to dlr for $35 per day Ford veh only[redacted] Contact #[redacted] Ford Motor Company ® Customer Relationship Center – Truck Team CXS Kerri Dillard kdillar4@ford.com | www.ford.com office: 866-631-3788 ext. 79341
2023-07-27 18:20:32	CXS Tekerah B. (20329) IBC from CUST (#) Name: Per cust--- cust wife[redacted] calling in regarding this case, i sent case manager a message and let her know cust would like a call back at[redacted] Ford Motor Company ® Tekerah Beck Customer Experience Specialist, Ford CXS Team tbeck28@ford.com | www.ford.com Office: 866-631-3788 ext. 20329
2023-07-27 18:54:39	OBC call Delegate cust[redacted] Cust requesting call back no answer left vm Ford Motor Company ® Customer Relationship Center – Truck Team CXS Kerri Dillard kdillar4@ford.com | www.ford.com office: 866-631-3788 ext. 79341

2023-07-28 14:26:28	OBC Enterprise [redacted] No Fords/Came in yesterday didn't have major credit and located one Mustang/Mom Dad has to pick up veh OBC-Planet Ford Dallas Love Field 2143588800 Spoke with SA Dean transferred to SA Robert so CXS can ask for Rental request from cust and if diag comes back not warrantable cust will be responsible Furthermore cust will have to get Rental from Enterprise facility next door $35 per day [redacted] Has the vehicle been picked up?N Last 8 of VIN: M [redacted] Service Advisor: Robert Espino Service Advisor Email: respino@planetforddallas.com Customer Name: [redacted] Customer Phone Number: [redacted] Source ID # [redacted] CLV: 93 Current Mileage: 56,013 RO# [redacted] RO Date:7[redacted]23 Why was the vehicle towed in (Customer's Concern)? while driving veh stalled for a few mins/ started veh up and smoke was coming from hood Has the vehicle been diagnosed? N 4-6 days Repairs ETA: n/a Does your dealership participate in PDL (Pick up/Delivery)? Y /5 miles from dlr Is the repair warrantable? n/a Has a technician been assigned? n/a What is the timing to complete the repair?n/a o Are parts needed on backorder? n/a o If so – has a COPIS ticket been completed? n/a Is the customer in a loaner/rental vehicle? N/none avail Enterprise facility next door $35 per day [redacted] # [redacted] If so – what is the VIN#/Start Date: n /a Next Steps: Contact cust to advocate/provide update F/U 7/26/2023 B/W 8:30 am- 5:00 pm CST Ford Motor Company ® Customer Relationship Center – Truck Team CXS Kerri Dillard kdillar4@ford.com | www.ford.com office: 866-631-3788 ext. 79341
2023-07-28 14:38:35	OBC cust [redacted] Calling cust to inform the Spoke w/ Agent Katy at Enterprise states daughter came in yesterday and didn't have major credit/ located one Mustang for her/Mom Dad has to pick up veh if reservation is made Previously informed cust he can get a Rental, however if diag comes back not warrantable cust will be responsible for cost. Furthermore cust will have to get Rental from Enterprise facility next door to dlr for $35 per day Ford veh only [redacted] Ford Motor Company ® Customer Relationship Center – Truck Team CXS Kerri Dillard kdillar4@ford.com | www.ford.com office: 866-631-3788 ext. 79341
2023-07-31 16:22:02	OBC-Planet Ford Dallas Love Field 2143588800 #1 Spoke with Svc transferred to SA Robert left vm Has the vehicle been picked up?N Last 8 of VIN: M [redacted] Service Advisor: Robert Espino Service Advisor Email: respino@planetforddallas.com Customer Name: [redacted] RO Date:7/25/23 Why was the vehicle towed in (Customer's Concern)? while driving veh stalled for a few mins/ started veh up and smoke was coming from hood Has the vehicle been diagnosed? N 4-6 days Repairs ETA: n/a Does your dealership participate in PDL (Pick up/Delivery)? Y /5 miles from dlr Is the repair warrantable? n/a Has a technician been assigned? n/a What is the timing to complete the repair?n/a o Are parts needed on backorder? n/a o If so – has a COPIS ticket been completed? n/a Is the customer in a loaner/rental vehicle? N/none avail Enterprise facility next door $35 per day [redacted] If so – what is the VIN#/Start Date: n /a Next Steps: Contact cust to advocate/provide update F/U 7/31/2023 B/W 8:30 am- 5:00 pm CST Ford Motor Company ® Customer Relationship Center – Truck Team CXS Kerri Dillard kdillar4@ford.com | www.ford.com office: 866-631-3788 ext. 79341
2023-07-31 18:25:49	OBC-Planet Ford Dallas Love Field 2143588800 #1 #2 Spoke with SA John states veh is not diag yet transferred to SA Robert left vm Has the vehicle been picked up? N Last 8 of VIN: M [redacted] Service Advisor: Robert Espino Service Advisor Email: respino@planetforddallas.com Customer Name [redacted] LV: 93 Current Mileage: 56,013 [redacted] Why was the vehicle towed in (Customer's Concern)? while driving veh stalled for a few mins/ started veh up and smoke was coming from hood Has the vehicle been diagnosed? N 4-6 days Repairs ETA: n/a Does your dealership participate in PDL (Pick up/Delivery)? Y /5 miles from dlr Is the repair warrantable? n/a Has a technician been assigned? n/a What is the timing to complete the repair?n/a o Are parts needed on backorder? n/a o If so – has a COPIS ticket been completed? n/a Is the customer in a loaner/rental vehicle? N/none avail Enterprise facility next door $35 per day [redacted] If so – what is the VIN#/Start Date: n /a Next Steps: Contact cust to provide update that veh is not diag yet and no ET on it F/U 8/3/2023 B/W 8:30 am- 5:00 pm CST Ford Motor Company ® Customer Relationship Center – Truck Team CXS Kerri Dillard kdillar4@ford.com | www.ford.com office: 866-631-3788 ext. 79341
2023-07-31 18:34:09	OBC cust 3192394554 Calling cust to inform the SA Robert was at lunch but spoke w/another SA to confirm if veh was diag and it is not. I did leave a message for SA Robert to confirm when it will be diag. Daughter is a rental at Enterprise location next to dealership/got Ford veh Next Steps: Contact dlr to confirm if veh has been diag F/U 8/3/2023 B/W 8:30 am- 5:00 pm CST Ford Motor Company ® Customer Relationship Center – Truck Team CXS Kerri Dillard kdillar4@ford.com | www.ford.com office: 866-631-3788 ext. 79341 Ford Motor Company ® Customer Relationship Center – Truck Team CXS Kerri Dillard kdillar4@ford.com | www.ford.com office: 866-631-3788 ext. 79341
2023-08-02 16:57:51	OBC-Planet Ford Dallas Love Field 2143588800 #1 #2 Spoke with SA George states cust is out of factory warranty and has no extended warranty to cover concern. SA Robert left vm Has the vehicle been picked up? N Last 8 of VIN: M [redacted] Service Advisor: Robert Espino Service Advisor Email: respino@planetforddallas.com Customer Name: [redacted] hy was the vehicle towed in (Customer's Concern)? while driving veh stalled for a few mins/ started veh up and smoke was coming from hood Has the vehicle been diagnosed? N 4-6 days Repairs ETA: n/a Does your dealership participate in PDL (Pick up/Delivery)? Y /5 miles from dlr Is the repair warrantable? n/a Has a technician been assigned? n/a What is the timing to complete the repair?n/a o Are parts needed on backorder? n/a o If so – has a COPIS ticket been completed? n/a Is the customer in a loaner/rental vehicle? N/none avail Enterprise facility next door $35 per day [redacted] If so – what is the VIN#/Start Date: n /a Next Steps: Contact cust to provide update that veh is not diag yet and no ET on it F/U 8/3/2023 B/W 8:30 am- 5:00 pm CST Ford Motor Company ® Customer Relationship Center – Truck Team CXS Kerri Dillard kdillar4@ford.com | www.ford.com office: 866-631-3788 ext. 79341
2023-08-02 18:17:34	OBC-Planet Ford Dallas Love Field 2143588800 #1 #2 SA called back and spoke w/him to provide if FAR was in not in warranty and confirmed no. Spoke with SA George states cust is out of factory warranty and has no extended warranty to cover concern. SA Robert left vm Has the vehicle been picked up? N Last 8 of VIN: M [redacted] Service Advisor: Robert Espino Service Advisor Email: respino@planetforddallas.com Customer Name: [redacted] CLV: 93 Current Mileage: 56,013 [redacted] Why was the vehicle towed in (Customer's Concern)? while driving veh stalled for a few mins/ started veh up and smoke was coming from hood Has the vehicle been diagnosed? N 4-6 days Repairs ETA: n/a Does your dealership participate in PDL (Pick up/Delivery)? Y /5 miles from dlr Is the repair warrantable? N Has a technician been assigned? y What is the timing to complete the repair?n/a o Are parts needed on backorder? n/a o If so – has a COPIS ticket been completed? n/a Is the customer in a loaner/rental vehicle? N/none avail Enterprise facility next door $35 per day [redacted] If so – what is the VIN#/Start Date: n /a Next Steps: Contact cust to provide update on veh F/U 8/4/2023 B/W 8:30 am- 5:00 pm CST Ford Motor Company ® Customer Relationship Center – Truck Team CXS Kerri Dillard kdillar4@ford.com | www.ford.com office: 866-631-3788 ext. 79341

2023-08-03 20:39:08	OBC-Planet Ford Dallas Love Field 2143588800 #1 #2 Spoke with SA Tony transferred to SA Robert provided Fast Path FAR request was approved FMC has authorized $1,527.64 towards repairs. An approval code has been generated in the FLL Request form based on the following participation: • Customer Share: $1,867.12 • Ford Share: $1,527.64 • FPS generated P11 Approval Code[redacted] Please contact the customer to advise of the decision. Has the vehicle been picked up? N Last 8 of VIN: M[redacted]9 Service Advisor: Robert Espino Service Advisor Email: respino@planetforddallas.com Customer Name: [redacted]: 93 Current Mileage: 56,013 [redacted] Why was the vehicle towed in (Customer's Concern)? while driving veh stalled for a few mins/ started veh up and smoke was coming from hood Has the vehicle been diagnosed? N 4-6 days Repairs ETA: n/a Does your dealership participate in PDL (Pick up/Delivery)? Y /5 miles from dlr Is the repair warrantable? n/a Has a technician been assigned? n/a What is the timing to complete the repair?n/a o Are parts needed on backorder? n/a o If so – has a COPIS ticket been completed? n/a Is the customer in a loaner/rental vehicle? N/none avail Enterprise facility next door $35 per day [redacted] Steps: Email cust to provide update no ET on it F/U 8/8/2023 B/W 8:30 am- 5:00 pm CST Ford Motor Company ® Customer Relationship Center – Truck Team CXS Kerri Dillard kdillar4@ford.com | www.ford.com office: 866-631-3788 ext. 79341
2023-08-07 21:29:00	wrong date and time , appt moved
2023-08-11 21:19:27	obc to dlr - jake vm left for sa Robert Espino its on hold for parts on Bo with no eta copis cas[redacted] copis cas-[redacted] repairs are warrantable repairs cust is in loaner sms left for cust on assistance and partnership
2023-08-18 19:24:13	OBC TO DLR - rich transferred cxs to Roberto vm sa is currently unavailable. sa email-respino@planetforddallas.com obc to cust- customer did not get a loaner from the dealership because he had to wait for the diagnosis to be completed cxs informed customer that he can send the rental information so It can be documented in the system.
2023-08-18 19:24:26	email sent to sa - Hello, I am reaching out to get a status of customer [redacted] vehicle, I wanted to verify if the repairs are all warrantable And is there is any status Thank you, Ford Motor Company ® Amen Okundaye Customer Experience Specialist, Ford CXS Team aokunday@ford.com | www.ford.com Office: 866-631-3788 Ext. 79682
2023-08-18 19:27:24	email sent to cust Hello, can you please send the following information Ford rental vin Rental start date Rental daily cost Thank you , Ford Motor Company ® Amen Okundaye Customer Experience Specialist, Ford CXS Team aokunday@ford.com | www.ford.com Office: 866-631-3788 Ext. 79682
2023-08-25 20:17:59	obc to dlr - George in service they are waiting on parts for the vehicle no eta at this time. email sent to cust Thank you for the information, reimbursement is usually reimbursed after the repair completion. The parts are still on backorder but I will be keeping you updated on a weekly for the status. Thank you From: [redacted] Sent: Saturday, August 19, 2023 6:56 AM To: Okundaye, Amen (A.) Subject: RE: [redacted] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. This is the receipt for the week we rented a car. It was a for a Ford Escape rented from July 28 – Aug 4. Thanks, Jurgen
2023-09-01 18:43:55	obc to dlr - Robert in service waiting on ac tubes line lx6z19d742s copis cas-[redacted]
2023-09-01 18:48:20	Cxs sent sms to cust on the status of the parts - currently on BO
2023-09-11 18:46:23	VOR triage for VP sent
2023-09-11 21:20:56	OBC TO CUST 1st vm attempt made to cust, offering VP
2023-09-11 22:24:58	ibc from cust : Received a call , but missed it . The VM was mumbled . Advised agent called to provide a goodwill gesture due to the time the veh was down and a update . I will let her know and she can reach out at her earliest convenience . Ford Motor Co CRC Mikaela Jenkins Passenger Vehicle Inquiry Team 866-631-3788 ext. 79737 Mon-Friday 8:30-5:00pm CST
2023-09-11 22:24:58	ibc from cust : Received a call , but missed it . The VM was mumbled . Advised agent called to provide a goodwill gesture due to the time the veh was down and a update . I will let her know and she can reach out at her earliest convenience . Ford Motor Co CRC Mikaela Jenkins Passenger Vehicle Inquiry Team 866-631-3788 ext. 79737 Mon-Friday 8:30-5:00pm CST
2023-09-12 15:17:55	obc to cust - customer said he accepts the vehicle payment, he will like ford to cover his full repair aswell -cxs mentioned to document concern but ford will be able to assit with vehicle payments for now cust will send a screenshot of vehicle payment
2023-09-13 20:44:33	Email from cust Amen Amen, Here is the statement for my payment on the Bronco. Its 251.48 semi-monthly so my monthly payment is 502.96. [redacted] Grundy Center, IA[redacted] Thanks, [redacted]
2023-09-13 21:02:34	Morley case number[redacted] for veh payment

2023-09-14 17:09:52

Email sent to cust on debit card status

Good morning, I have processed the information. I will keep you updated on the status

Thank you

2023-09-19 18:51:18 obc to dlr - John in service transferred to sa Robert Espino , cxs left vm to get updates of repair

2023-09-19 18:52:46 email sent to dealer - Hello, can you please assist with an update of this customers vehicle. I believe the parts have been shipped Thank you

2023-09-19 19:01:26 sms sent to cust on update debit card reimbursement has been sent

2023-09-19 19:02:08 email from sa Parts have not arrived yet. Robert Espino Service advisor Main: 214-358-8850 Direct: 214-358-8856 Email: respino@PlanetFordDallas.com

2023-09-22 20:25:12

CXS informed customer we can assist with rentalreimbursement after vor triag for vp was given

2023-09-22 22:27:31 email to cust veh was picked up today Thank you , the system will not allow me to put 2 debit cards at the same time, your vehicle payment debit card is still pending to be shipped out., I will be able to process it once that is complete Thank you From: [redacted] Sent: Friday, September 22, 2023 9:45 AM To: Okundaye, Amen (A.) Subject: RE: [redacted] Amen Here is the invoice I paid for the repairs to the Bronco. How do I go about getting reimbursed for the rental car now? Thanks [redacted] Public From: Okundaye, Amen (A.) Sent: Friday, August 25, 2023 3:18 PM To [redacted] Subject: RE: CAS-[redacted] Thank you for the information, reimbursement is usually reimbursed after the repair completion. The parts are still on backorder but I will be keeping you updated on a weekly for the status. Thank you From: [redacted] Thank you for the information, reimbursement is usually reimbursed after the repair completion. The parts are still on backorder but I will be keeping you updated on a weekly for the status. Thank you Public From: [redacted] Sent: Saturday, August 19, 2023 6:56 AM To: Okundaye, Amen (A.) Subject: RE: [redacted] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. This is the receipt for the week we rented a car. It was a for a Ford Escape rented from July 28 – Aug 4. Thanks, Jurgen

2023-09-28 14:22:51

Thank you, the last payment for the rental is now pending .

From: [redacted]
Sent: Tuesday, September 26, 2023 10:53 AM
To: Okundaye, Amen (A.) aokunday@ford.com>
Subject: RE: [redacted]

I received it from a text message. I got the payment gift card in the mail yesterday.

[redacted]

2023-10-03 16:24:07

Email with dlr

Good morning, I wanted to inform you that I am still monitoring your debit card. It is still showing pending at this time.

Good morning, I wanted to inform you that I am still monitoring your debit card. It is still showing pending at this time.

From: Okundaye, Amen (A.)
Sent: Tuesday, September 26, 2023 5:59 PM
To: [redacted]
Subject: RE: [redacted]

Thank you, the last payment for the rental is now pending .

2023-10-09 17:50:12

ESP rejected due to prev debit card given

2023-10-09 18:20:25 obc to customer- informed customer that we would not be able to cover the rental due to previous debit card card reimbursement given cust expressed he wouldn't buy another ford due to the issues of his repairs not covered under warranty as well as no rental reimbursement cxs expressed she was not aware of the repairs not being covered and will clarify from sa

2023-10-09 18:21:25 email with sa pertaining to warrantable repair - Good afternoon , I am reaching out pertaining to this case. The customer stated he had to come out of pocket for his repairs even though his vehicle is within warranty, can you please assist in a clarification. From: Robert Espino Sent: Tuesday, September 19, 2023 1:56 PM To: Okundaye, Amen (A.) Subject: Re: [redacted] Parts have not arrived yet. Robert Espino Service advisor Main: 214-358-8850 Direct: 214-358-8856 Email: respino@PlanetFordDallas.com 5 X J.D.POWER DEALER OF EXCELLENCE AWARD – for the Customer Sales Experience! Diamond Dealer of Excellence With J.D. POWER 5 X FORD TRIPLE CROWN AWARD - Top 1% of USA Ford Dealers in Customer Satisfaction! From: Okundaye, Amen (A.) Sent: Tuesday, September 19, 2023 1:52 PM To: Robert Espino Subject: RE: [redacted] External Email: Do not click any links or open any attachments unless you trust the sender and know the content is safe. Hello, can you please assist with an update of this customers vehicle. I believe the parts have been shipped Thank you From: Robert Espino Sent: Friday, August 18, 2023 3:24 PM To: Okundaye, Amen (A.) Subject: Re: [redacted] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. FORD has authorized after warranty assistance which is in the system accessible by you ,parts are on back order which I have made customer aware of . Robert Espino Service advisor Main: 214-358-8850 Direct: 214-358-8856 Email: respino@PlanetFordDallas.com 5 X J.D.POWER DEALER OF EXCELLENCE AWARD – for the Customer Sales Experience! Diamond Dealer of Excellence With J.D. POWER 5 X FORD TRIPLE CROWN AWARD - Top 1% of USA Ford

CASE ATTACHMENTS:

2023-09-13 20:44:53	Amen Okundaye
2023-09-13 20:53:57	Amen Okundaye
2023-09-22 20:25:12	Amen Okundaye
2023-09-22 22:11:49	Amen Okundaye



2021 FORD BRONCO

[redacted]

$19,941.75
Balance

Transactions

[redacted]

Loan payoff | DECU insurance | Alert preferences | Settings | Attach to a conversation

Next payment due Sep 15
$251.48

Pay

Details

[redacted]

Account information

Balance	$19,941.75
Due date	9/15/2023
Total amt due	$251.48
Past due	$0.00
Current amt due	$251.48
Estimated payoff	$19,959.43
Term	144 Semi-Monthly

Activity

Last payment date	8/30/2023
Last statement date	8/31/2023
Open date	5/5/2021

Interest

Comerica Debit Card Reimbursement Template

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

Notes:

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

Morley Case #: Enter case number once the processed in Morley Portal
Primary Reason for Reimbursement Offer(s): Enter primary reason for the reimbursement(s) veh reimbursement
Is this reimbursement due to a parts delay: no **Part Name/Number:**
Date or Expected Date of Vehicle Repair: no eta
Is there a risk for a Buyback Request: no
GCCT Case #[redacted]
Customer Information
Name:[redacted]
Mailing Address:[redacted] GRUNDY CENTER IA[redacted]
Mailing Address Verified: Enter yes
Is the customer a Citizen of India: no
VIN: Enter VIN# 3FMCR9D92M[redacted]
Reimbursement Information (fill in each payment type entered in Morley Case)
Consequential Expense Reimbursement: no
Amount: Enter Total Amount for this type of reimbursement
Vehicle Payment Reimbursement: yes
Amount: 502.96
Rental Reimbursement: no
Amount: Enter Total Amount for this type of reimbursement
Repair Reimbursementno
Causal Part Number: Causal Part Number is required for Repair Reimbursement Requests
Amount: Enter Total Amount for this type of reimbursement
(#13 in Morley Submission Form) **Reason for Customer Reimbursement:** Consequential Expenses = CONEXP, Vehicle Payment = VEHPAY, Rentals = RENTAL, Repair Reimbursement = Causal Part Code

Additional Comments:

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

Delegation of Authority (DOA) Program	**Houston Job Role BOM / SUP**	**Houston Job Role CXS / DXS**
Rental (Incl. IWL/TAP)	$3,500	$2,000
Repair (Gas Engine, All Others) Repair Diesel Engine	$5,000 $5,000	$4,000 $4,000
Vehicle Payments	$2,000	$1,500
Consequential Expenses	$3,500	$2,000
Refund Time and Mileage	$5,000 7/150	$3,500 7/150

Comerica Debit Card Reimbursement Template

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

Notes:

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

Morley Case #: Enter case number once the processed in Morley Portal
Primary Reason for Reimbursement Offer(s): Enter primary reason for the reimbursement(s) veh reimbursement
Is this reimbursement due to a parts delay: no **Part Name/Number:**
Date or Expected Date of Vehicle Repair: no eta
Is there a risk for a Buyback Request: no
GCCT Case #: [redacted]
Customer Information
Name: [redacted]
Mailing Address: [redacted] GRUNDY CENTER IA [redacted]
Mailing Address Verified: Enter yes
Is the customer a Citizen of India: no
VIN: Enter VIN# 3FMCR9D92M[redacted]
Reimbursement Information (fill in each payment type entered in Morley Case)
Consequential Expense Reimbursement: no
Amount: Enter Total Amount for this type of reimbursement
Vehicle Payment Reimbursement: yes
Amount: 502.96
Rental Reimbursement: no
Amount: Enter Total Amount for this type of reimbursement
Repair Reimbursementno
Causal Part Number: Causal Part Number is required for Repair Reimbursement Requests
Amount: Enter Total Amount for this type of reimbursement
(#13 in Morley Submission Form) **Reason for Customer Reimbursement:** Consequential Expenses = CONEXP, Vehicle Payment = VEHPAY, Rentals = RENTAL, Repair Reimbursement = Causal Part Code

Additional Comments:

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

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Vehicle Payments	$2,000	$1,500
Consequential Expenses	$3,500	$2,000
Refund Time and Mileage	$5,000 7/150	$3,500 7/150

Comerica Debit Card Reimbursement Template

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

Notes:

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

Morley Case #: Enter case number once the processed in Morley Portal
Primary Reason for Reimbursement Offer(s): Enter primary reason for the reimbursement(s) rental reimbursement
Is this reimbursement due to a parts delay: no **Part Name/Number: na**
Date or Expected Date of Vehicle Repair: repaired
Is there a risk for a Buyback Request: no
GCCT Case #: [redacted]
Customer Information
Name: [redacted]
Mailing Address: [redacted] GRUNDY CENTER IA [redacted]
Mailing Address Verified: Enter YES
Is the customer a Citizen of India: NO
VIN: Enter VIN# 3FMCR9D92M[redacted]
Reimbursement Information (fill in each payment type entered in Morley Case)
Consequential Expense Reimbursement: Enter n/a if not applicable, or state that supporting documents attached to case.
Amount: Enter Total Amount for this type of reimbursement
Vehicle Payment Reimbursement: Enter n/a if not applicable, or state that supporting documents attached to case.
Amount: Enter Total Amount for this type of reimbursement
Rental Reimbursement: YES
Amount: 273.93
Repair Reimbursement: Enter n/a if not applicable, or state that supporting documents attached to case.
Causal Part Number: Causal Part Number is required for Repair Reimbursement Requests
Amount: Enter Total Amount for this type of reimbursement

(#13 in Morley Submission Form) **Reason for Customer Reimbursement:** Consequential Expenses = CONEXP, Vehicle Payment = VEHPAY, Rentals = RENTAL, Repair Reimbursement = Causal Part Code
Additional Comments:
Important: Please see below for information about the Delegation of Authority (DOA)

Delegation of Authority (DOA) Program	**Houston Job Role BOM / SUP**	**Houston Job Role CXS / DXS**
Rental (Incl. IWL/TAP)	$3,500	$2,000
Repair (Gas Engine, All Others) Repair Diesel Engine	$5,000 $5,000	$4,000 $4,000
Vehicle Payments	$2,000	$1,500
Consequential Expenses	$3,500	$2,000
Refund Time and Mileage	$5,000 7/150	$3,500 7/150

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 07-26-2023 CLOSED: 08-31-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Spikes Motor Company, Inc.
PA CODE: 04513 DLR SALES CODE: 52758 REGION: C2 ZONE: C2D
VIN: 3FMCR9C68M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 16,329
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | TX | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | No Crank | UNKNOWN
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Deanna Flores
COMMENTS:

2023-07-26 17:22:48

IBC CUST/

Name:[redacted]

Vin:3FMCR9C68M[redacted]
Veh at dlr//
PETE-SA
SPIKES FORD

The DLR cannot produce same incident happened to cust, shut off while driving, sending back saying they cannot find anything wrong with it.
A month in a half already had happened four times already..

CXS tried to assist with repair assistance, her line keeps lagging out and could not hear me at all, started hearing loud noise, script disc call*****

OBC to cust no answer****

if cust calls again please create a case and get her repair assistance as INQUIRY agents do not follow up with cases****

NEXT STEPS: fcr

Deanna Flores
SheHerHers
Customer Experience Specialist, Ford Passenger Vehicle Team

–

O: (866) 631-3788 ext. 79022

2023-07-26 17:36:56 CXS – Tiana Johnson TJohn487@ford.com 800-392-3673 IBC FROM CUST/ NAME:[redacted] PHONE:[redacted] EMAIL: VIN #: 3fmcr9c68m[redacted] VEH: MILEAGE: WSD: DLR: VEH AT THE DEALERSHIP? VOR: CLV: MEETS FLP GUIDELINES: REASON FOR DENIAL: CONCERN AGENT: ESP: Per Cust: Actions: *** CXS DOES NOT PROGRESS CASES. IF A CUST CALLS BACK, PLEASE ASSIST THE CUST. DO NOT SEND ME A PRIVATE MESSAGE*** NEXT STEPS: -CXS will close the case. Ford Motor Company ® Tiana, Johnson Customer Experience Specialist, Ford CXS Team TJohn487@ford.com| www.ford.com Office: 866-631-3788 ext. 79793 E-Fax: 8886359545

2023-07-26 21:15:02 Plan of action: contact dlr OBC to 9565851601, spk w/Emily she stated the cust just brought the veh on 7/21/23 veh has not been diag. Cust states the veh never turned back on after leaving the store. Veh was last there on 7/14/23 did recall, 6/7/23 veh had same concern as current concern. correction 21681 performed test no codes found and the RO:[redacted] SA: Pete Mungoia, PEDRO.MUNGOIA@SPIKESFORD.NET OBC to[redacted], spk w/cust and informed her that the veh has not been diag and will not be diag for at least 2 weeks. A loaner/rental could not be provided until the veh has been diag. The cust then stated that she don't think she wants the veh back because it keeps shutting down leaving her stranded on the side of the road. I informed the cust that I will email the SA to get more info on the veh and f/u next week. Next step...f/u w/cust 7/31/23 by 6pm cst Latonya Evans She/Her/Hers Customer Relationship Center/ Ford CX Passenger Vehicle Concern Team Email: levan119@ford.com 866-631-3788 ext. 79330 Monday, Wed. - Sat. 9 AM-5:30 PM(CST)

2023-07-26 21:16:35 Case Number :[redacted] Customer :[redacted] Business Phone[redacted] Home Phone :[redacted] Mobile Phone : n/a LTV Score : 92 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Spikes Motor Company, Inc. Dealer P&A : 04513 Dealer phone : 9565851601 VIN : 3FMCR9C68M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 16329 Engine Specification : n/a Transmission Specification : n/a Warranty Start Date : 2021-09-02 Open Recall/FSA: : y ESP : n Hotline Contact : n Warranty History : y

2023-07-31 18:35:04 Plan of action: contact dlr to see if veh diag OBC to 9565851601, spk w/Edward and he stated PEDRO was with a cust. I left a vm and will email him as well. Next step...f/u w/dlr 8/5/23 by 6pm cst Latonya Evans She/Her/Hers Customer Relationship Center/ Ford CX Passenger Vehicle Concern Team Email: levan119@ford.com 866-631-3788 ext. 79330 Monday, Wed. - Sat. 9 AM-5:30 PM(CST)

2023-07-31 21:09:00

Buyback Request Template

Purpose:Use the template below toprovide additional information to the appropriate specialized buyback handling team so they may make informed decisions regarding a vehicle repurchase/replacement.

Important: Copyand paste into the case notes. Do not send this document to the customer or the Ford Dealer.

Customer Information
Name(s) on the Title: [redacted]
Address: [redacted],Mission,TX [redacted]
Email Address: [redacted]
Customer isSelect purchasing or leasingthe vehicle. purchasing
Vehicle Information
VIN: 3FMCR9C68M[redacted] Current Mileage:16330
Ownership Status/ Type of Purchase:
Purpose of vehicle: Personal
#Vehicles registered to the business.(If yesto business)N/A
Purchase Date: 02-September-2021Mileage at Time of Purchase: : 00016
State Information
State Where Purchased: TX
State Where Registered: TX
Dealer Information
Purchased from Dealer?YesDealership (if yes): Hacienda Ford
Primary Reason for Repurchase: customer hears a noise when in reverse was advised that something broke in rear axle. customer windshield stops working and randomly turns off and won't start
Is there a current concern with the vehicle? Noise while in reverse vehicle will not start occasionally
What is the repair status of the vehicle? Spikes Motor Company, Inc.
Were repairs completed for this concern at multiple dealerships? (If yes) no
(CA Only) Was the vehicle e purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? N/A

2023-07-31 21:17:20

IBC customer called about ford bronco [redacted] customer hears a noise when in reverse was advised that something broke in rear axle. customer windshield stop working and randomly turns off and wont start . Customer also advised that she never received the forms sent went over buyback request questions and attached them to the case. next step add recontact and add buyback Ford Motor Company ® Gabrielle Galbert gforema8@ford.com | www.ford.com Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788 ext.

2023-08-01 18:28:58

*OGC VIN LIST CHECK : 3FMCR9C68M[redacted]

*RESULTS : No Returns on 8/1/23 @ 2:26 PM

*Original Owner per Navis
*Verified VIN via Oasis

Ford Motor Company ®
Shelley Michel
Non-California Buyback Review Team, Ford CX Team
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER
** (Non-California Buyback Review Team is NOT RAV)**

2023-08-01 18:43:10

NCBR Shelley
OBE to DLR (Pedro S/A & Michelle S/M)

Good Afternoon.

VIN:3FMCR9C68M[redacted]

Is the vehicle currently there?

If yes, please provide the following information:

RO#
RO Open Date
Mileage at Open
Concern
Repair (what have we repaired/replaced/reprogrammed/part ordered)
Loaner/Rental provided (yes or no) If yes,what type of vehicle was provided? F-150...etc?
How many days has the vehicle actually been at the dealership?
Has the vehicle been modified in any way?
Is this repair covered under Ford Warranty?
Close Date (if applicable)

In addition, please verify the Required information on the following Closed RO:

RO#[redacted]
Loaner/Rental provided (yes or no) If yes,what type of vehicle was provided? F-150...etc?
How many days was the vehicle actually at the dealership?

The customer has requested a buyback of the vehicle and the requested information is required to complete the review on behalf of the customer. Your prompt attention to the matter would be greatly appreciated.

Thank you.

*NCBR will complete GFR once Required information has been provided by DLR

Ford Motor Company ®
Shelley Michel
Non-California Buyback Review Team, Ford CX Team
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER
** (Non-California Buyback Review Team is NOT RAV)**

2023-08-02 15:46:53

IBC cust requesting update on case CXS adv of email sent to SM and SA on 8/1
Next Steps: doc cust recontact

Ford Motor Company ®
Chelcie Harris
Customer Experience Specialist, Ford CX Team
O: (866) 631-3788 ext. 79778
CHARR380@ford.com | www.ford.com
EFax: 888.314.8720
Mon-Fri 7:30AM to 4:00PM CST

2023-08-02 19:37:57

NCBR Shelley
OBE to DLR (Michelle S/M)

Good Afternoon.

VIN:3FMCR9C68M[redacted]

This is my second email request.

Is the vehicle currently there?

If yes, please provide the following information:

RO#
RO Open Date
Mileage at Open
Concern
Repair (what have we repaired/replaced/reprogrammed/part ordered)
Loaner/Rental provided (yes or no) If yes,what type of vehicle was provided? F-150...etc?
How many days has the vehicle actually been at the dealership?
Has the vehicle been modified in any way?
Is this repair covered under Ford Warranty?
Close Date (if applicable)

In addition, please verify the Required information on the following Closed RO:

RO#[redacted]
Loaner/Rental provided (yes or no) If yes,what type of vehicle was provided? F-150...etc?
How many days was the vehicle actually at the dealership? <div class="x_ContentPasted0" style="background-color:#ffffff; border-color:initial; border-image-outset:initial; border-image-slice:initial; border-style:initial; border-width:0px; color:#000000; font-family:Aptos,Aptos_EmbeddedFont,Aptos_MSFontService,Calibri,Helvetica,sans-serif,serif,EmojiFont; font-kerning:inherit; font-size:16px; font-stretch:inherit; font-style:normal; font-variant-caps:normal; font-variant-east-asian:inherit; font-variation-settings:inher

2023-08-03 12:49:52

NCBR Shelley
OBE to DLR (Michelle S/M)

Good Morning.

PleaseverifytheRequired information on the following Closed RO:

RO# [redacted]

Loaner/Rental provided (yes or no) If yes,what type of vehicle was provided? F-150...etc?

How many days was the vehicle actually at the dealership?

Thank you.

IBE from DLR (Michelle S/M)

RO# [redacted]
RO Open Date 7/21/2023
Mileage at Open 16,336
Concern CUSTOMER STATES VEHICLE WILL NOT START
Repair (what have we repaired/replaced/reprogrammed/part ordered) FOUND NEEDS BATTERY THEN WILL RETEST
Loaner/Rental provided (yes or no) If yes,what type of vehicle was provided? F-150...etc? NO
How many days has the vehicle actually been at the dealership? 2 WEEKS
Has the vehicle been modified in any way?NO
Is this repair covered under Ford Warranty?YES
Close Date (if applicable) VEHICLE STIL HERE

**At this time Ford does not believe the vehicle qualifies for repurchase/replacement. Once the repair is complete, we will review again for a Final recommendation. However, during the current repair process NCBR will be monitoring the repair progress and the GFR will be reviewed again as repair progresses. NCBR asks the CXS not to present a denial of the BB to the customer as a final disposition has not been made. NCBR asks assigned CSM to provide notes on the case with repair status updates.

Ford Motor Company ®
Shelley Michel
Non-California Buyback Review Team, Ford CX Team
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER** (Non-California Buyback Review Team is NOT RAV)**

2023-08-03 19:55:11

NCBR Shelley
OBE to DLR (Michelle S/M)

Good Afternoon.

PleaseverifytheRequired information on the following Closed RO:

RO# [redacted]

Loaner/Rental provided (yes or no) If yes,what type of vehicle was provided? F-150...etc?

How many days was the vehicle actually at the dealership?

Thank you.

IBE from DLR (Michelle S/M)

RO# [redacted]
RO Open Date 7/[redacted]/2023
Mileage at Open 16,336
Concern CUSTOMER STATES VEHICLE WILL NOT START
Repair (what have we repaired/replaced/reprogrammed/part ordered) FOUND NEEDS BATTERY THEN WILL RETEST
Loaner/Rental provided (yes or no) If yes,what type of vehicle was provided? F-150...etc? NO
How many days has the vehicle actually been at the dealership? 2 WEEKS
Has the vehicle been modified in any way?NO
Is this repair covered under Ford Warranty?YES
Close Date (if applicable) VEHICLE STIL HERE

**At this time Ford does not believe the vehicle qualifies for repurchase/replacement. Once the repair is complete, we will review again for a Final recommendation. However, during the current repair process NCBR will be monitoring the repair progress and the GFR will be reviewed again as repair progresses. NCBR asks the CXS not to present a denial of the BB to the customer as a final disposition has not been made. NCBR asks assigned CSM to provide notes on the case with repair status updates.

Ford Motor Company ®
Shelley Michel
Non-California Buyback Review Team, Ford CX Team
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER** (Non-California Buyback Review Team is NOT RAV)**

2023-08-04 22:46:11 Plan of action: contac cust about case OBC to [redacted], unable to spk w/cust so I left a detailed vm informing her that the bb dept is still actively working her case and I will f/u w/her next week. I will send a text as well. Next step...f/u w/cudt 8/10/23 by 6pm cst Latonya Evans She/Her/Hers Customer Relationship Center/ Ford CX Passenger Vehicle Concern Team Email: levan119@ford.com 866-631-3788 ext. 79330 Monday, Wed. - Sat. 9 AM-5:30 PM(CST)

2023-08-04 22:57:31 customer is returning agent phone call, after missing agents call earlier, advised customer of notes left on 8/4 @ 6:46pm did a customer recontact and reached out to agent on the case agent was unavailable Maria Angelopoulos Mangelo9@ford.com Customer Experience Specialist, Ford CX Team O: 1(866)631-3788 ext. 79583 mon- fri 10 am -6:30 pm CST

2023-08-09 20:36:46

NCBR Shelley
OBE to DLR (Michelle S/M)

Good Afternoon.

Please provide a Repair Status Update on the following RO:

RO# [redacted]
RO Open Date 7[redacted]/2023
Mileage at Open 16,336
Concern CUSTOMER STATES VEHICLE WILL NOT START
Repair (what have we repaired/replaced/reprogrammed/part ordered) FOUND NEEDS BATTERY THEN WILL RETEST
Loaner/Rental provided (yes or no) If yes,what type of vehicle was provided? F-150...etc? NO
How many days has the vehicle actually been at the dealership? 2 WEEKS
Has the vehicle been modified in any way?NO
Is this repair covered under Ford Warranty?YES
Close Date (if applicable) VEHICLE STIL HERE

In Addition,PleaseverifytheRequired information on the following Closed RO:

RO#[redacted]

Loaner/Rental provided (yes or no) If yes,what type of vehicle was provided? F-150...etc?

How many days was the vehicle actually at the dealership?
Thank you.

**At this time Ford does not believe the vehicle qualifies for repurchase/replacement. Once the repair is complete, we will review again for a Final recommendation. However, during the current repair process NCBR will be monitoring the repair progress and the GFR will be reviewed again as repair progresses. NCBR asks the CXS not to present a denial of the BB to the customer as a final disposition has not been made. NCBR asks assigned CSM to provide notes on the case with repair status updates.

Ford Motor Company ®
Shelley Michel
Non-California Buyback Review Team, Ford CX Team
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER** (Non-California Buyback Review Team is NOT RAV)**

2023-08-10 13:06:09

NCBR Shelley
IBE from DLR (Michelle S/M)

Hello,
Battery was replaced and released back to the customer on Aug 7th.

Thank You,
Michelle Brown

*NCBR will complete GFR even though the Required information for RO[redacted] was never provided

Ford Motor Company ®
Shelley Michel
Non-California Buyback Review Team, Ford CX Team
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER ** (Non-California Buyback Review Team is NOT RAV)**

2023-08-10 13:07:13

After review; veh may meet state guidelines for buyback/replacement criteria for TX.

-GFR Sent over for second review
-Review note in milestone
-Follow Repair Assistance Procedures Per Process
-Veh is not currently at the dealer, verify repair with customer
-Recommend Dealer Engage Hotline for Repair Assistance
-Focus on getting veh repaired

Ford Motor Company ®
Shelley Michel
Non-California Buyback Review Team, Ford CX Team
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER ** (Non-California Buyback Review Team is NOT RAV)**

2023-08-15 15:54:52

COM Support Team

Buyback Approved

2023-08-15 17:51:29	BRT uploaded to Morley Ford RAV Case Transmission CASE NUMBER[redacted] BRT set disposition to RAV and closed BB Milestone. CXS/CSM will advise CUST to expect RAV contact within 3-5 business days and set follow-up accordingly to verify RAV contacted the CUST. Ford Motor Company ® Rosemary M. Badillo/Specialist Non-Californian Buyback Review Team/Ford CX Team *** NOT A CUSTOMER FACING AGENT *** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER ***
2023-08-16 13:43:27	RAV has received and accepted the case. Customer contact is forthcoming
2023-08-16 19:03:59	Plan of action: contact cust about case OBC to [redacted] spk w/spouse and she updated me w/cust contact info[redacted], spk w/cust and informed her that the BB dept should be reaching out to them directly and she should be receiving a survey shortly based on my performance as your case manager and she stated she was pleased with my assistance. Next step...resolve case Latonya Evans She/Her/Hers Customer Relationship Center/ Ford CX Passenger Vehicle Concern Team Email: levan119@ford.com 866-631-3788 ext. 79330 Monday, Wed. - Sat. 9 AM-5:30 PM(CST)
2023-08-25 14:15:40	Plan of action: contact cust about RAV contacting her OBT to cust because she live in CA, 2 hour difference and didn't want to call. Cust stated she has been in contact with Brittany Black from the RAV dept. and she's currently getting all the docs together to submit to her. Next step...resolve Latonya Evans She/Her/Hers Customer Relationship Center/ Ford CX Passenger Vehicle Concern Team Email: levan119@ford.com 866-631-3788 ext. 79330 Monday, Wed. - Sat. 9 AM-5:30 PM(CST)
2023-10-02 19:39:44	Customer has accepted Cash Settlement in lieu of RAV repurchase/replacement

CASE ATTACHMENTS:
2023-10-02 19:39:44 Lacey Behmlander



Confidential Settlement Agreement and Release

[redacted] as agreed to the following Confidential Settlement Agreement and Release on the date of 09/25/2023:

1. [redacted] acknowledges acceptance of a cash settlement in the amount of $1,612.26 in lieu of Ford's previous offer to repurchase or replace the subject vehicle.

2. [redacted] consideration of Ford's cash payment of $1,612.26, hereby releases and forever discharges FORD MOTOR COMPANY and all of its associated or affiliated companies and all of their associated and subsidiary companies, officers, agents, heirs, executors, administrators, successors, assigns, dealers, and each of them (collectively "FORD"), from any and all claims, lawsuits, liens, debts, dues, damages, judgments, executions and demands of every kind, whether currently known or unknown, and whether arising in the past or present (collectively the "Claims"), which relate to the 2021 Ford Bronco Sport, VIN:3FMCR9C68M[redacted] Payment of said amount satisfies all damages to which [redacted] entitled.

3. By signing this document [redacted] romises and warrants that she is the sole owner of the 2021 Ford Bronco Sport and that she and only she own(s) any claims, lawsuits, liens, debts, dues, damages, claims, judgments, executions and demands relating to the 2021 Ford Bronco Spor[redacted] [redacted] romises and warrants that she has not sold, assigned, transferred or lost ownership interest in the 2021 Ford Bronco Sport or the claims to any other person(s) or company(ies).

4. In consideration for Ford's agreement and the consideration set forth abov[redacted] agrees that all past and present claims related to the purchase, sale, repair, workmanship, warranties, manufacture, design, maintenance and/or other defects or damage relating to the 2021 Ford Bronco Sport, as well as evidence of repairs, days out of service, lack of merchantability and/or fitness for particular use, are forever released and are deemed inadmissible and irrelevant in any future litigation.

5. FORD MOTOR COMPANY will continue to honor the terms of the 2021 Ford Bronco Sport New Vehicle Limited Warranty. [redacted] xpressly acknowledges and agrees that in the event that FORD should repurchase the 2021 Ford Bronco Sport fro[redacted] a future date, the repurchase amount to be paid by FORD will be offset or reduced by the $1,612.26 paid in consideration for this Release.

6. Notwithstanding any other provision in this Releas[redacted] oes not waive any unrelated personal injury or breach of warranty claims or causes of action, which may arise after the execution of this Release.

[redacted]

[redacted]

7. [redacted] rees to keep the terms of this settlement confidential and not share the amount of the payment received with any other person or company, except for as is absolutely necessary to obtain confidential legal, tax or financial advice, or to respond to an inquiry from any governmental entity or agency regarding a tax filing.

8. This Release is the entire agreement between the parties. Any other agreement between the parties relating to the 2021 Ford Bronco Sport 3FMCR9C68M[redacted] whether written or oral, is hereby replaced by this Agreement. Furthe[redacted] cknowledges the terms of this Release are

[redacted]

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 07-27-2023 CLOSED: 08-07-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Clear Path to Repair |

DEALER NAME: McLarty Daniel Ford

PA CODE: 04275 DLR SALES CODE: 23189 REGION: C3 ZONE: C3C

VIN: 3FMCR9A68M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 25,458

BODY STYLE: R9A - BRONCO SPORT CX430 BASE

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | AR | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Lack/Loss of Power | Acceleration | Always

ANALYST NAME: Kimberley Tyler OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-07-27 14:30:09	Uptime: NO DATA FOUND RO# RO Open Date: Dealer Name: Has a tech assigned? Repair Status- Ford Motor Company ® Customer Relationship Center – Truck Team CXS Dominique Dixon ddixon87@ford.com | www.ford.com office: 866-631-3788 ext. 79765
2023-07-27 14:34:57	OBC to Dlr: Agent left vm for the service dept. Service Advisor: Customer Name: Customer Number: CLV SCORE: Is the veh there? Mileage? RO# RO date Veh Concern? Diagnosis: Repairs ETA: Offer delivery? rental? loaner? Warrantable? Technician Pending or assigned? Nxt: Send email for details 7/27 Ford Motor Company ® Customer Relationship Center Customer Roadside Proactive Coordinator CXS Dominique Dixon ddixon87@ford.com | www.ford.com office: 866-631-3788 ext. 79765
2023-07-27 16:10:36	OBC to Dlr: Lorenzo was given the last 8 of the vin. Cust has appt and veh is there for veh lost power while driving then fault brake alert came on. SA states veh will be diag by end of next week. SA states they have a shop delay and not enough tech to perform diag. Service Advisor: Carmen 4792711910 CREDING@MCLARTYDANIELFORD.COM Customer Name:[redacted] Customer Number: [redacted] CLV SCORE: 96 Is the veh there? Yes Mileage? 25458 RO#[redacted] RO date 7/26 Veh Concern? dead while driving, fault brake alert on Diagnosis: BY THE END OF NEXT WEEK 8/4 Repairs ETA: Offer delivery? rental? N loaner? N Warrantable? Technician Pending or assigned? PENDING Nxt: make contact w/ cust Ford Motor Company ® Customer Relationship Center Customer Roadside Proactive Coordinator CXS Dominique Dixon ddixon87@ford.com | www.ford.com office: 866-631-3788 ext. 79765
2023-07-27 16:14:26	Case Number :[redacted] Customer :[redacted] Business Phone[redacted] Home Phone :[redacted] Mobile Phone :[redacted] LTV Score : 96 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : McLarty Daniel Ford Dealer P&A : 04275 Dealer phone : 4792500922 VIN : 3FMCR9A68M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 25458 Engine Specification : Transmission Specification : Warranty Start Date : 2021-04-13 Open Recall/FSA: : 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS ESP : Hotline Contact : Warranty History :
2023-07-27 19:10:03	Dominique Dixon/ddixon87@ford.com/ext. 79765 OBC/ Cust no answer Rental? Next steps: check for shop delay 8/1 start utc Ford Motor Company ® Customer Relationship Center – Truck Team Dominique Dixon Customer Roadside Proactive Coordinator ddixon87@ford.com | www.ford.com office: 866-631-3788 ext. 79765
2023-08-01 16:01:07	Dominique Dixon/ddixon87@ford.com/ext. 79765 OBC/DEALER SA Carmen states the veh is actually repaired. Battery failed and they reset the BCM. She states she doesnt know if cust picked up because cust is talking to sales about trading veh. Next: make contact with cust Ford Motor Company ® Customer Relationship Center – Truck Team CXS Dominique Dixon ddixon87@ford.com | www.ford.com office: 866-631-3788 ext. 79765
2023-08-01 18:10:50	Dominique Dixon/ddixon87@ford.com/ext. 79765 OBC/ Cust no answer no mailbox set up to leave message Rental? Next steps: 3rd attempt to cust, check for pick up 8/2 Ford Motor Company ® Customer Relationship Center – Truck Team Dominique Dixon Customer Roadside Proactive Coordinator ddixon87@ford.com | www.ford.com office: 866-631-3788 ext. 79765
2023-08-02 14:23:57	Dominique Dixon/ddixon87@ford.com/ext. 79765 OBC/ Cust no answer no vm set up Rental? Next steps: final attempt 8/3 Ford Motor Company ® Customer Relationship Center – Truck Team Dominique Dixon Customer Roadside Proactive Coordinator ddixon87@ford.com | www.ford.com office: 866-631-3788 ext. 79765
2023-08-03 15:57:35	Dominique Dixon/ddixon87@ford.com/ext. 79765 OBC/Dealer Phone line rung multiple times and voicemail came on. Agent left vm requesting a callback obc/ cust Phone line rung multiple times agent disconnected line Next: SN to close UTC cust Ford Motor Company ® Customer Relationship Center – Truck Team CXS Dominique Dixon ddixon87@ford.com | www.ford.com office: 866-631-3788 ext. 79765

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 07-31-2023 CLOSED: 07-31-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Extenuating Circumstances |

DEALER NAME:

PA CODE: DLR SALES CODE: REGION: ZONE:

VIN: 3FMCR9B68M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 80,484

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | OR | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Lack/Loss of Power | Cruise/ Steady Speed | Intermittent

ANALYST NAME: Destiny Gallardo OPEN ANALYST NAME: Destiny Gallardo

COMMENTS:

2023-07-31 19:16:26 CXS Destiny Gallardo/ ext. 79527/ dgallar4@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] MILEAGE: 80484 WSD: 2/1/2021 CLV: 79 FLP: Y CUST/PHONE/EMAIL [redacted] HOME ADDRESS: [redacted] 5BENDOR[redacted] IBC/Situation: CUST called in said they owned a 2021 Ford Bronco Sport and the vehicle broke down on her over the weekend. CUST said that she was out and about to leave town and it started when she went to go get gas for her vehicle and was trying to leave out. CUST said that she can switch it on but it she tries to move the vehicle might die on her again. CUST said that she was luckily able to get it back home so it's in a parking spot now. CUST said that she has contacted the dealerships around in her area and there's only 3 within a 80 mile radius and they're all stating that their appointments are out until September/October. CXS confirmed when looking for dealerships on the ford.com website. CXS said she has an appointment for another dealership but it's about 100 miles out. CXS advised that because the dealerships appointments are so far out we recommend that she have the repairs completed by a third party shop and that she could send over the invoice and we can process a partial reimbursement if repairs are deemed to be warrantable, CUST understood. •Where is the vehicle located: WITH THE CUSTOMER •Does the CUST have an ESP? No Survey/Loyalty statement was prompted before releasing the call. •Next steps: FCR and attach email. Ford Motor Company ® Destiny Gallardo Customer Experience Specialist dgallar4@Ford.com www.ford.com O: 866-631-3788 Ext. 79527

From: Gallardo, Destiny (D.)
Sent: Monday, July 31, 2023 11:46 AM
To: [redacted]
Importance: High

Overall to recap on our conversation over the phone today. You do quality for our program of assistance that we offer to our Loyal Ford Customers.

Because the appointments are so far out with your Local Ford Dealerships the only other option that we would have to recommend since this is a time sensitive matter is going to a Local Mechanic Shop so that your vehicle can be looked at. Once you have your Service invoices you can send them back to me here and as long as we can verify this is something that would've been a warrantable matter we can still process to provide partial reimbursement on this expense.

I was able to look around your area and located this Local Shop that had good reviews an will attach them below:

Name: Specialty Automotive Service & Repair
Phone: (541) 385-5744
Address: 1133 SE 9th St, Bend, OR 97702

Best Regards,

Destiny Gallardo
Ford Motor Company ®
Customer Experience Specialist – Passenger Vehicle Concern Team
dgallar4@Ford.com www.ford.com
O: 866-631-3788 Ext. 79527
Hours of Operation: Mon - Fri 9:00 AM to 5:30 PM CST

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From: Gallardo, Destiny (D.)
Sent: Monday, July 31, 2023 11:38 AM
To: [redacted]

Greetings,

This is Destiny from the Passenger Vehicle Concern Team of Ford, I am sending out an email to provide you with my contact information and your case number. If you ever have any further questions be sure to let me know via email or phone call and I will get back to you as soon as I can.

Best Regards,

Destiny Gallardo
Ford Motor Company ®
Customer Experience Specialist – Passenger Vehicle Concern Team
dgallar4@Ford.com www.ford.com
O: 866-631-3788 Ext. 79527
Hours of Operation: Mon - Fri 9:00 AM to 5:30 PM CST

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CASE ATTACHMENTS:

CASE NUMBER[redacted] STATUS: Resolved

OPEN: 07-31-2023 CLOSED: 07-31-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Feedback | Product | Negative |

DEALER NAME: Pleasantville Ford, Inc.

PA CODE: 03777 DLR SALES CODE: 13117 REGION: N1 ZONE: N1A

VIN: 3FMCR9D91M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 37,250

BODY STYLE: R9D - BRONCO SPORT BADLANDS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | CT | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Moving | No Engagement | UNKNOWN

ANALYST NAME: Latonya Evans OPEN ANALYST NAME: Latonya Evans

COMMENTS:

2023-07-31 21:33:06

Case Number [redacted] Customer [redacted] Business Phone : n/a Home Phone : n/a Mobile Phone [redacted] LTV Score : n/s Vehicle Purchase Status : n/a Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : n/a Dealer P&A : n/a Dealer phone : n/a VIN : 3FMCR9D91M[redacted] Year : 2021 Make : Ford Model : Bronco Sport Mileage : 37250 Engine Specification : 2.0L TIVCT GTDI I/C 240PS GAS Transmission Specification : n/a Warranty Start Date : 2021-03-05 Open Recall/FSA: : y ESP : y Hotline Contact : n Warranty History : n

2023-07-31 21:37:25

IBC from cust that has an issue w/their veh, the cust states they were driving and stopped and the veh just cut off and wouldn't turn on. The veh was towed to the dlr, cust wanted to file a complaint Plan of action: look into oasis to see if any recalls that affect power to veh. I informed the cust that I will file his complaint, provided the case #, survey prompt and ended call. Next step...resolve Latonya Evans She/Her/Hers Customer Relationship Center/ Ford CX Passenger Vehicle Concern Team Email: levan119@ford.com 866-631-3788 ext. 79330 Monday, Wed. - Sat. 9 AM-5:30 PM(CST)

2023-08-01 17:34:16

I received a transfer from a different department pertaining to a customer needing to get a rental. I went ahead and said, you know, go ahead and send the color over. I'll see what we can do. I went ahead and reached out to the dealership. To find the status of the vehicle, they went ahead and told me that they won't be able to look at the vehicle for a week, so the vehicle is not diagnosed. They also advise me that. Because of [redacted] diagnosed and because it was just towed in last night that they were unable to assist him with any type of loaners because they don't have any. They also did not work with any other rental companies and in terms of trying to get assistance they would need to get in contact with us and went ahead and advised the dealership of trying to get in contact with their. Exp agent so we can try to provide a rental assistance within IWL. Dealership chose not to participate. Dealership said they prefer that they just send the check to Forward and they not deal with anything. I went ahead and advise the customer and moving forward, considering that they are. No score that we would not be able to assist financially with a rental and moving forward. The only person who would be able to assist would be the dealership in this matter. This American wasn't quite happy to hear this information. He went ahead and asked me if you went to a different dealership would they be able to assist and went ahead and advised him that it's completely up to the dealership if they would be willing to assist other than this. We would need to. You know, proceed how we've been directed to do so, so far, which is finding your own assistance and getting a rental.

Next steps notate the account.

Al'Deshon Brooks
HeHimHis
Customer Experience Specialist
Ford Concern Truck Team
(866) 631-3788 ext. 79627
Abroo105@ford.com

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 08-01-2023 CLOSED: 08-01-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Inquiry NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Aaron Ford of Poway
PA CODE: 01523 DLR SALES CODE: 71103 REGION: W1 ZONE: W1C
VIN: 3FMCR9B67M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | CA | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Moving | No Engagement | Both (Fwd and Rev)
ANALYST NAME: Tiffany Washington OPEN ANALYST NAME: Tiffany Washington
COMMENTS:
2023-08-01 00:58:22

CXS – Tiffany Washington
twashi67@ford.com
866-631-3788 Ext 79653

IBC FROM CUST/ VEHICLE WAS TAKEN IN JUNE 20 FOR OIL CHANGE AND 2 RECALLS. DEALERSHIP DID FRONT BRAKES AND CHANGED OIL. INSPECTED AND NO OIL LEAKS WERE FOUND. TUBING AND DRAIN INSTALLATION PERFORMED. WHEN CUSTOMER RECEIVED VEHICLE BACK CUSTOMER DROVE AROUND 80 MILES AND THE ENGINE STALLED AND SHE COASTED HOME. VEHICLE WENT BACK IN AND A FORD ENGINEER CAME OUT TO REPAIR VEHICLE AND VEHICLE STAYED IN FOR 2 WEEKS. CUSTOMER ECEIVED VEHICLE BACK 2 WEEKS AGO AND 7 DAYS LATER THE VEHICLE STALLED AGAIN ON THE PARKWAY WHERE TRAFFIC IS 60 MPH. CUSTOMER COASTED TO THE NEXT EXIT. CUSTOMER SAID THE VEHICLE IS DANGEROUS. CUSTOMER SAYS THAT DEALERSHIP SAYS NOW THEY DO NOT KNOW WHAT THE ISSUE IS AND THEY HAVE TO CALL A ENGINEER OUT AGAIN. CUSTOMER SAYS WHAT IS FORD GOING TO DO BECAUSE SHE NEEDS EVERYTHING DOCUMENTED BECAUSE A CRASH IS GOING TO HAPPEN EVENTUALLY. CUSTOMER SAYS SHE WANTS VEHICLE REPAIRED CORRECTLY.

CLV: 40

Dealership:Aaron Ford of Poway

VIN:3FMCR9B67M[redacted] (HECTOR SERVICE ADVISOR)
MILEAGE: 57,862
NEXT STEPS/ CONCERN
Transfer call to #: CONCERN [redacted]
[redacted] FINANCIAL ASSISTANCE TEAM
REPAIR ASSISTANCE/BUYBACK TEAM
Concern Agent:

Ford Motor Company ®
Tiffany Washington
Customer Experience Specialist, Ford CXS Inquiry Team
MON-FRI 11:30AM- 8:00 PM (CST)
twashi67@ford.com|www.ford.com
office: 866-631-3788 ext. 79653

2023-08-01 01:11:20

CXS – Tiffany Washington
twashi67@ford.com
866-631-3788 Ext 79653

IBC FROM CUST/ VEHICLE WAS TAKEN IN JUNE 20 FOR OIL CHANGE AND 2 RECALLS. DEALERSHIP DID FRONT BRAKES AND CHANGED OIL. INSPECTED AND NO OIL LEAKS WERE FOUND. TUBING AND DRAIN INSTALLATION PERFORMED. WHEN CUSTOMER RECEIVED VEHICLE BACK CUSTOMER DROVE AROUND 80 MILES AND THE ENGINE STALLED AND SHE COASTED HOME. VEHICLE WENT BACK IN AND A FORD ENGINEER CAME OUT TO REPAIR VEHICLE AND VEHICLE STAYED IN FOR 2 WEEKS. CUSTOMER RECEIVED VEHICLE BACK 2 WEEKS AGO AND 7 DAYS LATER THE VEHICLE STALLED AGAIN ON THE PARKWAY WHERE TRAFFIC IS 60 MPH. CUSTOMER COASTED TO THE NEXT EXIT. CUSTOMER SAID THE VEHICLE IS DANGEROUS. CUSTOMER SAYS THAT DEALERSHIP SAYS NOW THEY DO NOT KNOW WHAT THE ISSUE IS AND THEY HAVE TO CALL A ENGINEER OUT AGAIN. CUSTOMER SAYS WHAT IS FORD GOING TO DO BECAUSE SHE NEEDS EVERYTHING DOCUMENTED BECAUSE A CRASH IS GOING TO HAPPEN EVENTUALLY. CUSTOMER SAYS SHE WANTS VEHICLE REPAIRED CORRECTLY.

***DELEGATE [redacted]

CLV: 40

Dealership:Aaron Ford of Poway

VIN:3FMCR9B67M[redacted] (HECTOR SERVICE ADVISOR)
MILEAGE: 57,862
NEXT STEPS/ CONCERN
Transfer call to #: CONCERN [redacted]
[redacted] FINANCIAL ASSISTANCE TEAM
[redacted] REPAIR ASSISTANCE/BUYBACK TEAM
Concern Agent:

Ford Motor Company ®
Tiffany Washington
Customer Experience Specialist, Ford CXS Inquiry Team
MON-FRI 11:30AM- 8:00 PM (CST)
twashi67@ford.com|www.ford.com
office: 866-631-3788 ext. 79653

2023-08-01 01:16:26

CXS – Tiffany Washington
twashi67@ford.com
866-631-3788 Ext 79653

[redacted] WAS CLOSED OUT 7/21/23 AND HAS TO BE ASSIGNED TO THAT AGENT

VIN:3FMCR9B67M[redacted] (HECTOR SERVICE ADVISOR)
MILEAGE: 57,862
NEXT STEPS/ CLOSE CASE
Transfer call to #: CONCERN [redacted]
[redacted] FINANCIAL ASSISTANCE TEAM
[redacted] REPAIR ASSISTANCE/BUYBACK TEAM
Concern Agent:

Ford Motor Company ®
Tiffany Washington
Customer Experience Specialist, Ford CXS Inquiry Team
MON-FRI 11:30AM- 8:00 PM (CST)
twashi67@ford.com|www.ford.com
office: 866-631-3788 ext. 79653

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 08-01-2023 CLOSED: 08-22-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | |
DEALER NAME: Landers Ford South
PA CODE: 09271 DLR SALES CODE: 23406 REGION: C3 ZONE: C3A
VIN: 3FMCR9A60M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 33,613
BODY STYLE: R9A - BRONCO SPORT CX430 BASE
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | TN | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Lack/Loss of Power | Acceleration | Always
ANALYST NAME: Tabrionna Butler OPEN ANALYST NAME: Dominique Dixon
COMMENTS:
2023-08-01 14:32:46

Dealer: Landers Ford South
Status: Towing Successful

Case Number : [redacted]
Customer [redacted]
Business Phone : [redacted]
Home Phone : [redacted]
Mobile Phone :
LTV Score : 45
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number :
Part Number :
Dealer Name : Landers Ford South
Dealer P&A : 09271
Dealer phone : 6623494300
VIN : 3FMCR9A60M[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage :
Engine Specification :
Transmission Specification :
Warranty Start Date : 2021-01-13
Open Recall/FSA: :
ESP :
Hotline Contact :
Warranty History :

OBC to DLR, spoke with Hallie who transferred me to the Assigned SA Becky. SA provided the following:

SA: Becky
Email: rbrodbeck@landersmemphis.com
Vehicle Concern: All screens went black no power
Diagnosis: Follow up by Thursday 8/3

RO #[redacted]
RO Open Date: 7/31

Tyeshia Campbell
Proactive Roadside
79383

2023-08-03 13:37:01

OBC to DLR, spoke with John who informed me the customer vehicle is complete a ready for pick up. The battery needed to be charged.

OBC to Customer, Vehicle shut off while driving, DLR said it was fixed then issue happened again.

2023-08-04 23:12:17

OBC to DLR, closed left voicemail. sent email.

From: Campbell, Tyeshia (T.)
Sent: Friday, August 4, 2023 6:11 PM
To: 'rbrodbeck@landersmemphis.com'
Subject: [redacted]

Good Afternoon Becky,

I hope this email find you well. When time permits could you provide a status update for customer [redacted] Vehicle?

Please provide the Diagnosis, Repair ETA and Part information if needed.

Thank you

Tyeshia Campbell
SheHerHers
Customer Experience Specialist, Ford CX Team
5959 Corporate Dr |Houston, TX 77036| U.S.A.
tcampb89@ford.com | www.ford.com

O: 1-866-631-3788 Ext.79383

Next: Follow up with Customer and DLR 8/8

Tyeshia Campbell
Proactive Roadside
1.866.631.3788 79383

2023-08-10 19:30:33 OBC to Dealer 6623494300 CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: vehicle status Notes: Spoke to Mike in service transferred to Becky battery tested & charged no issues vehicle was returned back to the cust 8/4/2023 Next Steps: FU w/ cust for repair satisfaction TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Specialist-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:00am-4:30pm CST

2023-08-10 19:58:01 OBC to Cust [redacted] CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: repair satisfaction Notes: Spoke to cust stated she is not confident in repair being that this was the 2nd time the same concern has happen for peace of mind offered cust Maintenance Plan cust already has ESPs could not offer & not eligible for veh pymnt.. cust agreed to be opt in for text messages..advised cust I will submit plan for process & follow up with her via SMS on tomorrow once submitted Next Steps: Morley Task>FU w/ Cust via SMS TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Specialist-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:00am-4:30pm CST

2023-08-17 14:59:51

Case Progression Specialist

Morley activity [redacted] for debit card has been transmitted.

Olaseni Magreola
FORD MOTOR COMPANY
Lead Agent/Ford Truck Team
omagreol@ford.com

2023-08-17 15:01:12

Case Progression Specialist

Morley activity [redacted] for ESP has been transmitted.

Olaseni Magreola
FORD MOTOR COMPANY
Lead Agent/Ford Truck Team
omagreol@ford.com

2023-08-22 18:32:37 OBC to Cust [redacted] CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: final contact Notes: Spoke to cust advised Maint Plan as been added to VIN# survey prompt given Next Steps: Final email to cust>Safety net for closure TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Specialist-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:00am-4:30pm CST

2023-08-22 18:36:37 ***FINAL EMAIL TO CUST*** From: Butler, Tabrionna (T.) Sent: Tuesday, August 22, 2023 1:36 PM To: [redacted] Hello Ms [redacted]
Thank you for contacting Ford Motor Company and allowing us to assist you with your 2021 Bronco Sport. Partnering with Landers Ford South, I am glad we were able to get your vehicle repaired to your satisfaction and back on the road as quickly as possible. Also providing you with a Limited Maintenance Plan as an offer of goodwill to you as a loyal Ford customer. If you have any further questions or concerns regarding this repair, the goodwill offer or any additional comments or feedback, please do not hesitate to reach out to me directly at 866-631-3788 ext.79387 or by email at tbutle71@ford.com. If I am unavailable, please leave me a detailed message and I will return your call as soon as possible. Please reference the case number indicated above for a quicker response. You will receive an email within the next 24-48 hours that includes a brief survey regarding your experience with me as your Customer Experience Advocate in completing your case. This survey is solely regarding your experience with me, not anyone else. If you have any additional feedback regarding the dealership, negative or positive, please provide that in your response to this email. I will then notate that information within a separate task. Thank you for your cooperation, your honest and detailed feedback is highly appreciated! As always, thank you for being a valued customer and a part of the Ford family. Respectfully, TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Advocate-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:00am-4:30pm CST

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 08-01-2023 CLOSED: 09-11-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

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

DEALER NAME: Rich Ford Sales, Inc.

PA CODE: 20307 DLR SALES CODE: 56301 REGION: W3 ZONE: W3A

VIN: 3FMCR9D94N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 19,953

BODY STYLE: R9D - BRONCO SPORT BADLANDS 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | WI | | USA

HOME PHONE:

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

ANALYST NAME: Julian Gomez OPEN ANALYST NAME: Enrika Andrews

COMMENTS:

2023-08-01 19:11:20	INBC from customer-traveling 2022 Bronco Sport 3FMCR9D94N[redacted] Customer stated that they where traveling the vehicle stopped on the highway. it is at Rich ford and as of today the vehicle has not been repaired OBC to dealer SA-Travis Vehicle Diagnostic:They are dropping the gas tank to get to the fuel pump RO Number[redacted] RO Open Date:7/[redacted]/23 RO Line Number: Mileage:19953 Is the vehicle at the dealership? Yes Is the customer in a rental? No Dealership Contact: Tnau@rich-ford.com Does Dealer have a clear path to repair the vehicle: (Y/N)N Hotline contacted: (Y/N)N Multiple Past Repairs for same issue? (Y/N) How Many?0 Tech SME Engaged/Parts COPIS Case: (Y/N)N Repair warrantable?yes Maintenance up to date?yes Signs of Neglect/ Poor Maintenance? Customers Loyalty to the dealer?98 Customer will email me her receipts for reimbursement Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 9:00PM-5:00PM CST eFax: 866-319-05702091
2023-08-01 19:14:15	Case Number[redacted] Customer [redacted] Business Phone [redacted] Home Phone [redacted] Mobile Phone [redacted] LTV Score : 98 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : Rich Ford Sales, Inc. Dealer P&A : 29979 Dealer phone : 5052920000 VIN : 3FMCR9D94N[redacted] Year : 2022 Make : FORD Model : BRONCO SPORT Mileage : 19953 Engine Specification : 2.0L TIVCT GTDI T/C 240PS GAS Transmission Specification : Warranty Start Date : 2022-06-[redacted] Open Recall/FSA: : 22L05 VEHICLE EMISSIONS CONTROL INFORMATION LABEL UPDATE ESP : NO ESP INFORMATION AVAILABLE Hotline Contact : N\A Warranty History :[redacted]
2023-08-02 21:00:14	OBC to dealer CXS left a message for Travis asking for a call back so I can get an update on the repair OBC to customer CXS left a message letting the customer know I am waiting on a response from the dealer NS: Follow up on 08/07/23 with dealer to get an update and with customer to provide update on repair status Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 9:00PM-5:00PM CST
2023-08-03 15:04:33	Cust insisted on my transferring her to Enrika Andrews. When told I couldn't transfer her, I asked for the Case# which I looked up and the case is still active with a return call to cust on 07 Aug2023 6:30 Pm Cust insists on talking with her before this and I assured the cust I would send an email to her re: this iinfo.
2023-08-03 15:32:41	OBC to customer Customer wanted to let me know that travis called her and stated that they will order the part and it will take four days to come in. She wanted to know if she will still be covered for reimbursement. I informed the customer that she has a 2000.00 limit and I need to know where she is at in cost . She dose not know she will need to get the totals together. They are in a loaner but it is time to visit her daughter and they can't take the loaner out of state. I offered to cover a rental at 40.00 a day but based on her research none of the rental car companies have any vehicles available Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 9:00PM-5:00PM CST eFax: 866-319-05702091
2023-08-07 21:44:28	OBC to customer CXS spoke with customer and informed her that I can't open some of the emails and the rest or itineraries. I need the receipt showing paid. NS: Follow up on 08/10/23 with dealer to get an update and with customer to provide update on repair status Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 9:00PM-5:00PM CST eFax: 866-319-05702091
2023-08-07 21:59:02	OBC to dealer Lucas SM- the vehicle needs a fuel tank level sensor hope to see it tomorrow. They will jump on it as soon as it comes in. NS: Follow up on 08/10/23 with dealer to get an update and with customer to provide update on repair status Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 9:00PM-5:00PM CST eFax: 866-319-05702091
2023-08-10 16:20:17	OBC to dealer CXS left a message for SM Lucas asking for n update on the repair. Travis is on vacation this week Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 9:00PM-5:00PM CST eFax: 866-319-05702091
2023-08-15 17:13:35	OBC to customer (Traveling customer) CXS spoke with customer and she will try to get me all of the different receipts so I can complete her refund From: Andrews, Enrika (E.) Sent: Monday, August 14, 2023 7:13 PM To:[redacted] Subject: RE: Receipt Hi [redacted], most of the emails are reservation receipt I need the actual paid receipt from the hotels. A few of them states review the receipt, but it will not let me open the tab. I need the dates that state missing also The email from 8/6 for 123.00 is the reservation receipt I need the paid receipt. 8/5 missing The email from 8/4 for 558.08 in Durango 8/4/23 is the reservation receipt I need the paid receipt. 8/3 good 8/2 missing 8/1 good Best western on 7/31 is a reservation I need the paid receipt 7/30 missing 7/29 missing 7/28 missing 7/27 missing 7/26 missing 7/24-7/25 good NS: Follow up on 08/18/23 with dealer to get an update and with customer to provide update on repair status Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 9:00PM-5:00PM CST eFax: 866-319-05702091
2023-08-18 21:42:52	OBC to customer Customer will reach out to the AirB&B owner to see if he can send her a recipient on letter head
2023-08-22 20:49:13	CXs needs to collect all of the rental receipt and complete the Morley NS: Follow up on 08/25/23 with dealer to get an update and with customer to provide update on repair status Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 9:00PM-5:00PM CST eFax: 866-319-0570

2023-08-25 13:53:59	LaPorsha Brown/Ext. 79056/lbrow415@ford.com: IBC from Customer- Customer is returning call. CXS states to customer will reach to see if CXS Enrica is available. Next Steps: transfer to CXS Ford Motor Company ® LaPorsha Brown Customer Experience Specialist, Ford CX Team Email: lbrow415@ford.com | www.ford.com Office: (866) 631-3788 ext. 79056 Monday-Friday 12:30 p.m.- 9:00 p.m. Central Standard Time
2023-08-30 12:28:12	C[redacted]5 19:10:05.357Accepted, Payment Pending2023-08-25 08:43:17.0
2023-09-01 14:16:26	[redacted]14:00:53.5Payment Confirmed2023-08-25 08:43:17.0 Payment confirmed recap and safety net for closure NS: Follow up on 09/07/23 with dealer to get an update and with customer to provide update on repair status Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 8:00 am - 4:00 pm CST eFax: 866-319-0570
2023-09-06 13:18:50	OBC to customer CXS spoke with customer and she stated she has not received the debit card as of today. Recap Hello[redacted] Thank you for contacting Ford Motor Company and allowing us to assist you with your 22 Ford Bronco. Partnering with Rich Ford Sales INC I am glad we were able to address your vehicle concern, while keeping you updated throughout the process. The repair was completed by one of the factory trained technicians using Ford authorized parts (Another benefit could be service part warranty). Moreover – since this issue happened while you were on vacation I was glad to reimburse you for your unexpected hotel stay. As I will be closing your case, please look for an email in the next 24 hours with a brief survey regarding your experience with me in completing your case – Ford and I value your candid feedback to understand how we can improve in the future. If you have any further questions or concerns regarding this repair / issue (s) – any additional comments or feedback – please do not hesitate to reach out to me. Thank you for being a valued customer and a part of the Ford family. Respectfully, Ford Motor Company ® Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office#: 866-631-3788 ext. 79046 Office Hour: 8:00 AM- 4:00 PM CST 866-319-0570 eFax
2023-09-09 12:28:50	[redacted] Sent: Friday, September 8, 2023 6:22 PM To: Andrews, Enrika (E.) Subject: Re: CAS-[redacted]we got it today. how much is on it? thank you for all your help[redacted] [redacted]
2023-09-09 12:45:08	Hello Mr./Mrs. , Thank you for contacting Ford Motor Company and allowing us to assist you with your 2022 Ford Bronco. Partnering with Rich Ford Sales I am glad we were able to address your vehicle concern, while keeping you updated throughout the process. The repair was completed by one of the factory trained technicians using Ford authorized parts (Another benefit could be service part warranty). Moreover – since the vehicle was down while you where traveling I was happy to reimburse you for your unexpected hotel stay because you are such a loyal customer. As I will be closing your case, please look for an email in the next 24 hours with a brief survey regarding your experience with me in completing your case – Ford and I value your candid feedback to understand how we can improve in the future. If you have any further questions or concerns regarding this repair / issue (s) – any additional comments or feedback – please do not hesitate to reach out to me. Thank you for being a valued customer and a part of the Ford family. Respectfully, Ford Motor Company ® Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 8:00AM-4:00PM CST M-F 866-319-0570 eFax
2023-09-09 12:56:16	Case Number:[redacted] VIN: 3FMCR9D94N[redacted] Odometer: 19953 Purchase Condition: New
2023-09-09 22:15:34	[redacted] Sent: Saturday, September 9, 2023 8:33 AM To: Andrews, Enrika (E.) Subject: Re: [redacted] Awesome, thank you so much! [redacted] On Sat, Sep 9, 2023 at 8:04AM Andrews, Enrika (E.) wrote: I forgot to tell you your free Maintenance plan has been added to your vehicle. This means you can get your oil changed at any ford dealership for free up to 8 times over the course on 36 months or 45000 miles(whichever comes first) synthetic oil (may not apply) Rika
2023-09-11 15:14:16	Supervisor OBC to customer[redacted] phone:[redacted] Supervisor left voicemail - advised following up on recent assistance with advocate Enrika. Advised if anything else is needed to reach back out to Enrika directly. Thanked customer for loyalty.

CASE ATTACHMENTS:

2023-08-25 13:03:05	Enrika Andrews
2023-08-25 13:07:09	Enrika Andrews
2023-08-25 13:08:58	Enrika Andrews
2023-08-25 13:11:13	Enrika Andrews
2023-08-25 13:12:27	Enrika Andrews
2023-08-25 13:14:21	Enrika Andrews
2023-08-25 13:16:38	Enrika Andrews
2023-08-25 13:48:25	Enrika Andrews



Know before you go
Check Covid restrictions here

Reservation confirmed

Your reservation has been confirmed

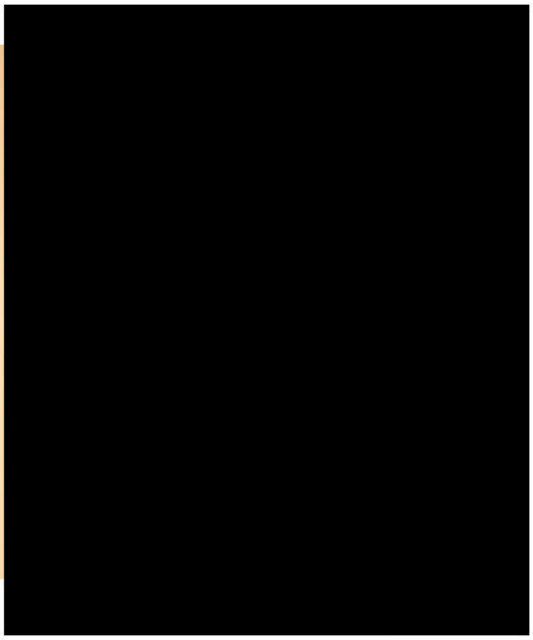
lottie stenjem, get ready for your trip to Rio Rancho, New Mexico, United States of America! You can now access your booking details and other important information about your trip.

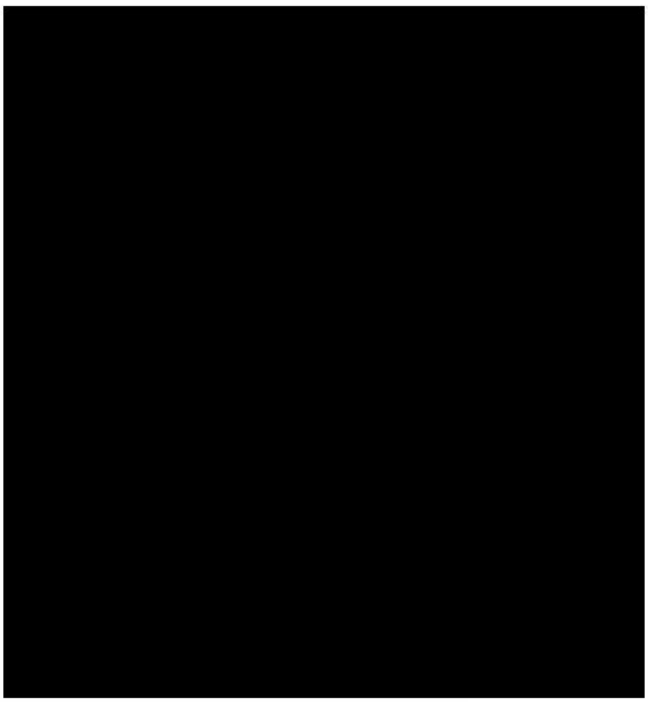
Travelling with a group? Invite friends and family to join your trip so they can access basic booking information whenever they need it.

Invite friends

Manage your trip







Message from the host

[redacted]

Your booking request has been accepted! I have confirmed your reservation at my property for Jul 27, 2023 - Jul 30, 2023.

Your payment has been processed and will appear as PAY*HOMEAWAY on your bank statement. I'll be in touch with more details before you arrive.

In the meantime, please let me know if you have any questions.

Thanks for booking — hope you have a great stay!

ron beall

[redacted]

Charges

$76.00 x 3 nights	$228.00
Cleaning Fee	$40.00
Service Fee	$37.00
Lodging Tax	$22.69
Total	$327.69
Due on July 26, 2023 Paid	$327.69

House Rules

Check in after 3:00 PM
Check out before 11:00 AM
Maximum overnight guests: 4

hotels logo

Stay in Albuquerque

Jul 24, 2023 - Jul 26, 2023

San Mateo Inn

Hotels.com itine[redacted]

Reservation details

Check-in	Check-out
Mon, Jul 24	Wed, Jul 26
3:00 PM	11:00 AM

Check-in and special instructions

Check-in time starts at 3:00 PM

Minimum check-in age is: 21

The front desk is open daily from 7:00 AM - midnight. Front desk staff will greet guests on arrival.

Location

2424 San Mateo Blvd Ne, Albuquerque, NM, 87110 United States of America

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Room details

Standard Room, 1 King Bed

Reserved for

[redacted] adults

Requests

1 King Bed

Non-Smoking

Have dog. 25#.

All special requests (such as in-room amenities, bed type, and smoking preference) are shared with the property, but requests are not guaranteed and may incur additional charges. We recommend you confirm them directly with the property before travel.

Change and cancellation rules

If you cancel or change your plans, please cancel your reservation in accordance with the property's cancellation policies to avoid a no-show charge.

Cancellations or changes made after 7:00pm (property local time) on Jul 23, 2023 or no-shows are subject to a property fee equal to the first night's rate plus taxes and fees.

Payment details

Room price	
Mon, Jul 24	$79.20
Tue, Jul 25	$79.20
Taxes	$24.74

Total	**$183.14** Pay at property

Includes your Member Price

Rewards

You'll earn rewards for this trip

Hotels.com support

Contact Hotels.com if you need help managing this itinerary.

hotels logo

Receipt

Hotels.com itinerary: [redacted]

Purchase date: Aug 1, 2023

Booking details

Comfort Suites North Albuquerque Balloon Fiesta Park

5251 San Antonio Dr NE, Albuquerque, NM, 87109 United States of America

Check-in: Aug 1, 2023

Check-out: Aug 2, 2023

1 room x 1 night

Suite, 1 King Bed, Non Smoking

Booked fo [redacted]

Payment details

Room price

Tue, Aug 1	$130.50
Taxes & Fees	$23.00
Total	**$153.50**

Paid [redacted]



Receipt

Hotels.com itinerary [redacted]

Purchase date: Aug 3, 2023

Booking details

Comfort Suites Farmington

1951 Cortland Drive, Farmington, NM, 87401 United States of America

Check-in: Aug 3, 2023

Check-out: Aug 4, 2023

1 room x 1 night

Suite, 1 King Bed, Non Smoking

Booked fo [redacted]

Payment details

Room price	
Thu, Aug 3	$170.55
Taxes & Fees	$24.97
Total	**$195.52**

Paid [redacted]

HomeAway.com, Inc.
11920 Alterra Parkway,
Austin, TX 78758
United States
VAT ID: EU826020136
http://help.Vrbo.com

Invoice

Bill To:
[redacted]
CAMBRIDGE, WI , United States [redacted]
Tel: + [redacted]

Invoice Date: [redacted] **July 2023**
Invoice No: [redacted]
Order [redacted]

Amount Due: 0.00
Due Date: PAID

Description	Unit Cost	VAT* %	VAT Amount	TOTAL	Currency
Vrbo Service Fee - Reservation Number: [redacted]	37.00	0.00	0.00	37.00	USD

INVOICE TOTALS

New Charges Sub-Total Excluding VAT:	**37.00**	**USD**
Total VAT:	**0.00**	**USD**
Gross Total:	**37.00**	**USD**

Adults: 2; Children: 0; Nights: 3 (27 July 2023 - 30 July 2023): 22.69 USD
- STATE - NEW MEXICO - General Sales and Use Tax: 14.8700 USD
- COUNTY - SANDOVAL - General Sales and Use Tax: 1.5300 USD
- CITY - RIO RANCHO - General Sales and Use Tax: 6.2900 USD

HomeAway.com, Inc. Indirect Tax Registrations

11920 Alterra Parkway,
Austin, TX 78758
United States
VAT ID: [redacted]
[redacted] 4768
Singapore [redacted]
[redacted]
[redacted]
[redacted]

VAT*

Value Added Tax, or VAT, is a tax assessed on the supply of services, like Goods and Services Tax, or GST, or any other equivalent applicable indirect tax.

Legal Mentions

If you are living in an EU member state other than UK and you have provided us a valid intra VAT number, under Art. 196 of Directive 2006/112/EC relating to the reverse-charge mechanism, this invoice is exempt from VAT. You may be required to account for VAT in your local Member State.

If you are living in Australia, HomeAway's services to you are subject to Australian Goods and Services Tax (GST) from 1 July 2017 due to changes in Australia's GST law; HomeAway has charged an amount in respect of GST at the prevailing rate to you. This amount will be remitted to the Australian Taxation Office. This is not a tax invoice.

If you are living in countries outside of the scope of VAT, services are outside the scope of the UK VAT.

Tax Translations

Total Indirect Tax:	***0.00***	**EUR**



Comfort Suites (NM007)

5251 San Antonio Dr. NE
Albuquerque, NM 87109
(505) 797-0850
NM007@stayatchoice.com

Account: [redacted]
Date: 8/3/23
Room: 123 LMNGR
Arrival Date: 8/2/23
Departure Date: 8/3/23
Check In Time: 8/2/23 6:08 PM
Check Out Time: 8/3/23 10:54 AM
Rewards Program ID: [redacted]
You were checked out by: rpena
You were checked in by: PNEZ
Total Balance Due: $0.00

[redacted]
[redacted]
CAMBRIDGE, WI [redacted]

Post Date	Description	Comment	Amount
8/2/23	Pet Charge	1 PET	$15.00
8/2/23	State Tax		$0.90
8/2/23	Room Charge	#123 [redacted]	$130.50
8/2/23	State Tax		$7.83
8/2/23	City / County Tax		$12.89
8/3/23	Visa Payment		($167.12)
		XXXXXXXXXXX[redacted]	

Folio Summary 8/2/23 - 8/3/23

Room Charge		$130.50
State Tax		$8.73
City / County Tax		$12.89
Pet Charge		$15.00
[redacted]		($167.12)
	Balance Due:	**$0.00**

This rate is eligible for partner rewards. If this rate is changed, you may no longer be entitled to Choice Privileges points.

If payment is made by credit card, I agree to pay the above total charge amount according to the card issuer agreement. If any damages are done to the room GUEST IS RESPONSIBLE for repair or cleaning fees. Smoking in a non-smoking room will result in a charge of $250.00. Pet cleaning fee is $150.00. PLEASE NOTE: There is no tax exemption on lodging in the State of New Mexico.

x_____

CHOICE privileges REWARDS

Congratulations, you are earning Choice Privileges Points for this stay! Log on to www.choicehotels.com/choice-privileges to redeem for free nights and other great rewards.

Inn of Santa Fe
3650 Cerrillos Road
Santa Fe, NM 87507

Phone: [redacted]

Fax: 505-438-3795
Email: santafe@kellyinns.com

Web: bwsantafehotel.com

Confirmation # [redacted] BWR Tier: Platinum Date/Time Booked 7/31/2023 3:06:28 PM

Guest Name	[redacted]	Arrival Date	7/31/2023
Address	[redacted]	Departure Date	8/1/2023
City/State/Postal	Cambridge, WI [redacted]	Adults/Children O/U	2 /0 /0
Phone	[redacted]		
Email	[redacted]		
Room Type	KING NON-SMOKING		
Late Arrival Gtd By	[redacted]		

Room Rate	Date	Rate
	7/31/2023	$148.49

Total Stay W/Tax	$171.22
Deposit Amount Required	$0.00
Deposit Amount Paid	$0.00
Deposit Amount Due	
Deposit Due Date	
Guarantee Policy	GTD
Cancellation Policy	24H
Group Name	
Special Requests & Packages	
Information	

Each BEST WESTERN® branded hotel is independently owned and operated.

Morley Case #[redacted]
Primary Reason for Reimbursement Offer(s): traveling customer/hotel stay 2 weeks
Is this reimbursement due to a parts delay: No
Part Name/Number:
Date or Expected Date of Vehicle Repair: 8/17/23

Is there a risk for a Buyback Request: No

Customer Information
Name: Lottie Stenjem
Mailing Address: [redacted] CAMBRIDGE WI [redacted]
Mailing Address Verified: Yes
Is the customer a Citizen of India: No
VIN: 3FMCR9D94N[redacted]
Reimbursement Information (fill in each payment type entered in Morley Case)
Consequential Expense Reimbursement: Yes
Amount: 1235.19
Vehicle Payment Reimbursement: N/A
documents attached to case. N/A
Amount: N/A
Rental Reimbursement: N/A
attached to case. N/A
Amount: N/A
(#13 in Morley Submission Form) Reason for Customer Reimbursement: Consequential
Expenses = CONEXP, Vehicle Payment = VEHPAY, Rentals = RENTAL, Repair Reimbursement =

CASE NUMBER: [redacted]
STATUS: Information Provided
OPEN: 08-01-2023 CLOSED: 08-01-2023
BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC
COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Inquiry | General/Miscellaneous | |
DEALER NAME: Citrus Motors
PA CODE: 04382 DLR SALES CODE: 71105 REGION: W1 ZONE: W1B
VIN: 3FMCR9B61N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 17,943
BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | CA | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Running | UNKNOWN | UNKNOWN
ANALYST NAME: Stephanie Newman
OPEN ANALYST NAME: Stephanie Newman
COMMENTS:

2023-08-01 20:58:04

IBC from Customer
[redacted]
CLV 0
Miles 17,943
[redacted]

Spanish Speaking Customer
CAMPAÑA DE SEGURIDAD IMPORTANTE

3FMCR9B61N[redacted]
2022 Ford Bronco
Received A Recall Letter.

22S73PCM PROGRAMMING AND DRAIN TUBE INSTALLATION

Asked customer if vehicle currently had concerns?
Vehicle is having concerns with losing acceleration.
The vehicle does not take off.

Customer has called before and told there was no appts

Advised: I will be more than happy to find a dealership that is located nearest to the customer and set appointment on their preferred day. I will also check to see if the dealer has a shuttle or offer Lyft service so the customer doesn't have to worry about a ride.

*Will also be checking if I can set the appt online
Preferred Day & Time
Early Monday Morning
Found

Citrus Motors
1375 Woodruff Way
Ontario, CA 91761
(833) 874-6572
6.8 Miles 15 min
Cannot set appt online.

OBC to Dealer
1st call no answer (Number on GCCT)
8338069632
2nd called number provided online (Was prompt to Service Depart) No Answer
833-874-6572

Informed customer I can submit a request for an Appt online.
[redacted] stated she will attempt to keep calling herself.

Informed her I will be more than happy to fill out the form online while I call the dealer one more time in hopes of getting a hold of them giving she has been trying to get an appt for 2 months and always being told there's no appts.

OBC to Dealer
Spoke to Dean
Informed dealer of Recall and customers concerns.
Confirmed it's an easy recall.
Monday 8/07/23 @ 9AM
ErenPalacios@gmail.com

-Will be sending to Coordinator to have that set up.
Pick Up and Delivery? Yes
Informed Dealer customer is Spanish Speaking :)
Will have a Spanish Speaking SA

Reminded customer what our department can assist with. In case they need us in the future. Advised if customer has any other concerns with their vehicle or any other vehicle please don't hesitate to reach out.

Next Steps: Close Case

Stephanie Newman
Bilingüe Preocupación Especialista en PV
Bilingual Concern PV Specialist
snewma44@ford.com | www.ford.com
O: 866-631-3788 ext. 79658
M-F 7:30 AM - 4:00 PM CST

2023-08-29 22:22:04

IBC - Customer called in about the recall 22S21, and I let him know that particular recall does not show under his VIN#. He said he rec'd a letter on it. I did tell him he can call his dealer and check with them, maybe it's something different that does not show in our system.
Customer hung up

Ford Motor Company ®
Mary Vasquez
Customer Relationship Center – SUV Team
MVASQU38@ford.com | www.ford.com
office: 866-631-3788 ext. 79379

CASE ATTACHMENTS:

CASE NUMBER[redacted] STATUS: Information Provided
OPEN: 08-02-2023 CLOSED: 08-21-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Truck Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |
DEALER NAME: Ira Ford Saco
PA CODE: 05962 DLR SALES CODE: 11543 REGION: N2 ZONE: N2D
VIN: 3FMCR9C64M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 28,814
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | ME | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Moving | UNKNOWN | UNKNOWN
ANALYST NAME: Dezia Johnson OPEN ANALYST NAME: Malerie Reyna
COMMENTS:
2023-08-02 14:51:58

IBC from cust/
Name: tommy with Ford Credit
[redacted]
Number:[redacted]
CONTACT VIA cell #[redacted]
[redacted]

Issue: cx calling for veh has been in the shop for a couple of times for the same issue, purchased her veh new inOct 2021. The veh started chugging and stopping and has had it towed 3 times in last year to bring to the shop. Cx states after each repair multiple things have been done each visit but the veh just continues to buck and stop. Felt like veh was not getting gas, fixed few things still has same issues, feels this is dangerous and went in shop 3 months ago and keeps happening, told it was something to do with computer, in the shop again, got a loaner and can't deal with this car, adv to call us and wants to do a buyback.

Email[redacted]

address[redacted] LNKENNEBUNK ME[redacted]

VEH at DLR: yes
Went to DLR: yes

Dealer Info: Ira Ford

857 Portland Road
Saco, ME 04072
(833) 712-8014

SA Keith stayte
WSD:02-October-2021
RO: na
Quote: na
Meets FLP guidelines: yes/no
Year of VEH: 2021 ford bronco sport
Mileage:28814
CLV: 95
Symptoms: doesn't start, can't dirve it, bucks, stops
Transfer to concern: yes
Concern agent name:
cxs verified the cx, adv is she is seeking a BB we are more than happy to start the process, adv it's not always a guarantee.
CXS adv her cx advocate will work with cx and dlrshp to get the best resolution

Recap:
adv will work with CXS and g
NEXT STEPS: warm to CXS

Survey: no

Malerie,Reyna
SheHerHers
Customer Experience Specialist, Ford Passenger Vehicle Team
–
O: (866) 631-3788 ext. 79610

2023-08-02 15:01:23

Case Number [redacted]
Customer [redacted]
Home Phone [redacted]
LTV Score : 95
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : N/A
Part Number : N/A
Dealer Name : Ira Ford Saco
Dealer P&A : 05962
Dealer phone : 207-282-0300
VIN : 3FMCR9C64M[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 28814
Engine Specification :1.5L Dragon I3 DI TC Gas B
Transmission Specification :8 Speed Auto Transmission 8F35
Warranty Start Date : 2021-10[redacted]
Open Recall/FSA:

22N18REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORSESP : N/A
Hotline Contact : N/A
Warranty History : N/A

2023-08-02 15:13:11

VIN: 3FMCR9C64M[redacted]
Callers Name: [redacted]
Relationship to registered owner: Owner
BCN [redacted]
Email [redacted]
Loaner: No
Mileage: 28814
VOR: Yes
Date: 8[redacted]/23
Dealer Task:
Copy Key Data:
KB:
Symptom Classification:
Concern:
Cust. is still having issues with the veh. stalling and not starting after sitting for a while.
Callers/Customer Expectation:
Submit BB and assist with the repair.
Rental Assistance: No
Text Message: Yes
Meets FLP: Yes
Survey Reminder: Yes

2023-08-02 15:23:59

Customer Information
Name(s) on the [redacted]
[redacted] KENNEBUNK ME [redacted]
Email Address: [redacted]
Customer is Purchasingthe vehicle.
Vehicle Information
VIN:3FMCR9C64M[redacted] Current Mileage:28,814
Ownership Status/ Type of Purchase:Select New
Purpose of vehicle:personal
#Vehicles registered to the business.(If yesto business)
Purchase Date:02-October-2021Mileage at Time of Purchase: 30
State Information
State Where Purchased:ME
State Where Registered:ME
Dealer Information
Purchased from Dealer?YesDealership (if yes):Ira Ford Saco
Primary Reason for Repurchase:The vehicle intermittently stalls.
Sometimes it doesn't start after it sits a while.
The dealership still doesn't have a clear path to repair. The cust. feels its not getting enough fuel or there's a concern with the fuel injectors. She feels very unsafe driving the veh. due to stalling being unpredictable. She has been to the DLR at least time for the same issue.
Is there a current concern with the vehicle? Yes
What is the repair status of the vehicle? Obtain this information from the customer
Were repairs completed for this concern at multiple dealerships? (If yes): Obtain names of dealerships and location.
(CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? Enter Yes or No

2023-08-02 19:15:11

*OGC VIN LIST CHECK: 3FMCR9C64M[redacted]

*Results: Nothing Returned

*Original Owner per Navis

*Verified VIN in Oasis

Ford Motor Company ®
Jennifer Falls
Non-Californian Buyback Review Team Specialist, Ford CX Team Ford Motor Company ®

2023-08-02 20:00:12

After review; veh may meet state guidelines for buyback/replacement criteria for ME.

-GFR Sent over for second review
-Review note in milestone
-Follow Repair Assistance Procedures Per Process
-Recommend Dealer Continues to Engage Hotline for Repair Assistance
-Focus on getting veh repaired

Ford Motor Company ®
Jennifer Falls
Non-Californian Buyback Review Team Specialist, Ford CX Team Ford Motor Company ®

NOT A RAV AGENTNOT A CUSTOMER FACING AGENT**DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER**

2023-08-04 20:52:37

BRT uploaded to Morley Ford RAV Case Transmission CASE NUMBER: [redacted] BRT set disposition to RAV and closed BB Milestone. CXS/CSM will advise CUST to expect RAV contact within 3-5 business days and set follow-up accordingly to verify RAV contacted the CUST. Ford Motor Company ® Rosemary M. Badillo/Specialist Non-Californian Buyback Review Team/Ford CX Team *** NOT A CUSTOMER FACING AGENT *** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER ***

2023-08-04 21:09:09

OBC to Cust.-
Left VM letting Cust. know that a decision has been made on her BB request.

NEXT STEPS-
Follow up w/ DLR regarding repair status.
Follow up w/ cust. again regarding her BB approval.

Dezia Johnson
SheHer Hers
Customer Experience Specialist, Ford CX Team
(866)-631-3788 ext.79680

2023-08-04 22:32:00

OBC to Cust.-
Spoke w/ Cust. and provided the BB approval decision.
Advised that the RAV team would be contacting her w/i 3-5 business days to let her know what her next steps are in the process.

As well as updating her on the FSE findings and suggestions for the repair.
Cust. was satisfied w/ approval but had questions on what the best veh. would be too choose.
I advised that the marketing team would be the best dpt. to speak w/ regarding features specs and new veh. options.

NEXT STEPS-
Repair status Follow up w/ DLR
RAV contact F/U w/ Cust.

Dezia Johnson
SheHer Hers
Customer Experience Specialist, Ford CX Team
(866)-631-3788 ext.79680

2023-08-07 16:44:55

"QA Reviewed Single interaction"

2023-08-08 14:41:42

RAV has received and accepted the case, Customer contact is forthcoming.

2023-08-10 21:34:00

Good afternoon Mrs. [redacted]

I hope all is well,

I am following up to confirm if you have been contacted by the RAV team to go over the next steps in the BB process.

You are welcome to reply to this email or give me a call.

If you have any additional questions or concerns, I am more than happy to assist in any way that I can.

Have a wonderful day!

Dezia Johnson
SheHerHers
Customer Experience Specialist, Ford CX Team
(866)-631-3788 ext.79680
Email: djohn936@ford.com

2023-08-16 21:22:05

OBC to Cust.-
Left VM for Cust. seeking to confirm if she has been contacted by the RAV team for her approved BB.

NEXT STEPS-
Email Cust. for RAV contact update.
If contact has been made,close case and send recap email.

Dezia Johnson
SheHer Hers
Customer Experience Specialist, Ford CX Team
(866)-631-3788 ext.79680

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 08-04-2023 CLOSED: 08-04-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Inquiry NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Parts Issue | Not Unit Down (drivable) |
DEALER NAME: Grieco Ford of Fort Lauderdale
PA CODE: 08580 DLR SALES CODE: 24008 REGION: S3 ZONE: S3A
VIN: 3FMCR9B67M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 57,809
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | FL | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Running | Not Listed | UNKNOWN
ANALYST NAME: Malerie Reyna OPEN ANALYST NAME: Malerie Reyna
COMMENTS:

2023-08-04 18:40:11

IBC from cust/
Name: [redacted]
Number: [redacted]
VIN: 3FMCR9B67M[redacted]

Issue: went to dlrshp in January of this year and veh was towed for fuel system problem and never called cx for this part and calls and gets the run around. Purchased her VEH in NC and tow truck damaged front part of her car. Called them to make a complaint, adv that her veh had issue with overheating and car doesn't over heat feels she's being lied to and called the dlrshp and saw they took the battery out and feels it's deceptful. Cx had to beg for dlrshp had a warranty on the car, the veh kept cutting off is upset wants fuel injection and doesn't understand why the dlrshp can't help her. Has pictures and videos of her car being towed, and brought a tow truck. And wants something in writing and is so upset, never called about her part, tow truck damaged her veh called road side and filed.

Email: [redacted]
address:

VEH at DLR: NO
Went to DLR: yes
Dealer Info: greico ford of fort lauderdale
SA: na
WSD: na
RO: Na
Quote:
Meets FLP guidelines: na
Year of VEH: 2021 ford bronco
Mileage: 57809
CLV:
Symptoms: fuel injectors
Transfer to concern: yes
Concern agent name: Brandy

CXS verified cx, adv will get her to an agent who can assist with part issues. Attempted to adv cx of information but was not satisfied and kept speaking. CXS adv cx will have to call the dlrshp to see if the part was ordered.
adv cx of recall on oasis

22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION
Recap: CXS attempte to adv cx of warranty on why it may have not been accepted, declined, CXS attempted to explain for roadside she would need to take it up with them, upset about that issue still. CXS warm to Brandy for part info, will adv it is dlrs discretion to give her the part since it was ordered by their dlr.

NEXT STEPS: warm to CXS Brandy for part update

Survey:

Malerie,Reyna
SheHerHers
Customer Experience Specialist, Ford Passenger Vehicle Team
–

O: (866) 631-3788 ext. 79610

2023-08-04 18:59:49 Customer needs to know if the parts are ordered for recall 22N18 Recall 22S73 needs to have the first recall done so the second one will activate I advised to make appt with this DLR for the recall thats under the vin/ I will follow up with her on 8/07 after I speak to the DLR on the case to see if they have her parts for the recall/ I did advise if she needs rental once she has appt and they do not have loaner we can reimburse 40.00 a day Plantation 707 N State Road 7 Plantation, FL 33317 (833) 835-1650 Customer was happy with all the info provided did email her the Recall letter and rental info/ she said she would call herself and make the appt/customer has my info/ customer has the vehicle FCR Respectfully, Ford Motor Company ® CXS Brandy Anderson Customer Experience Specialist, SUV Team bande258@ford.com |www.ford.com office: 866-631-3788 ext.79025 M-F 8:30-5:00

2023-08-04 19:01:02 Case Number : [redacted] Customer : [redacted] Business Phone : [redacted] Home Phone : [redacted] Mobile Phone : [redacted] LTV Score : 93 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : NA Part Number : NA Dealer Name : Grieco Ford of Fort Lauderdale Dealer P&A : 08580 Dealer phone : 8443260653 VIN : 3FMCR9B67M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 57809 Engine Specification : Transmission Specification : Warranty Start Date : 2021-05-11 Open Recall/FSA: : 22S73 ESP : NA Hotline Contact : NA Warranty History : yes

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 08-07-2023 CLOSED: 08-11-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | | |

DEALER NAME: Hacienda Ford

PA CODE: 04446 DLR SALES CODE: 52104 REGION: C2 ZONE: C2D

VIN: 3FMCR9A60M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 18,562

BODY STYLE: R9A - BRONCO SPORT CX430 BASE

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Running | Overheats | Intermittent

ANALYST NAME: Tabrionna Butler OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-08-07 16:24:25	***UPTIME RESEARCH FINDINGS*** R.O#: No Data Found R.O OPEN DATE: No Data Found DEALER NAME: No Data Found REPAIR STATUS: No Data Found TECH ASSIGNED: No Data Found TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Specialist-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:00am-4:30pm CST
2023-08-07 16:48:07	OBC to Dealer 9563831615 CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: Verify cust/vehicle info & obtain R.O information Notes: Spoke to Janie in service provided VIN# confirmed vehicle is at dealer. Transferred me to assigned S.A Yvette. Cust concern- oil change & vehicle showing high temperature. Diagnosis should be completed by EOD 8[redacted]/23. P&A CODE: 04446 Last 8 of VIN: M[redacted] WSD: 8[redacted]/2021 VEHICLE: 2021 Bronco Sport MILEAGE: 18562 RO NUMBER[redacted] SERVICE ADVISOR NAME/EMAIL: Yvette Perez/yperez@onehacienda.com DATE VEHICLE ARRIVED ON: 8[redacted]/2023 DIAGNOSIS FINDINGS: IS THE REPAIR WARRANTABLE: PART NUMBER: CUSTOMER'S PHONE NUMBER: [redacted] CUSTOMER'S NAME: [redacted] ADMIN: [redacted]: N/S DATE VEHICLE LEFT ON: DEALERSHIP OFFER DELIVERY: Yes CUSTOMER IN RENTAL? ADD RENTAL VIN/DETAILS: No NEXT STEPS: Copy Key Data>VOR TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Specialist-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:00am-4:30pm CST
2023-08-07 17:02:01	***COPY KEY DATA*** Case Number : [redacted] Customer [redacted] Business Phone : Home Phone [redacted] Mobile Phone : LTV Score : N/S Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : Part Number : Dealer Name : Hacienda Ford Dealer P&A : 04446 Dealer phone : 9563786601 VIN : 3FMCR9A60M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 18562 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-08-19 Open Recall/FSA: 21C31 FRONT BRAKE PAD REPLACEMENT 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION ESP : Hotline Contact : Warranty History : 31-JANUARY-2023 WARRANTY CLAIM NUMBER[redacted] BATTERY VERIFIED CUSTOMER CONCERN RAN A BATTERY ROTUNDA TEST BATTERY FAILED TEST REMOVED AND REPLACED OLD BATTERY WITH NEW ONE THEN PERFORM ED A BCM UPDATE THEN CLEARED ALL GOOD DTC CODE-8Q6M4QN ACES CODE-FD 5C3 RO[redacted] BASIC-[redacted] CONDITION CODE-H5. RECALL RECALL INSPECTED FOR OIL LEAK OR CRACK ON OIL SEPARATOR NOTHING FOUND RECALL COMPLETE
2023-08-07 19:43:20	OBC to Cust[redacted] CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: Initial contact Notes: No answer from cust CX/DX left a voicemail detailing reason for call provided case number & contact info Next Steps: Email cust TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Specialist-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:00am-4:30pm CST
2023-08-08 20:51:15	OBC to Dealer 9563831615 CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: Status update Notes: Spoke to Janie in service stated assigned S.A Yvette unavailable. Advised will send S.A email for update Next Steps: Email S.A TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Specialist-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:00am-4:30pm CST
2023-08-08 20:54:35	***OBE TO S.A YVETTE*** From: Butler, Tabrionna (T.) Sent: Tuesday, August 8, 2023 3:54 PM To: Yvette Perez Subject: In Reference to Case No.[redacted] Good evening Ms. Perez, When time permits please provide the following information as it is needed to progress this case. 1.Diagnosis findings 2.Repair covered under warranty? Y/N 3.Clear path to repair? Y/N 4.ETA for repair completion? Please feel free to provide any updates that may assist in the progression of this case. As always thank you for being a loyal Ford partner, I look forward to your response. TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Specialist-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:00am-4:30pm CST
2023-08-08 20:56:53	OBC to [redacted] CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: Initial contact 2nd attempt Notes: No answer from cust CX/DX left a voicemail detailing reason for call provided case number & contact info Next Steps: Reattempt contact 8/9 TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Specialist-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:00am-4:30pm CST
2023-08-09 21:28:00	OBC to Cust[redacted] CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: Initial contact 3rd attempt Notes: No answer from cust CX/DX left a voicemail detailing reason for call provided case number & contact info Next Steps: UTC Letter to cust TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Specialist-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:00am-4:30pm CST
2023-08-11 19:00:38	***UTC LETTER TO CUST*** From: Butler, Tabrionna (T.) Sent: Friday, August 11, 2023 2:00 PM To: [redacted]' Subject: In Reference to Case No [redacted] Date : 08 August 2023 RE: [redacted], This correspondence is in response to your case CAS-[redacted] regarding your 2021 Ford Bronco Sport. I have attempted to contact you between 8/7/2023 and 8/11/2023 however, there has been no reply. I would like to ensure your concerns have been addressed, as it is my sincere desire that you remain satisfied with your vehicle and the service you received. In the event there are unresolved issues I can assist with, please contact me at 1-866-631-3788, ext. 79387 I am available Monday through Friday between 8:00am & 4:30pm Central Standard Time. Unless I hear back from you, I will assume you no longer require my assistance. Sincerely, TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Specialist-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:00am-4:30pm CST

2023-08-11 19:03:02	OBC to Cust [redacted] CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: Initial contact 4th attempt Notes: No answer from cust CX/DX left a voicemail detailing reason for call provided case number & contact info... survey prompt given Next Steps: UTC Letter to cust>Safety net for closure TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Specialist-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:00am-4:30pm CST

CASE ATTACHMENTS:

CASE NUMBER[redacted] STATUS: Information Provided
OPEN: 08-07-2023 CLOSED: 09-29-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria
DEALER NAME: McCombs Ford West
PA CODE: 04545 DLR SALES CODE: 52057 REGION: C2 ZONE: C2B
VIN: 3FMCR9B69M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 26,000
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | TX | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Noise | Moving/Driving | Always
ANALYST NAME: Dolly Albizu OPEN ANALYST NAME: Madison Bridges
COMMENTS:

2023-08-07 14:15:50 Ford Motor Company ® Madison Bridges Customer Experience Specialist, Ford CXS Team/ PV Team Mbridg46@ford.com | www.ford.com Office: 866-631-3788 ext. 79457 E-Fax: 8886359545 IBC From [redacted] Customer is calling regarding loaner options. 10-15 days before vehicle would be diagnosed. Alternator is bad. Rubbing noise when turning the vehicle. VIN: 3FMCR9B69M[redacted] 2021 Bronco Sport Mileage: 26,000 miles. WARRANTY START DATE[redacted]-September-2021 CLV: 72 Meets FLP? Yes. Dealer: McCombs Ford West OBC to dealer and CXS was transferred to Andres--LVM with Andres advising that Im reaching out regarding customers vehicle and IWL request SA: Andres Olivarez CXS advised customer if he does get a rental it would be reimbursed at $40/day for outside rental and $45/day for ford rental Provided customer case # and CXS contact info. Opted customer into SMS Next steps: Gather RO info from SA Andres

2023-08-07 14:29:02 Case Number : [redacted] Customer [redacted] Business Phone : [redacted] Home Phone : [redacted] Mobile Phone : [redacted] LTV Score : 72 Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : Part Number : Dealer Name : McCombs Ford West Dealer P&A : 04545 Dealer phone : 210-509-1000 VIN : 3FMCR9B69M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 26000 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-09-04 Open Recall/FSA: : 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION ESP : 0987 - USA 2023 84/100000 FBA POWERTRAINCARE WTY WROADSIDE 0987 - USA 2023 12/12000 FBA USED PREMIUMCARE WARRANTY Hotline Contact : n/a Warranty History : [redacted]

2023-08-07 18:37:09 Derran Brown/Ext.79842/dbrow701@ford.com: IBC from Cus requested an updated on his rental concern. Advised customer that CXS is teaming up with the DLR however we have no control on the DLR rental considerations. CXS Has advised customer of rental reimbursement option. Customer stated will reach out rental company. Next Steps: Doc Recon Derran Brown Ford Motor Company ® Derran Brown- Passenger Vehicle Team Customer Experience Specialist Dbrow701@ford.com office: 866-631-3788 ext. 79842

2023-08-08 22:20:03 IBC[redacted] is needing an rental or loaner. OBC to McCombs Ford West Adrian not available Customer is requesting that advocate start the buy back process and assist him with getting a rental if possible. states the sales person told him to keep the Bronco and buy and new one. NEXT STEPS: DCR/ Notate case. Gidgit Graham Customer Experience Specialist Ford PV Concern Team O:1-866-631-3788 ext. 79284 Hours: M-F 10:00 am - 6:30 pm CST Ggraha46@ford.com Ford Motor Company ®

2023-08-08 22:23:43 Name(s) on the Title: [redacted] Address: [redacted], SAN ANTONIO, TX. [redacted] Email Address:[redacted] Customer is purchasing or leasing the vehicle? PURCHASE Vehicle Information VIN: 3FMCR9B69M[redacted] Current Mileage: 26000 Ownership Status/ Type of Purchase: PURCHASE Purpose of vehicle: PERSONAL # Vehicles registered to the business. (If yes to business) Purchase Date: Mileage at Time of Purchase: State Information State Where Purchased: TX State Where Registered: TX Dealer Information Purchased from Dealer? Dealership (if yes): YES Name of the dealership. MCCOMBS FORD WEST Primary Reason for Repurchase: SAYS THEY SOLD HIM A LEMON Is there a current concern with the vehicle? RECALL AND BAD ALTERNATOR, TIE RODS ARE LOOSE What is the repair status of the vehicle? IN THE SHOP Were repairs completed for this concern at multiple dealerships? (If yes): NO (CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase?

2023-08-09 22:54:46 IBC: [redacted] NEEDING A RENTAL FROM RED MCCOMBS WEST OBC TO DEALER: SPOKE TO JUSTIN SM: States that he needs FMC to authorize a rental for customer. stated he needs until the morning to get something set up for the cust. Adrian got the shop manager involved to assist with the repair and an IWL SM is concerned that FMC will not pay for a rental since they have multiple that were in NON ford rentals when the rules changed and they didn't get paid. NEXT STEPS: DCR and notate Gidgit Graham Customer Experience Specialist Ford PV Concern Team O:1-866-631-3788 ext. 79284 Hours: M-F 10:00 am - 6:30 pm CST Ggraha46@ford.com Ford Motor Company ®

2023-08-10 16:05:13 Name(s) on the Title: [redacted] Address: [redacted], SAN ANTONIO, TX. [redacted] Email Address:[redacted] Customer is purchasing or leasing the vehicle? PURCHASE Vehicle Information VIN: 3FMCR9B69M[redacted] Current Mileage: 26000 Ownership Status/ Type of Purchase: PURCHASE Purpose of vehicle: PERSONAL # Vehicles registered to the business. (If yes to business) Purchase Date: 11/2022. Mileage at Time of Purchase: 15,000 miles State Information State Where Purchased: TX State Where Registered: TX Dealer Information Purchased from Dealer? Dealership (if yes): YES Name of the dealership. MCCOMBS FORD WEST Primary Reason for Repurchase: SAYS THEY SOLD HIM A LEMON Is there a current concern with the vehicle? RECALL AND BAD ALTERNATOR, TIE RODS ARE LOOSE What is the repair status of the vehicle? Vehicle is at McCombs Ford West since Monday 8/7/23 for noise concern. Rear differentials are bad. Were repairs completed for this concern at multiple dealerships? (If yes): NO (CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase?

2023-08-10 16:23:30 Ford Motor Company ® Madison Bridges Customer Experience Specialist, Ford CXS Team/ PV Team Mbridg46@ford.com | www.ford.com Office: 866-631-3788 ext. 79457 E-Fax: 8886359545 Plan Of Action: contact dealer for RO info/update on customers vehicle OBC to dealer and was advised Adrian unavailable at this time. Next steps: Contact the customer and address any additional concerns/ buyback request OBC to customer and spoke with[redacted]. Customer is wanting to submit BB request. CXS educated customer on BB request and advised BB decision would be available within 5-10 business days. CXS advised customer will still be partnering with his dealer for updates on customers vehicle/ repair assistance. CXS re-educated customer on rental reimbursement program if dealer cannot provide loaner. customer advised he cannot afford the loaner at this time Next steps: Submit BB request

2023-08-10 16:24:35	Good morning Adrian, Can I get the following information on [redacted] vehicle RO # RO Open Date: Repair? Cause of failure? IWL Submitted? Parts Ordered? ETA on parts? Thanks Ford Motor Company ® Madison Bridges Customer Experience Specialist, Ford CXS Team/ PV Team Mbridg46@ford.com | www.ford.com Office: 866-631-3788 ext. 79457 E-Fax: 8886359545
2023-08-11 18:22:48	*OGC VIN LIST CHECK : 3FMCR9B69M[redacted] *RESULTS : No Returns on 8/11/23 @ 2:20 PM *Secondary Owner per Navis *Verified VIN via Oasis (CPO) Ford Motor Company ® Shelley Michel Non-California Buyback Review Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER ** (Non-California Buyback Review Team is NOT RAV)**
2023-08-11 18:30:36	After review; veh does not meet state guidelines for buyback/replacement criteria for TX. Repairs were completed outside of presumption. Talking Points: -Deny GFR -Review note in milestone -Follow Repair Assistance Procedures Per Process -Verify customer has veh -Recommend Dealer Engage Hotline for Repair Assistance -Focus on getting veh repaired Ford Motor Company ® Shelley Michel Non-California Buyback Review Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER ** (Non-California Buyback Review Team is NOT RAV)**
2023-08-15 21:41:52	Ford Motor Company ® Madison Bridges Customer Experience Specialist, Ford CXS Team/ PV Team Mbridg46@ford.com | www.ford.com Office: 866-631-3788 ext. 79457 E-Fax: 8886359545 Plan Of Action: contact the dealer for repair updates on customers vehicle OBC to dealer and spoke with SA Adrian RO [redacted] RO Open Date: 8/[redacted]/23 Repair? replacing differential tech confirmed the noise. ETA? special order. expected early next week Part #K2GZ4000AR- AXLE ASY - REAR Loaner? no. Next steps: contact the customer and provide BB denial// repair update. OBC to dealer and spoke with [redacted] Advised customer his buyback was denied veh does not meet guidelines for TX as repairs were completed outside the 2yr or 24,000 mile presumption time frame Advised customer we're waiting on the differential to come in to complete service/ Adrian advised it is expected early next week. Cust is driving is vehicle while waiting on the part/ wants to have his vehicle looked at for recall on his vehicle at the same when he brings vehicle back in for differential repairs. cxs advised will check with SA Adrian OBC to dealer and spoke with John in service dept ETA? 9/6/23 off back order. copis will be created today 8/15/23. TUE send customer update via SMS
2023-08-22 16:55:59	Hi , Thank you for submitting a COPIS Parts Order Status case. Good news, your backorder for Service Part Number: K2GZ4000AR, Shipper Number: [redacted], DOR Number: [redacted] shipped on 08/16/2023. As the order has now shipped, your COPIS case has been closed. If there is an issue with this shipment, please place a new order as needed. If escalation is required, a new COPIS Parts Order Status case, will need to be submitted. Thank you, COPIS Vehicle Off Road Team
2023-08-25 19:26:01	***SUP CASE REASSIGNMENT***CXS Ops Sup | Syvonne Maddox - Previous agent No longer with Company CXS NEXT STEPS: - Please reach out to the dealership to determine the status of the repair. - Verify the COPIS ticket to determine if there is an update on the part. - Reach out to the customer to introduce yourself as the new agent on the case. - Update VOR case closure tracking - Link KB article - Add symptom classification
2023-08-26 05:19:29	reassigned to SUP Tiara is not in office on Friday's and this case is not compliant. Charleis Ajah Business Operations Supervisor Office: 866-631-3788 ext.79099 eFax: 866-638-0431
2023-08-29 17:21:23	--veh does not meet guidelines for TX as repairs were completed outside the 2yr or 24,000 mile presumption time frame --[redacted] copis: Thank you for submitting a COPIS Parts Order Status case. Good news, your backorder for Service Part Number: K2GZ4000AR, Shipper Number: [redacted], DOR Number: [redacted] shipped on 08/16/2023. As the order has now shipped, your COPIS case has been closed.
2023-08-29 17:39:47	Plan of action: verify repair status OBC to dealership : spoke to sa Andre repairs were completed already ticket was closed on the 23rd covered under warranty and recall ro[redacted] opened:08[redacted]-23 miles: 26,752 OBC to customer: no response left VM with contact information custoemr repairs are completed offered maintenance plan next step send custoemr SMS Ford Motor Company ® Gabrielle Galbert gforema8@ford.com | www.ford.com Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788 ext.
2023-09-05 23:34:04	IBC from[redacted] just got the vehicle back on 8/23/23 but he is having the same problem. Cust needs rental and will have to take vehicle back to dealer. CXS informed that there is a scheduled appt 9/6. CXS gave CUST new CXS info. Next Steps: Submitted document customer re-contact Shelley Johnson Customer Experience Specialist, Ford CXS Team SJOHN654@ford.com | www.ford.com Office: 866-631-3788 ext. 79721 E-Fax: 888-635-9545

2023-09-05 23:39:19

CXS submitted portal msg. to get rental and appt. Shelley Johnson Customer Experience Specialist, Ford CXS Team SJOHN654@ford.com | www.ford.com Office: 866-631-3788 ext. 79721 E-Fax: 888-635-9545

2023-09-06 15:56:14

Plan of action verify appointment OBC to customer: advised that he is waiting on dealership to reach custoemr did not opt in to rental dealership- advised that they only can reimburse for warranty noise is coming from back tire. OBC to dealership: spoke to SA adrian merged call so customer can advise of concern and have appointment schedule : customer advised that it is a screeching noise customer needs a loaner rental sa advised that they have to submit rental claim and will try to get it in by thursday. customer will bring it tomorrow 09/07/23 Next step reach out on 9/08/23 to verify diagnosis with dealership. Ford Motor Company ® Gabrielle Galbert gforema8@ford.com | www.ford.com Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788 ext.

2023-09-08 17:58:32

OBC to dealership: no response from SA left VM requesting diagnostic information next step send customer SMS Ford Motor Company ® Gabrielle Galbert gforema8@ford.com | www.ford.com Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788 ext.

2023-09-11 16:46:07

IBC customer called to go over re[airs pn his vehilce due to not hearing from Sevice advisor clv:72 OBc to dealership left VM reached ut a second time and was provided with SA email to send an update request to: [redacted] returned to customer call and advised that we can not authorize rental until the dealership provides their diagnostic on the vehicle. next step email SA Good afternoon has the customer vehicle [redacted] VIN: 3FMCR9B69M[redacted] Gabrielle Galbert gforema8@ford.com | www.ford.com Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788 ext.

2023-09-12 17:41:49

OBC to dealership: spoke to SA vehicle is done he noise was the heat shield and unable to duplicate car dying while at a stop. they tried three times and have not used the tech hot line next step send customer SMS Gabrielle Galbert gforema8@ford.com | www.ford.com Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788 ext.

2023-09-18 19:38:17

OBC to customer:
CAS[redacted]
customer stated that he would need to take vehicle back for the tire rod concern due it feeling like it is loose and out of place advised custoemr that I will follow up on 09/21/23 to verify service appointment

Gabrielle Galbert
gforema8@ford.com | www.ford.com
Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788 ext.

2023-09-27 00:37:14

EMail to custoemr :
Good evening,

This correspondence is in response to your case regarding your case, I have attempted to contact you however, there has been no reply. I would like to ensure your concerns have been addressed, as it is my sincere desire that you remain satisfied with your vehicle and the service you received. In the event there are unresolved issues I can assist with, please contact me at 1-866-631-3788, ext.79215 I am available Monday through Friday between 9:30am-6:00 pm Central Standard Time. Unless I hear back from you, I will assume you no longer require my assistance.
Sincerely,

Ford Motor Company ®

Gabrielle Galbert
gforema8@ford.com | www.ford.com
Customer Experience Specialist, Passenger Vehicle Team
O: 866.631.3788ext. 79215>

2023-09-27 20:56:07

Cxs can close case

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Canceled
OPEN: 08-08-2023 CLOSED: 11-06-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria
DEALER NAME: Bailey Ford of Plattsburgh
PA CODE: 00134 DLR SALES CODE: 11664 REGION: N2 ZONE: N2C
VIN: 3FMCR9B67N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 18,856
BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | NY | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Moving | UNKNOWN | UNKNOWN
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Markala Teal
COMMENTS:

2023-08-08 16:05:23

CXS - Markala Teal
Mteal2@ford.com
866-631-3788 Ext 79611

CUST IBC/

VIN: 3FMCR9B67[redacted]
Issue: RENTAL REIUMBURSMENT-INSIDE
VEH at the Dealership: NO
Meets FLP Guidelines: YES
Year of VEH: 2022 BRONCO
Mileage: 19,411 APPROX.
CLV: 81
Transfer to Concern: YES
Concern Agent Name: N/A
Reason for Concern: CXS connected w/CUST who stated [redacted]. CUST expressed she is very satisfied w/her 2022 Bronco in which she purchased last year. CUST says as she was driving last Friday, 07/28/2023 to Canada which is 4 hours away from her home when the light on the vehicle went out and she managed to find a mechanic who informed her the generator of the vehicle stopped working and managed to get a tow truck while in the middle of nowhere. CUST obtained her own rental and would like to be reimbursed. CUST says she has the invoices for her rental totaling $842.00 as well as the Ford dlr invoice. CXS sympathized w/CUST, obtained the VIN, completed verification, and provided the case number via email. CXS informed CUST the case will be assigned to a concern agent who will further assist w/reimbursement. CUST was pleased and thanked CXS.

Service Advisor: Jamie Major

CXS IS AN INQUIRY AGENT AND DOES NOT PROGRESS CASES

NEXT STEPS: ASSIGN TO CONCERN

Ford Motor Company ®
Customer Relationship Center – Passenger Vehicle Inquiry Team
Markala Teal
mteal2@ford.com | www.ford.com
office: 866-631-3788 ext. 79611

2023-08-08 16:21:40 IBC: Spoke with [redacted] who states that she is calling to obtain rental and towing reimbursement. OBC: Spoke with Chris who states that he will email the RO invoice to me shortly. Chris@baileyford.us Next Steps: Will email the service advisor for the RO invoice. Will continue to work with the dealership until RO invoice is obtained. Sermon Swafford Ford Motor Company Customer Experience Specialist -PV Team Sermon Swafford sswaffor@Ford.com | www.ford.com O: 1-866-631-3788 ext. 79372

2023-08-08 16:22:52 Hello VIN: 3FMCR9B67N[redacted] NAME:[redacted] I hope all is well, I am reaching out for the repair order invoice. Please attach it here. Thank you and enjoy the rest of your day! Sermon Swafford Ford Motor Company Customer Experience Specialist -PV Team Sermon Swafford sswaffor@Ford.com | www.ford.com O: 1-866-631-3788 ext. 79372

2023-08-08 16:43:49 Case Number : [redacted] 6 Custome [redacted] Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Bailey Ford of Plattsburgh Dealer P&A : 00134 Dealer phone : 518-561-5030 VIN : 3FMCR9B67N[redacted] Year : 2022 Make : FORD Model : BRONCO SPORT Mileage : 19411 Engine Specification : NCHDY1NA Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2022-06-13 Open Recall/FSA: : 22S73 ESP : N/A Hotline Contact : N/A Warranty History : YES

2023-08-08 16:43:54 Hello[redacted] I hope all is well, I am still waiting on the dealership to send the documents so that and the receipts can be reviewed. Ford reimbursement rate is $40 per day which excludes fuel and insurance. You will need to reach out to roadside assistance (800-241-3673). Once I receive all the information I will reach back out. Thank you. Ford Roadside Assistance Claims Reimbursement P.O. Box 9145 Medford, MA 02155 FAX: 833-239-1240 Sermon Swafford Ford Motor Company Customer Experience Specialist -PV Team Sermon Swafford sswaffor@Ford.com | www.ford.com O: 1-866-631-3788 ext. 79372

2023-08-10 00:21:51 Will allow time for the RO to be received. Next Steps: Will provide status to customer via email. Will continue to follow up with the dealership. Sermon Swafford Ford Motor Company Customer Experience Specialist -PV Team Sermon Swafford sswaffor@Ford.com | www.ford.com O: 1-866-631-3788 ext. 79372

2023-08-12 00:25:34 Rcdv receipts and RO invoice. Next Steps: Will upload the receipts and submit the morely request. Sermon Swafford Ford Motor Company Customer Experience Specialist -PV Team Sermon Swafford sswaffor@Ford.com | www.ford.com O: 1-866-631-3788 ext. 79372

2023-08-12 00:30:29	Will provide an offer to customer. Next Steps: Will continue to follow up with the customer regarding the offer. Sermon Swafford Ford Motor Company Customer Experience Specialist -PV Team Sermon Swafford sswaffor@Ford.com | www.ford.com O: 1-866-631-3788 ext. 79372
2023-08-12 00:34:08	Hello [redacted], I hope all is well, I am reaching out to advise that Ford is willing to reimburse $521.80 towards the repair cost. Again Ford is willing to assist $40 per day towards the rental. Please advise if you accept the offer. Please confirm the address the debit card should be sent to. Thank you and enjoy the rest of your day!
2023-08-18 00:06:24	Hello [redacted] I am reaching out again, by any chance were you also needing repair reimbursement? I am trying to confirm as that is the information I was advised from the dealership and when we spoke it was for rental and towing reimbursement. Please advise. Thank you and enjoy the rest of your day!
2023-08-26 01:00:02	OBC: Spoke with [redacted] who was not trying to really speak with me regarding the concern. Next Steps: Will continue to follow up with the customer regarding the reimbursement. Sermon Swafford Ford Motor Company Customer Experience Specialist -PV Team Sermon Swafford sswaffor@Ford.com | www.ford.com O: 1-866-631-3788 ext. 79372
2023-08-30 00:28:38	Will send an email to the customer to obtain the rental receipt. Next Steps: Will continue to follow up with the customer. Sermon Swafford Ford Motor Company Customer Experience Specialist -PV Team Sermon Swafford sswaffor@Ford.com | www.ford.com O: 1-866-631-3788 ext. 79372
2023-08-31 00:30:35	Will send an email to the customer to obtain the rental receipt. Next Steps: Will continue to follow up with the customer. Sermon Swafford Ford Motor Company Customer Experience Specialist -PV Team Sermon Swafford sswaffor@Ford.com | www.ford.com O: 1-866-631-3788 ext. 79372
2023-09-01 00:18:44	Rcvd an email from the customer with the receipts. Next Steps: Will submit the morely request. Sermon Swafford Ford Motor Company Customer Experience Specialist -PV Team Sermon Swafford sswaffor@Ford.com | www.ford.com O: 1-866-631-3788 ext. 79372
2023-09-01 00:31:17	Will send offer to customer. Next Steps: Will continue to follow up with the customer. Sermon Swafford Ford Motor Company Customer Experience Specialist -PV Team Sermon Swafford sswaffor@Ford.com | www.ford.com O: 1-866-631-3788 ext. 79372
2023-09-01 00:34:45	Hello [redacted], I hope all is well, I am reaching out again to advise that reimbursement is only $40 per day and according to the repair invoice your vehicle was at the dealership from 7/28 to 08/01 which be a total of $200. Please advise if you accept the offer.
2023-09-01 00:37:53	Rcvd all the receipts from the customer. Next Steps: Will submit the morely request. Will provide status to customer via email. Sermon Swafford Ford Motor Company Customer Experience Specialist -PV Team Sermon Swafford sswaffor@Ford.com | www.ford.com O: 1-866-631-3788 ext. 79372
2023-09-08 00:52:15	Hello I hope youre doing well, I am reaching out to advise that the reimbursement is still processing. Once I get an update I will reach back out with status. Thank you and enjoy the rest of your day!
2023-09-08 16:16:49	Morley activity [redacted] has been rejected. Advocate Action Needed - The repair receiptdoes not showpaid please obtainPAIDfinal receipt showing the amount customer paid for the repair not amount due.We will need confirmation that the customer paid for the repair likebank statement or paid receipt tamped paid by the dealershipshowing customer paid. Open morley task in GCCT add all pertinent summarized details related to the case in the notes and attachall receipts, debit card template inside the morley task. What is the details of the repair?Please obtain the following from the dealerships: ! Is this a warrantable repair?FYI-Please do not re-transmit morley untilallrejection reasons have been updated in the GCCT/Morley case. Please correct, save and re-transmit as soon as possible to avoid deletion. Thank you for your partnership,
2023-09-14 23:54:17	Will provide status to customer via email. Next Steps: Need to obtain proper receipts. Sermon Swafford Ford Motor Company Customer Experience Specialist -PV Team Sermon Swafford sswaffor@Ford.com | www.ford.com O: 1-866-631-3788 ext. 79372
2023-09-14 23:56:02	Hello [redacted]r, I hope all is well, I am reaching to confirm if the customer has another vehicle, you might be speaking about or if they have a 3rd party warranty because the name doesn't matter when pulling up the VIN it doesn't show an esp. Please advise so that I know how to move forward.
2023-09-21 00:23:41	Send an email to the customer with an update. Next Steps: Will continue to follow up with the customer. Sermon Swafford Ford Motor Company Customer Experience Specialist -PV Team Sermon Swafford sswaffor@Ford.com | www.ford.com O: 1-866-631-3788 ext. 79372
2023-09-21 00:23:54	Hello [redacted] I hope all is well, I am reaching out to advise that the reimbursement request was rejected it shows that the repair was covered under warranty and according to the repair invoice the vehicle was at the dealership for a total of 5 days $40 per day that Ford offers which totals out to $200. Please advise if I can proceed. Thank you and enjoy the rest of your day!
2023-09-26 00:07:38	Will resubmit the morley request. Next Steps: Will provide status to customer via email. Will continue to monitor the case for updates. Sermon Swafford Ford Motor Company Customer Experience Specialist -PV Team Sermon Swafford sswaffor@Ford.com | www.ford.com O: 1-866-631-3788 ext. 79372
2023-09-26 00:10:20	Hello [redacted], I hope all is well, I am reaching out to advise the reimbursement request is still processing. Once I get an update I will reach back out with status. Thank you and enjoy the rest of your day!

2023-09-26 15:23:20

Morley activity [redacted] has been rejected.
Advocate Action Needed -

Non-Ford rentals require Ford Manager approval.This has to has to be approved by the FOM-Sterling or a detailed safety netnoteby the supervisor stating they have partnered with Sterling and he approved please have FOM confirmthe reimbursement. Please see aff -Rental Consideration Guidelines and see KB snippet below.

The repair receipt/ bank statement does not showpaid or the repair charge please obtainPAIDfinal receipt showing the amount customer paid for the repair not amount due.We will need confirmation that the customer paid for the repair likebank statement or paid receipt tamped paid by the dealershipshowing customer paid. What is the details of the repair?Please obtain the following from the dealerships:
! Is this a warrantable repair?

FYI-Please do not re-transmit morley untilallrejection reasons have been updated in the GCCT/Morley case. Please correct, save and re-transmit as soon as possible to avoid deletion.

Thank you for your partnership,

2023-09-30 00:17:15 Will provide status to customer via email. Next Steps: Will continue to follow up with the customer for the bank-statements. Sermon Swafford Ford Motor Company Customer Experience Specialist -PV Team Sermon Swafford sswaffor@Ford.com | www.ford.com O: 1-866-631-3788 ext. 79372

2023-09-30 00:23:06 Hello [redacted], I hope all is well, I am reaching out to find out if you have any bank statements that confirm payment of the rental. Please advise. The reimbursement request keeps getting rejected. I do apologize as I know how upset you are regarding the whole process. I am just trying to help and ensure that you get reimbursed. Thank you and enjoy the rest of your day!

2023-10-06 00:37:43 Will provide status to customer via email. Next Steps: Will continue to follow up with the customer for the bank-statements. Sermon Swafford Ford Motor Company Customer Experience Specialist -PV Team Sermon Swafford sswaffor@Ford.com | www.ford.com O: 1-866-631-3788 ext. 79372

2023-10-06 00:38:16 I understand what you are stating, I am just providing the information I got back from the reimbursement team as to why the reimbursement keeps getting rejected. I do apologize as again I sent exactly the documents you submitted the first time.

2023-10-12 00:22:30 Will provide status to customer via email. Next Steps: Will continue to follow up with the customer for the bank-statements. Sermon Swafford Ford Motor Company Customer Experience Specialist -PV Team Sermon Swafford sswaffor@Ford.com | www.ford.com O: 1-866-631-3788 ext. 79372

2023-10-12 00:22:43 Hello [redacted], I hope all is well, I am reaching out to find out if you have any other receipts that confirm the payment of the rental. Please advise. I am not able to move forward without obtaining the documents them reimbursement team is requesting. Thank you and enjoy the rest of your day!

2023-10-18 01:27:04 Will provide status to customer via email. Next Steps: Will resubmit the morely request. Will notify sup. Sermon Swafford Ford Motor Company Customer Experience Specialist -PV Team Sermon Swafford sswaffor@Ford.com | www.ford.com O: 1-866-631-3788 ext. 79372

2023-10-18 01:36:40 Hello [redacted], I hope all is well, I am reaching out to advise that I am still working on your concern. Once I get an update I will reach back out with status. Thank you and enjoy the rest of your day!

2023-10-18 17:03:55

Morley activity [redacted] has been rejected.
Advocate Action Needed -

Non-Ford rentals require Ford Manager approval.This has to has to be approved by the FOM-Sterling or a detailed safety netnoteby the supervisor stating they have partnered with Sterling and he approved please have FOM confirmthe reimbursement. Please see aff -Rental Consideration Guidelines and see KB snippet below.

The repair receipt/ bank statement does not showpaid or the repair charge please obtainPAIDfinal receipt showing the amount customer paid for the repair not amount due.We will need confirmation that the customer paid for the repair likebank statement or paid receipt tamped paid by the dealershipshowing customer paid. What is the details of the repair?Please obtain the following from the dealerships:
! Is this a warrantable repair?
FYI-Please do not re-transmit morley untilallrejection reasons have been updated in the GCCT/Morley case. Please correct, save and re-transmit as soon as possible to avoid deletion.

Thank you for your partnership,

2023-10-20 23:44:26 Will safety net case, Next Steps: Will allow time for the safety net reviewed. Sermon Swafford Ford Motor Company Customer Experience Specialist -PV Team Sermon Swafford sswaffor@Ford.com | www.ford.com O: 1-866-631-3788 ext. 79372

2023-10-21 02:02:02

----Safety net

-- WE must have documents to back the reason for the debit card - He should be able to call the rental company to confirm the amount and the dates and have them send it to him.

-- This offer is good for 30 Days

Ford Motor Company ®
Marchelle Mcnack
Customer Experience Supervisor

2023-11-06 20:21:42

--- Safety Net

-- This offer is good for 30 Days
-- Safe for closure

Ford Motor Company ®
Marchelle Mcnack
Customer Experience Supervisor

CASE ATTACHMENTS:

2023-09-01 00:26:19	Sermon Swafford
2023-09-08 00:31:12	Sermon Swafford
2023-09-08 00:33:20	Sermon Swafford
2023-09-08 00:34:34	Sermon Swafford
2023-09-08 00:50:54	Sermon Swafford
2023-09-26 00:00:55	Sermon Swafford



BAILEY FORD OF PLATTSBURGH
7189 STATE ROUTE 9
PLATTSBURGH, NY 12901
518-561-5030
N.Y.S. SHOP REGISTRATION #7125191

[redacted]

[redacted]
[redacted]
STONY POINT, NY [redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
3FMCR9B67N[redacted]	18853	18856	07/[redacted]/23 13:03	08[redacted]/23	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2022 FORD BRONCO SPO		**COMPLETE**

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]		VARI					No Charge

PHONE 1	PHONE 2	PHONE 3	STOCK NO.	SERV. ADV.	ENGINE/TRANS
[redacted]				JAMIE MAJOR (05)	

You may receive a survey from Ford soon grading us on how well we serviced your vehicle.**IF** you can't mark it all **COMPLETELY SATISFIED** and/or **EXCELLENT** please call us.
Thank you.

SERVICE HOURS: MON-FRI 7:30-4:30
SATURDAY 8:00-4:30
Pick-up and delivery available upon request.

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount	Cost
A	10654C		A89	2.50	Warranty	**$267.98**	

Concern Customer States CUSTOMER STATES THAT WHILE DRIVING ALL THE DASH LIGHTS STARTING COMING ON AND FLASHING CUSTOMER SHUT THE VEHICLE OFF AND LET IT COOL DOWN FOR A BIT AND RESTARTED AND ALL THE DASH LIGHTS ARE STAYING ON VEHICLE TOWED IN

Cause 002633085
upon bringing vehicle in to shop had charging system warning. checked charging voltage battery was at 11.8V when running, resting voltage is at 12.0v. Ran self test and P065B was present. Checked for bulletins and none apply to the concern at this time. Performed PPT B workshop 414-00 B1: no B2: yes P065B only, directed to install new generator due to an internal failure of the voltage regulator

Correction 002842757
Evacuated AC system. Removed AC compressor inlet line. Removed stretch belt. Replaced alternator. Re-installed belt and AC compressor inlet line. Recharged AC system. Connected FDRS, retrieved and cleared DTCs. Performed post repair test drive and verified no lights or warning messages came on.

Technician Clock Time

```
A31 D  07/28/23 14:55 - 07/28/23 15:11   0.27    A89 W  08/01/23 10:09 - 08/01/23 11:52   1.72
A89 W  08/01/23 12:32 - 08/01/23 12:42   0.17
   Total Work Time    1.89        Total Diagnostic Time    0.27        Total Straight Time     0.00
```

Part Number	Description	Qty.	Unit Price	Ext. Price	Cost
JX6Z 10346 K	ALTERNATOR ASY	1	**$601.68**	**$601.68**	**$291.00**
	CLEAN CORE	1	**$75.00**	**$75.00**	**$75.00**
	DIRTY CORE	-1	**$75.00**	**-$75.00**	**-$75.00**
			Parts Total...	**$601.68**	**$291.00**
	Total Hours:	**2.50**	**Line Total...**	**$869.66**	**$291.00**

Warranty Claim Type: F Authorization Code: Service Cont No:

PE24-002 000733 GCCT

[redacted]
[redacted]
STONY POINT, NY [redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
3FMCR9B67N[redacted]	18853	18856	07[redacted]/23 13:03	08[redacted]/23	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2022 FORD BRONCO SPO		COMPLETE

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]		VARI					No Charge

PHONE 1	PHONE 2	PHONE 3	STOCK NO.	SERV. ADV.	ENGINE/TRANS
[redacted]				JAMIE MAJOR (05)	

Non-Customer Totals

Charge Description	Amount	Cost
W - Labor	$267.98	$62.50
W - Parts	$601.68	$291.00
TOTAL WARRANTY	$869.66	

Customer Totals

Charge Description	Amount	Cost
Total Amount Due	$0.00	

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

[redacted]

BAILEY FORD OF PLATTSBURGH
7189 STATE ROUTE 9
PLATTSBURGH, NY 12901
518-561-5030
N.Y.S. SHOP REGISTRATION #7125191

[redacted]
[redacted]
STONY POINT, NY [redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
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[redacted]		VARI					No Charge

PHONE 1	PHONE 2	PHONE 3	STOCK NO.	SERV. ADV.	ENGINE/TRANS
[redacted]				JAMIE MAJOR (05)	

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	DIRTY CORE	-1	**$75.00**	**-$75.00**	**-$75.00**
			Parts Total...	**$601.68**	**$291.00**
	Total Hours:	**2.50**	**Line Total...**	**$869.66**	**$291.00**

Warranty Claim Type: F Authorization Code: Service Cont No:

PE24-002 000735 GCCT

[redacted]
[redacted]
STONY POINT, NY [redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
3FMCR9B67N[redacted]	18853	18856	07/[redacted]/23 13:03	08[redacted]/23	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
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CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]		VARI					No Charge

PHONE 1	PHONE 2	PHONE 3	STOCK NO.	SERV. ADV.	ENGINE/TRANS
[redacted]				JAMIE MAJOR (05)	

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W - Labor	**$267.98**	**$62.50**
W - Parts	**$601.68**	**$291.00**
TOTAL WARRANTY	**$869.66**	

Customer Totals

Charge Description	Amount	Cost
Total Amount Due	**$0.00**	

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_____
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_____
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
(DATE)

enterprise

Per your request, please see the attached PDF document for the Invoice Details.

Terms | Privacy Policy

© 2023 Enterprise Rent A Car, 600 Corporate Park Drive, St. Louis, MO 63105

enterprise

Rental Agreement [redacted]

Renter Information

Renter Name
[redacted]

Renter Address
[redacted]
USA

Vehicle Information

RAV4
License # [redacted]
State/Province: VT
Unit # [redacted]
Vehicle [redacted]

Vehicle Class Driven
Midsize SUV AWD 4-Door/Automatic/Air

Vehicle Class Charged
Standard SUV 5 door/Automatic/Air

Odometer Mileage/Kilometers
Starting: 40962 **Ending:** 41144
Total: 182

Fuel
Starting: 12.1g **Ending:** 7.1g

Thank you for renting with Enterprise Rent-A-Car

We appreciate your business!
This email was automatically generated from an unattended mailbox, so please do not reply to this e-mail.
If you have any questions about your rental, please view our Frequently Asked Questions or send us a secured message by visiting our Support Center

Trip Information

Pickup
Friday, July [redacted]023 1:39 PM
PLATTSBURGH CORNELIA ST [redacted]
PLATTSBURGH, NY 12901-7433
USA

Return
Tuesday, August [redacted]023 4:17 PM
PLATTSBURGH CORNELIA ST [redacted]
PLATTSBURGH, NY 12901-7433
USA

Renter Charges

Rental Rate	Time & Distance 5 Day at $122.63 / Day	$613.15
Coverages	DW/CDW OPTIONAL ($14.99 / Day)	$74.95
Add-Ons	Refueling Charge ($8.46 / Gallon)	$27.30
Mileage	Unlimited Mileage	Included
Taxes and Fees	Sales Tax (8.00%)	$51.24
	Car Rental Sales Tax (12.00%)	$76.85
Total		**$843.49**
(Subject to audit)		
[redacted]		($843.49)
Amount Due		**$0.00**

Comerica Debit Card Reimbursement Template

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

Notes:

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

Morley Case #: [redacted]
Primary Reason for Reimbursement Offer(s): REPAIR REIMBURSEMENT / RENTAL
Is this reimbursement due to a parts delay: NO **Part Name/Number: N/A**
Date or Expected Date of Vehicle Repair:8/1
Is there a risk for a Buyback Request: NO
GCCT Case #: [redacted]
Customer Information
Name: [redacted]
Mailing Address: [redacted]**, STONY POINT, NY,** [redacted]
Mailing Address Verified: YES
Is the customer a Citizen of India: NO
VIN: 3FMCR9B67N[redacted]
Reimbursement Information (fill in each payment type entered in Morley Case)
Consequential Expense Reimbursement: N.A
Amount: N/A
Vehicle Payment Reimbursement: N/A
Amount: N/A
Rental Reimbursement: RECEIPTS UPLOADED
Amount: $200.00
Repair Reimbursement: RECEIPTS UPLOADED **Amount: $521.80**
Causal Part Number: N/A
Amount: N/A
(#13 in Morley Submission Form) **Reason for Customer Reimbursement:** RENTAL REIMBURSEMENT

Additional Comments:
Important: Please see below for information about the Delegation of Authority (DOA)

Delegation of Authority (DOA) Program	**Houston Job Role BOM / SUP**	**Houston Job Role CXS / DXS**
Rental (Incl. IWL/TAP)	$3,500	$2,000
Repair (Gas Engine, All Others) Repair Diesel Engine	$5,000 $5,000	$4,000 $4,000
Vehicle Payments	$2,000	$1,500
Consequential Expenses	$3,500	$2,000
Refund Time and Mileage	$5,000 7/150	$3,500 7/150

Comerica Debit Card Reimbursement Template

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Is this reimbursement due to a parts delay: NO **Part Name/Number: N/A**
Date or Expected Date of Vehicle Repair:8/1
Is there a risk for a Buyback Request: NO
GCCT Case #: [redacted]
Customer Information
Name: [redacted]
Mailing Address: [redacted] **STONY POINT, NY,** [redacted]
Mailing Address Verified: YES
Is the customer a Citizen of India: NO
VIN: 3FMCR9B67[redacted]
Reimbursement Information (fill in each payment type entered in Morley Case)
Consequential Expense Reimbursement: N.A
Amount: N/A
Vehicle Payment Reimbursement: N/A
Amount: N/A
Rental Reimbursement: RECEIPTS UPLOADED
Amount: $200.00
Repair Reimbursement: N/A **Amount:** N/A
Causal Part Number: N/A
Amount: N/A
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Consequential Expenses	$3,500	$2,000
Refund Time and Mileage	$5,000 7/150	$3,500 7/150

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 08-09-2023 CLOSED: 08-09-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: 3FMCR9D93M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 40,000
BODY STYLE: R9D - BRONCO SPORT BADLANDS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | Always
ANALYST NAME: April Johnson OPEN ANALYST NAME: April Johnson
COMMENTS:

Transferred
Active Chat History
Time and Day Stamptoday
Info At 7:06 PM Aug 8
Thank you for choosing to chat with us. We will be with you shortly. You are currently 1 waiting in queue.
Info At 7:06 PM Aug 8
You are now chatting with Darron.
Hello this is Darron, your FordPass Guide. How may I assist you?
7:06 PM
Hi darron I am having issues with my Bronco badlands 2021 sport
[redacted] 7:07 PM
I am happy to assist, may I please have your email address for this account,
7:07 PM
I was turning a corner and it locked up and died
[redacted] 7:07 PM
so many lights blinking on dash - I had someone jump it it started again I got it home and won't start at all now battery was 12.1
[redacted]
7:08 PM
Thank you so much for this information and thank you for being a Ford Member. You would need to speak to our Customer Relationship Center team in regard to this. I can get you transferred over for assistance. I am sorry for this inconvenience [redacted]
7:09 PM
plz transfer me thanks
[redacted] 7:09 PM
Thank you again for contacting FordPass, it was a pleasure assisting you today. Please remain connected to our chat as a brief survey will appear after our interaction regarding your experience with me today. Thank you for being a loyal Ford Member! Please hold for your transfer
7:09 PM
Info At 7:10 PM Aug 8
Please wait while your chat is transferred to the appropriate group.
Info At 7:10 PM Aug 8
You are now chatting with April.
Hello! My name is April. Give me just a moment to read over your previous chat.
You 7:10 PM
april I was turning a corner and my 2021 Bronco sport badlands locked up and died
[redacted]:11 PM
I'll be happy to assist you today! Your information did not transfer over. Can you please verify your full name and VIN?
Can you also confirm the phone number and home mailing address linked to your account?
You 7:12 PM
[redacted] Naples FL [redacted]
[redacted] 7:12 PM
3FMCR9D3M[redacted]
[redacted] 7:15 PM
Thank you! One moment please.
You 7:15 PM
This VIN seems to be missing a character, Tina. Would you mind verifying it one more time?
You 7:17 PM
I see that you are typing. I will give you a couple more minutes to finish.
You 7:19 PM
3fmcr9d93m[redacted]
it was the 9 after the D
[redacted] 7:20 PM
Perfect! Do you happen to know the current mileage on your vehicle?
You 7:21 PM
Around 40000
I tried to get it in few months ago because the electronics were doing some weird things but they couldn't fit me in and said they are too back up
[redacted] 7:21 PM
so basically I missed my 36000 window because ford is too busy to fix the issues that they caused
[redacted] 7:23 PM
Thank you for that information. I'll be right with you.
You 7:24 PM
ok it also fried my cell phone I had it plug in when it happened
[redacted] 7:25 PM
Unfortunately, since we do not have trained technicians here in the customer service center we are unable to provide a diagnosis on our end. Your local dealership would be in the best position to diagnose your vehicle. I understand the vehicle will not start at this time. I would recommend reaching out to our Roadside Assistance team for assistance with having your vehicle towed. Since each dealership is privately owned they each handle their own repairs and scheduling. However, I'll be happy to provide a list of alternate dealerships in your area. Would you like that list of dealerships and the contact information for our Roadside Assistance team?
You 7:26 PM
I see that you are typing. I will give you a couple more minutes to finish.
You 7:28 PM
no I do not want to deal with the dealerships that's also a problem as I said they are too busy to get me in - when there is a technician available I want them to call me. I have a new full-size Bronco waiting for me at the dealership that was delivered with issues
[redacted]
I feel like ford has given me the runaround on both Broncos maybe I need to think about whether to continue to be a customer of Ford
[redacted] 7:29 PM
OWith dealerships being independently owned they would need to be contacted directly regarding any repairs and service appointment availability. However, you can certainly submit your request with them that they contact you regarding servicing appointments if needed. I'll be more than happy to submit any feedback you may have regarding your experience to Ford Motor Company on your behalf. Would you like me to submit your feedback and provide you with a case number for reference?
You 7:31 PM
I am a disabled Vet and all these issues have given me ulcers and tmj - the stress is almost to much for me to handle and it's complicating everything thing else

yes I want a case number - someone needs to know what's happening to us customers
[redacted] 7:31 PM
It will be my pleasure, [redacted]. I'll be sure to note everything that you have mentioned here today. Your case number for this feedback submission is [redacted]. If needed, our Roadside Assistance team can be reached at 800-241-3673, or https://ford.rsahelp.com/, 24/7.
You 7:34 PM
I do not want any dealership involved they are just as much of the problem I want Ford to handle this have a good night
is the road side assistance free as I do not have the money to pay and I shouldn't have to with all that has happened
[redacted] 7:35 PM
I'll be sure to note that on my end [redacted]. This feedback submission does not guarantee that a member of Ford with contact you. However, I can certainly note that you'd like contact to be made if possible. Ford Roadside Assistance Coverage for your vehicle expires on 19-July-2026, or 60,000 miles, whichever comes first. If the vehicle has exceeded 60,000 miles, coverage would be denied.
However, they can review any service fees, if needed.
Is there anything else I can look into for you today on my end, Tina?
You 7:37 PM

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: In Progress

OPEN: 08-10-2023 CLOSED: BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Dealer NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Feedback | Dealer | Negative - Service |

DEALER NAME: Lugoff Ford

PA CODE: 09057 DLR SALES CODE: 21277 REGION: S2 ZONE: S2B

VIN: 3FMCR9C60M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 38,141

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | SC | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Slow Crank/Battery | Always

ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Salvador Sibug

COMMENTS:

2023-08-10 16:14:36 CONTACT VIA (phone, text, or email)." BCM: [redacted] husband prepared time to receive a phone call: anytime of the day CUST SAYS: the battery died on Monday and towed in to the dlr the battery is drain and been advised to call ford if there's any assistance that ford can offer related to the repair of this veh SA or SM Vehicle concern: dying overnight the engine coolant fans is still operating even the engine is off and they need to replace the battery *** PER CUST, DLR SAYS: Diagnosis date: (within 30 days) NA CRC ADVISED: 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION Ford Motor Company has authorized your dealer to install a drain tube to the engine cylinder head and reprogram the powertrain control module, free of charge (parts and labor). I will escalate your case/request to our Customer Experience Specialist who works daily with your dealership's management team. The Customer Experience Specialist has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Customer Experience Specialist will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Experience Specialist within 1 business day. The case number that I have established for you today is CAS-[redacted]

2023-08-10 17:34:03

OBC to Dealer
Spoke to Brian
Angelo (SA)

They do not believe they need to pay for Repairs given it should be covered under expired warranty.

Needs to replace battery First before being able toDiagnosis.

Battery (Under New Care).

1.RO Number: [redacted]
2.RO Open Date: 8/08/23
3.RO Line Number: 4
9.Is Vehicle off road? Yes
10.Is customer eligible for a rental or loaner? Yes
(Not in rental Does not have a loaner)
11. P&a number: 09057

OBC to Customer

[redacted] husband
prepared time to receive a phone call: anytime of the day

Informed customer I spoke to Dealer and got the run down on the vehicle.
There as been 3 Recalls on the vehicle.
When (SM) explained the vehicle needs a New Battery before he can run a diagnosis.
Customer has another truck if the head light goes out it
Customer doesn't feel he should have to pay for something that should have been fixed through the Recall.
Customer was not aware of the Recall.
This whole thing is one big Concern with the Coolant

Monday Morning the vehicle would not Crank
Customer told Wife to call Ford to pick it up to have it service because it also has a Recall.

[redacted] got frustrated because he told by Angelo that it would need a battery to do the Diagnostic.
Customer is explaining why could Angelo just put another battery to run the test instead of putting it on warranty.
He is not a good (SM)
Was told he had to pay $189.00.

Explained to the customer if they would've called us to advise the Battery was dead he would be responsible for the Diagnosis.

22S73PCM PROGRAMMING AND DRAIN TUBE INSTALLATION
When you turn the vehicle off you can hear something running.
That is what is killing the battery.
Customer took vehicle in for Recall on Coolant
I will be more than happy to open up a feedback case for us to ensure "We put a Voice to your case". The Feedback department we have here at Ford is Committed to working with our Certified Ford Dealers to help guide them achieve better outcomes for our Loyal Ford Customers.
“Let’s Be Heard! ”

Submitting a Feedback Case
(Customers will not get a call unless Feedback Department needs further information).
Case will be closed in MY department as soon as it's assigned to Feedback Depart.
WE DO NOT GET UPDATES.

Next Steps: Assign Case to Feedback Dept

Explained to customer if they don't like the Diagnosis Results
We can process a Buyback

8/15/23

Stephanie Newman
Bilingüe Preocupación Especialista en PV
Bilingual Concern PV Specialist
snewma44@ford.com | www.ford.com
O: 866-631-3788 ext. 79658
M-F 8:30 AM - 5:00 PM EST

2023-08-10 17:53:03

Case Number : [redacted]
Customer : [redacted]
Business Phone :
Home Phone : [redacted]
[redacted]
LTV Score : 81
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number :
Part Number :
Dealer Name : Lugoff Ford
Dealer P&A : 09057
Dealer phone : 8034386124
VIN : 3FMCR9C60M[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 38000
Engine Specification :
Transmission Specification :
Warranty Start Date : 2021-05[redacted]
Open Recall/FSA: :

22S73PCM PROGRAMMING AND DRAIN TUBE INSTALLATIONESP : N/A
Hotline Contact : N/A
Warranty History :

[redacted] LUGOFF FORD[redacted]
Customer CommentsC/S BRAKES SQUEAL IN REVERSE. ADVISE.
Tech CommentsRAN SELF TEST, ABS C1034:48 PARK BRAKE SUPERVISION SOFTWARE FAILURE, C2005:04 RIGHT ACTUATOR, C2006:04 LEFT ACTUATOR (THE LAST TWO ARE SYSTEM INTERNAL FAILURES). PPT E1-E2. NO ISSUE. ERASE CODES. RESET. 2219D, 2219D45

[redacted]
Customer CommentsC/S CEL IS ON AND VEHICLE STALLS OUT WHEN GETTING FUEL. ADVISE.
Tech CommentsRAN SELF TEST, PCM, P0456 EVAP SYSTEM LEAK DETECTED, P0496 EVAP SYSTEM HIGH PURGE FLOW. REFERENCED SSM 50306. USED SMOKE MACHINE, NO LEAKS DETECTED. RAN CPV TEST. CPV FAILED. INSTALLE NEW CPV, TEST PASSED. 9000D, 9000D1, 9000D2, 9D289MT

2023-08-15 18:22:35

Ford Motor Company ® Madison Bridges Customer Experience Specialist, Ford CXS Team/ PV Team Mbridg46@ford.com | www.ford.com Office: 866-631-3788 ext. 79457 E-Fax: 8886359545 IBC From Jason Torrence 8033977839 Vehicle has been at dealer since last Monday and the vehicle still has not been diagnosed yet. CXS located case submitted as dealer feedback. CXS Made OBC to dealer and was not able to reach service dept. CXS LVM with service dept requesting update on customers vehicle Provided CXS direct #/or customers # for dealer to return call. Next steps: None

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 08-10-2023 CLOSED: 08-15-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 3 Consumer Affairs NA CRC COMMUNICATION: Letter
CASE CLASS LV 1234: Consumer Intervention | Demand Letters | |
DEALER NAME: Hacienda Ford
PA CODE: 04446 DLR SALES CODE: 52104 REGION: C2 ZONE: C2D
VIN: 3FMCR9B62[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | TX | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Stalls/Quits | At Idle | Intermittent
ANALYST NAME: Stephanie Perret OPEN ANALYST NAME: P Rxsalp
COMMENTS:
2023-08-15 17:02:02

COM assigned to CALA Stephanie

2023-08-15 17:30:28

STAMP DATE: none (letter date 08.02.2023)
DATE RECEIVED BY FMC:08.10.2023

08.15..2023:C/S
o whom it may concern:
I am writing to notify you of the problems I am experiencing with my 2021, Ford, Br nco Sport, & 3FMCR9B62[redacted]
and to request that you correct this problem within thirty (O) days of your receipt of this letter.
I purchased my vehicle from Land Rover San Juan at 601 E. Expressway 83, San Jua
about July 29, 2022. Following sale, I noticed the vehicle jerking a lot and it began s alling at stops - I would have to keep car in slow motion because if I stopped completely at a red ligh the car would turn off and have difficulty starting back up when I would press on the gas. On March 2 , 20231 took car to pump gas and when I went to turn car back on it would not turn on, the battery wa not dead, it just died and after about an hour waiting for the tow truck - it turned on and I just dro it home as I was less than a mile from my house. Since March 211 have had constant trouble with th check engine light going on randomly and the Ford app stating there was a concern with the evaporat e system, the car turning off while I am stopped at red lights, after I pump gas and restart my car (th car would automatically shut off and not turn on again for up to an hour - even while in drive my car has slowed down to a complete stop and given me a message-Shift P, turn off engine and rest rt however several time the car would not start after these episodes.
I took my vehicle to an authorized dealer Hacienda Ford located at 3010 W. Universi Drive in Edinburg Tx 78539 for repairs on March 24, 2023 (this appointment was secured on the 2l51 v a the Ford app) - the vehicle was returned to my house the same afternoon and they stated everythi g checked out some codes were cleared and they ordered a recall part that would take about a month to et in. Immediately in the days following this visit, I continued to have prob le ms with the car as stated, set another appointment up via the app for May 1 as that was the soonest available, my husban took the day off to take the vehicle in to Hacienda Ford and he was told that I didn't have an appoint nt set up -this even though I spoke to and forwarded my appointment confirmation email to a
yperez@onehacienda.com, we were turned away with no explanation and no dat to address issues. From May through June my husband and I were extremely busy with end of year t sks as schoolteachers, we decided to just park the car and rely on one vehicle until we co Id be available for Bronco - Hacienda Ford left us hanging and Boggus Ford had been so very unhelpfu over the phone each time I reached out. It was during this time that I even reached out through For website to customer support for help but unfortunately the connection was lost, and I never h ard back from a representative. In early June I was even told by a Ford sales associate that visited my chool from Boggus Ford to try to sell teachers vehicles, that my first mistake was buying a used Ford fr m Land Rover San Juan -insinuating no one would want to help me because it's not their problem an more but he could help me see what the car was worth to trade in for a new one.
ocument F -Appointment confirmation email for Hacienda Ford appt on May 1, 23
Document G -My husband called me from Hacienda Ford, and I spoke to this pers n that I forwarded email to and explained I had scheduled appointment for vehicle, and we were tur ed away with no resolution
Document H -Appointment confirmation of Ford app. For Hacienda Ford appoint ent on May 1, 2023, stating the issues.
Document I -Indicates that I have had to miss work for this issue at least once, my usband has also had to take time off as well and it has made me late numerous times.
Document J -When Check Engine light came on after receiving vehicle from Boggu Ford, this was message received on Ford app.
This problem impairs the use and value of my vehicle as it has sat for weeks on end n my driveway or in a service lot unable to reliably work all while I am still making timely auto/insurance payments.
Therefore, if you and/or dealer are unable to correct this problem, I will expect yo to replace or repurchase the vehicle pursuant to Chapter 2301, Subchapter M of the Texas Occu ations Code Annotated.
Cust seeks:
Please contact me on receipt of this letter at the above address or telephone num er to arrange a mutually convenient date and time for you to have an opportunity to inspect my v hide and make any necessary repairs. As a teacher, a mother of three extracurricular actively involved ids, I desperately need something I can rely on -I really thought the Ford Bronco Sport would be pe ect for us but it has been a nightmare and I just want a car that works.

Consumer Affairs scanning information for handling.

2023-08-15 17:30:59

08.15.2023 SPERRET X 76798 VIN NOT FOUND ON OGC VIN LIST

2023-08-15 17:49:50

08.15.2023 SPERRET1 X 76798
CALA is closing the case :the State arb case has opened for to same customer

CAS[redacted]

CASE ATTACHMENTS:
2023-08-15 17:49:50 Stephanie Perret

[redacted]

Checklist for Demand matters

If applicable, this checklist is a reminder to assist an agent with ensuring that all documents and resources were utilized to handle a customer's issue in order to effectively handle the demand:

Included	Not applicable	
☒	☐	Customer's Demand letter/ MVDN and supporting documents
☐	☒	Copy of FSE report
☐	☒	TFOAMS request
☐	☒	Dealer reports/ repair orders
☒	☐	OASIS
☒	☐	AWS
☐	☒	Relevant GCQIS contacts
☒	☐	Relevant TSBs
☒	☐	Relevant recalls/ CSPs/ FSAs
☒	☐	Relevant Special Service Messages
☐	☒	RAV Denial document
☐	☒	RAV Approval document

Note: Please place this checklist in each demand case file created in the G drive folder. Check the applicable boxes.

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 08-10-2023 CLOSED: 08-25-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |

DEALER NAME: Rogers Ford

PA CODE: 02445 DLR SALES CODE: 52571 REGION: C1 ZONE: C1C

VIN: 3FMCR9B65M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE:

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Runs Rough | UNKNOWN | UNKNOWN

ANALYST NAME: Diamond Gardner OPEN ANALYST NAME: Diamond Gardner

COMMENTS:

2023-08-10 18:55:29

IBC// Cust stated that her veh is smoking and she does not want to drive it. Vin: 3FMCR9B65M[redacted] MI: 31,839 DLR: Rogers Ford Cust stated that she has had many recalls and does not believe the veh is safe. Cell [redacted] Dropped: Tuesday SA Leo RO # [redacted] Diag : Shop Capacity Current Mileage: 41,000 Diamond Gardner Ford Motor Company ® Customer Relationship Center – Vehicle Team DGARDN71@ford.com | www.ford.com office: 866-631-3788

2023-08-11 18:45:30

*OGC VIN LIST CHECK : 3FMCR9B65M[redacted]

*RESULTS : No Returns on 8/11/23 @ 2:42 PM

*Original Owner per Navis
*Verified VIN via Oasis (ESP)

*NO COPY KEY DATA COMPLETED

Ford Motor Company ®
Shelley Michel
Non-California Buyback Review Team, Ford CX Team
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER
** (Non-California Buyback Review Team is NOT RAV)**

2023-08-11 18:51:57

After review; veh does not meet state guidelines for buyback/replacement criteria for TX. Repairs were completed outside of presumption.

Talking Points:

-Deny GFR
-Review note in milestone
-Follow Repair Assistance Procedures Per Process
-Recommend Dealer Engage Hotline for Repair Assistance
-Focus on getting veh repaired

Ford Motor Company ®
Shelley Michel
Non-California Buyback Review Team, Ford CX Team
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER
** (Non-California Buyback Review Team is NOT RAV)**

2023-08-16 21:07:05

OBC to DLR/ CXS called for an update No Answer OBC to Cust/ BB result was given Cust stated that the concerns are covered under warranty and they choose to get a battery from elsewere because they are tired of the veh being at the dlr. Satisfaction Review. Diamond Gardner Ford Motor Company ® Customer Relationship Center – Vehicle Team DGARDN71@ford.com | www.ford.com office: 866-631-3788

2023-08-25 16:28:13

OBC to CUST/ CXS called for a Satisfaction Review Cust stated the veh is running fine and the were hoping that they could have had the BB approved but everything was well. Next Step : Safety net for closure. Diamond Gardner Ford Motor Company ® Customer Relationship Center – Vehicle Team DGARDN71@ford.com | www.ford.com office: 866-631-3788

2023-08-25 16:42:02

OBC to DLR//

to inquire about diag water pump and hose concern and the service light was on and smoke came on because of the starter.

The starter was replaced , water pump and water outlet hose.

Next Step Safety net for closure

Diamond Gardner
Ford Motor Company ®
Customer Relationship Center – Vehicle Team
DGARDN71@ford.com | www.ford.com
office: 866-631-3788

2023-08-25 16:42:53	Safety Net 1. Has the vehicle been repaired & returned to the customer? Yes 2. Is the customer satisfied with the repair, if NOT, why? Yes 3. Did we resolve all the customers concerns, both initial and subsequent. If not, why? Yes 4. What was the repair and/or issue? The starter was replaced , water pump and water outlet hose. 5. Did we offer any goodwill, if YES, what, if NO, why not? N?A Cust has a ESP 6. Was the customer pleased with the offer? Yes 7. Did you advise the customer regarding the Survey? Yes 8. Did we send the thank you email confirming what assistance you/we provided for this customer? Yes 9. Did we close all obligations with the dealer? Yes 10. What do you feel the outcome of this case will be a detractor (1-3) Neutral (4) Promotor (5)? Why? 5 Cust pleased with customer service. Not happy about the BB denial but happy with the repairs on the veh,
2023-08-25 20:10:42	Cxs can close case

CASE ATTACHMENTS:
2023-08-10 18:48:29 Diamond Gardner

[redacted]

Buyback Request

Customer Information	
Name(s) on the Title: [redacted]	
Address [redacted] MIDLAND, TX [redacted]	
Email Address [redacted]	
Customer is Select leased the vehicle.	
Vehicle Information	
VIN: 3FMCR9B6[redacted]	Current Mileage: 41,000
Ownership Status/ Type of Purchase: New	
Purpose of vehicle: Personal	# Vehicles registered to the business. (If yes to business)
Purchase Date: **06-May-2021**	Mileage at Time of Purchase: **Unsure**
State Information	
State Where Purchased: TX	
State Where Registered: TX	
Dealer Information	
Purchased from Dealer? Select Yes	Dealership (if yes): Planet Ford Dallas
Primary Reason for Repurchase: Cust stated that she does not feel safe driving her veh	
Is there a current concern with the vehicle? Yes, at the dlr after smoke came from under the hood.	
What is the repair status of the vehicle? The veh is at a Ford DLR.	
Were repairs completed for this concern at multiple dealerships? (If yes): No	
(**CA Only**) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of N/A	

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 08-11-2023 CLOSED: 08-21-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Truck Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |
DEALER NAME: Vic Bailey Ford
PA CODE: 00929 DLR SALES CODE: 21628 REGION: S2 ZONE: S2A
VIN: 3FMCR9C64M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 31,456
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | SC | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | No Crank | UNKNOWN
ANALYST NAME: Dorene Brooks OPEN ANALYST NAME: Dorene Brooks
COMMENTS:
2023-08-11 13:13:28

Case Number [redacted]
LTV Score : 86
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : N/A
Part Number : N/A
Dealer Name : Vic Bailey Ford
Dealer P&A : 00929
Dealer phone : 864-585-3600
VIN : 3FMCR9C64M[redacted]
Year : 2021
Make : Ford
Model : Bronco Sport Limited SERIES
Mileage : 31281
Engine Specification :1.5L Dragon I3 DI TC Gas B
Transmission Specification :8 Speed Auto Transmission 8F35
Warranty Start Date : 2021-08-28
Open Recall/FSA: :

22N18REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORSESP : N/A
Hotline Contact : N/A
Warranty History : 18-MAR-2023

2023-08-11 14:17:41

IBC: [redacted] email: [redacted] called in to request assistance, getting her vehicle tow, repaired, and I offered her a loaner/rental vehicle. I also conference a call to [redacted] to work with me on his behalf for the vehicle's repair. He stated the vehicle is registered to him but his spouse drives it. Ms. [redacted] stated the vehicle would not crank, start, and it is making a little funny noise.

Roadside Asst:
OBC: [redacted] I conference a call to Roadside Assistance, and assisted the customer with arranging a tow to pick up her vehicle from her residence.

Dealer:
OBC[redacted] I conference a call to dealer spoke to SA Tyrone informed him that we arranged for the vehicle to be towed there. I requested that he provide a loaner vehicle, or reserve a Ford vehicle through Enterprise or Hertz if they determine that they will have to keep the vehicle. I informed SA Tyrone that the customer has to go to work, he stated they can shuttle the customer to work until the diagnosis is complete, and then they will provide a rental vehicle. I informed SA Tyrone that I will send him an email to confirm that we will cover the rental vehicle, he stated that would be great and he provided his email address: tgoode@vicbaileyauto.com

Customer:
I returned to the call with [redacted] informed her that I spoke to SA Tyrone, he stated they can shuttle her to work for now, they will diagnose the vehicle, if they determine that they have to keep the vehicle, then they will provide a loaner or rental vehicle [redacted] stated that would be fine. I informed [redacted] that I will follow up with her today on Friday 08/11/2023, once her vehicle is at the dealership.

Next Step: email to dealer for rental assistance, call to dealer to check on the diagnosis, and follow up with [redacted] on Friday 08/11/2023 to provide a status update on the vehicle's repair.

Ford Motor Company
CXS Name Dorene Brooks
Customer Experience Specialist/Ford CXS Team
dbroo138@ford.com, www.ford.com
office: 866-631-3788 ext.
Schedule 7:00am-3:30pm M-F

2023-08-11 22:15:59

OBE: [redacted] I sent a sms text message to [redacted] stating:Hello [redacted],I hope all is well. I did not get a chance to speak to your dealership again. I will check the status of the repair, and follow up with you on Monday 08/14/2023, thank you.

Next Step: call to dealer to check the status of the vehicle's repair, request a rental vehicle, and follow up with Mrs. Guarriello on Monday 08/14/2023, to provide an update on the repair, and request a rental if necessary.

Ford Motor Company
CXS Name Dorene Brooks
Customer Experience Specialist/Ford CXS Team
dbroo138@ford.com, www.ford.com
office: 866-631-3788 ext.
Schedule 7:00am-3:30pm M-F

2023-08-15 18:52:47

Dealer:
OBC: 918645853600 call to dealer to speak to SA Tyrone Goode, he was with a customer. I spoke to SA Tim he stated he thinks the vehicle is still there, I informed SA Tim that I will reach out to the customer.

Customer:
OBC: [redacted] call to customer spoke to [redacted] informed her that I called her dealer but SA Tyrone was with a [redacted] stated they picked up their vehicle Fri and it was some battery cells, so they had to replace the battery, and so far everything is fine, and she is satisfied with the repair. I offered [redacted] a Maintenance Plan as a goodwill, she accepted my offer. I informed her that I will enter a request, and follow up with her when it uploads to the vin, or on Monday 08/21/2023

Next Step: enter a Maintenance Plan in Morley, and follow up with Ms. Yolanda when it uploads to the vin or on Monday 08/21/2023

Ford Motor Company
CXS Name Dorene Brooks
Customer Experience Specialist/Ford CXS Team
dbroo138@ford.com, www.ford.com
office: 866-631-3788 ext.
Schedule 7:00am-3:30pm M-F

2023-08-21 15:48:46

OBC: [redacted] call to customer spoke to [redacted] and informed her that the Maintenance Plan has uploaded to the vin. [redacted] thanked me for all of my assistance, stated the vehicle is running fine so far. I informed [redacted] thatI will be completing her case and, she will receive a brief survey within the next few days regarding her experience with me.This survey is solely reflecting on what I was able to do for her and how well I kept her updated.Ford Motor Company andI add value to her honest feedback to help us understand how we can improve in the future, she stated okay, and thanked me again.

Next Step: send a recap email, and enter a safety net to close on Tuesday 08/22/2023

Ford Motor Company
CXS Name Dorene Brooks
Customer Experience Specialist/Ford CXS Team
dbroo138@ford.com, www.ford.com
office: 866-631-3788 ext.
Schedule 7:00am-3:30pm M-F

2023-08-21 18:10:12

Safety net:

I called customer and they did not answer, advocate can resolve

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 08-11-2023 CLOSED: 08-11-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Inquiry | Rental/Loaner | |
DEALER NAME: Apple Ford of Red Lion
PA CODE: 03569 DLR SALES CODE: 16517 REGION: N3 ZONE: N3B
VIN: 3FMCR9D94N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 15,000
BODY STYLE: R9D - BRONCO SPORT BADLANDS 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | PA | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Running | UNKNOWN | UNKNOWN
ANALYST NAME: DIndia Clay OPEN ANALYST NAME: Janelle Suniga
COMMENTS:
2023-08-11 17:01:33

Thank you for choosing to chat with us. We will be with you shortly. You are currently 2 waiting in queue.

You are now chatting with Janelle. Please do not enter any sensitive personal data such as social security number or credit card numbers.

[redacted] 11:22 AM
My daughter has a new Bronco Sport about six months old; it died at a stoplight. Been in Ford since Monday as they keep replacing parts . . . Ford has no loaner and will not cover rental - can't get part's until Monday - daughter needs a car! Why she bought a new one. Please help

Janelle 11:22 AM
Hello[redacted]! My name is Janelle. How can I assist you today?

[redacted] 11:23 AM
My daughter has a new Bronco Sport about six months old; it died at a stoplight. Been in Ford since Monday as they keep replacing parts . . . Ford has no loaner and will not cover rental - can't get part's until Monday - daughter needs a car! Why she bought a new one. Please help

Janelle 11:23 AM
Thank you for chatting in with this concern, I will do my best to assist you! Please give me 2-3 minutes to pull up the vehicle information.

[redacted] 11:24 AM
I don't have VIN because vehicle is at Ford Dealer

[redacted] 11:25 AM
Owner = [redacted]

[redacted] 11:25 AM
Address = [redacted], York, PA

Janelle 11:26 AM
Thank you for those details, Sean! I would need the VIN to pull up the vehicle records. Sometimes the VIN is located on the insurance card.

[redacted] 11:28 AM
3FMCR9D94N[redacted]

Janelle 11:28 AM
Thank you! One moment, please.

<div class="name" style="background-attachment:initial; background-clip:initial; background-color:initial; background-image:initial; background-origin:initial; background-position:center center; background-repeat:no-repeat !important; background-size:initial; border-color:initial; border-image-outset:initial; border-image-slice:initial; border-style:none; border-width:initial; box-shadow:none; colo

2023-08-11 17:02:47

Transfer attempted; no Concern chatter available

2023-08-11 17:04:38

CONTACT VIA:Phone: [redacted]

CUST SAYS:My daughter has a new Bronco Sport about six months old; it died at a stoplight. Been in Ford since Monday as they keep replacing parts . . . Ford has no loaner and will not cover rental - can't get part's until Monday - daughter needs a car! Why she bought a new one. Please helpRental or Loaner vehicle until vehicle is repaired

PER CUST, DLR SAYS:Ford has no loaner and will not cover rental - can't get part's until Monday - daughter needs a car! Why she bought a new one. Please help

CRC ADVISED:I'm glad you reached out to us. What I can do is escalate your case to a Customer Experience Specialist (CES) on the truck/non truck support team. The Customer Experience Specialist will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a to be contacted by your Customer Service Manager within 1 business day.

2023-08-11 20:02:38

OBC to Dealer
(717) 244-7677

I contacted dealer regarding rental concern. I spoke to David in service who transferred call to SA is Heather. I left case number and contact info for dealer to follow up. Dealer advised there are no loaners available at this time.

OBC to Customer
[redacted]
current mileage14138 Miles

I contacted customer to advise of rental guidelines. I left a voicemail with the reason for call and included the case number/contact info for customer to follow up.

Next steps- close case

D'India Clay
SheHerHers
Customer Experience Specialist
Experience Specialist, Ford CX Team

H: M-F 9:00 am- 5:30 pm
O: (866) 631-3788 ext. 79377

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Canceled

OPEN: 08-11-2023 CLOSED: 11-14-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |

DEALER NAME: Covert Ford

PA CODE: 04437 DLR SALES CODE: 52302 REGION: C2 ZONE: C2C

VIN: 3FMCR9B65M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 32,506

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Stalls/Quits | Acceleration | Always

ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Johnashley Cunningham

COMMENTS:

2023-08-11 22:10:30

Case Number : [redacted] Customer : [redacted] Business Phone : N/A Home Phone : [redacted] Mobile Phone : [redacted] LTV Score : 87 Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Covert Ford Dealer P&A : 04437 Dealer phone : 512-345-6070 VIN : 3FMCR9B65M[redacted] Year : 2021 Make : Ford Model : Bronco Sport Mileage : 32506 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-[redacted] Open Recall/FSA: : 22N18 ESP : 0987 - USA 2022 84/100000 FBA POWERTRAINCARE WTY WROADSID 0987 - USA 2022 12/12000 FBA USED PREMIUMCARE WARRANTY Hotline Contact : N/A Warranty History : [redacted]

2023-08-11 22:19:53

Concern: Ibc from cust stating that he was just transferred, and his 2021 bronco was purchased as CPO and it was taken to the repair shop, and it got worse, the veh has been down for 40 days. Cust advised that the veh has went back three time for the same issues, the lane assist came on and they wait til the next day but the veh started smoking, his wife was driving the veh and it stalled on her. This last time that veh did the same thing and the veh has bene at the dlrshp for 40 days.

What is cust seeking from ford? seeking buyback
Where is the veh currently located? dlrshp
FAR: clv score 65 an up and 7/100
Does cust meet FLP? yes

Who is your Sa? Jenner

Obc to dlrhp to get information on cust veh[redacted] that Jenner was not[redacted]

I advised cust that the Sa was not available, and I will need to follow up with them on Monday, cust stated okay thank you. I advised cust that the process takes and I advised cust that the BBB can assist also with the buyback if we are not able to assist with the repurchased but I will advise of all this once I conduct the investigation and cust stated okay thank you.

Next step:f/u with dlrhsp to get an update on cust veh and update cust

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 10:00-6:30pm- Central time
efax:

2023-08-14 16:36:11

*OGC VIN LIST CHECK : 3FMCR9B65M[redacted]

*RESULTS : No Returns on 8/14/23 @ 12:34 PM

*Secondary Owner per Navis
*Verified VIN via Oasis (CPO)

Ford Motor Company ®
Shelley Michel
Non-California Buyback Review Team, Ford CX Team
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER
** (Non-California Buyback Review Team is NOT RAV)**

2023-08-14 16:44:34

After review; veh does not meet state guidelines for buyback/replacement criteria for TX. Repairs were completed outside of presumption.

Talking Points:

-Deny GFR
-Review note in milestone
-Follow Repair Assistance Procedures Per Process
-Recommend Dealer Engage Hotline for Repair Assistance
-Focus on getting veh repaired

Ford Motor Company ®
Shelley Michel
Non-California Buyback Review Team, Ford CX Team
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER
** (Non-California Buyback Review Team is NOT RAV)**

2023-08-14 19:22:25

Obc to dlrshp to get information on cust veh no answer left voicemail and sent portal message.

Obt to cust with an update

Next step: f/u with dlrshp to get information on cust veh

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 10:00-6:30pm- Central time
efax:

2023-08-16 18:48:17

Ford Motor Company ® Madison Bridges Customer Experience Specialist, Ford CXS Team/ PV Team Mbridg46@ford.com | www.ford.com Office: 866-631-3788 ext. 79457 E-Fax: 8886359545 IBC From Dylan Christman 5125868841 Customer called to get buyback decision Advised the customer--- CXS is working with dealer regarding repairs next veh does not meet guidelines for TX as repairs were completed outside the 2yr or 24,000 mile presumption time frame Next steps: None

2023-08-16 20:07:23

obc to dlrshp to get an update on cust veh Jenner advised that the veh had the pre-collision and the back up camera, they don't have a diagnosis as of yet. they are backed up so as soon as they are able to get the veh in they will look at it
RO#: [redacted]
RO open DATE: 07[redacted]-23
Ro Closed Date:
RO mileage: 32575
Ask if they utilize the pickup and delivery for veh (add task in case)? yes
May I use SMS to get update?
P&A#:
Is cust in Rental/Loaner: loaner
Tech SME Engaged/Parts SME Engaged: (Y/N) -
SM/SA name and email address
Jenner: jennerlafortune@covertauto.com

Obc to cust to advise of BB update veh does not meet guidelines for TX as repairs were completed outside the 2yr or 24,000-mile presumption time frame and update on the repairs, no answer left voicemail.

2023-08-16 20:21:03

IBC from CUST (phone #)[redacted] •Spoke with:[redacted] •Regarding:buyback •Information Received:Stated he is following up on a claim for vehicle replacement status, wants to know what will happen if dealer still does not know how to fix his vehicle •Information Provided:advised client of the updated notes on case regarding repair status, advised client that if dealer does not have clear path to repairing vehicle we can the get technical team involved for additional help advised that if the dealer is still backed up due to shop capacity delay then e can look into taking vehicle to a different Ford dealer to see if they would be able to look at it sooner •Next Step: cxs will call client Ford Motor Company ® Tadrelija Watson Customer Experience Specialist, Ford CXS Team Twatso71@ford.com | www.ford.com Office: 866-631-3788 ext. 79826 E-Fax: 8886359545

2023-08-25 23:13:03

obc to dlrshp to get an update on cust veh Jenner advised they have not been able to look at the veh yet and he advised that the cust has been put in the que to look at the veh. He will send the email to all the ford manager to get an update and give me a call back.

Next step: f/u with dlrshp to get information on cust veh

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 10:00-6:30pm- Central time
efax:

2023-09-01 23:30:21

obc to dlrshp to get an update on cust veh Jenner advised that they are still waiting on the veh to be seen, it's still the que.

Obt to cust with an update

Next step: f/u with dlrshp to get an udpate on cust veh

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 9:00-5:30pm- Central time
efax:

2023-09-08 22:40:35

obc to dlrshp to get an update on cust veh Jenner advised that they need to replace the IPMA camera on the windshield, that's what the pre-collision was for. The eta for the oarts was today but they have not received it yet. the other concern was addressed for the stalling, I asked if he could advise what the stalling concern was, and he state the
first time was a battery,
RO#: [redacted]
RO open DATE:07-[redacted]-23

second- starter assembly,
RO#: [redacted]
RO open DATE:07[redacted]-23

third time- collision light came on and the brake assist light came on and the veh was reeving high so they reprogrammed the veh and everything was good and
RO#: [redacted]
RO open DATE: 07[redacted]-23

Pre- collsion and front camera faulty
RO#[redacted]
RO open DATE: 07[redacted]-23
RO mileage: 32575

Next step:

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 9:00-5:30pm- Central time
efax:

2023-09-11 17:37:52

obc to dlrshp to get an update on cust veh no answer from dlrshp left voicemail.

Obt to cust

Next step:f/u with dlrshp to get an update in cust veh and update cust

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 9:00-5:30pm- Central time
efax:

2023-09-26 17:18:54

obc to dlrshp to get an update on cust veh Brittany advised that the RO is marked as complete it was closed out today and she is not sure if the cust has picked up, but she can check.

Obc to cust to get an update on cust he advised that everything is working fine and some of the lights went away. I asked cust if he could send over the rental receipts so that I can look it over, cust stated that they had to have the veh towed back to the dlrshp after the first time they picked it up and he was wondering if he could get some assistance with that also. I advised him to send over everything he has, and I will submit everything.

Next step: f/u with cust to get receipts

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 9:00-5:30pm- Central time
efax:

2023-10-05 15:37:32

obc to cust to get an update on receipts, cust stated he was sorry he will get them over today.

Next step:f/u with cust to give an update on reimbursement

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 9:00-5:30pm- Central time
efax:

2023-10-09 15:08:37

obt to cust to get an update on when he will be sending the receipts for reimbursement.

Next step:f/u with cust to get receipts

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 9:00-5:30pm- Central time
efax:

2023-10-12 20:11:16

ibe from cust with rental receipt waiting on one more receipt.

Next step: look over receipt and give cust an update on reimbursement

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 9:00-5:30pm- Central time
efax:

2023-10-18 17:24:12

obe to cust to get tow receipts

Next step:f/u with cust to get receipt and advise reimbursement

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 9:00-5:30pm- Central time
efax:

2023-11-01 17:51:47

obc to cust to check to see if he has tow receipt and he state that he couldn’t find the receipt and he was waiting on triple A to get back to him to see if they could get the receipt to him and I asked if he wanted to continue without the receipt and he stated let him try with the tow company again and then he will give me a call to just continue with rental.

Next step: f/u wih cust to get an update on what he is wanting to do with reimbursement

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 9:00-5:30pm- Central time
efax:

2023-11-03 20:58:26

obc to cut to see if he was able to get rental receipt no answer left voicemail.

Next step: f/u with cust to get tow receipt and process debit card

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 9:00-5:30pm- Central time
efax:

2023-11-08 17:58:22

obc to cust to advise I will need to go ahead and process the rental reimbursement if not I will need to go ahead and close out the case, no answer left voicemail and sent email.

Next step: f/u with cust to see if they have any other question or have the tow receipt

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 9:00-5:30pm- Central time
efax:

2023-11-13 22:22:35

obc to cust to advise I will need to go ahead close out case if there is no further progression at this time, no answer left voicemail.

Next step: safety net

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon- Fru 9:00-5:30pm- Central time
efax:

CASE ATTACHMENTS:

2023-08-11 22:06:14 Johnashley Cunningham



Customer Information	
Name(s) on the Title: [redacted]	
Address: [redacted] PFLUGERVILLE TX [redacted]	
Email Address: [redacted]	
Customer is **purchase** the vehicle.	
Vehicle Information	
VIN: **3FMCR9B65M**[redacted]	Current Mileage: 32,506
Ownership Status/ Type of Purchase: CPO	
Purpose of vehicle: Personal	# Vehicles registered to the business. (If yes to business)
Purchase Date: Aug 9, 2022	Mileage at Time of Purchase: 18,000-19,000Miles
State Information	
State Where Purchased: TX	
State Where Registered: TX	
Dealer Information	
Purchased from Dealer? Yes	Dealership (if yes): Doggett Ford in Houston TX
Primary Reason for Repurchase: cust advised that the veh has went back three time for the same issues, the lane assist came on and they wait til the next day but the veh started smoking, his wife was driving the veh and it stalled on her. This last time that veh did the samething and the veh has bene at the dlrsp for 40 days.	
Is there a current concern with the vehicle? yes	
What is the repair status of the vehicle? currently	
Were repairs completed for this concern at multiple dealerships? (If yes): N/A	
(**CA Only**) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? NO	

CASE NUMBER: [redacted] STATUS: Information Provided

OPEN: 08-12-2023 CLOSED: 08-12-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Inquiry | Rental/Loaner | |

DEALER NAME: Ford of Murfreesboro

PA CODE: 05677 DLR SALES CODE: 23196 REGION: C3 ZONE: C3B

VIN: 3FMCR9C65P[redacted] MODEL YEAR: 2023 MODEL: BRONCO SPORT MILEAGE: 4,061

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TN | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Slow Crank/Battery | Always

ANALYST NAME: Tiara Douglas OPEN ANALYST NAME: Tiara Douglas

COMMENTS:

2023-08-12 19:18:30 IBC from Name. [redacted] VIN 3FMCR9C65P[redacted] Mileage 4061 Per cust. - purchased 2023 Ford Bronco and battery failed, battery has failed again and dealer ordering a part and cust inquired about alternative transportation and dealer stated no loaner and could not reserve a rental Actions - made contact to dealer to inquire about iwl . spoke to Jarrod SA [redacted] Open Date 08[redacted]/23 Mileage 4061 tech findings:battery battery on order and eta to arrive on Monday and repairs to be completed on Monday no loaners and local rental company advised cust of rental reimbursement and daily rate of $45 and has to be a Ford vehicle rental has to be to in owner name and would submit final receipt once repairs are completed Next Step - no further action Ford Motor Company Tiara Douglas Customer Experience Specialist, Ford CXS Team tdougl38@ford.com | www.ford.com Office: 866-631-3788 ext. 79597

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 08-13-2023 CLOSED: 11-16-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Chat

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

DEALER NAME: Mossy Ford

PA CODE: 05428 DLR SALES CODE: 71083 REGION: W1 ZONE: W1C

VIN: 3FMCR9C66N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 24,215

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | CA | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Moving | Gear Selector | Inoperative

ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Tashiana Hall

COMMENTS:

2023-08-13 16:54:54

ESCALATION SUMMARY
CONTACT VIA: Phone[redacted]
CUST SAYS:My ford bronco 2022 literally locked in place while in drive mode in July 25th on the road with my daughter and 2 dogs in the car. This was during peak traffic hour on a busy road and every single warning sign on the dash flashed and didn't allow me to start/restart the car without displaying a warning sign.
PER CUST, DLR SAYS:After about 2.5 weeks, they still couldn't figure out what happened
CRC ADVISED: Can escalate the case for further review into what may have caused this concern.

2023-08-14 15:19:35

Sandra Longoria slongori@ford.com OBC to the dealer pna code 05333 (858) 212-0241 press 1 press 1 again spoke with need RO # he had the mobile done 08/03 for a Ford Campaign SA Adlemy Malero had to leave a message for mobile service rep no answer PH #[redacted] OBC to the customer [redacted] I left her a message with the case # and my contact details for any future concerns I explained I do not have access to her vehicle health data to view the warnings please contact me with any future concerns FCR veh is not at the dealer the customer may contact me if they ave any future concerns Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central

2023-08-17 22:05:23

IBC from [redacted] she was returning CXS call. She stated that she has been having issues with her vehicle, vehicle has been to the the dealer but according to her the dealer stated they are unable to find the issue with the veh. Veh is currently sitting her drive way unable to drive.

Next steps: Send a msg to Sandra via WebEx.

Eliana Gonzalez
Ford Motor Company ®
Customer Experience Specialist,
Ford Passenger Vehicle Team
Egonz212@ford.com
Office: (866) 631-3788 ext. 79039

2023-08-25 20:23:56

CXS – Mary Scott -Mscot170@ford.com-866-631-3788 Ext 79655
IBC from DLR
CUST called to advise that the DLR was not able to identify the cause of the problem.
The car was towed to the CUST driveway, and it has been submitting there ever since.
CUST is seeking a BB DLR has advised CUST there is nothing else that can be done on their end.
CUST advised mileage 23096

CUST was driving the VEH, and it locked up in the middle of drive mode.
CUST could not shift gears or start the car she was getting a default code.
CUST could not let the windows down.
CUST has taken the VEH to the DLR.
After an hour the car turned on as if nothing ever happened.
They took the VEH to the nearest Ford and reported the concern.
The DLR invoice stated unable to identify the concern after the VEH was in the shop for 2 weeks.
What specifically is causing the customer to want the vehicle bought back? CUST was driving the VEH, and it locked up in the middle of drive mode.
CUST could not shift gears or start the car she was getting a default code.
CUST could not let the windows down.
CUST has taken the VEH to the DLR.
After an hour the car turned on as if nothing ever happened.
They took the VEH to the nearest Ford and reported the concern.

What type of purchase? New
What is the name of the selling dealer, business, or seller? Ken Grody Ford in Calsbad CA
Registered owner(s) name(s) for the vehicle? David Beane
State where the vehicle is currently registered? CA
What date was the vehicle purchased? CA
What is the primary mechanical concern for buyback request? VEH shut off and locked up in the middle of driving and nothing would function
What is the repair status of the vehicle? DLR advised they can not find a problem with the VEH, and the concern has been unresolved according to the CUST they are scheduling an appointment at another DLR and advising them to contact HOTLINE.
The CUST is setting an appointment at Ken Grody Ford in Carlsbad, CA
Provided CUST the phone number for roadside assistance :1- 800-241-3673.
Advised CUST of IWL
OBC to DLRReached out to Mossy Ford and got the CUST an appointment set up to take the VEH back to the DLR for diagnosis of the concern.
Spoke with Jay at the DLR to schedule the appointment for the VEH to come in.
CUST was advised that the VEH could take 5-7 business days for it to be diagnosed.

The appointment for the VEH was set up for today to bring the VEH in.

CUST asked the DLR about a rental or loaner while the VEH is down and at the DLR.

NEXT STEPS
CXS- to determine

Mary Scott
Customer Relationship Center/ Ford CX Passenger Vehicle Concern Team
Email: mscot170@ford.com office: 866-631-3788 ext. 79655
Business Hours 7 A.M. to 3:30 P.M. Central Standard Time Monday – Friday
2091 Oakwood Blvd. Dearborn, MI 48124 USA

2023-08-25 20:25:00

CA -BB filled out for CXS and CUST

2023-08-28 12:01:03

TO MATTIE

2023-08-29 16:11:05

GFR in progress.

2023-08-29 16:11:20

Attached DMV in the GFR.

2023-08-29 16:11:34

Attached Claims List in the GFR.

2023-08-29 16:12:40

Emailed Hector De La Fuente (Service Director) of Ken Grody Ford Carlsbad, requesting RO history.

2023-08-29 16:13:21

Emailed Tim LaFuze (Service Manager) of Kearny Mesa Ford, requesting RO history.

2023-08-29 16:49:06

Sandra Longoria slongori@ford.com OBC to the customer [redacted] towed in to Mossy Ford on Thursday to Pacific Beach he said call delegate as she is the one who drives the vehicle [redacted] went straight to voicemail left a message explaining her buyback request is still under review I will follow up wit her again previous dealer was Kearny Mesa Ford pna code 05333 OBC to Mossy Ford 858 273 7500 press 1 on hold too long Next Step send Mossy an email to get diagnosis update 08/30/23 inform the customer Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central

2023-08-29 19:18:20

Received RO history from Ken Grody Ford - Carlsbad.

2023-08-29 19:19:18	
	Attached RO from Ken Grody Ford - Carlsbad to the GFR.
2023-08-29 19:19:47	
	Received RO history from Kearny Mesa Ford.
2023-08-29 19:28:01	
	Emailed Michael Estes (Service Director) of Mossy Ford, requesting RO.
2023-08-29 20:30:21	
	Received RO from Mossy Ford.
2023-08-30 14:54:24	Sandra Longoria slongori@ford.com OBC to the dealer Mossy Ford pna code 05428 he will call me back to verify 858 273 7500 press 1 spoke with Juan RO # [redacted] opened on Friday 08/25 @ 4:45 mileage 23,125 SA [redacted] spoke with Sean no diagnosis yet eta to diagnosis been dispatched should know today or tomorrow he took my phone # and email he said it does have a wrench light and did show some codes OBC to the delegate to update her [redacted] no answer I left her a message with the update and stated I will call her again tomorrow Next Step verify if diagnosed with the SA Sean Carrel update the customer Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-08-31 16:44:54	Sandra Longoria slongori@ford.com OBC to the dealer pna code 05428 760 746 9767 for service press 1 RO [redacted] Sa Sean Carrel scarrel@mossy.com on hold too long I sent them an email From: Longoria-fortner, Sandra (S.) Sent: Thursday, August 31, 2023 11:42 AM To: 'scarrel@mossy.com' Subject: CAS-[redacted] and [redacted] 3FMCR9C66N[redacted] Good morning, Has this vehicle been diagnosed? Thank you OBC to the customer [redacted] no answer I did leave her a message stating I will try he again tomorrow as were are waiting on diagnosis and buyback results Next Step verify buyback results and diagnosis Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-09-01 16:23:51	Sandra Longoria slongori@ford.com From: Sean Carrel Sent: Thursday, August 31, 2023 1:18 PM To: Longoria-fortner, Sandra (S.) Cc: Michael Toledo ; Troy Bilyeu Subject: Re: [redacted] and [redacted] 3FMCR9C66N[redacted] I have not talked to her yet. The wrench light ended being due to the dead battery. Since the vehicle had been sitting the battery was dead. _____ From: Longoria-fortner, Sandra (S.) Sent: Thursday, August 31, 2023 10:21 AM To: Sean Carrel Cc: Michael Toledo ; Troy Bilyeu Subject: RE: [redacted] 3FMCR9C66N[redacted] Thank you Has the customer been notified? Yesterday you mentioned it did have a wrench light and some codes. From: Sean Carrel Sent: Thursday, August 31, 2023 12:10 PM To: Longoria-fortner, Sandra (S.) Cc: Michael Toledo ; Troy Bilyeu Subject: Re: [redacted] 3FMCR9C66N[redacted] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Good morning, we have had two technicians look at and test drive the vehicle. They have found nothing wrong with it at this time. Not sure how else to diagnose anything with it due to it driving and functioning properly. OBC to the customer [redacted] to let her know buyback review is still going on no answer I left her a message with the dealer updates as well and I will follow up 09/06/23 Next Step review buyback results and verify if she has her vehicle back Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-09-01 17:50:29	Customer wanted a call back from Sandra to explain her case in depth
2023-09-01 20:43:14	Sandra Longoria slongori@ford.com From [redacted] Sent: Friday, September 1, 2023 3:02 PM To: Longoria-fortner, Sandra (S.) Subject: [redacted] Hello, My name is [redacted] and I am writing to you as I have not been able to speak to you successfully over the phone, but have received your voice messages these last few days. I definitely would appreciate the opportunity to speak to you and clarify the case as it seems to be missing components I want to ensure is included in this process. To outline and highlight our concerns so that you are aware... We have NEVER had any issues with the car other than the recall that occurred and Ford notified us to schedule an appointment. Someone came out to our house to get the recall done and ran a test to ensure it was safe and cleared to drive. I believe this was sometime in June when the technician came out to our home to get the recall done and ran a diagnosis with no issues. Again, NO issues that would indicate or alarm us of anything or cause the car to break down. However, on Tuesday, July 25, 2023 I was driving the Ford Bronco as we use it as a family car to drive around our daughters and dogs to cheer practice etc. It is practically a brand new car and something we rely on as a family. The incident occured during peak traffic hour around 4:45pm. As we were driving on Balboa Avenue (a busy road in San Diego), on our way to cheer practice, the car literally stopped and locked in place in the middle of "DRIVE" mode! This was in the middle of the road with cars going full speed at the green light and we were completely locked in place with every warning sign indicator that rep Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-09-01 21:25:07	Sandra Longoria slongori@ford.com repeatedly popped up/computer issue on the dashboard/screen! I could NOT start the car, signals of "SHUT down/computer error" kept flashing every time I tried to start the car. It was literally glitching and spazzing out. I could NOT roll down the windows and it was over 90 degrees with a heatwave in San Diego that week. The Bronco stopped unexpectedly and jerked into lock mode with other cars on the road that literally almost crashed into us and we were just sitting ducks. We couldn't even attempt to get out of the car with my 7 year old and 2 small pups afraid that we would get hit by cars! This is a serious safety concern and issue for me that is unacceptable. I called AAA and they couldn't get to us until ETA of 2 hours with a tow truck. Fortunately, my husband was about an hour away and got to us before the tow truck did. He managed to get to our car in the traffic, get my daughter and pups out of the car and to a safe place on the side of the road in his car. However, the Bronco was still stuck in lock mode and every time we attempted to start it would repeatedly do the same thing with errors/warning messages on the dash/computer screen. He was unable to shift it in neutral to at least get it to the side of the road. Cars were honking and beeping and again, super unsafe for him or anyone else for that matter driving and having to avoid the car in the middle of the road! This again is unsafe and a huge risk factor. After about 30-45 minutes of trying to attempt everything possible, the car turned on and unlocked. Unsure of how that even happened, we quickly got the car to the nearest ford which so happens to just be a few miles away. I followed him with our second car just in case the car unexpectedly stopped again to Kearny Mesa Ford on Clairemont Mesa Blvd. Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central

2023-09-01 21:26:13	Sandra Longoria slongori@ford.com We dropped the car off at the Kearny Mesa Ford that evening and they were also shocked and apologized for what had happened. I was traumatized to say the least about the situation and what could have happened to my family in this bizarre situation. They ensured us they would figure out the root cause of the car creating this unsafe risk hazard and putting my family's LIFE in danger and of course myself as a mom concerned about it even being safe to drive again! They provided a rental while they had the technician run tests etc. saying it must be an electrical computer issue. After over 2 weeks of our car being at Kearny Mesa Ford, they called us and told us to come pick up the car and that it was ready. We were to return the rental and pick up our Bronco. However, when the representative/case, Michael Rogers, went over their findings, it shows that the technician was NOT able to identify the cause of our incident. They didn't find anything!!!! This is a HUGE concern to me as there were no signs or warnings prior to the incident and it just literally happened so abruptly! So for them to not find the issue/root factor to this situation is absolutely NOT acceptable. This is unacceptable to me as a mom of 2 daughters driving this family car that is supposed to be reliable and safe. We bought this car brand new off the lot. It needs to be a reliable car we can count on to be safe and to be able to drive with confidence to go anywhere! I WILL NOT put my daughters lives or anyone for that matter in this unsafe and at risk car. I expressed my concerns to the general manager at Kearny Mesa Ford, and the representative that was assigned to our case/car, Michael Rogers. They continued to tell us there's nothing else they could do and that the technician couldn't find the cause Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-09-01 21:27:02	Sandra Longoria slongori@ford.com , but they couldn't guarantee that this wouldn't happen again or address my SAFETY concerns. They have provided Ford's Customer service hotline to express our concerns and allow us the option of a buyback. We have NOT driven the car since it was told that we needed to return the rental and pick up our car on August 11th. Since the car is UNSAFE to drive and I am extremely uncomfortable to allow anyone to drive it and risk lives on the road, the manager agreed to have the car towed to our driveway. It has been sitting in our driveway ever since and we have been trying to get a hold of someone to help us with our useless car that has just been sitting in our driveway. I refuse to drive this car and need for Ford to please provide options of taking the car back with a buyback as we bought this car brand new! It should NOT have these issues. Fast forward to last Friday, August 25th, I was able to connect with another representative named Mary Scott. She was VERY helpful in providing me information as to WHY you have not been responding back to my calls or emails. Apparently, since Kearny Mesa Ford towed our Bronco back to our house, the case was then considered "INACTIVE." Mary listened to my situation and understood. She then proceeded in helping me get the case back to being "ACTIVE" again and get the Bronco towed on Friday to a different dealership willing to take the car back and run more diagnostics of what is going on with our car. Once the car was towed to the Mossy Ford location in Pacific Beach, the technician started the car for the first time. The odd thing is that there was a "WRENCH" symbol that popped up immediately on the screen. Another concern again of mine! We have NOT driven the car at all since Kearny Mesa got it towed to our driveway. So for them to say it is Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-09-01 21:28:52	Sandra Longoria slongori@ford.com So for them to say it is completely fine and then for it to have this issue right away with the wrench symbol just adds to the case of something is absolutely wrong with the car! Sean Carrel is the rep/case person at Mossy Ford that helped me last Friday. I am aware that you have been trying to get a hold of him all week and received an email indicating something about the "wrench" symbol being a battery issue? Not sure why this would even be the case when we have not driven the car since it being towed as it has just sat in the driveway pending getting a hold of you and our case with how to proceed. Once again, bottom line concern is that it is UNSAFE to drive and I am not comfortable using this family car again and putting our lives in danger. I also just received a text message from Sean Carrel giving me an update. He indicated, "Good morning, I am just giving you a update. We have not been able to find a issue at the moment. My technician is working on trying to figure it out, but hasn't had much luck yet. We have been in contact with Ford through this so they are aware and trying to assist. I will let you know when I know more." Please PLEASE reach back to me as I would appreciate an update from you on this situation and see what next steps are in getting this resolved immediately. Ford needs to understand the urgency of this case and see that the Bronco is unsafe to drive and for them to still not have answers is absurd. No one should have to had experience this. Please reach me via email or cell number. I hope to hear from you soon. I have been trying to call multiple times, but keep getting your voice message. I spoke to another rep and he said he would relay the message and let you know. All the best, [redacted] Next Step verify repair status and check BB Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-09-06 19:46:32	Sandra Longoria slongori@ford.com From: Longoria-fortner, Sandra (S.) Sent: Wednesday, September 6, 2023 2:39 PM To: Sean Carrel Cc: Michael Toledo ; Troy Bilyeu Subject: RE: [redacted] 3FMCR9C66N[redacted] Has this vehicle been diagnosed or released? Thank you From: Longoria-fortner, Sandra (S.) Sent: Wednesday, September 6, 2023 2:46 PM To: [redacted] Subject: RE: Case #[redacted] Good afternoon, I am so sorry you had these issues with the vehicle. I checked on your Buyback request and it still under review. Also, the dealer messaged me on 08/31/2023 stating: I have not talked to her yet. The wrench light ended being due to the dead battery. Since the vehicle had been sitting the battery was dead. I have asked them today if they have diagnosed the vehicle. I will follow up with you again on 09/08/23. Thank you Next Step 09/07 check buyback status - find out if dealer diagnosed- update the customer Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-09-08 12:47:07	Sandra Longoria slongori@ford.com From: Michael Toledo Sent: Wednesday, September 6, 2023 5:33 PM To: Longoria-fortner, Sandra (S.) ; Sean Carrel Cc: Troy Bilyeu Subject: Re: [redacted] 3FMCR9C66N[redacted] Has been driven over 40 miles so far with no concerns present. Like stated before(copied n pasted this from above: Still not able to verify concern. Suspect that when the "died while driving" issue happened, it shut off normally with the Auto Start/Stop function, then wouldn't start. Then after some testing, likely the Battery Junction Box was disturbed, moved, disconnected and reconnected, or whatever, and the vehicle no longer has symptoms. We have seen the BJB connection cause no start issues several times in Bronco Sports and Escape Models. the vehicle is not exhibiting any issues and can be picked up any time. Can you please tell the customer that they must come and pick it up? Michael Toledo Service Manager O-(858)490-4784 [redacted] E-Mtoledo@mossy.com From: Longoria-fortner, Sandra (S.) Sent: Thursday, September 7, 2023 7:13 AM To: Michael Toledo ; Sean Carrel Cc: Troy Bilyeu Subject: RE: [redacted] 3FMCR9C66N[redacted] Good morning, I have not spoken with the customer. I have a follow up with them tomorrow. You can reach out to them if you feel the vehicle is ready for pick up. If you feel there is no need for hotline or to escalate technically. Thank you Next Step check buyback status verify if the vehicle was released Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central

2023-09-08 17:38:06	Sandra Longoria slongori@ford.com OBC to the dealer to verify repair status 858 273 7500 press 1 spoke with Fernando he put SM Michael on the line he said the vehicle is ready for pick up and they have not been able to OBC to the delegate [redacted] no answer I left a voicemail her vehicle is ready for pick up I will try her husband and I called her again [redacted] and she answer I was able to tell her hat her vehicle is ready for pick up the previous dealer towed the car to her - Kearny Mesa Ford she told them she is needing more than we can't dup bc she will not go into it and drive she wanted to know what should she do if they say come pick up the vehicle and she does not feel safe and the buyback is not approved she bought it in Carlsbad about 30 minute she also asked what is she going to drive while her buyback is going on she is left in a bind she is upset they could not find out what was wrong with it she will call Sean at the dealer to arrange to have her vehicle brought to her and the loaner picked up Next Step check on the buyback verify if she returned the loaner verify if she wants to go to a 3rd dealer to get a 3rd opinion Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-09-11 18:29:30	Sandra Longoria slongori@ford.com OBC to the dealer 858 273 7500 to verify if she picked up her vehicle they said the vehicle is still there OBC to the delegate [redacted] to ask her if she spoke with her SA no answer I left her a voicemail stating I will try her again on 09/13/23 From: Longoria-fortner, Sandra (S.) Sent: Monday, September 11, 2023 1:18 PM To: 'Michael Toledo' ; 'Sean Carrel' Cc: 'Troy Bilyeu' Subject: RE: [redacted] 3FMCR9C66N[redacted] Good afternoon, Were you able to contact the customer? Has she picked up her vehicle? I was able to reach her and I explained that her vehicle was ready for pick up. Thank you Next Step verify if she picked up her vehicle yet check on buyback Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-09-11 18:44:16	Sandra Longoria slongori@ford.com From: Sean Carrel Sent: Monday, September 11, 2023 1:42 PM To: Longoria-fortner, Sandra (S.) ; Michael Toledo Cc: Troy Bilyeu Subject: Re: [redacted] 3FMCR9C66N[redacted] I spoke with her and she is supposed to come and pick it up today Next Step verify if she picked up and buyback status Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-09-11 20:10:58	Sandra Longoria slongori@ford.com IBC [redacted] she will be picking up her vehicle she wanted to make sure it was ok to pick it up even thought the buyback was till under review the SA has not returned her calls I explained I have a follow up for 09/13 to discuss her buyback status Next Step check buyback status and update her Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-09-13 18:27:34	Sandra Longoria slongori@ford.com OBC to the customer [redacted] she picked her vehicle back up they did ran a test and it failed they replaced the battery they did repositioned the battery junction box unplugged plugged it back in ran it they do not know the cause as of now running fine her concern is why did it do it - will it do it again we discussed her buyback request is still under review I will follow up again on 09/15/23 Next Step 09/15 check on buyback status inform the customer Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-09-15 18:25:47	Sandra Longoria slongori@ford.com OBC to the delegate [redacted] to let her know her buyback request is still under review she understood and she appreciated the update Next Step check on buyback status and inform the customer Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-09-20 16:21:17	Sandra Longoria slongori@ford.com OBC to the delegate [redacted] no answer I left her a message stating that her buyback is still under review and I wll update her again on 09/25/23 Next Step 09/25/23 check buyback status update the customer Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-09-22 13:24:17	Sandra Longoria slongori@ford.com From: Longoria-fortner, Sandra (S.) Sent: Friday, September 22, 2023 8:22 AM To: 'Nicole Buda' Cc: Ceidsuk, F (F.) Subject: [redacted] and [redacted] Circling back again please no activity on the buyback request since 08/29/23. Thank you, Next Step check on buyback status again inform the customer Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-09-23 23:10:35	Sandra Longoria slongori@ford.com From: [redacted] Sent: Friday, September 22, 2023 6:42 PM To: Longoria-fortner, Sandra (S.) Subject: Re: Case # [redacted] Hi Sandra, I didn't hear back from you today about the status of the buyback, but now have new info to report. We got home from work at 3:30pm. The bronco has been parked since then. I opened the garage and it is now about 4:30pm. An hour after it's been parked and the headlights/back lights are on! It is now the second time in a week that this has occurred. We have to press the lock a few times, open the door, then close and lock to turn it off the first time last week. Today, it is not turning off no matter what we did for about 15 min and then it finally turned off just now. Should I bring it back to the dealership to report this issue and get a loaner for them to figure out the issue? This is very discouraging as it would be the third time we'd have to take it back in after they keep telling us they have run every diagnostic test possible and have addressed what's needed for us to bring the car home and return the loaner. I wanted to check with you first before I call the dealership about the issue. Please advise! [redacted] From: Longoria-fortner, Sandra (S.) Sent: Saturday, September 23, 2023 6:10 PM To: [redacted] Subject: RE: Case # [redacted] Good afternoon, I am so sorry to hear that! Yes, most definitely. Please contact them to have it diagnosed. Unfortunately, your buyback is still under review. I have another follow upset for Monday, September25th. I will try and reach you then. Thank you, Next Step check on buyback update the customer Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-09-25 16:16:12	Sandra Longoria slongori@ford.com OBC to the delegate [redacted] to see if she took her vehicle back in for her lights not shutting off no answer I left her a voicemail I wil follow up 09/27/23 Next Step verify if she took her vehicle back in and check on buyback status Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-09-26 16:15:21	Received closed RO from Mossy Ford and attached it to the GFR. Confirmed with the dealership that they only have one RO for this customer.
2023-09-26 16:45:47	Sandra Longoria slongori@ford.com From: Longoria-fortner, Sandra (S.) Sent: Tuesday, September 26, 2023 11:45 AM To: [redacted] Subject: FW: Case [redacted] Good morning, Did you take your vehicle back in yesterday? I have a follow up set with you for tomorrow. Next Step verify if she took her veh back in check on buyback Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central

2023-09-27 16:22:46	Sandra Longoria slongori@ford.com OBC to the delegate [redacted] no answer needed to verify if she took her vehicle back in no answer I left her a message I will try her again tomorrow also sent her an email From: Longoria-fortner, Sandra (S.) Sent: Wednesday, September 27, 2023 11:22 AM To: [redacted] Subject: FW: Case [redacted] Good morning, I was just circling back to verify of you took your vehicle in for your lights concern. Also, your buyback request is still under review. I just left you a voicemail. I will try you again tomorrow 09/28/23. Thank you, Next Step check on buyback status verify if she took her vehicle back in Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-09-27 18:37:21	Sandra Longoria slongori@ford.com From: [redacted] Sent: Wednesday, September 27, 2023 12:07 PM To: Longoria-fortner, Sandra (S.) Subject: Re: Case # [redacted] Hi Sandra, My husband was able to turn off the lights since my last email and we haven't been able to get into Ford to get that looked at yet since we were unable to get through. I am going to try again to call after work today to see when they can get it checked out, but we would need a rental if we leave the car behind as we still need to have a source of transportation. Thanks, [redacted] Sent from my iPhone From: Longoria-fortner, Sandra (S.) Sent: Wednesday, September 27, 2023 1:34 PM To: [redacted] Subject: RE: Case # [redacted] Good afternoon, Thank you for your response. I will check back with you tomorrow. The coverage on your vehicle for a loaner\rental begins once the vehicle has been diagnosed as having a warranty concern until they repair it. The dealer can request a vehicle for you once they diagnose your concern. Thank you, Next Step 09/28 verify if she took her vehicle in for her lights concern Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-09-28 16:19:18	Sandra Longoria slongori@ford.com OBC to the customer [redacted] to see if she made a new appt or not no answer I left her a message will try her again on 10/02/23 Next Step verify if she made a new appt or not and check on buyback status Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-10-02 16:20:46	Sandra Longoria slongori@ford.com OBC to the delegate [redacted] went straight to voicemail I left her a message and sent her another email From: Longoria-fortner, Sandra (S.) Sent: Monday, October 2, 2023 11:20 AM To: [redacted] Subject: FW: Case # [redacted] Good morning, I just tried to call you and I left a voicemail. I will ty you again on Thursday, October 5th. I was trying to verify if you got your vehicle in to the dealer to get it checked for the lights concern. I was also calling t let you know that your Buyback request is still under review. Thank you, Next Step verify if she is taking it back in for her lights concern check on buyback and update her Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-10-05 18:41:56	Sandra Longoria slongori@ford.com From: Longoria-fortner, Sandra (S.) Sent: Thursday, October 5, 2023 1:41 PM To: [redacted] Subject: FW: Case # [redacted] Good afternoon, I was just circling back to see if you needed to visit the dealer again. You buyback is still under review. I will check it for you on 10/10/23. Thank you, Next Step verify if she went in to dealer check on buyback Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-10-06 19:11:27	Sandra Longoria slongori@ford.com From: [redacted] Sent: Thursday, October 5, 2023 1:57 PM To: Longoria-fortner, Sandra (S.) Subject: Re: FW: Case # [redacted] Yes, We are on the schedule to drop off our car tomorrow at 11:30am for them to check out the headlights issue that keeps happening. [redacted] From: Longoria-fortner, Sandra (S.) Sent: Thursday, October 5, 2023 2:03 PM To: [redacted] Subject: RE: FW: Case # [redacted] Thank you for letting me know. I will keep you posted on the buyback results. Next Step check on buyback and update her Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-10-09 14:08:19	Emailed Annabeth Dresser (Warranty Admin) of Mossy Ford, requesting open RO information.
2023-10-12 15:49:42	Sandra Longoria slongori@ford.com OBC to the dealer 858 273 7500 spoke with Manny and he took a message due to Sean was with a customer also sent an email From: Longoria-fortner, Sandra (S.) Sent: Thursday, October 12, 2023 10:48 AM To: 'Sean Carrel' Subject: RE: [redacted] 3FMCR9C66N[redacted] Good morning, Can you please provide an update on repair completion? Thank you, OBC to the delegate [redacted] no answer I left her a message with the update and explained that I will try he again on 10/16/23 Next Step 10/16 verify eta to repair completion with SM Sean Carrell and inform the customer check on buyback status and inform the customer Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-10-12 19:52:11	Sandra Longoria slongori@ford.com From: Sean Carrel Sent: Thursday, October 12, 2023 11:20 AM To: Longoria-fortner, Sandra (S.) Subject: Re: [redacted] 3FMCR9C66N[redacted] We just received the part we needed today. I expect it to be done at the latest on Monday _____ Next Step 10/16 verify repair completion Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-10-12 20:09:50	Emailed CXS to see if the customer's vehicle is all stock or if there are any aftermarket items / modifications on it.
2023-10-12 20:10:38	Case Analyst Initial Review Complete. Transferring to TL for Initial Review.
2023-10-12 20:13:02	Sandra Longoria slongori@ford.com From: Longoria-fortner, Sandra (S.) Sent: Thursday, October 12, 2023 3:12 PM To: [redacted] Subject: RE: Case # [redacted] Good afternoon, I received a message from Sean. We just received the part we needed today. I expect it to be done at the latest on Monday Also, the buyback team is asking me if there are any modifications to the vehicle. Thank you, Next Step verify repair status and if there are any mods Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-10-13 20:18:07	Sending to Tier 3 for review.
2023-10-13 22:50:41	CCA review in progress
2023-10-16 17:52:01	INITIAL CCA Review Complete. TRANSFERRING BACK TO CASE ANALYST TO MONITOR & FINAL REVIEW.

2023-10-16 18:41:56	Sandra Longoria slongori@ford.com OBC to the customer [redacted] the vehicle does not have any modifications the vehicle is still at the dealer told her I will follow up 10/19/23 Next Step check on buyback status call dealer and gt repair status update Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-10-19 18:41:05	Sandra Longoria slongori@ford.com OBC to the dealer 858 273 7500 spoke with SA Sean they picked up yesterday he will email me the RO copy veh down 08/25/23 and then again 10/18/23 OBC to the customer [redacted] that was her husband called him by mistake OBC to the delegate [redacted] no answer I left her a message to verify repair satisfaction and I let her know her buyback is still processing I did state I am out until 10/30 and will follow up then Next Step 10/30 (I am out until then) call her and verify repair satisfaction offer Core ESP if BB denied Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-10-21 14:00:53	Sandra Longoria slongori@ford.com From: Longoria-fortner, Sandra (S.) Sent: Saturday, October 21, 2023 9:00 AM To: Sean Carrel Subject: FW [redacted] 3FMCR9C66N[redacted] I have not received their latest RO copy. Thanks Next Step need latest RO copy verify repair satisfaction check on buyback Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-10-23 20:44:26	Emailed Annabeth Dresser (Warranty Administrator) of Mossy Ford, requesting update on repair order 490279.
2023-10-24 12:29:14	Received closed RO from Mossy Ford.
2023-10-24 12:33:42	Emailed CXS to see if the customer is satisfied with repairs or if concerns are still present.
2023-10-30 15:45:19	Sandra Longoria slongori@ford.com OBC to the dealer 858 273 7500 press 1 pna code 05428 RO[redacted] spoke with Jay he took a message foe Sean From: Longoria-fortner, Sandra (S.) Sent: Monday, October 30, 2023 10:39 AM To: Sean Carrel Subject: FW: [redacted] 3FMCR9C66N[redacted] Good morning, May I please geta copy of their last RO? I know the buyback Team requested it but, I can't see it. Thank you, OBC to the customer husband[redacted] he wanted to know the status of the buyback I told him RAV emailed her and I will call his wife to make sure she got their email OBC to the delegate[redacted] no answer I left her a message asking her if she received the email from RAV regarding repair satisfaction and that I was calling to verify her repair satisfaction I will try her again on 11/01/23 Next Step 11/01 verify repair satisfaction check on buyback status Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-11-01 15:31:07	Sandra Longoria slongori@ford.com 10/30 2:16 pm the customer tried to call me back and left me a message[redacted] OBC to the customer [redacted] to verify repair satisfaction no answer I left her a message I will try her again tomorrow From: Longoria-fortner, Sandra (S.) Sent: Wednesday, November 1, 2023 10:31 AM To: [redacted] Subject: FW: Case #[redacted] Good morning, I just tried to return your call and I left you another message. I will try you again n tomorrow 11/02/23. I was calling to verify your repair satisfaction and to verify if you replied to the buyback team as well. Their decision is still being processed. Thank you, Next Step 11/02 try her again to verify repair satisfaction check on buyback Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-11-01 15:56:21	Monitoring case notes. Waiting on customer satisfaction.
2023-11-02 12:37:58	Sandra Longoria slongori@ford.com From[redacted] Sent: Wednesday, November 1, 2023 3:42 PM To: Longoria-fortner, Sandra (S.) Subject: Re: Case #[redacted] Good morning, We have the car back. I did not receive an email regarding the buyback status. Please let me know if you're able to resend. Thanks. Sent from my iPhone From: Longoria-fortner, Sandra (S.) Sent: Thursday, November 2, 2023 7:37 AM[redacted] Subject: RE: Case #[redacted] Good morning, I have a follow up to call you today between 8 am and 11 am Central time. I was trying to verify your repair satisfaction after your visit. The buyback team has not made a decision yet. Thank you, Next Step verify repair satisfaction and check on buyback status Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-11-02 14:02:06	Case Analyst Review Complete. Transferring to CCA for Review.
2023-11-02 15:01:52	Sandra Longoria slongori@ford.com OBC to the delegate to verify repair satisfaction [redacted] no answer I left her a message stating I will try her again on 11/06/23 Next Step 11/06 verify repair satisfaction discuss buyback status Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-11-02 15:39:11	IBC cust[redacted] calling returning missed call from case manager. I let cust know that CXS was reaching out to see if cust was satisfied with repairs. Cust stated that she did receive CXS message and responded. I let cust know that I will send direct message to case manager to inform of cust call back. NEXT STEPS: send CXS direct message and create a cust re-contact // note case Kianna Jackson Customer Experience Specialist, Ford CX Team _ O: 866.631.3788 ext.
2023-11-02 16:15:44	Sandra Longoria slongori@ford.com OBC to the delegate[redacted] no answer I left her a voicemail that I saw she called and I received her email I was just trying to verify repair satisfaction I will follow up again on 11/06 regarding her buyback request Next Step discuss buyback status offer ESP Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-11-03 20:08:01	CCA review in progress
2023-11-06 16:31:45	Sandra Longoria slongori@ford.com OBC to the delegate[redacted] she got the car back they switched the same thing they switched before he said it seems inconsistent they are repaired and then back to square one since they picked up the car has only been two weeks so far it is ok she wants to know what she can do if the buyback does not get approved because right now her and her daughters are not in it her husband is driving it to test it out and her and the girls are having to use their other smaller cars and that is why they got the bigger vehicle so they could all fit as well as their dogs and it is the newer car we discussed independent arbitration process Next Step 11/08 check on buyback update the c customer Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central

2023-11-07 16:08:02

Review Complete. Transferring to TL/COM for Final Review & Processing. PLEASE ADVISE CUST: If they continue to have concerns & repairs, please re-contact us to re-open their Case/re-engage CA Team for re-review.

2023-11-07 21:49:16

TL Review Complete. Transferring to COM for Final Review & Processing.

2023-11-08 13:31:00

APPROVAL UPLOADED TO PORTAL, TRACKING IS [redacted]
LETTER WILL BE SENT WITHIN THE NEXT 3 BUSINESS DAYS

2023-11-08 15:42:03

Sandra Longoria slongori@ford.com OBC to the delegate [redacted] to let her know her buyback was approved and they will be reaching out to her within business days I will follow up on Monday 11/13/23 Next Step 11/13 verify if RAV has reached out to her yet Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central

2023-11-13 16:11:22

Sandra Longoria slongori@ford.com 11/11/23 checked Morley RAV status 2023-11-09 09:43:00.69FE - Supporting Document Collection OBC to the delegate 619 920 0475 to verify if RAV has reached her no answer I left her a message stating I will try her again tomorrow and I also sent her an email From: Longoria-fortner, Sandra (S.) Sent: Monday, November 13, 2023 10:11 AM To: [redacted] Subject: FW: Case # [redacted] Good morning, I tried calling you and I left you a voicemail. I was trying to verify if the Ford Buyback Team has contacted you yet. I will try you again in tomorrow. Thank you, Next Step 11/14 verify if RAV has contacted her Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central

2023-11-14 17:19:14

Sandra Longoria slongori@ford.com OBC to the customer [redacted] to verify if they have reached her from RAV no answer I left her a voicemail and sent her another email I also left a voicemail for her husband 619 851 3503 From: Longoria-fortner, Sandra (S.) Sent: Tuesday, November 14, 2023 11:19 AM To: [redacted] Subject: FW: Case # [redacted] Good morning, I just tried to reach you again and I left you a voicemail as well as your husband. I just wanted to verify that the Ford Buyback Team has reached out to you. Thank you, Next Step 11/15 verify if he is working with RAV Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central

2023-11-14 17:45:17

Sandra Longoria slongori@ford.com 11/14 voicemail form the customer [redacted] she is working with RAV but, has some questions about the process OBC to the customer [redacted] returning her call no answer i left her a message RAV would be best to answer any questions I will send her a recap email and she may receive a brief survey regarding my services for her Next Step recap safety net Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central

2023-11-14 20:53:01

NOTES WERE FOR ANOTHER CASE INCORRECT

2023-11-15 16:59:50

Sandra Longoria slongori@ford.com OBC to the delegate [redacted] went straight to voicemail I left her another message she needs to partner with RAV and I am sending her a recap email and she may receive a brief survey for my services Next Step recap safety net Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central

2023-11-15 17:03:28

Sandra Longoria slongori@ford.com From: Longoria-fortner, Sandra (S.) Sent: Wednesday, November 15, 2023 11:03 AM To: [redacted] Subject: [redacted] Hello [redacted] Thank you for contacting Ford Motor Company and allowing us to assist you with your 2022 Ford Bronco Sport. Partnering with Mossy Ford, I am glad we were able to address your vehicle concern while keeping you updated throughout the process. I understand that you are partnering with the Ford buyback Team now. If you have any further questions or concerns regarding this repair or any additional comments or feedback, please do not hesitate to reach out to me directly at 1-866-631-3788 Extension 79307 or by email at slongori@ford.com. If I am unavailable, please leave me a detailed message and I will return your call as soon as possible. Please reference the case number indicated above for a quicker response. Please look for an email within the next few days that includes a brief survey regarding your experience with me in completing your case. We value your feedback so that we can better understand what we can do to improve in the future. You will receive a separate survey for the dealer services. Thank you for being a valued customer and a part of the Ford family. Respectfully, Next Step safety net Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central

2023-11-16 13:07:25

Sandra Longoria slongori@ford.com 11/16 received safety net Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central

CASE ATTACHMENTS:

2023-08-25 20:25:00	Mary Scott
2023-10-30 18:57:58	Sandra Longoria-fortner
2023-11-01 15:27:50	Sandra Longoria-fortner



Buyback Request Template

Purpose: Use the template below to provide additional information to the appropriate specialized buyback handling team so they may make informed decisions regarding a vehicle repurchase/replacement.

NOTE: Please copy and paste into the case notes.

Customer Information	
Name(s) on the Titl[redacted]	
Address[redacted] San Diego, CA [redacted]	
Email Address:[redacted]	
Customer is purchased the vehicle.	
Vehicle Information	
VIN: 3FMCR9C66N[redacted]	
Current Mileage: 23096	
Ownership Status: New	
Purpose of vehicle personal	# vehicles registered to the business. (If yes to business)
If Used	
Purchase Date: 12/27/2021	
Exact Mileage at Purchase: New	
State Information	
State Where Purchased: CA	
State Where Registered: CA	
Dealer Information	
Purchased from Dealer? Yes	Dealership (if yes): Ken Grody Ford in Carlsbad CA
Primary Reason for Repurchase: CUST VEH shut down in the middle of the road and DLR unable to identify the concern. CUST is concerned for their safety as the problem occurred with no fix then just turned back on.	

Napleton Columbus Ford

330 Transit Rd Columbus, WI 53925

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
09/[redacted]/23	[redacted]
R/O Close Date	Status
09/14/23	Final
Mileage In	Mileage Out
36458	36460
Service Advisor / Tag #	
Nicole Elam/[redacted]	

[redacted]
SUN PRAIRIE, WI [redacted]

Work Phone: [redacted]

Vehicle Identification Number: 1FMCU9GD9K[redacted]

Delivery Date:

In-Service Date:

Year	Make	Model	Color	License Number
2019	FORD	ESCAPE		

DESCRIPTION OF LABOR AND PARTS			AMOUNT
Cell: [redacted]			
#1 - MISC: CUSTOMER STATES			
CUSTOMER STATES COOLANT IS LEAKING FROM THE FRONT			
OF THE VEHICLE AND THE COOLANT RESERVOIR IS EMPTY.			
CHECK AND ADVISE.			
Caused by			
HOOKED UP PRESSSURE TESTER TO COOLING SYSTEM,			
FOUND COOLANT SPRAYING OUT OF CAC RADIATOR.			
Tech: Chase S Robson (A67)			
Installed F1FZ 8005 B :RADIATOR ASY	F1	1@190.20	927.71
Installed 10030 :COOLING HOSE		1@20.60	190.20
Installed Z22 :OTHER CLAMP		2@2.95	20.60
Installed VC 13DL G :ANTI-FREEZE		3@15.96	5.90
replace charge air cooler radiator.			47.88
Sub Total: 1192.29			
#3 - P99: MULTI POINT INSPECTION			
*PERFORM COMPLIMENTARY MULTI-POINT INSPECTION			
Tech: Chase S Robson (A67)			
Sub Total: .00			

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	927.71
PARTS	264.58
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	25.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	66.95
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
[redacted]	1284.24
	1284.24

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

© 2010 DEALERTRACK TECHNOLOGIES - Dealership Application Group

[redacted]

4570 Mission Bay Drive | San Diego CA 92109

858-273-7500

By law you have the right to have emissions service done at the facility of your choosing.

Owner/Driver Information:	*Billing Information:*
[redacted]	[redacted] **FORD MOTOR CO**
san diego CA [redacted]	SAN DIEGO CA 92109
Home Phone: [redacted]	*Reference:*
Work Phone:	*Billing:* W
Alternate Phone:	*Terms:* NET30

Invoice [redacted]

License Plate

Tag Number

warr

Please verify your primary Email address (note any changes): [redacted]

Date In	Mileage In	Date Out	Mileage Out	Service Advisor
10/6/2023 10:07:56AM	24,215	10/6/2023 6:00 p.m.	24,215	**Sean Carrel**

Year, Make, Model	V.I.N.	Unit Id	Exterior / Interior Color	In Service Date
2022 FORD BRONCO SPORT	3FMCR9C66N[redacted]	[redacted]	/	12/31/9999

Description / Item	Qty	Price	Extended

ALL PARTS NEW UNLESS OTHERWISE SPECIFIED*

Sold Operations

Service Request #2 Completed b[redacted]

Condition Customer states the interior lights in the cabin and the headlights have had a issue a few times where they wouldn't turn off. Eventually they finally turned off but customer would like to figure out why this is happening. Customer request to perform diagnostic and recommend repairs.

Cause

Correction verified customers concern found the headlights staying on after turning vehicle off found applicable tsb 51645 will need to replace the headlamp switch and retest. replaced the switch and no further issues found.

Mtime .30

SWITCH ASY - HEADLAMPS [020F/M1PZ11654DB] 1

TRIM / MISC CONCERN / REPAIR

[redacted]

Description / Item	Qty	Price	Extended

Sold Operations (Cont.)

Service Request #3 Completed by [redacted]

Condition Complete Vehicle Inspection Report Card [M] - Multi-Point Vehicle Inspection

Cause

Correction

- Tire Tread Measurement9,9,9,9
- FOR YOUR SAFETY, MOSSY RECOMMENDS YOU REPLACE ANY TIRE THAT IS IN SERVICE 6 YEARS OR MORE PAST THE DATE OF MANUFACTURE
- TIRE AGE: LF___2021____ RF:___2021_____ LR:___2021_____ RR:___2021_____ YRS OLD
- CUSTOMER PROVIDED WITH COPY OF REPORT CARD AS AN EXTENSION OF THE INVOICE
- DOCUMENT OUT MILEAGE_____24215_____
- BRAKES NOT INSPECTED UNLESS OTHERWISE SPECIFIED
- REFER TO SEPARATE REPORT CARD ATTACHMENT
- CHECK AND SET TIRE PRESSURE LF__35____PSI RF___35___PSI LR___35___PSI RR___35___PSI

COMPLETE VEHICLE INSPECTION REPORT CARD

Perform Multipoint Inspection 0

Service Request #4 Completed by

Condition Supply Customer with Rental Vehicle

[redacted]

3FMCR9B67N[redacted]

Please goodwill 2 days

Cause

Correction

- Supply Customer with Rental Vehicle

MOSSY CAR RENTAL [RENTAL]

Sold Operations Totals	**Labor: 0.00**	**Parts: 0.00**	**Sublet: 0.00**	**0.00**

* Ford Remanufactured components are represented by a part number suffix containing "RM"

Description / Item	Qty	Price	Extended

Additional or Supplemental Authorizations:

Original Estimate: $N/A	Revised Estimate: N/A

Subtotal:
Supplies:
Taxes:

Acknowledgement: I acknowledge notice and oral approval of an increase in the original estimated price. _____ Customer Initials

Acknowledgement: I acknowledge receipt of the vehicle, and all services. parts, and labor described herin.

Customer Signature: _____ Date: _____

* Ford Remanufactured components are represented by a part number suffix containing "RM"

CASE NUMBER: [redacted] STATUS: Canceled

OPEN: 08-14-2023 CLOSED: 08-31-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

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

DEALER NAME: Performance Ford Bountiful

PA CODE: 07324 DLR SALES CODE: 56023 REGION: W4 ZONE: W4B

VIN: 3FMCR9C64N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 25,680

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | UT | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Lack/Loss of Power | Cruise/ Steady Speed | Intermittent

ANALYST NAME: Shanice Phillips OPEN ANALYST NAME: Gidgit Graham

COMMENTS:

2023-08-14 20:06:26	IBC: STEVE SMITH at dealer under Valerie VEHICLE: 2022 BRONCO VIN: 3FMCR9C64N[redacted] MILEAGE: ISSUE: TOLD MASTER TECH CAME OVER AND COULDN'T FIGURE OUT THE PROBLEM WITH THE VEHICLE. THEY PHONE: [redacted] EMAIL: [redacted] CLV: 99 CUST. SAYS: has purchased 4 Fords in the last year and needs some help getting this one fixed vehicle has died 8 times and has had to be jumped off has a very strong gas smell the last time it quit. PER CUST. DLR SAYS: OFF ROAD 7/31 the tech has contacted the hotline to see if they could get assistance for the unknown cause. DLR: PERFORMANCE FORD MIKE rtownsend@shopperformance.com OBC TO DLR: spoke to Mike Townsend DLR SAYS: RO#[redacted] RO LINE # 01 RO OPEN DATE: 7[redacted]/2023 OPEN MILEAGE: 25680 Can not find the cause of the concern. Dying and strong fuel smell. CXS ADVISED CUSTOMER: CXS ADVISED DEALER: NEXT STEPS: tech sme activiey Gidgit Graham Customer Experience Specialist Ford PV Concern Team O:1-866-631-3788 ext. 79284 Hours: M-F 10:00 am - 6:30 pm CST Ggraha46@ford.com Ford Motor Company ®
2023-08-18 18:09:08	Email sent to rtownsend@shopperformance.com & nmcrae@shopperformance.com Hello, I sent an escalation to my Tech SME.. he has a couple of things that needed to be answered. If you could get back to me on this I'd appreciate it. 1. more details on customer concern (need to know what the exact concern is - when does it occur? -Is it always or intermittent? - what previous repair attempts have been made? 2. more details on tech findings has the dealer duplicated the concern have any parts been replaced what kind of tests have been performed/what is current diagnostic path I emailed this to you on Tuesday and never got a response. Please respond a promptly as possible as we need to provide a level of service befitting Ford standard of Excellence. Thank you for being the Best Part of Ford! Kind Regards, Gidgit Graham Customer Experience Specialist Ford CXS Concern Team O: 866-631-3788 ext. 79284 Hours: Mon-Fri 10:00am to 6:30pm CST ggraha46@ford.com
2023-08-18 18:17:37	Customer has picked up vehicle
2023-08-24 23:27:34	Hello, I sent an escalation to my Tech SME.. he has a couple of things that needed to be answered. If you could get back to me on this I'd appreciate it. 1. more details on customer concern (need to know what the exact concern is - when does it occur? -Is it always or intermittent? - what previous repair attempts have been made? 2. more details on tech findings has the dealer duplicated the concern have any parts been replaced what kind of tests have been performed/what is current diagnostic path I emailed this to you on 8/14 & 8/18 and never got a response. Please respond a promptly as possible as we need to provide a level of service befitting Ford standard of Excellence. Thank you for being the Best Part of Ford! Kind Regards, Gidgit Graham Customer Experience Specialist Ford CXS Concern Team O: 866-631-3788 ext. 79284 Hours: Mon-Fri 10:00am to 6:30pm CST ggraha46@ford.com Thank you for being the Best Part of Ford! Kind Regards, Gidgit Graham Customer Experience Specialist Ford CXS Concern Team O: 866-631-3788 ext. 79284 Hours: Mon-Fri 1:30 pm – 10:00 pm CST ggraha46@ford.com Ford Confidentiality: ---------- Please do not submit any sensitive personally identifiable information for security reasons, such as credit card numbers, driver's license numbers, SSN, DOB, etc. Thank you.
2023-08-28 19:46:18	Hello[redacted], Thank you for contacting Ford Motor Company and allowing us to assist you with your 2022 Bronco. Partnering with Performance Ford Bountiful, I am glad we were able to address the concern with your battery while keeping you updated throughout the process. I was happy to hear the issues had been addressed and you were had your vehicle returned to you. If you have any further questions, concerns, or any additional comments or feedback, please do not hesitate to reach out to me directly at 866-631-3788 Extension 79284 or by email at ggraha46@ford.com. If I am unavailable, please leave me a detailed message and I will return your call as soon as possible. Please reference the case number indicated above for a quicker response. Please look for an email within the next few days that includes a brief survey regarding your experience with me in completing your case. We value your feedback so that we can better understand what we can do to improve in the future. Thank you for being a valued customer and a part of the Ford family. Thank you for being the Best Part of Ford! Kind Regards, Gidgit Graham Customer Experience Specialist Ford CXS Concern Team O: 866-631-3788 ext. 79284 Hours: Mon-Fri 1:30 pm – 10:00 pm CST ggraha46@ford.com

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 08-16-2023 CLOSED: 09-13-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

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

DEALER NAME: O'Meara Ford

PA CODE: 09982 DLR SALES CODE: 56003 REGION: W4 ZONE: W4A

VIN: 3FMCR9B66M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 18,000

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | CO | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | UNKNOWN | UNKNOWN

ANALYST NAME: Shelley Johnson OPEN ANALYST NAME: Shelley Johnson

COMMENTS:

2023-08-16 01:34:06	IBC from [redacted] battery died and took in for service on Monday and have not received a diagnosis and will need to have to end of week for an update. Cust needs to know when there will be an update on vehicle and needs a loaner veh. OBC to DLR SA Marranda McDerma 8005258758 and dealership closed. Next Steps: f/u w/CUST and DLR 8/16 Registered Owner Yes. Vin No. 3fmcr9b66m[redacted] bcn [redacted] [redacted] BROOMFIELD CO[redacted] Mileage 18,000 Loaner need a vehicle Omeara Ford SA Marranda McDerma 8005258758 Shelley Johnson She/her/hers Customer Experience Specialist O: 866-631-3788 EXT 79721 E: SJOHN654@ford.com
2023-08-16 01:36:33	Case Number : [redacted] Customer [redacted] Business Phone : N/A Home Phone : [redacted] Mobile Phone : N/A LTV Score : N/A Vehicle Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : O'Meara Ford Dealer P&A : 09982 Dealer phone : (720) 647-9863 VIN : 3FMCR9B66M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 18,000 Engine Specification : Transmission Specification : Warranty Start Date : 2021-11-09 Open Recall/FSA: : N/A ESP : N/A Hotline Contact :N/A Warranty History : N/A
2023-08-16 21:00:23	OBC to DLR SA SA Marranda McDerma 8005258758 confirmed will be till the end of the week and no loaner. OBC to CUST[redacted] informed him of time and no loaner. ALso informed me that veh has loss of power. CUST asked me to call other dealerships CXS called Sill-TerHar Motors, Inc. sch appt 9/28, Interstate Ford SA Art august 28 1 day or 2 and do not have loaners, Brighton Ford, Inc. scheduler Ilene appt 8/24. Cust decided to leave vehicle at current dealership. Next Step: Close case cust is veh has not been diagnosed. Shelley Johnson Customer Experience Specialist, Ford CXS Team SJOHN654@ford.com | www.ford.com Office: 866-631-3788 ext. 79721 E-Fax: 888-635-9545
2023-08-16 21:48:23	CXS called the cust back and informed him that I would just email him until the vehicle is diagnosed Shelley Johnson Customer Experience Specialist, Ford CXS Team SJOHN654@ford.com | www.ford.com Office: 866-631-3788 ext. 79721 E-Fax: 888-635-9545
2023-08-21 22:44:45	OBC to CUST[redacted] confirmed that he picked up vehicle on 8/17. CXS call to get repair satisfaction of repair. Next Steps: F/U w/CUST 8/22 Shelley Johnson Customer Experience Specialist, Ford CXS Team SJOHN654@ford.com | www.ford.com Office: 866-631-3788 ext. 79721 E-Fax: 888-635-9545
2023-08-22 23:43:18	OBC to CUST[redacted] had to leave a msg that I needed to speak with him about repair satisfaction and goodwill offer. Next Step: F/U 8/23/23 with CUST Shelley Johnson Customer Experience Specialist, Ford CXS Team SJOHN654@ford.com | www.ford.com Office: 866-631-3788 ext. 79721 E-Fax: 888-635-9545
2023-08-23 20:18:59	OBC to CUST[redacted] had to leave a msg to speak with him about repair. OB Via Email to CUST 8/23/23 Hello Roy, Please contact me and let me know how your vehicle is running? I will follow-up with you on 8/24/23 Shelley Johnson Customer Experience Specialist, Ford CXS Team SJOHN654@ford.com | www.ford.com Office: 866-631-3788 ext. 79721 E-Fax: 888-635-9545
2023-08-24 17:27:11	** SME Specialist Review ** Case appears to be up to date and on track.
2023-08-24 23:06:51	OBC to CUST[redacted] called to find out if CUST was satisfied with his repair and he said vehicle is running fine. Cust said CXS did an excellent job. CUST wasn't happy with dealer O'Meara Ford. Cust said that the dealership was rude and not responsive. CUST wanted to submit a negative feedback on the dealer. I will submit that on a different case. Offered CUST LMP and CUST said he wanted me to email him the plan and he would let me know. Next Steps: Submit Negative Feedback and email LMP F/U 8/29. Shelley Johnson Customer Experience Specialist, Ford CXS Team SJOHN654@ford.com | www.ford.com Office: 866-631-3788 ext. 79721 E-Fax: 888-635-9545
2023-08-31 13:08:23	Safe to Resolve on 9/6 Ford Motor Company ® Kennedi Martin Business Operations Supervisor kmart224@ford.com|www.ford.com Office: 866-631-3788 ext. 79024 Mon- Fri 10:00am-6:30pm CST
2023-09-08 00:28:51	CXS ran out of time to submit recap ltr and safety will follow-up 9/8 Shelley Johnson Customer Experience Specialist, Ford CXS Team SJOHN654@ford.com | www.ford.com Office: 866-631-3788 ext. 79721 E-Fax: 888-635-9545
2023-09-09 00:32:48	CXS ran out of time to submit recap ltr and safety will follow-up 9/9 Shelley Johnson Customer Experience Specialist, Ford CXS Team SJOHN654@ford.com | www.ford.com Office: 866-631-3788 ext. 79721 E-Fax: 888-635-9545
2023-09-09 15:33:28	OBC to DLR Receptionist Lincoln confirmed that a SA will have to call me back to find out if a part was used to repair vehicle. Next Step: F/U 9/11 Shelley Johnson Customer Experience Specialist, Ford CXS Team SJOHN654@ford.com | www.ford.com Office: 866-631-3788 ext. 79721 E-Fax: 888-635-9545

2023-09-12 23:17:38	CXS waiting on sup to close case f/u 9/15 Shelley Johnson Customer Experience Specialist, Ford CXS Team SJOHN654@ford.com | www.ford.com Office: 866-631-3788 ext. 79721 E-Fax: 888-635-9545
2023-09-12 23:39:00	
	Safe to Resolve

Ford Motor Company ®
Kennedi Martin
Business Operations Supervisor
kmart224@ford.com|www.ford.com
Office: 866-631-3788 ext. 79024
Mon- Fri 10:00am-6:30pm CST

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 08-16-2023 CLOSED: 09-15-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | Proactive Support | |
DEALER NAME: Bozard Ford
PA CODE: 04921 DLR SALES CODE: 24413 REGION: S3 ZONE: S3C
VIN: 3FMCR9B61M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | FL | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | No Crank | Always
ANALYST NAME: Seneca Anthony OPEN ANALYST NAME: Dominique Dixon
COMMENTS:
2023-08-16 17:52:06

UPTIME RESEARCH FINDINGS

RO# No Active R/o - [redacted]

RO Open Date: 8/[redacted]/2023

Dealer Name: Bozard Ford

Has a tech assigned: No DATA FOUND

Repair Status: Booking to Work starting

Is there COPIS Ticket? If so, what is the status? No DATA FOUND

Is there a TAC Request? If so, what is the status? No DATA FOUND

Is there evidence of a loner vehicle? No DATA FOUND

2023-08-16 17:58:40

Ford Motor Company ®

Case Number : [redacted]
Customer : Generic Contact US Ford Dealer NA CRC
Business Phone : N/A
Home Phone : N/A
Mobile Phone : N/A
LTV Score : N/A
Vehicle Purchase Status : N/A
Ford Credit Contract Number :N/A
Part Number : N/A
Dealer Name : Bozard Ford
Dealer P&A : 04921
Dealer phone : 904-824-1641
VIN : 3FMCR9B61[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 35136
Engine Specification : 1.5L Dragon I3 DI TC Gas B
Transmission Specification : 8 Speed Auto Transmission 8F35
Warranty Start Date : 2021-04-20
Open Recall/FSA: : 21C31 FRONT BRAKE PAD REPLACEMENT
22S21 RIGHT-HAND ENGINE OIL SEPARATOR INSPECTION
22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION
ESP : N/A
Hotline Contact : N/A
Warranty History : N/A

Ford Motor Company ®
Seneca Anthony
Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team
Santho30@ford.com
O: (866)631-3788 ext. 79061

2023-08-16 17:59:25

Ford Motor Company ®
Seneca Anthony

OBC to DLR: Initial Dealer Call

P&A 04921

Last 8 of VIN: MR[redacted]

Vehicle: 2021 Ford Bronco Sport

Service Advisor: Alex

Customer Name: N/A

Customer Number: N/A

ADMIN: N/A

CLV SCORE: N/A

WSD: N?A

Mileage 35136

RO#[redacted]

RO open date: N/A

Is Veh at DLR: yes

Veh Concern: N/A

Diagnosis: N/A

ETA Repair Completion: N/A

Offer Delivery? N/A

Rental? N/A

Loaner? N/A

Warrantable? N/A

Technician Pending or assigned? N/A

Notes: Unable to get in contact with Service

Next Steps: Email & Send portal message; recontact

Follow Up: 8/21

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Seneca Anthony
Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team
Santho30@ford.com
O: (866)631-3788 ext. 79061

2023-08-21 21:11:03

Ford Motor Company ®
Seneca Anthony

OBC to Dealer
Sa- Alex left voicemail
Next step email SA

Last 8 of VIN: M[redacted]

Service Advisor: Alex

Customer [redacted]

Customer Number: No Listed at the time

ADMIN: N/A

CLV SCORE: N/A

WSD: 4[redacted]/2021

Mileage 35136

RO#[redacted]

RO open date: 8/[redacted]

Is Veh at DLR: yes

Veh Concern: N/A

Diagnosis: N/A

ETA Repair Completion: N/A

Offer Delivery? N/A

Rental? N/A

Loaner? N/A

Warrantable? N/A

Technician Pending or assigned? N/A

Notes: Unable to get in contact with Service

Next Steps: Email & Send portal message; recontact

Follow Up: 8/24

Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team
SANTHO30@ford.com | www.ford.com
Office: 866-631-3788 ext.79061
Office Hours 8:00a-4:30p

2023-08-25 18:38:32

From: Angela Mcmanaman
Sent: Friday, August 25, 2023 8:38 AM
To: Anthony, Seneca (S.) ; Norris, Matthew
Subject:

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

RO# [redacted]
Customer Name: [redacted]

Customer [redacted]

ADMIN: ANGELA ROLLEN

WSD: 04/20/2021

Mileage 35136

RO# [redacted]

RO open date: 08/16/23

Is Veh at DLR: yes

Veh Concern: VEHICLE SHUT OFF WHEN DRIVING

Diagnosis:
UNABLE TO VERIFY NO CRANK/START PERFORMED EEC TEST FOUND DTC
P07E4 FOUND TSB 21-2331 COMPLETED TSB TEST DROVE OPERATING
AS DESIGNED AT THIS TIME

ETA Repair Completion: ITS DONE

Offer Delivery? I WILL

Rental? YES

Loaner?

Warrantable? YES

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Any comments and statements contained within this message should be seen as opinions and not statements of fact and for information purposes only. Bozard Ford Lincoln will not accept liability for any loss suffered as a result of relying on this message unless the message indicates that the information is subject to an express warranty and has been authenticated by a digital signature capable of verifying the integrity of the message.

2023-08-25 18:40:24

From: Anthony, Seneca (S.)
Sent: Friday, August 25, 2023 1:40 PM
To: 'Angela Mcmanaman'
Subject: RE:

Thank you so much Angela for this information.
I truly appreciate it by chance does the customer have a listed contact number for us to attempt to reach out to her?

2023-08-30 21:40:18

SANTHO30@ford.com |
Seneca Anthony

OBC to CX

States he is currently at work unable to speak

However his concerns are not resolved.

The vehicle is still at the dealer

He has a BB case opened
C[redacted]

CXS states she will follow back up with the customer with further instructions on Friday.

Ford Motor Company ®
Seneca Anthony
Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team
Santho30@ford.com
O: (866)631-3788 ext. 79061
Office Hours: 8:00a-4:30p

2023-08-30 21:42:12

SANTHO30@ford.com |
Seneca Anthony

CXS has instructed DIndia Clay that the following CRC Concern case will be closed out as a duplicate case for [redacted].

CA[redacted] duplicate case. (parent)

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Santho30@ford.com
O: (866)631-3788 ext. 79061
Office Hours: 8:00a-4:30p

2023-09-01 15:47:27

SANTHO30@ford.com |
Seneca Anthony

BOZARD FORD
[redacted]3
[redacted]
BB denied
Mileage of 35,136 miles

Vehicle concern

Tech Battery was dead (warranty)
Followed TSB 23-2267

Involved replaced head light modules,
Performing LED control module figuration
Vehicle repaired, no issues starting.
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Santho30@ford.com
O: (866)631-3788 ext. 79061
Office Hours: 8:00a-4:30p

2023-09-06 14:12:53

From: Anthony, Seneca (S.)
Sent: Wednesday, September 6, 2023 9:12 AM
To: [redacted]
Subject: RE: Case Follow Up - Offer. CR[redacted]

Good morning [redacted]

I just wanted to follow up to see how the pickup of your Bronco went yesterday. How is the vehicle doing currently?

From: [redacted]
[redacted] Tuesday, September 5, 2023 2:24 PM
To: Anthony, Seneca (S.) SANTHO30@ford.com>
Subject: Re: Case Follow Up - Offer. [redacted]

No I am going today after work to pick it up.

On Tue, Sep 5, 2023 at 2:10PM Anthony, Seneca (S.) SANTHO30@ford.com> wrote:
Yes, of course. To confirm where you able to pick up the vehicle? If so, how is it doing at this time?

[redacted]
Sent: Tuesday, September 5, 2023 10:42 AM
To: Anthony, Seneca (S.) SANTHO30@ford.com>
Subject: Re: Case Follow Up - Offer. C[redacted]

Ok, thank you.

On Tue, Sep 5, 2023 at 11:23AM Anthony, Seneca (S.) SANTHO30@ford.com> wrote:
No Sir, I will go ahead and start processing this on your behalf.

From:[redacted]
Sent: Tuesday, September 5, 2023 9:47 AM
To: Anthony, Seneca (S.) SANTHO30@ford.com>
Subject: Re: Case Follow Up - Offer. [redacted]

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Good morning Anthony,

I do appreciate this from Ford. Is there any documentation I need to sign?

Also can you please make sure the dealership is aware of this and can give me some written documentation?

Thanks,
[redacted]

On Fri, Sep 1, 2023 at 1:01PM Anthony, Seneca (S.) SANTHO30@ford.com> wrote:
Thank you for contacting Ford Motor Company and allowing us to assist you with your vehicle concerns. We understand that you have some concern regarding to the future of your vehicle. Below I have listed the benefits of the following offer that Ford has approved to assist you with as a courtesy. Our goal is to be sure our Ford owners continue to support our brand which is why we do our best in partnering with your dealership to assist in any way possible.

Since we value as a loyal customer we want to offer you a token of our appreciate to you for sticking with us in regards to your vehicle concern.

At this time we would like to assist you with the prepaid offer of Used Premium Care Extended Warranty.

As an offer of goodwill, I would like to offer you a Ford Protect (Used) PremiumCareExtended Service Plan for your vehicle with a suggested retail price of $2,530.00 to provide you with peace of mind going forward.
It is our most comprehensive service contract available and covers over 1,000 vehicle components, including your recent vehicle concern, for up to 3years from the date of the request or 36,000 miles (odometer reading), whichever comes first.
Ford Protect PremiumCare (Used) coverage is 100% backed by Ford Motor Company, using Ford-authorized parts for covered repairs and factory-trained and certified technicians.
If any future repairs are needed, the Extended Service Plan provides rental car coverage for up to 10 days and covers towing costs up to $100.There is no limit to the number of repairs during the coverage period, and there is only a $100 deductible per occurrence.
Please let me know if you have any questions regarding to any of the following information.

Kind regards,

2023-09-07 20:51:52

Morley activity [redacted] has been rejected.
Advocate Action Needed -

Customer isoutside of FLP(CLV)why are you offering a core planPlease provide maintenance plan and please review see aff -CLP guideline(Customer Loyalty Program (CLP) Frequently Asked Questions (FAQs).
FYI-Please do not re-transmit morley untilallrejection reasons have been updated in the GCCT/Morley case.
Please correct, save and re-transmit as soon as possible to avoid deletion.

2023-09-12 13:41:30

SANTHO30@ford.com |
Seneca Anthony

Email sent to CX about CXS inability to approve Prem Care ESP.

Next step wait for CX response to LMP ESP

Ford Motor Company
Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team
Santho30@ford.com
O: (866)631-3788 ext. 79061
Office Hours: 8:00a-4:30p

2023-09-12 17:41:34 SANTHO30@ford.com | Seneca Anthony Case is being closed out due to Duplicate Concern case CAS-[redacted]. The vehicle is back with the CX CXS agent Dindia Clay is assisting with Goodwill gesture. Safety net to close. Ford Motor Company ® Seneca Anthony Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team Santho30@ford.com O: (866)631-3788 ext. 79061 Office Hours: 8:00a-4:30p

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: In Progress

OPEN: 08-16-2023 CLOSED: BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

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

DEALER NAME: Randall Reed's Planet Ford

PA CODE: 04462 DLR SALES CODE: 52046 REGION: C2 ZONE: C2A

VIN: 3FMCR9D90M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 33,320

BODY STYLE: R9D - BRONCO SPORT BADLANDS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Moving | No Engagement | UNKNOWN

ANALYST NAME: SYSTEM OPEN ANALYST NAME: Patricia Johnson

COMMENTS:

2023-08-16 22:12:58

IBC(CUST father called regarding cust vehicle broke down informed father need daughter to verify information on vehilce father not the register owner Ford Bronco stalled on her this morning the dealer is telling her it will be 3 to 4 weeks before they can get the vehicle diagnosed and dont have any loaner vehicles for daughter lives in Houston work provided informtion for customer to call back to authorize father to speak on her behalf Patricia Johnson pjohn332@ford.com office: 866-631-3788 ext. M-F 9:00 am 5:30 pm

2023-08-16 22:34:44

IBC CUST called back in regarding vehicle concerns vehicle broke down on 8/15/2023 and the dealer is stating it could take about 3 weeks for diagnosing cust stated that is close Joe meyers Ford see if joe meyer Ford will accept veh cust seekin assistance with getting her vehicle diagnnosed need alternate transportation Patricia Johnson pjohn332@ford.com office: 866-631-3788 ext. M-F 9:00 am 5:30 pm

2023-08-16 22:39:17

Case Number : [redacted] Customer : [redacted] Business Phone : n/a Home Phone : [redacted] Mobile Phone : n/a LTV Score : 88 Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : Part Number : n/a Dealer Name : Randall Reed's Planet Ford Dealer P&A : 04462 Dealer phone : 2814469171 VIN : 3FMCR9D90M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 33320 Engine Specification : 2.0L TIVCT GTDI T/C 240PS GAS Transmission Specification : Warranty Start Date : 2021-08-06 Open Recall/FSA: : ESP : n/a Hotline Contact : n/a Warranty History : n/a

2023-08-16 22:43:26

Next step: reach out to dealer regarding shop capcity see if another Ford dealer has soon appt time for diagnosing

2023-08-17 16:42:51

OBC Called service dept left message for Lorana barker SM to contact me regarding cust vehicle being diagnosed sooner than 3 weeks. OBC called cust with update on getting vehicle diagnosed next steps: contact service manager regarding message Patricia Johnson pjohn332@ford.com office: 866-631-3788 ext. M-F 9:00 am 5:30 pm

2023-08-17 20:41:33

OBC Called srvice dept spoke with SA regarding cust vehicle concerns Joseph Fall vehicle is in the quick lane dept vehicle all electronic started fine when he went to take the vehicle over for diagnosing the whole electronic system is electronic went hay wire vehicle need to be schedule in the Trim dept(that handle electrical concerns with vehicle wait time for diagnising is 7days. OBC called cust with update waiting on diagnosis to place cust in loaner veh Patricia Johnson pjohn332@ford.com 866 631 3788 79606

2023-08-24 20:57:06

OBC Called service dept spoke with SA Joseph regarding cust vehicle concerns battery was to weak to activate the t RENTAL REIMBURSEMENT RENTAL REIMBURSEMENT R/O number [redacted] R/O Open date 8[redacted]/2023 R/O Cclose date Miles 33219 line item Description of concern and repair battery to a week to start stop functions warrantable repair if the vehicle was still under the factory warranty (yes Repairs complete waiting on the customer to pick up the vehicle P&A code P 04462 OBC Called cust (delegate) regarding cust vehicle repairs father stated cust work hour is keeping her from picking up the veh until saturday cust vehicle broke down away from home and has to uber to pick up the vehicle cust requesting reimbursement for uber and rental for Patricia Johnson Customer Experience specialist pjohn332@ford.com' office: 866-631-3788 ext. M-F 9:00 am 5:30 pm 7045063597

2023-09-08 00:57:34

OBE Hello, Mrs. Foster please attach the below receipt to the email in a pdf form. If you are seeking reimbursement for the uber ride to get your vehicle. Patricia Johnson 866 631 3788 ext 79606 Customer Experience Specialist Mon-Fri 9:30 AM-5:30 PM

2023-09-08 21:24:26

**********SAFETY NET**********
Approval to assist the customer
CLV 88

Exception to cover the full per day Rental rate- totaling
$648.50 minus the additional charges for change fee (to ford) , late fee and insurance. Uber not accepted due to this exception. GW to restore faith can be assisted with an ESP

Secundra Walker
Ford Motor Company ®*
Operations Supervisor PVT
Ph. 800-392-3673
Swalk178@ford.com | www.ford.com

2023-09-08 21:56:32

OBC call cust regarding rental reimbursment informed cust we will be reimbursing her in the amount of $648.50 for rental expense unable to cover additional charges for rental cust sat also offer cust esp as GWG cust accepts offer. Next steps: tranmit reimbursement and prem esp Patricia Johnson Customer Experience specialist pjohn332@ford.com' office: 866-631-3788 ext. M-F 9:00 am 5:30 pm

2023-09-08 22:35:25

Ford Cash Settlement/Debit Card Case Transmission
CASE [redacted]

2023-09-14 22:08:43

Case Number[redacted] Hello [redacted], Thank you for contacting Ford Motor Company and allowing us to assist you with your 2021 Ford Bronco partnering with Randall Reed Planet Ford, I am happy to hear we were able to address your vehicle concerns. As an offer of goodwill, I have applied the Ford Protect Premium Care Extended Service with Roadside Assistance Plan for your vehicle with a suggested retail price of $1,855.00 to provide you with peace of mind going forward. The plan is effective as of 9 /08/2023 and is good through 08/06/2026 up to 75000 miles •It is our most comprehensive service contract available and covers over 1,000 vehicle components, for up to five years from the warranty start date or 75,000 miles) whichever comes first. •Ford Protect Premium Care coverage is 100% backed by Ford Motor Company, using Ford-authorized parts for covered repairs and factory-trained and certified technicians. •If any future repairs are needed, the Extended Service Plan provides rental car reimbursement for up to 10 days and covers towing costs up to $100. There is no limit to the number of repairs during the coverage period, and there is only a $100 deductible per occurrence. •Please see the attached brochure for more information If you have any further questions or concerns regarding, the service plan, or any additional comments or feedback, please do not hesitate to reach out to me directly at 1-866-631-3788 Extension 79606 or by email at pjohn332@ford.com. If I am unavailable, please leave me a detailed message and I will return your call as soon as possible. Please reference the case number indicated above for a quicker response. Please look for an email within the next few days that includes a brief survey regarding your experience with me in completing your case. We value your feedback so we can better understand what we can do to improve in the future. A separate survey will be sent out regarding the issue with the dealership. Please take time to

2023-09-15 12:56:36

**********SAFETY NET**********
Safety to Resolve
-customer is in vehicle and repair have been completed
-customer confirmed repair satisfaction
- Goodwill offered as financial Assistance / ESP
- Recap Email sent
- Resolve Case

Secundra Walker
Ford Motor Company ®*
Operations Supervisor PVT
Ph. 800-392-3673
Swalk178@ford.com | www.ford.com

CASE ATTACHMENTS:
2023-09-14 22:10:45 Patricia Johnson

[redacted]

Detailed List to be Completed Prior To Case Closure	Timing for Completion	Completed
All Cases		
Has the vehicle been repaired & returned to the customer?		yes
Did you complete final repair satisfaction check?		yes
Have you asked the customer did you resolve their issue to the satisfaction?		yes
If the answer is no, it is appropriate to speak with Sup on next steps		yes
Did you close out all obligations you may have with the dealership (Repair $$$ assistance, rental, etc. - if necessary)?		yes
Did you close out all obligations you may have with the customer (If necessary)?		yes
Do you have documentation to support the customer reimbursement attached to the case?		yes
Has the debit card been transmitted?		yes
Do you think goodwill is appropriate in this case?		yes
If you made an offer - did it tie to the physicals of the case? (rental as an example)		yes
Did you prepare the case closing email to highlight value we brought by assisting?		yes
Proofread email		yes
Does email clearly state what assistance was provided to the customer?		yes
Did you complete the following prior to closing (i.e. enter symptom codes, ensure VIN is attached to case, etc.)?		yes
Buyback Request		
Did you deliver Buyback decision to the customer and communicate next steps?		n/a
If request was approved, have the RAV Analyst and customer made contact?		n/a
Did you follow next steps outlined in Completing an Approved Buyback Request?		n/a
If request is denied, have you completed next steps outlined in Vehicle Buyback Denied?		n/a
Financial Assistance		
Has the approval code been processed and presented?		N/A
PIs. ensure verification of correct P&A code (lot of issues w/ this)		N/A

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 08-17-2023 CLOSED: 08-17-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Truck Concern NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Kelly Ford
PA CODE: 04808 DLR SALES CODE: 24498 REGION: S3 ZONE: S3C
VIN: 3FMCR9B6XN[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 16,000
BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | FL | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | UNKNOWN | UNKNOWN
ANALYST NAME: Johnathan Ross OPEN ANALYST NAME: Janelle Suniga
COMMENTS:
2023-08-17 16:34:37

Thank you for choosing to chat with us. We will be with you shortly. You are currently 3 waiting in queue.

Thank you for your patience. Your position in the queue is number {PosInQ}.

Thank you for your patience. Your position in the queue is number {PosInQ}.

You are now chatting with Janelle. Please do not enter any sensitive personal data such as social security number or credit card numbers.

[redacted]
My 2022 Ford Bronco has shut off 4 times now while driving. Once it shuts down---i am at the mercy of some sort of vehice reset--I can not put it neutral to push myself to safety, the brake is dead--so i sit in traffic with my hazards on waiting in clear danger and causing a traffic issue. It then wouldn't start and needed to be towed to the dealership. The dealership is releasing the bronco and advising ford is aware of the issues. How can a car be released, and no corrective action taken when it is a SAFETY issue? The dealership advised Ford is aware of the issues and advising to release the vehicle. Is this a fair statement?

Janelle 10:57 AM
Hello [redacted] My name is Janelle. How can I assist you today?

Janelle 10:59 AM
Thank you for chatting in with this concern, I will do my best to assist you! Please give me 2-3 minutes to pull up the vehicle information.

[redacted]
My 2022 Ford Bronco has shut off 4 times now while driving. Once it shuts down---i am at the mercy of some sort of vehice reset--I can not put it neutral to push myself to safety, the brake is dead--so i sit in traffic with my hazards on waiting in clear danger and causing a traffic issue. It then wouldn't start and needed to be towed to the dealership. The dealership is releasing the bronco and advising ford is aware of the issues. How can a car be released, and no corrective action taken when it is a SAFETY issue? The dealership advised Ford is aware of the issues and advising to release the vehicle. Is this a fair statement?

Janelle 10:59 AM
Please allow me a moment to pull up your vehicle records. In the meantime, can you please verify the mileage on your vehicle? Approximate is fine, thanks!

[redacted] 11:00 AM
16000

[redacted]
It is currently at the dealership --Ford roadside assistance took it there on a flatbed Tuesday, the 15th.

Janelle 11:02 AM
Great, thank you! I'm taking a look at a few things on my end. Can you tell me what dealership you have been working with and when they diagnosed your vehicle?

[redacted]:04 AM
Kelly Ford is the dealership. <div [redacted]

2023-08-17 16:34:45

Janelle 11:18 AM
I am unable to speculate as I am not a Ford Trained Technician. I can escalate this case to a Customer Experience Specialist who will be able to assist with any other additional questions you may have. The Customer Service Manager will reach out to you within 1 Business day. Your case number today is: CAS-[redacted] You can also have a copy of this transcript emailed to you by clicking the + at the bottom of the screen.

Janelle 11:18 AM
Is there anything else I can assist you with today?

[redacted] 11:19 AM
Yes--provide me with additional point of contacts to share my concern with---You have not provided any answers nor guidance.

The chat transcript will be sent [redacted] at the end of your chat.

Janelle 11:23 AM
I am escalating this case and matter to our Customer Service Manager who will be able to further assist you with this concern. There is no point of contact for them. The Customer Service Manager will reach out to you at your preferred contact (email) within 1 business day.

Janelle 11:23 AM
Do you have any other questions for me at this time?

[redacted]
So---Are you stating----There is no other way to document this issue with my Ford and the dealership response? There is no other way to document this issue for purposes of a mass recall and safety issue?

Janelle 11:27 AM
Once this chat is complete, I will be happy to document your concern. This allows us, Ford Motor Company, to identify areas of concern in efforts to continuously make improvements. By documenting your concerns, we record and study the data collected by our customers to identify areas of concerns, which in turn, allows Ford Motor Company to launch programs accordingly.

Janelle 11:27 AM
Please allow me a few moments.

Janelle 11:31 AM
Thank you for providing Ford Motor Company with your comments; your opinions are valuable to us. I have documented your experience and appreciate you chatting us today. Also, I'm going to try to transfer you over now to our Customer Experience Specialist. Do you have any other questions before I do?

Janelle 11:33 AM
I haven't heard from you in a few minutes. Do you need more time?

[redacted] 11:33 AM
Please transfer

[redacted]

2023-08-17 16:36:49

CONTACT VIA [redacted]

cust says:I had it serviced July 28,2023 and since i have gotten it back have had all issues with it running rough and shutting off while driving. I paid $679.55 for fuel injection service, throttle body cleaning oil change and filter change--as part of a 15,000. mile service.....All to get the Bronco back running horrible ans shutting down while in drive
What i am seeking from Ford today-----How can my bronco be made safe to drive without shutting down? How can i be told by the dealership Ford is advising to release my bronco in the condition it is in?
per cust, dlr says:My 2022 Ford Bronco has shut off 4 times now while driving. Once it shuts down---i am at the mercy of some sort of vehice reset--I can not put it neutral to push myself to safety, the brake is dead--so i sit in traffic with my hazards on waiting in clear danger and causing a traffic issue. It then wouldn't start and needed to be towed to the dealership. The dealership is releasing the bronco and advising ford is aware of the issues. How can a car be released, and no corrective action taken when it is a SAFETY issue? The dealership advised Ford is aware of the issues and advising to release the vehicle. Is this a fair statement?

crc advised:Thank you for providing Ford Motor Company with your comments; your opinions are valuable to us. I have documented your experience and appreciate you chatting us today. Also, I'm going to try to transfer you over now to our Customer Experience Specialist. Do you have any other questions before I do?

2023-08-17 18:40:31

IB Chat from [redacted] in regards to her 2022 Bronco sport that has cut off 4 times and had to be towed to the DLR. She was told that Ford is aware of the problem and is instructing her to pick up the vehicle. OBC to DLR spoke with Christine who mentioned that they have quite a few Broncos with the exact same issue. They have escalated the issue and is awaiting a fix. She says the shop foreman performed multiple test and confirmed wiring seems to be in tact, battery is good and each time the vehicle starts up for them. Customer will be visiting another DLR as she is not confident in the diagnosis as she is being told that it is fine to drive though it has been cutting off.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 08-18-2023 CLOSED: 08-18-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: General Inquiry | General/Other | |
DEALER NAME: Bob Bell Ford
PA CODE: 00068 DLR SALES CODE: 27039 REGION: N4 ZONE: N4B
VIN: 3FMCR9B68M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 16,954
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | MD | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Stalls/Quits | At Idle | UNKNOWN
ANALYST NAME: Devin Dean OPEN ANALYST NAME: Devin Dean
COMMENTS:
2023-08-18 13:36:51

[redacted]
P#:
Yr/Model: 2021 Bronco
VIN#: 3FMCR9B68M[redacted]
Mileage: 16954
Dealership: Bob Bell Ford
Service Advisor: Jessica

Ibc from cust she stated her veh is at the dlrshp for the 2nd time, cust stated while in traffic the veh shuts off and wont start- all systems power off and the veh not shift into neutral

Cust mentioned filing veh as a lemon. explained this will be based off of the lemon law requirements for the state her veh was purchased and registered in. if veh meets her states criteria then Ford will pressure repurchasing her veh. Cust asked what were the requirements for MD adv cust I am unsure, we can submit the request to see if she qualifies but the decision and the monetary amount are not up to me. Provided general information and adv some states require 4 repair attempts or 30 days down- cust stated she does not have time to keep taking veh back to dlrshp. The last time veh was down was only for 7 days. Offered to submit request and cust declined

The dlrshp currently has veh- they adv cust unless there is an error code present, they cannot repair her veh - adv cust that is correct, if there are no codes present then no repair attempt can be made. adv cust I have checked TSB/SSM for known issues from Ford and there does not appear to be any. Cust stated she googled and read the federal commissioner's website and they are stating this is a concern. adv cust we cannot rely off of google, if Ford has not issued a TSB or a recall then it is not a known concern at this time- cust stated she would figure it out and disconnected call

Was not able to verify home address and phone # or offer my contact info and case #

Next Steps;
Resolving as an FCR

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: In Progress
OPEN: 08-18-2023 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Truck Concern NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Ford Country
PA CODE: 01440 DLR SALES CODE: 71168 REGION: W3 ZONE: W3B
VIN: 3FMCR9D95N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 26,786
BODY STYLE: R9D - BRONCO SPORT BADLANDS 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | NV | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Unintended Movement | Ignition On | Reverse
ANALYST NAME: SYSTEM OPEN ANALYST NAME: Jerrica Alva
COMMENTS:

2023-08-18 21:11:10	CONTACT VIA (cust. best contact method)[redacted] CUST. SAYS:Hello, I wanted to reach out because I have been having issues with my 2022 Bronco Sport Badlands. Per Cust., DLR SAYS:I took it to ford dealer ship service center and they said they were not getting any codes and were not able to reproduce the problem however they changed the battery just incase that was the issue since it was also not allowing remote start through my Ford app which was weird because it use to do it before until it started doing the shut off. CRC ADVISED:I will be escalating your case to a Customer Experience Specialist to further assist you and can transfer you over in just a moment. Customer Name:[redacted] [redacted]Las Vegas NV[redacted] Phone[redacted] Email[redacted] Text(yes or no): VIN:3FMCR9D95[redacted] Vehicle Mileage:26786 Dealership Name:Ford Country Service Center Name of the Service Adviser that the customer is working with:Service advisor is Jose V. with Ford Country Customer's Concern:Had it towed to Ford Country they were not able to reproduce the problem again and gave me my vehicle back due to no codes found. This happened again only that this time it didn't happen when I came to a full stop just when I slowed down which was scary because I do have children and find it dangerous for my vehicle to do this, my vehicle has been at Ford Country Service Center since Saturday Customer's Desired Outcome: repair assist the vehicle due to the dealership not able to find codes. What symptoms did the vehicle have that prompted the visit to the dealer:It started off by completely shutting off when I will be at a red light or a stop and require me to put it in parking and restart it.I went to the store and when I came out and started my vehicle and changed the gear to reverse it turned off and did a strong jerk motion and gave me an alert to put it in parking and restarted it. I restarted the car however it would just keep giving me the same issue when ever I would place in all R, N and D.
2023-08-18 21:23:08	Case Number : [redacted] Customer [redacted] Business Phone [redacted] Home Phone : [redacted] Mobile Phone [redacted] LTV Score : na Vehicle Purchase Status : Original Owner Ford Credit Contract Number : na Part Number : na Dealer Name : Ford Country Dealer P&A : 01440 Dealer phone : 7025663673 VIN : 3FMCR9D95N[redacted] Year : 2022 Make : FORD Model : BRONCO SPORT Mileage : 26786 Engine Specification : 2.0L TIVCT GTDI T/C 240PS GAS Transmission Specification : na Warranty Start Date : 2022-02-16 Open Recall/FSA: : 22L05 VEHICLE EMISSIONS CONTROL INFORMATION LABEL UPDATE ESP : yes Hotline Contact : na Warranty History : yes
2023-08-18 21:54:04	obc to dlr to gather RO info was advised vehicle dropped off 8/12 currently waiting on parts SA Jose V. sent to his vm Im opened portal message web chat with cust concern about this being her 3rd time bring vehicle in for same concern veh shutts off while driving has to put in park to restart currently in loaner cust went into a dead zone chat dropped I did level set my next steps before it disconnected next steps open tech sme, follow up with dlrship & and cust 8/21 by cob Ford Motor Company ® Monique Allison | Customer Experience Specialist | Houston CRC mallis17@ford.com | www.ford.com Mon-Fri 10AM to 6:30 PM CST
2023-08-21 22:57:34	sms to cust next steps open tech sme, follow up with dlrship & and cust 8/24 by cob Ford Motor Company ® Monique Allison | Customer Experience Specialist | Houston CRC mallis17@ford.com | www.ford.com Mon-Fri 10AM to 6:30 PM CST
2023-08-24 18:31:56	obc to dlr for ro info was advised service advisor is on vacation ro[redacted] open date 8[redacted] no date miles came on currently being worked on sms to cust with update next steps follow up with cust 8[redacted] by cob Ford Motor Company ® Monique Allison | Customer Experience Specialist | Houston CRC mallis17@ford.com | www.ford.com Mon-Fri 10AM to 6:30 PM CST
2023-08-28 19:14:43	Vehicle Diagnostic: •RO#[redacted] RO LINE# B •Mileage: 26,787 •Does Dealer have a clear path to repair the vehicle: (Y/N) NO NOT YET-STILL NEED TO PERFORM TRANSMISSION TEAR DOWN. •Hotline contacted: (Y/N) NO •Multiple Past Repairs for same issue? (Y/N) How Many? NO •Repair warrant-able? – If vehicle were to be within B2B, would warranty have covered the repairs? NEED TO PERFORM TRANSMISSION TEAR DOWN FIRST. •Is this an insurance case? Has there been an ins claim? Are repairs from a previous insurance claim or an existing insurance claim? -NO •what number for back order parts? N/A •Maintenance up to date? YES •Signs of Neglect/ Poor Maintenance? Did customer cause the issue? - NO •has the a copis been opened for back ordered parts and what is the copis number? - NO •Is Customer Loyal to the Dealer? YES
2023-08-28 23:06:06	sms message to cust with update next steps follow up with cust 9/5 by cob Ford Motor Company ® Monique Allison | Customer Experience Specialist | Houston CRC mallis17@ford.com | www.ford.com Mon-Fri 9AM to 5:30 PM CST

2023-09-01 20:12:56	obc to dlr to check status of repair spoke with SA Jose V. stated still tearing veh down sms to cust with update next steps follow up with cust 9/8 by cob Ford Motor Company ® Monique Allison | Customer Experience Specialist | Houston CRC mallis17@ford.com | www.ford.com Mon-Fri 9AM to 5:30 PM CST
2023-09-08 18:47:46	obc to dlr for status update on repair spoke with SA Jose stated has diagnosed the veh, placed the customer in a rental, ordered the engine ETA 9/12, warranty repair sms with update to customer next steps follow up with cust 9/14 by cob Ford Motor Company ® Monique Allison | Customer Experience Specialist | Houston CRC mallis17@ford.com | www.ford.com Mon-Fri 9AM to 5:30 PM CST
2023-09-14 18:05:41	obc to dlr for repair status update SA out for the day transferred to parts to conf part arrived left on hold for 10+ minutes sms to cust with update next steps follow up with cust 9/19 by cob Ford Motor Company ® Monique Allison | Customer Experience Specialist | Houston CRC mallis17@ford.com | www.ford.com Mon-Fri 9AM to 5:30 PM CST
2023-09-19 22:36:29	sms from cust advising she has vehicle back sms for CSAT next steps SN to close Ford Motor Company ® Monique Allison | Customer Experience Specialist | Houston CRC mallis17@ford.com | www.ford.com Mon-Fri 9AM to 5:30 PM CST
2023-09-21 16:00:58	Approved to close Talisa Roberts TROBE153@FORD.COM Customer Experience Operations Supervisor Office: 866-631-3788 Ext: 79424

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 08-19-2023 CLOSED: 09-13-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Truck Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |
DEALER NAME: AutoNation Ford Gulf Freeway
PA CODE: 04473 DLR SALES CODE: 52024 REGION: C2 ZONE: C2B
VIN: 3FMCR9B64M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | TX | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | Auto-Start-Stop | UNKNOWN
ANALYST NAME: Andrea Craddock OPEN ANALYST NAME: Andrea Craddock
COMMENTS:
2023-08-19 17:14:28

****BUYBACK****

Customer Information
Name(s) on the Title: [redacted]
Address: [redacted] Houston Tx [redacted]
Email Address: [redacted]
Customer is Select purchasing or leasing the vehicle.--Purchased
Vehicle Information
VIN: 3FMCR9B64M[redacted]
Current Mileage: 56,000
Ownership Status/ Type of Purchase: Select New, Used, CPO, Private sale, or Gift--Used
Purpose of vehicle: Personal
Vehicles registered to the business. (If yes to business)
Purchase Date: 11/4/22
Mileage at Time of Purchase: 35,725
State Information
State Where Purchased: Tx
State Where Registered: Tx
Dealer Information
Purchased from Dealer? Yes
Dealership (if yes): Autonation Ford Gulf Freeway
Primary Reason for Repurchase: Vehicle has had problems since purchasing, The dealer can not Pin Point the problem, Vehicle was sold to her with problems. Issues not resolved.
Is there a current concern with the vehicle? Yes
What is the repair status of the vehicle? AT the dealership, Concerns not resolved.
Were repairs completed for this concern at multiple dealerships? (If yes): Yes
College Station Ford
(CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? No
Modifications --No
Used for towing-No

2023-08-19 17:22:15

Case Number : [redacted]
Customer : [redacted]
Business Phone : [redacted]
Home Phone [redacted]
[redacted]
LTV Score : 88
Vehicle Purchase Status : Subsequent Owner
Ford Credit Contract Number : N/A
Part Number : N/A
Dealer Name : AutoNation Ford Gulf Freeway
Dealer P&A : 04473
Dealer phone : 7134892089
VIN : 3FMCR9B64M[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 58000
Engine Specification : N/A
Transmission Specification : N/A
Warranty Start Date : 2020-12-22
Open Recall/FSA: :

22N18REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS
ESP : NONE
Hotline Contact : NO
Warranty History : YES

Ford Motor Company®
Andrea Craddock
Ford Truck Concern Specialist
Acraddo6@ford
8666313788 ext.79605
Egain/n/a

2023-08-19 18:07:24

Vehicle has been down for over 2 months already. says dealer ordered parts but advised they can not garuntee the parts will fix the vehicle & it is unclear as far as if they have arrived as of yet. Customer mentions BB. Vehicle was brought in because it would shut off. Says at stop light it cut off & would not come On. Was towed in. (Dealer originally advised it was the battery, battery was replaced & did not fix the problem.) Then they replaced the starter & it did not resolve the problem.
Milage-56,000
Dealership-Autonation Ford Gulf frwy
[redacted]
Vin-3FMCR9B64M[redacted]
[redacted] Houston Tx[redacted]

I advised the customer I would get a BB submitted on her behalf.
I advised her I would keep her updated on the BB status.
I advised the customer, That I will have to focus on the repair of the vehicle, i will be contacting her servicing dealership to understand the diagnosis of the vehicle, as well as the part status, & status of repair in general. Customer did mention that the dealer advised her that the current repair recommendation May or May not resolve the concern.
Will need to verify.

I have researched & found No Hotline contact has been made***
I have found several Copis cases but unclear if any is currently aligned with current part/repair***
Customer meets CLV***

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8666313788 ext.79605
Egain/n/a

2023-08-21 13:05:46

*OGC VIN LIST CHECK : 3FMCR9B64[redacted]

*RESULTS : No Returns on 8/21/23 @ 9:02 AM

*Secondary Owner per Navis
*Verified VIN via Oasis

Ford Motor Company ®
Shelley Michel
Non-California Buyback Review Team, Ford CX Team
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER
** (Non-California Buyback Review Team is NOT RAV)**

2023-08-21 13:07:24

After review; veh does not meet state guidelines for buyback/replacement criteria for TX (beyond time to file).

Talking Points:

-Deny GFR
-Review note in milestone
-Follow Repair Assistance Procedures Per Process
-Recommend Dealer Engage Hotline for Repair Assistance
-Focus on getting veh repaired

Ford Motor Company ®
Shelley Michel
Non-California Buyback Review Team, Ford CX Team
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER
** (Non-California Buyback Review Team is NOT RAV)**

2023-08-21 15:15:47

OBC to dealership, SA States vehicle was brought in due to vehicle shutting off, Replaced battery,vehicle worked for a little while but did not resolve concern. Vehicle was towed back into them, & customer wanted the vehicle traded in, Dealership did not accept vehicle for trade in. SA states that tech recommended starter, starter was replaced did not resolve concern. States currently. The Battery Terminal Cable is the current part needed. Says it is on a BO, & there is a Vor copis opened for it. SA provided copis case number below- States customer also had a couple of other concerns, Says volume button does not work, and creaking noise when reversing, However, they have not yet looked into the other concerns.
[redacted]
Ro Number-[redacted]
Ro Open date-7/[redacted]/23
donga@autonation.com---Sa Email

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Acraddo6@ford
8666313788 ext.79605
Egain/n/a

2023-08-21 15:21:55

Per Dow- As of 8/13

CAUSAL DESCRIPTN1: XT SUPPLIER CAPACITY8PCS TO BE SHIPPED FROM PACKAGER TO NPD

Ford Motor Company®
Andrea Craddock
Ford Truck Concern Specialist
Acraddo6@ford
8666313788 ext.79605
Egain/n/a

2023-08-24 20:01:26

OBC to dealership, Spoke with Parts, States Part has not came in yet. I asked to be transferred to Service. Was transferred to VM.
Ford Motor Company®
Andrea Craddock
Ford Truck Concern Specialist
Acraddo6@ford
8666313788 ext.79605
Egain/n/a

2023-08-25 17:25:14

OBC To dealership, Looking to speak with SA, But was advised SA is N/A Spoke with Parts, I asked them to verify the status of the part that was needed for repair, was advised that part arrived, & vehicle was either already repaired and completed, or is in the repair process, Unclear. Would need to verify if it was completed through the SA.

OBC To Customer, Advised the BB was denied and why--

veh does not meet guidelines for TX as it is beyond the 30 month time frame to file (WSD 12/22/2020)

*veh was purchased outside the 2yr or 24,000 mile presumption time frame for TX (11/4/22 with 35,725 miles) I advised the customer of the status of the vehicle & that I would continue to assist with the repair completion of the vehicle & case would be open until vehicle is back with them.

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Andrea Craddock
Ford Truck Concern Specialist
Acraddo6@ford
8666313788 ext.79605
Egain/n/a

2023-08-25 17:29:50

EMAIL SENT TO SA@donga@autonation.com
8/25/23
Hello There, I hope this finds You well. I am reaching out in regards to 3FMCR9B64M[redacted]. I was able to verify that all components needed for repair arrived successfully, Could You advise the status of the vehicle and/or ETA of completion if possible.
Thank you for all you do!

Andrea Craddock
Customer Experience Specialist Ford CX Team
acraddo6@ford.com|www.ford.com
office: 866-631-3788 ext. 79605

2023-08-30 19:23:50

OBC To Dealership No answer.

OBC To Dealership, 2nd attempt, Looking to verify the status of this vehicle. No response/Answer.
EMAIL SENT TO [redacted]
8/[redacted]/23
Hello[redacted], I hope this finds You well. I just wanted to reach out 7 check in with You, as well as verify if you were able to obtain your vehicle back. Could you verify? I attempted to contact your servicing dealership to understand the status of the vehicle, but there was no response. I would like to ensure that vehicle has been repaired, and gets back with you accordingly. Please just let me know as soon as you can. I will continue to follow back up with your servicing dealership.

Thank you,

Andrea Craddock
Customer Experience Specialist Ford CX Team
acraddo6@ford.com|www.ford.com
office: 866-631-3788 ext. 79605

2023-09-02 14:51:44

Next Step- Call Dealership & understand status/diagnosis currently, as CX had advised vehicle was not done, & vehicle is still down. Previously was advised vehicle was on a clear path to repair.*Verify if & how case needs to be escalated.
Contact Customer after & advise accordingly.

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Andrea Craddock
Ford Truck Concern Specialist
Acraddo6@ford
8666313788 ext.79605
Egain/n/a

2023-09-02 19:15:24

OBC To Dealership, Spoke with with service, I asked for verification that vehicle was down, was advised No There is no Open RO at this time.

EMAIL FROM [redacted]
Hii sorry i don't know why I haven't received any of your calls…this is the last update i got from them. Looks like something else came up. I don't even understand how or when this happened but looks like it's going to be a few more weeks. I can't believe there's nothing you guys can do to help me…im literally paying for a vehicle that I don't have…a vehicle that was certified as new and was supposed to be reliable has now become a liability. This is ridiculous, i feel so disappointed with how everybody has handled this situation, now becoming 3 months of this vehicle being in the

2023-09-02 19:46:19

EMAIL SENT TO [redacted]
9/[redacted]/23
Hello [redacted], I hope this finds you well. I apologize for delay in response time. I did receive Your previous email. I am very sorry to hear/know the circumstances surrounding the vehicle overall. As a specialist It is my primary position to assist with the repair/parts of the vehicle. As that is what I have resources for. I do know that a component was ordered, and was escalated, it currently shows as shipped at this time. Could You please verify that Your vehicle is still down as Of today?

Thank you,

Andrea Craddock
Customer Experience Specialist Ford CX Team
acraddo6@ford.com|www.ford.com
office: 866-631-3788 ext. 79605

2023-09-02 19:47:16

Thank you for submitting a COPIS Parts Order Status case. Good news, your backorder for Service Part Number: LX6Z14305AP, Shipper Number: [redacted], DOR Number: [redacted] shipped on 08/23/2023. As the order has now shipped, your COPIS case has been closed.
LX6Z14305AP-WIRING ASY - ALTERNATOR

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Andrea Craddock
Ford Truck Concern Specialist
Acraddo6@ford
8666313788 ext.79605
Egain/n/a

2023-09-08 15:12:06

Per Dealer-VEHICLE IS COMPLETED AND HAS BEEN DELIVERED BACK TO GUEST

Next Step- Call customer & verify vehicle has been obtained & concerns are resolved.

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Andrea Craddock
Ford Truck Concern Specialist
Acraddo6@ford
8666313788 ext.79605
Egain/n/a

2023-09-08 15:45:39

OBC To Customer, I verified that vehicle was received back from dealer, I asked customer if she was able to drive the vehicle since having it back, customer states No. CX States that, She does not want to drive the vehicle Nor does she want the vehicle at all. States that she plans on trading the vehicle in, States that she was never in any accident, & that all of the concerns with the vehicle are from Ford & not her fault.
CXS Apologized to CX about the circumstance & advised that, Role is to essentially assist with repair of the vehicle as well as any parts assist that may be needed, & getting out of the vehicle will have to be more so exhausted between her & dealer. CXS advised case would have to be prepared for closure at this time, being that vehicle has been repaired & released. CXS advised customer that is she had any questions she could always reach out furthermore.

Ford Motor Company®
Andrea Craddock
Ford Truck Concern Specialist
Acraddo6@ford
8666313788 ext.79605
Egain/n/a

2023-09-08 16:30:07

EMAIL RECAP SENT TO [redacted]
9/8/23
Hello [redacted] I hope this finds You well. I wanted to take a moment to let You know I apologize for the circumstances surrounding your vehicle. I certainly hope this gets resolved in the best way for You. It has been a pleasure being able to help, & assist in any way applicable. Although I understand You do not want the vehicle overall furthermore, I am happy to know that vehicle has been repaired & is back with You at this time. As mentioned previously, I will have to prepare this case for closure. If You have any questions please reach out & would be more than happy to help if I am able. Upon me closing this case You may receive a Email survey, It will ask about your experience with me as your agent.

Warm Regards,

Andrea Craddock
Customer Experience Specialist Ford CX Team
acraddo6@ford.com|www.ford.com
office: 866-631-3788 ext. 79605

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 08-21-2023 CLOSED: 09-01-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

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

DEALER NAME: Tidelands Ford

PA CODE: 02751 DLR SALES CODE: 21299 REGION: S2 ZONE: S2B

VIN: 3FMCR9B69M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 54,688

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | SC | | USA

HOME PHONE:

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

ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Enrika Andrews

COMMENTS:

2023-08-21 15:52:16	INBC from customer 2021 Bronco Sport 3FMCR9B69M[redacted] 53000 miles Customer stated her vehicle stopped and it was towed to the closest dealership Crossroads ford of lumberton-9108029614 They can't look at the vehicle for two weeks and they have no loaners. CXS explained to customer we have to have a diag from the dealer before a rental assist can be provided. Customer stated she can't wait and she will not pay to have it towed to there dealership OBC to dealer 9108029614 or 9104305271 CXS called twice and was connected to Tommy Logan's voicemail CXS needs RO information NS: Follow up on 08/22/23 with dealer to get an update and with customer to provide update on repair status Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 9:00PM-5:00PM CST eFax: 866-319-05702091
2023-08-21 15:54:29	Case Number : [redacted] Customer : [redacted] Business Phone : Home Phone : [redacted] Mobile Phone : LTV Score : 88 Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : Part Number : Dealer Name : Crossroads Ford of Lumberton Dealer P&A : 06134 Dealer phone : 910-738-6291 VIN : 3FMCR9B69M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 53000 Engine Specification : Transmission Specification : Warranty Start Date : 2021-03-06 Open Recall/FSA: : 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS ESP : NO ESP INFORMATION AVAILABLE Hotline Contact : null Warranty History : [redacted]

2023-08-21 16:37:10

CUST REACHED OUT VIA FORUMS:

Cust: My husband was coming home from work stopped at a traffic light, and the bronco just shut off no power whatsoever. He couldn't even put the hazards on. He was scared for his life. He was waving traffic around him, and then he couldn't get it in neutral, because there was no power. I've looked high and low and I can't find any information on how to put this car in neutral with no power.
I did, however, find a bunch of people complaining that they have had the same issue where the bronco just shut off. There is no recall for this and I have never heard what it actually is like what the problem is. We had to have it towed the nearest Ford dealership which of course is not open on the weekend so we have no car. No rental car. No loaner car no answers and I'm very stressed out.
I noticed recently that the car felt like it was choking a bit when I was driving it my husband started noticing what I was talking about.
So has anyone else had this experience?
Is this a warranty thing?
What do I do?Ford: Good morning! Could you privately message us with your VIN and the name and location of your Ford dealer so I can look into this no power concern? Thank you!
Cust: The VIN is 3FMCR9B69M[redacted]
And it is currently at
Crossroads Ford of Lumberton North Carolina
Ford: Hey there, thanks for taking the time to send us a message! My name is Rai and I am a Social Media Specialist for Ford. Before moving forward, I just need you to confirm a few details. Could you please provide:
-Current mileage
-Your full name
-Vehicle owner's full name and your relation (if applicable)
-Zip code
-Mobile or home phone number (please specify)
-Email
-Preferred method of contact
Cust: Current mileage
Approximately 54,000
-Your full name
[redacted]
-Vehicle owner's full name and your relation (if applicable)
[redacted]
-Zip code
[redacted]
-Mobile or home phone number (please specify)
Mobile [redacted]
[redacted]
-Preferred method of contact
Ford: Thank you for confirming that for me, [redacted]. I'm in the process of creating a case for you in our system. Since your vehicle is currently at Crossroads Ford, have you received any info or assistance regarding this no power concern? If so, what information was relayed to you?
Cust: They have not been helpful
Car has been there since Friday 6pm. They said they may not be able to even look at it for 2 weeks.
I called Ford corporate and have a case Number
Case #[redacted]
Spoke with Rika
Ford: Thank you for confirming that for me, [redacted] I do see that your recent case created with our phone team is in progress and they are actively working to have this concern resolved as soon as possible. Please continue to communicate with your case manager as well as the service manager at Crossroads Ford, as they will be in the best position to assist you moving forward. I will also be sure to include our conversation in the case notes so it can be seen you reached out to us here as well.

2023-08-21 20:11:28

OBC to dealership CXs spoke with Kenston and he stated the customer came and picked the vehicle up today. It had a bad battery and it was replaced. And it looks like it has some minor transmission issues Vehicle Diagnostic: RO Number[redacted] RO Open Date:08/[redacted]/23 OBC call to customer CXS called customer and asked her to call me back because the dealership stated she picked the vehicle up Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 9:00PM-5:00PM CST eFax: 866-319-0570

2023-08-23 00:33:53

Customer says:
I call regarding 22s73, the battery had replaced by dealer, I got the VEH from the dealer, after 4 days, the VEH dead. Can I speak to your manager?

As per customer, dealer says: N/A

CRC Advised:
22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS, CSPs are voluntary announcements created by Ford. A CSP is activated, as appropriate, when there is a concern about a particular component. These programs are vehicle specific, and they have a start and expiration date. In CSPs, unlike recalls, repairs are to be made only if the described condition occurs. These programs are implemented to increase customer satisfaction and minimize inconvenience.

Advised cust that we are not technically inclined with regards to the repair process, only the dealership can determine on that and can provide details when it comes to the repair process.

Also informed that if asking to higher than me, we have same resources that we are using and will also provide same info. that I already given to her.

Advised cust that upon further checking there was a case that has been escalated to a higher team just a days ago in this VIN, I can transfer her over to a case handler of the case to further assist her concern, but cust hung up.

2023-08-26 18:22:27	IBC from cust stating the veh is at the dlr where they purchased the veh. They received a notice about a recall and it's been at the dlr for a few days and the bearings and alternator is bad and the cust veh has app. 54K miles, veh is at Tidelands Ford 8669932962, she stated Rafe(SA) that contacted her and she wants help paying for the repair. OBC to 8669932962, unable to spk w/srvc dept so I left a detailed vm for the SM. I informed the cust that we have to get the warranty rates from the dlr to see if we could assist w/repair and if we are able to assist it will not be at 100% but we might be able to contribute to the repair cost. I informed the cust that the csx will have to collect the info from the dlr to proceed and will contact them if we're able to assist w/repair. I provided the cust w/the esp # to inquire about getting an esp for their veh that she states they just purchased a few months ago Next step...notate case Latonya Evans She/Her/Hers Customer Relationship Center/ Ford CX Passenger Vehicle Concern Team Email: levan119@ford.com 866-631-3788 ext. 79330 Monday, Wed. - Sat. 9 AM-5:30 PM(CST)
2023-08-28 18:15:17	LaPorsha Brown/Ext. 79056/lbrow415@ford.com: IBC from [redacted] Customer is calling for FIN and repair assistance. Customer states that vehicle is at Tidelands Ford and that the dealer will not repair it under the recall. CXS explains to customer that the fuel injectors which is the recall doesn't have an issue than there is no repair to be done. OBC to Dealer-843) 237-3673 SA Rafe email address rlawton@tidelands.net states that the repair is not the same as the recall. SA states that the alternator barring is the issue. SA states that customer believes its the fuel injectors because they contacted a dealer before bringing it in and that the dealer just told them that it was the recall over the phone. RO Date: 08/[redacted]/2023 Line Item: A [redacted] Mileage at RO Open: 54688 Is the vehicle at the dealership? Yes Service Managers email address: Patrick Maury Is the customer in a rental/loaner? If so, who is paying: Yes What is the current vehicle concern? Vehicle completely shuts down when coming to the stop. Is there a diagnosis for the concern? Yes Recommended repair? replace the alternator Has there been any contact with Tech Hotline for multiple repair attempts, lack of progress or unable to duplicate? First time customer has came in for the issue. Are there any parts delays? If so, what are the VOR Copis case numbers associated? Parts will only take a day to arrive. Parts @ warranty rate :$638.25 Labor @ warranty rate: $ 239.70 CXS reached out to CXS Latonya. Next Steps: email SUP and CXS to reach out to customer. Ford Motor Company ® LaPorsha Brown Customer Experience Specialist, Ford CX Team Email: lbrow415@ford.com | www.ford.com Office: (866) 631-3788 ext. 79056 Monday-Friday 12:30 p.m.- 9:00 p.m. Central Standard Time
2023-08-28 18:15:44	From: Brown, Laporsha (L.) Sent: Monday, August 28, 2023 12:58 PM To: Evans, Latonya (L.) Cc: Babineaux, Ronchele (R.) Subject: C[redacted] Please reach out to customer as soon as possible. Thank you, Ford Motor Company ® LaPorsha Brown Customer Experience Specialist, Ford CX Team Email: lbrow415@ford.com | www.ford.com Office: (866) 631-3788 ext. 79056 Monday-Friday 12:30 p.m. – 9:00 p.m. Central Standard Time
2023-08-28 22:26:45	INBC from Dealer Call from Ray at Tidelands Ford. The vehicle is no longer at Cross Roads. He will have the cost out ready tomorrow. Once he provides the information I will reach out to the customer with the Fin assist offer NS: Follow up on 08/31/23 with dealer to get an update and with customer to provide update on repair status Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 8:00 am -4:00 pm CST eFax: 866-319-0570
2023-08-28 22:29:35	OBC to customer CXS left a message letting the customer know The dealership has reached out to me and i should have the cost out tomorrow. NS: Follow up on 08/30/23 with dealer to get an update and with customer to provide update on repair status Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 8:00 am -4:00 pm CST eFax: 866-319-0570
2023-08-29 14:43:10	INBC from customer The customer stated the reason for the dealer switch was due to Tidelands having a loaner for them. The customer is not sure that this repair is necessary at this time OBC to dealer Vehicle Diagnostic: Alternator needs to be replaced RO Number:[redacted] RO Open Date:8/23/23 RO Line Number:A Mileage:54688 Is the vehicle at the dealership? Yes Is the customer in a rental? Yes Dealership Contact: Rafe Lawton rlawton@tidelands.net Does Dealer have a clear path to repair the vehicle: (Y/N) Hotline contacted: (Y/N) Multiple Past Repairs for same issue? (Y/N) How Many? Tech SME Engaged/Parts COPIS Case: (Y/N) Repair warrantable?Yes Maintenance up to date?Yes Signs of Neglect/ Poor Maintenance?NO Customers Loyalty to the dealer?88 Warranty Parts Cost:638.25 Warranty Labor Cost:239.70 Total:877.95 P&A Code 02751 COPIS ticket: Part number: jx6z10346k 1 code-P060b
2023-08-29 15:42:03	INBC from customer Customer stated the code that the dealership gave me is for the PCM not he alternator. She no longer trust the dealership and wanted to know if she could take her vehicle if she wants . I told yes she could but they will charge her a diag fee and I do not control what they charge because they are Indp. owned. Customer told me she has repaired vehicles and she has all the code pullers and something is not right with the entire thing because they told her they listened to the vehicle to determine what was wrong and could not provide a printed error code. Also they told her it would cost 13000.00 and i got it to 877.00. I informed her that I advocated for her to get the cost down. She is not happy with this dealership. Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 8:00 am -4:00 pm CST eFax: 866-319-0570
2023-08-30 21:28:39	INBC from customer Customer left a message that she picked up her vehicle and will be taking it to another dealership in three weeks. She got all of the paper work and it clearly shows that the FSA id the issue not the alternator. She will never return to that dealership again Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 8:00 am -4:00 pm CST eFax: 866-319-0570

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided

OPEN: 08-21-2023 CLOSED: 10-03-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Truck Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |

DEALER NAME: Apple Ford of Lynchburg, Inc.

PA CODE: 05137 DLR SALES CODE: 27501 REGION: N4 ZONE: N4A

VIN: 3FMCR9B6XP[redacted] MODEL YEAR: 2023 MODEL: BRONCO SPORT MILEAGE: 570

BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | VA | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Stalls/Quits | Not Listed | UNKNOWN

ANALYST NAME: Jeremy Hennesy OPEN ANALYST NAME: Demetria Wooten

COMMENTS:

2023-08-21 21:17:11

IBC: Bronco continues to break down on the customer truck will not start. Truck is currently at the Dealer VIN: 3FMCR9B6XP[redacted] Mileage: 570 Next Steps: Customer wants to discuss a buy back. Transferred to Concern Buy back Jeremy Hennessy Ford Motor Company CXS Demetria Wooten dwooten7@ford.com | www.ford.com Office: 866-631-3788 ext.79348

2023-08-21 21:23:12

Case Number : [redacted]
Customer [redacted]
Business Phone : [redacted]
Home Phone : [redacted]
Mobile Phone :
LTV Score : 83
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number :
Part Number :
Dealer Name : Apple Ford of Lynchburg, Inc.
Dealer P&A : 05137
Dealer phone : 434-385-5012
VIN : 3FMCR9B6XP[redacted]
Year : 2023
Make : FORD
Model : BRONCO SPORT
Mileage : 570
Engine Specification :1.5L Dragon I3 DI TC Gas B
Transmission Specification :8 Speed Auto Transmission 8F35
Warranty Start Date : 2023-08-04
Open Recall/FSA: :
ESP :
Hotline Contact :
Warranty History :

2023-08-21 21:31:02

Transfer call: Cust called seeking Buyback

Issue: Veh stalls and quit randomly, veh had to be towed to drl

Veh is currently at the drls as of 8/21
SA Makayla

Action Plan: Submit GFR

Next step: f/u with drl, check bb status, update cust

Ford Motor Company ®
Jeremy Hennesy
Customer Experience Specialist - Ford Truck Team
jhennesy@ford.com|www.ford.com
office: 866-631-3788 Ext 75926
Monday – Friday 9:00AM – 5:30PM CST

2023-08-21 21:31:29

Buyback Request Template

Customer Information
Name(s) on the Title: [redacted]
Address [redacted] LYNCHBURG, VA [redacted]
Email Address: [redacted]
Customer isLeasethe vehicle.
Vehicle Information

VIN:3FMCR9B6X[redacted]Current Mileage:570
Ownership Status/ Type of Purchase: NEW
Purpose of vehicle: personal #Vehicles registered to the business.(If yesto business)
Purchase Date:8/4/2023Mileage at Time of Purchase:0085
State Information
State Where Purchased:VA
State Where Registered:VA
Dealer Information
Purchased from Dealer? Yes Dealership (if yes):Apple Ford
Primary Reason for Repurchase:Cust said he is concern of the on going issue with the veh keep breaking down on him
Is there a current concern with the vehicle? Yes – stalls and quits
What is the repair status of the vehicle? Veh is at the drls
Were repairs completed for this concern at multiple dealerships? (If yes): N/A
(CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? No

2023-08-22 13:57:42

OGC VIN LIST CHECK : 3FMCR9B6XP[redacted]
RESULTS : nothing returned

VA
LTV Score : 83
Vehicle Purchase Status : ORG
BB Triage: N

2023-08-22 13:58:12

NCBR Team Nikki made obc to dlr # 4343855012 spoke with sa makayla . dlr adv that the veh is there towed in yesterday . dlr provided the RO info for the current RO and the last visit. VIN verified.

RO [redacted]
RO open date 8/[redacted]2023
VEH left 8/16/2023
RO mileage 451
Concern: at a stop light the auto stop start was inop, battery light on the dash
Repair: could not duplicate , no codes, test drove veh , dlr performed a battery monitor reset

RO [redacted]
RO mileage 574
RO open date 8[redacted]/2023
Concern: no start, brake pedal was hard to push, battery message on dash,veh started after 30 mins, no start occurred again
Repair: dlr to diag vehicle sometime this week

Ford Motor Company ®
Nikita Stephens | NCBR Team| Ford CX Team
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER
** THE NON-CALIFORNIA BUYBACK REVIEW TEAM IS NOT RAV**

2023-08-22 14:06:48

NCBR Team Nikki

After review, vehicle does not meet State guidelines for buyback/replacement criteria for VA. However, during the current repair process NCBR Team will be monitoring the repair progress and the GFR will be reviewed again as repair progresses. NCBR Team asks the CXS not to present a denial of the BB to the customer as a final disposition has not been made. NCBR Team asks assigned CSM to provide notes on the case with repair status updates.

***NEXT FOLLOW UP TO MONITOR 8/29 ***

Ford Motor Company ®
Nikita Stephens | NCBR Team| Ford CX Team
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER
** THE NON-CALIFORNIA BUYBACK REVIEW TEAM IS NOT RAV**

2023-08-28 21:26:02

OBC Drl: Spoke to SA Makayla and they are still actively diagnosing the veh and still cannot duplicate the issue.

Email: [redacted]
RO [redacted]

Next step: f/u with drl on diagnosis status, update cust

NOTE: BB team state not to infor cust of denial for final decision

Ford Motor Company ®
Jeremy Hennesy
Customer Experience Specialist - Ford Truck Team
jhennesy@ford.com|www.ford.com
office: 866-631-3788 Ext 75926
Monday – Friday 9:00AM – 5:30PM CST

2023-08-30 19:12:44

NCBR Team Nikki made obc to dlr # 4343855012 spoke with the SM Tracey. dlr adv that she spoke with the customer today and adv that they tighten a loose positive battery cable and this was all they could find and to pick up the vehicle. the customer is refusing and wants the dlr to test drive and find out why the battery was replaced before it was sold.

Ford Motor Company ®
Nikita Stephens | NCBR Team| Ford CX Team
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER
** THE NON-CALIFORNIA BUYBACK REVIEW TEAM IS NOT RAV**

2023-08-30 19:15:07

After review; veh does not meet state guidelines for buyback/replacement criteria for VA

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

Ford Motor Company ®
Nikita Stephens | NCBR Team| Ford CX Team
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER
** THE NON-CALIFORNIA BUYBACK REVIEW TEAM IS NOT RAV**

2023-09-11 23:25:56

OBC Drl: no ans,

Next step: f/u with drl on diagnosis status, update cust

NOTE: BB team state not to infor cust of denial for final decision

Ford Motor Company ®
Jeremy Hennesy
Customer Experience Specialist - Ford Truck Team
jhennesy@ford.com|www.ford.com
office: 866-631-3788 Ext 75926
Monday – Friday 1:30PM – 10:00PM CST

2023-09-19 16:23:21

OBC Drl: spoke to Tracey and she confirmed that the cust picked up the veh on 9/7

OBC Cust: no ans, lvm - stating that I'll be adding a ESP maint plan to his VIN

Next step: Monitor Morley [redacted], update on ESP status

Ford Motor Company ®
Jeremy Hennesy
Customer Experience Specialist - Ford Truck Team
jhennesy@ford.com|www.ford.com
office: 866-631-3788 Ext 79526
Monday – Friday 11:00AM – 7:30PM CST

2023-09-25 17:14:47

Transmitted ESP in Morley

CASE NUMBER: [redacted]

2023-09-26 22:17:25

OBC Cust: informed him that his ESP has been approved and he will receive the policy in the mail within 30 days.

Cust is satisfied with the repair

Next step: Send recap email, safety net

Ford Motor Company ®
Jeremy Hennesy
Customer Experience Specialist - Ford Truck Team
jhennesy@ford.com|www.ford.com
office: 866-631-3788 Ext 79526
Monday – Friday 11:00AM – 7:30PM CST

2023-09-28 01:54:29

I left a voicemail for the customer to callback

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 08-21-2023 CLOSED: 10-13-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | California Vehicle |
DEALER NAME: Tuttle-Click Ford
PA CODE: 05556 DLR SALES CODE: 71069 REGION: W1 ZONE: W1C
VIN: 3FMCR9B68M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 40,558
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | CA | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Running | UNKNOWN | UNKNOWN
ANALYST NAME: Saundra Sparks OPEN ANALYST NAME: Saundra Sparks
COMMENTS:
2023-08-21 21:52:41

Case Number : [redacted]
Customer : [redacted]
Business Phone : NA
Home Phone [redacted]
Mobile Phone :
LTV Score : 83
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number :
Part Number : NA
Dealer Name : NA
Dealer P&A : NA
Dealer phone :
VIN : 3FMCR9B68M[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 38000
Engine Specification :
Transmission Specification :
Warranty Start Date : 2021-08-03
Open Recall/FSA: :

22N18REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORSESP : NA
Hotline Contact : NULL
Warranty History :

[redacted]

2023-08-21 21:58:56

Saundra Sparks/Ext.79777/ sspark13@ford.com

[redacted]

Cust Says that after the fuel injector recall the veh is jerking when driving on the highway , CUST says he doesn't feel safe in the veh… CUST says that there are no loaners.

Last recall repaired at AUTO Ford Tustin - doesn't have a trans department.

CUST says that his is sched on Thursday 08/31 Tuttle - Click Ford

Next Steps: F.U with CUST BB Update

Ford Motor Company ®
Saundra Sparks
Customer Experience Specialist
O: 866-631-3788 ext. 79777
Business Hours 9 A.M – 5:30 P.M. C.S.T Monday-Friday

2023-08-21 22:06:48

Customer Information
Name(s) on the [redacted] CA [redacted]
Email Address [redacted]
Customer is purchasing Or leasing the vehicle: PURCHASE
Vehicle Information
VIN: 3FMCR9B68[redacted]
Current Mileage:38593
Ownership Status: New
Purpose of vehicle:PERSONAL
vehicles registered to the business. (If yes to business)
If Used
Purchase Date08/3/21
Exact Mileage at Purchase: 08
State Information
State Where Purchased:CA
State Where Registered:CA
Dealer Information:Tuttle Click Irvin
Purchased from Dealer?Yes(if yes):New
Primary Reason for Repurchase:Cust says the veh is decelerating when it supposed to be accelerating. CUST says there is a history of deceleration on the highway

2023-08-22 11:54:11

TO LESLIE

2023-08-22 16:01:13

Sent an email to CXS Saundra Sparks stating:
"Hi Saundra, [redacted]
Please contact the customer today (Tuesday 08-22-23) by phone to obtain ALL of the answers to these questions below:

Buyback Business and Intake Questions:

* Is this a business vehicle? If yes, how many vehicles are registered to the Business, in the state of California?
* How many vehicles (Ford or non-Ford vehicles) are registered in the state of California, in the customer's name?

Additionally for trucks and mustangs:

* Are there any modifications or aftermarket components on the vehicle? If yes, please state which specific parts are modified or aftermarket.
* Is the vehicle used for work/business purposes? Does the customer transport, haul equipment, tow a trailer, etc? If so, what is being towed and how many pounds?

-What are the customer intension with the vehicle, get it repaired, hold on to it, waiting on the buyback decision before moving forward, ect.?-

My review will be on HOLD until I have ALL the information from above.

Please let me know if you have any questions and please “REPLY ALL” to ALL emails."

NOT A CUSTOMER FACING AGENT PLEASE DO NOT DISCLOSE CONTACT INFORMATION TO CUSTOMERS.

2023-08-22 16:01:28

GFR in progress.

2023-08-22 16:21:36

Sent an email to (Service Director) Patrick Patterson with "Huntington Beach Ford" requesting the whole RO History to be sent to me.

Sent an email to (Assistant Service Manager) Jillian Zimmerman and (Service Cashier) Ana Rodriguez with "AutoNation Ford Tustin" requesting the whole RO History to be sent to me.

2023-08-23 18:36:05

Received the RO History from (Service Manager) Danielle Juarez with "Huntington Beach Ford" and attached them to the GFR.

2023-08-28 19:23:16

Saundra Sparks/Ext.79777/ sspark13@ford.com

CUST says that his is sched on Thursday 08/31 Tuttle - Click Ford

Sent CUST a txt advising there is no BB update and will follow up on 08-31

Next Steps: F.U with CUST BB Update

Ford Motor Company ®
Saundra Sparks
Customer Experience Specialist
O: 866-631-3788 ext. 79777
Business Hours 9 A.M – 5:30 P.M. C.S.T Monday-Friday

2023-08-31 15:05:43

Received the RO History from (Warranty Administrator) Jillian Zimmerman with "AutoNation Ford Tustin" and attached them to the GFR.

2023-09-06 17:47:58

[redacted]

2023-09-07 01:55:27

Saundra Sparks/Ext.79777/ sspark13@ford.com

Hello,
cause of concern - battery faulty dtc# 9g0-04f1 aces# fe0cq
tech3771,cc42,cp10655

approval code#[redacted]

replaced battery, retested system all passed vehicle released next day.
vehicle came in on 8/29/23
customer picked up vehicle on 8/30/23

OBC to DLR Says that he is concern that he replaced the battery in Aug of 22 and now is havint to replace the battery again. CUST concerned that there is something causing a draw on the battery.

Advised cust BB is still pending

Next Steps: f.u with cust bb update

Ford Motor Company ®
Saundra Sparks
Customer Experience Specialist
O: 866-631-3788 ext. 79777
Business Hours 9 A.M - 5:30 P.M. C.S.T Monday-Friday

2023-09-12 19:45:35

Saundra Sparks/Ext.79777/ sspark13@ford.com

OBC toCUSTAdvised cust BB is still pending

Next Steps: f.u with cust bb update

Ford Motor Company ®
Saundra Sparks
Customer Experience Specialist
O: 866-631-3788 ext. 79777
Business Hours 9 A.M - 5:30 P.M. C.S.T Monday-Friday

2023-09-18 20:14:37

Saundra Sparks/Ext.79777/ sspark13@ford.com

OBC toCUSTAdvised cust BB is still pending

Next Steps: f.u with cust bb update 09/22

Ford Motor Company ®
Saundra Sparks
Customer Experience Specialist
O: 866-631-3788 ext. 79777
Business Hours 9 A.M - 5:30 P.M. C.S.T Monday-Friday

2023-09-19 18:10:39

Sent an email to CXS Saundra Sparks stating:
"Saundra,
Please contact the customer today (Tuesday 09-19-23) by phone to find out if they are still having issue’s with the vehicle or did his last visit to the dealership fix his concern(s)? Is the customer satisfied with the repairs?

My review is still on HOLD until I have ALL the information from above.

Please let me know if you have any questions and please “REPLY ALL” to ALL emails."

NOT A CUSTOMER FACING AGENT PLEASE DO NOT DISCLOSE CONTACT INFORMATION TO CUSTOMERS.

2023-09-19 18:12:10

Called "Tuttle Click Ford Lincoln" numerous times in a row trying to speak with anyone in the service department, and no one would answer. I then sent an email to (Parts & Service Director) Dan Schmidt and (Service Manager) Sean Osborne requesting the latest RO to be sent to me.

2023-09-19 18:16:22

"CA review still ongoing."

2023-09-20 18:42:13

Called "Tuttle Click Ford Lincoln" numerous times again in a row trying to speak with anyone in the service department, and no one would answer. I left a voicemail on (Service Manager) Sean Osborne phone requesting the RO History to be sent over and let him know that I sent the original email to him and (Parts & Service Director) Dan Schmidt yesterday (Tuesday 09-19-23). I left my contact phone number asking for a call back or just respond to the email.

2023-09-21 14:39:12

Received the RO History from (Parts & Service Director) Dan Schmidt with "Tuttle Click Ford Lincoln" and attached them to the GFR.

2023-09-21 14:47:16

Sent yet another email to CXS Saundra Sparks stating:
"Saundra,
Have you made contact with the customer yet per my email I sent you on (Tuesday 09-19-23) below? If not, please do so today (Thursday 09-21-23), so I can finish up her review.

My review is and will be on HOLD until I have ALL the information from below.

Please let me know if you have any questions and please “REPLY ALL” to ALL emails."

NOT A CUSTOMER FACING AGENT PLEASE DO NOT DISCLOSE CONTACT INFORMATION TO CUSTOMERS.

2023-09-21 14:49:04

Case Analyst Initial Review Complete. Transferring to CCA for Initial Review.

2023-09-21 20:15:27

From: Sparks, Saundra (S.)
Sent: Thursday, September 21, 2023 3:12 PM
To: Leslie Griffin
Cc: Hyde, Thomas (T.) ; Scott Seibert
Subject: RE: LAST (8) OF VIN #[redacted]

Saundra,

Please contact the customer today (Tuesday 09-19-23) by phone to find out if they are still having issue’s with the vehicle or did his last visit to the dealership fix his concern(s)? Is the customer satisfied with the repairs? No Issues Yet, Up to this point . So far cust is satisfied .

My review is still on HOLD until I have ALL the information from above.

Please let me know if you have any questions and please “REPLY ALL” to ALL emails.

2023-09-22 14:24:52

Case Analyst Review Complete. Transferring to CCA for Review.

2023-09-22 15:03:42

CCA review in process.

2023-09-22 15:50:51

Saundra Sparks/Ext.79777/ sspark13@ford.com

OBC toCUSTAdvised cust BB is still pending

Next Steps: f.u with cust bb update

Ford Motor Company ®
Saundra Sparks
Customer Experience Specialist
O: 866-631-3788 ext. 79777
Business Hours 9 A.M - 5:30 P.M. C.S.T Monday-Friday

2023-09-25 20:51:19

CCA Review Complete. Transferring to COM for Final Review & Processing.PLEASE ADVISE CUSTOMER: If they continue to have concerns & repairs,please re-contact us to re-open their Case/re-engage CA Team for re-review.

2023-09-26 11:44:27

COM Review Complete. Assigning to Veronica to process

2023-09-26 13:16:52

DNQ UPLOADED TO PORTAL, TRACKING IS[redacted]
LETTER WAS EMAILED TO CUSTOMER AT EMAIL ADDRESS
PROVIDED AT INTAKE OF VEHICLE

2023-09-26 16:44:24

Saundra Sparks/Ext.79777/ sspark13@ford.com

OBC to CUST to advise that BB has been denied. Provided cuust with the link to BBB autoline via txt .

Offered CUST LMP cust accepted.

Next Steps; Update LMP in Morley + Safety net to close 10/02

Ford Motor Company ®
Saundra Sparks
Customer Experience Specialist
O: 866-631-3788 ext. 79777
Business Hours 9 A.M – 5:30 P.M. C.S.T Monday-Friday

2023-10-02 20:15:07

Saundra Sparks/Ext.79777/ sspark13@ford.com

OBC to CUST LMP pending + safety net to close

Next Steps; Safety net to close

Ford Motor Company ®
Saundra Sparks
Customer Experience Specialist
O: 866-631-3788 ext. 79777
Business Hours 9 A.M – 5:30 P.M. C.S.T Monday-Friday

2023-10-02 22:53:10

**********SAFETY NET**********
Additional Fin Assist is declined. Dealer has an active Fastpath case open. Only 1 Fin Assist case can be active per customer.

Please inform the customer that he dealer will be assisting and that we have no programs for additional assist. SN for closure

Secundra Walker
Ford Motor Company ®*
Operations Supervisor PVT
Ph. 800-392-3673
Swalk178@ford.com | www.ford.com

2023-10-04 23:01:34

Transmitted ESP in Morley

CASE NUMBER: [redacted]

2023-10-06 19:37:53

Saundra Sparks/Ext.79777/ sspark13@ford.com

OBC to CUST LMP pending + safety net to close

From: Sparks, Saundra (S.)
Sent: Friday, October 6, 2023 2:35 PM
To: [redacted]
Subject: [redacted]

Thank you for contacting Ford Motor Company and allowing us to assist you with your 2021 Ford Explorer vehicle concerns. We are pleased that your vehicle has been repaired to satisfaction and hope that you find the Limited Maintenancean added value to being a Ford owner. Our goal is to be sure our Ford owners continue to support our brand.

It was a pleasure to be able to partner with our dealer and engage our technical support team.

We hope that your experience met your expectations. If there were any delays in your repair we sincerely apologize as we are working against some tough times and appreciate your patience.

If you have any further questions or concerns regarding this repair, please let us now by contacting us via phone within the next 30 days with your case #[redacted]

Thank you for your time and loyalty.

If you have any questions about the maintenance plan that is being added to your VIN, please contact Ford Protect Administration at 800-521-4144 8:30 A.M. to 7 P.M. E.S.T. Mon-Friday.

You will be receiving a survey via email based on your experience with me as your case manager in the next 24 hours.

Next Steps; Safety net to close

Ford Motor Company ®
Saundra Sparks
Customer Experience Specialist
O: 866-631-3788 ext. 79777
Business Hours 9 A.M – 5:30 P.M. C.S.T Monday-Friday

2023-10-06 21:36:04

**********SAFETY NET**********
Safety to Resolve

BB denied
-customer is in vehicle and repair have been completed
-customer confirmed repair satisfaction
- Goodwill offered as MP
- Recap Email sent
- Resolve Case

Secundra Walker
Ford Motor Company ®*
Operations Supervisor PVT
Ph. 800-392-3673
Swalk178@ford.com | www.ford.com

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 08-22-2023 CLOSED: 08-31-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | | |

DEALER NAME: Eckenrod Ford

PA CODE: 03596 DLR SALES CODE: 21418 REGION: S1 ZONE: S1D

VIN: 3FMCR9B6XP[redacted] MODEL YEAR: 2023 MODEL: BRONCO SPORT MILEAGE: 10,826

BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | AL | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Running | Overheats | Always

ANALYST NAME: Ahrayviah Robinson OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-08-22 13:31:54	RO# - RO Open Date - Dealer Name Eckenrod Ford Has a tech assigned? PENDING Repair Status TOWING SUCCESSFUL
2023-08-22 13:52:02	Case Number : [redacted] Customer : [redacted] Business Phone : [redacted] Home Phone : [redacted]6 Mobile Phone : n/a LTV Score : 84 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Eckenrod Ford Dealer P&A : 03596 Dealer phone : [redacted] VIN : 3FMCR9B6XF[redacted] Year : 2023 Make : FORD Model : BRONCO SPORT Mileage : 10826 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2023-04-22 Open Recall/FSA: n/a ESP : n/a Hotline Contact : n/a Warranty History : *Oops! An error occurred, the PTS team has been notified of this error. Please try again later.*
2023-08-22 13:54:30	Service Advisor: JACOB Customer [redacted] Customer [redacted] Customer Email [redacted] CLV: 84 VIN: 3FMCR9B6XF[redacted] ('23 BRONCO SPORT) Is the veh there? Y Mileage? 10826 RO [redacted] RO date: 8/21 Line: B-coolant, C-shuttering Veh Concern? Engine coolant over temp light was on, overheating, veh shutters when driving and shut itself off Diagnosis: PENDING Repairs ETA: PENDING Does the dlr Offer delivery? Y, VEH WAS TOWED IN Rental? N Loaner? N Warrantable? PENDING Technician Pending or assigned? Y
2023-08-22 13:56:18	Ahrayviah Robinson/Arobi195@ford.com/79466 Dlr @ 912567343361 VIN: 3FMCR9B6XF[redacted] ('23 BRONCO SPORT) SA: JACOB SA EXT/EMAIL: SM: COREY SM EXT/EMAIL: [redacted] LINE: B coolant, c shuttering MILE: 10826 OPEN: 8/21 PART NUMBER: ISSUE/STATUS: OBCD – I called and asked for service. Reidy in service. I asked if veh was towed to dlr. Corey SM came to line, I provided last 6 of VIN. Confirmed veh is there. I asked for SA, Jacob is SA. SA was unable but SM Adv concern is engine coolant over temp light was on, overheating, veh shutters when driving and shut itself off. No diag yet. Cust not in loaner/rental unless she went to rent one herself. Engine tech will have to look at veh, want to have veh looked at by end of week. Engine tech has 7 other engines ahead of hers and dlr only has 1 engine tech. Veh was recently involved in accident. I asked dlr about SMS and SM adv they were not aware of process. NEXT STEP: fu w/ cust ARTICLE(S) USED: Ahrayviah Robinson SheHerHers Proactive Roadside _ O: (866) 631-3788 ext. 79466
2023-08-22 14:23:00	Ahrayviah Robinson/Arobi195@ford.com/79466 cust @ [redacted] ISSUE/STATUS: OBCC – Cust adv when she last spoke they said veh should be ready today. Cust adv she works a while away her home, office is 70 miles from home. I adv to cust I would contact SA to clarify the current status with veh. I adv cust of options for alternate transportation should veh need to be at dlr throughout this week. Cust adv she is working from home today but cant work from home all week. I adv to cust I will fu before end of business today with updates and next steps. Cust consent to SMS message and verified email. NEXT STEP: SMS/email to cust ARTICLE(S) USED: Ahrayviah Robinson SheHerHers Proactive Roadside _ O: (866) 631-3788 ext. 79466
2023-08-22 17:50:52	Ahrayviah Robinson/Arobi195@ford.com/79466 Dlr @ 912567343361 VIN: 3FMCR9B6XF[redacted] ('23 BRONCO SPORT) SA: JACOB SA EXT/EMAIL: SM: COREY SM EXT/EMAIL: [redacted] LINE: B coolant, c shuttering MILE: 10826 OPEN: 8/21 PART NUMBER: ISSUE/STATUS: OBCD – I spoke with SA. SA adv just finished today, leaking coolant hose. NEXT STEP: fu w/ cust ARTICLE(S) USED: Ahrayviah Robinson SheHerHers Proactive Roadside _ O: (866) 631-3788 ext. 79466
2023-08-22 17:53:16	Ahrayviah Robinson/Arobi195@ford.com/79466 cust @[redacted] ISSUE/STATUS: OBCC – I adv to cust dlr replaced coolant hose because it was leaking. I adv to cust fu for repair sat 8/25 NEXT STEP: fu 8/25 for repair sat ARTICLE(S) USED: Ahrayviah Robinson SheHerHers Proactive Roadside _ O: (866) 631-3788 ext. 79466
2023-08-31 17:52:46	Ahrayviah Robinson/Arobi195@ford.com/79466 cust @ [redacted] ISSUE/STATUS: OBCC – Cust adv she was satisfied with repairs. I thanked cust for allowing me to assist and adv survey verbiage. NEXT STEP: closure steps. ARTICLE(S) USED: Ahrayviah Robinson SheHerHers Proactive Roadside _ O: (866) 631-3788 ext. 79466

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 08-22-2023 CLOSED: 11-18-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Dealer NA US COMMUNICATION:

CASE CLASS LV 1234: Feedback | Dealer | |

DEALER NAME: Lithia Springs Ford

PA CODE: 05692 DLR SALES CODE: 21059 REGION: S1 ZONE: S1B

VIN: 3FMCR9B66M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | GA | | USA

HOME PHONE:

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

ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Ashley Williams

COMMENTS:

2023-08-22 16:54:38

Ashley Williams/PV INQUIRY/awill742@ford.com VIN: 3FMCR9B66M[redacted] WSD: 6/23/2021 Mileage: 20,324 ESP: CPCLIGHT 0968 - USA 2021 NEW 72/75,000 PREMIUMCARE W/ROADSIDE CLV: 85 FLP?: YES IBC FROM CUST regarding reimbursement for battery installed by Pep Boys. CUST states she has had so many issues. CUST states she wants to file a complaint. CUST states she wants VEH repurchased. VEH is not at DLR. ADV CUST that Dealers can contact their local Ford Authorized Distributor (FAD) for battery warranty assistance. NEXT STEPS: Transfer to concern-first line sent to survey. 79412 Melanie. ***I AM NOT A CONCERN AGENT. I DO NOT PROGRESS CASES. IF CUST CALLS BACK, PLEASE ASSIST. ASHLEY WILLIAMS She | Her | Hers Customer Experience Specialist, Ford Passenger Vehicle Inquiry Team Office: 800-392-3673 M-F 7:15am-3:45pm CST

2023-08-22 17:09:06

****NON CA Buyback**** What is the customer's mechanical concern/basis for the Buyback request?multiple repairs, electrical issues, part on BO Is there a parts delay or tool delay?yes Tech Hotline or Field Service Engineer (FSE) involvement no The necessity of a loaner or rental vehicle yes The necessity for emergency travel assistance NO Exact mileage on the vehicle 20324 Vehicle location CUST possession Registered owner(s) name(s) for the vehicle · [redacted] State where the vehicle is currently registered · GA State where the vehicle was purchased · GA Name of the dealer where the vehicle was purchased · Hardy Ford Mileage on the vehicle at the time of purchase 15 Is VEH primarily used for personal or business? personal Modification? no Used to tow? no Military? NO

2023-08-22 17:36:25

Case Number [redacted] Customer : [redacted] Business Phone : [redacted] Home Phone : [redacted] Mobile Phone : [redacted] LTV Score : 85 Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : Part Number : Dealer Name : Lithia Springs Ford Dealer P&A : 05692 Dealer phone : 7709419000 VIN : 3FMCR9B66M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 20324 Engine Specification : .5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-06-23 Open Recall/FSA: : 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION ESP : 0968 - USA 2021 NEW 72/75,000 PREMIUMCARE W/ROADSIDE Hotline Contact : NA Warranty History : NA

2023-08-22 18:41:00

Call transferred from Inquiry / Agent Melanie K x79412 [redacted] Atlanta, Ga [redacted] BCN [redacted] mobile OPT in SMS [redacted] 19800 CUST states she ordered VEH and has had ongoing issues with VEH shutting off several recalls outstanding - parts unavailable CUST has never been provided loaner nor rental CUST has gone to 2 dealerships for service VEH is not down at DLR next steps: follow up BB request and update CUST Melanie T. Krupa Ford Truck Concern Team MKrupa4@ford.com Office: 866-631-3788 ext. 79412 Ford is the best in Texas

2023-08-25 19:09:22

Outbound call to Dealer / Agent Melanie X79412 Agent connecting with sA Chelsey and having service records sent over to attach to case next steps: follow up BuyBack and update CUST Melanie T. Krupa Ford Truck Concern Team MKrupa4@ford.com Office: 866-631-3788 ext. 79412 Ford is the best in Texas

2023-08-29 12:39:08

Inbound call from Cust / Agent Melanie CUST stating that she is now back at the dealership due to issue with VEH having trouble with all wheel drive causing tires to stick to ground Richard Smith is SA CUST is upset that she has had so many issues with truck BuyBack team has not provided determination next steps: follow up buyback status and update CUST Melanie T. Krupa Ford Truck Concern Team MKrupa4@ford.com Office: 866-631-3788 ext. 79412 Ford is the best in Texas

2023-08-31 13:12:56

OGC VIN LIST CHECK :3FMCR9B66M[redacted]
Checked historical and VIN status: None

NAVIS verified ownership status: Original

Ford Motor Company ®
Kora Williams | Specialist
Non-Californian Buyback Review Team ,Ford CX Team

** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2023-08-31 13:23:30

previous GFR on [redacted] recalls 4 days Not in GFR 21747901 engine stall 4 days 28030001 engine stall 5 days Outside of presumption by time 30212603 30244902 Ford Motor Company ® Kora Williams | Specialist Non-Californian Buyback Review Team ,Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2023-09-07 20:19:24

****CASE NOTE**** BUYBACK HAS BEEN DENIED OUTSIDE PRESUMTION Melanie T. Krupa Ford Truck Concern Team MKrupa4@ford.com Office: 866-631-3788 ext. 79412 Ford is the best in Texas

2023-09-11 18:36:30

********CASE NOTE******* BUYBACK DENIED - OUTSIDE PRESUMPTION PERIOD MUST FOCUS ON REPAIRS Melanie T. Krupa Ford Truck Concern Team MKrupa4@ford.com Office: 866-631-3788 ext. 79412 Ford is the best in Texas

2023-09-18 21:07:43

Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to DLR(7709419000) about update on repair. Richard SA did not answer. CXS left a voicemail. NEXT STEPS: CXS will follow up with CUST. Ford Motor Company ® Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460

2023-09-21 19:52:47

OBC 2:50pm- I called the Service Department to speak to Richard about the updates on the vehicle.

Next Step: Wait for the SA to contact us with Updates.

Customer Relationship Center – Truck Team
Customer Experience Specialist- Tom Rawls
Trawls4@ford.com
1-866-631-3788 ext.79312
Hours: 7am-3:30pm

2023-09-29 16:04:17

Outbound to CUST / Agent Melanie K x 79412 Agent unable to connect to confirm appt status next steps: reset FU to confirm appt Melanie T. Krupa Ford Truck Concern Team MKrupa4@ford.com Office: 866-631-3788 ext. 79412 Ford is the best in Texas

2023-10-06 21:28:22

Morley activity [redacted] has been transmitted.
The following have been confirmed:

ESP core plan
Next Steps: Monitor morley for confirmed status to update customer.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 08-23-2023 CLOSED: 10-04-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Buyback Request | California Vehicle |

DEALER NAME: Downtown Ford of Sacramento

PA CODE: 07863 DLR SALES CODE: 72201 REGION: W2 ZONE: W2A

VIN: 3FMCR9B66M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 38,484

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | CA | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Lack/Loss of Power | Cruise/ Steady Speed | Intermittent

ANALYST NAME: Elicenia Jacobs OPEN ANALYST NAME: Elicenia Jacobs

COMMENTS:

2023-08-23 22:23:47	IBC from [redacted] regarding her 2021 Ford Bronco Sport. Last month the car experienced a complete loss of power unexpectedly while the customer's partner [redacted]) was driving. The dealership informed the customer that this loss of power was a fluke, but the customer would like to know if there's a way for them to work out returning the vehicle or getting a replacement, as the customer does not feel comfortable trading it in because she is afraid the vehicle will lose power while the new owner is driving it. VIN: 3FMCR9B66M[redacted] The customer confirmed that the vehicle has not lost power again since the most recent repair was completed. (7/17-21/2023) The customer reported this concern to the NHTSA and was contacted to provide further information to them. The customer's rotors have also worn off/down more quickly than expected three times previously and needed replaced. Confirmed no aftermarket parts or modifications on the vehicle. Next steps: Follow up on 8/30 with buyback update. Customer is alright with updates being provided by email if I cannot reach her and further information is available. If it is just to let her know the review is still in progress, just a voicemail is fine. -- Elicenia (Ellie) Jacobs SheHerHers Customer Experience Specialist, Ford CX - Email: ejacob42@ford.com Office: (800)392-3673 ext. 79177 Mon. - Fri. 10:00 a.m. - 6:30 p.m. Central Standard Time
2023-08-23 22:24:58	-- Buyback template -- Customer Information Name(s) on the Title: [redacted] Address: [redacted], Sacramento, CA, [redacted] Email Address: [redacted] Customer is purchasing the vehicle. Vehicle Information VIN: 3FMCR9B66M[redacted] Current Mileage: 35,000 mi. Ownership Status/ Type of Purchase: New Purpose of vehicle: Personal # Vehicles registered to the business. (If yes to business) Purchase Date: 4/2022 Mileage at Time of Purchase: 50 mi. State Information State Where Purchased: CA State Where Registered: CA Dealer Information Purchased from Dealer? YesDealership (if yes): Downtown Ford of Sacramento Primary Reason for Repurchase: Is there a current concern with the vehicle? Safety concern but no mechanical concern What is the repair status of the vehicle? Repair completed 7/21/2023. Were repairs completed for this concern at multiple dealerships? (If yes): No (CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? No.
2023-08-23 22:26:31	***Notes Correction - Corrected buyback template *** Customer Information Name(s) on the Title: [redacted] Address: [redacted] Sacramento, CA, [redacted] Email Address: [redacted] 3FMCR9B66M[redacted] Current Mileage: 35,000 mi. Ownership Status/ Type of Purchase: New Purpose of vehicle: Personal # Vehicles registered to the business. (If yes to business) Purchase Date: 4/2022 Mileage at Time of Purchase: 50 mi. State Information State Where Purchased: CA State Where Registered: CA Dealer Information Purchased from Dealer? YesDealership (if yes): Downtown Ford of Sacramento Primary Reason for Repurchase: The vehicle experienced a total loss of power and even the hazard lights could not be turned on, leaving the vehicle in the middle of the road with no way to notify other drivers. The customer is now worried for their safety while driving the vehicle. Is there a current concern with the vehicle? Safety concern but no mechanical concern What is the repair status of the vehicle? Repair completed 7/21/2023. Were repairs completed for this concern at multiple dealerships? (If yes): No (CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? No.
2023-08-23 22:28:07	Vehicle Concern: Vehicle experienced total loss of power in the middle of the road at night in July. What the customer is seeking from Ford? Vehicle buyback. Where is the vehicle located: In the customer's possession. Dealership Contact: Downtown Ford of Sacramento Does Dealer have a clear path to repair the vehicle: Vehicle repair has been completed. Tech SME Engaged/Parts SME Engaged: No Share Recommendation utilized: No Plan of action: Submit buyback request. Next Steps: Complete GFR, communicate with dealer to confirm previous RO information. Follow-ups: Follow up with customer on 8/30/2023.
2023-08-24 14:35:02	Opened GFR. Beginning investigation/review.
2023-08-24 14:35:11	Attached a copy of DMV Report and Claims List to GFR.
2023-08-24 14:35:20	Added ESP to GFR.
2023-08-30 21:35:44	OBC to Ms. Medley to provide BB update (still in progress). The gentleman who answered the phone said that the home phone number is the best number to reach her at. Called the home phone number and confirmed that we are still on the first stage of her good faith review. Next steps: Follow up on 9/7/2023 to provide another update. -- Elicenia (Ellie) Jacobs SheHerHers Customer Experience Specialist, Ford CX - Email: ejacob42@ford.com Office: (800)392-3673 ext. 79177 Mon. - Fri. 12:30 p.m. - 9:00 p.m. Central Standard Time

2023-09-01 12:10:56	
	Investigation/review is in progress.
2023-09-07 20:48:35	OBC to Ms. Medley to provide BB update (still in progress). Called home phone number. LVM. Next steps: Follow up on 9/13/2023 with next Buyback update. -- Elicenia (Ellie) Jacobs SheHerHers Customer Experience Specialist, Ford CX - Email: ejacob42@ford.com Office: (800)392-3673 ext. 79177 Mon. - Fri. 12:30 p.m. - 9:00 p.m. Central Standard Time
2023-09-08 14:18:01	
	Reached out to DC, Service Mgr.,, at Downtown Ford of Sacramento 16th Street, regarding RO's for this VIN# at his dealership. Mitch, VP of Fixed Operations, states that DC is no longer with them, and the new Service Mgr., is Raul Ruiz.
2023-09-08 14:18:37	
	Received a copy of RO's for this VIN # from Raul, Service Mgr., Downtown Ford Sacramento 16th Street.
2023-09-08 14:18:46	
	Updated GFR.
2023-09-08 15:00:22	
	Reached out to James, Service Mgr., Downtown Ford of Sacramento, regarding RO's for this VIN# at his dealership. States that the dealership used to be Harrrold Ford, however, changed ownership in September 2022 to Downtown Ford of Sacramento. James sent screen shots of RO's from the previous dealer; no other info is available.
2023-09-08 15:00:38	
	Updated GFR.
2023-09-08 15:01:16	
	Case Analyst Review Complete. Transferring to TL for Review.
2023-09-12 15:06:14	
	CCA review in progress.
2023-09-12 17:22:16	
	ATTENTION CXS ELICENIA JACOBS: Please change the customer's name in this case to reflect the registered owner's name [redacted]
2023-09-14 00:04:28	OBC to [redacted] (delegate) at 7:03 pm CST 9/13/2023: Good evening [redacted] I apologize for not being able to reach you via phone call today, I did not want to reach out to you so late in the evening without scheduling it first. I just wanted to provide you with a quick update regarding your case and let you know that the Good Faith Review is still being performed on your vehicle. I will follow up with you again on 9/18/2023 with another update on your buyback request. If you have any questions or concerns in the meantime, please feel free to reach out to me. I hope you have a great rest of your week! Have a great night, Elicenia (Ellie) Jacobs SheHerHers Customer Experience Specialist, Ford CX 12:30-9:00 p.m. CST, Monday through Friday _ O: (800)392-3673 ext. 79177
2023-09-18 15:52:37	
	Continued CCA review in progress.
2023-09-18 19:30:52	OBC to [redacted] to provide buyback update (still in progress). Vehicle: 2021 Bronco Sport LVM. Next steps: Follow up on 9/22/2023 to provide buyback update. -- Elicenia (Ellie) Jacobs SheHerHers Customer Experience Specialist, Ford CX - Email: ejacob42@ford.com Office: (800)392-3673 ext. 79177 Mon, Tuesd, Thurs, Fri. 10:30 a.m. - 9:00 p.m. Central Standard Time
2023-09-21 16:43:48	
	Continued CCA review in progress.
2023-09-21 18:40:51	
	CCA Review Complete. Transferring to COM for Final Review & Processing. PLEASE ADVISE CUST: If they continue to have concerns & repairs, please re-contact us to re-open their Case/re-engage CA Team for re-review.
2023-09-21 19:10:19	
	COM Review Complete. Assigning to Veronica to process
2023-09-21 19:16:26	
	DNQ UPLOADED TO PORTAL, TRACKING IS [redacted] LETTER WAS EMAILED TO CUSTOMER AT EMAIL ADDRESS PROVIDED AT INTAKE OF VEHICLE
2023-09-22 21:21:38	OBC to [redacted] to provide buyback update (denied) and determine whether any further assistance is needed. Also offer Limited Maintenance plan as a GWG before closing case. [redacted] requested that I send him an email regarding the maintenance plan and asked that I follow up with him next week to discuss it further, as he did not know his vehicle's mileage off the top of his head. Next steps: F/u on 9/28/20123 to discuss GWG further. -- Elicenia (Ellie) Jacobs SheHerHers Customer Experience Specialist, Ford CX - Email: ejacob42@ford.com Office: (800)392-3673 ext. 79177 Mon, Tuesd, Thurs, Fri. 10:30 a.m. - 9:00 p.m. Central Standard Time

2023-09-28 17:48:23	OBE to Mr [redacted] at 12:47 pm CST 9/28/2023: Good afternoon [redacted], I apologize for not providing this information to you sooner, my previous email to you did not go through properly. As discussed during our last phone call, I would like to offer you a complementary maintenance plan to thank you for your patience with me throughout the duration of your case processing. This plan covers scheduled maintenance such as oil and filter replacement, tire rotation, and multi-point inspection for 36 months or 45,000 miles from your current mileage, whichever comes first. Because this is a prepaid plan, you would not pay anything for covered services. If you would like to accept this extended service plan, please respond to this email confirming your vehicle's current mileage and I will begin the process of purchasing it on your behalf. I will follow up with you again on 10/03/2023 if I have not received a response from you before then. If you decide to accept this plan and have any questions regarding it in the future, please feel free to reach out to our Ford Protect team for assistance. They can be reached at 1-800-521-4144 between 8:30 am and 7 pm EST Monday through Friday. Kind regards, Elicenia (Ellie) Jacobs SheHerHers Customer Experience Specialist, Ford CX 10:30-9:00 p.m. CST, Monday, Tuesday, Thursday, Friday _ O: (800)392-3673 ext. 79177
2023-11-09 16:57:39	IBE from [redacted] (delegate [redacted] spouse) at 2:53 pm CST on 11/8/2023: Hello Elicenia, I apologize for the delay [redacted] and I discussed this and what Ford is offering is pretty disheartening. This was Gabe's first major car purchase, and to minimize the potential of what could have happened with this car breaking down- is insane [redacted] and I have 3 children that he drives around for school, sports, and other activities. If those kids were in the car, or worse yet if this would've happened on the freeway- we would be having a different conversation. Your company should be grateful no one was harmed. To settle this, we would like $35,000 and to trade the car in. We'd like to get something that will give us a better peace of mind. If this were your family, you would feel the same. Please let us know if this offer will be accepted so we can move on in safety. Thank you. [redacted], President Phone: [redacted]
2023-11-09 16:59:23	OBE to [redacted] (delegate) at 10:58 am CST on 11/9/2023: Good morning Ms. Medley, I apologize for my delayed response; I am out of office on Wednesdays. If you feel that the determination made regarding your buyback request was reached in error, you may elect to pursue independent arbitration through the Better Business Bureau (BBB). Please refer to your Owner's Manual or Warranty Handbook for information about the arbitration process. Kind regards, Elicenia (Ellie) Jacobs SheHerHers Customer Experience Specialist, Ford CX 10:30-9:00 p.m. CST, Monday, Tuesday, Thursday, Friday _ O: (800)392-3673 ext. 79177
2023-11-09 22:24:34	IBE from [redacted] at 11:02 am CST on 11/9/2023: Thank you for your response. We will retain counsel.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 08-24-2023 CLOSED: 09-28-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Clear Path To Repair |
DEALER NAME: Pugmire Ford of Cartersville
PA CODE: 06442 DLR SALES CODE: 21424 REGION: S1 ZONE: S1D
VIN: 3FMCR9A63M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 5,501
BODY STYLE: R9A - BRONCO SPORT CX430 BASE
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | GA | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | Slow Crank/Battery | UNKNOWN
ANALYST NAME: Ahrayviah Robinson OPEN ANALYST NAME: Dominique Dixon
COMMENTS:

2023-08-24 14:15:04 RO# - RO Open Date - Dealer Name Pugmire Ford of Cartersville Has a tech assigned? PENDING Repair Status TOWING SUCCESSFUL

2023-08-24 14:19:00

Ahrayviah Robinson/Arobi195@ford.com/79466

Dlr @ 917703825780
2 FOR SERVICE>
VIN: 3FMCR9A63M[redacted] ('21 BRONCO SPORT)
SA:
SA EXT/EMAIL:
SM:
SM EXT/EMAIL:
RO:
LINE:
MILE:
OPEN:
PART NUMBER:

ISSUE/STATUS: OBCD – I called to service and asked for veh stat. Pam Alberson VM came to line. I had to leave a message.

NEXT STEP: Portal to dlr.

ARTICLE(S) USED:

Ahrayviah Robinson
SheHerHers
Proactive Roadside

O: (866) 631-3788 ext. 79466

Service Advisor:
Customer Name:
Customer Number:
Customer Email:
CLV:
VIN: 3FMCR9A63M[redacted] ('21 BRONCO SPORT)
Is the veh there?
Mileage?
RO#
RO date:
Line:
Veh Concern?
Diagnosis:
Repairs ETA:
Does the dlr Offer delivery?
Rental?
Loaner?
Warrantable?
Technician Pending or assigned?

2023-08-25 20:51:52 Ahrayviah Robinson/Arobi195@ford.com/79466 Dlr @ 917703825780 2 FOR SERVICE> VIN: 3FMCR9A63M[redacted] ('21 BRONCO SPORT) SA: PAM SA EXT/EMAIL: SM: SM EXT/EMAIL: RO: LINE: MILE: OPEN: PART NUMBER: ISSUE/STATUS: OBCD – I called to service and asked for veh stat. I had to leave a message. NEXT STEP: fu w/ dlr for 3rd attempt ARTICLE(S) USED: Ahrayviah Robinson SheHerHers Proactive Roadside _ O: (866) 631-3788 ext. 79466

2023-08-28 18:55:57

Ahrayviah Robinson/Arobi195@ford.com/79466

Dlr @ 917703825780
2 FOR SERVICE>
VIN: 3FMCR9A63M[redacted] ('21 BRONCO SPORT)
SA: PAM
SA EXT/EMAIL:
SM:
SM EXT/EMAIL:
RO:[redacted]
LINE:1
MILE:5501
OPEN:8/25
PART NUMBER:

ISSUE/STATUS: OBCD – I called to service and asked for service to check veh stat. Adv veh is there. Adv battery was concern, picking up today[redacted]. Veh wouldn't start. Repairs were covered under warranty.

NEXT STEP: fu w/ cust

ARTICLE(S) USED:

Ahrayviah Robinson
SheHerHers
Proactive Roadside

_
O: (866) 631-3788 ext. 79466

2023-08-28 19:16:30 Case Number :[redacted] Customer :[redacted] Business Phone :[redacted] Home Phone :[redacted] Mobile Phone : n/a LTV Score : 75 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Pugmire Ford of Cartersville Dealer P&A : 06442 Dealer phone : 770-382-5780 VIN : 3FMCR9A63M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 5501 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-12-24 Open Recall/FSA: 22N18 ESP : n/a Hotline Contact : n/a Warranty History : checked

2023-08-28 19:20:54 Ahrayviah Robinson/Arobi195@ford.com/79466 cust @[redacted] ISSUE/STATUS: OBCC - I introduced myself and apologized to cust for tow event, i adv to cust dlr stated veh ready and cust confirmed. I adv fu 8/30 for repair sat. Cust confirmed number i best contact and opted into SMS. I adv cust of messaging disclaimer. NEXT STEP: fu 8/30. SMS to cust. ARTICLE(S) USED: Ahrayviah Robinson SheHerHers Proactive Roadside _ O: (866) 631-3788 ext. 79466

2023-08-31 13:34:33 Ahrayviah Robinson/Arobi195@ford.com/79466 Dlr @ 917703825780 2 FOR SERVICE> VIN: 3FMCR9A63M[redacted] ('21 BRONCO SPORT) SA: PAM SA EXT/EMAIL: SM: SM EXT/EMAIL: RO:64076461 LINE:1 MILE:5501 OPEN:8/25 PART NUMBER: ISSUE/STATUS: OBCD – I called to service to but no answer, I had to leave a message. NEXT STEP: fu w/ cust ARTICLE(S) USED: Ahrayviah Robinson SheHerHers Proactive Roadside _ O: (866) 631-3788 ext. 79466

2023-08-31 13:45:41 Ahrayviah Robinson/Arobi195@ford.com/79466 cust @[redacted] ISSUE/STATUS: OBCC - Cust adv they have not picked up veh yet and plan to pick veh up today. I adv to cust fu 9/5 for repair sat. NEXT STEP: fu 9/5 for repair sat. ***MORLEY[redacted] FOR 3/45 MAINT PLAN GWG OFFER*** ARTICLE(S) USED: Ahrayviah Robinson SheHerHers Proactive Roadside _ O: (866) 631-3788 ext. 79466

2023-09-11 18:44:38 Ahrayviah Robinson/Arobi195@ford.com/79466 cust @[redacted] ISSUE/STATUS: OBCC - I called to speak with cust but no answer, I left a message. NEXT STEP: sms ***MORLEY[redacted]FOR 3/45 MAINT PLAN GWG OFFER*** ARTICLE(S) USED: Ahrayviah Robinson SheHerHers Proactive Roadside _ O: (866) 631-3788 ext. 79466

2023-09-21 21:37:37 Ahrayviah Robinson/Arobi195@ford.com/79466 cust @[redacted] ISSUE/STATUS: OBCC - I called to speak with cust but no answer, I left a message. NEXT STEP: sms ***MORLEY[redacted] FOR 3/45 MAINT PLAN GWG OFFER*** ARTICLE(S) USED: Ahrayviah Robinson SheHerHers Proactive Roadside _ O: (866) 631-3788 ext. 79466

2023-09-26 14:36:18 Ahrayviah Robinson/Arobi195@ford.com/79466 cust @[redacted] ISSUE/STATUS: OBCC - I called to speak with cust but no answer, I left a message. NEXT STEP: sms ARTICLE(S) USED: Ahrayviah Robinson SheHerHers Proactive Roadside _ O: (866) 631-3788 ext. 79466

2023-09-27 21:00:28 Ahrayviah Robinson/Arobi195@ford.com/79466 cust @[redacted] ISSUE/STATUS: OBCC - I called to speak with cust but no answer, I left a message. NEXT STEP: sms ARTICLE(S) USED: Ahrayviah Robinson SheHerHers Proactive Roadside _ O: (866) 631-3788 ext. 79466

2023-09-28 16:31:14 Ahrayviah Robinson/Arobi195@ford.com/79466 cust @[redacted] ISSUE/STATUS: OBCC - I called to speak with cust but no answer, I left a message. this is 3rd attempt NEXT STEP: utc closure steps ARTICLE(S) USED: Ahrayviah Robinson SheHerHers Proactive Roadside _ O: (866) 631-3788 ext. 79466

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 08-24-2023 CLOSED: 09-05-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Clear Path To Repair |

DEALER NAME: Hilbish Motor Co

PA CODE: 00989 DLR SALES CODE: 21656 REGION: S2 ZONE: S2D

VIN: 3FMCR9D9XM[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9D - BRONCO SPORT BADLANDS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | FL | | USA

HOME PHONE:

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

ANALYST NAME: Zikomo Jones OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-08-24 21:16:33	OBPM I hope your day is going well. I am with Ford Motor Company on the Proactive Roadside team – vehicles towed to dealers are fed to our team automatically. My objective as a Roadside Assistance Proactive Customer Experience Specialist is to work collaboratively with our dealer partners to ensure that the customer has the best experience through the repair process after a traumatic roadside experience. I was informed the vehicle is there for customer [redacted], last 8 of the VIN is MR[redacted] I wanted to get some information on why the vehicle was towed in. Let me know when you are available, and I will contact you. Thank you for taking the time out to assist me. Thank you for being a part of the Ford Family. Zikomo Jones He | Him | His Proactive Customer/Dealer Advocate (PCDA) - Office: 866-631-3788 Ext: 79139 P.O Box 6248 Dearborn, MI 48126
2023-08-29 21:41:14	OBC to Hilbish Motor Co talked to SA Jerry , They did perform s voltage test They replaced the battery. Vehicle repairs are already done and vehicle is with customer Next step- Follow up with customer , Zikomo Jones He | Him | His Proactive Customer/Dealer Advocate (PCDA) - Office: 866-631-3788 Ext: 79139 P.O Box 6248 Dearborn, MI 48126
2023-08-30 20:51:08	OBC to DETLEF G TAYLOR- Offered GWG for customer . He wanted to see a Brochure of the contract. Sent an email . waiting for his reply next step- Follow up with customer on 09/07/2023 Zikomo Jones He | Him | His Proactive Customer/Dealer Advocate (PCDA) - Office: 866-631-3788 Ext: 79139 P.O Box 6248 Dearborn, MI 48126
2023-09-05 18:47:12	OBC- DETLEF G TAYLOR- Informed the ESP has been uploaded to VIN. Recap sent Next step- Close case Zikomo Jones He | Him | His Proactive Customer/Dealer Advocate (PCDA) - Office: 866-631-3788 Ext: 79139 P.O Box 6248 Dearborn, MI 48126

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 08-24-2023 CLOSED: 08-24-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Tier 1 Recall NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |

DEALER NAME: Tidelands Ford

PA CODE: 02751 DLR SALES CODE: 21299 REGION: S2 ZONE: S2B

VIN: 3FMCR9B69M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 54,000

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | SC | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Vibration | Moving/Driving | UNKNOWN

ANALYST NAME: Ronald Apalit OPEN ANALYST NAME: Ronald Apalit

COMMENTS:

2023-08-24 18:14:11 CUST SAYS: Cust called in that she has a 2021 Bronco Sport and its currently at the Tidelands Ford dealership due to a power failure and they never touched or diagnosed her vehicle and its just sitting there since its been shuddering and she have nightmare last week and tried to look up the recall for the 22S73 Fuel injector last Friday since her vehicle is completely shut up and there is no power and alert whatsoever and there is no hazard and then way to a traffic around them and the previous dealership which is the Crossroads Ford of Lumberton charged her about 300 dollars and she need for to get reimbursed for the battery and she want to bring her money back though it is not related with CSP for the 22N18 PER CUST, DLR SAYS: N/A CRC ADVISE: Advised CSP under 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS This program provides a no-cost, one-time replacement (if needed) of all three high-pressure fuel injectors for 15 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. This is a one-time repair program. If a vehicle has already exceeded either the time or mileage limits, this no-cost, one-time repair will last through March 31, 2024. Coverage is automatically transferred to subsequent owners Under most state laws, a Ford or Lincoln service department is entitled to ask for payment of a diagnostic fee which covers the labor cost to determine the cause of a vehicle's concern. Upon diagnosis, if the repair is covered under an applicable warranty, Ford Protect Extended Service Plan, Recall, or Customer Satisfaction Program, it is customary for the diagnostic fee to be waived. Customer Satisfaction Programs (CSP)/Financial Assistance Requests/Has Not Been Unable to add KB Link due to GCCT issue

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Canceled

OPEN: 08-24-2023 CLOSED: 09-05-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |

DEALER NAME: Bob Bell Ford

PA CODE: 00068 DLR SALES CODE: 27039 REGION: N4 ZONE: A02

VIN: 3FMCR9B68M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | MD | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | No Crank | Always

ANALYST NAME: Marchelle Mcnack OPEN ANALYST NAME: Martin Gwynn

COMMENTS:

2023-08-24 20:27:54	IBC: from [redacted] requesting buyback of her vehicle due to multiple failed repair attempts. Vehicle suddenly stops in traffic and won't re-start. Buyback Evaluation Milestone created. Next Step: monitor evaluation progress. Martin Gwynn Customer Experience Specialist, Ford CX (800) 392-3673 ext. 79160
2023-08-28 15:36:45	NCBR Team, Alex: 3FMCR9B68M[redacted] ORIGINAL PER NAVIS MD OGC VIN list report: None NCBR Team, Alex, made OBC to DLR Bob Bell Ford @ (410) 766-3600 #2 #1 BRT left a VM to Dee.
2023-08-29 13:28:24	NCBR Team, Alex, made OBC to DLR Bob Bell Ford @ (410) 766-3600 #2 #1 BRT spoke with SA Jessica. Cust has the veh. BRT was advised of the following: RO #: [redacted] Last 6 of the VIN: [redacted] RO open/close dates: 8/18/2023 - 8/25/2023 Mileage in: 16,954 miles. Concern: Veh will stall while driving ans at a stop. Repair: Tech was unable to verify the concern however, tech performed the SSM 51645 to replace the headlight switch for the draining battery, as ell the SSM 15436 to update the PSCM. Has the vehicle been modified in any way? No. Rental/Loaner: Yes, loaner.
2023-08-29 13:28:54	NCBR Team, Alex: After review, vehicle does not meet State guidelines for buyback/replacement criteria for MD. Talking Points: -Denied GFR -Review notes in milestone -Focus on getting vehicle repaired -Follow repair process -Recommend dealer to engage Hotline for repair assistance
2023-09-05 22:21:57	
	--- Safety Net
	-- Safe for closure
	Ford Motor Company ® Marchelle Mcnack Customer Experience Supervisor

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: In Progress
OPEN: 08-25-2023 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | | |
DEALER NAME: Gosch Ford Hemet
PA CODE: 05418 DLR SALES CODE: 71426 REGION: W1 ZONE: W1C
VIN: 3FMCR9C6XM[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | CA | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Stalls/Quits | At Idle | UNKNOWN
ANALYST NAME: SYSTEM OPEN ANALYST NAME: Alice Malone
COMMENTS:

2023-08-25 17:46:23	UPTIME RESEARCH RO# NO DATA RO Open Date : NO DATA Dealer Name: Gosch Ford Hemet Has a tech assigned? PENDING Repair Status: TOWING SUCCESSFUL Is there a COPIS Ticket? NO Is there a TAC Request? NO Is there evidence of a loner vehicle? NO
2023-08-25 17:57:37	OBC to Dealer CXS (Jennifer Ikhalia /ext. #79317) Outbound Call to Dealer Last 8 of VIN: MR[redacted] VEHICLE: 2021 Bronco Sport WSD: 09-January-2021 SERVICE ADVISOR: Amery ADVISOR EMAIL: Acordero@goschmail.com MILEAGE: 27462 Notes: Spoke to the service receptionist who could not provide any verifying information and said that I needed to speak with the advisor Amery. Follow-Up: 8/28 NEXT STEP: Email SA for more data Ford Motor Company ® Jennifer Ikhalia Proactive Roadside Customer Dealer Advocate Jikhalia@ford.com | www.ford.com Office: 866-631-3788 ext. 79317 Office hours: 10:30 am to 7:00 pm
2023-08-28 17:09:34	IBE FROM DLR Has the vehicle been picked up? -- vehicle is still here Last 8 of VIN :--3FMCR9C6XM[redacted] Service Advisor Email: --acordero@goschmail.com Customer Phone Number: [redacted] Current Mileage: --27461 RO#: [redacted] Service Advisor: -- Amaray Cordero RO Date: --08/[redacted]/2023 Why was the vehicle towed in? What did the customer state? --Customer states while coming to a stop the vehicle completely shut off. the vehicle cannot take a charge. the hazards could not be turned on. there was a powertrain light that came on but it is gone please check and advise Has the vehicle been diagnosed? If not, when are we expecting to have a diagnosis completed? If Yes what is the current diagnosis? --no diag within 9 buis. days of opened ro Repairs ETA: --n/a Does your dealership participate in PDL? --yes Is the repair warrantable? -- to be decided Has a technician been assigned? --no What is the timing to complete the repair? -- n/a o Are parts needed on backorder? --n/a o If so – has a COPIS ticket been completed? --n/a Is the customer in a loaner/rental vehicle? --yes If so – what is the VIN#/Start Date: --1FMJK1JT0N[redacted] --- @ 60.00 per day --- 08/24/2023 Amaray Cordero Ford Service Advisor Direct: 951-537-1001 acordero@goschmail.com www.goschautogroup.com
2023-08-28 17:17:10	Case Number : [redacted] Customer : [redacted] Business Phone : N/a Home Phone : [redacted] Mobile Phone [redacted] LTV Score : 77 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : N/a Dealer Name : Gosch Ford Hemet Dealer P&A : 05418 Dealer phone : 8559759543 VIN : 3FMCR9C6XM[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 27462 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-01-09 Open Recall/FSA: : 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS ESP : none Hotline Contact : None Warranty History [redacted] performed recall 22s21[redacted] Perform Field Service Action/Recall # 22S73
2023-08-28 17:27:30	OBC to Cust [redacted] [redacted] Reason for call: Initial contact NOTES: Spoke to custs wife. Introduced myself and my role. Cust says she had not recived an update from the dlr i let her know that they are still working on diag. I opted her in for sms and will be providing my contact info so that cust can reach out if any concerns arise. I advised her I would follow up Thursday with an update on her veh. NEXT STEPS: SMS csut my contact info// Update VOR// FU 8/31 Jennifer Ikhalia SheHer Hers Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team O: (866) 631-3788 ext.
2023-08-31 16:22:56	From: Amaray Cordero Sent: Tuesday, August 29, 2023 9:11 AM To: Ikhalia, Jennifer (J.) Subject: Re: [redacted] : vehicle owner for 3FMCR9C6XM[redacted] around the 7th of next month Amaray Cordero Ford Service Advisor Direct: 951-537-1001 acordero@goschmail.com
2023-08-31 17:44:08	OBC to DLR [redacted] Reason for call: Veh status update NOTES: Let cust know that the dlr won't be able to complete diag till 9/7. I advised her that I would reach out to see if the dlr has any idea of what could be happening with her veh. NEXT STEPS: Email SA for update on veh Ford Motor Company ® Jennifer Ikhalia SheHer Hers Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team O: (866) 631-3788 ext.
2023-08-31 17:44:48	From: Ikhalia, Jennifer (J.) Sent: Thursday, August 31, 2023 12:44 PM To: 'Amaray Cordero' Subject: RE: [redacted] : vehicle owner for 3FMCR9C6XM[redacted] Thanks for the update! The customer wanted to know if you guys had any idea what the problem could be? I advised her that you guys won't be sure until you can look at it but still wanted to reach out to be sure. Jennifer Ikhalia SheHer Hers Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team O: (866) 631-3788 ext.
2023-09-06 16:49:41	OBC to DLR Amaray Cordero | 8559759543 Reason for call: Veh status update NOTES: Dlr says they are still working on diag NEXT STEPS: Update cust Ford Motor Company ® Jennifer Ikhalia SheHer Hers Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team O: (866) 631-3788 ext.
2023-09-06 16:53:53	OBC to Cust [redacted] Reason for call: Veh status update NOTES: Let cust know that dlr is still working diag and I will follow up 9/8 with an update. NEXT STEPS: UPdate VOR // FU 9/8 for diag update Ford Motor Company ® Jennifer Ikhalia Proactive Roadside Customer Dealer Advocate Jikhalia@ford.com | www.ford.com Office: 866-631-3788 ext. 79317 Office hours: 10:30 am to 7:00 pm

2023-09-08 17:45:33	OBC to DLR SA Amaray Cordero Reason for call: Diag update NOTES: UTC SA. Left VM for the update. NEXT STEPS: Email SA Ford Motor Company ® Jennifer Ikhalia SheHer Hers Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team O: (866) 631-3788 ext.
2023-09-08 19:51:48	OBC to DLR SA Amaray Cordero Reason for call: NOTES: UTC SA out for lunch will be back on 30 min NEXT STEPS: Email SA Ford Motor Company ® Jennifer Ikhalia SheHer Hers Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team O: (866) 631-3788 ext.
2023-09-08 23:55:13	From: Amaray Cordero Sent: Friday, September 8, 2023 1:09 PM To: Ikhalia, Jennifer (J.) Subject: Re: DUSTIN POWELL : vehicle owner for 3FMCR9C6XM[redacted] BATTERY FAILED LOAD TEST THAT CONCERN IS COMPLETED
2023-09-08 23:57:39	OBC to CUST [redacted] Reason for call: Veh status update NOTES: UTC cust fro status update and satisfaction call. NEXT STEPS: SMS to update // Update VOR Ford Motor Company ® Jennifer Ikhalia SheHer Hers Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team O: (866) 631-3788 ext.
2023-09-13 16:51:02	OBC to CUST [redacted] Reason for call: Repair satisfaction NOTES: Dlr is still working on repairs fro something that was leaking on the vehicle. Cust says she is still in loaner vehicle waiting for her veh to be completed. NEXT STEPS: FU with dlr parts department Ford Motor Company ® Jennifer Ikhalia SheHer Hers Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team O: (866) 631-3788 ext.
2023-09-13 17:25:21	OBC to DLR SA Ameray Reason for call: Part update NOTES: Called twice the first time I reached parts VM. the second time I spoke to advisor who says the customers vehicle is ready for pickup NEXT STEPS: Reach out to cust for veh pick up Ford Motor Company ® Jennifer Ikhalia SheHer Hers Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team O: (866) 631-3788 ext.
2023-09-13 17:28:29	OBC to CUST [redacted] Reason for call: Veh pick up NOTES: Let the customer know her veh is ready for pick up. Says she will be picking uptoday. I informed her that I would be I would FU 9/15 for satisfaction. NEXT STEPS: FU 9/15 for veh satisfaction Ford Motor Company ® Jennifer Ikhalia SheHer Hers Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team O: (866) 631-3788 ext.
2023-09-15 20:33:19	OBC to CUST [redacted] Reason for call: Repair satisfaction/ Offer GW NOTES: CUST SAYS HE VEHICLE IS RIDING FINE AFTER REPAIR I OFFERED HER AN ESP AND SHE WANTS ME TO EMAIL HER AND HER HUSBAND SOME DETAILS ABOUT THE PLAN [redacted] NEXT STEPS: EMAIL CUST ESP DETAILS AND COMPLETE MORLEY Ford Motor Company ® Jennifer Ikhalia SheHer Hers Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team O: (866) 631-3788 ext.
2023-09-21 23:24:40	OBC to [redacted] Reason for call: ESP Update NOTES: Customer is satisfied and says she received 5 star customer services. I gave her the survey prompt and verbal recap. NEXT STEPS: SN case for closure Ford Motor Company ® Jennifer Ikhalia SheHer Hers Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team O: (866) 631-3788 ext.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 08-28-2023 CLOSED: 10-05-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Parts Issue | Unit Down (not drivable) |

DEALER NAME: Griffith Ford San Marcos

PA CODE: 09729 DLR SALES CODE: 52606 REGION: C2 ZONE: C2C

VIN: 3FMCR9D97M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 22

BODY STYLE: R9D - BRONCO SPORT BADLANDS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Lack/Loss of Power | Not Listed | UNKNOWN

ANALYST NAME: Patricia Johnson OPEN ANALYST NAME: Patricia Johnson

COMMENTS:

2023-08-28 15:28:33 IBC CUST called in regarding back order part for her vehicle cust stated vehicle August 3 due to ac not working cust stated she in a loaner veh and dealer is stating they can only auth for 10 days cust want to know what she can do after 10 days and can she get the part expedited. Copis ticket already open CAS-[redacted] Patricia Johnson Customer Experience specialist pjohn332@ford.com' office: 866-631-3788 ext. M-F 9:00 am 5:30 pm LX6Z19703U copis CA[redacted]

2023-08-28 15:49:23 Case Number : [redacted] Customer : [redacted] Business Phone : N/A Home Phone : [redacted] LTV Score : 87 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : LX6Z19703U Dealer Name : Griffith Ford San Marcos Dealer P&A : 09729 Dealer phone : 5123533673 VIN : 3FMCR9D97M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 22,860 Engine Specification : 2.0L TIVCT GTDI T/C 240PS GAS Transmission Specification : Warranty Start Date : 2021-05-28 Open Recall/FSA: : ESP : N/A Hotline Contact : N/A Warranty History : N/S

2023-09-21 23:47:28 OBC Called cust regarding vehicle repairs repairs are complte vh cust sat with repairs offered cust maint plan as GWG CUST accept plan next steps: contact dealer with ro details and for case closure Patricia Johnson pjohn332@ford.com office: 866-631-3788 ext. M-F 9:00 am 5:30 pm

2023-09-22 15:38:24 OBC called service dept spokw with Griffin regarding cust vehicle repairs R/O number[redacted]O Open date 8[redacted]/2023 closed date 9/[redacted]023 Miles 25622 Description of concern and repair : while sitting at stop engine shut down vehicle will not move tech Finding: AC compressor and drive belt repairs covered under btb warranty P&A code 09729 Griffith griffin@griffthford.com offerd cust maint plan as GWG cust accept plan NEXt Steps: upload lim maint in morley Patricia Johnson pjohn332@ford.com office: 866-631-3788 ext. M-F 9:00 am 5:30 pm

2023-09-28 15:38:27 OBE[redacted] I have processed the request for the Maintenance plan, I has not updated on to the vehicle once it has confirmed on the vehicle, I will be sending out the confirmation email, it should be updated within the next couple days. Sorry for the delay. Patricia Johnson 866 631 3788 ext 79606 Customer Experience Specialist Mon-Fri 9:30 AM-5:30 PM

2023-09-30 00:21:44 Hello[redacted], Thank you for contacting Ford Motor Company and allowing us to assist you with your 2021 Ford Bronco Sport Partnering with Griffith Ford, I am glad we were able to get your vehicle concerns addressed. The Repairs were completed by a Ford factory-trained technician and come with a 12-month, unlimited-mile warranty, which hopefully provides you with peace of mind. As an offer of goodwill, I have applied the Ford Protect Limited Maintenance Service Plan for your 2021 Ford Bronco this plan provides your basic maintenance services. •There are no eligibility restrictions •The plan begins at the upload date of 9/28/2023 and the current mileage of 26068 includes: oEngine oil and filter changes oMulti-point inspections oTire Rotations oPlan terms: 3 years/45,000 miles, normally scheduled maintenance (varies by engine type) oPlease see the attached brochure for additional information o If you have any further questions or concerns regarding this repair, or any additional comments or feedback, please do not hesitate to reach out to me directly at 1-866-631-3788 Extension 79606 or by email at pjohn332@ford.com. If I am unavailable, please leave me a detailed message and I will return your call as soon as possible. Please reference the case number indicated above for a quicker response. Please look for an email within the next few days that includes a brief survey regarding your experience with me in completing your case. We value your feedback so that we can better understand what we can do to improve in the future. A separate survey will be sent out regarding dealership issues and parts. Please take your time to fill it out. If you want to express yourself about Ford products, express your opinion in the feedback section instead of the rating section. Utilize the star rating system based on your experience with me. Thank you for being a valued customer and a part of the Ford family. Respectfully, Patricia Johnson 866 631 3788 ext

2023-09-30 02:36:07

**********SAFETY NET**********
Safety to Resolve
-customer is in vehicle and repair have been completed
-customer confirmed repair satisfaction
- Goodwill offered as MP
- Recap Email sent
- Resolve Case

Secundra Walker
Ford Motor Company ®*
Operations Supervisor PVT
Ph. 800-392-3673
Swalk178@ford.com | www.ford.com

CASE ATTACHMENTS:
2023-09-30 00:23:27 Patricia Johnson



Detailed List to be Completed Prior To Case Closure	Timing for Completion	Completed
All Cases		
Has the vehicle been repaired & returned to the customer?		yes
Did you complete final repair satisfaction check?		yes
Have you asked the customer did you resolve their issue to the satisfaction?		yes
If the answer is no, it is appropriate to speak with Sup on next steps		yes
Did you close out all obligations you may have with the dealership (Repair $$$ assistance, rental, etc. - if necessary)?		yes
Did you close out all obligations you may have with the customer (If necessary)?		yes
Do you have documentation to support the customer reimbursement attached to the case?		yes
Has the debit card been transmitted?		yes
Do you think goodwill is appropriate in this case?		yes
If you made an offer - did it tie to the physicals of the case? (rental as an example)		yes
Did you prepare the case closing email to highlight value we brought by assisting?		yes
Proofread email		yes
Does email clearly state what assistance was provided to the customer?		yes
Did you complete the following prior to closing (i.e. enter symptom codes, ensure VIN is attached to case, etc.)?		yes
Buyback Request		
Did you deliver Buyback decision to the customer and communicate next steps?		n/a
If request was approved, have the RAV Analyst and customer made contact?		n/a
Did you follow next steps outlined in Completing an Approved Buyback Request?		n/a
If request is denied, have you completed next steps outlined in Vehicle Buyback Denied?		n/a
Financial Assistance		
Has the approval code been processed and presented?		N/A
Pls. ensure verification of correct P&A code (lot of issues w/ this)		N/A

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 08-29-2023 CLOSED: 09-11-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | | |
DEALER NAME: Keller Ford
PA CODE: 05372 DLR SALES CODE: 72440 REGION: W2 ZONE: W2B
VIN: 3FMCR9A60M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9A - BRONCO SPORT CX430 BASE
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | CA | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | Slow Crank/Battery | UNKNOWN
ANALYST NAME: Tyeshia Campbell OPEN ANALYST NAME: Dominique Dixon
COMMENTS:
2023-08-29 15:57:33

No uptime information
Dealer: Keller Ford
Status: Tow Successful

Case Number : [redacted]
LTV Score : 75
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number :
Part Number :
Dealer Name : Keller Ford
Dealer P&A : 05372
Dealer phone : 559-584-5531
VIN : 3FMCR9A60M[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage :
Engine Specification :
Transmission Specification :
Warranty Start Date : 2021-03-21
Open Recall/FSA: :
ESP :
Hotline Contact :
Warranty History :

2023-08-29 22:08:51

OBC to DLR, spoke with SA Jose, who provided the following:

SA: Jose
Email: Jromerogarcia@kellerdeal.net
Customer Name: [redacted]
Vehicle Concern: Vehicle stopped battery light and warning light came on, shift got stuck. Had to reset by restarting. 2nd concern: No start
Mileage:31939
RO: [redacted]
RO Open Date: 8/28
Diagnosis: Tomorrow

Next: Follow up with DLR regarind diagnosis

T Campbell
Proactive
79383

2023-08-31 17:08:22

OBC to DLR, spoke with SA Jose who provided the following:

Replaced the battery under warranty
Repair ETA: unknown SA stated follow up on wednesday

OBC to customer, no answer left voicemail

Tyeshia Campbell
79383

2023-09-06 17:21:21

Service was great, vehicle is still making a noise (belt sound) customer accepted limited maintenance plan.

Morley[redacted]

2023-09-11 18:10:06

OBC to Customer, no answer left voicemail informing customer that ESP has been added, case closure, and survey process. ---------- From: Campbell, Tyeshia (T.) Sent: Monday, September 11, 2023 1:09 PM To: [redacted], In reference to Case No. [redacted] Your Limited Maintenance plan has been added onto your vehicle and is available for use. As I will be completing this case, please look for an email in the next 24 hours with a brief survey regarding your experience with me. Ford and I value your candid feedback to understand how we can improve in the future. If you need to contact me again, you may reach me directly at tcampb89@ford.com or by phone at 866-631-3788 ext. 79383. If I'm unavailable, please leave me a detailed message and I will return your call as soon as possible. For a quicker response, please provide your case number indicated above. Thank you again for loyal Ford customer, Regards, ---------- Next: Close Case Proactive Support Provided. Limited Maintenance plan added. Safety net for closure Tyeshia Campbell Proactive Roadside 79383

CASE ATTACHMENTS:

CASE [redacted] STATUS: Information Provided

OPEN: 08-29-2023 CLOSED: 08-29-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Inquiry | General/Miscellaneous | |

DEALER NAME:

PA CODE: DLR SALES CODE: REGION: ZONE:

VIN: 3FMCR9B60M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 16,000

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | Always

ANALYST NAME: Hector Rivera OPEN ANALYST NAME: Hector Rivera

COMMENTS:

2023-08-29 15:45:56 IBC CALL FROM [redacted] Phone [redacted]: N Owner: Y CLV: NA VIN: 3FMCR9B60M[redacted] WSD: 2/12/2022 MILES: 16k MILES Issue: veh SHUTS OFF SMS: Y SURVEY: Y RECALL: 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION CUST CALLED today because their bronc they bought used and they were driving and they were at a stoplight and the care shut off and they tried to turn it back on, it shuts off when she pushes the brake to start the VEH. VEH has less then 16,000 miles. ACTIONS TAKEN: CUST STILL UNDER WARRANTY. Next Steps: FCR Hector Rivera Jr. Customer Relationship Center- PVT Concern Team Hriver21@ford.com | www.ford.com Office: 866-631-3788 ext. 79784 M-F 10:30AM-7PM CST SAT & SUN OFF

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 08-30-2023 CLOSED: 09-09-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION:

CASE CLASS LV 1234: Negative | | |

DEALER NAME: Koons Ford of Annapolis

PA CODE: 00089 DLR SALES CODE: 27418 REGION: N4 ZONE: N4B

VIN: 3FMCR9F92M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 48,000

BODY STYLE: R9F - BRONCO SPORT LAUNCH EDITION

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | MD | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Battery Range | Highway Driving | Intermittent

ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Zaequan Pearson

COMMENTS:

2023-08-30 20:07:48	Callers Name: [redacted] VIN: 3fmbr9f92m[redacted] BCN: [redacted] SMS text: (DATA RATES MY APPLY) Email: [redacted] address: [redacted], severna park, maryland [redacted] Concern: millage: 48,000 Callers/Customer Expectation: contact number: case number : Meets CLP Guidelines: Location Of Vehicle: Home Information provide : recap call : Survey Reminder: customer wants to provide feedback because his ford card that is 2021 the vehicle died on the road with no warning was unable to coast and the vehicle didn't just stopped there was no moving wants financial assistance
2023-08-30 20:22:02	RO#: [redacted] · RO Open date: 08[redacted] · RO Close date: · Line Item: line 1 · Mileage at RO Open: · Is the vehicle at the dealership? yes Will this be a warranty repair ? yes · Service Managers email address: emosby@koonsford.com Earl Mosby · Is the customer in a rental/loaner? If so, who is paying: yes · What is the current vehicle concern? yes · Is there a diagnosis for the concern? yes · Recommended repair? new battery · Should goodwill be considered? (Is this a business case) · Has there been any contact with Tech Hotline for multiple repair attempts, lack of progress or unable to duplicate? Are there any parts delays? If so, what are the VOR Copis case numbers associated? total parts cost : 224.95 146.04 the reprogramming of the battery labor : 73.02 total warranty rate : 444.03
2023-08-30 20:22:10	Case Number : [redacted] Customer [redacted] Business Phone [redacted] Home Phone [redacted] Mobile Phone : [redacted] LTV Score : Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : Koons Ford Lincoln of Annapolis, Inc. Dealer P&A : 29563 Dealer phone : 4102242100 VIN : 3FMCR9F92M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : Engine Specification : 2.0L TIVCT GTDI T/C 240PS GAS Transmission Specification : Warranty Start Date : 2021-03-27 Open Recall/FSA: : ESP : Hotline Contact : Warranty History :
2023-08-31 18:57:37	2nd attempt to reach dealer about the financial assistance was unable to reach the service manager
2023-08-31 19:08:02	spoke with dealership dealership said the vehicle should be done around 5pm eastern time will call the dealership back around 4pm eastern time
2023-08-31 22:18:25	attempted to reach the customer customer didnt pick up set follow up for September 6
2023-09-06 18:29:43	reached out to dealer to provide the approval code was unable to get in contact with the dealer
2023-09-06 18:47:52	Spoke iwth the customer and the customer said that the repairs are fine and everything is okay with the dealer

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 08-31-2023 CLOSED: 09-18-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Shop Capacity |

DEALER NAME: Leif Johnson Ford

PA CODE: 04465 DLR SALES CODE: 52300 REGION: C2 ZONE: C2C

VIN: 3FMCR9B60M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 19,196

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | No Crank | Cold

ANALYST NAME: Aleecia Daley OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-08-31 13:22:38

Case Number : [redacted] Customer : Generic Contact US Ford Dealer NA CRC Business Phone : N/A Home Phone : N/A Mobile Phone : N/A LTV Score : 75 Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Leif Johnson Ford Dealer P&A : 04465 Dealer phone : 5124543711 VIN : 3FMCR9B60M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 19196 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-08-12 Open Recall/FSA: : 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS ESP : USA 2022 3 YEAR ROADHAZARD TIRE-ONLY Hotline Contact : N/A Warranty History : 9128162 17-AUG-2023 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION; 6722412 29-DEC-2022 PERFORM RECALL 22S21 RIGHT-HAND ENGINE OIL SEPARATOR INSPECTION

2023-08-31 13:38:58

Ulyssia Prescott/Ext.79566/UPRESCOT@ford.com OBC to Dlr(5124543711) Kaylen Reason for call: To see if veh is at dlr and if FMC assistance is needed. Last 8 of VIN: M[redacted] Vehicle: 2021 Ford Bronco Sport Service Advisor: Brandon BLARGE@LEIFJOHNSONFORD.COM Customer [redacted] Customer Number: 2604159190 CLV SCORE: 75 WSD: 08/12/2021 Mileage: 19196 Is Veh at DLR: Yes RO#[redacted] RO open date: 08[redacted]2023 Veh Concern: CUST states when veh trying to start smoking under hood; Lights on outside of veh started flashing and veh would not start. Diagnosis: N/A ETA Repair Completion: Unknown Offer Pick Up & Delivery? Yes (30 mile radius) Rental? Unknown Loaner? Unknown Warrantable? Yes Technician Pending or assigned? N/A Notes: SA was unavailable to speak with Next Steps: Email SA for Veh Repair Status/Info Follow Up: Set Dlr F/U for Repair Status/ETA/FMC Needs Ulyssia Prescott-Lewis Proactive Customer Dealer Advocate UPRESCOT@FORD.COM O: (1-866-631-3788) ext. 79566

2023-08-31 13:39:42

Ulyssia Prescott/Ext.79566/UPRESCOT@ford.com OBE to Dlr Hello Brandon, This is Ulyssia Prescott Lewis. I am a Proactive Customer Dealer Advocate. I am reaching out to you regarding our mutual customer [redacted]). My objective as a Roadside Assistance Proactive Customer Experience Specialist is to work collaboratively with our dealer partners. Please keep me posted on the diagnosis of the vehicle and if you need assistance from Ford Motor Company. Please feel free to reach out to me for any concerns you may have or any assistance you may need. Should you need to contact me, You may reach me directly at 18666313788 ext. 79566 or email me @ uprescot@ford.com. If I'm unavailable, please leave me a detailed message and I will return your email/call as soon as possible. Note: Please email me with a good phone number and a good time to call you and I will call/email you back. Please be prepared to provide your case number to enable quicker service. Regards, Ulyssia Prescott Lewis Proactive Customer Dealer Advocate UPRESCOT@FORD.COM O: 866-631-3788 ext. 79566 M-F 8AM-4:30PM CST

2023-09-05 21:33:09

Ulyssia Prescott/Ext.79566/UPRESCOT@ford.com: OBC to Dlr(5124543711) Peyton OBC-CXS called Dlr SA-Brandon to see if veh is still at dlr and if dlr needs any assistance from FMC. Spoke w/Leah who stated that there is still an open RO on this veh. Spoke w/SM-Jason. Veh was towed in for electrical issue. Veh is going into service and SM states they will know something by the EOW 09/08/20232 PLAN OF ACTION: Monitor Veh Diag and Repair Status. NEXT STEPS: Set Dlr F/U for Diag/FMC Needs for 09/08/2023 Ulyssia Prescott-Lewis Proactive Customer Dealer Advocate UPRESCOT@FORD.COM O: (1-866-631-3788) ext. 79566

2023-09-08 21:29:22

OBC to DLR: (5124543711)

RO#[redacted]

Reason for call: To confirm If Diag was started or completed.

SA Brandon advised Veh left with repairs completed on 9/6/23. Battery leaking acid and did battery replacement under warranty.

Isabella Longoria- Skaggs
Proactive Customer Dealer Advocate Team
office: 866-631-3788 ext. 79134
Operation hours: 8:00AM – 4:30PM CST/ Monday-Friday

2023-09-13 16:28:05

Ulyssia Prescott/Ext.79566/UPRESCOT@ford.com: OBC to CUST[redacted]) OBC-CXS called CUST to do final CUST CSAT. No answer. CXS left vm requesting a call to complete final CSAT. PLAN OF ACTION: Send CUST email NEXT STEPS: Set CUST F/U for CSAT for 09/18/2023 Ulyssia Prescott-Lewis Proactive Customer Dealer Advocate UPRESCOT@FORD.COM O: (1-866-631-3788) ext. 79566

2023-09-13 16:29:06	Ulyssia Prescott/Ext.79566/UPRESCOT@ford.com OBE to Dlr Date: 09/13/2023 Re Case: CAS-[redacted] Hello[redacted], Thank you for contacting Ford Motor Company and allowing us to assist you with your 2021 Ford Bronco Sport Partnering with Leif Johnson Ford. I am glad we were able to address your battery concern. I am reaching out to you to do a final customer satisfaction check. Please feel free to reach out to me for any concerns you may have or any assistance you may need. Should you need to contact me, You may reach me directly at 18666313788 ext. 79566 or email me @ uprescot@ford.com. If I'm unavailable, please leave me a detailed message and I will return your email/call as soon as possible. Note: Please email me with a good phone number and a good time to call you and I will call/email you back. Please be prepared to provide your case number to enable quicker service. Regards, Ulyssia Prescott Lewis Proactive Customer Dealer Advocate UPRESCOT@FORD.COM O: 866-631-3788 ext. 79566 M-F 8AM-4:30PM CST
2023-10-07 00:49:07	Ulyssia Prescott/Ext.79566/UPRESCOT@ford.com OB to Dlr Hello[redacted] Sorry for taking so long to answer you. I will call Tuesday, 10/10/2023. I am off on Monday. But you can call me Tuesday between 1p-2p. I'm sorry you had a bad experience. I want to listen to you and get the jist of the problem and then we can see how we can rectify the situation. Should you need to contact me, You may reach me directly at 18666313788 ext. 79566 or email me @ uprescot@ford.com. If I'm unavailable, please leave me a detailed message and I will return your email/call as soon as possible. Note: Please email me with a good phone number and a good time to call you and I will call/email you back. Please be prepared to provide your case number to enable quicker service. Regards, Ulyssia Prescott Lewis Proactive Customer Dealer Advocate UPRESCOT@FORD.COM O: 866-631-3788 ext. 79566 M-F 8AM-4:30PM CST
2023-10-07 00:50:06	Ulyssia Prescott/Ext.79566/UPRESCOT@ford.com OBC to Dlr On Oct 3, 2023, at 10:21 AM, [redacted] wrote: [redacted] Hi Ulyssia, I am not satisfied with my service because I just had to take my 2021 Bronco Sport back to the dealership on Friday because it would not start, even though it was just given the new battery a few weeks ago. It is at Leif Johnson Ford on Koenig Ave in Austin, Texas, undergoing diagnostic tests. I am disappointed that I had to return my vehicle in such a short time, so not sure if they sold me a bad battery. They also do not provide rental cars, so I am seeking compensation to be able to get a rental car during this time. This is the second time in a month that it has to be in the shop. When I took it in the first time, they said it was a bad battery, even though it was smoking, so either I was given a bad battery as replacement or there is something else going wrong with it. For a new vehicle, I am disappointed that it has had multiple issues and the dealer is apparently unable to properly diagnose them. This was also the second time I had to have it towed and I had to wait 6 hours on Friday for a tow truck to help me through Ford Roadside Assistance. Please let me know if you are able to provide any reimbursement for a rental car that was incurred from the last dealer visit when the battery was installed and now this visit, as I have had to spend over $300 out of pocket to be able to have transportation during this time without help. I can be reached at [redacted] or by email. Thanks and have a great day, [redacted]
2023-11-03 17:20:40	IBC from Cus[redacted] CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: vehicle concerns Notes: Spoke to cust whom stated smoke was coming from engine so she took vehicle in to dlr 2 mos ago & was told it was a dead battery cust had battery replaced. Cust stated she had to get vehicle towed in 2 weeks later after that battery replacement & dlr could not duplicate the cust concern. Cust stated she was driving yesterday at about 20mph & vehicle shut off completely. Cust does not feel safe driving the vehicle. Cust wants to know what to do next. PCDA advised cust to contact other dealers in her area to confirm if they offer a loaner/rental program before having her vehicle towed to the dealer. PCDA advised cust of rental reimbursement for a Ford rental & once cust has located a dlr to reach out to agent Ulyssia to advise. PCDA also explained the process when a dealer is unable to duplicate and TAC/FSE is engaged. Next Steps: Webex agent Ulyssia>FCR TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Advocate-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:00am-4:30pm CST
2023-12-18 15:33:07	Ibc : 9:29am[redacted] customer will like call back from specialist Ulyssia Lewis of her direct ask. Ford Motor Company ® Aleecia Daley Proactive Roadside Customer Dealer Advocate ADaley6@ford.com | www.ford.com Office: 866-631-3788 ext. 79084 Office hours: 8:00a-4:30p

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Canceled

OPEN: 09-01-2023 CLOSED: 10-02-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |

DEALER NAME: Louisburg Ford Sales, Inc.

PA CODE: 05065 DLR SALES CODE: 53410 REGION: C4 ZONE: C4B

VIN: 3FMCR9D91M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 27,922

BODY STYLE: R9D - BRONCO SPORT BADLANDS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | MO | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | No Crank | Always

ANALYST NAME: Thomas Hyde OPEN ANALYST NAME: Tatyana Johnson

COMMENTS:

2023-09-01 22:23:15

Case Number : [redacted] Customer [redacted] Business Phone : n/a Home Phone : [redacted] Mobile Phone : [redacted] LTV Score : 89 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : n/a Dealer Name : Louisburg Ford Sales, Inc. Dealer P&A : 05065 Dealer phone : 913-837-4311 VIN : 3FMCR9D91M[redacted] Year : 2021 Make : Ford Model : Bronco Mileage : 27921 Engine Specification : 2.0L TIVCT GTDI T/C 240PS GAS Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-03-29 Open Recall/FSA: : non ESP : yes Hotline Contact : no Warranty History : no

2023-09-01 22:27:40

Tatyana Johnson/tjohn452@ford.com/ext. 79549 IBC CUST -- customer is calling in to submit a BB request because her vehicle has been at the dealership about 8-11 times for the same issues. The customer stated the vehicle is stalling and power train fault lights are flashing on the dash and many other fault lights. The customer was towed into the dealership today and the customer is in a loaner vehicle. The customer will like to know if she can keep the loaner vehicle until we have a decision but she does not feel safe with driving the vehicle. I mentioned to the customer I will have to speak with the SM to see if they are able to do that for her. The customer really love the vehicle and hope FMC an replace the vehicle NEXT STEPS: - submit BB - schedule a follow up 09/09 Ford Motor Company ® Customer Relationship Center – CAR/SUV Team Tatyana Johnson tjohn452@ford.com | www.ford.com office: 866-631-3788 ext. 79549 Monday-Friday 7-330pm cst

2023-09-05 19:09:04

Update

2023-09-05 19:24:47

Tatyana Johnson/tjohn452@ford.com/ext. 79549 IBC CUST -- Customer calling in regarding her BB and to confirm I received her text. She also wanted to know if there would be any delay. I advised the customer that usually if there are any delays it would be due to getting additional information from DLR. I explained to her I will do my very best to keep her updated. Customer vehicle is still at the dealership and they informed the customer today they are still working on diagnosing the vehicle. NEXT STEPS: reach out to the dlr to see if they were able to duplicate the customer concern and if they need any additional assistance to resolve her concern Ford Motor Company ® Customer Relationship Center – CAR/SUV Team Tatyana Johnson tjohn452@ford.com | www.ford.com office: 866-631-3788 ext. 79549 Monday-Friday 7-330pm cst

2023-09-07 17:02:23

*OGC VIN LIST CHECK: 3FMCR9D91M[redacted]

*Results: Nothing Returned

*Original Owner per Navis

*Verified VIN in Oasis

Ford Motor Company ®
Jennifer Falls
Non-Californian Buyback Review Team Specialist, Ford CX Team Ford Motor Company ®

2023-09-07 17:07:57

After review; veh does not meet state guidelines for buyback/replacement criteria for KS/MO.

Talking Points:

-Deny GFR
-Review note in milestone
-Follow Repair Assistance Procedures Per Process
-Recommend Dealer Engage Hotline for Repair Assistance
-Focus on getting veh repaired

Ford Motor Company ®
Jennifer Falls
Non-Californian Buyback Review Team Specialist, Ford CX Team Ford Motor Company ®

** NOT A RAV AGENT**NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2023-09-09 12:24:35

Tatyana Johnson/tjohn452@ford.com/ext. 79549 OBC DLR -- Called dlr and LVM trying to get an update on the customer's vehicle OBC Cust -- Called customer letting her know we have a decision for the BB LVM NEXT STEPS: schedule a follow up 9/13 work on getting the vehicle repaired Ford Motor Company ® Customer Relationship Center – CAR/SUV Team Tatyana Johnson tjohn452@ford.com | www.ford.com office: 866-631-3788 ext. 79549 Monday-Friday 7-330pm cst

2023-09-09 12:40:29	
	IBC From customer, States she missed call from CXS & was reaching back out. Cx mentioned BB Being Submittedd, & seeking Outcome. CXS advised the customer that her BB had been completed & VEH does not meet state guidelines for MO as it is outside of the time period to file for the state; VEH does not meet repair attempts or days out of service within presumption for KS; WSD: 3/29/2021 Customer understood but was dissappointed. CXS advised the customer that she could follow arbitration through the BBB website if she feels she would like to further pursue, However, Her CXS would be assisting furthermore with the repair of the vehicle in any way applicable. I advise her case manager would be contacting her. Ford Motor Company® Andrea Craddock Ford Truck Concern Specialist Acraddo6@ford 8666313788 ext.79605 Egain/n/a
2023-09-09 16:27:58	Tatyana Johnson/tjohn452@ford.com/ext. 79549 IBC CUST -- Customer called in regarding her denied BB and she wants to know what her options are at this time. The customer feels like keeping the vehicle is a safety hazard. I advised the customer I would partner with the dealership to see if they are having trouble with fixing the vehicle if so I will have the tech open a hotline. I explained to the customer if she wanted to get out of the vehicle she would need to work with Sales directly At this time she will speak with her husband but she would like CRC to work with the dlr NEXT STEPS: reach out to the dealership Ford Motor Company ® Customer Relationship Center – CAR/SUV Team Tatyana Johnson tjohn452@ford.com | www.ford.com office: 866-631-3788 ext. 79549 Monday-Friday 7-330pm cst
2023-09-13 20:14:42	Tatyana Johnson/tjohn452@ford.com/ext. 79549 OBC DLR -- Called dealership Jay Beach SA was not in the office. The service department stated I will have to speak with him directly. NEXT STEPS: schedule a follow up 09/15 reach out to SA Jay Beach to get an update on the vehicle. Ford Motor Company ® Customer Relationship Center – CAR/SUV Team Tatyana Johnson tjohn452@ford.com | www.ford.com office: 866-631-3788 ext. 79549 Monday-Friday 7-330pm cst
2023-09-13 20:58:02	Tatyana Johnson/tjohn452@ford.com/ext. 79549 OBC CUST -- Spoke with delegate and advised her I will be in contact with the dealership on 09/15 The customer was advised by SA that FSE are involved. I checked and there is not hotline opened in GCQIS. NEXT STEPS: schedule a follow up 09/15 Ford Motor Company ® Customer Relationship Center – CAR/SUV Team Tatyana Johnson tjohn452@ford.com | www.ford.com office: 866-631-3788 ext. 79549 Monday-Friday 7-330pm cst
2023-09-15 22:14:46	Tatyana Johnson/tjohn452@ford.com/ext. 79549 OBC DLR -- Spoke with Jay and he stated they are still working on fixing the vehicle. SA stated the vehicle has some communcation codes popping up. They did a battery test and it failed. They changed the battery and the vehicle would not start, SA will have tech open hotline NEXT STEPS: open tech sme activity schedule a follow up 09/20 Ford Motor Company ® Customer Relationship Center – CAR/SUV Team Tatyana Johnson tjohn452@ford.com | www.ford.com office: 866-631-3788 ext. 79549 Monday-Friday 7-330pm cst
2023-09-21 00:31:45	Tatyana Johnson/tjohn452@ford.com/ext. 79549 OBC DLR -- Called SA to get an update on the repairs. However Brandon stated SA was gone for the day but he will be back tomorrow NEXT STEPS: schedule a follow up 09/22 Ford Motor Company ® Customer Relationship Center – CAR/SUV Team Tatyana Johnson tjohn452@ford.com | www.ford.com office: 866-631-3788 ext. 79549 Monday-Friday 7-330pm cs
2023-09-22 15:42:59	
	Per FSE, repair complete (dealer has already resolved)
2023-09-22 18:13:48	Tatyana Johnson/tjohn452@ford.com/ext. 79549 loaner OBC DLR -- Spoke with Jay and he stated they are working on installing the BCM and will do further testing through the weekend and on Monday. SA will like to keep the vehicle an extra day to make sure all the repairs have been completed. Customer is in a loaner NEXT STEPS: sent sms to customer schedule a follow up 09/28 Ford Motor Company ® Customer Relationship Center – CAR/SUV Team Tatyana Johnson tjohn452@ford.com | www.ford.com office: 866-631-3788 ext. 79549 Monday-Friday 7-330pm cst
2023-09-28 19:46:43	Tatyana Johnson/tjohn452@ford.com/ext. 79549 OBC DLR -- Spoke with Jay SA and he stated the customer traded in the vehicle before they could complete the repairs. SA stated they traded it in for a Honda NEXT STEPS: safety net to close Ford Motor Company ® Customer Relationship Center – CAR/SUV Team Tatyana Johnson tjohn452@ford.com | www.ford.com office: 866-631-3788 ext. 79549 Monday-Friday 7-330pm cst

CASE ATTACHMENTS:

2023-09-05 18:02:00	Tatyana Johnson
2023-09-05 19:09:04	Tatyana Johnson



Buyback Request Template

Purpose: Use the template below to provide additional information to the appropriate specialized buyback handling team so they may make informed decisions regarding a vehicle repurchase/replacement.

> **Important:** Copy and paste into the case notes. Do **not** send this document to the customer or the Ford Dealer.

Customer Information	
Name(s) on the Title: [redacted]	
Address: [redacted] BELTON MO [redacted]	
Email Address [redacted]	
Customer is PURCHASING the vehicle.	
Vehicle Information	
VIN: **3FMCR9D91M**[redacted]	Current Mileage: **27921**
Ownership Status/ Type of Purchase: New	
Purpose of vehicle: PERSONAL	# Vehicles registered to the business. (If yes to business) 3
Purchase Date: 03/17/2021	Mileage at Time of Purchase: 11
State Information	
State Where Purchased: KS	
State Where Registered: MO	
Dealer Information	
Purchased from Dealer? Yes	Dealership (if yes): Louisburg Ford Sales, Inc.
Primary Reason for Repurchase: customer is calling in to submit a BB request because her vehicle has been at the dealership about 8-11 times for the same issues. The customer stated the vehicle is stalling and power train fault lights are flashing on the dash and many other fault lights.	
Is there a current concern with the vehicle? Yes	
What is the repair status of the vehicle? VEHICLE WAS TOWED TO THE DLR ON 09/01	
Were repairs completed for this concern at multiple dealerships? (If yes): NO	
(**CA Only**) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? **N**	

Buyback Request Template

Purpose: Use the template below to provide additional information to the appropriate specialized buyback handling team so they may make informed decisions regarding a vehicle repurchase/replacement.

> **Important:** Copy and paste into the case notes. Do **not** send this document to the customer or the Ford Dealer.

Customer Information	
Name(s) on the Title [redacted]	
Address: [redacted] BELTON MO [redacted]	
Email Address: [redacted]	
Customer is PURCHASING the vehicle.	
Vehicle Information	
VIN: **3FMCR9D91M**[redacted]	Current Mileage: **27921**
Ownership Status/ Type of Purchase: New	
Purpose of vehicle: PERSONAL	# Vehicles registered to the business. (If yes to business) 3
Purchase Date: 03/29/2021	Mileage at Time of Purchase: 10
State Information	
State Where Purchased: KS	
State Where Registered: MO	
Dealer Information	
Purchased from Dealer? Yes	Dealership (if yes): Louisburg Ford Sales, Inc.
Primary Reason for Repurchase: customer is calling in to submit a BB request because her vehicle has been at the dealership about 8-11 times for the same issues. The customer stated the vehicle is stalling and power train fault lights are flashing on the dash and many other fault lights.	
Is there a current concern with the vehicle? Yes	
What is the repair status of the vehicle? VEHICLE WAS TOWED TO THE DLR ON 09/01	
Were repairs completed for this concern at multiple dealerships? (If yes): NO	
(**CA Only**) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? **N**	

CASE NUMBER: [redacted] STATUS: Information Provided

OPEN: 09-05-2023 CLOSED: 10-03-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | |

DEALER NAME: Ford of Clermont

PA CODE: 05793 DLR SALES CODE: 24542 REGION: S3 ZONE: S3C

VIN: 3FMCR9C6XM[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | FL | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Auto-Start-Stop | inoperative

ANALYST NAME: Donitra Williams OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-09-05 13:51:53

Case Number : [redacted] Customer [redacted] Business Phone [redacted] Home Phone [redacted] Mobile Phone : N/A LTV Score : 97 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Ford of Clermont Dealer P&A : 05793 Dealer phone : 3523946161 VIN : 3FMCR9C6XM[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 27504 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-08-24 Open Recall/FSA: : 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS ESP : 0968 - USA 2021 LIMITED MAINT 36/36K-7.5K INTERVAL 0987 - USA 2023 12/12000 FBA USED PREMIUMCARE WARRANTY 1304 - USA 2023 2 YR TIRECARE PLUS COSMETIC-GRP 1-INC 1D RENT 0987 - USA 2023 84/100000 FBA POWERTRAINCARE WTY WROADSIDE Hotline Contact : N/A Warranty History : N/A

2023-09-05 13:53:42

UPTIME RESEARCH

RO# NO DATA FOUND

RO Open Date: NO DATA FOUND

Dealer Name: Ford of Clermont

Has a tech assigned? NO DATA FOUND

Repair Status: NO DATA FOUND

Is there COPIS Ticket? If so, what is the status? NO DATA FOUND

Is there a TAC Request? If so, what is the status? NO DATA FOUND

Is there evidence of a loner vehicle? NO DATA FOUND

Ford Motor Company ®
Seneca Anthony
Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team
Santho30@ford.com
O: (866)631-3788 ext. 79061

2023-09-05 15:12:39

SANTHO30@ford.com | Seneca Anthony Spoke w/ Christina OBC to DLR: Reason for call: Initial Dealer Call Last 8 of VIN:M[redacted] Vehicle: 2021 > FORD > BRONCO SPORT > Service Advisor: Zack Taylor Customer Name: Gary Penta Customer Number[redacted] ADMIN:1[redacted] CLV SCORE: 97 WSD :8/24/2021 Mileage: 27504 miles RO# [redacted] RO open date: 9/04 Is Veh at DLR: Yes Veh Concern: At intersection, veh shut off with no warning. eh did not restart, no jump start worked, engine clicked, warning lights kept going off. Diagnosis: Needing ETA Repair Completion: TBD Offer Delivery? ? Rental? No Loaner? No Warrantable? Unable to be determined Technician Pending or assigned? Yes Notes: Tech is going to start b diagnosing the battery. Next Steps: Find Zack's email Follow Up: 9/7 Ford Motor Company ® Seneca Anthony Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team Santho30@ford.com O: (866)631-3788 ext. 79061

2023-09-05 15:34:13

SANTHO30@ford.com |
Seneca Anthony

OBC TO CUSTOMER

Spoke w/[redacted]

Vehicle was locked in the gear
Flashers took forever to come on.
Tried to removing the vehicle battery
No loaner, no rental
Customer is stating that having concerns about keeping the vehicle

Usually works with Mullinax Ford.
Buyback is forthcoming.

Ford Motor Company
Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team
Santho30@ford.com
O: (866)631-3788 ext. 79061
Office Hours: 8:00a-4:30p

2023-09-05 15:45:28

Buyback Request Template

Customer Information
Name(s) on the Title:[redacted]
Address:[redacted] WINTER GARDEN, FL[redacted]
Email Address[redacted]
Customer PURCHASINGthe vehicle.
Vehicle Information
VIN:3FMCR9C6XM[redacted]
Current Mileage:27504
Ownership Status/ Type of Purchase: NEW
Purpose of vehicle:PERSONAL
#Vehicles registered to the business.(If yesto business)
Purchase Date: 03/2023
Mileage at Time of Purchase: 19,000

State Information
State Where Purchased:FLORIDA
State Where Registered:FLORIDA
Dealer Information
Dealership (if yes): Yes
Purchased from Dealer? Mullinax Ford.
Primary Reason for Repurchase:The customer states he is concerned about his safety. Had the concern happened on the highway or turnpike there is a chance he would have been severely injured.
Is there a current concern with the vehicle?
At the intersection, veh shut off with no warning. Veh did not restart, no jump start worked, engine clicked, warning lights kept going off.

What is the repair status of the vehicle?

Were repairs completed for this concern at multiple dealerships? (If yes): Yes
Elder ford of Tampa, Mullinax Ford, Ford of Clermont.
(CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? No.

2023-09-06 15:15:08

PLEASE HAVE CUSTOMER SUBMIT COPY OF VEHICLE SALES CONTRACT AND REGISTRATION OPEN NEW MILESTONE ONCE ATTACHED PLEASE ALWAYS GET EXACT PURCHASE DATE AND PURCHASE MILEAGE WHEN PROVIDING INFORMATION FOR A USED VEHICLE Ford Motor Company ® Kora Williams | Specialist Non-Californian Buyback Review Team ,Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2023-09-07 16:22:42

SANTHO30@ford.com |
Seneca Anthony

OBC to Dealer
Sa- Zack Taylor
RO# [redacted]
RO open date: 9[redacted]

CX is seeking loaner vehicle.

Status: Veh has been diagnoses
Battery was toast; Battery failed
Has been test, no issues

Rear end noise; tech states
SSM - draining rear diff, and refilling

Repairs should be completed today

DLR - SA is going to reach out to CX shortly and offer delivery of the vehicle.

OBC to CX

Informed the customer that his Sales Contract was needed for his BB

Sent email
Waiting on Sales Contract.

Once received BB milestone will be reopened.

Ford Motor Company
Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team
Santho30@ford.com
O: (866)631-3788 ext. 79061
Office Hours: 8:00a-4:30p

2023-09-13 20:23:17 RO# [redacted] RO open date: 9/04 Status: Veh has been diagnoses Battery was toast; Battery failed Has been test, no issues Rear end noise; tech states SSM - draining rear diff, and refilling Ford Motor Company ® Kora Williams | Specialist Non-Californian Buyback Review Team ,Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2023-09-14 15:24:20

SANTHO30@ford.com |
Seneca Anthony

OBC to DLR
Sa- Zach

No answer, left voicemail

Next steps email Zach and find the status.

OBC to CX

CX states that he is willing to be assisted with an email.

Next step email.

Ford Motor Company
Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team
Santho30@ford.com
O: (866)631-3788 ext. 79061
Office Hours: 8:00a-4:30p

2023-09-14 15:29:37

From: Anthony, Seneca (S.)
Sent: Thursday, September 14, 2023 10:29 AM
To: ztaylor@fordofclermont.com
Subject: RE: Proactive Support - [redacted]

Good morning Zach,

Thank you for all your assistance regarding to [redacted]
I attempted to follow up with you shortly ago to confirm the status of the vehicle.
Are you able to assist me the following information.

Tech Findings:

Vehicle Status:

I look forward to hearing back from you.

2023-09-20 22:31:38

SANTHO30@ford.com |
Seneca Anthony

OBC to CX

Wanted to keep the customer update regarding to his case.
Apologized for the gap in follows ups.
CX states he appreciates the apology and understands.

Mentions no reoccurring concerns have arose with the vehicle. However, there are lingering thoughts of the tough experiences the customer has had with the vehicle.

CX promised to make more timely follows up moving forward.

BB/RAV agent has been emailed for update.

Ford Motor Company
Proactive Customer/Dealer Advocate
Ford Proactive Dealer Team
Santho30@ford.com
O: (866)631-3788 ext. 79061
Office Hours: 8:00a-4:30p

2023-09-28 14:14:44

OGC VIN LIST CHECK :3FMCR9C6XM[redacted]
Checked historical and VIN status: None

NAVIS verified ownership status: Sub-owner

Ford Motor Company ®
Kora Williams | Specialist
Non-Californian Buyback Review Team ,Ford CX Team

** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2023-09-28 14:27:24 [redacted] rear end noise, battery 4 days[redacted] 1 day Ford Motor Company ® Kora Williams | Specialist Non-Californian Buyback Review Team ,Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2023-09-28 14:27:40 At this time Ford does not believe the vehicle qualifies for repurchase/replacement in FL Talking Points: •Deny GFR •Review notes in Milestones •Focus on vehicle repair Ford Motor Company ® Kora Williams | Specialist Non-Californian Buyback Review Team ,Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2023-09-29 14:21:01 OBC: DLR: 1st attempt 3523946161 Spoke w/SA Eric RO Closed 9/15/2023 Veh has auto start stop and the veh did not start they replace batter rear end chatter[redacted] was also completed. This veh has only been to this location twice Next Steps: Contact CUST OBC:[redacted] PCDA attempted to speak w/CUST Gary to provide BB decision but was unsuccessful. No Answer LVM Next Steps: Contact CUST Follow Up: F/U w/CUST on 10/2 Donitra Williams Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team DWILL998@ford.com | www.ford.com Office: 866-631-3788 ext. 79087 M-F 9:00AM – 5:30PM

2023-10-02 19:12:04

SANTHO30@ford.com |

OBC to CX

Informed the customer of his BB determination
Explained the customer the type of coverage he had on the vehicle.
Expressed that he is always able to follow up with the CRC for assistance in the vehicle does start to act up for any reason.

CX had no further questions or concerns.

Next step safety to close,

Ford Motor Company
Proactive Customer/Dealer Advocate
Ford Proactive Dealer Team
Santho30@ford.com
O: (866)631-3788 ext. 79061
Office Hours: 8:00a-4:30p

CASE ATTACHMENTS:

2023-09-07 21:27:48	Seneca Anthony
2023-09-07 21:28:49	Seneca Anthony
2023-09-07 21:29:55	Seneca Anthony
2023-09-07 21:31:27	Seneca Anthony
2023-09-07 21:33:20	Seneca Anthony



1513867

VEHICLE BUYER'S ORDER

DEAL [redacted]
CUST

Date: 02/24/2023

Buyer Name and Address	Co-Buyer Name and Address	Seller Name and Address
[redacted] WINTER GARDEN FL County: [redacted] Email: Phone: Cell:	N/A County: Email: Phone: Cell:	MULLINAX FORD INC. 1551 E SEMORAN BLVD APOPKA FL 32703-4400 Salesperson: DANIEL ALEX NIEKRASZEWICZ

Agreemen[redacted]r agree to buy the vehicle described below ("Vehicle") from Seller for the amount and on the terms in this Vehicle Buyer's Order ("Agreement"). "Buyer" and "you" refer to the above Buyer and Co-Buyer, separately and together. "Dealer," "we," "us," and "our" refer to the above Seller. In this Agreement, (e) means an estimate.

Vehicle Description

Year:	Make:	Model:	Mileage:	Vehicle Identification Number:
2021	FORD	BRONCO SPORT	T18257	3FMCR9C6XM[redacted]
New/Used/Demo/Executive:		**Color:**	**Body:**	**Stock Number:**
USED		BLACK	MP	[redacted]

Insurance Information. You have arranged the following insurance on the [redacted]:
Insurance Company geico Policy Number [redacted]

Additio[redacted]

If the Vehicle is used, unless indicated below, we do not know and are not able to make any representations about the Vehicle's history.

The Vehicle has previously been titled, registered or used as a (check all that apply) ☐ taxicab ☐ police vehicle ☐ short-term lease vehicle.

The Vehicle is titled as (check all that apply) ☐ rebuilt or assembled from parts ☐ kit car ☐ glider kit ☐ replica ☐ flood vehicle ☐ nonconforming vehicle (manufacturer buy back) ☐ custom vehicle ☐ street rod vehicle.

[X] Buy[redacted]
Co-

You represent that you have thoroughly inspected the Vehicle. You approve and accept it. You had an opportunity to have the Vehicle inspected on Seller's premises (but not its service department) by a third party of your choice and at your expense. You are purchasing the Vehicle based on your inspection. You are not relying on any opinion, statement, or promise of the Seller or its employees that is not contained in the written agreements you are signing today.

Used Car Buyers Guide. The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

Spanish Translation: Guía para compradores de vehículos usados. La información que ve en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.

Unless the Seller makes a written warranty, or enters into a service contract within 90 days from the date of this Agreement, this Vehicle is sold "AS IS" and "WITH ALL FAULTS." The Seller makes no warranties, express or implied, on the Vehicle, and there will be no implied warranties of merchantability or of fitness for a particular purpose.

This provision does not affect any warranties covering the Vehicle that the Vehicle Manufacturer may provide.

We ha[redacted]ten warranty information if any applies to the sale of the Vehicle. This includes any warranty indicated on the Used [redacted]Vehicle is used. By initialing below, you acknowledge that you received the warranty information.

Buyer[redacted]uyer's Initials N/A

As a condition of the Vehicle sale, we agree to perform the following services: N/A

You agree to schedule services by calling 407-889-7600 within _____ days of this Agreement.

Trade-in Vehicle 1

Year 2019 Make FORD Model FLEX
VIN 2FMGK5C88K[redacted] Mileage 69472
Trade-in Allowance $ 18000.00
Lienholder NONE
Payoff Amount N/A Good Thru: N/A
Lienholder N/A
Payoff Amount N/A Good Thru: N/A

Trade-in Vehicle 2

Year N/A Make N/A Model N/A
VIN N/A Mileage N/A
Trade-in Allowance $ N/A
Lienholder N/A
Payoff Amount N/A Good Thru: N/A
Lienholder N/A
Payoff Amount N/A Good Thru: N/A

You assign to us all of your rights, title and interest in each Trade-In Vehicle. You represent that each Trade-In Vehicle was not previously used as a police vehicle, taxicab, or under a short-term [redacted]r knowledge, each vehicle you are trading in ☐ has [X] has not been in any accident with damages exceeding $5[redacted]

Initials _____ Co-Buyer Initials N/A

SELLER'S RIGHT TO CANCEL. If Buyer and Co-buyer sign here, the Seller's Right to Cancel section on page 3 applies. It gives us the right to cancel if we are unable to assign the Retail Installment Sale Contract within _____ days of the date you and we sign it. If you fail to return the Vehicle within 48 hour[redacted] us a[redacted] canc[redacted]

X _____ Bu[redacted]

X _____ Co[redacted]

Trade-In Vehicle Payoff Agreement. We relied on information from you and/or the lienholder or lessor of each Trade-In Vehicle to arrive at the page 1 trade-in payoff amount(s). You understand that each amount quoted is an estimate. We agree to pay the page 1 payoff amount(s) to each Trade-In Vehicle lienholder, lessor, or its designee. If the actual payoff amount is more than the page 1 amount, you must pay us the additional amount on demand. If the actual payoff amount is less than the page 1 amount, we will refund to you any overpayment we receive from the lienholder, lessor, or its designee.

If you finance the Vehicle's purchase, you may do so through us or any finance source you choose. Another finance source could provide you terms more favorable than we do. If you purchase credit insurance, GAP or other third party product, we may receive a portion of the charges or other compensation from the product's provider.

Itemization of Sale	
Vehicle Purchase Price	32500.00
Predelivery Service Fees	
Predelivery Service Charge**	N/A
Electronic Registration Filing Fee**	24.00
Additional Items	
	N/A
	N/A
	N/A
	N/A
	N/A
	[redacted]
N/A	
N/A	
FORD TIRE CARE	
N/A	
Taxes	
Sales Tax	
County Tax	27.65
Other Tax (Describe) SALES TAX ON ANCILLARY PRODUCTS	31.80
Official Fees	
Title, Registration and/or License Fees	82.35
Lemon Law Fee (New Cars Only)	N/A
Lead-acid Battery Fee	N/A
New Tire Fee	N/A
	N/A
DOC STAMPS	56.70
	N/A
	N/A
Total Cash Price	34123.94
Trade-in Allowance	18000.00
Trade-in Payoff Balance	N/A
Net Trade-in (If negative, enter $0 here and enter amount on Trade-in Balance Owing line.)	18000.00
Cash Down Payment	N/A
Deferred Down Payment	N/A
Rebate (Describe) N/A	N/A
Other Down Payment (Describe) N/A	N/A
Total Down Payment	18000.00
Trade-in Balance Owing (See Net Trade-in)	0.00
Balance Due on Delivery	16123.94

**"These charges represent costs and profit to the dealer for items such as inspecting, cleaning, and adjusting vehicles, and preparing documents related to the sale.

Predelivery service fees are paid to the dealer (not a governmental fee). Charging predelivery service fees do not add or change any warranties provided on the Vehicle.

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78052*1*MFI-F[redacted] /2023 04:35 pm
THERE ARE NO WAR[redacted] S CONTRACT
FITNESS FOR PURP[redacted] OR IN LEGAL CONSEL
PE24-002 000882 GCCT

Seller's Right to Cancel

a. Seller agrees to deliver the Vehicle to you on the date the Retail Installment Sale Contract is signed by Seller and you. You understand that it may take a few days for Seller to verify your credit, locate financing for you on the exact terms shown on the front of the Retail Installment Sale Contract, and assign the Retail Installment Sale Contract to a financial institution. You agree that Seller has the number of days stated on page 2 of the Retail Installment Sale Contract to assign the Retail Installment Sale Contract. You agree that if Seller is unable to assign the Retail Installment Sale Contract within this time period to any one of the financial institutions with whom Seller regularly does business under an assignment acceptable to Seller, Seller may cancel the Retail Installment Sale Contract. Seller's right to cancel the Retail Installment Sale Contract ends upon assignment of the Retail Installment Sale Contract.

b. If Seller elects to cancel per Paragraph a. above, Seller will give you written notice (or in any other manner in which actual notice is given to you). In that event, you may have the option of negotiating and signing a new Retail Installment Sale Contract with different financing terms (for example, a larger down payment, a higher annual percentage rate, a required cosigner, etc.) or you may pay with alternate funds arranged by you.

c. Upon receipt of the notice of cancellation, you must return the Vehicle to Seller within 48 hours in the same condition as when sold other than reasonable wear for the time you had it. Except as described below, Seller must give you back all Consideration Seller has received from you in connection with the Retail Installment Sale Contract.

d. If you do not return the Vehicle within 48 hours after receipt of the notice of cancellation, you agree that Seller may use any lawful means to take it back (including repossession if done peacefully) and you will be liable for all expenses incurred by Seller in taking the Vehicle from you, including reasonable attorney's fees. If you fail to return the Vehicle within 48 hours after receipt of the notice of cancellation, you agree to pay Seller the charge shown in the Seller's Right to Cancel provision on page 2 of this Agreement and as may be provided in the Retail Installment Sale Contract for each day you do not return the Vehicle after receipt of the notice of cancellation.

e. While the Vehicle is in your possession, all terms of the Retail Installment Sale Contract, including those relating to use of the Vehicle and insurance for the Vehicle, are in full force and you assume all risk of loss or damage to the Vehicle. You must pay all reasonable costs for repair of any damage done to the Vehicle while the Vehicle is in your possession. Seller may deduct from any Consideration due to you under paragraph c. above Seller's reasonable costs to repair the Vehicle and any daily charges you incur if you fail to return the Vehicle within 48 hours after the receipt of the notice of cancellation. If Seller cancels the Retail Installment Sale Contract, the terms of this Seller's Right to Cancel provision (including those on page 2 of this Agreement and as provided in the Retail Installment Sale Contract) remain in effect even after you no longer have possession of the Vehicle.

[redacted]

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N/A

78052*1*MFI-FI

THERE ARE NO WARRA
FITNESS FOR PURPOS

[redacted]

OWN LEGAL COUNSEL

ARBITRATION PROVISION

PLEASE REVIEW - IMPORTANT - AFFECTS YOUR LEGAL RIGHTS

1. **EITHER YOU OR WE MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN YOU AND US DECIDED BY ARBITRATION AND NOT IN COURT OR BY JURY TRIAL.**
2. **IF A DISPUTE IS ARBITRATED, YOU WILL GIVE UP YOUR RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US INCLUDING ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.**
3. **DISCOVERY AND RIGHTS TO APPEAL IN ARBITRATION ARE GENERALLY MORE LIMITED THAN IN A LAWSUIT, AND OTHER RIGHTS THAT YOU AND WE WOULD HAVE IN COURT MAY NOT BE AVAILABLE IN ARBITRATION.**

Any claim or dispute, whether in contract, tort, statute or otherwise (including the interpretation and scope of this Arbitration Provision, and the arbitrability of the claim or dispute), between you and us or our employees, agents, successors or assigns, which arises out of or relates to your credit application, purchase or condition of this Vehicle, this Agreement or any resulting transaction or relationship (including any such relationship with third parties who do not sign this Agreement) shall, at your or our election, be resolved by neutral, binding arbitration and not by a court action. If federal law provides that a claim or dispute is not subject to binding arbitration, this Arbitration Provision shall not apply to such claim or dispute. Any claim or dispute is to be arbitrated by a single arbitrator on an individual basis and not as a class action. You expressly waive any right you may have to arbitrate a class action. You may choose the American Arbitration Association (www.adr.org) or any other organization to conduct the arbitration subject to our approval. You may get a copy of the rules of an arbitration organization by contacting the organization or visiting its website.

Arbitrators shall be attorneys or retired judges and shall be selected pursuant to the applicable rules. The arbitrator shall apply governing substantive law and the applicable statute of limitations. The arbitration hearing shall be conducted in the federal district in which you reside unless the Seller-Creditor is a party to the claim or dispute, in which case the hearing will be held in the federal district where this Agreement was executed. We will pay your filing, administration, service or case management fee and your arbitrator or hearing fee all up to a maximum of $5000, unless the law or the rules of the chosen arbitration organization require us to pay more. The amount we pay may be reimbursed in whole or in part by decision of the arbitrator if the arbitrator finds that any of your claims is frivolous under applicable law. Each party shall be responsible for its own attorney, expert and other fees, unless awarded by the arbitrator under applicable law. If the chosen arbitration organization's rules conflict with this Arbitration Provision, then the provisions of this Arbitration Provision shall control. Any arbitration under this Arbitration Provision shall be governed by the Federal Arbitration Act (9 U.S.C. § 1 et seq.) and not by any state law concerning arbitration. Any award by the arbitrator shall be in writing and will be final and binding on all parties, subject to any limited right to appeal under the Federal Arbitration Act.

You and we retain the right to seek remedies in small claims court for disputes or claims within that court's jurisdiction, unless such action is transferred, removed or appealed to a different court. Neither you nor we waive the right to arbitrate by using self-help remedies, such as repossession, or by filing an action to recover the Vehicle, to recover a deficiency balance, or for individual injunctive relief. Any court having jurisdiction may enter judgment on the arbitrator's award. This Arbitration Provision shall survive any termination, payoff or transfer of this Agreement. If any part of this Arbitration Provision, other than waivers of class action rights, is deemed or found to be unenforceable for any reason, the remainder shall remain enforceable. If a waiver of class action rights is deemed or found to be unenforceable for any reason in a case in which class action allegations have been made, the remainder of this Arbitration Provision shall be unenforceable.

The Annual Percentage Rate in a Retail Installment Sale Contract may be negotiable with us. We may assign any Retail Installment Sale Contract to a finance source and retain its right to receive a part of the finance charge imposed on that contract.

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a co[redacted]ame, address, and telephone number of the consumer; the name and address of the de[redacted]nt of damages; and copies of any documents in the possession of the consumer which re[redacted] Service or by a nationally recognized carrier, return receipt requested, to the address wh[redacted]saction occurred, or an address at which the dealer regularly conducts business.

X [redacted] X N/A

Buyer's Signature Co-Buyer's Signature

This Veh[redacted]een you and us relating to the sale of the Vehicle. There are no other written or oral a[redacted]e in writing and signed by you and us.

Buyer Sig[redacted] Co-Buyer Signs: X N/A

This Agre[redacted]horized representative.

This Agre[redacted]f this Agreement. It includes the Arbitration Provision above. By signing, y[redacted] Agreement, including the Arbitration Provision. You also represent that you r[redacted]

Buyer Sign[redacted]-Buyer Signs: X N/A

Seller: X MULLINAX FORD INC. [redacted] OUIS FERNANDEZ Its: F&I MGR

[redacted]

[redacted]

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[redacted] Page 5 of 5

78052*1*MFI-F[redacted]
THERE ARE NO WARRA[redacted]
FITNESS FOR PURPOS[redacted]

[redacted]

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 09-06-2023 CLOSED: 09-06-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria
DEALER NAME: Leif Johnson Ford
PA CODE: 29535 DLR SALES CODE: REGION: C2 ZONE: A06
VIN: 3FMCR9B60M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 19,197
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | TX | | USA
HOME PHONE:
SYMPTOMS: Safe & Secure | Smoke/Odor | Underhood | UNKNOWN
ANALYST NAME: Mesha Vigne OPEN ANALYST NAME: Rachel Wells-Booker
COMMENTS:
2023-09-06 13:56:20

CONTACT VIA: [redacted]
CUST SAYS:I had my car serviced by a mobile mechanic in August and then last week when I tried ot start it, I had smoke and an electrical fire in my engine. I had to take my bronco sport to the dealer and it has been sitting there for a week waiting to get diagnostic service. It was a dangerous situation and I don't know what I can do to get things moving at the dealer.
CUST SAYS, DLR SAYS: N/A
CRC ADVISED:Thank you so much for holding! I will be escalating your case to a Customer Experience Specialist to further assist you. They will contact you through your preferred contact method within 1 business day. Your case number is [redacted]. So that you have it for your records, you may email a copy of this transcript to yourself by selecting the + to the left of the text box.

2023-09-06 13:58:18

Hello [redacted] My name is Rachel. How may I assist you today?
You 9:29 AM
I'd like to make sure your concerns are addressed and I haven't heard from you in a few minutes. Do you need more time?
You 9:32 AM
Hi Rachel. I had my car serviced by a mobile mechanic in August and then last week when I tried ot start it, I had smoke and an electrical fire in my engine. I had to take my bronco sport to the dealer and it has been sitting there for a week waiting to get diagnostic service. It was a dangerous situation and I don't know what I can do to get things moving at the dealer.
[redacted] 9:32 AM
Thank you for chatting in today [redacted] will be happy to assist. May I have the name of the dealer that the vehicle is at?
You 9:34 AM
Leif Johnson Ford in Austin, TX
[redacted] 9:34 AM
Thank you. One moment, please.
You 9:34 AM
Thank you for holding [redacted] stated that the dealer has yet to diagnose the vehicle and you are wanting to get started on finding out the concern, correct?
You 9:36 AM
May I have you verify your full address and mileage?
You 9:38 AM
yes that is correct
my address is [redacted], austin, tx [redacted]
i am looking up my mileage
mileage is 19,197
[redacted]
I am paying out of pocket for a rental car and want to make sure this is reimbursed but i am waiting on diagnostic from the fire
[redacted] 9:40 AM
Thank you for that information. Please bear with me.
You 9:40 AM
I appreciate your patience. You stated that you are seeking reimbursement for the rental that you are currently paying out of pocket? I can escalate for financial assistance.
One moment, please.
You 9:42 AM
Yes, that would be great. Thank you.
[redacted] 9:42 AM
Can you confirm the dealership's address?
501 E Koenig Lane Austin, TX 78751.
You 9:45 AM
Yes that is correct
[redacted] 9:45 AM
Thank you. May I have your best contact method?
You 9:47 AM
Sure. My number is [redacted] or email is [redacted]
[redacted] 9:48 AM
Thank you. You stated that the vehicle had a visible flame?
You 9:48 AM
Yes. There was an electrical fire with the smell after and smoke. We had to disconnect the battery after and then get it towed to the dealer.
[redacted]
Thank you.
You 9:50 AM
I appreciate your patience. I am inputting in these details.
You 9:52 AM
Thank you. I appreciate your help.
[redacted] 9:52 AM
Thank you so much for holding! I will be escalating your case to a Customer Experience Specialist to further assist you. They will contact you through your preferred contact method within 1 business day. Your case number is [redacted]. So that you have it for your records, you may email a copy of this transcript to yourself by selecting the + to the left of the text box.
You 9:53 AM
Thank you for your help. I appreciate it.
[redacted] 9:54 AM
You are welcome. Is there anything else I can assist you with today?
You 9:55 AM
No that is all. Thanks.
[redacted] 9:55 AM
Thank you for contacting Ford Motor Company. At the end of this chat, there will be a survey that appears regarding your experience with my performance today. We appreciate any feedback you may have. Have a great day!
You 9:55 AM
Info At 9:58 AM Sep 6
Thank you for chatting with us.

2023-09-06 18:35:31 OBC TO DEALER Leif Johnson Ford 5124543711 JASON SA CXS called dealer and spoke to Jason in service and he said that another agent from Ford called yesterday and he communicated that a diagnostic will be completed before the end of this week. Jason also said that customer is aware of this information. NEXT STEPS: FCR Mesha Vigne Passenger Vehicle Team mvigne@Ford.com | Office: 866-631-3788 ext. 79968 7:00 am-3:30 pm CST Mon- Wed, Fri & Sat.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided

OPEN: 09-07-2023 CLOSED: 09-15-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Clear Path To Repair |

DEALER NAME: Ted Britt Fairfax Ford

PA CODE: 00048 DLR SALES CODE: 27042 REGION: N4 ZONE: N4A

VIN: 3FMCR9B64M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 31,121

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | VA | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Stalls/Quits | Cruise/ Steady Speed | UNKNOWN

ANALYST NAME: Tamika Durham OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-09-07 15:03:12	UpTime Review Veh was towed to Ted Britt Fairfax Ford No other info provided Ford Motor Company ® Monico King mking186@ford.com Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team Office #: 866-631-3788 ext 79213 Office hours: Monday-Friday 9:00am - 5:30pm CST
2023-09-07 15:07:43	Case Number : [redacted] Customer [redacted] Business Phone [redacted] Home Phone : [redacted] Mobile Phone : na LTV Score : 61 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : na Part Number : na Dealer Name : Ted Britt Fairfax Ford Dealer P&A : 00048 Dealer phone : 7035918484 VIN : 3FMCR9B64M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 31169 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-10-28 Open Recall/FSA: : 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS ESP : yes Hotline Contact : no Warranty History : yes
2023-09-07 17:21:55	Tamika Durham/79468/tdurha10@ford.com OBC TO DLR: 7035918484 REASON FOR CALL: Veh towed to DLR LAST 8 OF VIN: M[redacted] VEH: 2021 Bronco Sport MILEAGE: SERVICE ADVISOR: CUST NAME: HILLARY HUTCHEON CUST NUMBER: 5714515788 ADMIN: CLV SCORE: WSD: RO#: RO DATE: IS VEH AT DLR: VEH CONCERN: DIAGNOSIS: ETA REPAIR COMPLETION: Offer Complementary Delivery? Rental? Loaner? Warrantable? Technician Pending or assigned? Notes: No one answered in Service Dept. Message left requesting call back for veh concerns. Next Steps: DXS will try calling DLR again later Ford Motor Company ® Tamika Durham Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team tdurha10@ford.com | www.ford.com Office: 866-631-3788 ext. 79468

2023-09-07 21:52:50

From: Durham, Tamika (T.)
Sent: Thursday, September 7, 2023 4:52 PM
To: Teasdale, Rob
Cc: Richardson, Ricky
Subject: [redacted] - Vehicle Towed

Hello,

My name is Tamika reaching out from Ford Motor Company on the Proactive Roadside team for a mutual customer.

Last 8 of VIN: [redacted]

My objective as a Roadside Assistance Proactive Customer Experience Specialist is to work collaboratively with our dealer partners to ensure that the customer has the best experience through the repair process after a traumatic roadside experience. The data confirms this “proactive” approach is value-added – on a scale from -100 to +100 for Net Promoter Score -- the program is generating an NPS score of +55, which is considered great. Moreover – customers are saying their issues are resolved over 90% of the time. I would appreciate working with you and your team to deliver a terrific experience by treating our customers like family.
I am looking forward to working with you all on getting the customer vehicle repaired. If you could please provide with the information below when time permits.

Customer Name:
Customer Contact Number:
Service Advisor:
Service Advisor Email:

Is the vehicle currently located at your dealership? If not, there is no need to fill out the rest of the info
What is the customer concern?
What are the diagnosis?
Are repairs warrantable?
RO#:
RO Date?
Mileage?
Is the customer in any rental or loaner?
What is the estimated time on repair completion?
Are parts needed on backorder?
If so- has a COPIS ticket been completed?
Are there any delays? If so, what are they?
Does your dealership offer delivery?

Please let me know if there is anything I can be of assistance. As you understand, our best interest is to have the vehicle repair promptly, we understand that the current situation may cause delay of vehicle repairs, so let's work together to address all customer concerns in a timely manner.
Please feel free to call or email me back for additional questions or concerns.

Thanks for being a member of the Ford family!

Best regards,

Ford Motor Company ®
Tamika Durham - Roadside Proactive Customer Experience Specialist
tdurha10@ford.com | www.ford.com
office: 866-631-3788 ext. 79468
Office Hours: Monday-Friday 8 am – 4:30 pm

2023-09-12 20:42:35

Tamika Durham/79468/tdurha10@ford.com OBC TO DLR: 7035918484 No one answered the phone in service dept. Had to leave message seeking RO details. OBC TO CUST: [redacted] Called cust for initial contact. Cust did not pick up. Had to leave VM "My name is Tamika and I am a part of Ford Motor Company's Proactive Roadside Team. I was reaching out to you about your recent tow to the dealer. I am here to address any concerns that you have. If you have any questions or concerns, you can reach me through phone or via email." Next steps: Portal message sent to DLR. F/U 09/14 Ford Motor Company ® Tamika Durham Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team tdurha10@ford.com | www.ford.com Office: 866-631-3788 ext. 79468

2023-09-13 15:36:27

Hello,

I am looking for the following information for a vehicle that was towed to your dealership. Last 8 of VIN: M[redacted]
Customer Name:
Customer Contact Number:
Service Advisor:
Service Advisor Email:

Is the vehicle currently located at your dealership? If not, there is no need to fill out the rest of the info
What is the customer concern?
What are the diagnosis?
Are repairs warrantable?
RO#:
RO Date?
Mileage?
Is the customer in any rental or loaner?
What is the estimated time on repair completion?
Are parts needed on backorder?
If so- has a COPIS ticket been completed?
Are there any delays? If so, what are they?
Does your dealership offer delivery?

Thank you for your partnership!

Ford Motor Company ®
Tamika Durham
Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team
tdurha10@ford.com | www.ford.com
Office: 866-631-3788 ext. 79468

2023-09-13 15:38:04 Tamika Durham/79468/tdurha10@ford.com IBC from DLR: Service Advisor CHRIS calling from Ted Britt Ford in Fairfax (P&A 00048) in regards to cust veh that was towed in last week. Cust: [redacted]) Veh is gone. Needed a battery. RO#[redacted] Open Date: 09/06 Closed Date: 09/06 Mileage: 31,121 Repair covered under warranty. Next steps: Contact cust for satisfaction feedback. Ford Motor Company ® Tamika Durham Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team tdurha10@ford.com | www.ford.com Office: 866-631-3788 ext. 79468

2023-09-14 19:56:41 Tamika Durham/79468/tdurha10@ford.com OBC TO CUST: [redacted] Cust says everything shut off and veh locked. Veh went into Park. Could not get veh out of park. WAs stuck in the middle of the street. No warning lights or alerts came on. Cust says the veh will be going back to DLR on Saturday for them to double check for the concern on 09/16. Cust says she is apprehensive about driving veh. Next steps: Send cust case closure email. Safety net to close case. Ford Motor Company ® Tamika Durham Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team tdurha10@ford.com | www.ford.com Office: 866-631-3788 ext. 79468

2023-09-15 13:46:30

From: Durham, Tamika (T.)
Sent: Friday, September 15, 2023 8:46 AM
To: [redacted]
Subject: Thank you Loyal Ford Customer!

Dear [redacted],

Thank you for contacting Ford Motor Company and allowing us to assist you with your 2021 Ford Bronco Sport concerns. Thank you for your patience while I worked on your getting your vehicle returned to you in a timely manner. We hope that you found the repairs to your satisfaction. Our goal is to be sure our Ford owners continue to support our brand and feel like family. It was a pleasure to be able to partner with our dealer to get your vehicle repaired and returned to you, while ensuring your needs were met.

We hope that your experience with Customer Care met your expectations. If there were any delays in your repair, we sincerely apologize as we are working against some tough times and appreciate your patience. As previously provided in your introduction email you may receive an email survey from Ford Motor Co. I ask that you take a few minutes to respond to the survey and provide us with your feedback regarding my handling of your concern as the survey pertains to my portion of assistance and does not have anything to do with the dealers interactions. I will be happy to assist you with filing a dealer feedback case if you feel necessary.

If you have any further questions or concerns regarding this repair, please let us now by contacting us via phone within the next 30 days with your case #[redacted]

Thank you for your time and loyalty.

Sincerely,

Ford Motor Company ®
Tamika Durham
Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team
tdurha10@ford.com | www.ford.com
Office: 866-631-3788 ext. 79468
Office Hours: Monday-Friday 8 am – 4:30 pm CST

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 09-08-2023 CLOSED: 10-04-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Bob Gillingham Ford Inc
PA CODE: 02199 DLR SALES CODE: 44127 REGION: G4 ZONE: G4B
VIN: 3fmcr9c6xr[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 11,900
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | OH | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Lack/Loss of Power | Not Listed | UNKNOWN
ANALYST NAME: Maurice Sampy OPEN ANALYST NAME: Chemekia Anderson
COMMENTS:
2023-09-08 14:42:17

CONTACT VIA phone:[redacted]
CLV SCORE: 90
Email:[redacted]
Best Contact Number:[redacted]
CUST SAYS: i have serious problems going on with my 2022 Ford Bronco Sport. Purchases 10/2022 so less than a year old. It stopped working on its own, stopped starting in a parking lot of a grocery store. Had to get it towed and it has been in the shop for 2 weeks now with no sign of a completion. I can't have nor do I want to drive a 10 month old vehicle that stops on its own and is taking at least 3 weeks to fix. Its basically brand new. I have no clue when I will get this back, on top of having to take a loaner from the shop that is going to cost me a ton of money by time I get to give it back. If i give it back. Drove to the store, came out the store to leave and it turned on and immediately shut off. Tried ten times and it kept doing the same thing. This was 2 weeks after my first 10,000 service. No warning signs, nothing in the ford pass app to warn. Just out of nowhere
PER CUST, DLR SAYS: I called this morning after not getting a call from them since last Friday. My "service agent" is on vacation and didn't contact before. They say there is no solution and they are getting a specific engineer to looks at it. So that is not going to be until at least Monday
CRC ADVISED: I will be escalating this case to a Customer Experience Specialist on the escalated SUV-CUV support team. They will contact you through your preferred/best contact method within 1 business day to assist you. Your case number is [redacted] The phone call will be from an 800 toll free number.
MILES: 11,900
DEALER INFO
Dealership Name: Bob Gillingham Ford
CONTACT INFO: Phone: (216) 398-1300
CUSTOMER CONSENT FOR TEXT: YES

2023-09-08 14:42:32

PRE CHAT SURVEY

EA
Email Address
[redacted]
FN
First Name
[redacted]
LN
Last Name
[redacted]
VN
VIN Number
3fmcr9c6xr[redacted]

Info At 9:15 AM Sep 8
Thank you for choosing to chat with us. We will be with you shortly. You are currently 3 waiting in queue.
Info At 9:17 AM Sep 8
Thank you for your patience. Your position in the queue is number {PosInQ}.
Info At 9:19 AM Sep 8
Thank you for your patience. Your position in the queue is number {PosInQ}.
Info At 9:19 AM Sep 8
You are now chatting with Chemekia. Please do not enter any sensitive personal data such as social security number or credit card numbers.
Hello [redacted] Thank you so much for your patience with our longer than normal hold time. My name is Monique. How may I assist you today?
You 9:19 AM
Monique thanks for chatting.....i have serious problems going on with my 2022 Ford Bronco Sport. Purchases 10/2022 so less than a year old. It stopped working on its own, stopped starting in a parking lot of a grocery store. Had to get it towed and it has been in the shop for 2 weeks now with no sign of a completion.
I can't have nor do I want to drive a 10 month old vehicle that stops on its own and is taking at least 3 weeks to fix. Its basically brand new.
[redacted] 9:21 AM
Thank you for contacting us today and providing your concern. I will be happy to review possible options. Can you verify for me your mailing address, email address and best contact number?
You 9:22 AM
I have no clue when I will get this back, on top of having to take a loaner from the shop that is going to cost me a ton of money by time I get to give it back. If i givie it back
[redacted]
cleveland ohio [redacted]
[redacted]
Thank you for verifying. May I also have your mileage for documentation purposes? Approximate is okay.
You 9:24 AM
11,900
[redacted] 9:24 AM
Got it. Thank you. Regarding the concern. Have you heard anything at all from the dealer?
You 9:25 AM
I called this morning after not getting a call from them since last Friday. My "service agent" is on vacation and didn't contact before. They say there is no solution and they are getting a specific engineer to looks at it. So that is not going to be until at least Monday
[redacted]
I see. Thank you for providing the full scope. I am going to escalate your concern to ensure all resources are being utilized. May I have the dealers name?
You 9:27 AM
Bob Gilingham Ford in Parma Ohio
Gillingham*
[redacted] 9:28 AM
I show the dealer address to be 8383 Brookpark Rd, Parma, OH 44129. Is that the correct location?
You 9:29 AM
yes
[redacted] 9:29 AM
Got it. Thank you for reaching out to Ford Motor Company with this concern. I will be escalating this case to a Customer Experience Specialist on the escalated SUV-CUV support team. They will contact you through your preferred/best contact method within 1 business day to assist you. Your case number is [redacted] The phone call will be from an 800 toll free number. You can email this chat by hitting the + sign at the bottom of this chat for your records. The + sign is on the left side of the chat. Do we also have permission to contact you via text if necessary?
You 9:30 AM
yes
[redacted] 9:31 AM
I will add that to my case notes. Lastly I also have to advise about Safety Recall 22S73. On your vehicle there is a possibility that a fuel injector may crack, which
may result in fuel accumulating on the top of the engine. Ford Motor Company has
authorized your dealer to install a drain tube to the engine cylinder head and reprogram the powertrain control module, free of charge (parts and labor). Additionally, Ford Motor Company is providing a one-time repair Customer
Satisfaction Program 22N18 for the high-pressure fuel injectors, which lasts
for 15 years or 150,000 miles from the warranty start date - whichever
comes first (if needed). You can also check recalls by visiting https://www.ford.com/support/recalls/
You 9:31 AM
I understand whatever is wrong is probably under warranty and I will not have to come out of pocket but a brand new car in the shop for a month is not a sign of confidence going forward. especially when a ford dealership can not figure out the problem. I am also concerned about having a loaner vehicle for month at $45 a day. If i can only be reimbursed for 10 days thats going to cost $1000 or more if it keeps going
[redacted]
So just to confirm you are also looking for assistance regarding a rental?
You 9:33 AM
I already have a loaner from the dealership...vehicles has been in the shop for 14 days and I am now with the loaner for 7 days. so my "reimbursement period" will be over by monday with no end in sight
[redacted] 9:34 AM
I will add that to my case notes from your specialist. I see you have not emailed your chat. Were you able to capture your case number I provided?
You 9:35 AM
Info At 9:36 AM Sep 8
The chat transcript will be sent to: [redacted] at the end of your chat.
i have emailed
[redacted] 9:36 AM
Great! Just wanted to make sure. Also I want to make sure I capture everything for your specialist. You stated that the vehicle just stopped. Were you driving and while driving the vehicle went dead?
You 9:37 AM
Drove to the store, came out the store to leave and it turned on and immediately shut off. Tried ten times and it kept doing the same thing. This was 2 weeks after my first 10,000 service. No warning signs, nothing in the ford pass app to warn. Just out of nowhere
[redacted] 9:39 AM
Oh no! I am glad that you were able to safely make it back home and thank you for waiting while I gathered all the information I need to escalate on your behalf.

Did you have any other questions for me today?
You 9:40 AM
i guess that'll be it. thanks for your time
[redacted] 9:40 AM
You're welcome. Thank you for contacting Ford Motor Company. At the end of this chat, there will be a survey that appears regarding your experience with my performance today. We appreciate any feedback you may have. Have a great day.
You 9:40 AM
Info At 9:40 AM Sep 8
Thank you for chatting with us.

2023-09-08 20:53:08

OBC>CUST
[redacted]
LM advising calling about case requested call back
EMAIL
[redacted]
Thank you for contacting Ford Motor Company in regards to your 2022 Bronco. I was unable to reach you by phone to speak with you about your chat in case. Please let me know how I can assist you with your vehicle. My contact number is 866-631-3788 extt 79439 or you can respond to this email.
Thank you for being part of our Ford family.
Have a good weekend.
Kind Regards,
Nancy

Nancy P.
Customer Experience Specialist-PVT-CONCERN
office: 866-631-3788 ext. 79439
npeter33@ford.comIwww.ford.com
Hours M-F 7-330pm CST

2023-09-18 15:33:45

OBC>DLR
2163981300
Goes to a VM in the SD.
Phone system is automated cannot get person at dlr.
Which their seems to be a breakdown in communications with dlr and customer.
OBC>CUST
[redacted]
No answer LM advising calling him back
next steps
UTC

Nancy P.
Customer Experience Specialist-PVT-CONCERN
office: 866-631-3788 ext. 79439
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www.ford.com
Hours M-F 7-330pm CST

2023-09-22 18:41:19

OBC>DLR
2163981300
Parts arrived this afternoon.
Hoping to have completed by Tuesday
SA Dave
OBC>CUST
[redacted] with eta early next week
Next steps Follow up on completion with SA Dave

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office: 866-631-3788 ext. 79439
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Hours M-F 7-330pm CST

2023-10-02 15:03:13

OBC>CUST
2259378685
LM advising calling about veh and will email
OBC>DLR
[redacted]
No answer in SD goes to random VM
OBE>CUST
Good morning [redacted]
I wanted to reach out to you and see if you were able to pick up your Bronco? I cannot reach anyone at Bob Gillingham Ford to find out the status of your vehicle.. If you have picked it up how is it running? If not please let me know and I will keep trying to reach them.
Have a great week.
Kind Regards,
Nancy

Next steps Follow up with dlr and cust on status
Nancy P.
Customer Experience Specialist-PVT-CONCERN
office: 866-631-3788 ext. 79439
npeter33@ford.com
www.ford.com
Hours M-Fpm 330pm CST

2023-10-03 15:10:33

Good morning[redacted]

I am happy you are back in your Bronco. I appreciate your patience while waiting on your vehicle. We at Ford Motor Company want you to be happy and enjoy your new vehicle. I see you already have Ford Protect PREMIUMCARE W/ROADSIDE and our TIRECARE plan. As an offer of goodwill, I would like to offer you a Ford Protect Limited Maintenance Plan. Coverage will begin once the plan is processed, andyou will be covered up to 3 years/45,000 miles (current odometer reading).This plan covers your scheduledmaintenance like oil and filter replacement, tire rotation,andmulti-pointinspection. This is a prepaid plan, meaning you pay nothing for covered services.Do you approve of this offer? Upon your approval, I will begin the process to purchase this service plan on your behalf.
This is no cost to you. I will get it added as soon as you approve. It does take about 10 business days to attach to your vehicle. Please let me know by 10/10/2023.

If you have any further questions or concerns regarding this repair, or any additional comments or feedback, please do not hesitate to reach out to me directly at 1-866-631-3788 Extension 79439 or by email. If I am unavailable, please leave me a detailed message and I will return your call as soon as possible. Please reference the case number indicated above for a quicker response [redacted]
Now that your case is closing you will be receiving an email survey that calculates a grade for me with the answers you provide. The Ford questions on the survey relate to the way I represented the Ford brand. I would greatly appreciate if you have a moment to take the survey. Also keep in mind you receive separate emails for your dealerships

Kind Regards,
Nancy

Nancy Peters
Customer Experience Specialist-PVT-CONCERN
office: 866-631-3788 ext. 79439
npeter33@ford.comIwww.ford.com
Hours M-F 7-330pm CST

From: [redacted]
Sent: Monday, October 2, 2023 10:25 AM
To: Peters, Nancy (N.) npeter33@ford.com>
Subject: Re: 2022 Bronco Sport Case# [redacted]

Hey Nancy, thanks for checking in.
I was able to pick up the Bronco last Wednesday evening. Again the communication between the dealership and me was done all by me. Their lack of urgency to reach out to me even upon completion was evident. I may not have gotten it until Friday if I wasn't proactive. But oh well.
Since I have gotten it nothing as gone wrong yet. It is still early so I will monitor. Only two things happened that caught my eye, whether they are bad or not is yet to be scene. When my bronco stopped working and was towed away it was a pretty full tank of gas. I got it back at a quarter tank. I know it was gone over a month but that much gas wouldn't evaporate. Idk if they just turned it on and had it running for testing but even that much has missing would need hours of idle running. It surely was not re-filled before getting to me. Other thing was my smart oil reader on the dash board and my Ford app was showing my oil at 0%. I got an oil change a month before it dying so that should be fresh. Could of just been a computer glitch with them changing whatever they did I'm not sure. I reset it in the car knowing it was good already so it shows 100% now. Whether or not a technician drained the oil in there to test things and not replace it is yet to be scene. If something breaks down on that end it would happen soon since it was initially showing 0% so I will monitor the performance there. But hey I got my vehicle back and it's driving me from point A to point B for now. Thanks for the help sorry to be a problem. Have a good day.

2023-10-04 13:54:24 Supervisor OBC to customer[redacted]. No answer.

2023-10-04 13:54:37 Supervisor review: Ok to close case.

2023-10-04 15:22:30

Limited Maintenance 45,000 Policy 36 $0.00

Case Number: 885407
VIN: 3fmcr9c6x[redacted]
Odometer: 12067
Purchase Condition: New

2023-10-04 15:22:49

Hey Nancy,
I appreciate that. The maintenance plan sounds awesome and I would love to have that added to my vehicle. Thanks for offering that free of charge.
I love my Bronco Sport and am glad to have it back with hopefully no problems going forward. I greatly appreciate your diligence in helping throughout the last few weeks. If I need anything I know who to reach out to!

2023-10-04 15:24:52

Good morning[redacted]

I have added the maintenance plan to your Bronco. It takes about 10 business days to attach. You can use it at any Ford dealership in the US.
I will be closing your case today. Please watch for an email survey in regards to my service and how I represented the Ford brand. I would greatly appreciate if you can take the survey for me.

If you ever need anything please let me know.
Have a great rest of your week!
Nancy

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 09-08-2023 CLOSED: 11-29-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: General Inquiry | General/Other | |
DEALER NAME: Stamford Ford
PA CODE: 09740 DLR SALES CODE: 13443 REGION: N1 ZONE: N1B
VIN: 3FMCR9A63M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 24,000
BODY STYLE: R9A - BRONCO SPORT CX430 BASE
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | NY | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Hesitates/Stumble | UNKNOWN | UNKNOWN
ANALYST NAME: Auniqua Sipsey OPEN ANALYST NAME: Auniqua Sipsey
COMMENTS:

2023-09-08 20:56:19	Case Number : [redacted] Customer : [redacted] Business Phone : [redacted] Home Phone [redacted] LTV Score : 75 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : NA Dealer Name : NA Dealer P&A : NA Dealer phone : NA VIN : 3FMCR9A63M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 24000 Engine Specification :8 Speed Auto Transmission 8F35 Transmission Specification :1.5L Dragon I3 DI TC Gas B Warranty Start Date : 2021-12-15 Open Recall/FSA: : 22N18REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS ESP :CESPMNQC Hotline Contact : NA Warranty History [redacted]
2023-09-08 21:11:30	IBC FROM CUST [redacted] VIN: 3FMCR9A63M[redacted] MILES: 24000 CONCERN: BATTERY COMPLETELY DIED AND THIS IS THE 2ND TIME IT HAPPENS. COUPLE MONTHS AGO IT DIED WHILE CUST ON THE HIGHWAY. CUST STATED HE TRIED TO START VEH IT WORKED AND WHEN CONCERN HAPPEN AGAIN HE WAS ABLE TO JUMP THE VEH AND IT WORKED. CUST STATED BATTERY IS ONLY LASTING 2 YEARS. CUST STATED HE TOOK VEH IN AND THEY STATE THIS BATTERY WAS COMPLETELY SHOT AND CUST WANTED TO VERIFY IF HE CAN GET REIMBURSED FOR HIS BATTERY REPAIR CXS ADVISED : DUE TO BATTERY BEING A WEAR AND TARE ITEM WE WOULD NOT HAVE ANY PROGRAMS AVAILABLE THAT WILL ASSIST WITH CONCERN WHERE IS VEH LOCATED? IN CUST POSSESSION CUST IS ASKING TO SPEAK WITH A SUPERVISOR CXS PROVIDED FORD CONSUMER AFFAIRS CONTACT INFORMATION AND ADVISED CUST A SUP WILL HAVE THE SAME RESOURCES AND HE MAY BE ADVISED SOMETHING SIMILAR CUST WANTED TO PROCEED WITH SUP Next steps: GET CUST TO SUP LINE DUE O CUST NOT WANTING TO WAIT ON A CALL BACK Ford Motor Company ® Auniqua Sipsey She|Her|Hers Customer Experience Specialist Ford CX Team Asipsey@ford.com O: 866-631-3788 ext. 79866
2023-09-14 22:56:52	SMS TO CUST: Greetings, sorry I missed you today, can you please provide the name of the dealer? Also can you please send in your invoice to email Asipsey@ford.com. Next steps: F/u with cust 9/19/23 to obtained invoices

2023-09-19 19:26:24

OBE TO CUST

From: Sipsey, Auniqua (A.)
Sent: Tuesday, September 19, 2023 2:26 PM
To: [redacted]
Subject: RE: [redacted] Bronco Battery - Case [redacted]

Was the repair done at a Ford dealer? As far as the battery being replaced?

From: [redacted]>
Sent: Friday, September 15, 2023 1:23 PM
To: Sipsey, Auniqua (A.) Asipsey@ford.com>
Subject: [redacted] Bronco Battery - Case [redacted]

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

To whom it may concern,

I received a call and a text to reach out to this email address regarding my case with the car battery that died. I have attached my receipt and payment confirmation from my bank. Additionally, I was asked for the dealership, and it was the Stamford Ford out of Stamford, CT. If anything else is needed please just let me know.

Thanks!
Griff

2023-09-19 23:07:12 OBC to cust : CXS spoke with cust and he stated he sent in invoices CXS was able to verify the email however the ro do not look like it was repaired at a Ford dlr Next steps: verify where veh was repaired by 9/25/23

2023-09-25 23:03:05 OBC to cust : CXS was needing to verify where veh was repaired, cust stated by roadside assistance cxs provided contact information to roadside for reimbursement. Greetings, due to it being with roadside, you will have to go through them for reimbursement. U.S. Phone Number:1- 800-241-3673 Next steps: F/u with cust to verify if they were able to speak roadside regarding reimbursement and sn for Closure 9/29

2023-10-02 19:37:31 OBC TO CUST: CUST STATED HE SPOKE WITH ROADSIDE ASSIST AND THEY REFERRED HIM BACK TO US FOR REIMBURSEMENT BATTERY REPAIR WAS DONE BY ROADSIDE AND CUST ONLY HAS THE RO INVOICE FOR ROADSIDE CXS REACHED OUT LEAD TAMMY YO TO VERIFY THE NEXT STEPS NO RO LINE AND THAT IS NEEDED TO SUBMIT NEXT STEPS: F/U WITH CUST 10/5 TO PROVIDE THE NEXT STEPS

2023-10-05 17:19:00 OBC TO CUST : CUST is seeking reimbursement for a a battery repair that was done by roadside assist. CXS advised we can not reimburse and will need to go through roadside. cust was told by a sup/lead that we can, cxs advised we can not and also confirm that with the sup/lead TAMMY YO. Cust wants to speak with sup. NEXT STEPS: GET CUST TO SUP LINE

2023-10-05 18:10:51

**********SUPERVISOR ESCALATION**********
Supervisor Escalation: LIVE-Auniqua SIpsey
CASE-[redacted]

SUP ESCALATION has been completed. Please see task for notations.

Ford Motor Company ®
Customer Relationship Center – Truck Team Lead
Vernez Moorer
Vmoorer1@ford.com | www.ford.com
Monday-Friday (8:00am-4:30pm CST)

2023-10-19 17:24:14

OBC to cust : CXS provided update regarding reimbursement status

next steps: get next steps from sup and f/u with cust no later than 10/25/23

2023-10-20 14:44:25

**** Safety Net ****

Safety Net Approved to reimburse battery for Customer. Supervisor Exception of good will gesture.

2023-11-01 19:08:16

OBC TO CUST : CXS ADVISED CUST APPROVED TO REIMBUJRSE BATTERY

CUST WAS SATISFIED

NEXT STEPS: SUBMIT MORLEY NO LATER THAN 11/7/23

2023-11-08 06:12:04

RAN OUT OF TIME SUBMITTING MORLEY 11/8./23

2023-11-13 19:54:01

OBC TO CUST: CXS CALLED TWICE AND CUST WAS UNABALE TO HEAR CXS

VUST DISCONNECTED BOTH TIMES

CXS SMS:Greetings, im not sure wshy you are unable to hear me. However I wanted to follow up and advise your payment is pending at this time. Will let you know, once its sent out.

NEXT STEPS : F/U W, CUST 11/17 TO GIVE STATU7S

2023-11-16 06:00:43

\
OBE TO CUST

From: Sipsey, Auniqua (A.)
Sent: Thursday, November 16, 2023 12:00 AM
To: [redacted]
Subject: RE: : [redacted] /1FM5K7FH2H[redacted]

Thanks for the [redacted] Still working with my supervisor regarding with rental, no updates at this time

From: [redacted]
Sent: Monday, November 13, 2023 5:22 PM
To: [redacted] Sipsey, Auniqua (A.) asipsey@ford.com>
Subject: Re: [redacted] /1FM5K7FH2H[redacted]

Still nothing new on this end, waiting for the part to get here to get you handled.

[redacted]

From: [redacted]
Sent: Monday, November 13, 2023 12:01 PM
To: Sipsey, Auniqua (A.) asipsey@ford.com>
Cc: [redacted]
Subject: Re: : [redacted] /1FM5K7FH2H[redacted]

Following up on the multiple pending questions on this case

2023-11-16 06:01:26

LAST NOTE WAS AN ERROR

2023-11-16 06:04:30

MORLEY STATUS

Status:Accepted, Payment Pending
Morley Case NumberFord[redacted]
[redacted] 3FMCR9A63M[redacted]

2023-11-16 06:05:03

OBE TO CUST

From: Sipsey, Auniqua (A.)
Sent: Thursday, November 16, 2023
To: [redacted]
Subject: RE: [redacted] Bronco Battery - Case[redacted]

Greetings,

At this time, your payment is awaiting to be sent out. Once payment is sent out, you will be updated. If you have any questions, please do not hesitate to reach out.

Warmest regards

2023-11-21 22:34:07

Status:Payment Confirmed
Morley Case NumberFord[redacted]
[redacted]

2023-11-21 22:47:04

OBC TO CUST : CUST WAS UNAVAILABLE. CXS WAS NEEDING TO ADVISE PAYMENT WAS SENT OUT

OBE SENT

NEXT STEPS: SN FOR CLOSURE

2023-11-21 23:08:30

OBE SENT TO CUST

From: Sipsey, Auniqua (A.)
Sent: Tuesday, November 21, 2023 5:06 PM
To: [redacted]
Subject: [redacted]

Greetings,

Your payment has been sent out & will take 7 to 10 business days before arrival. It will arrive in the Form of a debit card. I will be completing your case, and you will receive a survey regarding your experience with me. Thanks so much for being apart of the Ford family, It was a pleasure assisting you. If you have any questions, please do not hesitate to reach out.

Warmest regards,

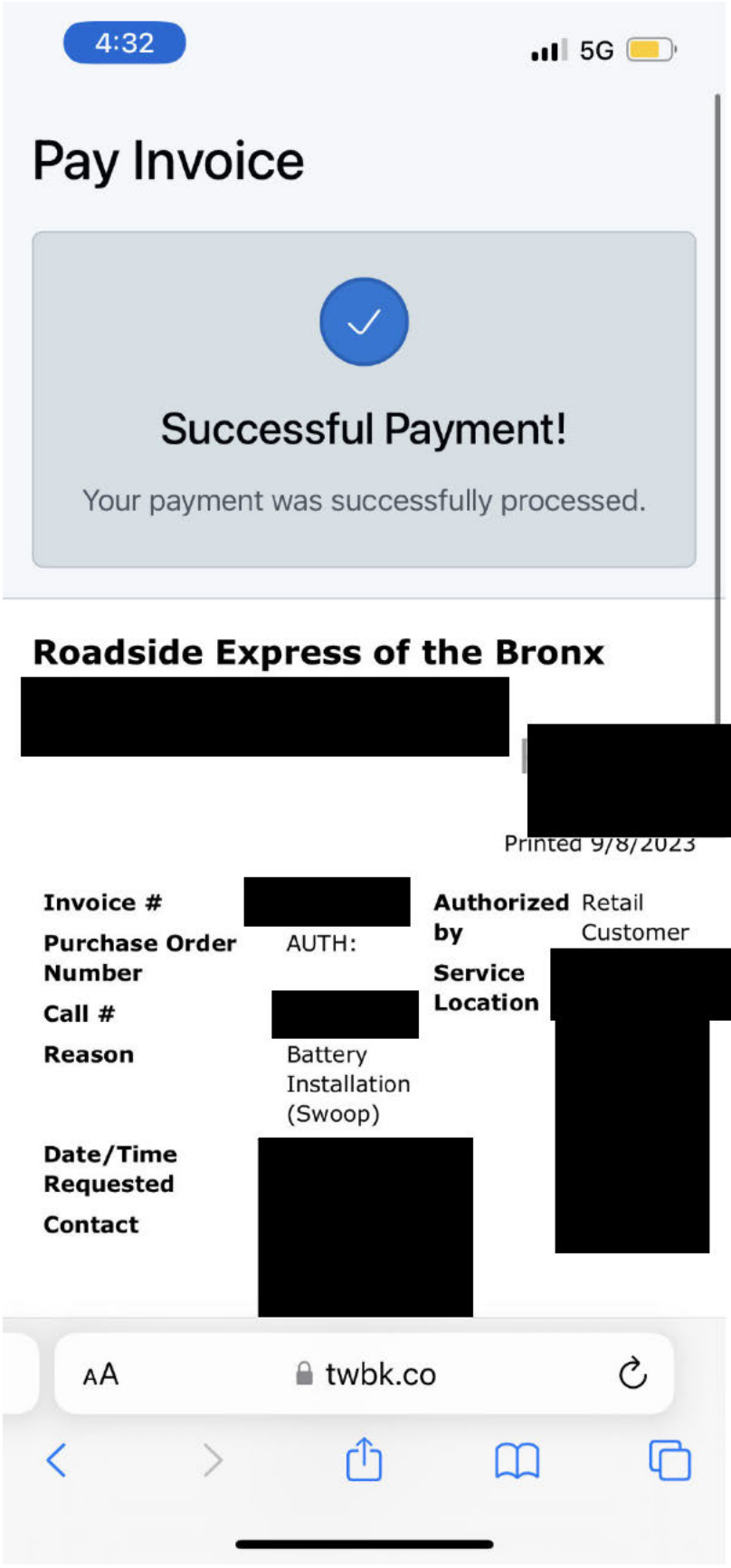
Ford Motor Company ®
Auniqua Sipsey
She|Her|Hers
Customer Experience Specialist
Ford CX Team
Asipsey@ford.com
O: 18666313788 ext. 79866

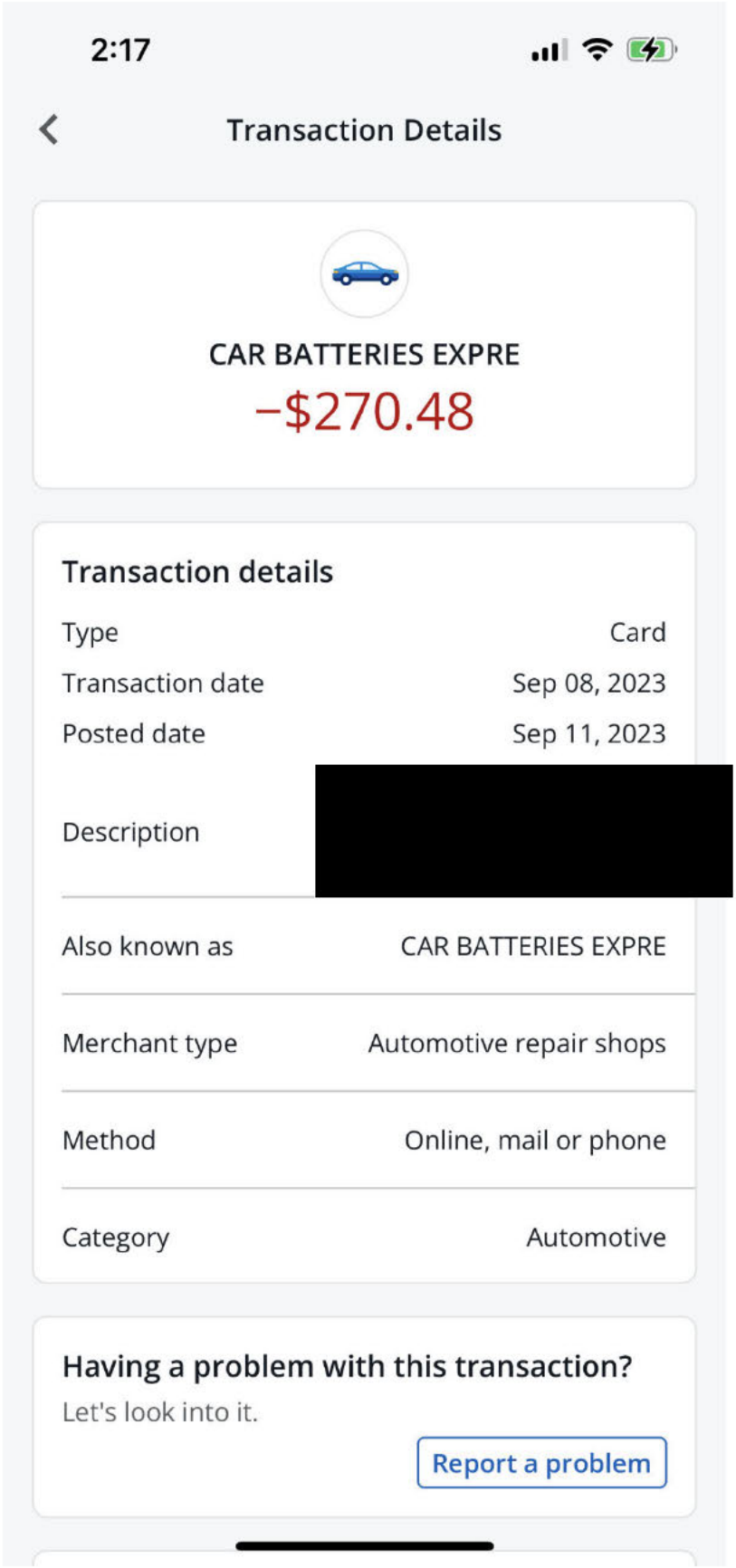
2023-11-22 16:50:16

Cxs can close case

CASE ATTACHMENTS:
2023-09-19 23:00:24 Auniqua Sipsey




4:32
5G
Pay Invoice
Successful Payment!
Your payment was successfully processed.
Roadside Express of the Bronx
[redacted]
Printed 9/8/2023
Invoice # [redacted]
Purchase Order Number AUTH:
Call # [redacted]
Reason Battery Installation (Swoop)
Date/Time Requested [redacted]
Contact
Authorized by Retail Customer
Service Location [redacted]
AA
twbk.co


2:17
Transaction Details
CAR BATTERIES EXPRE
−$270.48
Transaction details
Type
Card
Transaction date
Sep 08, 2023
Posted date
Sep 11, 2023
Description
[redacted]
Also known as
CAR BATTERIES EXPRE
Merchant type
Automotive repair shops
Method
Online, mail or phone
Category
Automotive
Having a problem with this transaction?
Let's look into it.
Report a problem

CASE NUMBER: [redacted] STATUS: Information Provided

OPEN: 09-12-2023 CLOSED: 10-11-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Clear Path To Repair |

DEALER NAME: Atchinson Ford Sales, Inc.

PA CODE: 02731 DLR SALES CODE: 48400 REGION: G2 ZONE: G2B

VIN: 3FMCR9B61M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 29,849

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | MI | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | No Crank | Hot

ANALYST NAME: Javaras Ransom OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-09-12 14:24:01	CLV: 89 WSD: 4/7/2021 MILES: 29849 VIN: 3FMCR9B61M[redacted] OBC to DLR: Veh is in for service. Driving at stop light veh shut off. No start concern. SA- Brian. Informed that cust may be in a loaner but it could not be confirmed. Service Advisor: Garet EM: Gsmith@atchinsonford.net Customer Name: [redacted] Customer Number: [redacted] Customer Email:[redacted] Is the veh there? Y Mileage? 29849 RO#: [redacted] date: 9/12/23 Veh Concern? No start Diagnosis: Pending/ 1 week out Repairs ETA: pending Does the dlr Offer delivery? Y rental? N loaner? Y Warrantable? Pending Technician Pending or assigned? Assigned OBC to Cust: Confirm contact details. Set follow up to recontact for status of diagnosis. Inform of dlr being at a capacity for 1 week to diagnosis veh. Cust has no email. Verbal contact made. Cust states veh stopped at light. Cust had no brakes on the veh. Next steps: Update VOR and st follow up for recontact. Copy Key Data. Ford Motor Company ® Customer Relationship Center – Proactive Customer/Dealer Advocate (PCDA) Javaras Ransom JRANSO14@ford.com | www.ford.com office: 1-866-631-3788 ext.79405
2023-09-12 14:26:16	Case Number : [redacted] Customer[redacted] Home [redacted] [redacted] Phone : LTV Score : 89 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : Atchinson Ford Sales, Inc. Dealer P&A : 02731 Dealer phone : 7346979161 VIN : 3FMCR9B61M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 29849 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-04-07 Open Recall/FSA: : 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION ESP : 0968 - USA 2021 NEW 84/100000 PREMIUMCARE W/ROADSIDE Hotline Contact : n/a Warranty History : n/a
2023-09-15 19:45:58	Hello Mr. Garett Smith, I am requesting a status update on [redacted] repair concern with no start. I look forward to your response. Respectfully, Ford Motor Company ® Customer Relationship Center – Proactive Roadside Team Javaras Ransom JRANSO14@ford.com | www.ford.com office: 1-866-631-3788 ext.79405
2023-09-19 22:05:57	OBC to DLR; Request status of repair concern. Tues April 14th dlr will reopen. Dlr is closed due to stay at home order due to Covid. OBPM: At this time you dealer is closed for manditory COVID stay at home order per message system. I will send an email to service advisor for an update. Next steps: Update VOR and set follow up for recontact. Ford Motor Company ® Customer Relationship Center – Proactive Customer/Dealer Advocate (PCDA) Javaras Ransom JRANSO14@ford.com | www.ford.com office: 1-866-631-3788 ext.79405
2023-09-19 22:09:47	Hello Garret, I am requesting an update on the status of[redacted] concern. Ford Motor Company ® Customer Relationship Center – Proactive Roadside Team Javaras Ransom JRANSO14@ford.com | www.ford.com office: 1-866-631-3788 ext.79405
2023-09-21 21:07:59	OBC to DLR; Request status of repair. Call redirected to service for repair status. A service advisor picked up and placed call on hold by request. Currently with tech having diagnosis. The diagnosis is not completed. Cust is in a loaner. Dlr at capacity for electrical work. SA-Garet responded. OBC to Cust: Inform cust of delay with diagnosis due to capacity. Send SMS. Next steps: Update VOR and follow up . Ford Motor Company ® Customer Relationship Center – Proactive Customer/Dealer Advocate (PCDA) Javaras Ransom JRANSO14@ford.com | www.ford.com office: 1-866-631-3788 ext.79405
2023-09-26 15:42:46	OBC to DLR: Request status of repair concern. Last we spoke dlr was at a capacity for electrical work. SA is Garrett. Veh is still waiting to be diagnosed. Eta is by End of Week. Cust is in a loaner. OBSMS to Cust: At this time your vehicle is still waiting for diagnosis to be completed. I was informed by service advisor Garrett that eta for diagnosis to be completed is by end of week. I do apologize for delay. I will follow up again with you on 9/29. Next steps: Update VOR and set follow up for recontact. Ford Motor Company ® Customer Relationship Center – Proactive Customer/Dealer Advocate (PCDA) Javaras Ransom JRANSO14@ford.com | www.ford.com office: 1-866-631-3788 ext.79405
2023-09-29 15:34:52	OBC CXS (Zequincia Gonzales/extension #79245) OBC to DLR Atchinson Ford Sales Service (Jarrett) SA. CXS calling to check for diagnosis results. The VEH needs a battery replacement should be picking up later today. The paperwork isn't complete so the CUST hasn't been notified yet, NEXT STEPS: F/U with the CUST to advise the repairs has been completed and F/U will be scheduled to verify repair satisfaction. Ford Motor Company ® Zequincia Gonzales Proactive Customer/Dealer Advocate (PCDA) zgonza15@ford.com| www.ford.com O: 866-631-3788 Ext. 79245
2023-09-29 17:47:51	OBC CXS (Zequincia Gonzales/extension #79245) OBC to CUST[redacted]). CXS calling to advise on repair completion. CXS unable to leave a VM due to it not being set up. NEXT STEPS: F/U with the CUST 10/02 to verify repair satisfaction. Ford Motor Company ® Zequincia Gonzales Proactive Customer/Dealer Advocate (PCDA) zgonza15@ford.com| www.ford.com O: 866-631-3788 Ext. 79245
2023-10-02 15:16:27	Dominique Dixon/ddixon87@ford.com/ext. 79765 OBC/ Cust no answer. cust has no mailbox set up Next steps: offer maint plan 10/4 Ford Motor Company ® Customer Relationship Center – Truck Team Dominique Dixon Customer Roadside Proactive Coordinator ddixon87@ford.com | www.ford.com office: 866-631-3788 ext. 79765

2023-10-02 20:02:53

OBE:
From: Brooks, Dorene (D.)
Sent: Monday, October 2, 2023 2:54 PM
To: Dixon, Dominique (D.)
Subject: [redacted]

Hello Dominique,

The customer requests that you return his call at [redacted] he stated he does not have an email address. The customer stated he was returning your call. I informed him that you may have been calling to make sure he is satisfied with the repair and would like to present an offer.

Thank you,

Dorene Brooks
Customer Experience Specialist
Office: 866-631-3788 Ext: 79345
dbroo138@ford.com, www.ford.com
Schedule 7:00am-3:30pm M-F

2023-10-04 19:49:26

OBC to Cust: Verbal contact made to customer. Confirm cust satisfaction of repair. Offer GWG of LMP. Cust has existing Premium care plan. Cust is satisfied with repair. Battery replaced. As an offer of goodwill, I would like to offer you a Ford Protect Limited Maintenance Plan valued at $385.00. Coverage will begin once the plan is processed, and you will be covered up to 3 years/45,000 miles (odometer reading). This plan covers your scheduled maintenance like oil and filter replacement, tire rotation, and multi-point inspection. This is a prepaid plan, meaning you pay nothing for covered services. Do you approve of this offer? Upon your approval, I will begin the process to purchase this service plan on your behalf. Approved.

2023-10-05 16:30:34

"QA Reviewed Single interaction" forBROOKS, DORENE

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: In Progress

OPEN: 09-13-2023 CLOSED: BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | | |

DEALER NAME: Bondy's Ford

PA CODE: 00469 DLR SALES CODE: 21524 REGION: S1 ZONE: S1C

VIN: 3FMCR9B68M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | AL | | USA

HOME PHONE:

SYMPTOMS: | | |

ANALYST NAME: SYSTEM OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-09-13 14:15:29	Uptime findings: No Data Found Service Advisor: Customer Name: Customer Number: CLV Score: Is the veh there? Mileage? RO# RO date Veh Concern? Diagnosis: Repairs ETA: Offer delivery? rental? loaner? Warrantable? Technician Pending or assigned?
2023-09-13 14:27:02	Case Number [redacted] Customer : Generic Contact US Ford Dealer NA CRC Business Phone : N/A Home Phone : N/A Mobile Phone : N/A LTV Score : N/A Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : N/A Dealer Name : Bondy's Ford Dealer P&A : 00469 Dealer phone : 334-792-5171 VIN : 3FMCR9B68M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : N/A Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-11-17 Open Recall/FSA: : 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION ESP : Hotline Contact : N/A Warranty History : Customer Comments22S21 RIGHT-HAND ENGINE OIL SEPARATOR INSPECTION Tech Comments22S21 RIGHT-HAND ENGINE OIL SEPARATOR INSPECTION PASSED INSPECTION
2023-09-13 15:57:39	PCDA Alexia Boyd (79762) OBC to DLR SA Joel Service Advisor: Laurie Cope Customer Name: [redacted] Customer Number: [redacted] CLV Score: 93 Is the veh there? Yes Mileage? 21787 RO#[redacted] RO date 9/13 Veh Concern? Fire under hood, veh was smoking Diagnosis: in processing Repairs ETA: TBD Offer delivery? Yes rental? No loaner? No Warrantable? TBD Technician Pending or assigned? Yes NEXT STEPS - FU with CUST Ford Motor Company ® Alexia Boyd Proactive Customer Dealer Specialist aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Fri from 8am-4:30pm CST
2023-09-13 17:25:38	PCDA Alexia Boyd (79762) OBC to CUST PCDA introduce case PER CUST drove veh to go get dinner it was fine after getting back in the dash lights were going crazy. The screen was on coming on and veh shut off. PER CUST tried 6 times to turn on. PER CUST white smoke started to come from under her hood. And started to smell a burning smell in veh and under hood. Her front wheels would not turn, could not put truck into nuetral to get on tow truck. Husband had to constantly press PER CUST asked dlr to perform underhood recall that she stated. PER CUST needs a rental/ loaner, veh is her only transportation that she has. PER CUST was told that there is a wait list for loaners PCDA advised that the WA can assist with arrangements. NEXT STEPS - FU on diagnosis on 9/15 Ford Motor Company ® Alexia Boyd Proactive Customer Dealer Specialist aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Fri from 8am-4:30pm CST
2023-09-14 19:16:55	PCDA Alexia Boyd (79762) IBE from CUST Wanted to update you. My truck is fixed and being delivered to me at my home. They said the starter went out and then fried my battery so they replaced them both and stated they went ahead and replaced the hose for the recall work. Thank you for all your assistance with all of this. Christina Yeager
2023-09-15 20:16:46	PCDA Alexia Boyd (79762) OBC to CUST PCDA left a voicemail for cust requesting recontact NEXT STEPS - FU via email with CUST Ford Motor Company ® Alexia Boyd Proactive Customer Dealer Specialist aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Fri from 8am-4:30pm CST
2023-09-15 20:19:09	PCDA Alexia Boyd (79762) OBE to CUST Good afternoon[redacted], I am reaching out in regards to your recent repairs. How is your 2021 Ford Bronco Sport operating since repairs have been completed? Ford Motor Company ® Alexia Boyd Proactive Customer Dealer Advocate Aboyd61@ford.com| www.ford.com O: 866-631-3788 Ext. 79762
2023-09-15 23:29:19	PCDA Alexia Boyd (79762) OBE to CUST Hey, Great. I am happy that the repair has fixed your concern. As an offer of goodwill, I would like to offer you a Ford Protect Limited Maintenance Plan valued at $385.00, however will be free for you. Coverage will begin once the plan is processed, and you will be covered up to 3 years/45,000 miles from your current mileage; Whichever occurs first. This plan covers your scheduled maintenance like oil and filter replacement, tire rotation, and multi-point inspection. This is a prepaid plan, meaning you pay nothing for covered services. Do you approve of this offer? Upon your approval, I will begin the process to purchase this service plan on your behalf. Ford Motor Company ® Alexia Boyd Proactive Customer Dealer Advocate Aboyd61@ford.com| www.ford.com O: 866-631-3788 Ext. 79762
2023-09-18 13:41:29	PCDA Alexia Boyd (79762) IBE from CUST Yes I would like that extra coverage. Thank you so much! My current mileage is showing 21,837.4. I hope you have a great weekend! Thank you again for all your help! Christina Yeager
2023-09-18 13:56:23	PCDA Alexia Boyd (79762) OBE to CUST Good morning[redacted] Can you please confirm that [redacted] Webb, AL [redacted] is your mailing address so that I can transmit your Maintenance Plan to your VIN? Its been my pleasure assisting you. Ford Motor Company ® Alexia Boyd Proactive Customer Dealer Advocate Aboyd61@ford.com| www.ford.com O: 866-631-3788 Ext. 79762 PCDA Alexia Boyd (79762) IBE from CUST Yes mam. That is my correct mailing address. Christina Yeager
2023-09-22 21:34:06	COVERAGE CATEGORY: CCOMPLIM 0995 - USA 2023 LIMITED MAINT 36/45K-5K INTERVAL STANDARD DEDUCTIBLE:0 USDOWNER NAME: CHRISTINA YEAGEROPTIONS: EXPIRATION DATE:09/20/2026DISTANCE:67878RENTAL:0 UP TO 0 DAYS TOWING:0 USDCONTRACT SOLD BY:USA 48996ESP CONTRACT START DATE: 09/20/2023 ESP CONTRACT START DATE: 09/20/2023 CONTRACT SIGNATURE DATE: 09/20/2023. CONTRACT START DISTANCE: 21878. OWNER OF VEHICLE MUST MATCH OWNER NAME ON OASIS FOR COVERAGE TO APPLY. 9 REMAINING MAINTENANCE SERVICES

2023-09-22 21:34:57

PCDA Alexia Boyd (79762) OBE to CUST
[redacted],

Your Limited Maintenance Plan is active under your VIN. If you have not received your brochure in the mail it should be arriving any day now.
I am glad that I was able to address your concerns with your 2021 Bronco Sport. In 24 – 48 hours, you will receive an email with a survey regarding your experience with me, your Customer Experience Advocate. This survey will not be about your dealership or product concern. We value all feedback and are committed to ensuring the best customer experience for all of customers to improve overall.

Thank you being a part of the Ford family and we look forward to hearing from you!

Ford Motor Company ®
Alexia Boyd
Proactive Customer Dealer Advocate
Aboyd61@ford.com| www.ford.com
O: 866-631-3788 Ext. 79762

2023-09-22 21:37:52

Has the vehicle been repaired & returned to the customer? Yes Have you asked the customer did you resolve their issue to the satisfaction?Yes If the answer is no, it is appropriate to speak with your Sup on the next steps Did you close out all obligations you may have with the dealership (Repair $$$ assistance, rental, etc. - if necessary)?Yes Did you close out all obligations you may have with the customer (If necessary)?Yes Do you have documentation to support the customer reimbursement attached to the case?N/A Has the debit card been transmitted?N/A Do you think goodwill is appropriate in this case? Yes If you made an offer - did it tie to the physicals of the case? (rental as an example) Did you complete final repair satisfaction check? Yes Did you send the case closing email to highlight value we brought by assisting?Yes Proofread email Does email clearly state what assistance was provided to the customer?Yes Did you complete the following prior to closing (i.e. enter symptom codes, ensure VIN is attached to case, etc.)?Yes Buyback Request Did you deliver Buyback decision to the customer and communicate next steps? If request was approved, have the RAV Analyst and customer made contact? Did you follow next steps outlined in Completing an Approved Buyback Request? If request is denied, have you completed next steps outlined in Vehicle Buyback Denied? Financial Assistance Has the approval code been processed and presented? Pls. ensure verification of correct P&A code (lot of issues w/ this)

2023-09-22 21:39:51

•1. Has the vehicle been repaired & returned to the customer? Yes •2. Is the customer satisfied with the repair, if NOT, why? Yes •3. Did we resolve all the customers concerns, both initial and subsequent? If not, why?Yes •4. What was the repair and/or issue?veh was smoking •5. Did we offer any goodwill, if YES, what, if NO, why not?Yes LMP 3/45 •6. Was the customer pleased with the offer?Yes •7. Did you complete final repair satisfaction check?Yes •8. Did you advise the customer regarding the Survey?Yes •9. Did we send the thank you email confirming what assistance you/we provided for this customer?Yes •10. Did we close all obligations with the dealer?Yes •11. What do you feel the outcome of this case will be a detractor (1-3) Neutral (4) Promotor (5)? Why?5 good rapport

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 09-13-2023 CLOSED: 10-14-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Dealer NA US COMMUNICATION: Phone
CASE CLASS LV 1234: Feedback | Dealer | Negative - Service |
DEALER NAME: Garnet Ford Inc
PA CODE: 01373 DLR SALES CODE: 16027 REGION: N3 ZONE: N3B
VIN: 3FMCR9A67M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9A - BRONCO SPORT CX430 BASE
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | DE | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Battery Range | UNKNOWN | UNKNOWN
ANALYST NAME: InfaConnector-Prod OPEN ANALYST NAME: Auniqua Sipsey
COMMENTS:

2023-09-13 17:31:41	Case Number : [redacted] Customer [redacted] LTV Score :N/S Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : NA Part Number : NA Dealer Name : NA Dealer P&A : NA Dealer phone : NA VIN : 3FMCR9A67M[redacted] Year : 2021 Make : FORD Model : BRONCO Mileage :36683 Engine Specification :1.5L Dragon I3 DI TC Gas B Transmission Specification :8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-03-09 Open Recall/FSA: : 22N18REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORSESP :CESPMNEM Hotline Contact : na Warranty History [redacted]
2023-09-13 17:34:11	IBC FROM CUST [redacted] VIN: 3FMCR9A67MR[redacted] MILES: 60600 CONCERN: 2021 F BRONCO & CUST IS VERY DISAPPOINTED , CUST STATED SHE TOOK IT TO THE FORD DLR AND THEY STATED IT WAS A BATTERY CONCERN. CUST STATED SHE WAITED ON PART AT DLR, CUST STATED VEH JUST DIED WHILE CUST WAS DRIVING. CUST TOWED VEH TO DLR MULTIPLE TIMES. CUST STATED DLR IS TRYING TO VERIFY IF THE VEH WAS LOOSING CHARGE DLR STATED THAT THE CUST HAS THE WRONG BATTERY FOR HER VEH CUST WAS VERY DISAPPOINTING AND WANTED TO MAKE COMPLAINT Next steps: SUBMIT TO DEALER NA US Ford Motor Company ® Auniqua Sipsey She|Her|Hers Customer Experience Specialist Ford CX Team Asipsey@ford.com O: 866-631-3788 ext. 79866

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 09-14-2023 CLOSED: 10-12-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Clear Path to Repair |

DEALER NAME: AutoNation Ford South Fort Worth

PA CODE: 02511 DLR SALES CODE: 52009 REGION: C1 ZONE: C1B

VIN: 3FMCR9B67M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 18,853

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | No Crank | UNKNOWN

ANALYST NAME: Krishauna Carter OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-09-14 18:01:56	Ford Motor Company ® Krishauna Carter Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team kcarte74@ford.com | www.ford.com Office: 866-631-3788 ext. 79415 OBC to Dealer- UPTIME: No items Service Advisor: Brenden - DOUGHTYB@AUTONATION.COM Customer Name: [redacted] Customer Number: [redacted] CLV SCORE: 74 Is the veh there? Yes Mileage? 18853 RO# [redacted] RO date 9/14/23 Veh Concern? Veh dies and unable to start. Diagnosis: Diagnosis should be completed by EOD tomorrow. Repairs ETA: Offer delivery? rental? No loaner? No Warrantable? N/A Technician Pending or assigned? Next Steps: Reach out to dealer for diagnosis Ford Motor Company ® Krishauna Carter Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team kcarte74@ford.com | www.ford.com Office: 866-631-3788 ext. 79415
2023-09-14 20:42:59	Ford Motor Company ® Krishauna Carter Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team kcarte74@ford.com | www.ford.com Office: 866-631-3788 ext. 79415 OBC to Customer- Spoke with customer to introduce role. Customer stated he is in need a rental/loaner veh. Adv cust dealer must confirm veh repairs covered under warranty. Next Steps: Reach out to dealer for diagnosis Ford Motor Company ® Krishauna Carter Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team kcarte74@ford.com | www.ford.com Office: 866-631-3788 ext. 79415
2023-09-14 20:46:52	Case Number : [redacted] : [redacted] Home Phone : [redacted] Mobile Phone [redacted] LTV Score : 74 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : AutoNation Ford South Fort Worth Dealer P&A : 02511 Dealer phone : (817) 522-3225 VIN : 3FMCR9B67M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 18853 Engine Specification : Transmission Specification : Warranty Start Date : 2021-10-22 Open Recall/FSA: : ESP : Hotline Contact : Warranty History :
2023-09-18 21:30:04	Ford Motor Company ® Krishauna Carter Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team kcarte74@ford.com | www.ford.com Office: 866-631-3788 ext. 79415 OBC to Dealer- Spoke with Brenden - SA he stated cust may trade in the veh but diagnosis has started on veh. No clear ETA on repairs. Next Steps: Reach out to dealer for diagnosis Ford Motor Company ® Krishauna Carter Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team kcarte74@ford.com | www.ford.com Office: 866-631-3788 ext. 79415
2023-09-20 18:19:18	Ford Motor Company ® Krishauna Carter Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team kcarte74@ford.com | www.ford.com Office: 866-631-3788 ext. 79415 OBC to Dealer- Reached out to speak with SA to confirm veh repair status. No answer and left vm with contact information. PCDA will send email and portal message for update. Next Steps: Reach out to dealer for diagnosis Ford Motor Company ® Krishauna Carter Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team kcarte74@ford.com | www.ford.com Office: 866-631-3788 ext. 79415
2023-09-20 18:28:47	Ford Motor Company ® Krishauna Carter Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team kcarte74@ford.com | www.ford.com Office: 866-631-3788 ext. 79415 OBC to Customer- Reached out to speak with customer. No answer and left vm with contact information. Next Steps: Reach out to dealer for diagnosis Ford Motor Company ® Krishauna Carter Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team kcarte74@ford.com | www.ford.com Office: 866-631-3788 ext. 79415
2023-09-21 20:53:05	IBC from Name. [redacted] VIN 3FMCR9B67M[redacted] Mileage 18,000 Per cust. - Ford Bronco at dealership Auto Nation Ford , vehicle has not been repaired and requested cust to trade vehicle , cust states may get an lawyer cust spoke with GM Actions - reached out to cxs via webex and will recontact cust at earliest convenience Brennen SA vehicle repairs are completed on vehicle vehicle needed new battery, starter, alternator is ok and sent cust a text that vehicle repairs are completed and can be picked vehicle will be picked up next 30 min Next Step - no further action Ford Motor Company Tiara Douglas Customer Experience Specialist, Ford CXS Team tdougl38@ford.com | www.ford.com Office: 866-631-3788 ext. 79597
2023-09-26 22:13:56	Ford Motor Company ® Krishauna Carter Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team kcarte74@ford.com | www.ford.com Office: 866-631-3788 ext. 79415 OBC to Customer- Reached out to speak with customer. No answer and left vm with contact information. Send GWG via email. Next Steps: Send GWG via email Ford Motor Company ® Krishauna Carter Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team kcarte74@ford.com | www.ford.com Office: 866-631-3788 ext. 79415
2023-09-29 22:33:21	Ford Motor Company ® Krishauna Carter Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team kcarte74@ford.com | www.ford.com Office: 866-631-3788 ext. 79415 OBC to Customer- Spoke with customer to offer GWG and confirm veh repair satisfaction. Customer approved offer. Next Steps: Create morley case Ford Motor Company ® Krishauna Carter Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team kcarte74@ford.com | www.ford.com Office: 866-631-3788 ext. 79415

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: In Progress

OPEN: 09-18-2023 CLOSED: BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Clear Path To Repair |

DEALER NAME: Szott Ford

PA CODE: 08666 DLR SALES CODE: 48407 REGION: G2 ZONE: G2A

VIN: 3FMCR9B61M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 36,117

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | MI | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | No Crank | Always

ANALYST NAME: SYSTEM OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-09-18 19:09:11	clv: 86 wsd: 2/16/2021 vin#: 3FMCR9B61M[redacted] Uptime findings: Towing Successful Service Advisor: Julie Service Advisor's email: JCOOPER@SZOTTFORD.COM Customer [redacted] Customer Number: [redacted] CLV Score: 86 Is the veh there? yes Mileage? 36117 RO#[redacted] RO date Veh Concern? no crank no start Diagnosis: n/a Repairs ETA: n/a Offer delivery? n/a rental? n/a loaner? n/a Warrantable? n/a Technician Pending or assigned? n/a Ford Motor Company® Pasley Shaw Proactive Customer Dealer Advocate pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)
2023-09-18 19:12:14	Case Number : [redacted] Customer : Generic Contact US Ford Dealer NA CRC Business Phone : n/a Home Phone : n/a Mobile Phone : n/a LTV Score : 86 Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Szott Ford Dealer P&A : 08666 Dealer phone : 248-634-4411 VIN : 3FMCR9B61M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 36117 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-02-16 Open Recall/FSA: : 22n18 ESP : yes Hotline Contact : n/a Warranty History : 221240, 196118
2023-09-18 19:15:39	PCDA Pasley Shaw/ext.79478/ OB call to Dlr: spoke w/ Kevin in service he stated that the veh was brought in for no crank no start and parts were ordered. Kevin said I would have to get more info from SA Julie NS: send email to SA Julie to verify if repairs are warrantable Ford Motor Company ® Pasley Shaw Proactive Customer Dealer Advocate pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)
2023-09-22 18:49:02	Daija Jackson|Ext.79488|djack314@ford.com OBC to DLR: spoke with svc Kyle Kyle says that the SA Julie is out due to car accident and the tech was out on a drive. Is the vehicle at the dealer? yes Is this a Fleet vehicle? no Offer delivery? yes P&A code: 08666 Customer [redacted] Customer Number: [redacted] Customer Email: no CLV: 86 What is the vehicle concern? veh died while driving What is the diagnosis? Is there a clear path to repair? Are repairs Warrantable? What warranty are repairs covered under? Technician Pending or assigned? Repair Order #: [redacted]Repair Open date: 9/18 Mileage at RO: [redacted] Service advisor: Julie Cooper SA Email: jcooper@szottford.com Service Manager Name: scott hall SM email: shall@szottford.com Confirm vehicle repair ETA : RO Closure date: Is a loaner available: Can you set up rental provisions: Rental daily rate: Rental Line #: Next Steps: Send cust SMS Ford Motor Company ® Proactive Customer/Dealer Advocate (PCDA) Daija Jackson DJACK314@ford.com | www.ford.com office: 866-631-3788 ext.
2023-09-22 19:29:00	Daija Jackson|Ext.79488|djack314@ford.com OBC to cust: Cust say dlr advised they don't have rentals but she needs one. I advised the cust that rental assistance is available as long as repairs are warrantable and she gets a Ford rental up to $60 a day. Veh concern? pulling into a parking spot and died Is this the first occurrence? yes Need a loaner/ rental? yes Best phone number: [redacted] Mailing address: [redacted] GRAND RAPIDS, MI [redacted] Email address: [redacted] Ford Motor Company ® Proactive Customer/Dealer Advocate (PCDA) Daija Jackson DJACK314@ford.com | www.ford.com office: 866-631-3788 ext.
2023-09-27 18:24:56	Daija Jackson|Ext.79488|djack314@ford.com OBC to DLR: spoke with SA Kyle Kyle says parts on order battery and belt is there waiting for water pump. Kyle does not know if loaner/rentals are available and transferred me to rental representative. Rental representative Emily says she will put the cust on the rental/ loaner list but there is no eta. parts Mike: Mike says he ordered the part yesterday and will put in COPIS case today. RO#[redacted] P&A code: 08666 Parts Manager (First & Last): [redacted] PM Email: [redacted] Part#: HX7Z8501B Order date: 9/26 Vehicle Off Road Date: 9/18 Part Ordered Via: DOW DOW- COR/DOR#: 09276 What is the diagnosis? Is there a clear path to repair? Are repairs Warrantable? What warranty are repairs covered under? Next Steps: Update VOR Ford Motor Company ® Proactive Customer/Dealer Advocate (PCDA) Daija Jackson DJACK314@ford.com | www.ford.com office: 866-631-3788 ext.
2023-10-03 14:39:01	Daija Jackson|Ext.79488|DJACK314@ford.com COPIS Case [redacted] Update On 9/29 Michael, There is currently stock in transit to HVCs and/or the packager to cover partial emergency backorders. We have escalated your VOR e-order and will work on allocation as inventory becomes available. Thank you for your patience. Regards Ford Motor Company ® Proactive Customer/Dealer Advocate (PCDA) Daija Jackson DJACK314@ford.com | www.ford.com office: 866-631-3788 ext.
2023-10-03 15:13:33	Daija Jackson|Ext.79488|djack314@ford.com OBC to DLR: spoke with parts dave Dave says the date off of bo is 11/10. transfer to svc spoke with SM Scott What is the diagnosis? water pump leak, battery drained and hose covered w/fluid Is there a clear path to repair? yes Are repairs Warrantable? yes What warranty are repairs covered under? Powertrain Next Steps: Update VOR Ford Motor Company ® Proactive Customer/Dealer Advocate (PCDA) Daija Jackson DJACK314@ford.com | www.ford.com office: 866-631-3788 ext.
2023-10-03 15:26:39	Daija Jackson|Ext.79488|djack314@ford.com OBC to cust: I left a voicemail advising of the off BO date 11/10. Next Steps: Send cust sms Ford Motor Company ® Proactive Customer/Dealer Advocate (PCDA) Daija Jackson DJACK314@ford.com | www.ford.com office: 866-631-3788 ext.
2023-10-04 15:06:57	IBC/CUST: Customer called trying to reach her CXS[redacted] regarding rental assistance. I told customer I will reach out to[redacted] via Webex to let her know. [redacted] said she will followup with the customer Next Step: notate case. Ford Motor Company Customer Relationship Center Reginald Harvey CXS Inquiry Passenger Vehicle Team Hours 11:30 am - 8:00 pm M- F
2023-10-17 15:14:52	Daija Jackson|Ext.79488|djack314@ford.com OBC to DLR: spoke with parts Matt Matt says the water pump date off bo is 10/26 Next Steps: Update VOR Ford Motor Company ® Proactive Customer/Dealer Advocate (PCDA) Daija Jackson DJACK314@ford.com | www.ford.com office: 866-631-3788 ext.

2023-10-24 13:33:47	Daija Jackson|Ext.79488|djack314@ford.com OBC to DLR: spoke with parts Dave Dave says parts came in Friday and repair is completed. OBC to SM Scott Scott say the cust has picked up the vehicle yesterday. Next Steps: Update VOR Ford Motor Company ® Proactive Customer/Dealer Advocate (PCDA) Daija Jackson DJACK314@ford.com | www.ford.com office: 866-631-3788 ext.
2023-10-24 13:42:18	Daija Jackson|Ext.79488|djack314@ford.com OBC to cust: I left a vm for repair satisfaction Next Steps: Set follow up on 10/26 Ford Motor Company ® Proactive Customer/Dealer Advocate (PCDA) Daija Jackson DJACK314@ford.com | www.ford.com office: 866-631-3788 ext.
2023-10-26 23:32:46	Daija Jackson|Ext.79488|djack314@ford.com OBC to cust: Cust veh is driving good cust accepts the lmp Next Steps: add morley Ford Motor Company ® Proactive Customer/Dealer Advocate (PCDA) Daija Jackson DJACK314@ford.com | www.ford.com office: 866-631-3788 ext.
2023-11-02 22:23:08	Daija Jackson|Ext.79488|djack314@ford.com OBC to cust: I called to advise the lmp is added and i will close case also cust will receive survey. Next Steps: closecase Ford Motor Company ® Proactive Customer/Dealer Advocate (PCDA) Daija Jackson DJACK314@ford.com | www.ford.com office: 866-631-3788 ext.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: In Progress

OPEN: 09-19-2023 CLOSED: BUSINESS UNIT NAME: Ford

RESPONSE TEAM: OGC NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Legal | Alleged Accident/Property Damage or Fire (Visible flames) due to Product Defect | Customer not willing to work with insurance company | Requests Financial Assistance

DEALER NAME:

PA CODE: DLR SALES CODE: REGION: ZONE:

VIN: 3FMCR9B6XP[redacted] MODEL YEAR: 2023 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | | |

HOME PHONE:

SYMPTOMS: Safe & Secure | Burnt/Melted | Underhood | UNKNOWN

ANALYST NAME: SYSTEM OPEN ANALYST NAME: Michael Hsia

COMMENTS:

2023-09-19 18:54:14 IBC called in spoke with John Laria (owner of the Laria Cheverlet Buick) states his employee was taking the veh to Montrose Ford to have window fix. Employee got off the exit and stopped at a traffic light, veh engine shut off and engine was caught on fire. Employee exit the veh, veh was burnt down completely. Cust has contacted his insurance and was told to make an incident report with Ford. Next step: fill out fire qestionnaire Michael Hsia Customer Experience Specialist/FordCX Team mhsia@ford.com OFFICE: 1-866-631-3788 ext. 79916

2023-09-19 19:07:15 Has the customer filed a claim with their insurance company (Yes or No)? Yes If a claim has been filed with their insurance company, what is the status of the claim? in progress When did the vehicle catch fire? 9/18/2023 Where did the fire originate in the vehicle? Engine Was the vehicle running when the fire started? Driver saw flickering the lights on the dashboard and veh was stopped at the light Where is the vehicle currently located? At Laria Chevrolet-Buick 12 East Ohio Ave, Rittman Ohio44270 [redacted] Was a fire report filed with the fire department (Yes or No)? Yes If a fire report was filed, can you provide a copy of the report? Cust states both police and fire depts were onsite If no fire report copy is available, what is the report number, and in what city and county was the report filed? Montrose, County Summit What was the city and state where the fire occurred? Montrose, Ohio Were any injuries sustained for which the parties sought treatment? If yes, provide the first and last names of all injured parties. No Is the vehicle repairable? No Are you seeking any form of assistance from Ford Motor Company? If yes, what form of assistance (e.g., medical bill reimbursement, repair assistance, etc.)? reimbursement of the cost of the vehicle Other than the vehicle, were there any other damages? No What is the name and address of the customer's attorney (ask this question only if the customer mentions they have sought/retained an attorney)?N/A Was the vehicle running when the fire started? No What email address would you like our Office of General Counsel to send communication to regarding this matter? john@lariagm.com What mailing address would you like our Office of General Counsel to send your written response to (document the full address)? Laria Chevrolet-Buick Inc., 112 East Ohio Ave, Rittman, OH 44270

2023-09-19 19:11:30 Cust refused to give home address. He wants all communication thru his dealership.

2023-09-21 16:14:42

OGC SME MADE OBC [redacted] Owner Of Laria Chevrolet-Buick Dealer

I am part of the Legal Team Handling Callbacks for Accident/Fire related cases. I would like to let you know that the case has been reviewed and it is recommended by Ford that you stay in contact with your insurance company. If the insurance company feels that the incident was caused by a defect, They can subrogate. Your insurance company has the right to pursue claims for reimbursement against Ford. If they do pursue a claim against Ford, reimbursement will be between you and your insurance company. Ford doesn't have compensation program and is unable to provide further assistance this time.

Cust Say; I think its not right for FMC to push this to my insurance. It will make my credit rating down & penalized me. We are just thankful that no one is hurt or a dlr was not burn down.
I think FMC should take a look at this & investigate
I was trying to do this an easy way. I was thinking about buying a Local ford dlr but this is how its address, I Will have my Legal team handle this. All I want is the Amount $ 33,597 for the cost of the veh. But IF I will have my legal team handle this expect more Amount.

I want to speak to your Supervisor.

Provide Mailing Address since will Seek Legal
Ford Motor Company Product Claims Department
P.O. Box 70
Dearborn, MI 48121-0070

Customer Reached

2023-09-25 18:26:34 IBC from Name. - [redacted] Per cust. - cust requesting for update on case Actions - advised cust case in reference to fire on vehicle Next Step - no further action Ford Motor Company Tiara Douglas Customer Experience Specialist, Ford CXS Team tdougl38@ford.com | www.ford.com Office: 866-631-3788 ext. 79597

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 09-20-2023 CLOSED: 09-28-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Truck Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | |
DEALER NAME: Town & Country Ford
PA CODE: 29584 DLR SALES CODE: REGION: S1 ZONE: A04
VIN: 3FMCR9C62N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 16,000
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | AL | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Lack/Loss of Power | Not Listed | UNKNOWN
ANALYST NAME: Dajah Parish OPEN ANALYST NAME: Dajah Parish
COMMENTS:
2023-09-20 17:42:59

Case Number : [redacted]
Customer : [redacted]
Business Phone :
Home Phone : [redacted]
Mobile Phone : n/a
LTV Score : 97
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number :: n/a
Part Number :: n/a
Dealer Name : Town & Country Ford
Dealer P&A : 29584
Dealer phone : 615-865-1280
VIN : 3FMCR9C62N[redacted]
Year : 2022
Make : Ford
Model : Bronco Sport
Mileage : 16000
Engine Specification :1.5L Dragon I3 DI TC Gas B
Transmission Specification :8 Speed Auto Transmission 8F35
Warranty Start Date : 2022-05-21
Open Recall/FSA: :

22N18REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORSESP : n/a
Hotline Contact :n/a
Warranty History [redacted]

2023-09-20 18:05:42

CXS – Dajah Parish
Dparish7@ford.com
866.631.3788 Ext. 79127

CXS – Dajah Parish
Dparish7@ford.com
866.631.3788 Ext. 79127

IBC to CXS

CXS received an IBC from BEV team stating that CUST POSSIBLY requesting a BB. CUST stated that in July he took his VEH in and they diagnosed it for the upper control panel. CUST stated that the engine would stop and would not restart. CUST stated that this would happen intermittently. CUST stated that he then took his VEH to the DLR and they replaced the battery. CUST stated that the sunroof needed an upper control panel.
CUST stated that he then received an error message for the lane assist, and collision. CUST stated that he purchased the VEH for his Daughter. CUST stated that mechanics left the coolant cap off causing the VEH to overheat. CUST mentioned a AC unit concern
CUST stated that he does not believe that the Ford DLR is collectively repairing the VEH.

Per DLR

SM Charlie
SA Caulin

SA Caulin stated that the VEH has not been diagnosed yet.

Next Steps: F/U with CUST and DLR

Ford Motor Company ®
Customer Experience Specialist – TRUCK CONCERN
Dajah Parish
Dparish7@gmail.com | www.ford.com
Office: 866-631-3788 EXT (79127)
Monday – Friday 9:00 a.m. to 5:30 p.m.

2023-09-25 19:43:53

CXS – Dajah Parish
Dparish7@ford.com
866.631.3788 Ext. 79127

CXS – Dajah Parish
Dparish7@ford.com
866.631.3788 Ext. 79127

OBC to DLR

CXS contacted DLRSHIP twice with no answer.

Next Steps: Follow up with DLR.

Ford Motor Company ®
Customer Experience Specialist – TRUCK CONCERN
Dajah Parish
Dparish7@gmail.com | www.ford.com
Office: 866-631-3788 EXT (79127)
Monday – Friday 9:00 a.m. to 5:30 p.m.

2023-09-26 16:21:09

CXS – Dajah Parish
Dparish7@ford.com
866.631.3788 Ext. 79127

CXS – Dajah Parish
Dparish7@ford.com
866.631.3788 Ext. 79127

OBC to DLR @[redacted]

CXS was advised that the VEH was repair was completed on Friday.

Next Steps: Follow up with CUST

Ford Motor Company ®
Customer Experience Specialist – TRUCK CONCERN
Dajah Parish
Dparish7@gmail.com | www.ford.com
Office: 866-631-3788 EXT (79127)
Monday – Friday 9:00 a.m. to 5:30 p.m.

2023-09-26 16:24:36

CXS – Dajah Parish
Dparish7@ford.com
866.631.3788 Ext. 79127

CXS – Dajah Parish
Dparish7@ford.com
866.631.3788 Ext. 79127

OBC to DLR @[redacted]

CXS left the CUST a VM to inquire about VEH repairs.

NexT Steps: Follow up with CUST

Ford Motor Company ®
Customer Experience Specialist – TRUCK CONCERN
Dajah Parish
Dparish7@gmail.com | www.ford.com
Office: 866-631-3788 EXT (79127)
Monday – Friday 9:00 a.m. to 5:30 p.m.

2023-09-26 16:29:21

From: Parish, Dajah (D.)
Sent: Tuesday, September 26, 2023 11:29 AM
To: [redacted]
Subject [redacted]

I'm sorry I was unable to contact you today regarding your case [redacted] I am happy to learn you have picked up your vehicle and hope that you are pleased with the repairs. I also would like to offer you a maintenance plan at no cost to cover you. It covers your oil and filter changes, tire rotation, and multi-point inspection. If you have any further concerns related to your case, please call me back at 1-866-631-3788 EXT 79127 or reply to this email. We appreciate the opportunity to serve you and for being a loyal Ford customer.

Ford Motor Company ®
Customer Experience Specialist – TRUCK CONCERN
Dajah Parish
Dparish7@gmail.com | www.ford.com
Office: 866-631-3788 EXT (79127)
Monday – Friday 9:00 a.m. to 5:30 p.m.

CASE ATTACHMENTS:
2023-09-26 16:41:24 Dajah Parish



Ford Motor Company

CASE CLOSURE CHECKLIST

Detailed List to be Completed Prior To Case Closure

	Timing for Completion	Completed
All Cases		
Has the vehicle been repaired & returned to the customer?		Yes.
Have you asked the customer did you resolve their issue to the satisfaction?		Yes.
If the answer is no, it is appropriate to speak with your Sup on the next steps		Yes.
Did you close out all obligations you may have with the dealership (Repair $$$ assistance, rental, etc. - if necessary)?		Yes.
Did you close out all obligations you may have with the customer (If necessary)?		N/A
Do you have documentation to support the customer reimbursement attached to the case?		N/A
Has the debit card been transmitted?		N/A
Do you think goodwill is appropriate in this case?		N/A
If you made an offer - did it tie to the physicals of the case? (rental as an example)		n/a
Did you complete final repair satisfaction check?		Yes.
Did you send the case closing email to highlight value we brought by assisting?		Yes.
Proofread email		Yes.
Does email clearly state what assistance was provided to the customer?		Yes.
Did you complete the following prior to closing (i.e. enter symptom codes, ensure VIN is attached to case, etc.)?		Yes.
Buyback Request		
Did you deliver Buyback decision to the customer and communicate next steps?		N/A
If request was approved, have the RAV Analyst and customer made contact?		N/A
Did you follow next steps outlined in Completing an Approved Buyback Request?		N/A
If request is denied, have you completed next steps outlined in Vehicle Buyback Denied?		N/A
Financial Assistance		
Has the approval code been processed and presented?		n/a
Pls. ensure verification of correct P&A code (lot of issues w/ this)		n/a

CASE NUMBER[redacted] STATUS: Resolved
OPEN: 09-21-2023 CLOSED: 09-29-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION:
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has not been to Dealer |
DEALER NAME: Capital Ford of Wilmington
PA CODE: 09844 DLR SALES CODE: 21354 REGION: S2 ZONE: S2C
VIN: 3FMCR9B69M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 55,113
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | SC | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Lack/Loss of Power | Not Listed | UNKNOWN
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Sonny Borja
COMMENTS:

2023-09-21 19:40:21

Registered Owners Name[redacted]; Callers Name[redacted]; Relationship to registered owner: Subsequent Owner VIN: 3FMCR9B69M[redacted]Email:[redacted], Concern: Customer stated the car shut off at a light with no power. Power to the car completely shut off and it was towed to DLR and they have not diagnosed their vehicle yet. Car was jumped by customer but car was still running rough. DLR mentioned they needed a new battery. DLR mentioned they may have a transmission issue as well but the DLR doesnt have capacity to fix vehicle. So they towed it to Capitol Ford of wilmington Location Of Vehicle: Capitol Ford of Wilmington Service Advisor/Manager: Jason Underwood Rental/Loaner: No Callers/Customer Expectation: Wants FIN assistance Meets CLP Guidelines: CLV 81, 54k miles, 2021 Ford Next Steps: Mileage: 55000 Survey Reminder: Sonny A. Borja Ford Motor Company ® He/Him/His Customer Experience Specialist Specialist, Ford CX O: 866-361-3788 ext. (1456179014) sborja3@ford.com |Concern

2023-09-21 20:04:01

· RO#[redacted]
· RO Open date: 09/21/23
· RO Close date:
· Line Item: A, Customer states vehicle runs rough and engine light comes on and off.
· Mileage at RO Open: 55113
· Is the vehicle at the dealership? Yes
· Service Managers email address:
· Is the customer in a rental/loaner? If so, who is paying: No
· What is the current vehicle concern? Customer vehicle runs rough and engine light is on and off
· Is there a diagnosis for the concern? Alternator may be the main issue but DLR states belt is frayed. Also believe there may be more issue such as transmission shudder
· Recommended repair? Replace alternator and belts
· Should goodwill be considered? (If this vehicle was covered under 3/36 or Power Train, would this be a warrantable repair
?), (Is this a business case) Yes
· Has there been any contact with Tech Hotline for multiple repair attempts, lack of progress or unable to duplicate?
· Are there any parts delays? If so, what are the VOR Copis case numbers associated?

Parts amount: 683.10 + 49.50
Labor Amount: 657.65
Total amount: 1390.25
Warranty Rate: $187.90 per hour

Sonny A. Borja
Ford Motor Company ®
He/Him/His
Customer Experience Specialist
Specialist, Ford CX
O: 866-361-3788 ext. (1456179014)
sborja3@ford.com |Concern

2023-09-26 15:36:57

IBC-CUST seeking update on case from CXS.I let cust know that you will call back. cust states veh repair is completed and needs to know about fin assist

CXS case manager was unavailable via webex and left message cust seeking callback w/ update.

CXS advised cust that CXS unavailable and that message left internally and on case for callback and that f/u scheduled for 9/27.

Next Step: no further actions.

Donnell Fairley
Customer Experience Specialist/ Ford Truck Concern Team
Ford Motor Company ®
O: (866) 631-3788 ext. 79315
E: dfairle3@ford.com | www.ford.com
Monday-Wednesday, Friday-Saturday 7:00am-3:30pm

2023-09-26 17:28:26

IBC [redacted]
[redacted]
Verified
[redacted]
Customer said that the vehicle is going to be completed today and she is asking for CXS to let her know about the FA % WebEx [redacted] is on the line and demanding to speak to youshe said that the vehicle is ready today

2023-09-26 19:37:10

OBC to customer we did 50/50% for repairs and will now look for ETA on repairs. Sonny A. Borja Ford Motor Company ® He/Him/His Customer Experience Specialist Specialist, Ford CX O: 866-361-3788 ext. (1456179014) sborja3@ford.com |Concern

2023-09-27 13:05:44

OBC to DLR stated ETA for repairs will be completed today. Conduct FAR Sonny A. Borja Ford Motor Company ® He/Him/His Customer Experience Specialist Specialist, Ford CX O: 866-361-3788 ext. (1456179014) sborja3@ford.com |Concern

2023-09-27 16:00:58

IBC:
[redacted]
Needs to talk to Sonny CXS customer said she is at the dealership to pick up vehicle and the dealership will not release vehicle with out the approval code
Webex message sent
[redacted] is on the line she is at the dealership trying to pick up she said they need the approval code to release vehicle
your follow up is 10/4 the vehicle is ready for pick up sent email

OBE: To: Borja, Sonny (S.)
Cc:Ajah, Charleis (C.)
Good morning,
The customer is at the dealership to pick up, however the dealership will not release the vehicle without the approval code I sent a Webex message and documented the case. I informed the customer follow up appt is set for 10/4 she said that is too long away and would like a call back while she is at the dealership so you can give them the approval code and she can take her vehicle. Thank you
Leah Lowe
Ford Motor Company ®
llowe24@ford.com
Office: 866-631-3788 ext.79343
Customer Experience Specialist- Case Manager ,
7am-3:30pm CSXNO SMS -

2023-09-27 16:15:33

IBC FROM CUST

cust had questions about her case and wanted to speak with agent. cust disconnected call while sending webex

next steps: notate case, webex agent

Ford Motor Company ®
Customer Experience Specialist/ Ford CX Team
ashley wilson
SheHer
(866) 631-3788 ext.
awils298@ford.com | www.ford.com

2023-09-27 16:35:40

IBC from cust seeking to get a hold of her agent as her veh is ready sent webex, agent unavailable, Cust informed that agent will reach out to dlr to provide approval code once cut, Line dropped, as cust was on hold Next Steps: Document Recontact Ford Motor Company ® Ashanti Johnson | Customer Experience Specialist | Houston CRC 866.631.3788 x 79788 ajohn708@ford.com | www.ford.com Mon-Thu Sat 10:30AM to 07:00PM CST

2023-09-27 16:45:17

Dawneisha McNeill McNeill/Ext.79559/DTAYL409@FORD.COM:) IBC from custome [redacted] What are you seeking from Ford?customer is trying to get an approval code for fin assist customer stated she called 3 times to speak to her agent Sonny B ext 79014. Next Steps:CXS send an message to agent via webex and send and email to sup and customer

2023-09-27 16:45:31

From: McNeill, Dawneisha (D.) Sent: Wednesday, September 27, 2023 11:43 AM To: Borja, Sonny (S.) Cc: Ajah, Charleis (C.) Subject: [redacted] called in 3 times requesting to speak to you. Customer is at the ford dealership and her vehicle is ready for pick up. Dealer needs the approval code please reach out to customer asap.

2023-09-27 16:53:43

IBC FROM CUST

cust requesting to speak with the agent, vehicle is completed, 9/27. dlr is needing approval code before they can release the vehicle

obc to dlr:
spoke with sa ryan, went over the fin assist details and they are correct, needing approval code

next steps: notate case, webex agent and sup AND SENT EMAIL

Good morning,

Customer [redacted]S called in 5 times requesting to speak to you. Customer is at the ford dealership and her vehicle is ready for pick up. Dealer needs the approval code please reach out to customer asap.

Ford Motor Company ®
Customer Experience Specialist/ Ford CX Team
ashley wilson
SheHer
(866) 631-3788 ext.
awils298@ford.com | www.ford.com

2023-09-27 17:33:09

CXS Mallesia Hammond ext/79600/MHAMMO67 @FORD.COM ibc from a customer she needs to speak to supervisor she has not got a response in hou[redacted]repair has been done he has been at the dealer for a hour and the cxs was suppose to call the dealer for approval code and she has been waiting and calling for hours she has a job to get back too she has been sitting up there the cxs told her everything was going to be taken care of she is 1 hour away form her house they cant release the car until she gets approval customer is requesting supervisor Next Steps: case documented Ford Motor Company Mallesia Hammond Customer Experience Specalist MHAMMO67@Ford.com Office: 1.866.631.3788 Ext. 79600

2023-09-27 17:46:04

Approval Code[redacted] in the amount of $695.13

2023-09-27 18:08:17

Car completed and now offer GWG premium care plan Sonny A. Borja Ford Motor Company ® He/Him/His Customer Experience Specialist Specialist, Ford CX O: 866-361-3788 ext. (1456179014) sborja3@ford.com |Concern

2023-09-28 04:38:33

Supervisor review: Approve to close case.

2023-10-04 17:50:36

Transmitted ESP in Morley

CASE NUMBER[redacted]

2023-10-12 15:14:12

Case Audit

Ford Motor Company ®
Dolly Albizu- Lead Advocate

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 09-22-2023 CLOSED: 10-11-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Vehicle Loyalty Allowance |
DEALER NAME: Loganville Ford
PA CODE: 09566 DLR SALES CODE: 21472 REGION: S1 ZONE: S1A
VIN: 3FMCR9B66M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 25
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | GA | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Stalls/Quits | At Idle | Intermittent
ANALYST NAME: Alexia Boyd OPEN ANALYST NAME: SYSTEM
COMMENTS:

2023-09-22 13:49:40	Case Number [redacted] Customer : [redacted] Business Phone : [redacted] Home Phone [redacted] Mobile Phone [redacted] LTV Score : 96 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Loganville Ford Dealer P&A : 09566 Dealer phone : 770-554-9994 VIN : 3FMCR9B66M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 25941 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-11-06 Open Recall/FSA: : 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS ESP : N/A Hotline Contact : N/A Warranty History : Customer CommentsCUSTOMER STATES HAS A COOLANT LEAK Tech CommentsVERIFIED CONCERN LOW COOLANT IN RESERVOIR PRESSURE TEST COOLING SYSTEM FAILED REPLACED WATER PUMP DUE TO LEAKING COOLANT TEST DRIVE RETEST PASSED
2023-09-22 14:32:54	IBC: from customer He wants to get an update on if he is getting a help on getting a new vehicle. I advised him to stay in contact with the dealer for updated info. Ford Motor Company ® Customer Relationship Center – Truck Team CXS: Michael Sampy CXS: msampy1@ford.com | www.ford.com office: 866-631-3788 ext.: 79281 office Hours: Mon.-Fri. 8am-4:30pm CST
2023-09-22 15:10:56	PCDA Alexia Boyd (79762) OBPM to DLR Good morning, What assistance is needed for this customer on this case? Ford Motor Company ® Alexia Boyd Proactive Customer Dealer Specialist aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Fri from 8am-4:30pm CST
2023-09-22 18:39:18	*WEB*this customer is looking to get trade assistance to purchase a new vehicle due to the stalling problem and no repair in sight
2023-09-22 18:53:42	PCDA Alexia Boyd (79762) OBPM to DLR The customer is looking for trade assistance to purchase another vehicle due to the vehicle they have stalls out and leaves them stranded and they have lost faith in the vehicle. We have an open case and have been working with our FSE and have not been able to repair the vehicle
2023-09-22 18:55:34	PCDA Alexia Boyd (79762) OBPM to DLR Can you please fill out the following information? Customer Information Name(s) on the Title: Enter the owner's name as it appears on the title. Address: Enter Street Number Street Name Apt, Suite Enter City, ST. Zip Code Email Address: Enter Email Address Customer is Select purchasing or leasing the vehicle. Vehicle Information VIN: Enter VIN Current Mileage: Enter current mileage Ownership Status/ Type of Purchase: Select New, Used, CPO, Private sale, or Gift Purpose of vehicle: Select personal or business # Vehicles registered to the business. (If yes to business) Purchase Date: Enter month, date, year Mileage at Time of Purchase: Enter Mileage State Information State Where Purchased: Enter State State Where Registered: Enter State Dealer Information Purchased from Dealer? Select Yes or No Dealership (if yes): Enter the name of the dealership. Primary Reason for Repurchase: Enter primary reason the customer wants the vehicle repurchased. Is there a current concern with the vehicle? Enter Yes or No What is the repair status of the vehicle? Obtain this information from the customer Were repairs completed for this concern at multiple dealerships? (If yes): Obtain names of dealerships and location. (CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? Enter Yes or No
2023-09-26 16:23:37	PCDA Alexia Boyd (79762) IBPM from DLR I suggest you contact the customer to gain this information. I have no way of knowing some of that information. We are just trying to assist our customer to get a vehicle they can trust to drive.
2023-09-26 16:24:44	PCDA Alexia Boyd (79762) OBPM to DLR Good morning, Please ask the customer those questions so that I can progress the case. Ford Motor Company ® Alexia Boyd Proactive Customer Dealer Specialist aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Fri from 8am-4:30pm CST
2023-09-27 15:39:39	*WEB*Please see the customer info in the portal message requested so we can proceed with our customer
2023-09-27 19:00:29	Name(s) on the Title [redacted] Address: Enter Street Number Street Name Apt, Suite Enter City, ST. Zip Code [redacted] Loganville, GA [redacted] Email Address: [redacted] Customer is Select purchasing or leasing the vehicle. Purchasing VIN: 3FMCR9B66M[redacted] Current Mileage: 25941 Ownership Status/ Type of Purchase: Select New, Used, CPO, Private sale, or Gift New Purpose of vehicle: Select personal or business Personal Purchase Date: Enter month, date, year Mileage at Time of Purchase: Enter Mileage Purchase date: 11/06/2021 Mileage at time of purchase: 12 State Information State Where Purchased: Georgia State Where Registered: Georgia Dealer Information Purchased from Dealer? Yes Dealership (if yes): Loganville Ford Primary Reason for Repurchase: The vehicle has a recurring, unresolved defect. The engine unpredictably shuts down in the roadway, in traffic, and cannot be restarted until approximately 15-20 minutes have elapsed, which is a safety concern. This has happened on three different occasions. The most recent incident almost brought another motorist to the point of road rage (yelling and screaming at my wife to get the vehicle off the roadway). Is there a current concern with the vehicle? Yes. The vehicle is at the dealership for the third time due to the unresolved defect stated above. The repair technicians are unable to identify the cause of the safety concern, and thus unable to repair it in order to prevent it from happening again. What is the repair status of the vehicle? The vehicle has been at the dealership (Loganville Ford) since September 5. The cause of the defect has not been identified. Were repairs completed for this concern at multiple dealerships? The vehicle has been taken to Loganville Ford each time. No other dealership.
2023-09-29 10:57:59	*WEB*Can we get an update on this case please? Thank you

2023-09-29 13:55:16	PCDA Alexia Boyd (79762) OBPM to DLR Good morning, At this time this case is currently under review. Ford Motor Company ® Alexia Boyd Proactive Customer Dealer Specialist aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Fri from 8am-4:30pm CST
2023-09-29 17:17:53	Checked historical and OGC VIN status: (None) NAVIS verified ownership status: (Original) Ford Motor Company ® Megan Adler Support Team, Ford CX Team Madler7@ford.com | www.ford.com Monday – Friday 9:00 AM to 5:30 PM Eastern ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **
2023-09-29 19:17:23	NCBRT Megan Made OBC to DLR LOGANVILLE FORD @ 770-554-9994 Spoke with Dlr rep attempted to transfer line continues to ring no response, no vm. Brian Clark-SA adv the veh is still with them this is the 3rd attempt to repair cust concern but have not been able to duplicate the issues as it does not present itself when they have the veh. RO[redacted] -Last 8 of the VIN: MR[redacted]) -RO open dates: 9/5 -RO close dates: TBD -Open mileage: 25941 -Veh Concern came to a stop then started to accelerate and veh staled after 10 min veh started back and had electrical power happen to them 3 times now. -Diagnosis: no repair unable to duplicate concern RO[redacted] RO OPEN:7/26/23 RO CLOSED: 8/4/23 Milage: 24789 R[redacted]O OPEN:6/24/23 RO CLOSED: 6/27/23 MILAGE: 24444 Ford Motor Company ® Megan Adler Support Team, Ford CX Team Madler@ford.com | www.ford.com Monday – Friday 9:00 AM to 5:30 PM Eastern ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **
2023-09-29 19:32:28	After review, vehicle may meet State guidelines for buyback/replacement criteria for GA. Talking Points: -GFR sent over for (second) review -Review notes in milestone -Focus on getting vehicle repaired -Recommend the dealer to work with Hotline Ford Motor Company ® Megan Adler Support Team, Ford CX Team Madler7@ford.com | www.ford.com Monday – Friday 9:00 AM to 5:30 PM Eastern ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **
2023-10-02 14:57:18	*WEB*We have been working with hotline. This safety concern is interm and has not been duplicated. Please update asap as the customer is losing his patience. Thank you.
2023-10-03 13:31:32	COM Support Team Buyback Approved
2023-10-03 16:37:35	BRT uploaded to Morley Ford RAV Case Transmission CASE NUMBER:[redacted] BRT set disposition to RAV and closed BB Milestone. CXS/CSM will advise CUST to expect RAV contact within 3-5 business days and set follow-up accordingly to verify RAV contacted the CUST. Ford Motor Company ® Rosemary M. Badillo/Specialist Non-Californian Buyback Review Team/Ford CX Team *** NOT A CUSTOMER FACING AGENT *** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER ***
2023-10-05 21:18:55	PCDA Alexia Boyd (79762) OBPM to DLR Good afternoon, The buyback request for this customer has been approved. The Reacquired Vehicle Team will reach out to the customer withing 3-5 business days. Ford Motor Company ® Alexia Boyd Proactive Customer Dealer Specialist aboyd61@ford.com | www.ford.com Office: 866-631-3788 ext. 79762 E-Fax: 8886359545 Mon-Fri from 8am-4:30pm CST

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 09-22-2023 CLOSED: 09-26-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Exec Liaison NA CRC COMMUNICATION: Email
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria
DEALER NAME: Ted Britt Fairfax Ford
PA CODE: 00048 DLR SALES CODE: 27042 REGION: N4 ZONE: N4A
VIN: 3FMCR9B66M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | VA | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | Always
ANALYST NAME: Felicia Cofield OPEN ANALYST NAME: Felicia Cofield
COMMENTS:

2023-09-22 13:41:24

Executive Liaison
Email Addressed to Felicia Cofield

Customer writes:

Hi Felicia,

Just writing this email as a heads up that I am 99% certain my alternator is busted. All electrical systems come on but the engine is clicking and jumping the battery did not work. Ford Roadside Assistance just picked up the car for tow and is taking to Ted Britt Ford in Fairfax, VA.

My first concern is that I was told my appointment has been set for 10am on Friday, but no service rep is available to speak with me because they all leave at 4pm? So at this point, I do not have my car or any mode of transportation. My appointment is not until 10am on Friday, so they will not even evaluate the issue until then. How should I get to and from work or anywhere else I need to be? Is Ford going to reimburse me for transportation costs?

I am so exhausted of this vehicle having issues not caused by myself and then having to stress about additional costs just to be able to live my life, including something as simple as going to and from work.

What can you do to help?

Thank you,
[redacted]

2023-09-22 14:01:37

Update
OBC to dealer

EL called and spoke with the Service Receptionist. EL confirmed the dealer does not have any loaners available. The dealer also does not have third party relationships with a rental car company.

2023-09-22 14:04:57

Update
OBC to customer

EL called and acknowledged customers email. Customer stated his vehicle has been towed to the dealership and he has an appointment today to have the vehicle diagnosed. Customer stated the dealer may have his vehicle until Monday or Tuesday next week and he needs a rental. EL informed customer Ford will cover up to $50 per day towards the rental excluding fuel and insurance. EL advised customer will need to submit a receipt for reimbursement. Per customer okay.

2023-09-22 14:06:38

Update
OBC to dealer

EL called and left a voicemail for SM Anthony inquiring if the customer can submit his receipt to the dealer for his rental and Ford will refund the dealer to reimburse the customer. EL provided direct contact information for call back.

2023-09-22 14:08:48

Update
IBC to dealer

EL received call from Anthony advising the customer can submit his receipt and if Ford refunds the dealer they will reimburse the customer. EL also asked if and email can be sent including the diagnosis. Per Anthony yes. EL will email Anthony @ angai@tedbritt.com

2023-09-22 14:11:26

Update
OBEM to dealer (Anthony)

Good Morning Anthony,

Per our conversation please provide the diagnosis for the customers vehicle once you have it.

Thank you,

Felicia Cofield
Ford Executive Offices
Ford Motor Company
Fcofiel2@ford.com
313.337.9717

2023-09-22 14:33:36

Update
IBEM from dealer

Felicia,

Good news is we just got it in the shop and it needs an alternator. We'll have it done by the end of the day.

Anthony Ngai
Service Manager
Ted Britt Ford Fairfax
703-218-4662
ANGAI@TEDBRITT.COM

2023-09-22 14:35:22

Update
OBC to customer

EL called and spoke with customer. EL advised per dealer the alternator needs to be replaced and the vehicle will be ready by the end of the day. Per customer stated he just got off the phone with the dealer. Customer stated he will not need the rental. EL asked if customer will contact EL back and advise once the repairs are complete. Per customer yes.

2023-09-26 17:05:19

Update 9/25/23
IBEM from customer

Hi Felicia,

Update is that the part arrived late and they will not complete repairs until Mid Day Monday most likely. Funny enough, they now have a loaner to provide me.

I'll let you know once the repairs are done and I have my vehicle back.

Appreciate your support.

Thank you,
[redacted]

2023-09-26 17:08:24

Update
OBC to customer

EL called and left a voicemail inquiring if the customer has picked up his vehicle from the dealer. EL provided direct contact information for customer to call back.

2023-09-26 18:17:24

Update
IBC from customer

EL received call from customer advising his vehicle is fixed and was picked up yesterday. Customer stated he is all set and thanked EL for assisting.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 09-26-2023 CLOSED: 10-10-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Elder Ford of Tampa
PA CODE: 04615 DLR SALES CODE: 24208 REGION: S3 ZONE: S3B
VIN: 3FMCR9C62M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | FL | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Stalls/Quits | At Idle | Intermittent
ANALYST NAME: Brandy Anderson OPEN ANALYST NAME: Claire Wittbracht
COMMENTS:
2023-09-26 17:37:36

Thanks for the reply. The VIN is 3FMCR9C62M[redacted]. Current mileage is at 23k. The issue just started last week. At a red light the vehicle shuts off and displayed “system off to save battery” and will not restart. The only way to start it again is to jump the battery, which is odd because the battery has been tested and is fine.

It was seen at Elder Ford in Tampa but did the same thing after leaving. It is back there currently. Thanks.

Mon 4:34 PM

Good afternoon [redacted]! My name is Claire and I'm a social media specialist for Ford. I appreciate your taking the time to reach out to us here on Instagram to share these additional details and your VIN.
I'd like to do a little more research on this for you. First, I’ll need you to provide a few details for verification purposes. Would you please confirm your full name, the full name of the vehicle's registered owner and your relationship to them (if you yourself are not the registered owner), your zip code, phone number, email, and your preferred contact method?
Claire
Ford Social Media Team

9:27 AM

Thanks Claire. My full name is [redacted]. The registered owner is my wife, [redacted]. Our zip code is [redacted]. My phone number is [redacted] and my email address is [redacted] Email would be the preferred contact method. Thanks!

1:37 PM

Thanks for confirming all that information for me, Chris! I've compiled this information into a case that I'll be escalating to one of our Customer Experience Specialists (CXS) who works daily with your dealership's management team. The CXS has access to all our resources and will use them to assist you and your dealership regarding your situation. They will receive the information you have just provided me and will do a thorough review on your behalf. You can expect to hear back within 1 business day. The case number that I have established for you today is C[redacted].
Claire
Ford Social Media Team

2023-09-26 17:38:19	
	CONTACT CUSTOMER DELEGATE HUSBAND [redacted] VIA EMAIL [redacted]>
2023-09-26 23:03:10	Case Number : [redacted] Customer : [redacted] Business Phone [redacted] Home Phone : [redacted] Mobile Phone : NA LTV Score : 78 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : NA Part Number : NA Dealer Name : Elder Ford of Tampa Dealer P&A : 04615 Dealer phone : 813-933-6571 VIN : 3FMCR9C62M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 25.000 Engine Specification : Transmission Specification : Warranty Start Date : 2022-03-04 Open Recall/FSA: : 22S21 22S73 ESP : NA Hotline Contact : NA Warranty History : yes
2023-09-26 23:08:04	Customer called in said the vehicle just shuts off and wont start unless you jump it they have tested the battery no issues OBC-DLR they are closed close at 6 emailed customer Anderson, Brandy (B.) [redacted] Good evening, I have reached out to the dealership but they are closed for the evening. I will follow up to get the vehicle status on 9/29 if you need anything before then please reach out to me I will be handling the case till the vehicle is repaired. Have a great evening! next steps- 9/29 get vehicle status and RO info Respectfully, Ford Motor Company ® CXS Brandy Anderson Customer Experience Specialist, SUV Team bande258@ford.com |www.ford.com office: 866-631-3788 ext.79025 M-F 8:30-5:00 .
2023-09-29 21:36:56	Anderson, Brandy (B.) [redacted] Good Evening, I will reach out on 10/02 as I have not gotten any updates yet from the dealership. Have a great weekend! next steps- 10/02 need RO info and vehicle status Respectfully, Ford Motor Company ® CXS Brandy Anderson Customer Experience Specialist, SUV Team bande258@ford.com |www.ford.com office: 866-631-3788 ext.79025 M-F 8:30-5:00 .
2023-10-02 20:09:34	OBC-SA Nichole Dobbs nicoledobbs@lithia.com left VM and emailed SA Anderson, Brandy (B.) nicoledobbs@lithia.com Good Afternoon, I am inquiring about mutual customer vin# MR[redacted] Alison Holme Please provide the following info PA code- RO- Date- Mileage- What is the vehicle issues- OBC- left VM W/update Next steps- 10/04 see if we have any updates from the DLR on vehicle status Respectfully, Ford Motor Company ® CXS Brandy Anderson Customer Experience Specialist, SUV Team bande258@ford.com |www.ford.com office: 866-631-3788 ext.79025 M-F 8:30-5:00
2023-10-03 13:47:19	email from DLR Nicole Dobbs Anderson, Brandy (B.) Good afternoon, PA code- 04615 RO- [redacted] AND [redacted] Date- 9/22/23 AND 9/23/23 Mileage- 23696 AND 23703 What is the vehicle issues- RO#1[redacted] GUEST STATES THE VEHICLE NEEDS TO BE JUMP STARTED VERIFIED CUSTOMERS CONCERN THAT THE VEHICLE HAS TO BE JUMP STARTED CHECKED FOR DTCS FOUND DTC U3003 FOR BATTERY VOLTAGE. FOUND SSM 51254 FOR NO CRANK NO START AND OR BLANK IPC/ SYNC TOUCH SCREEN, PERFROMED THE SOFTWARE UPDATE TO THE GWM TO THE LATEST VERSION CLEARED DTCS, PERFROMED BATTERY TEST WITH THE ROTUNDA TESTER WHICH PAESSED, RETEST, CHECKED AND VERIFIED REPAIR. CP 14F642 (LO 12651D37 .2, 12650D .2 12650DX1 .1, 10654C .2) CC 04 X9 RO#[redacted] GUEST PICKED UP VEHICLE AND IT TURNED OFF WHILE SITTING AT A RED LIGHT 12651D45 .3, 12651DX1 .1, 10654C .2, 10654C1BB .1 VERIFIED CUSTOMERS CONCERN THAT THE VEHICLE WOULD NOT START UP, CHECK FOR DTCS FOUND DTC U3003. BEFORE PERFORMED PPT, PERFORMED BATTERY CONDITION TEST WITH THE ROTUNDA TESTER, THE BATTERY PASSED TEST. THEN REFERRED TO WSM FOR BATTERY VOLTAGE CIRCUIT VOLTAGE BELOW THRESHOLD PPT A A1-YES A2-YES A3-NO A4-YES A5-YES A6-YES A9-YES A11-NO THE SYSTEM IS OPERATING CORRECTLY AT THIS TIME. THE CONCERN MAY HAVE BEEN CAUSED BY LOOSE OR CORRODED CONNECTOR. PERFORMED BMS REST, TEST DROVE VEHICLE AND VERIFIED REPAIR. (CP- 10654) (LO- 12651D45 .3, 12651DX1 .1, 10654C .2, 10654C1BB .1) (CC- 42) Nicole Dobbs Service Advisor
2023-10-04 18:46:19	OBC-DLR Nicole wasnt available sent email for vehicle status Anderson, Brandy (B.) Nicole Dobbs Good Afternoon, I got your email but what is the status of the vehicle being repaired for the issues please? emailed customer Anderson, Brandy (B.) [redacted] Good Afternoon, I heard back from Nicole on what the issue are for the vehicle but she didn't give me status of the vehicle repairs so I have emailed her and waiting for an update. I will advise as soon as I hear back. Next steps- 10/06 get repair status Respectfully, Ford Motor Company ® CXS Brandy Anderson Customer Experience Specialist, SUV Team bande258@ford.com |www.ford.com office: 866-631-3788 ext.79025 M-F 8:00-4:30
2023-10-04 19:06:07	email from DLR the repair is done Nicole Dobbs Anderson, Brandy (B.) completed as the guest has her vehicle back repaired. -Nicole OBC-Customer left VM and sent email I tried calling you and left a voicemail I heard back and she said the repair was complete. I want to make sure you are Happy with the repair? I also wanted to give you a free extended service plan for maintenance for up to 45.000 miles from the current miles. Please just advise if you are happy with the repairs and if you accept the ESP I will get that processed and it will be under the vin# by end of next week. Have a great day! email back from customer Hello, I have received the vehicle back into my possession. Im not sure the shop had a true diagnosis for the issue but after receiving it back for the second time, it does appear to be working properly again. They told me they "updated the system". Great! Just let me know if you would like the ESP? Next steps- 10/06 see if customer accepts the ESP Respectfully, Ford Motor Company ® CXS Brandy Anderson Customer Experience Specialist, SUV Team bande258@ford.com |www.ford.com office: 866-631-3788 ext.79025 M-F 8:30-5:00
2023-10-06 21:46:35	Customer accepted the ESP for maintenance Morley [redacted] next steps- 10/09 close case ESP processed Respectfully, Ford Motor Company ® CXS Brandy Anderson Customer Experience Specialist, SUV Team bande258@ford.com |www.ford.com office: 866-631-3788 ext.79025 M-F 8:30-5:00
2023-10-09 19:33:51	Customer accepted the ESP for maintenance Morley[redacted]/closing case Hello Mrs [redacted], Thank you for contacting Ford Motor Company and allowing us to assist you with your 2021 Ford Bronco Sport. We hope that your experience was both pleasurable and valuable. Our primary goal is to leave a positive customer experience with you as one of our valued customers. Partnering with Elder Ford of Tampa we were able to provide up to date contacts with you throughout the repair process and extended service plan. We hope that your experience with Ford Motor Company met your expectations. If there were any delays on our end, we sincerely apologize as we are working against some tough times and appreciate your patience. If you have any further questions or concerns regarding this repair, please let us know by contacting us via phone with your case number CAS-[redacted] Thank you for being a valued customer and a part of the Ford family. We sincerely appreciate your business. It has been my pleasure serving you. Respectfully, Ford Motor Company ® CXS Brandy Anderson Customer Experience Specialist, SUV Team bande258@ford.com |www.ford.com office: 866-631-3788 ext.79025 M-F 8:30-5:00
2023-10-09 21:28:31	Supervisor review: Ok to close case. Thank you

CASE ATTACHMENTS:
2023-10-09 19:34:49 Brandy Anderson

[redacted]

CASE NUMBER: [redacted] STATUS: Canceled
OPEN: 09-26-2023 CLOSED: 10-18-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |
DEALER NAME: Gene Messer Ford
PA CODE: 01805 DLR SALES CODE: 52101 REGION: C1 ZONE: C1C
VIN: 3FMCR9B62M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 47,999
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | TX | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Running | UNKNOWN | UNKNOWN
ANALYST NAME: Kennedi Martin OPEN ANALYST NAME: Courtney Green
COMMENTS:

2023-09-26 21:21:48

CXS-Inquiry (Courtney Green /extension #79925) Professional Greeting: Y Provided Genuine Empathy & Reassurance? Y IBC from [redacted] Ford Bronco VIN: 3FMCR9B62M[redacted] Verified (Name, Phone, Address, and email): Y Issue: 2021 Bronco 6 recalls 6 services and done at 3 service appointments Commercial Motors Company vehicle stopped flashing going on in dashboard. Customer could not put vehicle into neutral. Customer stated that she could not get her vehicle open windows, and door would not open. Vehicle would not move. Vehicle was towed to Gene Messer Ford vehicle was there. The dealership stated it was customer battery. after diagnostics test. Gas tank was replaced stuttering noise was happening. Customer stated she does not feel safe in vehicle any more. Customer stated that vehicle may shut down again and she will get stuck. Customer wants to start the buyback. Create or Check for existing cases: [redacted] Build Rapport Reviewed Oasis? Mileage: 47,000 VEH Year: 2021 CLV: 78 NEXT STEPS: Escalate to Concern OBC to DLR · Spoke with: · Regarding: · Information Received: Provide Case number: Recap/closing & Survey Prompt?

2023-09-26 21:44:58

Buyback Request Template

Purpose:Use the template below toprovide additional information to the appropriate specialized buyback handling team so they may make informed decisions regarding a vehicle repurchase/replacement.

Important: Copyand paste into the case notes. Do not send this document to the customer or the Ford Dealer.

Customer Information
Name(s) on the Title [redacted]
[redacted] Canyon, Tx, [redacted]
Email Address: [redacted]
Customer is purchasing the vehicle.
Vehicle Information
VIN:3FMCR9B62M[redacted] Current Mileage:47999
Ownership Status/ Type of Purchase:leasing
Purpose of vehicle:Personal #Vehicles registered to the business.(If yesto business)
Purchase Date:01/21Mileage at Time of Purchase: 100
State Information
State Where Purchased:TX
State Where Registered:TX
Dealer Information
Purchased from Dealer?YDealership (if yes):Commercial Motors
Primary Reason for Repurchase:vehicle stopped flashing going on in dashboard. Customer could not put vehicle into neutral. Customer stated that she could not get her vehicle open windows, and door would not open. Vehicle would not move. Vehicle was towed to Gene Messer Ford vehicle was there. The dealership stated it was customer battery. after diagnostics test.

Gas tank was replaced stuttering noise was happening. Customer stated she does not feel safe in vehicle any more. Customer stated that vehicle may shut down again and she will get stuck.

CUST CALLED today as they want a buyback.
6 recalls
6 services appts
VEH has been more at the dealer then driven.
Cust does not feel safe in it.
Cust has vehicle.
Battery recently fell out
Is there a current concern with the vehicle? Turns off when driving
What is the repair status of the vehicle? With the customer.
Were repairs completed for this concern at multiple dealerships? (If yes): no just one, Gene Messer Ford
(CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? No

2023-09-26 21:47:31	IBC FROM CUS: [redacted] Phone Number: [redacted] Delegate: N Owner: Y CLV: 78 VIN: 3FMCR9B62M[redacted] 2021 > FORD > BRONCO SPORT WSD: 5/5/2021 MILES: 47999 Issue: Buyback SMS: Y SURVEY: Y, Don't forget to "ADVOCATE" for survey at the end of the case. Explained buyback rules. vehicle stopped flashing going on in dashboard. Customer could not put vehicle into neutral. Customer stated that she could not get her vehicle open windows, and door would not open. Vehicle would not move. Vehicle was towed to Gene Messer Ford vehicle was there. The dealership stated it was customer battery. after diagnostics test. Gas tank was replaced stuttering noise was happening. Customer stated she does not feel safe in vehicle any more. Customer stated that vehicle may shut down again and she will get stuck. Has it towed to Gene messer twice for a surge val CUST CALLED today as they want a buyback. 6 recalls 6 services appts VEH has been more at the dealer then driven. Cust does not feel safe in it. Cust has vehicle. Battery recently fell out ACTIONS TAKEN: Submitted Buyback Next Steps: F/U 10/03 for buyback update Hector Rivera Jr. Customer Relationship Center- PVT Concern Team Hriver21@ford.com | www.ford.com Office: 866-631-3788 ext. 79784 M-F 10:30AM-7PM CST SAT & SUN OFF
2023-09-26 21:53:14	Case Number : [redacted] Customer : [redacted] Home Phone : [redacted] Mobile Phone : NA LTV Score : 78 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : NA Dealer Name : Gene Messer Ford Dealer P&A : 01805 Dealer phone : 8067932727 VIN : 3FMCR9B62M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 47999 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-05-05 Open Recall/FSA: : 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS ESP : NA Hotline Contact : NA Warranty History : [redacted], 15-MAR-2023, PERFORMED RECALL INSTALL DRAIN TUBE AND REPROGRAM THE PCM WITH LATEST LEVEL OF FDRS
2023-09-28 19:33:29	*OGC VIN LIST CHECK : 3FMCR9B62M[redacted] *RESULTS : No Returns on 9/28/23 @ 3:30 PM *Original Owner per Navis *Verified VIN via Oasis Ford Motor Company ® Shelley Michel Non-California Buyback Review Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER ** (Non-California Buyback Review Team is NOT RAV)**
2023-09-28 19:40:07	*NCBR was able to complete GFR using warranty history After review; veh does not meet state guidelines for buyback/replacement criteria for TX. Repairs were completed outside of presumption. Talking Points: -Deny GFR -Review note in milestone -Follow Repair Assistance Procedures Per Process -Veh is not currently at the dealer, if there is a current concern, recommend cust contact dealer for an appt. to have veh diag -Recommend Dealer Engage Hotline for Repair Assistance -Focus on getting veh repaired Ford Motor Company ® Shelley Michel Non-California Buyback Review Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER** (Non-California Buyback Review Team is NOT RAV)**
2023-10-03 20:56:01	OBC TO CUST: [redacted] Phone Number: [redacted] Delegate: N Owner: Y CLV: 78 VIN: 3FMCR9B62M[redacted] 2021 > FORD > BRONCO SPORT WSD: 5/5/2021 MILES: 47999 Issue: Buyback SMS: Y SURVEY: Y, Don't forget to "ADVOCATE" for survey at the end of the case. Explained buyback rules. CALLED CUST today and LVM about Buyback being denied. ACTIONS TAKEN: veh does not meet guidelines for TX as repairs were completed outside the 2yr or 24,000 mile presumption time frame Next Steps: F/U 10/09 for buyback feedback cust and final contact possibly. Hector Rivera Jr. Customer Relationship Center- PVT Concern Team Hriver21@ford.com | www.ford.com Office: 866-631-3788 ext. 79784 M-F 10:30AM-7PM CST SAT & SUN OFF
2023-10-06 20:21:42	IBC: [redacted] Cust called in wanting to speak w/ CXS on case CXS informed cust: There is a appointment scheduled on Monday 10/9/23
2023-10-09 18:14:01	OBC TO CUST: [redacted] Phone [redacted] Delegate: N Owner: Y CLV: 78 VIN: 3FMCR9B62M[redacted] 2021 > FORD > BRONCO SPORT WSD: 5/5/2021 MILES: 47999 Issue: Buyback SMS: Y SURVEY: Y, Don't forget to "ADVOCATE" for survey at the end of the case. Explained buyback rules. CALLED CUST today and LVM ACTIONS TAKEN: SN for closure Next Steps: F/U 10/12 closure Hector Rivera Jr. Customer Relationship Center- PVT Concern Team Hriver21@ford.com | www.ford.com Office: 866-631-3788 ext. 79784 M-F 10:30AM-7PM CST SAT & SUN OFF
2023-10-09 20:22:26	IBC transferred Megan Ford Over the Air [redacted] received a voicemail and didn't understand everything. CXS explained that note dated 10/9 from Hector Rivera. CUST is upset because she has been in multiple accidents because of issues with veh. CXS explained that she will have contact Better Business Bureau to move forward with request. Ford Motor Company ® Shelley Johnson Customer Experience Specialist, Ford CXS Team SJOHN654@ford.com | www.ford.com Office: 866-631-3788 ext. 79721 E-Fax: 888-635-9545

2023-10-09 21:22:42	IBC cust called to get phone number for BBB auto line as well as the link sent to her email. CXS provided requested information. Ford Motor Company ® Dariana Martin-Palmer Customer Experience Specialist, Ford CXS Team Dmart33@ford.com | www.ford.com Office: 866-631-3788 ext. 79797 E-Fax: 8886359545 ** I AM AN INQUIRY AGENT PLEASE DO NOT REFER THE CUSTOMER TO ME FOR A CASE THAT WAS CREATED OR WORKED ON BY ME** PLEASE CREATE A NEW CASE & ASSIST THE CUSTOMER** DO NOT REOPEN CLOSED INQUIRY CASES**
2023-10-12 17:25:32	OBC TO CUST: [redacted] Phone Number: [redacted] Delegate: N Owner: Y CLV: 78 VIN: 3FMCR9B62M[redacted] 2021 > FORD > BRONCO SPORT WSD: 5/5/2021 MILES: 47999 Issue: Buyback SMS: Y SURVEY: Y, Don't forget to "ADVOCATE" for survey at the end of the case. Explained buyback rules. AFF: Better Business Bureau AUTO LINE CALLED CUST today AND EXPLAINED YES THE bb TEAM DECISION ARE FINAL AND THEY HAVE CALLED THE bbb AND they told them they might have an exception. ACTIONS TAKEN: Customer will move forward with Better Business Bureau Next Steps: F/U 10/18 for closure. Hector Rivera Jr. Customer Relationship Center- PVT Concern Team Hriver21@ford.com | www.ford.com Office: 866-631-3788 ext. 79784 M-F 10:30AM-7PM CST SAT & SUN OFF
2023-10-18 18:15:53	OBC TO CUST: [redacted] Phone Number: [redacted] Delegate: N Owner: Y CLV: 78 VIN: 3FMCR9B62M[redacted] 2021 > FORD > BRONCO SPORT WSD: 5/5/2021 MILES: 47999 Issue: Buyback SMS: Y SURVEY: Y, Don't forget to "ADVOCATE" for survey at the end of the case. Explained buyback rules. AFF: Better Business Bureau AUTO LINE CALLED CUST today and LVM about them goign forward with the BBB ACTIONS TAKEN: Sn closure Next Steps: F/U 10/24 for closure. Hector Rivera Jr. Customer Relationship Center- PVT Concern Team Hriver21@ford.com | www.ford.com Office: 866-631-3788 ext. 79784 M-F 10:30AM-7PM CST SAT & SUN OFF

CASE ATTACHMENTS:
2023-09-26 21:44:58 Hector Rivera

[redacted]

Buyback Request Template

Purpose: Use the template below to provide additional information to the appropriate specialized buyback handling team so they may make informed decisions regarding a vehicle repurchase/replacement.

> **Important:** Copy and paste into the case notes. Do **not** send this document to the customer or the Ford Dealer.

Customer Information	
Name(s) on the Title [redacted]	
Address [redacted] Canyon, Tx, [redacted]	
Email Address [redacted]	
Customer is purchasing the vehicle.	
Vehicle Information	
VIN: 3FMCR9B62M[redacted]	Current Mileage: 47999
Ownership Status/ Type of Purchase: leasing	
Purpose of vehicle: Personal	# Vehicles registered to the business. (If yes to business)
Purchase Date: 01/21	Mileage at Time of Purchase: **100**
State Information	
State Where Purchased: TX	
State Where Registered: TX	
Dealer Information	
Purchased from Dealer? Y	Dealership (if yes): Commercial Motors

Primary Reason for Repurchase: vehicle stopped flashing going on in dashboard. Customer could not put vehicle into neutral. Customer stated that she could not get her vehicle open windows, and door would not open. Vehicle would not move. Vehicle was towed to Gene Messer Ford vehicle was there. The dealership stated it was customer battery. after diagnostics test.

Gas tank was replaced stuttering noise was happening. Customer stated she does not feel safe in vehicle any more. Customer stated that vehicle may shut down again and she will get stuck.

CUST CALLED today as they want a buyback.
6 recalls
6 services appts
VEH has been more at the dealer then driven.
Cust does not feel safe in it.
Cust has vehicle.

Battery recently fell out
Is there a current concern with the vehicle? Turns off when driving
What is the repair status of the vehicle? With the customer.
Were repairs completed for this concern at multiple dealerships? (If yes): no just one, Gene Messer Ford
(**CA Only**) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? No

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 09-27-2023 CLOSED: 10-20-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Shop Capacity |
DEALER NAME: Covert Ford of Hutto
PA CODE: 03042 DLR SALES CODE: 52764 REGION: C2 ZONE: C2C
VIN: 3FMCR9B69M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 29,421
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | TX | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Running | Not Listed | UNKNOWN
ANALYST NAME: Ulyssia Lewis OPEN ANALYST NAME: Dominique Dixon
COMMENTS:
2023-09-27 13:30:49

OBC to DLR: [redacted]

Reason for call: To confirm if Veh is at Dlr and if assistance is needed for repairs.

Service advised vehicle is there and RO opened yesterday and towed in for when driving for a phew miles and going to a stop veh shuts off and wont restart intermittently. Its with Alex. Luke advisor answer he said as of now no updates as of now they are 6-7 business days out for Diag.

Last 8 of VIN: 3FMCR9B69M[redacted]

Vehicle: 2021 Ford Bronco Sport

Service Advisor: Alex Zimora (alexzamora@covertauto.com)

Customer Name: [redacted]

Customer Number: [redacted]

ADMIN: [redacted]

CLV SCORE: 90

WSD: 9/29/2021

Mileage? 29,422

RO#[redacted]

RO open date: 9/26/23

Is Veh at DLR: Yes

Veh Concern: driving for a phew miles and going to a stop veh shuts off and wont restart intermittently.

Next Steps: FU 10/4/23 to check if Diag was started or completed.

Follow Up: 10/4/23

Isabella Longoria- Skaggs
Proactive Customer Dealer Advocate Team
office: 866-631-3788 ext. 79134
Operation hours: 8:00AM – 4:30PM CST/ Monday-Friday

2023-09-27 13:32:16	Case Number : [redacted] Customer [redacted] Business Phone : N/A Home Phone [redacted] Mobile Phone : [redacted] LTV Score : 90 Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number :N/A Part Number :N/A Dealer Name : Covert Ford of Hutto Dealer P&A : 03042 Dealer phone : [redacted] VIN : 3FMCR9B69M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 29421 Engine Specification :1.5L Dragon I3 DI TC Gas B Transmission Specification :8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-08-29 Open Recall/FSA: :
	[redacted]
2023-10-04 19:38:57	Ulyssia Prescott/Ext.79566/UPRESCOT@ford.com: OBC to Dlr(5126428445) Kayelynn OBC-PCDA-called Dlr SA-Alex Z. to get veh repair status. Veh still at Dlr per Katelyn. Trans PCDA to SA Alex. No answer. Left vm requesting a caal/email back. PLAN OF ACTION: Monitor Veh Repairs Keep CUST Updated. Send SA Portal Message/Email NEXT STEPS: Set Dlr F/U for Repair Status/ETA for 10/10/2023 Ulyssia Prescott-Lewis Proactive Customer Dealer Advocate UPRESCOT@FORD.COM O: (1-866-631-3788) ext. 79566 Ulyssia Prescott/Ext.79566/UPRESCOT@ford.com: OBC to CUST[redacted] OBC-PCDA-called CUST to advise her that I will assist her with contacting the dlr and getting information. CUST gav e permission for SMS. CUST and PCDA talked about LMP once veh is repaired. PLAN OF ACTION: Monitor veh Repair/ETA Status NEXT STEPS: Set Dlr F/U for Repair Status/ETA for 10/10/2023 Ulyssia Prescott-Lewis Proactive Customer Dealer Advocate UPRESCOT@FORD.COM O: (1-866-631-3788) ext. 79566
2023-10-04 19:42:18	Ulyssia Prescott/Ext.79566/UPRESCOT@ford.com OBPM to Dlr Hello Alex & Covert Ford of Hutto Team, Please give me and the customer an update on this vehicles repair status & ETA. Regards, Ulyssia Prescott-Lewis Proactive Customer Dealer Advocate UPRESCOT@FORD.COM O: (1-866-631-3788) ext. 79566
2023-10-16 23:46:44	Ulyssia Prescott/Ext.79566/UPRESCOT@ford.com: OBC to OBC-PCDA-called Dlr Veh Not at Dlr PLAN OF ACTION: Call CUST for CSAT NEXT STEPS: No Further Assistance Needed Ulyssia Prescott-Lewis Proactive Customer Dealer Advocate UPRESCOT@FORD.COM O: (1-866-631-3788) ext. 79566
2023-10-20 23:25:41	Ulyssia Prescott/Ext.79566/UPRESCOT@ford.com: OBC to CUST[redacted] OBC-PCDA-called CUST to do FINAL CSAT. CUST states she is satisfied with veh and dlr service PLAN OF ACTION: Resolve NEXT STEPS: No Further Assistance Needed Ulyssia Prescott-Lewis Proactive Customer Dealer Advocate UPRESCOT@FORD.COM O: (1-866-631-3788) ext. 79566

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 09-29-2023 CLOSED: 10-12-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Clear Path To Repair |

DEALER NAME: Tallahassee Ford

PA CODE: 04044 DLR SALES CODE: 24527 REGION: S3 ZONE: S3D

VIN: 3FMCR9B66M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | FL | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | Always

ANALYST NAME: Morissa Alfred OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-09-29 13:18:32	Case Number : [redacted] Customer : Generic Contact US Ford Dealer NA CRC Business Phone : N/A Home Phone : N/A Mobile Phone : N/A LTV Score : NOT PROVIDED Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Tallahassee Ford Dealer P&A : 04044 Dealer phone : 850-877-1171 VIN : 3FMCR9B66M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-08-31 Open Recall/FSA: : 22N18 ESP : N/A Hotline Contact : N/A Warranty History : YES
2023-09-29 13:58:18	Winona Williams/Ext.79111/wwill292@ford.com DXS obc to dealer spoke with service advisor Justin to confirm if the vehicle had been towed into the dealership? Yes the vehicle was there as no start issue so the battery was replaced. Now the check engine light is on so the vehicle is still being looked at. Next Step : Follow up 10/3/2023 Ford Motor Company ® Winona Williams Proactive Roadside Customer Dealer Advocate WWILL292@ford.com | www.ford.com office: 866-631-3788 ext. 79111 efaxWinona Williams/Ext.79111/wwill292@ford.com DXS: 866-984-9534 Monday-Friday 8:30am-5:00pm
2023-10-03 15:02:39	OBC TO DLR: 8508771171 Made OBC to DLR to get status update on VEH towed into DLRship. Spoke w/ receptionist Debbie and she stated the service advisor working this case is Justin Hill but he was unavailable at this time. She provided me his email address justinh@tslauto.com THE CUSTOMER'S NAME ON FILE IS: [redacted] • Customer Phone Number: [redacted] • Customer Address: • Customer Email: • THE VIN: 3FMCR9B66 M[redacted] • Service Advisor: Justin Hill • Service Advisor Email: justinh@tslauto.com • Current Mileage: • RO#: • RO Date: • Has the vehicle been picked up? • Has the vehicle been diagnosed? • Repairs ETA: • Is the repair warrantable? • Has a technician been assigned? o Are parts needed on backorder? o If so – has a COPIS ticket been completed? • Is the customer in a loaner/rental vehicle? • If so – what is the VIN#/Start Date:
2023-10-03 15:06:44	OB EMAIL TO DLR: Hello, I am a member of the Roadside Proactive Customer Dealer advocate team and I am reaching out to you on behalf of your PCDA agent Morissa Alfred in regards to the status of the customer's vehicle. Please provide the details below so she can reach out to the customer to provide an update with the vehicle. THE CUSTOMER'S NAME ON FILE IS: [redacted] • Customer Phone Number: [redacted] • Customer Address: • Customer Email: • THE VIN: 3FMCR9B66 [redacted] • Service Advisor: Justin Hill • Service Advisor Email: Justinh@tslauto.com • Current Mileage: • RO#: • RO Date: • Has the vehicle been picked up? • Has the vehicle been diagnosed? • Repairs ETA: • Is the repair warrantable? • Has a technician been assigned? o Are parts needed on backorder? o If so – has a COPIS ticket been completed? • Is the customer in a loaner/rental vehicle? • If so – what is the VIN#/Start Date: Kind regards, Ford Motor Company ® Richard Pinkney Proactive Roadside Customer Dealer Advocate rpinkne3@ford.com | www.ford.com Office: 866-631-3788 ext. 79337 Office hours: 8:30a-5:00p
2023-10-04 21:24:13	OBCD-Justin is the SA and states the vehicle would not start , had engine codes that needed a valvel and a hose replacement. Also the battery was replaced under warranty. The re[airs have been completed and the vehicle is returned to the cust. RO#[redacted] RO Open Date: 9/29/23-10/4/23 Dealer Name: Tallahassee Ford Has a tech assigned? yes Repair Status: completed Is there COPIS Ticket? If so, what is the status? no Is there a TAC Request? If so, what is the status? no Next steps: contact cust,survey and case closure Ford Motor Company ® Tekeisha Boyd Proactive Customer Dealer Advocate TBOYD40@ford.com | www.ford.com office: 866-631-3788 eFax: 855-906-1016
2023-10-06 15:26:03	Primary Team:US Customer Roadside Proactive NA CRC OBC To Customer– Unable to reach Brendan @9788707613 left a vm stating Im calling about his recent repair work at Tsllahassee Ford. Next Steps: unable to contact email Ford Motor Company ® Morissa Alfred She|Her|Hers Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team malfre12@ford.com | www.ford.com office: 866-631-3788 ext. 79063 Mon-Fri 9:00 am to 5:30 pm (Central Standard Time)
2023-10-06 15:31:03	Unable To Contact [redacted] 10/06/2023 [redacted] TALLAHASSEE, FL[redacted] RE: [redacted] This correspondence is in response to your contact with the Ford Customer Relationship Center on 9/29/2023 regarding your 2021 Ford Bronco Sport. I have attempted to reach you between 10/06/2023 however, there has been no reply. As your Ford Customer Experience Specialist, I would like an opportunity to address your concerns. Please contact me at 1-866-631-3788, ext. 79063. I am available Monday through Friday between 9:00am-5:30pm Central Standard Time. Sincerely, Ford Motor Company ® Morissa Alfred She|Her|Hers Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team malfre12@ford.com | www.ford.com office: 866-631-3788 ext. 79063 Mon-Fri 9:00 am to 5:30 pm (Central Standard Time)
2023-10-09 15:03:48	From: Murdock, Constance (C.) Sent: Monday, October 9, 2023 10:04 AM To: [redacted] My name is Constance I am assisting the agent we this case. This correspondence is in response to your contact with the Ford Customer Relationship Center on 9/29/2023 regarding your 2021 Ford Bronco Sport. I attempted to reach you between 10/06/2023 however, there has been no reply. As your Ford Customer Experience Specialist, I would like an opportunity to address your concerns. Please contact me at 1-866-631-3788, ext. 79063. I am available Monday through Friday between 9:00 am-5:30 pm Central Standard Time. Sincerely, Ford Motor Company ® Constance Murdock She|Her|Hers Proactive Roadside Customer Dealer Advocate email cmurdoc5@ford.com| www.ford.com office: 866-631-3788 X 79277 Monday - Friday 9 am to 5:30 pm (central standard time)
2023-10-12 20:38:01	Primary Team:US Customer Roadside Proactive NA CRC OBC To Dealer – Spoke to the service advisor Justin who says the vehicle has been gone for 2 weeks now it came in for a no-start. The battery has been replaced under warranty. Ford Motor Company ® Morissa Alfred She|Her|Hers Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team malfre12@ford.com | www.ford.com office: 866-631-3788 ext. 79063 Mon-Fri 9:00 am to 5:30 pm (Central Standard Time)

2023-10-12 20:40:25	Primary Team:US Customer Roadside Proactive NA CRC OBC To Customer – Spoke to the customer @9788707613 and he let me know that he is satisfied with the repair work done by Ford. Ford Motor Company ® Morissa Alfred She|Her|Hers Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team malfre12@ford.com | www.ford.com office: 866-631-3788 ext. 79063 Mon-Fri 9:00 am to 5:30 pm (Central Standard Time)
2023-10-12 20:44:45	Closing Email PV Hello [redacted] Thank you for contacting Ford Motor Company and allowing us to assist you with your 2021 Ford Bronco Sport. Partnering with Tallahassee Ford, I am glad we were able to address your battery concern. If you have any further questions or concerns regarding this repair, or any additional comments or feedback, please do not hesitate to reach out to me directly at 866-631-3788 Extension 79063 or by email at malfre12@ford.com. If I am unavailable, please leave me a detailed message and I will return your call as soon as possible. Please reference the case number indicated above for a quicker response. Please look for an email within the next few days that includes a brief survey regarding your experience with me in completing your case. We value our customers' feedback, so your completion of this survey will help me to insure I have provided the best service possible to you as our customer. As always, Thank you for being a valued customer and a part of the Ford family. Respectfully, Ford Motor Company ® Morissa Alfred She|Her|Hers Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team malfre12@ford.com | www.ford.com office: 866-631-3788 ext. 79063 Mon-Fri 9:00 am to 5:30 pm (Central Standard Time)

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 09-29-2023 CLOSED: 10-13-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Shop Capacity |

DEALER NAME: Covert Ford

PA CODE: 04437 DLR SALES CODE: 52302 REGION: C2 ZONE: C2C

VIN: 3FMCR9C65M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 28,547

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | No Crank | Intermittent

ANALYST NAME: Ulyssia Lewis OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-09-29 13:27:16

Case Number : [redacted] Customer[redacted] Business Phone : [redacted] Home Phone : [redacted] Mobile Phone : N/A LTV Score : 88 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Covert Ford Dealer P&A : 04437 Dealer phone : 512-345-6070 VIN : 3FMCR9C65M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 28547 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 1.5L Dragon I3 DI TC Gas B Warranty Start Date : 2021-10-21 Open Recall/FSA: : 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS ESP : 0968 - USA 2022 NEW 72/75,000 PREMIUMCARE W/ROADSIDE Hotline Contact : N/A Warranty History : [redacted]-JUL-2023 21C31 FRT BRAKE PAD REPLACEMENT[redacted] 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION; 6192910 15-NOV-2022 PERFORM RECALL 22S21 RIGHT-HAND ENGINE OIL SEPARATOR INSPECTION

2023-09-29 13:33:36

Case Number [redacted]
[redacted] :N/A
LTV Score : 88
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number :N/A
Part Number :N/A
Dealer Name : Covert Ford
Dealer P&A : 04437
Dealer phone : 512-345-6070
VIN : 3FMCR9C65[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 28547
Engine Specification :1.5L Dragon I3 DI TC Gas B
Transmission Specification :8 Speed Auto Transmission 8F35
Warranty Start Date : 2021-10-21
Open Recall/FSA: :

22N18REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORSESP :0968 - USA 2022 NEW 72/75,000 PREMIUMCARE W/ROADSIDE
Hotline Contact : N/A
Warranty History :

[redacted]

2023-09-29 13:36:49

OBC to DLR: (5123454343)

Reason for call: To confirm if Veh is at Dlr and if assistance is needed for repairs.

Brittney in service said Will is advisor and had a engine wont crank and died at stop light and would not restart. Vehicle is dead and they here a noise from audio system. It should be diag today.

Last 8 of VIN: 3FMCR9C65M[redacted]

Vehicle: 2021 Ford Bronco Sport

Service Advisor: Will (williamheinrich@covertauto.com)

Customer Name:[redacted]

Customer Number: [redacted]

ADMIN:[redacted]

CLV SCORE: 88

WSD: 10/21/2021

Mileage?: 26,200

RO#: [redacted]

RO open date: 9/28/23

Is Veh at DLR: Yes

Veh Concern:engine wont crank and died at stop light and would not restart.

Next Steps: FU by 10/4/23 to Check Diag results and repair status.

Follow Up: 10/4/23

Isabella Longoria- Skaggs
Proactive Customer Dealer Advocate Team
office: 866-631-3788 ext. 79134
Operation hours: 8:00AM – 4:30PM CST/ Monday-Friday

2023-09-29 15:32:17

Ulyssia Prescott/Ext.79566/UPRESCOT@ford.com OBC to Dlr(5123454343) Brittany Reason for call: To see if veh is at dlr and if FMC assistance is needed. Last 8 of VIN: [redacted] Vehicle: 2021 Ford Bronco Sport Customer Name:[redacted] Customer Number:[redacted] CLV SCORE: 88 WSD: 10/21/2021 Mileage: 28547 Service Advisor: Will Hemrick Is Veh at DLR: RO# [redacted] RO open date: 09/28/2023 Veh Concern: Engine will not crank, died at stop light will not start Diagnosis: Not ETA Repair Completion: Unknown Offer Pick Up & Delivery? Yes Rental? No Loaner? No Warrantable? After Diag Yes Technician Pending or assigned? No Notes: Veh not diag yet. Next Steps: Contact Dlr for Diag and do CUST SAT Follow Up: Set CUST F/U for 09/28/2023 Ulyssia Prescott-Lewis Proactive Customer Dealer Advocate UPRESCOT@FORD.COM O: (1-866-631-3788) ext. 79566

2023-10-13 22:08:50

Ulyssia Prescott/Ext.79566/UPRESCOT@ford.com: OBC to Dlr(5123454343) OBC-PCDA-called Dlr to see if veh was still at dlr. Per SA-Will dlr replaced battery and veh is gone since last week. PLAN OF ACTION: Contact CUST for CSAT NEXT STEPS: No Further Assistance Needed Ulyssia Prescott-Lewis Proactive Customer Dealer Advocate UPRESCOT@FORD.COM O: (1-866-631-3788) ext. 79566
Ulyssia Prescott/Ext.79566/UPRESCOT@ford.com: OBC to [redacted]) OBC-PCDA-called CUST to do CSAT. CUST was satisfied with dlr experience. Advised CUST of Survey. PLAN OF ACTION: No Further Action Needed NEXT STEPS: No Further Assistance Needed Ulyssia Prescott-Lewis Proactive Customer Dealer Advocate UPRESCOT@FORD.COM O: (1-866-631-3788) ext. 79566

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 10-02-2023 CLOSED: 10-02-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Feedback | Dealer | Negative - Service |

DEALER NAME:

PA CODE: DLR SALES CODE: REGION: ZONE:

VIN: 3FMCR9C64M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 23,000

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | FL | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | UNKNOWN | UNKNOWN

ANALYST NAME: Carle Jackson OPEN ANALYST NAME: Carle Jackson

COMMENTS:

2023-10-02 18:33:50	2021 Bronco Sport 3FMCR9C64M[redacted] flp N clv n/s mile 2300 wsd 5/21/21 [redacted] veh was purchased Hyundai west palm- 5614373466 ibc from cust [redacted] said she purchased a veh in may. cust said the veh shut down on the high way on 8/10. cust said she had to replace her battery. cust said she is seeking reimbursement for the towing and battery. battery was not replaced w a ford battery cust said there was no oil in the car no brake fluid cxs advised cust if she has an esp. cust said she did through apex. cxs suggested cust contacts esp to see if assistance can be provided cust said ok. cas# sent via text Ford Motor Company ® Carle Jackson CRC- Passenger Vehicle Team cjack333@ford.com | www.ford.com office: 866-631-3788 ext. 79110
2023-10-02 18:34:07	Case Number : [redacted] Customer : [redacted] Business Phone : Home Phone : Mobile Phone : [redacted] LTV Score : Vehicle Purchase Status : Ford Credit Contract Number : Part Number : Dealer Name : Dealer P&A : Dealer phone : VIN : 3FMCR9C64M[redacted] Year : 2021 Make : Model : Mileage : Engine Specification : Transmission Specification : Warranty Start Date : 2021-05-21 Open Recall/FSA: : ESP : Hotline Contact : Warranty History :

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided

OPEN: 10-02-2023 CLOSED: 10-02-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Inquiry | Rental/Loaner | |

DEALER NAME: Classic Ford of Columbia

PA CODE: 03385 DLR SALES CODE: 21271 REGION: S2 ZONE: S2B

VIN: 3FMCR9A6XM[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 15,994

BODY STYLE: R9A - BRONCO SPORT CX430 BASE

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | NY | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | No Crank | Intermittent

ANALYST NAME: Ariauna Turner OPEN ANALYST NAME: Ariauna Turner

COMMENTS:

2023-10-02 20:19:33	Ariauna Turner / 866-631-3788 / Ext 79427 / aturn142@ford.com IBC from Delegate: CUST is seeking rental assistance due to VEH being at DLRSHIP because the VEH will not start. VEH Concerns: Brake malfunction, Battery is losing power. OBC to SVCMGR Marie; Email: MSTIEDLE@MILLSAUTOGROUP.COM CXS called and spoke to SVCMGR who advised the VEH is still in process of being diagnosed and they will contact CUST to provide update, CXS advised CUST VEH is still in process of being diagnosed and they will need to wait until VEH has been diagnosed and they will be able to proceed with getting a rental/loaner. NEXT STEPS: FCR Ariauna Turner Ford Motor Company ® Customer Experience Specialist - PV Team Ariauna Turner ATURN142@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79427
2023-10-02 20:20:43	Case Number : [redacted] Customer [redacted] Business Phone [redacted] Home Phone [redacted] Mobile Phone : LTV Score : 87 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : Classic Ford of Columbia Dealer P&A : 03385 Dealer phone : 803-779-5977 VIN : 3FMCR9A6XM[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 15994 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-06-03 Open Recall/FSA: : 22S21 RIGHT-HAND ENGINE OIL SEPARATOR INSPECTION 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION ESP : N Hotline Contact : N Warranty History : N

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 10-04-2023 CLOSED: 10-31-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION:
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - VehPay; ConExp; Refund |
DEALER NAME: Interstate Ford
PA CODE: 07942 DLR SALES CODE: 56444 REGION: W4 ZONE: W4D
VIN: 3FMCR9B63M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 17,709
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | TX | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | No Crank | Always
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: SYSTEM
COMMENTS:

2023-10-09 20:08:47	Case Number [redacted] Customer [redacted] Business Phone : Home Phone [redacted] Mobile Phone : LTV Score : 86 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : Interstate Ford Dealer P&A : 07942 Dealer phone : 3038336700 VIN : 3FMCR9B63M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 17709 Engine Specification :1.5L Dragon I3 DI TC Gas B Transmission Specification :8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-09-04 Open Recall/FSA: : 22N18REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS ESP : Hotline Contact : Warranty History : VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY LAST KNOWN COUNTRY -->UNITED STATES(OWNER EFFECTIVE DATE -01-December-2022)
2023-10-09 20:37:15	CXS Javonte/79809 OB Portal Good afternoon, team. I am instructed to deny the repair refund. Battery replacements aren't eligible for reimbursement. Ford Motor Company will not reimburse for non-Ford repairs without prior approval. Thank you for your partnership, Ford Motor Company Customer Relationship Center - DPXS Javonte Jclarks7@ford.com | www.ford.com 1-866-631-3788 ext. 79809
2023-10-17 00:30:31	CXS Javonte/79809 IB Portal the vehicle is under factory warranty, customer had to get vehicle towed while in the mountains no dealerships are around to fix the battery. roadside assistance is the one who towed it to an independent garage instead of a ford dealership because they are to far away. Why wont Ford pay for the battery in this case??
2023-10-17 00:33:14	CXS Javonte/79809 OB Portal I asked my team and they told me because it was taken to a non Ford dealership that we can't reimburse for that repair. Customers are to get prior approval for repair reimbursement for non Ford repairs. Ford Motor Company Customer Relationship Center - DPXS Javonte Jclarks7@ford.com | www.ford.com 1-866-631-3788 ext. 79809
2023-10-21 00:32:16	CXS Javonte/79809 OB Portal Good afternoon, team. Were there any other questions or concerns about this matter I can answer for you? Thank you for your partnership, Ford Motor Company Customer Relationship Center - DPXS Javonte Jclarks7@ford.com | www.ford.com 1-866-631-3788 ext. 79809
2023-10-31 02:27:36	CXS Javonte/79809 OB Portal Dear, [redacted]. In reference to Case [redacted] As I will be resolving your case, please look for an email within the next 24 hours with a brief survey regarding your experience with me in completing your case – Ford / Lincoln and I value your candid feedback to understand how we can improve in the future. Should you need to contact me again, you may reach me directly at jclarks7@ford.com or by phone at 1-866-631-3788, ext. 79809. 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 again for contacting Ford, I appreciate your loyalty. Thank you for your partnership, Ford Motor Company Customer Relationship Center - DPXS Javonte Jclarks7@ford.com | www.ford.com 1-866-631-3788 ext. 79809

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 10-04-2023 CLOSED: 10-04-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Outside Criteria |
DEALER NAME: Orchid Isle Ford
PA CODE: 07761 DLR SALES CODE: 72414 REGION: W1 ZONE: W1C
VIN: 3FMCR9B66M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 9,355
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | ID | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | Slow Crank/Battery | Always
ANALYST NAME: Montiel Kelly OPEN ANALYST NAME: Montiel Kelly
COMMENTS:

2023-10-04 17:49:34

Thank you for choosing to chat with us. We will be with you shortly. You are currently 1 waiting in queue.
You are now chatting with Montiel. Please do not enter any sensitive personal data such as social security number or credit card numbers.
Montiel 12:59 PM
Hello [redacted] My name is Monica. How can I help you today?
[redacted] 12:59 PM
I need help with a waranty issue that a ddealer refused to help with.
Montiel 01:01 PM
I'll be happy to assist you with this today! Please allow me a moment to pull up your vehicle records. While I'm doing this on my end, what is the current mileage on your vehicle?
[redacted] 01:01 PM
9355.1
Montiel 01:02 PM
Thanks for that information. May I have your complete mailing address?
Thanks for that information. May I have your complete mailing address?
[redacted] 01:02 PM
[redacted] Hailey, ID. [redacted]
Montiel 01:02 PM
Will you please provide your daytime phone number, and is it your mobile, work , or home number?
[redacted]
Montiel 01:04 PM
Is that your best contact method?
[redacted] 01:04 PM
Yes.
Montiel 01:06 PM
Great, thank you for that information. While I check my resources, can you please let me know what dealership you have been working with and when they diagnosed your vehicle?
[redacted] 01:07 PM
They didn't diagnose anything. The car died and was towed to them and they refused to assist. It is Orchid Isle Ford in Kailua-Kona.
Montiel 01:08 PM
So that I understand, can you tell me a little bit about the symptoms you are experiencing? Also, if applicable, is this always, intermittent, high speeds, hot or cold? Did anything happen before it died?
[redacted] 01:10 PM
The vehicle died in the middle of the road at an intersection. Passerby's helped unlock the gear and pushed it to the side of the road. My wife called a tow company who towed it to the dealer. The dealer said they couldn't look at it until January. This is a known issue on the Bronco Sport. The battery was shot. The tow driver replaced the battery. I would like reimbursement for the battery and the tow. The vehicle is well in warranty.
Montiel 01:11 PM
I really appreciate the clarity Mike. Can you please verify your Vehicle Identification Number (VIN)? I was not able to locate your vehicle information. Often times, you can also find your 17 digit VIN on your vehicle registration, or on your insurance card. Do you have that handy?
[redacted] 01:12 PM
3FMCR9B66M[redacted]
[redacted] 01:12 PM
This is from the App.
Montiel 01:15 PM
Thanks, while I look up your warranty I would like to bring to your attention that there are open recalls on your vehicle. You can find the recall numbers as follows: Recall #22S73 Certain 2021-2023 Model Year Bronco Sport and 2020-2023 Model Year Escape Vehicles with a 3-cylinder 1.5L Engine - PCM Programming and Drain Tube Installation . For further details on these recalls, please visit https://www.ford.com/support/recalls/. It is strongly advised that you take your vehicle to your local Ford or Lincoln dealership to have the recalls addressed as soon as possible. To locate a dealer in your area, please visit https://www.ford.com/dealerships/?gnav=header-finddealer and enter your zip code. Would you like assistance locating a dealership?
[redacted] 01:16 PM
Yes. I know and it is scheduled next year as that is the only time the dealer can get to it.
Montiel 01:19 PM
Awesome, I'm still looking over your warranty details. For detailed information on your coverage, can view your warranty guide by visiting: https://owner.ford.com/tools/account/how-tos/owner-manuals.html?gnav=header-owner
Montiel 01:22 PM
Also, just to be sure, have you replaced the battery yet?
[redacted]
Yes. We had to. It was dead in the middle of the road.
Montiel 01:23 PM
Thanks for confirming that. Where did you purchase the replacement battery?
[redacted] 01:23 PM
At the dealership parts department. Orchid Isle.
Montiel 01:25 PM
Thanks for that information. Please give me 2-3 more minutes while I gather information.
Montiel 01:28 PM
Thanks for your patience Mike.
Montiel 01:32 PM
Since your vehicle has not been diagnosed, I advise you to have a Ford Dealer diagnose the vehicle. After that diagnosis, we will reconsider offering financial assistance.

We recommend that your vehicle be inspected by any local Ford or Lincoln dealer of your choosing to determine the cause of the symptoms your vehicle may be experiencing. Your local Ford/Lincoln dealer has factory-trained technicians, the most current engineering service information, and the specialized equipment required to resolve your vehicle concerns. As the battery needs to be diagnosed first, they are in the best position to assist you with questions regarding this inquiry.
Montiel 01:33 PM
Thanks for your patience with this Mike.
[redacted] :33 PM
I want a phone number to call and this case reference number.
[redacted]
You obviously don't understand. They wouldn't work on the vehicle until January. Is the vehicle supposed to sit dead for three months???
Montiel 01:37 PM
I'll be with you shortly.
Montiel 01:38 PM

I do understand your situation. The case number I established for you today is [redacted].
Montiel 01:39 PM
The Phone Support number is the following:

1-800-392-3673
1-800-232-5952
8:00 a.m. to 11:00 p.m. EST (Monday–Friday)
8:00 a.m to 7:00 p.m. EST (Saturday)
Montiel 01:39 PM
Is there anything else I can assist you with today?
[redacted] 01:40 PM
Nope. You have done nothing for me. Thanks.
Enter Client Short Code
Chats
Grab a Chat
About

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 10-04-2023 CLOSED: 10-04-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Outside Criteria

DEALER NAME: Orchid Isle Auto Center

PA CODE: 07772 DLR SALES CODE: 72414 REGION: W1 ZONE: W1A

VIN: 3FMCR9B66M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | ID | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Running | UNKNOWN | UNKNOWN

ANALYST NAME: Mystic Rose OPEN ANALYST NAME: Mystic Rose

COMMENTS:

2023-10-04 18:22:19	IBC FROM CUST: Registered Owners Name: [redacted] Callers Name: [redacted] Relationship to registered owner: husband Address: [redacted] HAILEY ID [redacted] VIN: 3fmcr9b66m[redacted] BCN: [redacted] Email: [redacted] Concern: cust wife was driving and the car died at an intersection. push it off the side of the road. the tow truck driver had her replace the battery. Location Of Vehicle: AT HOME Service Advisor/Manager: N/A Rental/Loaner: NO Callers/Customer Expectation: TO GET REIMBURSED FOR A BATTERY Meets CLP Guidelines: YES Survey Reminder: YES 9,355 MI OBC TO THE DEALERSHIP: Dealership is going to need the receipts. to process through warranty for the battery. CONTACT INFO: Maka dobbins 8083265655 mdobbins@fordhawaii.com NEXT STEPS: THE CASE IS FCR AND DEALT WITH WARRANTY. MYSTIC ROSE SheHerHers Customer Experience Specialist Ofiice Hours 12:00pm-9:00pm O: (800) 392-3673 ext. 79092
2023-10-04 18:28:15	Case Number : [redacted] Customer : [redacted] Business Phone : [redacted] Home Phone : [redacted] Mobile Phone : N/A LTV Score : 95 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Orchid Isle Auto Center Dealer P&A : 07772 Dealer phone : N/A VIN : 3FMCR9B66M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 9355 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-09-07 Open Recall/FSA: : 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION ESP : NO Hotline Contact : NO Warranty History : YES

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 10-09-2023 CLOSED: 10-24-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | | |

DEALER NAME: Bob Johnson Ford

PA CODE: 04838 DLR SALES CODE: 44054 REGION: G4 ZONE: G4A

VIN: 3FMCR9C67P[redacted] MODEL YEAR: 2023 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | NY | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | No Crank | Always

ANALYST NAME: Rosa Rodriguez OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-10-09 18:20:20	Case Number : [redacted] Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Bob Johnson Ford Dealer P&A : 04838 Dealer phone : 585-226-2600 VIN : 3FMCR9C67P[redacted] Year : 2023 Make : FORD Model : BRONCO SPORT Mileage : 1378 Engine Specification :1.5L Dragon I3 DI TC Gas B Transmission Specification :8 Speed Auto Transmission 8F35 Warranty Start Date : 2023-09-20 Open Recall/FSA: : N/A ESP : N/A Hotline Contact : No Warranty History :NO RECENT REPAIR HISTORY ON VEHICLE
2023-10-09 18:20:27	DATA found in uptime: NO INFORMATION PROVIDED RO Number[redacted] R/O Open date: 10/07/2023 Cust concerns: OBC to Dlr: 1:02 (NY) 585-226-2600 Spoke to Heather Is the veh there? Yes Veh Concern? No start - all dash light up but no start- jump started vehicle and drove in Mileage? 1378 RO# [redacted] RO date 10/09 Diagnosis: Pending- few days out - follow up on Friday, 13 Warrantable? Pending Repairs ETA: Pending Service Advisor: Dick Clark Customer Name: [redacted] Customer Number: [redacted] CLV Score: 30 Offer delivery? rental? loaner? No Technician Pending or assigned? Pending Next Step: Contact CX Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team, PCDA Rosa Rodriguez rrodr361@ford.com | www.ford.com office: 866-631-3788 ext. 79203
2023-10-09 18:25:19	OBC to CX 1:21 (NY) [redacted] left vm - advising CX of my role- requesting a call back - Next Step: set follow up / add VOR Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team, PCDA Rosa Rodriguez rrodr361@ford.com | www.ford.com office: 866-631-3788 ext. 79203
2023-10-13 21:35:52	OBC to CX 4:33 (NY) [redacted] left vm - requesting a call back Next Step: set follow up Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team, PCDA Rosa Rodriguez rrodr361@ford.com | www.ford.com office: 866-631-3788 ext. 79203
2023-10-17 22:41:22	OBC to Dlr: 5:38 (NY) 585-226-2600 Service closed Next Step: Contact CX Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team, PCDA Rosa Rodriguez rrodr361@ford.com | www.ford.com office: 866-631-3788 ext. 79203
2023-10-17 22:56:36	OBC to CX 5:41 (NY)[redacted] advised CX of the RdsPro role- CX picked up vehicle on Saturday, 10/14 CX was happy with the dealership but was not happy with the dealership where she purchased the vehicle - Confirmed address / email Consent to SMS Next Step: set follow up Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team, PCDA Rosa Rodriguez rrodr361@ford.com | www.ford.com office: 866-631-3788 ext. 79203
2023-10-18 13:11:39	DATA found in uptime: RO Number: R/O Open date: Cust concerns: OBC to Dlr: 8:04 (NY) 585-226-2600 Spoke to Steve -battery was replaced - Mileage: 1378 Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team, PCDA Rosa Rodriguez rrodr361@ford.com | www.ford.com office: 866-631-3788 ext. 79203
2023-10-18 13:18:41	Transmitted in Morley- Case#[redacted]Premium Maintenance Plan @ 45K/36 Next Step: update VOR Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team, PCDA Rosa Rodriguez rrodr361@ford.com | www.ford.com office: 866-631-3788 ext. 79203
2023-10-18 13:25:53	**** ROADSIDE PROACTIVE TEAM
2023-10-20 23:11:57	Oasis: 2024 NEW 36/45K PREM MAINT(M&W) 5K INTERVAL Next Step: Update CX Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team, PCDA Rosa Rodriguez rrodr361@ford.com | www.ford.com office: 866-631-3788 ext. 79203
2023-10-20 23:16:16	OBC to CX 6:12 (NY)[redacted] advised CX of teh activation, recap email and survey Next Step: SN to Close Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team, PCDA Rosa Rodriguez rrodr361@ford.com | www.ford.com office: 866-631-3788 ext. 79203

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 10-09-2023 CLOSED: 01-08-2024 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Multiple Repair Attempts |

DEALER NAME: AutoNation Ford White Bear Lake

PA CODE: 09372 DLR SALES CODE: 58015 REGION: G5 ZONE: G5A

VIN: 3FMCR9D99N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 61,356

BODY STYLE: R9D - BRONCO SPORT BADLANDS 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | MN | | USA

HOME PHONE:

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

ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Mallesia Hammond

COMMENTS:

2023-10-09 16:36:58 CXS Mallesia Hammond ext/79600/MHAMMO67 @FORD.COM ibc form the customer she has has her vehicle stall and quite 2 different times both dealer each time she took her vehicle to stated hey cant find the issue her rental car bill vehicle payments tows she has spent way too much money on this car but there is something that is wrong with her vehicle but both dealers cant duplicate first time it happened in august then a week ag the same thing loss of power she took it to 2 dealers autonation ford and inver grove ford as well both cant duplicate the concern she is looking for lemon law buy back program Next Steps: transfer to fleet Ford Motor Company Mallesia Hammond Customer Experience Specalist MHAMMO67@Ford.com Office: 1.866.631.3788 Ext. 79600

2023-10-09 16:55:45 vin/ 3fmcr9d99nrd33011 7 under the company union leasing spoke to aresha from frod pro

2023-10-09 17:10:32 CXS Aricia Ext. 77405 CONTACT VIA : Name [redacted] Phone [redacted] Email : [redacted] Company : Union leasing Position : FIN : # OF FORDS OWNED : 7 VIN : 3fmcr9d99n[redacted] MILEAGE : 54564 CUST Says : bought vehicle in august and vehicle lost power. Dlr could not duplicate the issue. Took vehicle to another dlr and stated they cannot duplicate the issue. Lost faith in the vehicle and called in specifically for the lemon law. On the freeway and gas was down and engine stalled out and would not start had to have the vehicle towed. Ford dlr called her today and advised they cant find anything wrong with it. Technician stated they will have ford emergency tow line available at all times. Vehicle sent her codes . Two week long rentals and have a long bill at the dlr but no resolution. What symptoms did the veh experience ? DLR contact : Auto Nation Ford Ronald CRC ADVISED : I will have to reach out to the dlr to get more information. We do look into reimbursements but not until the vehicle has been repaired. I do not see a tac hotline placed on the vehicle so that will be our next steps. She will hear from me within 1-2 days. Ford Pro Customer Experience
Specialist Ford Motor Company ® Aricia Lewis / 800-343-5338 option (1) then (1) ext.77405
alewi185@ford.com

2023-10-11 16:55:19 CXS YESENIA AVILA 77134 IBC FROM CUST cust called in for an update on case. CXS transferred to Passenger concern team.

2023-10-11 17:09:30 IBC FROM CUST : (FORD PRO TRANSFER) : [redacted] Veh is at dealer and they can't duplicate the concern cust was advised to pick up the veh. * no bb on file Cxs advised no hotline ticket open from dealer and no bb on file. Cxs offered to call the dealer to advise the hotline ticket, but the cust advise she will speak w/ the agent after cxs confirmed agent has an appt on file today. N/S: DCR Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday-Wednesday, Friday-Saturday 9:00 am -5:30 pm

2023-10-11 17:13:33 You 10/11/2023 12:08 PM • C[redacted] cust called and states that dealer could not duplicate her concern and veh is operating normally. The cust mention bb and case is classified as bb, but there is no evaluation listed. The cust is requesting a callback and has an appt for today. The cust claim the dealer stated they engaged hotline, but there is no ticket open. Please contact the cust and advise the dealer to open a hotline ticket. Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday-Wednesday, Friday-Saturday 9:00 am -5:30 pm

2023-10-11 17:47:48 CXS Aricia Ext. 77405 OBC to DLR @ 6513018386 Spoke to S/A Ronald tech advised a hotline would be placed on the vehicle. Came in on the 2nd of this month had fuel rail pressure issues will have to get with his team to get information and will give me a call back

2023-10-11 18:34:25 [redacted] Sent: Wednesday, October 11, 2023 1:36 PM To: Lewis, Aricia (A.) Subject: RE: [redacted] I would prefer my vehicle to get repaired. If I do the buyback my company won't let me have another Bronco. Will you be contacting me later today to discuss things?

2023-10-11 18:34:54 From: Lewis, Aricia (A.) Sent: Wednesday, October 11, 2023 1:38 PM To: [redacted] Subject: RE: [redacted] Okay I just had an agent who reached out to me who advised you called in about the buyback. Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405

2023-10-11 18:35:09 From: [redacted] Sent: Wednesday, October 11, 2023 1:53 PM To: Lewis, Aricia (A.) Cc: Dave Johnson Subject: RE: [redacted] I called in about what to do – I did not ask about the buyback – I want to know if they connected with the Tech line – which you had indicated that they had not. The agent said I should not pick up my vehicle until you have talked to the dealership. So, I am waiting to find out what to do….. My car has not been operational for 9 days this time, 7 times the first time. I have car rental costs that keep adding up because both dealerships did not have loaner vehicles to use. (close to $1500 in rental car costs) I have a Ford bill close to $800 dollars – all these expenses with no resolve on what is wrong with my vehicle. I have had 2 tows as well. Let's not even discuss hours of my time invested into this problem, and time off of work…. Something is clearly wrong with my car – my Ford Pass posted both times about it, the tow drivers both stated it had a problem. This is a 2022 Ford Bronco, it should be a fully operational vehicle. I have been more than patient with this but that is beginning to wear very thin. Ruth Meirick

2023-10-11 18:35:22 From: Lewis, Aricia (A.) Sent: Wednesday, October 11, 2023 1:59 PM To: [redacted]' Cc: Dave Johnson Subject: RE: [redacted] At this time I am waiting on a call back from Ronald. He advised a tech told him they are working on a hotline ticket however as he double checked he noticed there was not one open. He noticed something off today when they test drove the vehicle but he told me he will need to get more information and will call me back. Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405

2023-10-11 19:29:52	CXS Aricia Ext. 77405 OBC to DLR @ 6513018386 Spoke to S/A Ronald wanting to know what the customer wants to do. Want them to keep the vehicle or continue further diag . Has an esp contract but wont cover if it is a wiring issue. Will have to pay another diag charge to figure out the concern further. @204.95. Owes 700$ right now and willing to work with her guldanr@autonation.com 6512951487 personal contact not for customers
2023-10-13 12:47:38	From: Lewis, Aricia (A.) Sent: Wednesday, October 11, 2023 2:37:56 PM To: [redacted] Cc: Dave Johnson Subject: [redacted] Hello , So unfortunately I am running short on time today. However the dealership did advise they are wanting to know if you want to continue further diagnoses. Even though we advise them you want the vehicle repaired they will have to hear it coming from you. Ronald advised he called but was not bale to get an answer. Now he is asking because there will be another charge for the diagnostic test which will be $204.95. They are willing to work with you I did advise if the vehicle is not covered under warranty we can look into the repair cost however we do not cover 100%. Thank you. Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405
2023-10-13 12:47:49	From: [redacted] Sent: Wednesday, October 11, 2023 3:54 PM To: Lewis, Aricia (A.) Cc: Dave Johnson Subject: Re: [redacted] Thank you. I did talk to him.
2023-10-14 13:00:10	From: Lewis, Aricia (A.) Sent: Saturday, October 14, 2023 9:00 AM [redacted]' Cc: Dave Johnson Subject: RE: [redacted] Good morning, Since your last discussion with Ronald please advise if a day and time has been discussed. Thank you. Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405
2023-10-14 14:06:15	From: [redacted] Sent: Saturday, October 14, 2023 9:59 AM To: Lewis, Aricia (A.) Cc: Dave Johnson Subject: Re: [redacted] They kept my vehicle. I am now 12 days without a working vehicle. They said they could not run diagnostics until this Monday due to scheduling and suggested I rent a vehicle until Fri, Oct. 20th.
2023-10-14 14:06:37	From: Lewis, Aricia (A.) Sent: Saturday, October 14, 2023 10:05 AM To: [redacted] Cc: Dave Johnson Subject: [redacted] Hello, I do apologize for the inconvenience for any inconvenience this may have caused. However it does state in your owner manual that Ford and your dealer are not responsible for any time or income that you lose, any inconvenience you might be caused, the loss of your transportation or use of your vehicle, the cost of rental vehicles, fuel, telephone, travel, meals, or lodging, the loss of personal or commercial property, the loss of revenue, or for any other incidental or consequential damages you may have. However , we do appreciate your loyalty to ford and would love to look into a goodwill gesture. Once the repair has been completed please send in any receipts for any lodging , rental expense , food, etc. Therefore, we can further look into a review for possible reimbursement. Thank you. Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405
2023-10-21 15:09:30	CXS Aricia Ext. 77405 OBC to DLR @ 6513018386 phone kept ringing no voicemail agent disconnected call
2023-10-21 15:11:38	From: Lewis, Aricia (A.) Sent: Saturday, October 21, 2023 11:11 AM To: [redacted] Cc: Dave Johnson Subject: RE: [redacted] Good morning, We have not received any updates from the dealership in regards to the repair I do apologize. I will continue to keep reaching out to the dealership if you have any questions or concerns please let me know. Thank you. Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405
2023-10-21 17:49:42	From: [redacted] Sent: Saturday, October 21, 2023 11:44 AM To: Lewis, Aricia (A.) Subject: Re: CAS-45518804-N1M7P3 My car is fixed. Fuel pump replacement. Sent from my Verizon, Samsung Galaxy smartphone
2023-10-21 17:53:42	From: Lewis, Aricia (A.) Sent: Saturday, October 21, 2023 1:53 PM To: [redacted]' Subject: RE: [redacted] Good afternoon, Awesome so happy to hear they were able to get the issue resolved. At this time if you have any receipts you would like us to look into please send them to me. We will also need the document the dealership provided you at the end of your repair. Thank you. Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405
2023-10-23 12:39:11	From: Lewis, Aricia (A.) Sent: Monday, October 23, 2023 8:39 AM To: [redacted]' Subject: RE: C[redacted] Good morning, Just want to make sure our last email has been received. Please advise. Thank you. Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405
2023-10-24 18:57:11	From: [redacted] Sent: Tuesday, October 24, 2023 2:52 PM To: Lewis, Aricia (A.) Subject: RE: [redacted] The Ford dealership covered all my expenses as it relates to my car. It was under warranty. Do you think they would consider looking at my car rentals. Especially since the 1st dealership I took it to was said they could not find anything wrong…. Let me know. Ruth
2023-10-24 18:58:49	From: Lewis, Aricia (A.) Sent: Tuesday, October 24, 2023 2:58 PM To: [redacted] Subject: RE: C[redacted] Hello , So the vehicle does not have rental coverage listed so receipts will have to be turned in to us. Thank you. Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405
2023-10-27 14:01:36	From: Lewis, Aricia (A.) Sent: Friday, October 27, 2023 10:01 AM To: [redacted] Subject: RE: [redacted] Good morning, Just checking in regards to receiving the receipts and paper work dealership provided to you at the end of your repair. Please advise. Thank you. Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405
2023-10-31 17:13:05	From: [redacted] Sent: Tuesday, October 31, 2023 10:44 AM To: Lewis, Aricia (A.) Subject: RE: [redacted] Here is the second car rental bill. Thank you so much for your consideration on this. Ruth
2023-10-31 17:13:26	From: Lewis, Aricia (A.) Sent: Tuesday, October 31, 2023 1:13 PM To: [redacted] Subject: RE: [redacted] Good afternoon, Now I know you stated this is the second rental bill but we did not receive the first rental bill as of yet. We also did not receive the paper work the dealership provided you after the repair was completed. Please advise. Thank you. Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405
2023-11-04 14:34:55	From: Lewis, Aricia (A.) Sent: Saturday, November 4, 2023 10:34 AM [redacted] Subject: RE: [redacted] Good morning, Any information in regards to our last email. Just to recap we have not received the first rental bill. If you are unable to provide the invoice we will work with the dealership and see if one can be provided to us to further the review. Thank you. Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405
2023-11-08 14:59:29	From: Lewis, Aricia (A.) Sent: Wednesday, November 8, 2023 9:59 AM To: [redacted]' Subject: RE: [redacted] Good morning, Just want to make sure we are on the same page and all information has been received. Please advise at your earlies convenience. Thank you. Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405

2023-11-13 14:52:36	From: [redacted] Sent: Wednesday, November 8, 2023 11:09 AM To: Lewis, Aricia (A.) Subject: RE: [redacted] I am sorry – we are swamped with a major meeting – I will pick up today and get you the final receipt. Did you connect with the dealership on the final work. They did not charge me for it as it was covered under warranty. Ruth
2023-11-13 14:56:23	From: Lewis, Aricia (A.) Sent: Monday, November 13, 2023 9:56 AM To: [redacted] Subject: RE: C[redacted] Good morning, I do apologize which Final work are we speaking in regards to ? The last information we were advised was it was a fuel pump replacement and all work was covered under warranty. We have just been trying to receive all documents so we can start the review. Please advise. Thank you. Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405
2023-11-17 14:50:24	From: Lewis, Aricia (A.) Sent: Friday, November 17, 2023 9:50 AM To: [redacted] Subject: RE: [redacted] Good morning, Any updates in regards to this concern ? Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405
2023-11-21 17:13:46	From: Lewis, Aricia (A.) Sent: Tuesday, November 21, 2023 12:13 PM To: [redacted]' Subject: [redacted] Good afternoon, Just making sure if we are still looking into assistance regarding this vehicle. Thank you. Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405
2023-12-02 14:10:12	From: [redacted] Sent: Monday, November 27, 2023 1:47 PM To: Lewis, Aricia (A.) Subject: RE: C[redacted] Thank you for your patience. I have FINALLY located both bills. Note – the first time I rented, my car was being repaired at Inver Grove Ford – they were not able to figure it out and sent me home without any repairs. The second time, Auto Nation figured it out. Thank you for your patience and consideration. See attached. Ruth Meirick
2023-12-02 14:23:47	From: Lewis, Aricia (A.) Sent: Saturday, December 2, 2023 9:23 AM To: [redacted] Subject: RE: [redacted] Good morning [redacted] I do want to advise I have received and taken a look at both documents. The rental documents will need to match the dates on the dealerships Repair Order. That is just fords policy to provide reimbursements. If you have any questions or concerns please let me know. Thank you. Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405
2023-12-05 17:35:28	From: [redacted] Sent: Sunday, December 3, 2023 2:14 PM To: Lewis, Aricia (A.) Subject: Re: [redacted] That should be be the case I only use the rental during the time my vehicles were being fixed.
2023-12-05 17:35:38	From: Lewis, Aricia (A.) Sent: Monday, December 4, 2023 7:16 AM To: [redacted] Subject: RE: C[redacted] Hello [redacted] Okay awesome with that being said for the first rental receipt that was provided there is no dates showing. Are you able to show the original copy for that receipt. The second receipt is fine because we are able to see all information. Thank you. Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405
2023-12-05 17:35:46	From: [redacted] Sent: Monday, December 4, 2023 8:52:54 AM To: Lewis, Aricia (A.) Subject: RE: [redacted] Yes, let me find that original. I will print it out.
2023-12-05 17:52:33	From: Lewis, Aricia (A.) Sent: Tuesday, December 5, 2023 12:51 PM To: [redacted] Subject: RE: [redacted], I have received the document but do you have a repair order from the dealership showing the dates August 24th-August 30th. Please advise. Thank you. Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405
2023-12-09 12:39:33	From: [redacted] Sent: Tuesday, December 5, 2023 1:26 PM To: Lewis, Aricia (A.) Subject: RE: [redacted] I do not – I think we will need to get it from Ford. Would you like me to go there and pick up? Because they did not find anything wrong, they told me there would be no charge…. Ruth
2023-12-09 12:40:07	From: Lewis, Aricia (A.) Sent: Tuesday, December 5, 2023 1:28 PM To: [redacted] Subject: RE: [redacted] Oh no I will give them a call and receive the other repair order. Thank you. Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405
2023-12-09 12:40:38	From: Lewis, Aricia (A.) Sent: Saturday, December 9, 2023 7:39 AM To: Dpickard@invergroveford.com Cc: tsundberg@invergroveford.com Subject: [redacted] | 3FMCR9D99N[redacted] Good morning, My name is Aricia Lewis Customer Experience Specialist with Ford Motor Company. At this tie we are assisting a mutual customer that was recently at your dealership Union Leasing. I have also provided the VIN in the subject line for reference. Customer advised she was using a rental at the time while vehicle was in service but your dealership could not duplicate the repairs. Due to the fact the customer is looking into rental reimbursement we are needing a copy of the repair order document even if the customer did not pay for repairs. Any information you can provide will be greatly appreciated. Thank you. Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405
2023-12-12 18:31:02	CXS Aricia Ext. 77405 OBC to DLR @ 6514512201 Advised of name and left contact number
2023-12-12 18:33:46	From: Lewis, Aricia (A.) Sent: Tuesday, December 12, 2023 1:33 PM To: [redacted] Subject: RE: [redacted] I do want to advise we did make an attempt to reach out to Inver Grove in regards to the repair order document. I have left a message with the service manager so I will advise as soon as I receive the document. Thank you. Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405
2023-12-12 18:44:48	From: JFTP Sent: Tuesday, December 12, 2023 1:29 PM To: Lopez, Luis Cc: Toledo, Sergio ; Lewis, Aricia (A.) Subject: Re: [redacted] Good afternoon Mr. Lopez, I just spoke with Aricia Lewis and I explained to her that yourself and Emmanuel both confirmed to me that a COPIS Case had been created. However, she informed me that there was no COPIS case created and she doesn't see anything regarding it. Can you please respond to her directly in this email regarding this matter? Thank you, Willie Kirby
2023-12-12 18:45:17	From: Lopez, Luis Sent: Tuesday, December 12, 2023 1:33 PM To: Toledo, Sergio ; Lewis, Aricia (A.) ; JFTP Subject: RE: [redacted] Good afternoon, Once again, we keep going back and forth for a part that Mr.Kirby is trying to help us push as well, How many more copis cases do we need to make? How many times are going to give the runaround to our customer? See below again, Cor, FCSD, DATE, part# from the ford system it self, Please advise when this part will arrive, Thank you.
2023-12-12 18:45:49	From: Lewis, Aricia (A.) Sent: Tuesday, December 12, 2023 1:38 PM To: Lopez, Luis ; Toledo, Sergio ; JFTP Subject: RE: [redacted] Hello, I am not sure if we are talking about the same thing. However we are not seeing an active COPIS case with the Vehicle off road attached in GCCT. If that was the case we should be seeing a parts order case in GCCT. If you have the copis case number please provide it to me. Thank you. Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405

2023-12-12 18:46:30	From: Lopez, Luis Sent: Tuesday, December 12, 2023 1:37 PM To: JFTP Cc: Toledo, Sergio ; Lewis, Aricia (A.) Subject: RE: [redacted] Please disregard, we acquire the part from another dealer Thank you.
2023-12-12 18:46:54	From: Lewis, Aricia (A.) Sent: Tuesday, December 12, 2023 1:42 PM To: Lopez, Luis ; JFTP Cc: Toledo, Sergio Subject: RE: [redacted] Hello, Okay perfect. Do we know an ETA when the repairs will start since you guys have received the part ? Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405
2023-12-12 18:47:12	From: Lopez, Luis Sent: Tuesday, December 12, 2023 1:41 PM To: Lewis, Aricia (A.) ; Toledo, Sergio ; JFTP Subject: [redacted] Thank you, we already acquired the part as stated, thank you.
2023-12-15 12:59:54	
	PLEASE DISREGARD THE LAST 6 EMAILS NOT APART OF THIS CASE
2023-12-15 14:55:06	From: Lewis, Aricia (A.) Sent: Friday, December 15, 2023 9:55 AM To: [redacted] Subject: RE: [redacted] I do want to advise we are still currently trying to receive the other repair order from Inver Grove. So far we have been leaving voicemails. I will be trying again on 12/18. I do apologize for any inconveniences. Thank you. Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405
2023-12-18 14:31:35	From: [redacted] Sent: Friday, December 15, 2023 10:18 AM To: Lewis, Aricia (A.) Subject: RE: [redacted] OK – the man who helped me at Inver Grove Ford was named Tom in service. I am not sure if that is helpful. This was how it was when I worked with them, unreturned phone calls, etc. When I was done, I received a survey from them by phone and shared my experience working with them, the survey asked if I would like someone to call me back and I said “yes” but never received a call back. We have 5 Ford vehicles in our family, an edge, focus, F150, Bronco and an Escape. My boyfriend’s family owned a Ford dealership in the 50’s & 60’s and he won’t have it any other way, however, we would never buy a Ford from Inver Groce Ford! Ever!!!! You on the other hand, have been nothing short of exceptional. You have restored our trust in Ford – you have kept us in the loop the entire time and know that we appreciate that VERY MUCH! Ruth
2023-12-18 14:32:03	From: Lewis, Aricia (A.) Sent: Monday, December 18, 2023 9:30 AM To: [redacted] Subject: RE: [redacted], I must say it has been such a pleasure working with you. I sincerely apologize you were treated in that way and truly is unacceptable. I do want to apologize on my delay of response in regards to this matter. I also have AutoNation Ford assisting me in contacting Inver Grove. I will continue to keep you updated and I promise we do appreciate you for being a loyal ford customer ! I will let you know if we receive any information from Inver Grove by the end of the day. Thank you. Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405
2023-12-18 14:53:30	CXS Aricia Ext. 77405 OBC to DLR @ 6514512201 Advised of name and left contact number with david service manager
2023-12-19 13:26:13	From: Lewis, Aricia (A.) Sent: Tuesday, December 19, 2023 8:26 AM To: [redacted]' Subject: RE: [redacted], I do want to advise AutoNation Ford has gathered the repair order from Inver Grove. I will be submitting all documents by the end of the day. I should have an update no later than the 26th. If you have any further questions or concerns please let me know. Thank you. Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405
2023-12-20 14:06:10	From: Lewis, Aricia (A.) Sent: Wednesday, December 20, 2023 9:06 AM To: [redacted] Subject: RE: [redacted] Good morning, At this time Ford has reviewed all documents. Ford is willing to offer $1,051.38 for one rental receipt. We will not be able to cover the second receipt since there was no concern found at the time. Please advise if you accept. Thank you. Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405
2023-12-20 14:07:03	
	BC Approved Per Com $1051.38
2023-12-20 14:11:51	From: Ruth [redacted] Sent: Wednesday, December 20, 2023 9:09 AM To: Lewis, Aricia (A.) Subject: Re: [redacted] Yes! Thank you!!!!
2023-12-20 14:12:33	From: Lewis, Aricia (A.) Sent: Wednesday, December 20, 2023 9:11 AM To: [redacted] Subject: RE: [redacted] Awesome of course. I will advise once we have provided all information to the dealership to process the check. Thank you. Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405
2023-12-22 17:17:17	From: Lewis, Aricia (A.) Sent: Friday, December 22, 2023 12:17 PM To: [redacted]' Subject: RE: [redacted] I do want to advise we have provided the dealership all information to provide a check in regards to the rental reimbursement. We will do one more follow up to make sure all information has processed and been sent out. I appreciate all your time and patience. Happy Holidays ! Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405
2024-01-02 18:05:31	From: Lewis, Aricia (A.) Sent: Tuesday, January 2, 2024 1:05 PM To: [redacted]' Subject: RE: [redacted] Good afternoon, I hope all is well ! I do want to advise the dealership has processed all information and advised on 12/30 you should be receiving the check within one to two weeks. If you do not receive the check by 01/12/2024 please let us know. Thank you. Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405
2024-01-06 16:12:06	From: Lewis, Aricia (A.) Sent: Saturday, January 6, 2024 11:12 AM To: [redacted]' Subject: RE: [redacted] Good morning, Please advise if any other assistance is needed ? Thank you Regards , Aricia Lewis Ford Pro Customer Experience Specialist, Ford CX Team Alewi185@ford.com O: 800-343-5338 option 1, then 1 ext 77405
2024-01-08 12:14:11	From: [redacted] Sent: Sunday, January 7, 2024 1:34 PM To: Lewis, Aricia (A.) Subject: Re: [redacted] Nope! Received the check. Thank you!

CASE ATTACHMENTS:

2023-12-02 14:16:21	Aricia Lewis
2023-12-05 17:49:07	Aricia Lewis
2023-12-19 13:27:02	Aricia Lewis
2023-12-19 13:32:01	Aricia Lewis
2023-12-19 13:32:33	Aricia Lewis
2023-12-19 13:33:34	Aricia Lewis
2023-12-20 14:07:03	Aricia Lewis



CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 10-16-2023 CLOSED: 10-16-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has not been to Dealer |

DEALER NAME: Santa Monica Ford

PA CODE: 06246 DLR SALES CODE: 71026 REGION: W1 ZONE: W1A

VIN: 3FMCR9C67M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | CA | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Stalls/Quits | Cruise/ Steady Speed | UNKNOWN

ANALYST NAME: Natalie Barrios OPEN ANALYST NAME: Tadrelija Watson

COMMENTS:

2023-10-16 15:19:39 IBC from (phone # [redacted] •Spoke [redacted] •Regarding:33897.8 miles 3fmcr9c67m[redacted] •Information Received:Stated her 2021 branco is not a good vehicle it has been in twice for transmission issues and she has been told twice that it is fixed but it is not fixed they also told her she would have to pay for rental next time and she is not paying they told her to call in today to get rental approved for October 30th for indefinite until her vehicle is fixed vehicle stalls between 0 and 40 •Information Provided:Advised client that if the dealer is not able to put her in a loaner we do rental reimbursements advised client that if vehicle is diagnosed and deemed as a warrantable repair we offer rental reimbursement 45 a day but we can see if the dealer is willing to partner with us to get her a rental and we reimburse them but we do not offer loaners in this department the dealer offers loaners. •Next Step: resolve for now Ford Motor Company ® Tadrelija Watson Customer Experience Specialist, Ford CXS Team Twatso71@ford.com | www.ford.com Office: 866-631-3788 ext. 79826 E-Fax: 8886359545

CASE ATTACHMENTS:

CASE NUMBER: C[redacted] STATUS: Information Provided
OPEN: 10-16-2023 CLOSED: 10-16-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Don Hinds Ford Inc
PA CODE: 04716 DLR SALES CODE: 47034 REGION: G3 ZONE: G3A
VIN: 3FMCR9C67M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | IN | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Battery Range | UNKNOWN | UNKNOWN
ANALYST NAME: Jerrica Alva OPEN ANALYST NAME: Jerrica Alva
COMMENTS:
2023-10-16 19:29:20

Customer Name:[redacted]
[redacted] Noblesville, IN [redacted]
Email:[redacted]

VIN:3FMCR9C67M[redacted]
Vehicle Mileage: 39000

Dealership Name:Don Hinds
Name of the Service Adviser that the customer is working with: Joshua

Customer's Concern:How is it that we bought a brand new vehicle and less than 3 years later Im supposed to spend $300 because your company was negligent?

Customer's Desired Outcome: fin assist/ not allowed due to the item being a maintenance item.

What symptoms did the vehicle have that prompted the visit to the dealer:My battery failed and left me stranded at an airport after traveling home.

2023-10-16 20:13:02

CONTACT VIA (cust. best contact [redacted]
CUST. SAYS:The ford dealership told me that the original battery was installed incorrectly. They said a part was pushing on the battery causing it to get too hot and it failed. How is it that we bought a brand new vehicle and less than 3 years later Im supposed to spend $300 because your company was negligent?
Per Cust., DLR SAYS:The ford dealership told me that the original battery was installed incorrectly. They said a part was pushing on the battery causing it to get too hot and it failed.
CRC ADVISED: offered to provide fb to the dealer for the CX but they declined.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 10-17-2023 CLOSED: 10-17-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Tier 1 Inbound NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |

DEALER NAME: John Meegan Ford, Inc.

PA CODE: 07441 DLR SALES CODE: 44420 REGION: G4 ZONE: G4D

VIN: 3FMCR9D98M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 15,462

BODY STYLE: R9D - BRONCO SPORT BADLANDS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | PA | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Lack/Loss of Power | Acceleration | UNKNOWN

ANALYST NAME: Noel Barometro OPEN ANALYST NAME: Noel Barometro

COMMENTS:

2023-10-17 01:12:56 CUST SAYS: [redacted] bronco sport 2021 , having issue with the it wont move power completely. it doesnt go. It stalling. , we are calling to see if there is a recall. PER CUST, DLR SAYS: N/A CRC ADVISED: We recommend that your vehicle be inspected by a Ford/Lincoln dealership to determine the cause of any symptoms your vehicle may be experiencing. Your local Ford/Lincoln dealership has factory-trained technicians, the most current engineering service information, and the specialized equipment required to resolve your vehicle concerns. If there is no coverage under applicable warranties, recalls, or ESPs, repairs and services would be your responsibility. Your next step is to make an appointment with your servicing dealership to have your vehicle diagnosed. (REFER TO NEAREST LOCAL DEALER OR SERVICING DEALER OF CHOICE) NHTSA is the department who identify or determine what components, parts or VIN that will have the recall, Ford Motor Company is the one who sent out the notification to the last known owner of the veh, please make sure that your records are updated with NHTSA and your local DMV. I Offered RSA but she will try tomorrow morning if it is drivable nor not.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 10-17-2023 CLOSED: 12-05-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Customer has vehicle |

DEALER NAME: Midway Ford

PA CODE: 04893 DLR SALES CODE: 24013 REGION: S3 ZONE: S3A

VIN: 3FMCR9B67M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | FL | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | No Crank | Intermittent

ANALYST NAME: Alice Malone OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-10-17 18:13:05	Customer Name: n/a Customer Number: n/a CLV SCORE: n/a Is the veh there? n/a Mileage? n/a RO# n/a RO date n/a Veh Concern? n/a Diagnosis: n/a Repairs ETA: n/a Offer delivery? n/a rental? n/a loaner? n/a Warrantable? n/a Technician Pending or assigned? OBC: I called to see if the vehicle is currently in service and received no answer I will contact back for a status. Next Steps: I will contact back for a status. Yashica Davis Ford Motor Company Proactive Customer Dealer Advocate Office: (866)-631-3788 ext.79328 P.O Box 6248 Dearborn, MI 48126
2023-10-19 16:43:34	OBC: I called to see if the vehicle is currently in service and spoke to Kristie SA she let me know the SA is Mike who is working with the customer and she took down my information to send a message to Mike SA. Next Steps: I will contact back for a status.
2023-10-23 17:08:34	OBC: I called to get a status with [redacted] SA Mike who is working with the customer and received no answer I will contact back for a status. Next Steps: I will contact back for a status.
2023-10-26 14:56:06	OBC: I called to get a status from SA Christian with [redacted] who is working with the customer and received no answer I will contact back for a status. OBE: Hi [redacted] am working with your dealership from the Roadside Proactive Team which Roadside Services send us customer service cases. The customer has no knowledge the case is created by Roadside and I was trying to get a update on some cases as well as verify if the vehicle is currently in service. I was told you are working with the customer listed below: [redacted] : vehicle owner for 3FMCR9B67M[redacted] Please provide the vehicle concern and current status. Thanks, Next Steps: I will contact back for a status.
2023-10-26 15:00:02	OBC: I called to get a status from SA Mike with [redacted] is working with the customer and received no answer I will contact back for a status. OBE: Hi [redacted] I am working with your dealership from the Roadside Proactive Team which Roadside Services send us customer service cases. The customer has no knowledge the case is created by Roadside and I was trying to get a update on some cases as well as verify if the vehicle is currently in service. I was told you are working with the customer listed below: [redacted] : vehicle owner for 3FMCR9B67M[redacted] Please provide the vehicle concern and current status. Thanks, Next Steps: I will contact back for a status.
2023-10-31 19:08:50	OBE: HI Mike, I was trying to get an update on the information below. Thanks, Next Steps: I had the email incorrect working to get a status.
2023-11-03 13:20:06	OBE: Hi Antonio, I have been working to get a status with no response from your service advisors and I am the person that handles all the Dealer cases and Customer Service cases for you dealership. I have been reaching out since October 16, 2023 on the cases below. Please provide a status for the vehicles below and contact numbers for the customer GCCT doesn't always have it listed and I want to reach out to the customers: 1FMSK7DH9L[redacted] No name is in GCCT or phone number [redacted] : vehicle owner for 3FMCR9B67M[redacted] [redacted] : vehicle owner for 3FMCR9B65N[redacted] [redacted] : vehicle owner for 3FMTK3R76P[redacted] [redacted] : vehicle owner for 1FMDE5BH9P[redacted] If I don't get a status I will reach out to your Region to get assistance. Thanks, Yashica Davis Proactive Customer Dealer Advocate Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team O: (866) 631-3788 ext.79328 P.O. Box 6248 Dearborn, MI 48126 Next Steps: I will be reaching on to the Region if no response.
2023-11-03 19:56:46	no contact information in GCCT
2023-11-07 21:07:12	OBE: Hi Antonio, (second attempt) I have been working to get a status with no response from your service advisors and I am the person that handles all the Dealer cases and Customer Service cases for you dealership. I have been reaching out since October 16, 2023 on the cases below. Please provide a status for the vehicles below and contact numbers for the customer GCCT doesn't always have it listed and I want to reach out to the customers: 1FMSK7DH9L[redacted]4 No name is in GCCT or phone number [redacted] : vehicle owner for 3FMCR9B67M[redacted] [redacted] : vehicle owner for 3FMCR9B65N[redacted] [redacted] : vehicle owner for 3FMTK3R76P[redacted] [redacted] : vehicle owner for 1FMDE5BH9P[redacted] If I don't get a status I will reach out to your Region to get assistance. Thanks, Next Steps: I will be reaching on to the Region if no response.
2023-11-10 15:01:20	OBC: I called to get a status on this customer repair with [redacted] and received no answer I will contact back for a status and I have reached out to Orlando chat to get a status on multiple cases.need contact information Next Steps: I will reach out to Orlando Region for an update, the dealership.
2023-11-15 14:09:04	OBC: I called to get a status on this customer repair with [redacted] and received no answer I will contact back for a status and I have reached out to Orlando chat to get a status on multiple cases.need contact information OBE: Hi Alejandro, Please provide a status and contact number for the customers below even if they are no longer there I need to know what it was there for and when it was picked up and the customer contact number. If no response I will reach back out to Orlando region. Thanks, Next Steps: I will contact back for a status.

2023-11-20 18:36:44

OBC to CUST-(215) 833-8524 (Per Swoop)
No answer. LVM for satisfaction

Next Steps: 2nd attempt
Follow up: Tuesday 11/21

Alice Malone
Coordinator
Proactive Customer/ Dealer Advocate
amalon34@ford.com | www.ford.com.
office: 866-631-3788 ext. 79264

2023-11-20 21:07:25

Per Oasis: [redacted] 16-OCT-2023 LOAD TEST BATTERY PER TESTER, REPLACE BATTERYFDRS SELF TEST P06E9, DATA LOGGER DISPLAY, POWER BALANCE TEST, PINPOINT TEST, GO TO SYMPTOM CHART, REFER TO BATTERY REPLACEMENT, AND RESET BMS, FINAL REPEAT EEC QUICK TEST.

2023-11-21 20:29:47

OBC to CUST
Spoke with [redacted]
veh would not start. veh would not turn back on and he received multiple warning signals (flashing) Took veh to Ford of Kendall and they stated that the battery was good. DLR replaced battery and he has not had any issues since.
I offered cust limited maint plan and he accepted. Cust provided email address and I informed that i would send over details of the plan and notify him once it is active.
[redacted]

Next Steps: Send email. Process Morley
Follow Up: Monday 11/27

Alice Malone
Coordinator
Proactive Customer/ Dealer Advocate
amalon34@ford.com | www.ford.com.
office: 866-631-3788 ext. 79264

2023-12-04 20:44:27

OBC to CUST
No answer. LVM to inform cust LMP is active

Next Steps: Recap and Resolve

Alice Malone
Coordinator
Proactive Customer/ Dealer Advocate
amalon34@ford.com | www.ford.com.
office: 866-631-3788 ext. 79264

CASE ATTACHMENTS:

CASE NUMBER: C[redacted] STATUS: Resolved
OPEN: 10-17-2023 CLOSED: 10-17-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | | |
DEALER NAME: North Central Ford
PA CODE: 04212 DLR SALES CODE: 52017 REGION: C1 ZONE: C1A
VIN: 3FMCR9C66M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | TX | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Running | UNKNOWN | UNKNOWN
ANALYST NAME: Amen Okundaye OPEN ANALYST NAME: Dominique Dixon
COMMENTS:
2023-10-17 13:29:55

no data found on uptime

2023-10-17 13:49:24

Case Number :[redacted]
Customer : Generic Contact US Ford Dealer NA CRC
Business Phone :
Home Phone :
Mobile Phone :
LTV Score :
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number :
Part Number :
Dealer Name : North Central Ford
Dealer P&A : 04212
Dealer phone : 800) 574-9708
VIN : 3FMCR9C66M[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage :
Engine Specification :1.5L Dragon I3 DI TC Gas B
Transmission Specification :8 Speed Auto Transmission 8F35
Warranty Start Date : 2021-08-30
Open Recall/FSA: :

22N18REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORSESP : no
Hotline Contact : no
Warranty History :

WARRANTY CLAIM NUMBER[redacted]
CONDITION CODE

CONDITION DESC(NO DESC AVAILABLE)

LABOR OP22S73B

PART NUMBERPART DESCRIPTIONQUANTITY

NX6Z 8A507 A001

PERFORM PCM UPDATE AND INSTALL DRAIN TUBE PER FSA.

2023-10-17 20:46:07

OBC to Dlr: Andrew in service
Service Advisor:
Customer Name:
Customer Number:2147084220
CLV SCORE:
Is the veh there?10/16
Mileage?23587
RO#[redacted]
RO date-10/17
Veh Concern? jumstart vehicle, veh died
Diagnosis: replace battery
Repairs ETA: completed
Offer delivery?
rental?
loaner?
Warrantable?
Technician Pending or assigned?

2023-10-17 20:52:45

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 10-17-2023 CLOSED: 10-18-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | | |

DEALER NAME: Mac Haik Ford

PA CODE: 02435 DLR SALES CODE: 23306 REGION: C3 ZONE: C3A

VIN: 3FMCR9B6XM[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 25,262

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | MS | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | No Crank | Always

ANALYST NAME: Tabrionna Butler OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-10-17 13:28:22	***UPTIME RESEARCH FINDINGS*** R.O#[redacted] R.O OPEN DATE: 10/16/23 DEALER NAME: Mac Haik Ford REPAIR STATUS: Booking to Work Starting TECH ASSIGNED: No TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Advocate-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:00am-4:30pm CST
2023-10-17 13:55:01	OBC to Dealer 6019567000 CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: Verify cust/vehicle info & obtain R.O information Notes: Spoke to Carrie in service confirmed cust contact & that vehicle is at dealer. Carrie stated cust had vehicle towed because it died while the cust was sitting idle & would not start with jump-start P&A CODE: 02435 Last 8 of VIN: M[redacted]5 WSD: 9/14/2021 VEHICLE: 2021 Bronco Sport MILEAGE: 25262 RO NUMBER[redacted] SERVICE ADVISOR NAME/EMAIL: Pheanele Hamm-Brown DATE VEHICLE ARRIVED ON: 10/16 DIAGNOSIS FINDINGS: IS THE REPAIR WARRANTABLE: PART NUMBER: CUSTOMER'S PHONE NUMBER:[redacted] CUSTOMER'S NAME: [redacted] ADMIN: [redacted] CLV: 72 DATE VEHICLE LEFT ON: DEALERSHIP OFFER DELIVERY: Yes CUSTOMER IN RENTAL? ADD RENTAL VIN/DETAILS: No NEXT STEPS: COPY KEY DATA>VOR TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Advocate-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:00am-4:30pm CST
2023-10-17 14:11:44	***COPY KEY DATA*** Case Number : [redacted] Customer : [redacted] Business Phone : [redacted] Home Phone : [redacted] Mobile Phone [redacted] Score : 72 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Mac Haik Ford Dealer P&A : 02435 Dealer phone : 6019567000 VIN : 3FMCR9B6XM[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 25262 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-09-14 Open Recall/FSA: 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION ESP : NONE Hotline Contact : NONE Warranty History : 18-OCTOBER-2022 WARRANTY CLAIM NUMBER:[redacted] REPLACED FRONT BRAKE PADS LABOR OPERATION 21C31B .70 INSPECT RIGHT-HAND ENGINE OIL SEPARATOR PASS: NO LEAKS AND/OR DAMAGE FOUND LABOR OPERATION 22S21A .30
2023-10-17 18:45:02	OBC to Cust[redacted] CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: Initial contact Notes: Spoke to cust stated dealer replaced battery and completed recall. Cust stated her only concern is that when her vehicle was being towed, the provided had to drag her vehicle onto the tow truck due to the vehicle not shifting into neutral. Advised cust once she checks her tires if there is any damage to reach out to Phaenel at dlr so he could provide next steps. Survey prompt given Next Steps: Move to close TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Advocate-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:00am-4:30pm CST

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 10-17-2023 CLOSED: 12-10-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |

DEALER NAME: Thornhill Ford

PA CODE: 06359 DLR SALES CODE: 47486 REGION: G3 ZONE: G3C

VIN: 3FMCR9C68N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 17,945

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | WV | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Running | Overheats | Intermittent

ANALYST NAME: Destiny Gallardo OPEN ANALYST NAME: Courtney Green

COMMENTS:

2023-10-17 19:49:48 CXS-Inquiry (Courtney Green /extension #79925) Professional Greeting: Y Provided Genuine Empathy & Reassurance? Y IBC from [redacted] 2022 Bronco VIN: 3FMCR9C68N[redacted] Verified (Name, Phone, Address, and email): Y Issue: Customer 2022 Ford bronco 1/3/2023 5 months later. Customer stated vehicle stopped on customer while driving. Customer stated vehicle does not go into reverse. Customer called dealer and they towed vehicle to ThornHill Ford dealership. Customer stated that the dealership took forever to get a rental vehicle. Customer stated that on Monday vehicle started heating up. Water pump leaking really bad, and customer stated that the dealership could not find rental vehicle. Customer stated that someone from the dealership to customer home. Customer stated that she is wanting to start the lemon law process. Advised customer we have a buyback request. Customer is wanting a buyback request. Vehicle is currently at Thorn Hill Ford. Create or Check for existing cases: CAS-[redacted] Build Rapport Reviewed Oasis? Mileage: 17,945 VEH Year: 2022 CLV: 88 NEXT STEPS: Escalate to Concern OBC to DLR · Spoke with: · Regarding: · Information Received: Provide Case number: Recap/closing & Survey Prompt? Ford Motor Company Courtney Green Customer Experience Specialist | Ford CX Team cgree215@ford.com/www.ford.com 866-631-3788 ***** I AM A INQUIRY AGENT****

Case Number : [redacted]
Customer : [redacted]
Business Phone [redacted]
Home Phone : [redacted]
Mobile Phone : [redacted]
LTV Score : 88
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : NA
Part Number : NA
Dealer Name : Thornhill Ford
Dealer P&A : 06359
Dealer phone : 304-855-8300
VIN : 3FMCR9C68N[redacted]
Year : 2022
Make : FORD
Model : BRONCO SPORT
Mileage : 17945
Engine Specification : NA
Transmission Specification : NA
Warranty Start Date : 2023-01-03
Open Recall/FSA: : NA
ESP : NA
Hotline Contact : NA
Warranty History :

WARRANTY REPAIR HISTORY

Click Here for Full Warranty History

12-MAY-2023

DEALER:Thornhill Ford Lincoln
ODOMETER:000008943M

WARRANTY CLAIM NUMBER:[redacted]
CONDITION CODE42

CONDITION DESCDOES NOT OPERATE PROPERLY

LABOR OP7001D, 7000A, 7000AXQ

PART NUMBERPART DESCRIPTIONQUANTITY

XT 12 QULV001
LX6Z 7000 F001

P073D CLUTCH PACK FAILURE P073D CLUTCH PACK FAILURE P073D CLUTCH PACK FAILURE PULLED CODE P073D LED TO CLUTCH PACK FAILURE INTERNAL DAMAGE D UE TO LOW MILEAGE. REPLACED TRANS. PERFORMED PPT T1 NO, NO OTHER CODE S PRESENT NO FAULT AT THIS TIME. BUT HAS NO REVERSE SO WENT TO SYMPTO M CHART FOR NO REVERSE OT TO CLUTCH B NO ELECTRICAL FAULTS AND SOLENOI DS ARE WORKING SO IT HAS TO BE IN THE HYDRAULIC CI

12-MAY-2023

DEALER:Thornhill Ford Lincoln
ODOMETER:000008943M

WARRANTY CLAIM NUMBER:[redacted]
CONDITION CODE82

CONDITION DESCFREIGHT/POSTAGE/MAINTENANCE

LABOR OP

PART NUMBERPART DESCRIPTIONQUANTITY

RENTAL000

RENTAL VEHICLE FOR CUSTOMER WHILE REPAIRS COMPLETED.

2023-10-17 20:18:45

CXS Destiny Gallardo/ ext. 79527/ dgallar4@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] MILEAGE: 17945 WSD: 1/3/2023 CLV: 88 FLP: Y CUST: [redacted] / [redacted] IBC/Situation: Inquiry REP (Courtney Green) called in said that they have a GFR case that the CUST would like submitted. What the customer is seeking from Ford? CUST is wanting to submit a GFR •Where is the vehicle located: AT THE DLR since this morning @10:00 AM •Dealership Servicing: Thornhill Ford •Dealership/Contact: 3048558300 •Is this the purchasing dealership? Yes •Tech SME Engaged/Parts SME Engaged: (Y/N) - N CUST said that they traded a Honda Pilot about 3 years old and completely paid off for this vehicle and they had a transmission that went out not even 5 months of owning the vehicle and it was completely not drive-able. CUST said that it's been over heating and they no longer feel happy with owning this vehicle. CXS apologized that they're having to experience that and let them know that we would be their point of contact moving forward with the process and partnering with their DLR as well. CXS explained to the CUST of the NON-CA GFR process and to expect a decision within 3-5 business days. CUST was advised that we would have a follow up for 10/21. CUST was opted into SMS and acknowledged data charges may apply. Survey/Loyalty statement was prompted before releasing the call. •Next steps: CXS will submit GFR and send out a Portal Message to the DLR. Follow up will be set for 10/21. Ford Motor Company ® Destiny Gallardo Customer Experience Specialist dgallar4@Ford.com www.ford.com O: 866-631-3788 Ext. 79527 Hours of Operation: Mon – Wed / Fri – Sat 7:00AM – 3:30 PM CST

2023-10-19 18:32:03

*OGC VIN LIST CHECK: 3FMCR9C68N[redacted]

*Results: Nothing Returned

*Original Owner per Navis

*Verified VIN in Oasis

Ford Motor Company ®
Jennifer Falls
Non-Californian Buyback Review Team Specialist, Ford CX Team Ford Motor Company ®

2023-10-19 18:44:34

After review; veh does not meet state guidelines for buyback/replacement criteria for WV.

Talking Points:

-Deny GFR
-Review note in milestone
-Follow Repair Assistance Procedures Per Process
-Recommend Dealer Engage Hotline for Repair Assistance
-Focus on getting veh repaired

Ford Motor Company ®
Jennifer Falls
Non-Californian Buyback Review Team Specialist, Ford CX Team Ford Motor Company ®

** NOT A RAV AGENT**NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2023-10-21 15:17:48

From: Gallardo, Destiny (D.)
Sent: Saturday, October 21, 2023 10:11 AM
To: brett.browning@thornhillautomotive.com
Subject: [redacted] / VIN: 3FMCR9C68N[redacted]
Importance: High

Good Morning,

This Destiny from the CRC, we have an open case on file for mutual customer [redacted], may we have the following information below:

HAS A DIAGNOSES BEEN COMPLETED (Y/N):
IF NO, IS THERE AN EXPECTED TIME FOR COMPLETION:
CAUSE OF FAILURE:
DETAILED TECH FINDINGS:

IF YES, WHICH WARRANTY:
IS THE VEHICLE CURRENTLY AT THE DEALERSHIP:
RO #:
RO OPEN DATE:
MILEAGE AT RO:
P&A CODE?
PARTICIPATE IT PICK UP AND DELIVERY?:
WOULD LIKE TO PARTICIPATE IN DEALER SMS? (PHONE # IS NEEDED):
ARE THERE CLEAR PATHS TO REPAIRS (Y/N):
IF NO, WHY (EX: LOW ON TECHS, WAITING ON PARTS, ETC.):
HAS A HOTLINE BEEN OPENED OR NEEDING TO BE ESTABLISHED:
ARE PARTS BEING ORDERED (Y/N):
IF YES, WHAT ARE THE PART NUMBERS:
ARE THERE LOANERS AVAILABLE (Y/N):
IF NO, DO YOU KNOW WHEN THERE WILL BE ANYTHING AVAILABLE:
ARE YOU WITH A THIRD PARTY RENTAL COMPANY?

Please Advise.

Thank you,

Destiny Gallardo
Ford Motor Company ®
Customer Experience Specialist – Passenger Vehicle Concern Team
dgallar4@Ford.com www.ford.com
O: 866-631-3788 Ext. 79527
Hours of Operation: Mon – Wed / Fri – Sat 7:00AM – 3:30 PM CST

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2023-10-23 16:55:45

IBC-CUST seeking update on case from CXS case owner.

CXS was not available via webex and left message cust seeking callback.

CXS advised cust I left message for callback and CXS case owner has f/u scheduled for 10/24/2023.

Next Step: document re-contact

Donnell Fairley
Customer Experience Specialist/ Ford Truck Concern Team
Ford Motor Company ®
O: (866) 631-3788 ext. 79315
E: dfairle3@ford.com | www.ford.com
Monday-Friday 12:00pm-8:30pm

2023-10-24 16:16:14

Customer calling she has a schedule follow up today and would like to let agent know to please call her back before 4pm Eat since she will out of reach after that time.
mag agent via webex.

2023-10-24 17:44:09

CXS Destiny Gallardo/ ext. 79527/ dgallar4@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] MILEAGE: 18,121 WSD: 1/3/2023 CLV: 88 FLP: Y Plan of Action: CXS is reaching out to speak with the Service Department and confirm if the vehicle remains at the dealership. OBC>DLR(913048558300): CXS reached out to speak with Service Department. Service Department advised that the vehicle has already been picked up and is back with the customer at this point in time. • Next steps: CXS will reach out to the CUST and advise on the GFR denial. Ford Motor Company ® Destiny Gallardo Customer Experience Specialist dgallar4@Ford.com www.ford.com O: 866-631-3788 Ext. 79527

2023-10-24 20:08:29

CXS Destiny Gallardo/ ext. 79527/ dgallar4@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] MILEAGE: 18,121 WSD: 1/3/2023 CLV: 88 FLP: Y Plan of Action: CXS is reaching out to speak with the CUST in reference to the GFR denial and that their vehicle doesn't meet the number or repair attempts/days down to qualify. OBC>CUST[redacted]): CXS reached out to speak with the CUST. Each time the CUST's line is dialed to it brings it to a dead line. • Next steps: CXS will send out an SMS to the CUST confirming on their phone number. Follow up will be set for 10/28. Ford Motor Company ® Destiny Gallardo Customer Experience Specialist dgallar4@Ford.com www.ford.com O: 866-631-3788 Ext. 79527

2023-10-24 20:40:23

customer called back wanting to know if she could talk to agent before she leaves the house , I gave her latest update by agent trying to reach out and not being able to go through her # , verify her email as well, msg agent via webex, and advised customer she will received an email containing updated of her case so she can be on the look ot for that and I let her know that next follow up will be 10/28.
she was pleased with the info provided .

2023-10-28 15:55:42

CXS Destiny Gallardo/ ext. 79527/ dgallar4@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] MILEAGE: 18,121 WSD: 1/3/2023 CLV: 88 FLP: Y Plan of Action: CXS is reaching out to speak with the CUST in reference to the GFR denial and that their vehicle doesn't meet the number or repair attempts/days down to qualify. OBC>CUST[redacted]: CXS reached out to speak with the CUST. Each time the CUST's line is dialed to it brings it to a dead line. CXS tried 2 more times and still keeps getting a dead line. • Next steps: CXS will send out an email to the CUST advising that we've been trying to reach out but her number keeps bringing us to a dead line. Ford Motor Company ® Destiny Gallardo Customer Experience Specialist dgallar4@Ford.com www.ford.com O: 866-631-3788 Ext. 79527

2023-10-28 15:56:53

From: Gallardo, Destiny (D.)
Sent: Saturday, October 28, 2023 10:55 AM
To: [redacted]

Good Morning Ms. [redacted]

I wanted to reach out and advise that I've been attempting to contact you about the decision for your buyback request. There seems to be an issue each time I dial your phone number we have, which is: [redacted]. I greatly apologize for the inconvenience this has caused and wanted to make sure that I had reached out via email to you and will be sending a text your way as well. Based on your Buyback Request from your state, WV, they have advised that your vehicle doesn't meet the number or repair attempts/days down to qualify at this point in time.

To provide you with a peace of mind, I would like to offer you with a Limited Maintenance Plan on us, this plan covers an additional 3YRS/ 45,000 MILES. This plan covers all of your scheduled maintenance like oil and filter replacement, tire rotation, and multi-point inspections. I will include the brochure so that you're able to take a look of all the listed components that will come along with this coverage.

Please look for an email within the next few days (please check spam folder & junk folder), Ford and I value your honest feedback to help us understand how we can improve in the future and always provide five star service to you and your family and friends. Please be advised anything on this survey is only concerning my effort to help trust the brand.

In the section with the Branding question, Ford would like to know with the way I cared for your case if you would refer anyone to Ford if you knew they would receive the same care given to you by me, your Customer Experience Specialist. A separate survey will come concerning the Dealership and their Service that was provided for you.

I will set a follow up for you case for 10/30 to reach back out in reference to this offer and to overall go over case closure if we're not able to speak with one another today.

As always, thank you for being a Valued Ford Member.

Respectfully,

Destiny Gallardo
Ford Motor Company ®
Customer Experience Specialist – Passenger Vehicle Concern Team
dgallar4@Ford.com www.ford.com
O: 866-631-3788 Ext. 79527
Hours of Operation: Mon – Wed / Fri – Sat 7:00AM – 3:30 PM CST

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2023-11-02 18:54:46

Temporarily assigning case to Candace Bell due to Destiny Gallardo being out of office.

2023-11-15 18:28:55

CXS Destiny Gallardo/ ext. 79527/ dgallar4@ford.com [FLP CRITERIA: 7YRS/100K/65CLV] MILEAGE: 18,121 WSD: 1/3/2023 CLV: 88 FLP: Y Plan of Action: CXS is reaching out to see if the CUST was able to look over the email we sent or obtain any of the messages that we have been sending over to her. OBC>CUST[redacted]: CXS reached out to speak with the CUST. CUST was able to answer the line and said that she didn't get anything from us. CXS repeated the CUST's contact information and the email address we had reached out to as well and she confirmed it was correct. She advised that she got a lawyer since her GFR was declined and before I could advise her that because of the reason for denial it could be resubmitted she said that she didn't need to speak with us anymore. • Next steps: CXS will safety net for closure. Ford Motor Company ® Destiny Gallardo Customer Experience Specialist dgallar4@Ford.com www.ford.com O: 866-631-3788 Ext. 79527

2023-12-09 20:17:36

Supervisor Review: Approved to close.

CASE ATTACHMENTS:
2023-10-17 20:19:14 Destiny Gallardo

[redacted]

Buyback Request Template

Purpose: Use the template below to provide additional information to the appropriate specialized buyback handling team so they may make informed decisions regarding a vehicle repurchase/replacement.

> **Important:** Copy and paste into the case notes. Do **not** send this document to the customer or the Ford Dealer.

Customer Information	
Name(s) on the Title: [redacted]	
Address [redacted] HANOVER, WV [redacted]	
Email Address [redacted]	
Customer is Select purchasing or leasing the vehicle.	
Vehicle Information	
VIN: 3FMCR9C68N[redacted]	Current Mileage: 17945
Ownership Status/ Type of Purchase: Select New, Used, CPO, Private sale, or Gift	
Purpose of vehicle: Select personal or business	# Vehicles registered to the business. (If yes to business)
Purchase Date: 1/3/2023	Mileage at Time of Purchase: 00000
State Information	
State Where Purchased: WV	
State Where Registered: WV	
Dealer Information	
Purchased from Dealer? Select Yes or No	Dealership (if yes): Thornhill Ford
Primary Reason for Repurchase: CUST said that they traded a Honda Pilot about 3 years old and completely paid off for this vehicle and they had a transmission that went out not even 5 months of owning the vehicle and it was completely not drive-able under 9,000 miles (OASIS confirms statement). CUST said that it's been overheating.	
Is there a current concern with the vehicle? YES	
What is the repair status of the vehicle? VEH IS AT THE DLR AND RETURNED THIS MORNING. CUST HAS BEEN ADVISED THEY'RE NEEDING A WATER PUMP REPLACEMENT AND THEY'RE DONE WITH THE VEHICLE BECAUSE THE ISSUES ARE STARTING TO PILE UP.	
Were repairs completed for this concern at multiple dealerships? (If yes): N/A	
(**CA Only**) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? Enter Yes or No	

CASE NUMBER: [redacted] STATUS: In Progress

OPEN: 10-19-2023 CLOSED: BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Customer has vehicle |

DEALER NAME: Roberts Motors, Inc.

PA CODE: 08001 DLR SALES CODE: 53104 REGION: C4 ZONE: C4C

VIN: 3FMCR9B6XM[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | IL | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Lack/Loss of Power | Not Listed | UNKNOWN

ANALYST NAME: SYSTEM OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-10-19 13:05:57	Case Number : [redacted] Customer : Generic Contact US Ford Dealer NA CRC Business Phone : [redacted] Home Phone [redacted] Mobile Phone [redacted] LTV Score : N/S Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : na Part Number : na Dealer Name : Roberts Motors, Inc. Dealer P&A : 08001 Dealer phone : 618-466-7220 VIN : 3FMCR9B6XM[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 34407 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-05-20 Open Recall/FSA: : 22N18 ESP : 0987 - USA 2022 84/100000 FBA POWERTRAINCARE WTY WROADSIDE 0987 - USA 2022 12/12000 FBA USED PREMIUMCARE WARRANTY 0968 - USA 2022 NEW 96/100000 FBA GOLD LCPO PREM WTY W/RDSIDE Hotline Contact : na Warranty History : [redacted]
2023-10-19 13:08:34	OBPM to Dealer: Good Morning Partners, My name is Kequina, I am with the Roadside Proactive Team. Our records indicate a vehicle was towed to your dealer through roadside. Can you please provide the following info: VIN: 1FMSK8DH1[redacted] Veh arrived on: SA: SA Email: SA Text: Cust in rental? Customer pay: Rental VIN: Ro Number: Mileage: Concern: Diag: Repair Warrantable: Part Number: Dlr offer delivery: Cust name: Cust phone number: Kindest Regards, Ford Motor Company ® Kequina Willis Proactive Roadside Customer Dealer Advocate O: (866)631-3788 ext. 79120 7:30am to 4:00pm
2023-10-20 19:10:22	Kequina Willis Ext 79120 Email kwill460@ford *****DEALER**** OBC to Dealer Roberts Motors, Inc. 6184667220 SM Bill VIN: 1FMSK8DH1[redacted] SM states that the battery failed SM states that they replaced battery and returned vehicle to Customer Next Steps Call Customer to check satisfaction Offer GWG Ford Motor Company ® Kequina Willis Proactive Roadside Customer Dealer Advocate O: (866)631-3788 ext. 79120 7:30am to 4:00pm
2023-10-20 19:15:39	Kequina Willis Ext 79120 Email kwill460@ford *****CUSTOMER**** OBC to Customer [redacted] Customer was not available at this time Line was busy Agent could not leave VM Next Steps F/U with Customer 10/23 Check repair satisfaction Offer GWG Ford Motor Company ® Kequina Willis Proactive Roadside Customer Dealer Advocate O: (866)631-3788 ext. 79120 7:30am to 4:00pm
2023-10-23 18:27:14	Kequina Willis Ext. 79120 Email kwill460@ford.com *****CUSTOMER**** OBC to Customer [redacted] Customer states that she is in fact satisfied with repair Offered GWG Customer accepted offer Morley Complete CASE NUMBER:[redacted] Next Steps F/U with Customer 10/27 Check on GWG Ford Motor Company ® Kequina Willis Proactive Roadside Customer Dealer Advocate O: (866)631-3788 ext. 79120 7:30am to 4:00pm
2023-10-27 17:19:43	Kequina Willis Ext 79120 Email kwill460@ford.com *****CUSTOMER**** OBC to Customer [redacted] Customer was not available at this time Left the following on VM: GWG is not showing under VIN as of yet Next Steps F/U with Customer 10/31 Check for GWG Ford Motor Company ® Kequina Willis Proactive Roadside Customer Dealer Advocate O: (866)631-3788 ext. 79120 7:30am to 4:00pm
2023-10-31 19:02:19	Kequina Willis Ext 79120 Email kwill460@ford.com *****CUSTOMER**** OBC to Customer [redacted] Informed Customer of the following: GWG is now showing under VIN Informed of Survey Next Steps Recap Sent Resolve case Ford Motor Company ® Kequina Willis Proactive Roadside Customer Dealer Advocate O: (866)631-3788 ext. 79120 7:30am to 4:00pm

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 10-24-2023 CLOSED: 11-14-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |

DEALER NAME: Karl Flammer Ford Inc

PA CODE: 04970 DLR SALES CODE: 24454 REGION: S3 ZONE: S3B

VIN: 3FMCR9B69M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | FL | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Odor | Chemical | Always

ANALYST NAME: Samara Dennis OPEN ANALYST NAME: Samara Dennis

COMMENTS:

2023-10-24 19:51:12	Customer Information Name(s) on the Title: [redacted] Enter City, ST. Zip Code: PALM HARBOR, FL [redacted] Email Address: [redacted] Customer is PURCHASING Vehicle Information VIN: 3FMCR9B69M[redacted] Ownership Status/ Type of Purchase: PERSONAL Purpose of vehicle: PERSONAL # Vehicles registered to the business. (If yes to business) Purchase Date: 11/20/2021 State Information: FLORIDA State Where Purchased: FLORIDA State Where Registered: FLORIDA Dealer Information Purchased from Dealer: YES Enter the name of the dealership: FERMAN FORD Primary Reason for Repurchase: TRANSMISSION HAS ALMOST CAUGHT ON FIRE. HAVING ISSUES WITH ELECTRICAL SYSTEM. A YEAR AGO DEALER ORDERED PARTS FOR THE RECALL TO BE FIXED AND IT DID NOT FIX THE PROBLEM. TURNS ON THE VEHICLE AND YOU CAN SMELL THE SMOKE IT WAS A LOT OF SMOKE. VEHICLE HAS HAD 5 RECALLS AND HAS BEEN IN THE DEALERSHIP/SHOP MORE THAN IT SHOULD HAVE BEEN. What is the repair status of the vehicle? DOWN AT THE DEALERSHIP Were repairs completed for this concern at multiple dealerships? ONE ONLY (CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? NO
2023-10-24 19:57:49	Samara Dennis/EXT. 79705/Sdenni59@Ford.com IBC-from customer is upset that the vehicle that he is paying for would give out like this. Current his daughter drives this vehicle and it has been like this for over an year. Took vehicle to the dealership a year ago and the dealer fixed this issue but the issue came back. The transmission and engine smoked out 10/24/2023 and it almost caught fire. Customer state he doesn't not feel safe with his daughter driving this vehicle and wants Ford to help him. NEXT STEPS: Submit a buyback request. Follow-up with customer in a week or so. Samara Dennis/EXT. 79705/Sdenni59@Ford.comSamara Dennis Customer Experience Specialist, Ford CX Team Email: Sdenni59@Ford.com | www.ford.com Office: (866) 631-3788 ext. 79705 Mon. – Fri. 10:00 am - 6:30 pm Eastern
2023-10-24 20:18:13	Case Number : [redacted] Customer : [redacted] Business Phone : none Home Phone : [redacted] Mobile Phone [redacted] LTV Score : 84 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : none Part Number : none Dealer Name : Karl Flammer Ford Inc Dealer P&A : 04970 Dealer phone : 727-937-5131 VIN : 3FMCR9B69M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 30,604 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-11-20 Open Recall/FSA: : 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION ESP : none Hotline Contact : none Warranty History : [redacted], 25-MAR-202, verified guest concern, upon inspection found both rear stop lamps were blown. removed and replaced both rear stop lamps and retested. concern is no longer present.
2023-10-25 16:16:44	Samara Dennis/EXT. 79705/Sdenni59@Ford.com Customer called 10/25/2023 and left a VM, stating that the dealer does nit know what is wrong with the vehicle. He also stated that he still feels unsafe with his vehicle. Customer mentioned he needed a vehicle. Offered reimbursement for a rental but he declined because he needs it for his 18 yo daughter. FLP Guidelines: Met CLV: 84 Mileage: 30,604 NEXT STEPS call dealer to get more detailed about the concerns in the vehicle. Samara Dennis/EXT. 79705/Sdenni59@Ford.comSamara Dennis Customer Experience Specialist, Ford CX Team Email: Sdenni59@Ford.com | www.ford.com Office: (866) 631-3788 ext. 79705 Mon. – Fri. 10:00 am - 6:30 pm Eastern
2023-10-25 16:24:18	Samara Dennis/EXT. 79705/Sdenni59@Ford.com OBC- To DLR Mr. Chris stated that there is an electrical system problem, smokes and sparks. Currently left customer daughter stranded at a gas station. He also stated that the tech may have missed some of the real diagnostics only issue at a previous time is battery needed to be replaced after the battery was replaced the same issue happened all over again. The vehicle is still currently down and doesn't need to driven. Mr. Chris states he will run another test and I can f/u Monday 10/30/2023. NEXT STEPS: f/u with dealer and customer 10/30/2023 Service Manger :Chris Email: Cfeliciano@karlflammer.com Samara Dennis/EXT. 79705/Sdenni59@Ford.comSamara Dennis Customer Experience Specialist, Ford CX Team Email: Sdenni59@Ford.com | www.ford.com Office: (866) 631-3788 ext. 79705 Mon. – Fri. 10:00 am - 6:30 pm Eastern
2023-10-26 16:24:01	OGC/DPS VIN List results for (3FMCR9B69M[redacted]): No return (10/26/2023 @ 12:23) Original Owner per NAVIS Ford Motor Company ® Megan Adler Support Team, Ford CX Team Madler7@ford.com | www.ford.com Monday – Friday 9:00 AM to 5:30 PM Eastern ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **
2023-10-27 13:02:25	NCBRT Megan made OBC to DLR FERMAN FORD-7277972277 spoke with Pat transferred to William. Line went to vm for William Pena. Line was transferred to service. Beth adv doesn't appear to have an open RI adv last time veh was in was in March. NCBRT Megan made OBC to DLR Karl Flammer Ford Inc- 727-937-5131 spoke with Sandra. Adv the SA- Chris Feliciano. Line was transferred. cfeliciano@karlFlammerford.com. Spoke with Chris. Adv still waiting on an electrical analyst. Cust came in yesterday and got a rental. Chris will be emailing RO for reference. BRT will attach upon arrival. RO[redacted] -Last 8 of VIN: MR[redacted] -RO open dates: 10/24 -RO close dates: -Open mileage: 31780 -Veh Concern: come back. here previously admitted smoke from front end engine bay area, refusing to start did when did start run terrible electronics acting up, audible and visual sparking from engine bay. -Diagnosis: awaiting electrical analyst -Rental/Loaner (Type): pick up rental yesterday RO[redacted] Open:10/23/23 Closed: 10/24/2023 Warranty side hasn't closed. Open Mileage: 31763 Concern: Veh would need to be jumped abs locked up like it was activating. While driving multiple light on dash smoke came from melting electronics. Diagnosis/Repairs: Replaced battery; recall 22s73; tsb chatter from rear differential. Ford Motor Company ® Megan Adler Support Team, Ford CX Team Madler@ford.com | www.ford.com Monday – Friday 9:00 AM to 5:30 PM Eastern ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2023-10-27 13:05:23	After review, vehicle does not meet State guidelines for buyback/replacement criteria for FL. Talking Points: -Deny GFR -Review notes in milestone -Focus on getting vehicle repaired Follow repair process -Recommend dealer to engage Hotline for repair assistance -Focus on getting the vehicle repaired, if customer is still having concerns -Return vehicle to dealer if vehicle is still experiencing issues Ford Motor Company ® Megan Adler Support Team, Ford CX Team Madler7@ford.com | www.ford.com Monday – Friday 9:00 AM to 5:30 PM Eastern ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **
2023-10-27 14:25:24	Samara Dennis/EXT. 79705/Sdenni59@Ford.com Customer has sent over a SMS checking on case. I let customer know I will follow up with him 10/30/2023. Explain to customer that he BB has been denied and move forward with partnering up with the dealer to get his vehicle fixed NEXT STEPS: Follow-up with customer and focus on partnering with the dealer to get vehicle fixed Samara Dennis/EXT. 79705/Sdenni59@Ford.comSamara Dennis Customer Experience Specialist, Ford CX Team Email: Sdenni59@Ford.com | www.ford.com Office: (866) 631-3788 ext. 79705 Mon. – Fri. 10:00 am - 6:30 pm Eastern
2023-11-01 14:27:55	IBC Phone:[redacted] CONCERN:Cust called in to check on the status of the case. I informed cust based on the notes that the Buyback was not approved due to the state guidelines and he would need to take the veh to the dlr for his repair concern. Cust informed the veh almost caught fire with his daughter in the vehicle and he would like to escalate the call. He did informed he has reached out to the BBB as well. Transfer call to sup line for further assistance. NEXT:Sup escalation Ford Motor Company ® Carletta Joiner Customer Experience Specialist, Ford CX Team cjoiner4@ford.com | www.Ford.com Office: 866.631.3788 ext 79535
2023-11-01 16:32:00	CUST SAYS: calls back and needs to connect to his case handler with an extension number of 79705 AS PER CUST,DLR SAYS: N/A CRC ADVISED: provide the number of the department and transferred him Office: (866) 631-3788 ext. 79705
2023-11-01 17:03:55	Samara Dennis/EXT. 79705/Sdenni59@Ford.com IBC- FROM CUSTOMER *Customer stated that he is unhappy with the BB decision. I did suggest the BBB, customer stated that he does not want to go through this again. He states that he is very scared and REFUSES to go pick the vehicle up from the DLR. *Customer would like the RAV TEAM to send him a denial in his email. *CXS encouraged the customer to take it to another dealer to get a second opinion, customer refused. NEXT STEPS: Contact RAV, to see if we can get Mr. Wright paper work sooner through email. Samara Dennis/EXT. 79705/Sdenni59@Ford.comSamara Dennis Customer Experience Specialist, Ford CX Team Email: Sdenni59@Ford.com | www.ford.com Office: (866) 631-3788 ext. 79705 Mon. – Fri. 10:00 am - 6:30 pm Eastern
2023-11-02 17:00:57	Samara Dennis/EXT. 79705/Sdenni59@Ford.com Customer states that he has traded the damaged vehicle in for another vehicle. Customer is very unhappy that Ford denied his BB., but happy his daughter has a new car that will not catch fire. NEXT STEPS: safety-net for closure. Samara Dennis/EXT. 79705/Sdenni59@Ford.comSamara Dennis Customer Experience Specialist, Ford CX Team Email: Sdenni59@Ford.com | www.ford.com Office: (866) 631-3788 ext. 79705 Mon. – Fri. 10:00 am - 6:30 pm Eastern
2023-11-03 07:52:12	**********SAFETY NET********** More details to the safey net are required. Where is the vehicle that needs repairs? Vehicle has been traded in for another Ford Bronco Will the customer be getting a non-ford? Customer is receiving a Ford Bronco Secundra Walker Ford Motor Company ®* Operations Supervisor PVT Ph. 800-392-3673 Swalk178@ford.com | www.ford.com
2023-11-03 15:53:45	**********SAFETY NET********** Sup will follow up with the customer[redacted] Secundra Walker Ford Motor Company ®* Operations Supervisor PVT Ph. 800-392-3673 Swalk178@ford.com | www.ford.com
2023-11-09 00:47:21	**********SAFETY NET********** Did the customer sell the vehicle and purchase a new FORD? Secundra Walker Ford Motor Company ®* Operations Supervisor PVT Ph. 800-392-3673 Swalk178@ford.com | www.ford.com

2023-11-14 23:18:55

**********SAFETY NET**********
OBC[redacted] Customer advised that all was good with his CXS.

Safety to Resolve
Traded for new FORD- added GW to new VIN
- Resolve Case
Secundra Walker
Ford Motor Company ®*
Operations Supervisor PVT
Ph. 800-392-3673
Swalk178@ford.com | www.ford.com

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 10-25-2023 CLOSED: 10-27-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: Boswell Elliff Ford

PA CODE: 04549 DLR SALES CODE: 52128 REGION: C2 ZONE: C2D

VIN: MODEL YEAR: MODEL: MILEAGE: 22,124

BODY STYLE:

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | Intermittent

ANALYST NAME: # FordTCC-DS-PROD01-CX OPEN ANALYST NAME: # FordGCCTUTM-PROD

COMMENTS:

2023-10-25 16:52:39	***UPTIME RESEARCH FINDINGS*** R.O#[redacted] R.O OPEN DATE: 10/24/23 DEALER NAME: Boswell Elliff Ford REPAIR STATUS: Booking to Work Starting TECH ASSIGNED: No TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Advocate-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:00am-4:30pm CST
2023-10-25 17:02:54	OBC to Dealer 9563992468 CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: Verify cust/vehicle info & obtain R.O information Notes: Spoke to Jeff in service confirmed cust contact & confirmed vehicle is at dealer. Jeff stated vehicle has been dispatched to tech currently working on diagnosis. 5hr charge on battery as battery was totally dead when vehicle arrived waiting charge to complete to determine if battery is good/bad. Jeff stated repairs may be completed today if it is just the battery advised PCDA to FU on 10/26 for update Cust concern- no start P&A CODE: 04549 Last 8 of VIN: N[redacted] WSD: 3/3/2022 VEHICLE: 2022 Bronco Sport MILEAGE: 22124 RO NUMBER: 14814 SERVICE ADVISOR NAME/EMAIL: Jeff Crow/jcrow@boswellauto.com DATE VEHICLE ARRIVED ON: 10/24 DIAGNOSIS FINDINGS: IS THE REPAIR WARRANTABLE: PART NUMBER: CUSTOMER'S PHONE NUMBER:[redacted] CUSTOMER'S NAME: [redacted] ADMIN: [redacted] CLV: 82 DATE VEHICLE LEFT ON: DEALERSHIP OFFER DELIVERY: Yes CUSTOMER IN RENTAL? ADD RENTAL VIN/DETAILS: No NEXT STEPS: COPY KEY DATA>VOR TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Advocate-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:00am-4:30pm CST
2023-10-25 17:05:17	***COPY KEY DATA*** Case Number :[redacted] Customer [redacted] Business Phone :[redacted] Home Phone :[redacted] Mobile Phone :[redacted] LTV Score : 82 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Boswell Elliff Ford Dealer P&A : 04549 Dealer phone : 956-399-2468 VIN : 3FMCR9B67[redacted] Year : 2022 Make : FORD Model : BRONCO SPORT Mileage : 22124 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2022-03-03 Open Recall/FSA: 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS ESP : NONE Hotline Contact : NONE Warranty History : 18-SEPTEMBER-2023 WARRANTY CLAIM NUMBER:10491 DEALER:Tipton Motor Sales, LLC CAUSE: TECH STORY: INSTALL DRAIN TUBE AND REPROGRAM THE PCM WITH LATES T LEVEL OFFDRS.. 22S73B 1.0
2023-10-25 17:15:03	OBC to Cust[redacted] CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: Initial contact Notes: Spoke to cust confirmed cust contact info. Provided update from S.A Jeff about battery charge & testing. PCDA asked cust about SMS update cust agreed to be opt-in for SMS. Cust stated this is the 1st time this has happened with his vehicle no other concerns currently. PCDA advised cust of FU set for 10/26 Next Steps: FU w/ dlr/cust on 10/26 TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Advocate-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:00am-4:30pm CST
2023-10-26 14:29:56	***SMS TO CUST*** Good morning, when is the best time to reach you by phone today to discuss your satisfaction of the repairs completed?
2023-10-26 20:18:26	OBC to Cust[redacted] CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: CSAT Notes: Spoke to cust stated vehicle is working fine dealer charged the battery already inside the vehicle & returned the vehicle to cust. Survey prompt given. Next Steps: Final email>move to close TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Advocate-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:00am-4:30pm CST

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 10-25-2023 CLOSED: 10-26-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive Support | No Action Needed | Repair Complete

DEALER NAME: Peacock Ford

PA CODE: 05843 DLR SALES CODE: 24214 REGION: S3 ZONE: S3C

VIN: MODEL YEAR: MODEL: MILEAGE:

BODY STYLE:

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | FL | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Slow Crank/Battery | UNKNOWN

ANALYST NAME: P Rxcrmp OPEN ANALYST NAME: Alice Malone

COMMENTS:

2023-10-25 18:23:12

Case Number : [redacted] Customer : [redacted] Business Phone : [redacted] Home Phone [redacted] Mobile Phone : N/A LTV Score : 97 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Peacock Ford Dealer P&A : 05843 Dealer phone : 4076447111 VIN : 3FMCR9B62M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 13559 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-09-15 Open Recall/FSA: : 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION ESP : N/A Hotline Contact : N/A Warranty History : 99730

2023-10-25 18:25:58

UPTIME RESEARCH RO#[redacted] RO Open Date: 10/24 Dealer Name: Peacock Ford Has a tech assigned? Yes Repair Status: Vehicle Completed Is there COPIS Ticket? If so, what is the status? NO DATA FOUND Is there a TAC Request? If so, what is the status? NO DATA FOUND Is there evidence of a loner vehicle? NO DATA FOUND Ford Motor Company ® Seneca Anthony Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team Santho30@ford.com O: (866)631-3788 ext. 79061

2023-10-25 20:58:31

SANTHO30@ford.com | Seneca Anthony OBC to DLR: Reason for call: Initial Dealer Call Last 8 of VIN: MRA53146 Vehicle: 2021 Ford Bronco Sport Service Advisor: Michael Deere Customer Name: [redacted] WSD:9/15/2021 Mileage:13559 RO#[redacted] RO open date: 10/24 Is Veh at DLR: No Veh Concern: Recall and Battery Replacement Diagnosis: Recall and Battery Replacement Completion: Yes Offer Delivery? N/A Rental? No Loaner? No Warrantable? Yes Technician Pending or assigned? Yes Notes: follow up with Cx Follow Up: Ford Motor Company ® Seneca Anthony Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team Santho30@ford.com O: (866)631-3788 ext. 79061

2023-10-26 16:29:08

SANTHO30@ford.com

OBC to CX
Made Contact
[redacted]

Spoke w/[redacted]

States the vehicle is doing well
The experience at the dealer was great and swift.
No further concerns
CXS survey prompted
Informed the customer that if future concerns occur he is able to reach out to me directly.

Safety to close

Proactive Customer/Dealer Advocate
Ford Proactive Dealer Team
Santho30@ford.com
O: (866)631-3788 ext. 79061
Office Hours: 8:15a-4:45p

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: In Progress

OPEN: 10-27-2023 CLOSED: BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: West Herr Ford of Rochester

PA CODE: 06365 DLR SALES CODE: 44123 REGION: G4 ZONE: G4A

VIN: 3FMCR9A67M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9A - BRONCO SPORT CX430 BASE

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | NY | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Lack/Loss of Power | Cruise/ Steady Speed | Always

ANALYST NAME: SYSTEM OPEN ANALYST NAME: # FordGCCTUTM-PROD

COMMENTS:

2023-10-27 18:06:30	DATA found in uptime: Tow to Work Starting ! 1d 3h 39min over Booking to Work Starting ! 1d 2h 38min over Repeat Visit Complete Case Open Over X Days 5d 18h 7min left RO Number: [redacted] R/O Open date: 10/26 Cust concerns: NO CUST CONCERN PROVIDED OBC to Dlr 12:57 12:58 (NY) 585-352-1200 Left vm with SM - requesting a call back Next Step: set follow up Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team, PCDA Rosa Rodriguez rrodr361@ford.com | www.ford.com office: 866-631-3788 ext. 79203
2023-10-30 19:24:17	OBC to Dlr 1:51 (NY) 585-352-1200 Spoke to SM Mark Is the veh there? Yes Veh Concern? Check engine light came on then the vehicle shut off replacing battery and alternator Part expected 10/31 Next Step: contact CX Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team, PCDA Rosa Rodriguez rrodr361@ford.com | www.ford.com office: 866-631-3788 ext. 79203
2023-10-30 19:48:12	OBC to CX 2:28 (NY)[redacted] advised CX of the RdsPro role - CX did not have time to speak- consented to sms - advise dthe dealership is bringing her the vehicle - will follow up on Wed, 11/01 to confirm Next Step: set follow up Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team, PCDA Rosa Rodriguez rrodr361@ford.com | www.ford.com office: 866-631-3788 ext. 79203
2023-10-31 20:32:34	OBC to Dlr 2:50 585-352-1200 Spoke to Mark - Vehicle was dropped off to cx on 10/30 - Mileage 27468 Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team, PCDA Rosa Rodriguez rrodr361@ford.com | www.ford.com office: 866-631-3788 ext. 79203
2023-10-31 20:35:56	Case Number :[redacted] Customer :[redacted] Business Phone :[redacted] Home Phone :[redacted] Mobile Phone :[redacted] LTV Score : 77 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : West Herr Ford of Rochester Dealer P&A : 06365 Dealer phone : 585-352-1200 VIN : 3FMCR9A67M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 27468 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-09-13 Open Recall/FSA: : 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS ESP : N/A Hotline Contact : No Warranty History : West Herr Ford of Rochester 627600
2023-10-31 20:40:09	OBC to CX 3:36 (NY) [redacted] lefgt vm - requesting a call back - checking on repair satisfaction - offered ESP Next Step: set follow up Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team, PCDA Rosa Rodriguez rrodr361@ford.com | www.ford.com office: 866-631-3788 ext. 79203
2023-11-02 21:02:51	OBC to CX 4:01 [redacted] left vm checking on repair satisfaction and offered ESP Next Step: set follow up Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team, PCDA Rosa Rodriguez rrodr361@ford.com | www.ford.com office: 866-631-3788 ext. 79203
2023-11-03 22:00:14	OBC to CX 4:57 [redacted] CX is happy with her vehicle repair - offered an ESP - CX accepted the PremiumCare Confirmed address Confirmed email [redacted] Next Step: submit in Morley Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team, PCDA Rosa Rodriguez rrodr361@ford.com | www.ford.com office: 866-631-3788 ext. 79203
2023-11-06 16:29:02	Transmitted in Morley- Case#[redacted] PrtemiumCare@ 75K/60 Next Step: Update VOR Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team, PCDA Rosa Rodriguez rrodr361@ford.com | www.ford.com office: 866-631-3788 ext. 79203
2023-11-06 16:32:22	**** ROADSIDE PROACTIVE TEAM
2023-11-09 21:59:24	Oasis: 2024 NEW 60/75,000 PREMIUMCARE W/ROADSIDE Next Step: Update CX Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team, PCDA Rosa Rodriguez rrodr361@ford.com | www.ford.com office: 866-631-3788 ext. 79203
2023-11-10 17:32:17	OBC to CX 11:29 [redacted] advised CX of the ESP activation, recap email & survey Next Step: SN to close Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team, PCDA Rosa Rodriguez rrodr361@ford.com | www.ford.com office: 866-631-3788 ext. 79203

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 10-30-2023 CLOSED: 12-09-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | | |
DEALER NAME: Sam Pack's Five Star Ford of Lewisville
PA CODE: 07967 DLR SALES CODE: 52007 REGION: C1 ZONE: C1A
VIN: 3FMCR9B62N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | TX | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Running | UNKNOWN | UNKNOWN
ANALYST NAME: Amen Okundaye OPEN ANALYST NAME: Alice Malone
COMMENTS:

Case Number : [redacted]
Customer : Generic Contact US Ford Dealer NA CRC
Business Phone :
Home Phone :
Mobile Phone :
LTV Score :
Vehicle Purchase Status : Subsequent Owner
Ford Credit Contract Number :
Part Number :
Dealer Name : Sam Pack's Five Star Ford of Lewisville
Dealer P&A : 07967
Dealer phone : 9722212900
VIN : 3FMCR9B62[redacted]
Year : 2022
Make : FORD
Model : BRONCO SPORT
Mileage :39283
Engine Specification :
Transmission Specification :
Warranty Start Date : 2022-04-06
Open Recall/FSA: :

22S73PCM PROGRAMMING AND DRAIN TUBE INSTALLATIONESP :0968 - USA 2022 NEW 72/75K PREM MAINT(M&W) 5K INTERVAL
Hotline Contact : no
Warranty History :

26-MAY-2023

DEALER:Sam Pack's Five Star Ford of Lewisville
ODOMETER:000024670M

WARRANTY CLAIM NUMBER[redacted]
CONDITION CODE82

CONDITION DESCFREIGHT/POSTAGE/MAINTENANCE

LABOR OPMBASIC, MBASIC1, MULTI

PART NUMBERPART DESCRIPTIONQUANTITY

BE8Z 6731 AB001
XO 5W20 Q1FS007
MAINT000

PERFORMED OIL AND FILTER CHANGE FILLED WITH FULL SYNTHETIC, ROTATED TI RES, RESET TIRE PRESSURE TO 35PSI. INSTALLED OIL CHANGE STICKER, TOPPE D OFF ALL FLUIDS AND RESET MINDER, BATTERY TESTED GOOD AND BELTS AND H OSES WERE GOOD

25-NOVEMBER-2022

DEALER:Sam Pack's Five Star Ford of Lewisville
ODOMETER:000014382M

WARRANTY CLAIM NUMBER[redacted]
CONDITION CODE82

CONDITION DESCFREIGHT/POSTAGE/MAINTENANCE

LABOR OPMBASIC, MBASIC1, MBASIC30, MBASIC38, MULTI

PART NUMBERPART DESCRIPTIONQUANTITY

BE8Z 6731 AB001
XO 5W20 BSP005
M1PZ 17528 D001
M1PZ 17528 E001
M1PZ 17528 FA001
MAINT000

OIL CHANGED, TIRES ROTATED, FLUIDS FILLED, AND ALL THREE WIPERS HAVE B EEN REPLACED

2023-10-30 18:55:01

OBC to DLR: (9722212900)

Reason for call: To check if Veh is at Dlr and if assistance is needed for repairs.

No answer. Line kept ringing.

Last 8 of VIN: 3FMCR9B62N[redacted]

Vehicle: 2022 Ford Bronco Sport

Next Steps: Send email and PM to Dlr and FU by 11/6/23 to check if Dlr responded

Follow Up: 11/6/23

Isabella Longoria- Skaggs
Proactive Customer Dealer Advocate Team
office: 866-631-3788 ext. 79134
Operation hours: 8:00AM – 4:30PM CST/ Monday-Friday

2023-11-06 22:08:03

obc to dlr - unable to reach service department for ro info OBE SENT TO SM - Aron Hello, I was unable to reach the service department. Can you please assist with the following information Service Advisor: Customer Name: Customer Number: CLV SCORE: Is the veh there? Mileage? RO# RO date Veh Concern? Diagnosis: Repairs ETA: Offer delivery? rental? loaner? Warrantable? Technician Pending or assigned? Thank you Ford Motor Company ® Amen Okundaye Customer Experience Specialist, Ford CXS Team aokunday@ford.com | www.ford.com Office: 866-631-3788 Ext. 79682

2023-11-14 22:20:01

OBC TO DLR - (called using Jabber)
Sheryl in service , stated only the advisor will have ro information for the customer

sa - Tracy
twilliams@fivestarfordlewisville.com

OBE TO SA

Hello, I was unable to reach you, can you please assist in providing the following information for our mutual customer
Customer vin- 3FMCR9B62N[redacted]

Customer#

Ro# & date -
Is the vehicle currently located at your dealership?
What is the customer concern?
What are the diagnosis?
Miles ?
Are repairs warrantable?
Is the customer in any rental or loaner?
What is the estimated time on repair completion?
Does your dealership offer delivery?

Ford Motor Company ®
Amen Okundaye
Customer Experience Specialist, Ford CXS Team
aokunday@ford.com | www.ford.com
Office: 866-631-3788 Ext. 79682

2023-11-16 14:30:16

IBE FROM DLR

ro[redacted] dated-10/30/23 mileage 39284
twoed in. Electrically dead. Client thought was a fire but battery was overloaded by starter malfunction and started smoking.

Replaced battery and starte. Starter covered by client's aftermarket warranty . Battery is not. I believe client is in a rental.

Vehicle is ready.

We do offer pick up/delivery.

From: Okundaye, Amen (A.) aokunday@ford.com>
Sent: Tuesday, November 14, 2023 4:19 PM
To: Tracy Williams twilliams@fivestarfordlewisville.com>
Subject: Ro info needed

2023-11-20 22:03:33

OBC TO CUST - Called using Jabber
Unable to reach customer
mailbox is full
followed up with email for customer satisfaction

2023-12-04 19:07:37

OBC TO CUST unable to reach cust, vm and sms left for customer satisfaction. Contact details were included for cust to reach back out

2023-12-08 19:47:50	OBC TO CUST - unable to reach customer vm and email left for CSAT PCDA has used all communication to contact cust, Case closed

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 10-31-2023 CLOSED: 10-31-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has not been to Dealer |

DEALER NAME:

PA CODE: DLR SALES CODE: REGION: ZONE:

VIN: 3FMCR9B61M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | CA | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Running | UNKNOWN | UNKNOWN

ANALYST NAME: Carle Jackson OPEN ANALYST NAME: Carle Jackson

COMMENTS:

2023-10-31 16:44:32

2021 Bronco 3FMCR9B61M[redacted] flp Y clv 78 mile 39760 wsd 9/3/21[redacted] ibc from cust [redacted] stating her veh is not covered warranty. and cust needs to pay $630 to have diagnoses completed. cus said he veh stopped in the middle of traffic. cust said her seat belt sometimes does not work. cust said her brakes squeal. cust said she has a electric concern. cust said he parking brakes dont work sometimes. custs said her veh has been making a whining noise. cust is seeking warranty coverage. cxs advised cust Ford does not assist w diagnoses fee. cust said if she does not pay her car note next month this is why. cxs offered to send cust cas# next steps: fcr until veh has been diagnosed Ford Motor Company ® Carle Jackson CRC- Passenger Vehicle Team cjack333@ford.com | www.ford.com office: 866-631-3788 ext. 79110

2023-10-31 16:56:55

Case Number : [redacted] Customer [redacted] Business Phone : [redacted] Home Phone [redacted] Mobile Phone : na LTV Score : 78 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : na Part Number : na Dealer Name : na Dealer P&A : na Dealer phone : na VIN : 3FMCR9B61M[redacted] Year : 2021 Make : ford Model : Mileage : Engine Specification : Transmission

[redacted]

2023-11-06 21:29:50

PLAN OF ACTION Why are you calling to confirm if veh is at dlr Who are you calling [redacted] OBC: To cust@([redacted]) said she got her battery replaced. cust has veh with her. cust said she did not get any warning sign that her battery needs to be replaced. cust said she is not having to same concern w veh turning off however is afraid of wanting to know if this concern will happen again. cust said she is having a concern that if this happens again in the future what will she do. cxs advised concern has been documented and if she has any further concerns then to contact crc back cust said ok next steps: notate Ford Motor Company ® Carle Jackson CRC- Passenger Vehicle Team cjack333@ford.com | www.ford.com office: 866-631-3788 ext. 79110

2023-11-16 16:14:33

Transfer from Elaine from CSC
[redacted]
Charging over $800 for diagnosis fr veh
still have not resolved the issue
car turned off in the middle of highway
battery went dead and completely shut off
Spoke To service manager about issues
taken veh to dealership 3 to 4 times
back brakes making excessive amounts of noise
cant play radio in brand new car since dealership replaced battery. monitor is completely black right now. turning on and off.
MILEAGE: about 42,00 miles

adv csBrake pads/linings are limited to 12 months / 18,000 mile coverage and she is outside her coverage & she would have to pay out of pocket... dealer needs to be contacted regarding radio monitor not working since battery has been replaced

Ford Motor Company
Customer Experience Specialist- Concern
Chrystal Davis
cdavi416@ford.com| www.ford.com
Office: 1-866-631-3788 ext.78981

CASE ATTACHMENTS:

CASE NUMBER: C[redacted] STATUS: Information Provided

OPEN: 11-01-2023 CLOSED: 11-01-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Inquiry | Roadside Assistance | General/Other |

DEALER NAME:

PA CODE: DLR SALES CODE: REGION: ZONE:

VIN: 3FMCR9C61N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 9,000

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | OH | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Moving | No Engagement | Forward

ANALYST NAME: Kari Finch OPEN ANALYST NAME: Kari Finch

COMMENTS:

2023-11-01 13:32:04 IBC from cust cust was on her way on a road trip her bronco stopped exchelerating. she was driving on the freeway and could not get it above 30 mph cust had the veh towed to her hotel where she is staying. the dlr informed her to contact us for towing assistance. cust was needing to contact roadside assistance to have it towed. cust is outside of FLP for transport on our end. but is within factory warranty transferred cust to roadside assistance to help get it towed no further assistance required FCR Kari Finch Customer Experience Specialist, Ford CX O: 866-631-3788 ext. 79319

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 11-01-2023 CLOSED: 11-08-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION:

CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - VehPay; ConExp; Refund |

DEALER NAME: Shults Ford Wexford

PA CODE: 01762 DLR SALES CODE: 44026 REGION: G4 ZONE: G4C

VIN: 3FMCR9C64M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 24,128

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | PA | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | No Crank | Always

ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: # Microsoft CRM Portals - GCCT PROD

COMMENTS:

2023-11-01 20:58:30	OBPM Good Day, If the customer arranges roadside services directly with a local service provider, advise them to mail their original receipts, along with the repair order, to the mailing address below. Ford Roadside Assistance Claims Reimbursement P.O. Box 9145 Medford, MA 02155 FAX: 833-239-1240 Thank you Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team, PCDA Rosa Rodriguez rrodr361@ford.com | www.ford.com office: 866-631-3788 ext. 79203
2023-11-01 21:01:16	Case Number : [redacted] Customer : [redacted] Business Phone : N/A Home Phone : N/A Mobile Phone : N/A LTV Score : 94 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Shults Ford Wexford Dealer P&A : 01762 Dealer phone : 7249342388 VIN : 3FMCR9C64M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 24128 Engine Specification : Transmission Specification : 1.5L Dragon I3 DI TC Gas B Warranty Start Date : 2021-06-26 Open Recall/FSA: : 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS ESP : 2021 NEW 96/100000 PREMIUMCARE W/ROADSIDE Hotline Contact : No Warranty History : Shults Ford Lincoln, Inc. [redacted]
2023-11-02 18:37:47	IBPM This was a roadside call. Butches towing showed up but it was consided a 'battery jump' call. He was able to get the vehicle jumped and he instructed the customer to go to 'battery warehouse' to get a battery. The vehicle was unsafe at that point the customer says. It was making a loud noise and the battery had to be disconnected. The dash lights were flashing. The collision lights were going off. She was able to limp the vehicle to the battery warehouse 5 minutes from her house and get one. But the gentleman from Butches towing never offered her to tow to a dealer. I did call Butches Towing on behalf of the customer. He said theres nothing he can do. I told him since he is contracted, they really shouldn't be giving advice to the customers. He doesn't know if she's under warranty or what the circumstances are. But he said theres still nothing he can do. I feel this is an issue with roadside but they won't assist either. Can I get assistace for her through this case? I feel bad for the customer because she was instructed to do something that wasn't right. I appreciate you in advance. Thank you. Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team, PCDA Rosa Rodriguez rrodr361@ford.com | www.ford.com office: 866-631-3788 ext. 79203
2023-11-02 18:44:23	OBPM Good Day, Unfortunately we are unable to assist with any reimbursements if the vehicle was never at the dealership. Let her know she can send all that information to that address the mentioned address and check to see if they are able to assist with something. Ford Roadside Assistance Claims Reimbursement P.O. Box 9145 Medford, MA 02155 FAX: 833-239-1240 Thank you Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team, PCDA Rosa Rodriguez rrodr361@ford.com | www.ford.com office: 866-631-3788 ext. 79203

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 11-03-2023 CLOSED: 11-10-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | | |

DEALER NAME: Hacienda Ford

PA CODE: 04446 DLR SALES CODE: 52104 REGION: C2 ZONE: C2D

VIN: 3FMCR9B67M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 20,479

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Lack/Loss of Power | Acceleration | Intermittent

ANALYST NAME: Tabrionna Butler OPEN ANALYST NAME: Alice Malone

COMMENTS:

2023-11-03 21:27:26	***UPTIME RESEARCH FINDINGS*** R.O#: [redacted] R.O OPEN DATE: 11/3/23 DEALER NAME: Hacienda Ford REPAIR STATUS: Vehicle Booked Into Dealer TECH ASSIGNED: No TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Advocate-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:00am-4:30pm CST
2023-11-03 21:36:38	**SEE [redacted] FOR CALL RECORD** OBC to Dealer 9563831615 CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: Verify cust/vehicle info & obtain R.O information Notes: Spoke to Jenni in service waiting for dispatched battery replaced recently Cust concern- turned off while driving P&A CODE: 04446 Last 8 of VIN: MR[redacted] WSD: 11/8/2021 VEHICLE: 2021 Bronco Sport MILEAGE: 20479 RO NUMBER: SERVICE ADVISOR NAME/EMAIL: Vivian DATE VEHICLE ARRIVED ON: 11/3 DIAGNOSIS FINDINGS: IS THE REPAIR WARRANTABLE: PART NUMBER: CUSTOMER'S PHONE NUMBER: [redacted] CUSTOMER'S NAME: [redacted] CLV: 81 DATE VEHICLE LEFT ON: DEALERSHIP OFFER DELIVERY: Yes CUSTOMER IN RENTAL? ADD RENTAL VIN/DETAILS: No NEXT STEPS: COPY KEY DATA>VOR TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Advocate-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:00am-4:30pm CST
2023-11-03 21:41:08	***COPY KEY DATA*** Case Number : [redacted] Customer : [redacted] Business Phone : [redacted] Home Phone [redacted] Mobile Phone [redacted] LTV Score : 81 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Hacienda Ford Dealer P&A : 04446 Dealer phone : 9562873836 VIN : 3FMCR9B67M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 20479 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-11-08 Open Recall/FSA: 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS ESP : 0968 - USA 2022 NEW 72/75,000 PREMIUMCARE W/ROADSIDE EXPIRATION DATE:11/08/2027 Hotline Contact : N/A Warranty History : 27-OCTOBER-2023 WARRANTY CLAIM NUMBER[redacted] BASIC-10655 CONDITION CODE-42 PERFORMED A BATTERY ROTUNDA TEST BATTERY FAILED REMOVED AND REPLACED OLD BATTERY WITH NEW ONE THEN PERFOMRED A BMS THEN CLEARED CODES DTC CODE-8Q3R4S0 ACES CODE-FD39P RO[redacted] RECALL RECALL INSTALLED DRAIN TUBE THEN PEROFMRED A PCM UPDATE THEN CLEARED CODES ALL GOOD
2023-11-07 15:55:39	**SEE [redacted] FOR CALL RECORD ** OBC to Dealer 9563831615 CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: vehicle status Notes: Spoke to Jenni in service provided R.O requested update on status of vehicle. Starter motor assembly & core charge called cut yesterday to advise parts are on order awaiting arrival confirmed cust [redacted] Next Steps: FU w/ cust TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Advocate-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:00am-4:30pm CST
2023-11-07 16:36:58	OBC to Cust [redacted] CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: status update Notes: Spoke to cust confirmed contact info. Cust stated vehicle was towed the week prior and the dlr replaced battery. PCDA advised cust that parts are on order. Cust agreed to be opt-in for SMS as that is his preferred method of contact. PCDA advised cust of next FU set for 11/10 Next Steps: FU w/ cust/dlr on 11/10 TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Advocate-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:00am-4:30pm CST
2023-11-10 15:01:09	OBC to Dealer 9563831615 CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: vehicle status Notes: Spoke to Bel in service provided R.O parts have arrived and been installed cust picked up vehicle yesterday repair covered under warranty Next Steps: FU w/ cust for CSAT TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Advocate-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:00am-4:30pm CST
2023-11-10 15:10:43	OBC to Cust [redacted] CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: CSAT Notes: No answer from cust vm left detailing reason for call provided survey prompt Next Steps: Final email>move to close TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Advocate-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:00am-4:30pm CST

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 11-03-2023 CLOSED: 11-03-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | |

DEALER NAME: Camelback Ford

PA CODE: 11293 DLR SALES CODE: 71173 REGION: W3 ZONE: W3A

VIN: 3FMCR9B64P[redacted] MODEL YEAR: 2023 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | AZ | | USA

HOME PHONE:

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

ANALYST NAME: Mystic Rose OPEN ANALYST NAME: Mystic Rose

COMMENTS:

2023-11-03 18:59:22	IBC FROM THE CUST: Registered Owners Name: [redacted] Callers Name: [redacted] Relationship to registered owner: SELF Address: [redacted] PHOENIX AZ [redacted] VIN: 3FMCR9B64P[redacted] BCN: [redacted] Email: [redacted] Concern: VEH STALLS AT A RED LIGHT OR WHEN UPHILL THE EGINE IS LOSING POWER. Location Of Vehicle: VEH IS AT THE CUST HOME Service Advisor/Manager: N/A Rental/Loaner: N/A Callers/Customer Expectation: REPAIR ASSIST Meets CLP Guidelines: YES Survey Reminder: YES 7, 200 MI next steps: called the dealer to see if he could get AN EARLY APPT. no appointment avail and FCR MYSTIC ROSE SheHerHers Customer Experience Specialist Ofiice Hours 12:30 pm-9:00pm O: (800) 392-3673 ext. 79092
2023-11-03 19:00:33	Case Number : [redacted] Customer : [redacted] Business Phone : n/a Home Phone : [redacted] Mobile Phone : n/a LTV Score : 88 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Camelback Ford Dealer P&A : 11293 Dealer phone : 602-264-1851 VIN : 3FMCR9B64P[redacted] Year : 2023 Make : FORD Model : BRONCO SPORT Mileage : 7200 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2023-05-13 Open Recall/FSA: : n/a ESP : n/a Hotline Contact : n/a Warranty History : n/a

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 11-08-2023 CLOSED: 11-08-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Chat

CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria

DEALER NAME: Mt. Orab Ford, Inc.

PA CODE: 01998 DLR SALES CODE: 47451 REGION: G3 ZONE: G3B

VIN: 3FMCR9C65N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 31,000

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | OH | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Running | UNKNOWN | UNKNOWN

ANALYST NAME: Kennedi Martin OPEN ANALYST NAME: Kayla Lynard

COMMENTS:

2023-11-08 21:31:37

CONTACT VIA: SMS
CUST SAYS:my bronco has some issues and it’s going to take awhile for the parts. Unfortunately it’s not able to be driven. I was wondering if the warranty would cover a rental
PER CUST, DLR SAYS:he dealer doesn’t have a loaner
CRC ADVISED:What I can do is escalate your case/request to our Ford Regional Customer Service Manager (CSM) who works daily with your dealership’s management team. The Ford Regional Customer Service Manager has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Ford Regional Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf.

today
Info At 2:36 PM Nov 8
Thank you for choosing to chat with us. We will be with you shortly. You are currently 1 waiting in queue.
Info At 2:37 PM Nov 8
You are now chatting with Kayla. Please do not enter any sensitive personal data such as social security number or credit card numbers.
Hi, [redacted] My name is Kayla. How can I help you?
You 2:37 PM
Hi. I was previously in a chat and accidentally closed
[redacted] 2:37 PM
my bronco has some issues and it's going to take awhile for the parts. Unfortunately it's not able to be driven
[redacted]
I'll be more than happy to assist you [redacted]
Before I get started, I want to make sure that I have your account up to date. Can you please verify your full physical address and phone number? Can you also confirm if the number provided is a cell, home, or work number?
You 2:39 PM
[redacted] bethel Ohio [redacted]
cell
[redacted] 2:39 PM
Thank you [redacted]
So that I understand, can you tell me a little bit about the symptoms you were experiencing that prompted you to bring your vehicle in for service?
You 2:41 PM
the dealer doesn't have a loaner and I was wondering if the warranty would
cover a rental
the bronco just shut down in the middle of the road
[redacted] 2:41 PM
I appreciate you providing this information [redacted] I will be happy to look into that for you.
What Ford dealership are you working with?
You 2:43 PM
Mt Orab
[redacted] 2:43 PM
How many miles are on your vehicle at the moment? Approximate is fine.
You 2:44 PM
31000
[redacted]
Thank you [redacted] Please allow me a few moments to look into this further for you.
You 2:46 PM
Ok
[redacted] 2:46 PM
I appreciate your patience! Are you the vehicle owner [redacted]?
You 2:49 PM
well I think the loan is in my husbands name
[redacted] 2:49 PM
I see [redacted]. Can you confirm your husband's name?
You 2:49 PM
[redacted]
[redacted] 2:50 PM
Thank you! What I can do is escalate your case/request to our Ford Regional Customer Service Manager (CSM) who works daily with your dealership's management team.
The Ford Regional Customer Service Manager has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Ford Regional Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf.
I will establish a case number and provide it to you. Before I do so, can you please provide me with your preferred method of contact?
You 2:52 PM
text/cel[redacted]
[redacted] 2:52 PM
Thank you [redacted] Can you provide your cell phone carrier?
You 2:53 PM
t mobile
[redacted] 2:53 PM
Thank you for verifying your information, [redacted] For your reference and records, your case number is CAS-[redacted].
You will be contacted by a Ford Regional Customer Service Manager within 1 business day by your preferred method of contact.
You can click on the "+" sign at the bottom of this window to, print or email a copy of this chat transcript.
You 2:55 PM
Info At 2:56 PM Nov 8
The chat transcript will be sent to: [redacted] at the end of your chat.
Thank you!
[redacted] 2:56 PM
You're welcome! Is there anything else I can assist you with today?
You 2:56 PM
No that's it.
[redacted] 2:56 PM
Thank you for contacting Ford Motor Company. At the end of this chat, there will be a survey that appears regarding your experience with my performance today. We appreciate any feedback you may have. Have a great day!
You 2:56 PM
Info At 2:56 PM Nov 8
Thank you for chatting with us.

2023-11-08 23:58:55	From: Jackson, Bryana (B.) Sent: Wednesday, November 8, 2023 5:58 PM To: [redacted], I received your inquiry regarding rental assistance during the time of your repair. Please partner with Ford protect at 800-521-4144 on further information regarding what your active warranty consists of. Although I'm not able to provide or obtain access to the information regarding your warranty you are eligible for rental reimbursement as a loyal Ford customer you can go out and rent a vehicle from your preferred rental company. When proper rental documents and bank statement/proof of payment are provided to us we will then be able to reimburse you within 7 to 10 business days. If that is an option that you are interested in, I will attach requirements below. Please give us a call at (866) 631-3788 to move forward! Daily rate includes sales taxes, as long as it does not exceed Ford's approved amount of $45/day for Ford/Mercury vehicles, $60/day for E&F Series, Transit, and Expedition, and $40/day for third-party rentals. Bryana Jackson SheHerHers Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team Bjack173@ford.com _ O: (866) 631-3788 ext.79648
2023-11-09 14:33:45	ibc-[redacted] cas-[redacted] cust said she received an email from briana jackson and cust says her veh is at the dlr and they don't have rentals available. cust says she contacted her warranty but they dont provide that. cxs explained rental guidelines to cust and explained time frame for reimbursement once repairs have been complete. TYANNA WALKER She Her Hers Customer Experience Specialist | Dealer Experience Specialist, Ford CX/DX Team O: 866-631-3788 ext. 79771 twalk151@ford.com | www.ford.com HOURS: M-T & Sat 7 AM - 3:30 PM CST
2023-12-28 16:34:05	Back on Nov 8th the vehicle shut off at 30k miles and was under warranty. Everything was ordered but no rentals were available. Called and worked with Bryana on her last case. returned the rental but agent never responded to her regarding her rental docs and reimbursement. Customer is sending docs to my email and I will attach to AN EMAIL as it wont let me attach to Bryana case and email her and her sup Sharice Bedford Customer Experience Specialist Sbedfo10@ford.com O: (866) 631-3788 ext. 79937

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 11-10-2023 CLOSED: 11-10-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Larry H. Miller Ford Provo
PA CODE: 06996 DLR SALES CODE: 56556 REGION: W4 ZONE: W4B
VIN: 3FMCR9B63M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 52,946
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | UT | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Stalls/Quits | Cruise/ Steady Speed | Always
ANALYST NAME: Nancy Peters OPEN ANALYST NAME: Mariah Epps
COMMENTS:
2023-11-10 00:55:37

Info At 7:31 PM Nov 9
Thank you for choosing to chat with us. We will be with you shortly. You are currently 1 waiting in queue.
Info At 7:31 PM Nov 9
You are now chatting with Mariah. Please do not enter any sensitive personal data such as social security number or credit card numbers.
My bronco has been in for service twice and today it was taken in for the 3rd time. Same problem. Nobody can figure out what's wrong with it. It's a lemon.
[redacted] 32 PM
Hi[redacted]! My name is Mariah. I would be happy to assist you with this Bronco concern.
Can you verify your phone number and address?
Also, what is the current vehicle mileage?
You 7:32 PM
[redacted] Payson UT
52,946
[redacted]
Thank you for verifying that information! So that I understand, can you tell me a little bit about the symptoms you were experiencing that prompted you to bring the vehicle in for service? Also, is this always, intermittent, high speeds, hot or cold when the symptoms appear?
You 7:34 PM
I haven't heard from you in a few minutes. Do you need more time, Chelsea?
You 7:37 PM
Yes one second
it shuts off in the middle of driving. It's dangerous, my family gets stranded in the middle of the road with traffic flying by us.
It shuts off and won't turn back on
[redacted] 7:37 PM
this is the 3rd time it's done this in a month leaving me stranded
[redacted] 7:38 PM
Thank you for those details. I can understand how inconvenient it is to experience issues with your vehicle. What is the name of the dealer you have been working with?
Also, when was the vehicle at the dealer last?
You 7:39 PM
Larry H Miller in Provo UT
it was there the 10th to the 16th of October
and it was dropped off today by a tow truck
[redacted] 7:40 PM
they currently have it
[redacted] 7:41 PM
Thank you for those details! I'm glad you reached out to us. What I can do is escalate your case to a Customer Experience Specialist (CES). What is your best contact method?
You 7:42 PM
text is best. I have unknown numbers blocked on my phone
if they text me then I can call them if they want
Chelsea 7:42 PM
Sure! What carrier do you have? Verizon, AT&T, Cricket, or something else?
You 7:43 PM
AT&T
Chelsea 7:43 PM
Thank you for confirming that! You can expect to be contacted within 1 business day. Your case number is CAS[redacted].
You 7:44 PM
Thank you!
[redacted] 7:44 PM
You're welcome! Was there anything else I may assist you with at this time?
You 7:45 PM
That is all.
[redacted] 7:45 PM
Thank you for contacting Ford Motor Company. At the end of this chat, there will be a survey that appears regarding your experience with my performance today. We appreciate any feedback you may have. Have a great day!
You 7:45 PM

2023-11-10 00:57:17

CONTACT VIA: TEXT(AT&T)[redacted]
CUST SAYS: My bronco has been in for service twice and today it was taken in for the 3rd time. Same problem. Nobody can figure out what's wrong with it. It's a lemon. it shuts off in the middle of driving. It's dangerous, my family gets stranded in the middle of the road with traffic flying by us. this is the 3rd time it's done this in a month leaving me stranded
PER CUST, DLR SAYS:
CRC ADVISED: I'm glad you reached out to us. What I can do is escalate your case to a Customer Experience Specialist (CES). You can expect to be contacted within 1 business day. Your case number is [redacted]

2023-11-10 02:17:55

Case Number : [redacted]
Customer : [redacted]
Business Phone : [redacted]
Home Phone : [redacted]
Mobile Phone : [redacted]
LTV Score : 75
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number :
Part Number :
Dealer Name : Larry H. Miller Ford Lincoln Provo
Dealer P&A : 06996
Dealer phone : 801-229-3600
VIN : 3FMCR9B63M[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 52946
Engine Specification :
Transmission Specification :
Warranty Start Date : 2021-08-23
Open Recall/FSA: :
ESP :
Hotline Contact :
Warranty History :

Concern
- CST
it shuts off in the middle of driving. It's dangerous, my family gets stranded in the middle of the road with traffic flying by us.
It shuts off and won't turn back on, this is the 3rd time it's done this in a month leaving me stranded

My bronco has been in for service twice and today it was taken in for the 3rd time. Same problem. Nobody can figure out what's wrong with it. It's a lemon.

- Previous case [redacted] - Solved 10/20/2023 (Less than 30 days)

"Cole was not available but spoke with SA: Braxton and informed me that vehicle is completed. The customer concern was that vehicle would shut off randomly due to battery issue but after changing vehicle shows no problems and ready for pick up."

Next Step:
- Reopen previous [redacted] Solved 10/20/2023 (Less than 30 days).
- Create a recontact activity
- CST repair assistance & BB.

FCR - No further action needed in current case.

ALEX VALLEJO
Customer Experience Specialist - Concern
O: (866) 631-3788 Ext: 79117

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided

OPEN: 11-10-2023 CLOSED: 11-15-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Customer has vehicle |

DEALER NAME: Apple Ford of Danville

PA CODE: 02438 DLR SALES CODE: 27553 REGION: N4 ZONE: N4A

VIN: 3FMCR9B62M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 28,429

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | VA | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Lack/Loss of Power | UNKNOWN | UNKNOWN

ANALYST NAME: Tamika Durham OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-11-10 15:15:02

UPTIME RESEARCH TEMPLATE NO RO DETAILS FOUND IN UPTIME Is RO open? RO# RO Open Date: Dealer Name: Has a tech assigned? Repair Status: Is there COPIS Ticket? If so, what is the status? Is there a TAC Request? If so, what is the status? Is there evidence of a loner vehicle?

2023-11-10 15:49:50

COPY KEY DATA Case Number : [redacted] Customer : [redacted] Business Phone : N/A Home Phone : [redacted] Mobile Phone : [redacted] LTV Score : 73 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Apple Ford of Danville Dealer P&A : 02438 Dealer phone : 434-793-1112 VIN : 3FMCR9B62M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 28429 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-09-14 Open Recall/FSA: : 22N18 ESP : YES Hotline Contact : NO Warranty History : 06/30/2023 - WARRANTY CLAIM NUMBER[redacted] (INSTALL DRAIN TUBE AND REPROGRAM THE PCM WITH LATEST LEVEL OF FDRS. 22 S73B 1.0 HOUR)

2023-11-10 16:04:23

Tamika Durham/79468/tdurha10@ford.com OBC TO DLR: 4347931112 REASON FOR CALL: Veh towed to DLR LAST 8 OF VIN: M[redacted] VEH: 2021 Bronco Sport MILEAGE: SERVICE ADVISOR: David CUST NAME: Jessica Hutcherson CUST NUMBER: [redacted] CLV SCORE: 73 WSD: 09/14/2021 RO#: RO DATE: IS VEH AT DLR: Yes VEH CONCERN: Loss Power, Internal problem with battery. DIAGNOSIS: battery replacement ETA REPAIR COMPLETION: 11/10/23 Offer Complementary Delivery? Rental? Loaner? Warrantable? Yes Technician Pending or assigned? Notes: Spoke with Tasha in Service. Did not see veh. Spoke with SA David. Confirmed veh was in and has been repaired. Loss of power and there was an internal problem with the battery. Was replaced under warranty. Tasha did not have RO number. Next Steps: call cust after veh picked up for satisfaction feedback Follow Up: 11/13 Ford Motor Company ® Tamika Durham Proactive Customer/Dealer Advocate tdurha10@ford.com | www.ford.com Office: 866-631-3788 ext. 79468

2023-11-13 18:46:47

Tamika Durham/79468/tdurha10@ford.com OBC TO CUST: [redacted] Called cust to get satisfaction feedback. Cust did not pick up. Had to leave VM. Next steps: Email sent to cust. Ford Motor Company ® Tamika Durham Proactive Customer/Dealer Advocate tdurha10@ford.com | www.ford.com Office: 866-631-3788 ext. 79468

2023-11-14 15:54:51

Tamika Durham/79468/tdurha10@ford.com OBC TO CUST: [redacted] Called cust to get satisfaction feedback. Cust did not pick up. Had to leave VM. Next steps: Make 3rd and final attempt to get satisfaction feedback. Ford Motor Company ® Tamika Durham Proactive Customer/Dealer Advocate tdurha10@ford.com | www.ford.com Office: 866-631-3788 ext. 79468

2023-11-15 16:09:44

Tamika Durham/79468/tdurha10@ford.com OBC TO CUST: [redacted] Called cust to get satisfaction feedback. Still no answer. Left VM. Survey prompted. Next steps: Send case closure email and safety net to close case. Ford Motor Company ® Tamika Durham Proactive Customer/Dealer Advocate tdurha10@ford.com | www.ford.com Office: 866-631-3788 ext. 79468

2023-11-15 21:18:24

CSX may close case as Customer Not Engaged.

Kimberley Tyler
Team Lead - Proactive Customer Dealer Team
ktyler18@ford.com | www.ford.com
Office: 866.631.3788 ext. 79290
Monday – Friday 8:30 AM – 5:00 PM
Ford Motor Company ®

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 11-10-2023 CLOSED: 11-10-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Inquiry | Warranty Coverage | |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: 3FMCR9B65M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 37,000
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | CO | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | No Crank | Intermittent
ANALYST NAME: Jacquline Bennett OPEN ANALYST NAME: Jacquline Bennett
COMMENTS:
2023-11-10 21:24:08

Case Number [redacted]
[redacted] :
LTV Score : 83
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number :
Part Number :
Dealer Name :
Dealer P&A :
Dealer phone :
VIN : 3FMCR9B65M[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage :
Engine Specification :
Transmission Specification :
Warranty Start Date : 2021-05-08
Open Recall/FSA: :

22N18REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORSESP : NO
Hotline Contact : NO
Warranty History : YES

2023-11-10 21:29:03

IBC from cust//

Marketing calling in with a customer
[redacted]
Verified customer
Cust has a 2021 Bronco Sport
Veh has 37k miles
Cust wants to know if her battery is covered under warranty
Her battery keeps giving out and she wants to know warranty on battery
Adv she would need to bring veh to dlr to get diag before we could determine that info.
Cust says her veh had this same issue a couple months back and her app was showing it went into battery save mode.
Now it has had a delayed start and completely wouldn't start today.
Adv she needs to bring veh to dlr to get diagnosed I can promise warranty coverage but being out of b2b coverage it is highly unlikely the battery will be covered at 100 percent

NEXT STEPS: FCR

Jacquline Bennett
SheHerHers
Customer Experience Specialist, Ford Passenger Vehicle Team
–
O: (866) 631-3788 ext. 79645

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 11-13-2023 CLOSED: 11-25-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Shop Capacity |

DEALER NAME: Tallahassee Ford

PA CODE: 04044 DLR SALES CODE: 24527 REGION: S3 ZONE: S3D

VIN: 3FMCR9A68M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 31,799

BODY STYLE: R9A - BRONCO SPORT CX430 BASE

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | FL | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | Always

ANALYST NAME: Morissa Alfred OPEN ANALYST NAME: Alice Malone

COMMENTS:

2023-11-13 16:17:37	UPTIME RESEARCH RO# NA RO Open Date :NA Dealer Name: Tallahassee Ford Has a tech assigned? NA Repair Status: NA Criteria: Within 5/60k CLV above 65 Repairs must be warrantable Ford Motor Company ® Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team Morissa Alfred She|Her|Hers malfre12@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79063
2023-11-13 19:13:14	Dealer : CXS (Morissa Alfred/ext. #79063) Outbound Call to Dealer Reason For Call: Last 8 of VIN: M[redacted] VEHICLE: 2021 Ford Bronco Sport CUSTOMER'S PHONE NUMBER: CUSTOMER'S NAME: [redacted] 74 WSD: 16-June-2021 PART NUMBER: DEALERSHIP OFFER DELIVERY: DIAGNOSIS: REPAIR WARRANTABLE: VEHICLE ARRIVED ON: 11/13/2023 VEHICLE LEFT ON: CUSTOMER IN RENTAL? CUSTOMER PAY: RENTAL VIN: SERVICE ADVISOR: Justin RO NUMBER: [redacted] MILEAGE: 31799 P&A CODE:04044 Ford Motor Company ® Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team Morissa Alfred She|Her|Hers malfre12@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79063
2023-11-13 19:15:31	Primary Team:US Customer Roadside Proactive NA CRC/Dealer Advocate OBC To Dealer – Spoke to the service advisor Justin who says the customer came in for a no-start concern. AVS warning "Large brake grinding noise" and recalls. The customers vehicle has n ot been diagnosed but is in line to be Ford Motor Company ® Morissa Alfred She|Her|Hers Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team malfre12@ford.com | www.ford.com office: 866-631-3788 ext. 79063 Mon-Fri 9:00 am to 5:30 pm (Central Standard Time)
2023-11-13 19:20:30	Case Number : [redacted] Customer : [redacted] Business Phone : [redacted] Home Phone [redacted] Number : Part Number : Dealer Name : Tallahassee Ford Dealer P&A : 04044 Dealer phone : 850-877-1171 VIN : 3FMCR9A68M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 31799 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-06-16 Open Recall/FSA: : 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION ESP : CESPMNQC,CPCLIGHT Hotline Contact : Warranty History : 01-AUGUST-2023,01-AUGUST-2023,09-MARCH-2023,28-DECEMBER-2022
2023-11-17 15:52:37	Primary Team:US Customer Roadside Proactive NA CRC/Dealer Advocate OBC To Dealer – Unable to reach Justin in the service department due to him being out until Tuesday, whenever I was transferred to another agent I was sent to vm. Ford Motor Company ® Morissa Alfred She|Her|Hers Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team malfre12@ford.com | www.ford.com office: 866-631-3788 ext. 79063 Mon-Fri 9:00 am to 5:30 pm (Central Standard Time)
2023-11-17 15:56:50	Primary Team:US Customer Roadside Proactive NA CRC/Dealer Advocate OBC To Customer– Unable to reach the customer @8135411008, left her a vm stating I'm calling on behalf of Ford about her repair work at Tallahassee Ford. I left her my phone number for a call-back Ford Motor Company ® Morissa Alfred She|Her|Hers Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team malfre12@ford.com | www.ford.com office: 866-631-3788 ext. 79063 Mon-Fri 9:00 am to 5:30 pm (Central Standard Time)
2023-11-21 19:47:24	Primary Team:US Customer Roadside Proactive NA CRC/Dealer Advocate OBC To Dealer – Unable to reach Justin in the service department. Ford Motor Company ® Morissa Alfred She|Her|Hers Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team malfre12@ford.com | www.ford.com office: 866-631-3788 ext. 79063 Mon-Fri 9:00 am to 5:30 pm (Central Standard Time)
2023-11-21 19:53:00	Primary Team:US Customer Roadside Proactive NA CRC/Dealer Advocate OBC To Customer– unable to reach the customer [redacted], left her a voicemail stating Im calling about the repair work that is being done on her vehicle at Tallahassee Ford Ford Motor Company ® Morissa Alfred She|Her|Hers Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team malfre12@ford.com | www.ford.com office: 866-631-3788 ext. 79063 Mon-Fri 9:00 am to 5:30 pm (Central Standard Time)
2023-11-24 18:17:18	Primary Team:US Customer Roadside Proactive NA CRC/Dealer Advocate OBC To Dealer – Spoke to Justin who is over the customer's repairs and he said the vehicle was completed on 11/17/2023 for a battery replacement and AVS issue fix. Ford Motor Company ® Morissa Alfred She|Her|Hers Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team malfre12@ford.com | www.ford.com office: 866-631-3788 ext. 79063 Mon-Fri 9:00 am to 5:30 pm (Central Standard Time)
2023-11-24 19:21:22	Primary Team:US Customer Roadside Proactive NA CRC/Dealer Advocate OBC To Customer– Spoke to the customer [redacted] and she let me know she is satisfied with the repair work done to her vehicle. Ford Motor Company ® Morissa Alfred She|Her|Hers Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team malfre12@ford.com | www.ford.com office: 866-631-3788 ext. 79063 Mon-Fri 9:00 am to 5:30 pm (Central Standard Time)

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 11-14-2023 CLOSED: 12-15-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | | |
DEALER NAME: Five Star Ford
PA CODE: 02486 DLR SALES CODE: 52020 REGION: C1 ZONE: C1A
VIN: 3FMCR9C6XM[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 44,438
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | TX | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Running | UNKNOWN | UNKNOWN
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Dominique Dixon
COMMENTS:
2023-11-14 21:36:51

Case Number : [redacted]
Customer : Generic Contact US Ford Dealer NA CRC
Business Phone :N/A
Home Phone :N/A
Mobile Phone :N/A
LTV Score :N/A
Vehicle Purchase Status :N/A
Ford Credit Contract Number :N/A
Part Number :N/A
Dealer Name : Five Star Ford
Dealer P&A : 02486
Dealer phone : 8175000096
VIN : 3FMCR9C6XM[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 44438
Engine Specification :1.5L Dragon I3 DI TC Gas B
Transmission Specification :8 Speed Auto Transmission 8F35
Warranty Start Date : 2021-05-06
Open Recall/FSA: :

[redacted]

2023-11-20 19:01:43

obc to dlr- called using jabber
there is not a ticket opened
Spoke to particia in service
customer name - [redacted]
advisor - Andy
customer # [redacted]

Spoke to sa Andy -
concern- needed a battery
was not covered under warranty due to customer being at 44,000 miles
but no negligence on vehicle
vehicle is no longer at dealer

2023-12-04 17:16:55	
	OBC TO CUST unable reach cust via phone, vm left for customer satisfaction followed up with email and sms
2023-12-08 16:42:23	OBC TO CUST - unable to reach customer vm and sms left for cust on CSAT Next -will keep reaching out to cust on repair satisfaction
2023-12-15 14:50:13	obc to cust unable to reach customer final email sent to cust to follow up PCDA has exhausted all communication with customer case will be closed

CASE ATTACHMENTS:

CASE [redacted] STATUS: Information Provided

OPEN: 11-14-2023 CLOSED: 11-14-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Tier 1 Chat NA CRC COMMUNICATION: Chat

CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |

DEALER NAME:

PA CODE: DLR SALES CODE: REGION: ZONE:

VIN: 3FMCR9C69M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | LA | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | UNKNOWN

ANALYST NAME: Wendy Gonzales OPEN ANALYST NAME: Wendy Gonzales

COMMENTS:

2023-11-14 14:02:00

CONTACT VIA: (OPT-IN TEXT)
CUST SAYS:My Ford Bronco Sport completely died in the middle of driving yesterday (no power to anything) and I was wondering if there is a known issue with this car
CUST SAYS, DLR SAYS:I had it towed to a local shop last night because the nearest dealership is not near where it stopped
CRC ADVISED: refer to DLR

2023-11-14 14:03:09

FOR INTERNAL USE:
Chat Transcript

[redacted]

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 11-14-2023 CLOSED: 12-13-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION:
CASE CLASS LV 1234: Vehicle Concern | | |
DEALER NAME: North Central Ford
PA CODE: 04212 DLR SALES CODE: 52017 REGION: C1 ZONE: C1A
VIN: 3FMCR9B64N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Start/Run/Move | Running | UNKNOWN | UNKNOWN
ANALYST NAME: Amen Okundaye OPEN ANALYST NAME: Dominique Dixon
COMMENTS:
2023-11-14 21:33:18

Case Number : [redacted]
Customer : Generic Contact US Ford Dealer NA CRC
Business Phone :N/A
Home Phone :N/A
Mobile Phone :N/A
LTV Score :N/A
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number :N/A
Part Number :N/A
Dealer Name : North Central Ford
Dealer P&A : 04212
Dealer phone : 800) 574-9708
VIN : 3FMCR9B64N[redacted]
Year : 2022
Make : FORD
Model : BRONCO SPORT
Mileage :N/A
Engine Specification :1.5L Dragon I3 DI TC Gas B
Transmission Specification :8 Speed Auto Transmission 8F35
Warranty Start Date : 2023-01-14
Open Recall/FSA: :N/A
ESP :0968 - USA 2023 NEW 60/125K PREM MAINT(M&W) 7.5K INTERVAL
Hotline Contact : N/A
Warranty History :

[redacted]

2023-11-20 20:40:52

OBC TO DLR -
Unable to to reach service department

OBE to dlr - Thomas Mullin

Hello, can we also have some information on this customers vehicle
3FMCR9B64N[redacted]

Thank you

From: Okundaye, Amen (A.)
Sent: Monday, November 20, 2023 1:57 PM
To: Mullins, Thomas L. thomas.mullins@northcentralford.com>
Subject: Ro information needed

Hello, can you please assist with the following information our mutual customer

THE CUSTOMER'S NAME IS:
• THE VIN:1FMCU0G63[redacted]
• Has the vehicle been picked up?
• Service Advisor Email:
• Customer Phone Number:
• Current Mileage:
• RO#:
• Service Advisor:
• RO Date:
• Why was the vehicle towed in?
• Has the vehicle been diagnosed?
• Repairs ETA:
• Does your dealership participate in PDL?
• Is the repair warrantable?
• Has a technician been assigned?
• What is the timing to complete the repair?
o Are parts needed on backorder?
o If so – has a COPIS ticket been completed?
• Is the customer in a loaner/rental vehicle?
• If so – what is the VIN#/Start Date:

Ford Motor Company ®
Amen Okundaye
Customer Experience Specialist, Ford CXS Team
aokunday@ford.com | www.ford.com
Office: 866-631-3788 Ext. 79682

2023-12-05 16:15:18 OBC TO DLR -Spoke to sa Roy Coleman waiting on fuel pump should be there in the next couple of days and will get the repair completed OBE to cust Good morning, I am reaching out to give you a status update. The dealership is currently waiting on the part for your vehicle and it should be here in 2 days so they can start the repair. please reach out to me if you have any questions. Thank you

2023-12-12 20:07:58 OBC TO DLR - Jazel in service was unable to assist wit status update and stated does not see any information in the system OBE TO SA Hello, I was unable to reach you, we are trying to get a status of a mutual customers vehicle if you can please assist. This is the vin 3FMCR9B64N[redacted] Thank you Ford Motor Company ® Amen Okundaye proactive roadside Office: 866-631-3788 Ext. 79682 aokunday@ford.com | www.ford.com

2023-12-12 21:05:57 OBC TO DLR - Spoke to Matty in service does not show any update for the customers vehicle at this time , sa is not available OBc to cust Stated Roy Coleman, was amazing and really helped him through the repair PCDA survey prompted and email verified =Case closed

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 11-14-2023 CLOSED: 12-06-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Customer has vehicle |

DEALER NAME: Covert Ford of Hutto

PA CODE: 03042 DLR SALES CODE: 52764 REGION: C2 ZONE: C2C

VIN: 3FMCR9B64M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 21,893

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Moving | Engagement Quality | UNKNOWN

ANALYST NAME: Ulyssia Lewis OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-11-14 16:17:06 Case Number [redacted] Home Phone [redacted] Mobile Phone : N/A LTV Score : 84 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : Covert Ford of Hutto Dealer P&A : 03042 Dealer phone : [redacted] VIN : 3FMCR9B64M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT

[redacted]

2023-11-14 21:50:09 Ulyssia Prescott/Ext.79566/UPRESCOT@ford.com OBC to Dlr (5127590022) Brittany Reason for call: To see if veh is at dlr and if FMC assistance is needed. Last 8 of VIN: MRA84950 Vehicle: 2021 Ford Bronco Sport Customer Name[redacted] Customer Number[redacted] Customer Email: [redacted] CLV SCORE: 84 WSD: 11/22/2021 Mileage: 21893 Service Advisor: Ramon Bailey Is Veh at DLR: Yes RO#[redacted] RO open date: 11/13 Veh Concern: Parking brake is glitching; died whiole running; Failed to start Diagnosis: Not Yet ETA Repair Completion: Unknown Offer Pick Up & Delivery? Yes Rental? N/A Loaner? N/A (on list Warrantable? Yes Technician Pending or assigned? No Notes: Monitor Veh Diag/Repair Status/ETA Next Steps: Contact CUST Follow Up: Set Dlr F/U for 11/20 Ulyssia Prescott-Lewis Proactive Customer Dealer Advocate UPRESCOT@FORD.COM O: (1-866-631-3788) ext. 79566 Ulyssia Prescott/Ext.79566/UPRESCOT@ford.com: OBC to OBC-PCDA-called CUST to introduce myself and advise of veh and rental status. No answer. PCDA left vm PLAN OF ACTION: Monitor Veh Repair Status/ETA NEXT STEPS: Set CUST F/U for 11/20 Ulyssia Prescott-Lewis Proactive Customer Dealer Advocate UPRESCOT@FORD.COM O: (1-866-631-3788) ext. 79566

2023-12-05 18:58:09 Ulyssia Prescott/Ext.79566/UPRESCOT@ford.com: OBC to CUST[redacted] OBC-PCDA-called CUST to do FINAL CSAT. PLAN OF ACTION: NEXT STEPS: No Further Assistance Needed Ulyssia Prescott-Lewis Proactive Customer Dealer Advocate UPRESCOT@FORD.COM O: (1-866-631-3788) ext. 79566

2023-12-05 21:07:51 Ulyssia Prescott/Ext.79566/UPRESCOT@ford.com: OBC to [redacted] OBC-PCDA-called CUST to do FINAL CSAT. NA. PLAN OF ACTION: No Further Actions Needed NEXT STEPS: No Further Assistance Needed Ulyssia Prescott-Lewis Proactive Customer Dealer Advocate UPRESCOT@FORD.COM O: (1-866-631-3788) ext. 79566

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 11-15-2023 CLOSED: 11-24-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Clear Path To Repair |

DEALER NAME: Capital Ford of Charlotte, Inc.

PA CODE: 03344 DLR SALES CODE: 21208 REGION: S2 ZONE: S2D

VIN: 3FMCR9B67M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 60,000

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | NC | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | No Crank | Always

ANALYST NAME: Zikomo Jones OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-11-15 20:16:00	Case Number : [redacted] Customer : [redacted] Business Phone : N/A Home Phone : N/A Mobile Phone : N/A LTV Score : N/A Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Capital Ford of Charlotte, Inc. Dealer P&A : 03344 Dealer phone : (844) 242-1515 VIN : 3FMCR9B67M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 60000 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-05-10 Open Recall/FSA: : 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS ESP : NO ESP INFORMATION AVAILABLE Hotline Contact : N/A Warranty History : 25-JULY-2023
2023-11-15 22:49:39	OBC to Capital Ford of Charlotte, Inc.- SA Kevin was gone for the day. Next step- Follow up again Zikomo Jones He | Him | His Proactive Customer/Dealer Advocate (PCDA) - Office: 866-631-3788 Ext: 79139 P.O Box 6248 Dearborn, MI 48126
2023-11-16 22:28:46	SARAH SANDOVAL •Last 8 of VIN: M[redacted] •Service Advisor Email: •Customer Phone Number: •Current Mileage:60K •RO#[redacted] •Service Advisor: Kevin •RO Date: 11-15-2023 •Why was the vehicle towed in? Charging system,. Battery failed . replaced battery •Has the vehicle been diagnosed? Yes •Repairs ETA: completed •Does your dealership participate in PDL? no •Is the repair warrantable? Yes •Has a technician been assigned? yes •What is the timing to complete the repair? Completed oAre parts needed on backorder? oIf so – has a COPIS ticket been completed? •Is the customer in a loaner/rental vehicle? •If so – what is the VIN#/Start Date: Zikomo Jones He | Him | His Proactive Customer/Dealer Advocate (PCDA) - Office: 866-631-3788 Ext: 79139 P.O Box 6248 Dearborn, MI 48126
2023-11-17 17:16:43	OBC to Capital Ford of Charlotte, Inc. - Called the service to get the contact number of the customer. I was provided the number next step- Follow up with Zikomo Jones He | Him | His Proactive Customer/Dealer Advocate (PCDA) - Office: 866-631-3788 Ext: 79139 P.O Box 6248 Dearborn, MI 48126
2023-11-17 17:24:24	OBC to [redacted] Left a VM for the customer to see how the vehicle is performing . next step- Follow up again Zikomo Jones He | Him | His Proactive Customer/Dealer Advocate (PCDA) - Office: 866-631-3788 Ext: 79139 P.O Box 6248 Dearborn, MI 48126
2023-11-22 18:31:36	OBC to [redacted]- Left a VM for the customer to see how the vehicle is performing . Advised I will be closing the case at this time next step- Close case Zikomo Jones He | Him | His Proactive Customer/Dealer Advocate (PCDA) - Office: 866-631-3788 Ext: 79139 P.O Box 6248 Dearborn, MI 48126

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 11-16-2023 CLOSED: 12-14-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | | |
DEALER NAME: Cutter Ford, Inc.
PA CODE: 07908 DLR SALES CODE: 72204 REGION: W1 ZONE: W1C
VIN: 3FMCR9B69N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | HI | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Lack/Loss of Power | Acceleration | Always
ANALYST NAME: Jennifer Ikhalia OPEN ANALYST NAME: Dominique Dixon
COMMENTS:

2023-11-16 19:57:49

Uptime Research
RO#[redacted]
RO Open Date:11/15/23 5:27 PM
Status: Booking to Work Starting Complete

Swoop Research
Completed date:11/15/23 19:13
Drop off Location:CUTTER FORD INC 07908
Job Details: N/A
Customer Name:Reece
Customer Phone:(260) 224-8170
Photos Available: Y

2023-11-16 20:21:07

OBC to DLR
Call transferred to service. No answer. LVM

Next Steps: Send portal/ email
Follow Up: Monday 11/20
Alice Malone
Coordinator
Proactive Customer/ Dealer Advocate
amalon34@ford.com | www.ford.com.
office: 866-631-3788 ext. 79264

2023-11-17 00:40:00 OBPM Hello, Because I am part of the proactive team whenever a vehicle is towed over to the dealership we are alerted and reach out proactively to offer any assistance needed. Could you assist me by completing the template below? VIN# 3FMCR9B69N[redacted] Service Advisor: Customer Name: Customer Number: Mileage Veh Concern (reason veh was towed in) Diagnosis (If available): Repairs ETA(if available) : Does your dealership Offer delivery? Was the cust put in a rental or loaner? Are the repairs Warrantable? Has a Technician been assigned? Jennifer Ikhalia SheHer Hers Proactive Customer Dealer Advocate O: (866) 631-3788 ext.

2023-11-17 22:47:47 OBC to DLR SM JOAN Reason for call: Tow in verification NOTES: Veh towed in because while at the stop sign the vehicle lost power but came back on. The second time the customer came to a stop the vehicle lost power and would not start causing it to get towed in. The dealer thinks it has something to do with the start and advised me to reach back out on Tuesday. The SM did confirm the customer's name as RYLEE SAUNDERS NEXT STEPS: Follow-Up with cust/ Complete CKD Jennifer Ikhalia SheHer Hers Proactive Customer Dealer Advocate O: (866) 631-3788 ext.

2023-11-17 22:50:30 Case Number : [redacted] Customer : [redacted] Business Phone [redacted] Home Phone [redacted] Mobile Phone [redacted] LTV Score : 68 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : N/A Dealer Name : Cutter Ford, Inc. Dealer P&A : 07908 Dealer phone : 8085649777 VIN : 3FMCR9B69N[redacted] Year : 2022 Make : FORD Model : BRONCO SPORT Mileage : 14817 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2022-05-01 Open Recall/FSA: : 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION ESP : none Hotline Contact : none Warranty History : none

2023-11-17 22:55:05 OBC to CUST[redacted] Reason for call: Initial contact NOTES: UTC cust for initial contact. Left a VM letting the customer know that the dlr is working on the diag they think it is an issue with the starter and I was advised to follow up on 11/21 for an update NEXT STEPS: Update VOR Follow-Up: 11/21 for attempt 2 and veh status update Jennifer Ikhalia SheHer Hers Proactive Customer Dealer Advocate O: (866) 631-3788 ext.

2023-11-22 22:01:35 OBC to [redacted] Reason for call: Initial contact NOTES: Let the customer know that the parts are on order and should arrive in 7 -10 business days. NEXT STEPS: Update VOR Follow-Up: 11/29 for attempt veh status update Jennifer Ikhalia SheHer Hers Proactive Customer Dealer Advocate O: (866) 631-3788 ext.

2023-12-01 22:59:08 OBC to CUST[redacted] Reason for call: Repair satisfaction// Offer GW NOTES: CUST SAYS ALL IS WELL WITH HIS VEH. I OFFERED HIM OUT PREMIUM CARE ESP AND HE ACCEPTED I VERIFIED HIS ADDRESS IN THE SYSTEM AND UPDATED AND MADE SURE HE HAD THE CORRECT EMAIL ON FILE. NEXT STEPS: Update VOR/ COMPLETE MORLEY AND TASKS/ EMAIL CUST Follow-Up: 12/7 Jennifer Ikhalia SheHer Hers Proactive Customer Dealer Advocate O: (866) 631-3788 ext. <79317

2023-12-09 00:45:21 OBC to CUST[redacted] Reason for call: Final contact / ESP update NOTES: UTC cust for esp update NEXT STEPS: Update VOR Follow-Up: 12/13 for final contact Jennifer Ikhalia SheHer Hers Proactive Customer Dealer Advocate O: (866) 631-3788 ext. <79317

2023-12-13 23:16:17	OBC to CUST | Attempt 2 [redacted] Reason for call: Final contact / ESP update NOTES: UTC cust for esp update NEXT STEPS: Update VOR/ SN case for closure Follow-Up: 12/14 for case resolution Jennifer Ikhalia SheHer Hers Proactive Customer Dealer Advocate O: (866) 631-3788 ext. <79317

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 11-16-2023 CLOSED: 12-11-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Price Ford of Simi Valley
PA CODE: 00962 DLR SALES CODE: 71447 REGION: W1 ZONE: W1A
VIN: 3FMCR9D96M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 32,344
BODY STYLE: R9D - BRONCO SPORT BADLANDS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | CA | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | Auto-Start-Stop | inoperative
ANALYST NAME: Sandra Longoria-fortner OPEN ANALYST NAME: Avni Modi
COMMENTS:

2023-11-16 15:38:40

CONTACT VIA PHONE OR EMAIL

Customer:
I purchased my 2021 Bronco Sport Badlands from Simi Valley Ford, now Price Ford in Simi Valley, in Oct of 2021.
I brought my vehicle in on Oct 23, 2023 for a tapping noise in the engine area, and a whale moaning sound when the vehicle is in reverse. My service advisor is Edgar. My first impression of him is he a nice guy, attentative, and will hopefully be able to get the issues fixed quickly. He came off as he ultimately cared about the issues my vehicle was having. I inquired about a loaner at the time of drop off and was informed that no loaner will be approved until the problem(s) are diagnosed. Fine. Understandable.
My first and only update call from Edgar was Wednesday, Oct 25th. He advised me that they diagnosed the problem(s) and parts were ordered and received. He also said I'd have the vehicle back later Wednesday afternoon, or Thursday, Oct. 26th. I didn't inquire about a loaner at that time since the vehicle was supposed to be ready in a timely fashion. I received no further calls on Thursday or Friday from Edgar. Mid afternoon on Friday, Oct. 27th, I called to speak to Edgar and was informed he wasn't in, and I couldn't speak to another service advisor for an update. I inquired with the young lady who answered the phone about a loaner vehicle and was told no car could be approved because the service advisor, Edgar, wasn't there, but he'd be in on Saturday Oct. 27th. However, loaner cars are not issued on Saturdays. I call on Saturday, Oct 26th to speak to Edgar and the gentleman who answered the phone said he busy, and gave me a update on the vehicle... that the service department found a shock was leaking and that part was ordered and received. The vehicle would probably be ready later that afternoon. Again no call further call on Saturday. Monday Oct 30th goes by, no call. Finally late afternoon Tuesday, Oct 31st, Edgar calls me and tells me that my vehicle is ready and it's running better than when I bought it.
9 days at the service department and one update call from the service advisor. Well, two if you count the vehicle is ready call.
I picked up the car, drove it home, parked it in the garage. I didn't drive it again until Thursday evening, Nov. 2nd. I backed the vehicle out of the garage, and noticed that dash isn't put back together correctly. There's a huge gap, and a clip sticking out. I drove it for an errand and noticed the auto start/stop feature isn't working like it did before I dropped it off on Monday, Oct. 23rd. I called the service department and they are closed. I thought service was open until 6:00PM. I drive it over Friday morning, and show Edgar the dash, and advise him the auto start/stop feature isn't working. I ask if he can get it fixed while I wait. He said he could. After waiting for about half hour Edgar comes and tells me the dash is fixed, but when I have a free day to bring the vehicle back for the auto start/stop feature since it's most likely a programming issue and the service department would need the vehicle for a day. No mention from Edgar not to drive the vehicle. I talked to a friend who owns a 2023 Big Bronco Badlands and told him what was happening, since he's a car guy. He advised to get the vehicle back in for the auto start/stop feature to be fixed sooner than later. Since that feature was working correctly before it was put in for service and the car was not performing as designed as the invoice/paperwork stated. I have pictures of the dash if you'd like to see how the dash was if you are interested.
I called on Saturday, Nov. 4th to make an appointment. The first appointment available was Wednesday Nov. 8th. I took it.
Sunday, Nov. 5th, I'm driving the vehicle on the freeway and all of a sudden there's a error message on the dash "Charging System Service Now" and the engine light was red. Luckily, I was close to home. First thing this morning, Monday, Nov. 6th, I drove the car back to Edgar. I called about 2:30 PM for an update and first I get the "service department is closed" message. I call back and try for an operator which just takes you back to the main menu, so I select 1 for service and the guy who answered told me Edgar was out of the office for about an hour. Shortly after that, I get a call from Edgar. He informs me now the vehicle is now throwing codes for the battery and alternator, which now are being replaced. The alternator isn't in stock, and has to be ordered. He said Jessica who deals with the loaner cars, was on a phone call, and he'd give me a call back with the status of a loaner. It's now 7:30 PM and I've received no call from Jessica or Edgar. I know service closed at 5:30PM.
On, Tuesday Nov. 7th. I called the service department to speak to Edgar at 10:40 AM, I'm informed he is on the phone by the woman who answered. I leave my name, number and what I'm calling about. She assures me Edgar will call me back. I'm still waiting for that call. I was calling for the status of a loaner car. My vehicle was first in the service department for 9 days ((10/22-10/31) with no loaner. Now my car has been in the service department for 2 days (11/6-11/7) and no loaner. I've never dealt with a dealership that is so unwilling to make sure a customer has transportation. I called a second time at 1:09PM, and Tiffany advised me Edgar is at lunch but he'll call me back. Finally 1:23PM he calls. Tells me they now have a loaner car, can I come get it? Sure. I'll find a ride to the dealership. I asked about my vehicle, and he advises me that the alternator is there, and the service department is working on it.
I received a call from Edgar on Wednesday, Nov. 8th. that my vehicle was ready. I went to pick it up about 10:30 AM. Drove it a few stop lights, and the auto start/stop still isn't fixed. I returned to the dealership, took Edgar for a test drive, and he experienced the auto start/stop isn't working. He told me to leave the vehicle, which I did.
I called on Thursday, Nov. 9th afternoon at 3:45 PM to speak with Edgar since I hadn't received an update on the vehicle. The cashier took a message and told me that Edgar would return my call. To date, Wednesday, Nov. 15th 3:04PM PST, I have not heard from Edgar, nor anyone from Price Ford. I have not heard of a status on my vehicle.
show loyalty to the dealership and the vehicle would be t
While yes your service department is "trying" to fix my vehicle, I'm frustrated with the service department. Other than the tapping noise and whale moaning sound in reverse, which both issues have been reported on various Facebook Bronco Sport Groups as well as the Bronco Nation Forum, my vehicle had no other issues until this service department worked on it. I love my Bronco Sport. I feel bad for it. I feel bad for it I because travel a lot, most of the time my dog is traveling with me, and now I don't have the warm fuzzy feeling to drive it long distances. I've lost my confidence in this vehicle. That it is dependable and won't let me down. The service department took that confidence away. The service department let me and my Bronco Sport down.

I'm hoping you can help get this vehicle fixed in a timely fashion. Fixed to a state that it is dependable again. Fixed to a state that I don't have to be at the service department everyday.
The dealership is Price Ford Simi Valley. My Bronco Sports VIN # is 3FMCR9D96M[redacted]
I just received a message in the FordPass App to Drive your vehicle to reconnect FordPass and exit battery saver mode.

Ford:
Good morning. Thanks for reaching out. My name is Avni, and I am a social media agent for Ford. We can certainly see why you have reached out to us regarding your concern with getting the auto start/stop feature fixed in your Ford Bronco Sport. I'd like to look into things on my end. Could you provide the following information?
Current mileage:
Full name:
The vehicle owner's full name and your relation (if you are not the owner):
Zip code:
Preferred method of contact:

	Cell phone number: Email address: Avni Ford Social Media Team Customer: Hi Avni. Good Morning. I appreciate any help you can give me. The current mileage is 32,329. My Full Name is [redacted], and I'm the vehicle owner. Zip Code is [redacted] The preferred method of contact is text, email or cell phone. My cell phone number is [redacted]. My email address is [redacted]. I look forward to hearing from you. I can't thank you enough. While I do have a loaner car, I rather have my vehicle back. Ford Service: You're welcome [redacted] I appreciate you sharing your information with me. Going back to your original concern, have you been given an ETA for when your vehicle will be repaired? Also, what is the total number of times your vehicle has been in service for the auto start/stop feature issue? Avni Ford Social Media Team Customer: Avni, I have not received an ETA for when the vehicle will be repaired. It was taken in 3 times I believe. Friday, 11/3 when I took it back to have the dash fixed, I asked them to fix the auto start/stop. Monday 11/6, when it went in for the Charging system service now message appeared, I asked him to fix the auto start/stop, and Wednesday 11/8, when I picked the vehicle up, drove it a few stop lights away, and returned it to the service department since the auto start/stop wasn't fixed. I even took the service advisor for a test drive to show him. Ford Service: Thank you for reaching out to Ford Motor Company with this concern. I will be escalating this case to a Customer Experience Specialist on the escalated Passenger Vehicle Concern support team. They will contact you through your preferred/best contact method within 1 business day to assist you. Your case number is [redacted] Thank you for allowing me to assist you today. If there is anything else I can assist you with, please don't hesitate to reach out. Avni Ford Social Media Team
2023-11-16 17:47:27	Sandra Longoria slongori@ford.com 11/16 initial CLV 88 WSD 10/11/2021 2021 Bronco Sport with 32,329 miles repair assistance OBC to the dealer pna code 00962 805 416 2793 spoke with Debbie SA Edgar Rico edgar,rico@pricefordsv.com Ro [redacted] 11/06/23 with miles 32,312 miles he said they had already done after charging system retest auto stop start performed programmable module BCM after that it was good the customer came down to pick up the vehicle an drove it and the feature was not working it is in line to be re diagnosed should know today or tomorrow OBC to the customer [redacted] verified address she has a loaner and they will not allow dogs in it and she is a dog trainer $250 cleaning fee if she has a dig in there I explained I will follow up n 11/20/23 Next Step look for diagnosis and Hotline contact update the customer Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-11-20 16:26:32	Sandra Longoria slongori@ford.com OBC to the dealer 805 416 2793 SA Edgar Rico he was on the phone asked to hold he said it should be going in today follow up 11/22/23 OBC to the customer [redacted] she said she has been checking it everyday it is in battery saver mode since the last time if she was interested n getting a new Bronco what would be the pricing we would give her I explained she would need to visit her local dealer for pricing and they may have specific incentives Next Step 11/22 verify with SA Edgar Rico if the vehicle was re diagnosed Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-11-21 16:02:36	Sandra Longoria slongori@ford.com OBC to the dealer 805 416 2793 to verify if the vehicle went in the bay another SA said it is in there Next Step follow up 11/22 with SA Edgar Rico eta to completion Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-11-22 16:40:59	Sandra Longoria slongori@ford.com OBC to the dealer 805 416 2793 pna code 00962 to verify diagnosis eta Sa Edgar Rico he said he tech is doing reprogramming and test drive the vehicle bc everything all of the modules and is good auto start stop last time replace alternator and battery and reprogrammed no Hotline needed OBC to the customer [redacted] she checked Ford Pass and the vehicle is in battery savor mode and it has been like that since last week the mileage has not changed and the gas I told her I will call him she said if it is in that mode it is perserving the battery bc it has not been started she tells him every time she said it was in for the auto stop start and they did a reprogram and the charging system service now light and they said replaced the alternator and battery sh said it would be out of battery mode if they had started it and it exact mileage as week there is an invoice when he went on a test drive her she will email me that invoice # [redacted] because I do not see the claim in PT yet OBC to the dealer again 805 416 2793 for SA Edgar Rico he will email me the last RO for he battery and alternator Next Step 11/28 verify if the vehicle was completed Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-11-30 14:42:37	APPROVAL UPLOADED TO PORTAL, TRACKING IS [redacted] LETTER WILL BE SENT WITHIN THE NEXT 3 BUSINESS DAYS
2023-11-30 16:58:42	Sandra Longoria slongori@ford.com OBC to the customer [redacted] let her know her Buyback was approved and RAV will be reaching out to her within 3-5 business days I will follow up on 12/06/23 she understood and she thanked me Next Step 12/06 verify if RAV has made contact Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-12-05 17:44:08	Sandra Longoria slongori@ford.com From: Longoria-fortner, Sandra (S.) Sent: Tuesday, December 5, 2023 11:42 AM [redacted] Subject: RE: Case No [redacted] Good afternoon, Thank you for the update. Yes, you can still make a new appointment with them at any time. I do not need the video as I can' add it to the case. Thank you, Next Step 12/6 verify if RAV has reached out to her Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-12-06 16:33:47	Sandra Longoria slongori@ford.com OBC to the delegate [redacted] RAV has made contact I explained I will send her a recap email and a brief survey she understood and she thanked me Next Step recap safety net Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central

2023-12-06 16:38:14	Sandra Longoria slongori@ford.com From: Longoria-fortner, Sandra (S.) Sent: Wednesday, December 6, 2023 10:38 AM To: [redacted] Devyn Weeks Hello [redacted], Thank you for contacting Ford Motor Company and allowing us to assist you with your 2021 Ford Bronco Sport. Partnering with Price Ford of Simi Valley, I am glad we were able to address your vehicle concern; I was able to expedite the part needed for the repair while keeping you updated throughout the process. I understand that you are now working wot the Ford Motor Company Buyback Team. If you have any further questions or concerns regarding this repair, the Ford Protect ESP plan, or any additional comments or feedback, please do not hesitate to reach out to me directly at 1-866-631-3788 Extension 79307 or by email at slongori@ford.com. If I am unavailable, please leave me a detailed message and I will return your call as soon as possible. Please reference the case number indicated above for a quicker response. Please look for an email within the next few days that includes a brief survey regarding your experience with me in completing your case. We value your feedback so that we can better understand what we can do to improve in the future. You will also receive a separate survey for the dealer services. Thank you for being a valued customer and a part of the Ford family. Respectfully, Next Step safety net Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-12-08 16:37:19	Sandra Longoria slongori@ford.com 12/08 reset follow up waiting on Sup satisfaction call Next Step 12/12 check safety net completion Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central
2023-12-09 21:54:36	BB Approved, please proceed with case closure BAU
2023-12-11 13:06:31	Sandra Longoria slongori@ford.com 12/11 received safety net Sandra Longoria Fortner Bilingual PV Customer Experience Specialist slongori@ford.com 1 866 631 3788 ext. 79307 Mon thru Friday 7:00 - 3:30 pm Central

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 11-19-2023 CLOSED: 11-19-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat NA CRC COMMUNICATION:
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: 3FMCR9C62M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 35,597
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | OH | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | Always
ANALYST NAME: Morgan Moore OPEN ANALYST NAME: Morgan Moore
COMMENTS:
2023-11-19 19:29:37

[redacted]
1:05pm
19 Nov. 2023
Thank you for choosing to chat with us. We will be with you shortly. You are currently 1 waiting in queue.1:05pm
You are now chatting with Morgan. Please do not enter any sensitive personal data such as social security number or credit card numbers.1:05pm
Morgan1:06pm
Hello, [redacted] My name is Morgan. How can I help you today?
[redacted] 1:07pm
I have the roadside assistance through my extended warranty and need to have my car towed to the dealership this coming wednesday
Morgan1:08pm
I'll be more than happy to assist you with your questions and concerns today! May I ask have you contacted Roadside Assistance?
[redacted]
im not sure where or how to do that
Morgan1:09pm
No worries! Please allow me just a few moments.
[redacted] 1:09pm
Ok thank you
Morgan1:12pm
Thank you for your patience, Stephen! I'm still waiting on some information to load up, while we're waiting, may I ask, is your vehicle experiencing any symptoms?
1:14pm
I haven't heard from you in a few minutes. Do you need more time?
[redacted] 1:15pm
Yes, my bronco sport was acting up two days ago and now it won't even start
1:16pm
when we came to a red light, it would make us put it in park, shut off the engine, and then restart it. Now it won't even start
Morgan1:17pm
Got it! Thank you for those details. I want to make sure I provide the best assistance possible, so I will need a bit more information. Can you please provide me with your mailing address, preferred contact method, and vehicle mileage?
[redacted] 1:18pm
[redacted] Cincinnati, Ohio[redacted]
Talk or text
Morgan1:19pm
Thank you for those details! Do you happen to know the vehicle mileage?
[redacted] 1:20pm
35,597
Morgan1:23pm
Thank you for that! Here is that contact information for Roadside Assistance. Their phone number is 1-800-241-3673
Hours of Operation (HOOP): 24/7. You can also go to the Ford website to schedule towing. https://ford.rsahelp.com/.
[redacted] 1:24pm
Ok, thank you
Morgan1:26pm
You're welcome. Is there anything else I can assist you with today?
1:29pm
I haven't heard from you in a few minutes. Do you need more time?
1:31pm
I'll be closing this chat. Please feel free to chat with us again if you need further assistance!
Thank you for chatting with us.1:31pm

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 11-21-2023 CLOSED: 12-05-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Clear Path To Repair |

DEALER NAME: Burns Ford of York

PA CODE: 08605 DLR SALES CODE: 21798 REGION: S2 ZONE: S2B

VIN: 3FMCR9C65M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | SC | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | No Crank | UNKNOWN

ANALYST NAME: Zikomo Jones OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-11-21 22:16:57	OBC to Burns Ford of York - Service was already closed for the day. next step- Follow up again with service on 11-22-2023 Zikomo Jones He | Him | His Proactive Customer/Dealer Advocate (PCDA) - Office: 866-631-3788 Ext: 79139 P.O Box 6248 Dearborn, MI 48126
2023-11-22 22:11:30	OBC to Burns Ford of York Service was closed for the day. Sent email to the SM Georgia next step- Follow up again with service Zikomo Jones He | Him | His Proactive Customer/Dealer Advocate (PCDA) - Office: 866-631-3788 Ext: 79139 P.O Box 6248 Dearborn, MI 48126
2023-11-22 22:25:37	Zikomo Jones He | Him | His Proactive Customer/Dealer Advocate (PCDA) - Office: 866-631-3788 Ext: 79139 P.O Box 6248 Dearborn, MI 48126 OBC to [redacted]- customer stated she was driving on the interstate, She slowed down, after that the vehicle locked up and shut off . Have the vehicle towed , The service determined the vehicle needs a battery, They delivered the vehicle back to customer. She is not happy about the results of the battery and the vehicle now. Customer stated she had to get her vehicle pushed off the road because they were not able to engage the Neutral for the vehicle to roll She is upset that she has to pay for towing and the bumper I provided her with the Cars, Trucks up to E/F-150 & 250 Ford Roadside Assistance Claims Reimbursement P.O. Box 9145 Medford, MA 02155 FAX: 833-239-1240 To file a claim. I advised that she will need to drive the vehicle so that we can ensure the vehicle is working well. Advised I will follow up with service again next step- follow up with dealership on 11-29-2023
2023-12-01 19:27:50	OBC tro [redacted]- Customer is not happy that she and the tow could not disengage the neutral button . Informed her claim would be denied to get the bumper repaired. Provided address for her to write Ford. Next step SN for closing Zikomo Jones He | Him | His Proactive Customer/Dealer Advocate (PCDA) - Office: 866-631-3788 Ext: 79139 P.O Box 6248 Dearborn, MI 48126

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Canceled

OPEN: 11-21-2023 CLOSED: 01-25-2024 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |

DEALER NAME: Riser Ford

PA CODE: 07563 DLR SALES CODE: 23547 REGION: C3 ZONE: C3B

VIN: 3FMCR9G68P[redacted] MODEL YEAR: 2023 MODEL: BRONCO SPORT MILEAGE: 6,989

BODY STYLE: R9G - BRONCO SPORT HERITAGE 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | AR | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Engine Surge | Deceleration | UNKNOWN

ANALYST NAME: Carletta Joiner OPEN ANALYST NAME: Carletta Joiner

COMMENTS:

2023-11-21 21:53:41	Case Number : [redacted] Customer [redacted] Business Phone : N/A Home Phone : [redacted] Mobile Phone : N/A LTV Score : 84 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Riser Ford Dealer P&A : 07563 Dealer phone : 501-525-0800 VIN : 3FMCR9G68P[redacted] Year : 2023 Make : FORD Model : BRONCO SPORT Mileage : 6989 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2023-05-06 Open Recall/FSA: : N/A ESP : NONE Hotline Contact : N/A Warranty History : 1501861
2023-11-21 22:01:23	IBC SA Kathy [redacted] Veh:2023 FORD BRONCO VIN:3FMCR9G68[redacted] Mileage:6989 Dealership:RISER FORD Original Owner? YES Veh at Dlrshp? NO In loaner? NO Flp? YES SYMTOMS:POWER TRAIN LIGHT, LOW POWER MODE, DRIVING AND CAR WENT OUT, OIL PRESSURE SENSOR, FUEL PUMP WOULD NOT ACCELERATE CONCERN:Cust called in to start a BB request due to her not feeling the veh is safe. I informed cust the process of he BB and informed I will provide her an update on the status on 11/29/23. Cust agreed to SMS for updates and I emailed cust the case number, my contact information. Cust stated the veh light came on while driving and the veh decelerated. Cust had no other concerns and survey prompt the call. NEXT STEP:11/29/23 fu with cust on the BB status Carletta Joiner Customer Experience Specialist, Ford CX Team Email: cjoiner4@ford.com Office: 866.631.3788 ext 79535 Business Hours: 9AM-5:30PM C.S.T Monday-Friday
2023-11-21 22:49:59	Customer Information Name(s) on the [redacted] [redacted] HOT SPRINGS, AR, [redacted] Email [redacted] Customer is Select purchasing or leasing the vehicle. Purchasing Vehicle Information VIN:3FMCR9G68[redacted] Current Mileage:6,989 Ownership Status/ Type of Purchase: Personal Purpose of vehicle:Personal Business Purchase # Vehicles registered to the business. (If yes to business) Purchase Date: 5/6/2023 Mileage at Time of Purchase: 0 State Information State Where Purchased:AR State Where Registered:AR Dealer Information Purchased from Dealer? Riser Ford (if yes): Primary Reason for Repurchase: Is there a current concern with the vehicle? Cust called in to start a BB request due to her not feeling the veh is safe. Cust stated the veh light came on while driving and the veh decelerated. She informed once it decelerated the veh stopped. What is the repair status of the vehicle? Cust informed after the repair the veh decelerated and stopped on her again. I advised cust will she be taking the veh in for the concern and she stated not at this time. Were repairs completed for this concern at multiple dealerships? RISER FORD If (yes)
2023-11-21 22:59:15	OBC to dlr service dept for RO details and no answer/voicemail available. Email sent to SA requesting RO details. From: Joiner, Carletta (C.) Sent: Tuesday, November 21, 2023 4:59 PM To: kstone@riserford.com Subject: Ford Motor Company [redacted] Hello, my name is Carletta from Ford assisting mutual customer [redacted] VIN 3FMCR9G68P[redacted] called in seeking a Buyback request. Please provide any RO details to assist in the request. Thanks for your help in advance. Part: Diagnosis: RO # RO Open Date: Mileage: RO Line: Dealership Contact: Email: Hotline contacted: (Y/N) Multiple Past Repairs for same issue? (Y/N) How Many? P&A Code: Carletta Joiner Customer Experience Specialist, Ford CX Team Business Hours: 9AM-5:30PM C.S.T Monday-Friday O: 866.631.3788 ext 79535
2023-11-22 16:47:05	OGC VIN list Check: 3FMCR9G68P[redacted] Results: nothing returned Per NAVIS: Original Owner Ford Motor Company ® Deidra Murdaugh Non-Californian Buyback Review (NCBR) Team Specialist, Ford CX Team
2023-11-22 18:40:51	EMAIL FROM DLR PROVIDING RO DETAILS: From: Jonathan Dingman Sent: Wednesday, November 22, 2023 12:34 PM To: Joiner, Carletta (C.) Cc: Katy Herron Subject: FW: Ford Motor Company CAS-[redacted] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Please see Ro attached Part: See RO Diagnosis: See RO and Tech Comments RO # [redacted] RO Open Date: 09/18/23 Mileage:5890 RO Line: A Dealership Contact: Email: jonathan@riserford.com Hotline contacted: (Y/N) N Multiple Past Repairs for same issue? (Y/N) How Many? N P&A Code: 07563 Jonathan Dingman 501-520-3512 Office 888-841-9116 Fax
2023-11-22 20:51:21	After review, VEH does not meet state guidelines for buyback/replacement criteria for AR. Talking Points: - Deny GFR -Review note in milestone -VEH is not at the dealership -Advise Customer to take VEH to Dealer if there is a current concern -Engage Tech SME if needed -Recommend Dealer Engage Hotline for Repair Assistance if needed. -Focus on getting VEH repaired -Follow Repair Assistance Procedures Per Process ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER ** Ford Motor Company ® Deidra Murdaugh Non-Californian Buyback Review (NCBR) Team Specialist, Ford CX Team
2023-11-22 22:23:02	EMAIL FROM CUSTOMER INFORMING SHE WILL BE TAKING THE VEHICLE BACK TO THE DLR: From: [redacted] Sent: Wednesday, November 22, 2023 1:45 PM To: Joiner, Carletta (C.) Subject: Re: Ford Motor Company WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Hello! I just wanted to update you and let you know my car is back at the service department at Riser Ford. Another warning light came on today and I was just down the road from the dealership.
2023-11-30 15:17:06	EMAIL FROM SA WITH RO DETAILS: From: Katy Herron Sent: Thursday, November 30, 2023 8:25 AM To: Joiner, Carletta (C.) Subject: RE: Ford Motor Company [redacted] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Part: NA Diagnosis: NA- UNABLE TO DUPLICATE ISSUE YET RO # [redacted] RO Open Date: NOV 22 2023 Mileage: 7007 RO Line: A Dealership Contact: Email: KHERRON@RISERFORD.COM Hotline contacted: (Y/N) N Multiple Past Repairs for same issue? (Y/N) How Many? N P&A Code: 07563

2023-12-05 15:10:51	OBC to dlr service department and no answer/voicemail available. Sent email to SA requesting an update on the repair. From: Joiner, Carletta (C.) Sent: Tuesday, December 5, 2023 9:10 AM To: Katy Herron Subject: RE: Ford Motor Company [redacted] Hello Katy, this is Carletta from Ford reaching out for an update on customer [redacted] VIN 3FMCR9G68[redacted]. I am reaching out to see if the vehicle has been diagnosis? Any information will be helpful. Thanks for your partnership, Carletta Joiner Customer Experience Specialist, Ford CX Team Email: cjoiner4@ford.com Office: 866.631.3788 ext 79535 Business Hours: 9AM-5:30PM C.S.T Monday-Friday
2023-12-05 16:02:36	EMAIL FROM DLR WITH REPAIR STATUS: From: Katy Herron Sent: Tuesday, December 5, 2023 10:01 AM To: Joiner, Carletta (C.) Subject: RE: Ford Motor Company [redacted] LOW OIL PRESSURE LIGHT COMING ON From: Joiner, Carletta (C.) Sent: Tuesday, December 5, 2023 9:44 AM To: Katy Herron Subject: RE: Ford Motor Company [redacted] Thanks for the update. What is the customer concern with the vehicle? Carletta Joiner Customer Experience Specialist, Ford CX Team Email: cjoiner4@ford.com Office: 866.631.3788 ext 79535 Business Hours: 9AM-5:30PM C.S.T Monday-Friday From: Katy Herron Sent: Tuesday, December 5, 2023 9:23 AM To: Joiner, Carletta (C.) Subject: RE: Ford Motor Company [redacted] WE ARE UNABLE3 TO DUPLICATE ISSUE. NO DTC'S IN SYSTEM. WE HAVE BEEN DRIVING THE VEHICLE
2023-12-05 16:54:56	SMS SENT TO CUSTOMER FOR AN UPDATE: Hello [redacted], this is Carletta from Ford providing you an update on your case. I reached out to the dealership and I was informed they have not been able to duplicate the concern of the low pressure light coming on. I will provide an update on 12/11/23 and reach out to the dealership for an update. Thanks for your patience throughout this process. NEXT STEP:12/11/23 fu with dlr to check on if they can duplicate the concern and fu with cust with an update on the repair status concern Carletta Joiner Customer Experience Specialist, Ford CX Team Email: cjoiner4@ford.com Office: 866.631.3788 ext 79535 Business Hours: 9AM-5:30PM C.S.T Monday-Friday
2023-12-11 20:50:10	OBC to dlr service department and no answer. I will email SA for update on the diagnosis. From: Joiner, Carletta (C.) Sent: Monday, December 11, 2023 2:50 PM To: 'Katy Herron' Subject: RE: Ford Motor Company [redacted] Hello Katy, this is Carletta from Ford reaching out for an update on customer [redacted] VIN 3FMCR9G68[redacted] I am reaching out to see if the vehicle has been diagnosis? Any information will be helpful. Thanks for your partnership, Carletta Joiner Customer Experience Specialist, Ford CX Team Email: cjoiner4@ford.com Office: 866.631.3788 ext 79535
2023-12-11 20:54:37	SMS SENT TO CUSTOMER FOR AN UPDATE: Hello [redacted] this is Carletta from Ford providing you an update on your case. I reached out to the dealership and no one was available to provide an update. I have sent a Ford to Ford message to the dealer and am waiting for their reply. I will provide an update on 12/14/23 and reach out to the dealership for an update. Thanks for your patience throughout this process. NEXT STEP:12/14/23 fu with dlr to check on if they can duplicate the concern and fu with cust with an update on the repair status concern Carletta Joiner Customer Experience Specialist, Ford CX Team Email: cjoiner4@ford.com Office: 866.631.3788 ext 79535 Business Hours: 9AM-5:30PM C.S.T Monday-Friday
2023-12-14 21:01:12	OBC to dlr service dept and spoke to Kate. She informed they have not been able to duplicate the concern. She informed they have reached out to the FSE. She informed the service manager stated advised to continue to test drive the veh for 200 miles to try and duplicate the concern. SMS SENT TO CUSTOMER FOR AN UPDATE: Hello [redacted], this is Carletta from Ford providing you an update on your case. I reached out to the dealership and was informed that they are still test driving the vehicle to try to duplicate the concern. I will provide an update on 12/19/23 and reach out to the dealership for an update. Thanks for your patience throughout this process. NEXT STEP:12/19/23 fu with dlr to check on if they can duplicate the concern and fu with cust with an update on the repair status concern Carletta Joiner Customer Experience Specialist, Ford CX Team Email: cjoiner4@ford.com Office: 866.631.3788 ext 79535 Business Hours: 9AM-5:30PM C.S.T Monday-Friday
2023-12-19 21:22:47	OBC to service department and no answer/voicemail available. Will send email to SA to ask for vehicle repair status. From: Joiner, Carletta (C.) Sent: Tuesday, December 19, 2023 3:23 PM To: 'Katy Herron' Subject: RE: Ford Motor Company [redacted] Hello Katy, this is Carletta from Ford reaching out for an update on customer [redacted] VIN [redacted] am reaching out to see if the vehicle has been diagnosis or is there an update after test driving the vehicle? Any information will be helpful. Thanks for your partnership, Carletta Joiner Customer Experience Specialist, Ford CX Team Email: cjoiner4@ford.com Office: 866.631.3788 ext 79535 Business Hours: 9AM-5:30PM C.S.T Monday-Friday
2023-12-19 21:25:48	EMAIL UPDATE SENT TO CUSTOMER: From: Joiner, Carletta (C.) Sent: Tuesday, December 19, 2023 3:25 PM To: [redacted] Subject: RE: Ford Motor Company [redacted] Hello [redacted] this is Carletta from Ford providing you an update on your case. I reached out to the dealership and no one was available to provide an update. I have sent a Ford to Ford message to the dealer and am waiting for their reply. I will provide an update on 12/20/23 and reach out to the dealership for an update. Thanks for your patience throughout this process. Best regards, Carletta Joiner Customer Experience Specialist, Ford CX Team Business Hours: 9AM-5:30PM C.S.T Monday-Friday O: 866.631.3788 ext 79535
2023-12-21 18:53:36	EMAIL UPDATE FROM SERVICE DIRECTOR: From: Jonathan Dingman Sent: Wednesday, December 20, 2023 11:58 AM To: Joiner, Carletta (C.) Subject: [redacted] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Carletta, I am emailing on the case above. We have replaced a component that the FSE requested we inspect and replace. He stated we should release the vehicle back to the customer if we could not duplicate the concern after this repair. We have put approximately 250 miles on the vehicle since this repair but the FSE did state in past with another vehicle similar to this it could take up to 2000 miles or more to reoccur. The customer is not wanting to take this vehicle back and wants to be put in new Ford product. Please advise of next steps. Thanks Jonathan Dingman Parts & Service Director 501-520-3512 Office 888-841-9116 Fax
2023-12-21 19:24:11	OBC to cust delegate [redacted], I left a voicemail informing that the dlr stated they can no duplicate the concern and has preformed the repair based on the Field Service Engineer. I advised cust that if she is looking to get another Ford product she would have to contact Ford sales department. I informed cust I would reach out to her on 12/28/23 to see how the veh is performing due to the veh being released back to her. NEXT STEP:12/28/23 fu with cust to see if the veh has been picked up and offer a gwg Carletta Joiner Customer Experience Specialist, Ford CX Team Email: cjoiner4@ford.com Office: 866.631.3788 ext 79535
2023-12-28 21:24:08	OBC to dlr to check to see if the cust has picked up the veh and no answer/voicemail available. From: Joiner, Carletta (C.) Sent: Thursday, December 28, 2023 3:24 PM To: Jonathan Dingman Subject: RE: CAS-[redacted] Hello Mr. Dingman, I am reaching out to confirm if the customer has picked up their vehicle? Carletta Joiner Customer Experience Specialist, Ford CX Team Email: cjoiner4@ford.com Office: 866.631.3788 ext 79535 Business Hours: 9AM-5:30PM C.S.T Monday-Friday
2023-12-28 21:25:46	EMAIL SENT TO CUSTOMER TO CONFIRM IF THE VEHICLE HAS BEEN PICKED UP: From: Joiner, Carletta (C.) Sent: Thursday, December 28, 2023 3:26 PM To: [redacted] Subject: Ford Motor Company [redacted] I am reaching out to confirm have you picked up your vehicle form the dealership? I was informed they have advised that the vehicle repair is complete. Best regards, Carletta Joiner Customer Experience Specialist, Ford CX Team Business Hours: 9AM-5:30PM C.S.T Monday-Friday O: 866.631.3788 ext 79535

2024-01-02 20:40:12	OBC to service department and spoke to Katy, she informed she is waiting for the dtc to come back for assistance with the codes. She informed that it could take 3,000 miles to reset the limp mode of the low oil pressure. They can see it in the computer in code but it has disappear with no more trace. She informed they are still driving the call to duplicate the concern and to call back on Friday to see if they have an update. Carletta Joiner Customer Experience Specialist, Ford CX Team Email: cjoiner4@ford.com Office: 866.631.3788 ext 79535 Business Hours: 9AM-5:30PM C.S.T Monday-Friday
2024-01-04 19:50:55	EMAIL UPDATE AND REPLY TO CUSTOMER: From: Joiner, Carletta (C.) Sent: Thursday, January 4, 2024 1:48 PM To: [redacted] Subject: RE: Ford Motor Company [redacted] Hello [redacted]. [redacted] I reached out and the dealership was informed they are still testing the vehicle due to not being able to duplicate the concern on the vehicle. I was informed they have not seen the low oil pressure and the vehicle may have been reset. I will reach out to you and the dealership on 1/8/23 to check if they have an update on the concern. Best regards, Carletta Joiner Customer Experience Specialist, Ford CX Team Email: cjoiner4@ford.com Office: 866.631.3788 ext 79535 Business Hours: 9AM-5:30PM C.S.T Monday-Friday
2024-01-08 20:53:32	OBC to dlr service department and spoke to SA Katy and informed they are still driving the veh as the FSE informed it can take up to 3,000 miles to duplicate the concern. She informed the cust wanted a BB but I informed her it was not approved. I advised could she have the technician reach out to the hotline for further assistance with the repair. I informed her I will be out of the office until 1/16/24 and reach out for an update on the repair status. She informed the cust is in a loaner. NEXT STEP:1/16/23 fu with dlr for the repair status and fu with cust on the repair status update Carletta Joiner Customer Experience Specialist, Ford CX Team Email: cjoiner4@ford.com Office: 866.631.3788 ext 79535 Business Hours: 9AM-5:30PM C.S.T Monday-Friday
2024-01-08 20:57:18	EMAIL UPDATE SENT TO CUSTOMER: From: Joiner, Carletta (C.) Sent: Monday, January 8, 2024 2:57 PM To: [redacted]' Subject: RE: Ford Motor Company [redacted], I reached out and the dealership was informed they are still testing the vehicle due to not being able to duplicate the concern on the vehicle. I will be out of the office until 1/16/2024. When I return I will follow up with you regarding your case progression. My apologies about any delays. If you need immediate assistant please reach out to 866-631-3788 extension 79655 and push 2 for the next specialist, you will need your case number to verify you information. Best regards, Carletta Joiner Customer Experience Specialist, Ford CX Team Email: cjoiner4@ford.com Office: 866.631.3788 ext 79535 Business Hours: 9AM-5:30PM C.S.T Monday-Friday
2024-01-16 21:30:46	OBC to dlr to check on the repair status of the veh and no one was available. I left a voicemail informing I am seeking an update on if they are able to duplicate the customer concern. I provide the case number and my contact information to call back with an update. EMAIL SENT TO SA REQUESTING REPAIR STATUS: From: Joiner, Carletta (C.) Sent: Tuesday, January 16, 2024 3:30 PM To: Katy Herron Subject: RE: Ford Motor Company [redacted] Hello Katy, this is Carletta from Ford reaching out for an update on custome[redacted] VIN 3FMCR9G68[redacted]. I am reaching out to see if the vehicle has been diagnosis or is there an update after test driving the vehicle? Any information will be helpful. Thanks for your partnership, Carletta Joiner Customer Experience Specialist, Ford CX Team Email: cjoiner4@ford.com Office: 866.631.3788 ext 79535 Business Hours: 9AM-5:30PM C.S.T Monday-Friday
2024-01-16 21:35:24	EMAIL UPDATE SENT TO CUSTOMER: From: Joiner, Carletta (C.) Sent: Tuesday, January 16, 2024 3:35 PM To: [redacted] Subject: RE: Ford Motor Company [redacted] Hello[redacted] I tried to reach out to the dealer today to gather information on the vehicle repair status and I was unable to get in touch. I have sent a Ford to Ford message to the dealer and am waiting for their reply. I do apologize about the wait and thank you for your patience as I gather the pertinent information on for your case to progress. I will provide you an update on 1/18/24. Best regards, Carletta Joiner Customer Experience Specialist, Ford CX Team Email: cjoiner4@ford.com Office: 866.631.3788 ext 79535 Business Hours: 9AM-5:30PM C.S.T Monday-Friday
2024-01-18 19:10:50	OBC to dlr and spoke to SA Katy and she got me to the SM. He informed he has been in contact with a Maya Reed with Ford Autoline BBB dispute. He informed they reopened the case for the BBB and he has send over to the information to Maya. He stated as for the veh the cust does not want to take the veh back and the dlr can not duplicate the concern. OBC to cust delegate[redacted], I left a voicemail informing that I spoke to the dlr and was informed they can not duplicate the concern. I informed cust that the SM informed he has been in contact with the BBB Autoline for the BB dispute. I informed cust I would reach out to her by email to see if she has any updates on her dispute for the Buyback. NEXT STEP:1/22/24 fu with dlr for the duplicate concern and f u with cust on the BB status Carletta Joiner Customer Experience Specialist, Ford CX Team Email: cjoiner4@ford.com Office: 866.631.3788 ext 79535 Business Hours: 9AM-5:30PM C.S.T Monday-Friday
2024-01-18 19:15:51	EMAIL SENT TO CUSTOMER: From: Joiner, Carletta (C.) Sent: Thursday, January 18, 2024 1:16 PM To: [redacted] Subject: RE: Ford Motor Company [redacted] Hello[redacted], I tried to reach out to you today by phone and you were not available. I was reaching out to inform you I did speak with the dealership and they informed that they have been in contact with the BBB Autoline for your dispute of the vehicle Buyback request. I am reaching out to see if they have provided you an update on your dispute case with the other agent at this time. If they have update on the dispute case please provide any details to assist. I will set an appointment to reach out to you on 1/22/24. Best regards, Carletta Joiner Customer Experience Specialist, Ford CX Team Email: cjoiner4@ford.com Office: 866.631.3788 ext 79535 Business Hours: 9AM-5:30PM C.S.T Monday-Friday
2024-01-22 20:16:56	OBC to dlr service department and no answer/voicemail available. NEXT STEP:1/24/24 fu with dlr for the duplicate concern and f u with cust on the BB status Carletta Joiner Customer Experience Specialist, Ford CX Team Email: cjoiner4@ford.com Office: 866.631.3788 ext 79535 Business Hours: 9AM-5:30PM C.S.T Monday-Friday

2024-01-22 20:21:21

EMAIL SENT TO SA AND SM REQUESTING REPAIR DETAILS:

From: Joiner, Carletta (C.)
Sent: Monday, January 22, 2024 2:20 PM
To: Katy Herron
Cc: Jonathan Dingman
Subject: RE: Ford Motor Company [redacted]

Hello, this is Carletta from Ford reaching out for an update on customer [redacted] VIN 3FMCR9G68[redacted] I am reaching out to see if the vehicle has been diagnosis or is there an update after test driving the vehicle?

Any information will be helpful.

Thanks for your partnership,

Carletta Joiner
Customer Experience Specialist, Ford CX Team
Email: cjoiner4@ford.com
Office: 866.631.3788 ext 79535
Business Hours: 9AM-5:30PM C.S.T Monday-Friday

2024-01-22 20:42:01

EMAIL FROM DLR PROVIDING UPDATE ON CUSTOMER REPAIR:

From: Jonathan Dingman
Sent: Monday, January 22, 2024 2:27 PM
To: Joiner, Carletta (C.) ; Katy Herron
Subject: RE: Ford Motor Company [redacted]

Carletta,
I thought you were the person I spoke with last week, but if not the parts have been replaced on this vehicle. The customer does not want to take back possession of the vehicle and has filed a claim with the BBB for lemon law. I have been dealing with Maya Reid and I have sent her all the information for this vehicle. please see her contact info below.

Maya Reid
Ford Dispute Resolution Specialist
Ford Motor Company
Lincoln Motor Company
mreid75@ford.com| Phone: (866) 567-6518 Ext. 77117 | eFax: (888) 682 – 3588

Thanks

Jonathan Dingman
501-520-3512 Office
888-841-9116 Fax

2024-01-22 20:51:19

RECAP EMAIL SENT TO CUSTOMER:

From: Joiner, Carletta (C.)
Sent: Monday, January 22, 2024 2:51 PM
To: [redacted]'
Subject: RE: Ford Motor Company[redacted]

Hello[redacted]

In reference to Case Number[redacted]

Thank you for contacting Ford Motor Company and allowing us to assist you with your 2023 Ford Bronco Sport. At this time I will be closing your case on my end as the dealership informed the vehicle was repaired but you do not want to take procession of the vehicle. Partnering with Riser Ford, I am glad we were able to address your low pressure concern while keeping you updated throughout the process.

The part that was installed by a Ford factory-trained technician and comes with a 2-year, unlimited mile warranty (Service Part Warranty), which hopefully provides you with peace of mind. Moreover, I was glad to be able to assist financially with this repair reducing your cost by 60% because you are such a loyal customer.

Please look for an email within the next few days that includes a brief survey regarding your experience with me in completing your case. We value your feedback so that we can better understand what we can do to improve in the future.

Thank you for being a valued customer and a part of the Ford family.

You will be receiving a 6 question survey via email within the first 24 hours that follow the closure of your Ford customer concern case.The questions that it will ask can sometimes appear to be about Ford in general. However, please keep in mind while answering them that you are generating a grade for me based on the experience that I provided to you while bringing resolution to your case.Once you submit the survey, your rating of my performance will be visible to myself, my supervisor, the team that I work on, and the department I'm in.

Respectfully,

Carletta Joiner
Customer Experience Specialist, Ford CX Team
Email: cjoiner4@ford.com
Office: 866.631.3788 ext 79535
Business Hours: 9AM-5:30PM C.S.T Monday-Friday

2024-01-25 23:02:49

**********SAFETY NET**********
[redacted]

Safety to Resolve
BB denied
-customer veh is repaired. Refuse to pick up from the dealer

- a final Recap Email sent to the customer
- No further assistance is needed Resolve Case

Secundra Walker
Ford Motor Company ®*
Operations Supervisor PVT
Ph. 800-392-3673
Swalk178@ford.com | www.ford.com

CASE ATTACHMENTS:

2023-11-22 18:41:53	Carletta Joiner
2024-01-24 16:13:38	Carletta Joiner



CUSTOMER # [redacted]

[redacted]

HOT SPRINGS, AR [redacted]

WARRANTY

PAGE 1

RISER FORD LINCOLN
4201 CENTRAL AVE.
HOT SPRINGS, AR 71913
PHONE: 501-525-0800
H.S.V. 922-4200
1-800-264-6676

SERVICE ADVISOR: 1903 KATY HERRON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	23	FORD BRONCO SPORT	3FMCR9G68E[redacted]		5890/5890	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN23 DD			17:00 27OCT23			FPR	30OCT23

R.O. OPENED	READY	OPTIONS: DLR:07563
11:36 18SEP23	15:29 30OCT23	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CHECK ENGINE LIGHT ON AND WRENCH LIGHT ON. VEHICLE IS DYING AND WONT ACCELERATE OVER 20 MPH			
12650D EEC SYSTEM DIAGNOSIS - (QUICK TEST) (12A650) - N			
1900 WP 0.20		25.00	25.00
12650D45 ENGINE MODULE - DIAGNOSTIC PIN POINT TEST - L			
1900 WP 0.30		37.50	37.50
12650D6 POWERTRAIN CONTROL MODULE (PCM) - REPLACE (12A650/12B565) - L			
1900 WP 0.70		87.50	87.50
12650DX1 EEC SYSTEM DIAGNOSIS - (QUICK TEST) (12A650) - N EXTRA TIME TO REPEAT FINAL QUICK TEST			
1900 WP 0.10		12.50	12.50
9543A PUMP - FUEL INJECTION - REMOVE AND INSTALL OR REPLACE (9350/9A543/9E543/9E583) - L			
1900 WP 1.90		237.50	237.50
1 KK1Z*12A650*JANP MODULE - ENGINE CONTROL - EEC	795.52	795.52	795.52
1 HX7Z*9350*B PUMP ASY - FUEL	154.54	154.54	154.54
1 HX7Z*9J323*A TUBE ASY	27.27	25.34	25.34
57750 97540 TPARTS			
7360 40000 TLABOR			
5890			
PERFORMED SELF TEST AND FOUND CODE P0001 PERFORMED PINPOINT TEST HP1 YES HP5 NO REMOVED AND REPLACED FUEL INJECTION PUMP AND LINE AND CLEARED CODES TEST DROVE AND AFTER DRIVING CHECK ENGINE LIGHT AND WRENCH LIGHT RETURNED PERFORMED SELF TEST P0003 PERFORMED PINPOINT TEST HP1 YES HP5 YES HP6 YES HP7 YES HP8 YES HP9 NO HP12 YES HP13 YES REMOVED AND REPLACED PCM PERFORMED PMI AND PARAMETER RESET AND CLEARED ALL CODES TEST DROVE AND FOUND ALL TO SPECS CC 42 BP# RVC CODE RLXDN90BD2X1J			
**********			

SERVICE INSTALLED PARTS

DATE INSTALLED (MO / DAY / YR)	ACCRUED MILEAGE (OMIT TENTHS)	ORIGINAL R.O. NUMBER

SUB TOTAL	ALLOWANCE	DEALER PARTICIPATION	CUSTOMER PARTICIPATION OR DEDUCTIBLE	TOTAL CLAIM	CORRECTED TOTAL

AUTHORIZED SIGNATURE AND DATE: _____

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE, RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

APPROVAL CODE OR NUMBER

COMMITMENT CODE

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPPLIES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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WARRANTY COPY

CUSTOMER #[redacted]

[redacted]

[redacted]

WARRANTY

PAGE 2

RISER FORD LINCOLN
4201 CENTRAL AVE
HOT SPRINGS, AR 71913
PHONE: 501-525-0800
H.S.V. 922-4200
1-800-264-6676

SERVICE ADVISOR: 1903 KATY HERRON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	23	FORD BRONCO SPORT	3FMCR9G68E[redacted]		5890/5890	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN23 DD			17:00 27OCT23			FPR	30OCT23

R.O. OPENED	READY	OPTIONS: DLR:07563
11:36 18SEP23	15:29 30OCT23	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

****

ESTIMATE: 25.23 27OCT23 16:53 SA: 1903
CONTACT:

****

****

ESTIMATE: 0.00 27OCT23 11:50 SA: 1903
CONTACT:

****

****

ESTIMATE: 0.00 18SEP23 11:36 SA: 1903
CONTACT:

****

COST, SALE, & COMP TOTALS 65110 137540 0

SERVICE INSTALLED PARTS

DATE INSTALLED (MO / DAY / YR)	ACCRUED MILEAGE (OMIT TENTHS)	ORIGINAL R.O. NUMBER

SUB TOTAL	ALLOWANCE	DEALER PARTICIPATION	CUSTOMER PARTICIPATION OR DEDUCTIBLE	TOTAL CLAIM	CORRECTED TOTAL

APPROVAL CODE OR NUMBER

COMMITMENT CODE

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	400.00
PARTS AMOUNT	975.40
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES	0.00
TOTAL CHARGES	1375.40
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	1375.40

AUTHORIZED SIGNATURE AND DATE:
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

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WARRANTY COPY

Ford Motor Company

CASE CLOSURE CHECKLIST

Detailed List to be Completed Prior To Case Closure

	Timing for Completion	Completed
All Cases		
Has the vehicle been repaired & returned to the customer?		yes
Have you asked the customer did you resolve their issue to the satisfaction?		yes
If the answer is no, it is appropriate to speak with your Sup on the next steps		n/a
Did you close out all obligations you may have with the dealership (Repair $$$ assistance, rental, etc. - if necessary)?		yes
Did you close out all obligations you may have with the customer (If necessary)?		yes
Do you have documentation to support the customer reimbursement attached to the case?		yes
Has the debit card been transmitted?		yes
Do you think goodwill is appropriate in this case?		yes
If you made an offer - did it tie to the physicals of the case? (rental as an example)		yes
Did you complete final repair satisfaction check?		yes
Did you send the case closing email to highlight value we brought by assisting?		yes
Proofread email		yes
Does email clearly state what assistance was provided to the customer?		yes
Did you complete the following prior to closing (i.e. enter symptom codes, ensure VIN is attached to case, etc.)?		yes
Buyback Request		
Did you deliver Buyback decision to the customer and communicate next steps?		yes
If request was approved, have the RAV Analyst and customer made contact?		n/a
Did you follow next steps outlined in Completing an Approved Buyback Request?		n/a
If request is denied, have you completed next steps outlined in Vehicle Buyback Denied?		yes
Financial Assistance		
Has the approval code been processed and presented?		n/a
Pls. ensure verification of correct P&A code (lot of issues w/ this)		n/a

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 11-21-2023 CLOSED: 11-21-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Feedback | Vehicle Parts/Features | Negative |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: 3FMCR9B61M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 15,155
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | FL | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | UNKNOWN | UNKNOWN
ANALYST NAME: Vanessa Mireles OPEN ANALYST NAME: Vanessa Mireles
COMMENTS:

Add contact
Active Chat History
Time and Day Stamptoday
Info At 3:16 PM Nov 21
Thank you for choosing to chat with us. We will be with you shortly. You are currently 1 waiting in queue.
Info At 3:16 PM Nov 21
You are now chatting with Vanessa. Please do not enter any sensitive personal data such as social security number or credit card numbers.
Hello, [redacted]! My name is Vanessa! How I can help today?
You 3:16 PM
Hi Vanessa. I would like to file a complaint and ask for possible reimbursement for an issue with my Ford Bronco Sport. The car and two years old and had a battery malfunction this weekend causing me to have to get it towed over 30 miles to get back home.
[redacted] 18 PM
The local dealer fixed the issue under warranty but I feel that since the car is only 2 years old and had 15,000 miles I should be compensated for having to deal with this issue for essentially a brand new car
[redacted] PM
Good afternoon [redacted]! I can certainly document your complaint, and also review for your additional request.
To get started I will like to confirm some ownership information. May I ask, are you currently the registered owner of the vehicle you're chatting in about?
You 3:20 PM
yes
[redacted] 3:20 PM
Thank you! To ensure our records are current, can you please confirm your address and phone number?
You 3:22 PM
My address is [redacted] Fernandina Beach, FL [redacted]
My phone number is [redacted]
[redacted] 3:22 PM
Got it! May I ask, is that phone number a mobile?
You 3:23 PM
yes
[redacted] 3:23 PM
Thank you so much! Please bear with me 2-3 minutes while I continue reviewing your vehicle information.
You 3:25 PM
OK
[redacted] 3:25 PM
I appreciate your patience! I'm still currently looking into this for you, but since you are reaching out to us I want to inform you of the active recall on your vehicle: 22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION
For future reference you can visit https://owner.ford.com/tools/account/maintenance/recalls.html to see if there's any recalls associated to your vehicle.
I will be with you shortly.
You 3:27 PM
Thank you. The local dealer said my car should be up to date on recalls
[redacted] 28 PM
Thanks again for waiting! Earlier you stated the vehicle had 15,000 miles. Is this an approximate current mileage?
You 3:30 PM
exact mileage is 15,155
[redacted] 3:31 PM
Got it! To better understand the situation, you stated the vehicle had to get towed over 30 miles. Does this mean that you paid out-of-pocket for this?
You 3:32 PM
I paid $105 out of my pocket for one tow and $216.66 for a second tow to the dealership
[redacted] 3:33 PM
Ah, I see! Based on my resources Roadside Assistance is available for vehicle that are within five years from the Warranty Start Date (WSD) or 60,000 miles (whichever occurs first). May I ask, what information did the Ford dealership provide when you inquired on the towing reimbursement?
You 3:35 PM
I never asked them about it but thought it would be a good idea to reach out here online
[redacted] 3:36 PM
Got it! If you arranged roadside services directly with a local service provider, you can mail your original receipts, along with the repair order, to the mailing address below:
Ford Roadside Assistance
Claims Reimbursement
P.O. Box 9145
Medford, MA 02155
FAX: 833-239-1240
You 3:38 PM
Got it! If you arranged roadside services directly with a local service provider, you can mail your original receipts, along with the repair order, to the mailing address below:
Ford Roadside Assistance
Claims Reimbursement
P.O. Box 9145
Medford, MA 02155
FAX: 833-239-1240
You
To ensure I'm understanding, can you please describe what sort of battery malfunction occurred? battery died, cranks did not start, loss of power.
You 3:39 PM
I have not heard from you in a few minutes. Do you need more time?
You 3:42 PM
Since we have not heard from you I will be ending this chat. Please feel free to reach back out if you're needing further assistance!
You 3:44 PM
Info At 3:44 PM Nov 21
Thank you for chatting with us.

2023-11-21 21:53:13

CONTACT VIA: ANY

CUST STATES:The local dealer fixed the issue under warranty but I feel that since the car is only 2 years old and had 15,000 miles I should be compensated for having to deal with this issue for essentially a brand new car

PER CUST, DLR STATES: n/a

CRC ADV: documenting complaint

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 11-27-2023 CLOSED: 12-05-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Customer pay repair |
DEALER NAME: Ford of Kendall, LLC
PA CODE: 02650 DLR SALES CODE: 24005 REGION: S3 ZONE: S3A
VIN: 3FMCR9A65N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9A - BRONCO SPORT BASE 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | FL | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | No Crank | UNKNOWN
ANALYST NAME: Yashica Davis OPEN ANALYST NAME: Alice Malone
COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 11-28-2023 CLOSED: 12-04-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | | |

DEALER NAME: Perry Ford of National City

PA CODE: 09149 DLR SALES CODE: 71082 REGION: W1 ZONE: W1C

VIN: 3FMCR9A63N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9A - BRONCO SPORT BASE 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | | |

HOME PHONE:

SYMPTOMS: Driving Performance | Lack/Loss of Power | Not Listed | UNKNOWN

ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-11-30 19:28:16	OBC to DLR SA Patrick Reason for call: Veh status update NOTES: Dlr says they replaced the battery and picked up the vehicle yesterday. NEXT STEPS: Reach out to cust for repair satisfaction Jennifer Ikhalia SheHer Hers Proactive Customer Dealer Advocate O: (866) 631-3788 ext.
2023-11-30 19:37:11	OBC to CUST Signal Security [redacted] Reason for call: Repair satisfaction NOTES: Cust picked the phone up and asked if he could call back I wanted to inform him of my contact info and how to reach me but he disconnected the call. NEXT STEPS: Update VOR/ Email cust for final satisfaction. Follow-Up: 12/4 Jennifer Ikhalia SheHer Hers Proactive Customer Dealer Advocate O: (866) 631-3788 ext.
2023-12-04 18:37:54	OBC to CUST Signal Security [redacted] Reason for call: Repair satisfaction NOTES: Cust says he had a great experience with Ford. Also agreed to participate in the survey. NEXT STEPS: Resolve case Jennifer Ikhalia SheHer Hers Proactive Customer Dealer Advocate O: (866) 631-3788 ext.

CASE ATTACHMENTS:

CASE NUMBER: C[redacted] STATUS: Resolved
OPEN: 11-29-2023 CLOSED: 12-26-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION:
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |
DEALER NAME: Beach Ford
PA CODE: 00871 DLR SALES CODE: 21239 REGION: S2 ZONE: S2B
VIN: 3FMCR9B61N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 9,726
BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | SC | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Running | Overheats | Always
ANALYST NAME: Ronchele Babineaux OPEN ANALYST NAME: Kari Finch
COMMENTS:

2023-11-30 18:32:11

OGC VIN LIST CHECK : 3FMCR9B61N[redacted]
RESULTS : nothing returned

State purchased: NC
State registered: SC
LTV Score : 99
Vehicle Purchase Status : ORG
BB Triage: N

2023-11-30 18:32:26

NCBR Team Nikki made obc to dlr # 8436263666 spoke with sa justin, dlr adv that the vehicle is the under [redacted] dlr provided the open RO info. VIN verified.

RO[redacted]
RO open date 11/29/2023
RO mileage 9726
Concern: vehicle overheating while driving
Repair: dlr ordered an engine coolant temp sensor, parts are in , veh should be ready tomorrow

Ford Motor Company ®
Nikita Stephens | NCBR Team| Ford CX Team
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER
** THE NON-CALIFORNIA BUYBACK REVIEW TEAM IS NOT RAV**

2023-11-30 18:39:37

After review; veh does not meet state guidelines for buyback/replacement criteria for NC

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

Ford Motor Company ®
Nikita Stephens | NCBR Team| Ford CX Team
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER
** THE NON-CALIFORNIA BUYBACK REVIEW TEAM IS NOT RAV**

2023-12-04 16:08:35 OBC to cust left vm for[redacted] informed cust that BB decision has been made have not given info yet if cust calls back, please inform her of the BB decision BB denied due to veh does not meet state guidelines for buyback/replacement criteria for NC when cust calls back need to give update on BB verify if veh still at the dlr, since being 3rd time. continued repair assistance Kari Finch Customer Experience Specialist, Ford CX O: 866-631-3788 ext. 79319

2023-12-07 15:49:56 OBC to cust following up with the customer about the BB decision. cust had called back previously and another agent gave decision for BB request. left vm for cust sending email to cust as well. wanted to offer Premium care ESP to cust, within B2B warranty, sending offer in email. Good morning [redacted], I wanted to follow up with you about your case. I do see that you did contact us back in regards to your case and you did speak with another agent. I was informed they did provide you with the buyback decision of the request. I do apologize for any inconvenience it may have caused. I wanted to also present you an offer for the inconvenience. I understand you have concerns about your vehicle's overheating and engine issues. As an offer of goodwill, I would like to offer you a Ford Protect PremiumCare Extended Service Plan for your vehicle with a suggested retail price of $2,530.00 to provide you with peace of mind going forward. It is our most comprehensive service contract available and covers over 1,000 vehicle components, including your , for up to 3 years from the date of the request or 36,000 miles (odometer reading), whichever comes first. Ford Protect PremiumCare coverage is 100% backed by Ford Motor Company, using Ford-authorized parts for covered repairs and factory-trained and certified technicians. If any future repairs are needed, the Extended Service Plan provides rental car coverage for up to 10 days and covers towing costs up to $100. There is no limit to the number of repairs during the coverage period, and there is only a $100 deductible per occurrence. If you would like this offer, I can begin the process of purchasing this Extended service plan on your behalf. Please let me know. I will follow up with the dealership about your vehicle repairs as well. Thank you for your time. Kari Finch Customer Experience Specialist, Ford CX O: 866-631-3788 ext. 79319

2023-12-07 18:19:33	
	IBC customer wanted to go over the used premiumcare plan she received in her email. Provided info PremiumCareExtended Service Plan for your vehicle with a suggested retail price of $2,530.00 to provide you with peace of mind going forward. It is our most comprehensive service contract available and covers over 1,000 vehicle components, including your , for up to 3years from the date of the request or 36,000 miles (odometer reading), whichever comes first. If any future repairs are needed, the Extended Service Plan provides rental car coverage for up to 10 days and covers towing costs up to $100.There is no limit to the number of repairs during the coverage period, and there is only a $100 deductible per occurrence. Ford Motor Company Customer Experience Specialist/ PV Concern team Miguel Alanis malanis2@ford.com| www.ford.com Office: 1-866-631-3788
2023-12-11 19:27:50	email from cust: Hello Kari, Thank you for the response below. One question first- Does this warranty pick up after the factory 3 years 36,000 mile warranty I already have? Thank [redacted] email to cust: Good afternoon [redacted], so sorry for the delay. So it will begin as soon as it is accepted into the system. Even though you do still have some time on your current bumper to bumper warranty, it will be available during and will continue after that warranty has ended. It is good for 3 years and 36,000 miles from current odometer reading. So even when the other one expires, you will still have a extended service plan that will cover over 1000 components of the vehicle. If you would like this plan, I can put in the request for it this week. Thank you Kari Finch Customer Experience Specialist, Ford CX O: 866-631-3788 ext. 79319
2023-12-14 16:07:34	IBC cust called in seeking to speak with her case mgr. Cust states she doesn't want the ESP offer, she does not feel safe driving the veh, and she wants out of the veh. CXS advised cust she can pursue independent arbitration thru BBB. Next step: Webex agent and notate in case Michael Hsia Customer Experience Specialist/FordCX Team mhsia@ford.com OFFICE: 1-866-631-3788 ext. 79916
2023-12-14 18:42:34	cust sent email: Hello Kari, Just to be clear because it seems like the response is a little confusing to me and I do apologize. This warranty that you're offering picks up after my factory warranty expires, correct? OBC to cust: spoke with [redacted] she has the veh back from the dlr, cust says it still smells like anti-freeze she is afraid of driving the veh. when she goes to visit her family in NY she prefers to drive the veh to go see her 80 year old father. but she is scared to drive the vehicle. she is afraid it will break down cust declined Premium care ESP, she said it will not be useful to her. she has been in contact with the dlr sales department to trade in the vehicle, however she said that if she goes that route, she will be upside down on her equity. she requested information if there are any intensives when she trades in the vehicle. referred her back to the dlr, also to MPH. gave cust number for MPH, and transferred her over. informed cust that we are unable to over turn the BB request, that she may contact the BBB if she would like. veh no longer at dlr, veh repaired, cust says she still smell anti-freeze, but veh not at dlr yet. safety net to close Kari Finch Customer Experience Specialist, Ford CX O: 866-631-3788 ext. 79319
2023-12-14 21:16:33	[redacted] CURRENT MILEAGE 10007 DOES NOT WANT A BUYBACK BUT, WOULD LIKE A NEW CAR. BROKE DOWN 3 TIMES IN ONE YEAR UNDER 10 K MILES. DOES NOT FEEL SAFE DRIVING IT AND DOES NOT WANT TO DRIVE. STILL SMELL ANTI FREEZE. LIVES IN SC AND 84 YEAR FATHER LIVES IN NY AND THE CUSTOMER IS UPSIDE DOWN IN THE VEHICLE. CAPITOL FORD OF WILMINGTON IS PURCHASED [redacted] OBC - CAPITOL FORD OF WILMINGTON SPOKE WITH GEORGE EXPLAINED THE SITUATION AND ASKED HIM TO SPEAK WITH CUSTOMER AND LOOK OVER ANY PROGRAMS WE MAY BE ABLE TO WORK TOGETHER ON THE GET THE CUSTOMER INTO SOMETHING. HE SAID YES - I WARM TRANSFERRED THE CALL. NOTATING CASE - CONTACTING AGENT. NOTHING FURTHER. Michelle Millerbarnett Customer Experience Specialist Ford CX Team O: (800) 392-3673 Ext: 79030 email: mmillerb@ford.com Ford Confidentiality: ---------- Please do not submit any sensitive personally identifiable information for security reasons, such as credit card numbers, driver's license numbers, SSN, DOB, etc. Thank you.
2023-12-14 21:53:38	[redacted] Myrtle Beach, SC [redacted] During the call, the customer stated that the advocate working on this case has offered premiums that would not assist. The customer requests that Ford take back her vehicle. The buyback has already been submitted and has been denied. The customer does not trust her vehicle. Customer would like to speak to a sup
2023-12-14 22:28:32	SUP ESCALATION NOTES LEFT IN SUP TASK
2023-12-18 17:58:55	email to cust: Hello [redacted], I wanted to make sure to touch base with you. I do see that you did call back and spoke with a supervisor directly. She did correct me and let me know that I actually meant to offer you the Premium care plan that extends the miles and will keep you covered up to 75,000 miles from the current odometer reading. She also let me know that you wanted to accept the offer for the extended service plan. I have put in the request for you. Here is the information regarding that plan: Ford Protect PremiumCare Extended Service Plan for your vehicle with a suggested retail price of $1,855.00 to provide you with peace of mind going forward. It is our most comprehensive service contract available and covers over 1,000 vehicle components, including your , for up to five years from the warranty start date or 75,000 miles (odometer reading), whichever comes first. Ford Protect PremiumCare coverage is 100% backed by Ford Motor Company, using Ford-authorized parts for covered repairs and factory-trained and certified technicians. If any future repairs are needed, the Extended Service Plan provides rental car reimbursement for up to 10 days and covers towing costs up to $100. There is no limit to the number of repairs during the coverage period, and there is only a $100 deductible per occurrence It should take a few days before it is approved in the system and it will take about 7-10 business days to show up on your vehicle information. After that you will receive paperwork via mail from the Ford protect department. That usually takes about 4 -6 weeks to be received. But you will have access to it right after it is added to your vin. Please let me know if you have any questions. Thank you for your time. Kari Finch Customer Experience Specialist, Ford CX O: 866-631-3788 ext. 79319
2023-12-22 16:07:22	email from cust: Hello Kari, Thank you This will help until I can afford to get rid of this thing. email to cust: Good morning [redacted] I wanted to inform you that the extended service plan has been activated onto your vehicle. It does show that it is good for up to 75,000 miles on the vehicle. or the date of 11/29/2027. Which ever comes first. I do apologize for any miscommunication on the miles but it is good for up to 75,000 miles With it being added to your vehicle, I will be closing out your case as of next week. When I do close it out, there will be a survey sent in regards to my services alone. Please feel free to fill it out at your convenience. Please let me know if you have any questions. Hope you have a good weekend and a great holiday. Thank you for your time. Kari Finch Customer Experience Specialist, Ford CX O: 866-631-3788 ext. 79319

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Canceled
OPEN: 11-30-2023 CLOSED: 01-10-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | California Vehicle |
DEALER NAME: Huntington Beach Ford
PA CODE: 05547 DLR SALES CODE: 71093 REGION: W1 ZONE: W1C
VIN: 3FMCR9C62N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 37,609
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | CA | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Runs Rough | Acceleration | Intermittent
ANALYST NAME: Jacob Dixon OPEN ANALYST NAME: Erica Elliott
COMMENTS:
2023-12-01 02:19:16

Name: [redacted]

Email:

Phone: [redacted]

Mailing Address:

Vehicle Info:

VIN: 3FMCR9C62N[redacted]

Miles: 34612

Make/Model: 2022 Explorer

Dealership:
92648

Per cust:
Her vehicle was going up and down, up and down, dealership said it is something wrong with the transmission

CALL DEALER!

Next Step:
VOR
Copy Key
Follow Up
Buyback Milestone

Correct Case Classification:
L1
L2
L3
L4

Symptom Classification:
L1
L2
L3
L4

Ford Motor Company ®
Erica Elliott "Autumn"
Customer Experience Specialist, Ford CXS Team
eellio28@ford.com | www.ford.com
Office: 866-631-3788 ext. 79898

2023-12-01 02:25:36

BUYBACK INFORMATION

Customer Information:

Name(s) on the Title:
[redacted]

Address:
[redacted]
Eastvale CA, [redacted]

Email Address:
[redacted]

Customer is Select purchasing or leasing the vehicle:
Purchased

Vehicle Information

VIN: 3FMCR9C62N[redacted]

Current Mileage: 34612

Ownership Status/ Type of Purchase:
New

Purpose of vehicle:
Personal

Vehicles registered to the business. (If yes to business)
N/A

Purchase Date:
06/22/2022

Mileage at Time of Purchase:
14

State Information

State Where Purchased:
CA

State Where Registered:
CA

Dealer Information

Purchased from Dealer?
Yes

Dealership (if yes):
Huntington Beach Ford
18255 Beach Blvd Huntington Beach, CA 92648
(657) 464-1553

Primary Reason for Repurchase: Customers are concerned that the vehicle transmission is needing work on it and the vehicle being so new. They do not like going onto the road and the speed just stalling out

Is there a current concern with the vehicle? : They are very concerned with the vehicle stalling/ slipping when they are driving on the hwy

What is the repair status of the vehicle?: It is currently in the shop and they are going to look into the transmission to see if they can locate the issue of the stalling

Were repairs completed for this concern at multiple dealerships?
(If yes): = NO

2023-12-01 02:42:55

COPY KEY DATA::

Case Number : [redacted]
Customer : [redacted]
Business Phone : N/A
Home Phone : [redacted]
Mobile Phone : N/A
LTV Score : 87
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : N/A
Part Number : N/A
Dealer Name : Huntington Beach Ford
Dealer P&A : 05547
Dealer phone : 7148426611
VIN : 3FMCR9C62N[redacted]
Year : 2022
Make : FORD
Model : BRONCO SPORT
Mileage : 35238
Engine Specification : 1.5L Dragon I3 DI TC Gas B
Transmission Specification : 8 Speed Auto Transmission 8F35
Warranty Start Date : 2022-06-22
Open Recall/FSA: 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS
ESP : N/A
Hotline Contact : N/A
Warranty History :
-[redacted] E83 18 0.4 HUNTINGTON BEACH FORD 34612 20-NOV-2023 BEF 48H6 A 041422A
Customer Comments ELECTRICAL - - -CUSTOMER STATES THE WHEN COMING TO A STOP THE ENGINE SHUT OFF AND NOW WILL NOT RESTART

2023-12-01 13:00:23

TO LESLIE

2023-12-01 15:02:09

GFR in progress.

2023-12-01 15:05:13

Sent an email to my contacts with "Huntington Beach Ford" requesting the whole RO History to be sent to me.

2023-12-04 13:53:50

Received most of the RO's from (Service Manager) Danielle Juarez with "Huntington Beach Ford" and attached them to the GFR.

2023-12-06 22:26:07

CXS: Customer called because she wanted to know the current status of the vehicle and see what was the diagnosis I contacted the SM and they told me that they order a transmission and the diagnosis needs a transmission replacement and it will be covered under warranty. They have the transmission, they are waiting for a one time used part and SM suggest to call for the next update on Monday the 11 since that would be the estimated time that they get the remaining part for the repair. Next Steps: Got back to customer and told her the diagnosis, current status of vehicle, and when it will be a good time to call for a next update. Santiago Barrios Costumer Experience Specialist Sbarri10@ford.com Call Center : 1-866-631-3788 Extension : 79859 Work Hours : Monday – Friday 8:00am – 5:30pm

2023-12-07 16:35:29

Spoke with (Service Receptionist) Noah with "Huntington Beach Ford" inquiring an update on the OPEN RO. He went to speak with (Service Advisor) Beto that is helping the customer to get an update. He came back to the phone and provided me with all the information that I needed. I thanked him for his time and call ended.

2023-12-07 16:35:52

Case Analyst Initial Review Complete. Transferring to CCA for Initial Review.

2023-12-07 16:46:24

CCA review in progress

2023-12-07 21:16:32

INITIAL CCA Review Complete. TRANSFERRING BACK TO CASE ANALYST TO MONITOR & FINAL REVIEW.

2023-12-11 23:02:43

IBC CUST - Cust Immediately Asked To Speak To Current Case Manager. CXS - Got In Contact With CXS Agent, Agent Stated To Let Cust Know That She Will Give Her A Call Back...Informed Cust That She Would Be Recontacted. NEXT STEPS - Agent Will Handle Case Further. Dewitt Morris Customer Experience Specialist, Ford CX Team Ford Motor Company ® dmorr278@ford.com | www.ford.com office: 866-631-3788 ext. 79981 Mon –Friday | 8:00AM – 4:30 PM CST

2023-12-12 00:15:32

Dealer name: Huntington Beach Ford

Per Dealer:

Spoke to service Advisor and he let me know that the 2022 Bronco is ready for Pickup and has been ready since Saturday but [redacted] have not answered the phone. I told the Service Manager I would reach out and let them know that it was ready for pick up.

Follow up:
12/13

Ford Motor Company ®
Erica Elliott "Autumn"
Customer Experience Specialist, Ford CXS Team
eellio28@ford.com | www.ford.com
Office: 866-631-3788 ext. 79898

2023-12-12 00:15:45

CXS Autumn E. OBC to CUST(#) [redacted]

Calling [redacted] to let them know that their vehicle is ready to go and that they can pick it up. Let them know that this will not affect the buy back process. They are quite afraid of the vehicle tearing up again and doing the same thing. This is the vehicle that their 20 year old Son drives and they do not want it just stopping in the middle of the freeway with him. I did tell them about the 2 year service parts warranty as well as them still having time left on their Bumper to bumper and powertrain. Nashaat also mentioned they have an extended warranty for 7 years/ 100k but I can not view it on our side. They are going to go pick up the vehicle and then I will reach out on 12/13

Follow Up:
12/13

Ford Motor Company ®
Erica Elliott "Autumn"
Customer Experience Specialist, Ford CXS Team
eellio28@ford.com | www.ford.com
Office: 866-631-3788 ext. 79898

2023-12-14 00:19:15

ibc from customer , customer stated she picked up the vehicle, vehicle is still having same issue so cust brought it back to dealership , advised BB is still under review. fu 12/18 Maria Angelopoulos Mangelo9@ford.com Customer Experience Specialist, Ford CX Team O: 1(866)631-3788 ext. 79583 mon- fri 11 am -7:30 pm CST

2023-12-14 15:59:07

Spoke with (Service Receptionist) Austin and (Service Advisor) Beto with "Huntington Beach Ford" inquiring an update on the latest RO. They both provided me with all the information that I needed and I updated that RO on the GFR. They did say that the customer brought the vehicle back in and provided me with the OPEN RO information. I thanked them both and call ended.

2023-12-14 21:37:39

IBC to check the status of the buyback. let customer know they are still performing a good-faith review Next Steps: notate and document recontact.

2023-12-14 22:45:42

"CA review still ongoing."

2023-12-27 18:02:18

Spoke with(Service Advisor) Yolanda Jimenez with "Huntington Beach Ford" helping (Service Advisor) Beto that is on vacation now inquiring if the vehicle is still in the service department? She said: "No, the customer has the vehicle in there possession now." I asked her if she would send me the last RO while I was on the phone? She said: "Sure." I received the last RO and attached it to the GFR. I thanked her for her time and call ended.

2023-12-27 18:03:29

Case Analyst Review Complete. Transferring to CCA for Review.

2023-12-27 23:54:23

CCA review in progress

2023-12-28 21:16:25

Review Complete. Transferring to TL/COM for Final Review & Processing. PLEASE ADVISE CUST: If they continue to have concerns & repairs, please re-contact us to re-open their Case/re-engage CA Team for re-review.

2023-12-29 12:55:54

COM Review Complete. Assigning to Lisa to process

2023-12-29 15:57:24

DNQ UPLOADED TO PORTAL, TRACKING IS [redacted]
LETTER WAS EMAILED TO CUSTOMER AT EMAIL ADDRESS PROVIDED AT INTAKE OF VEHICLE

2023-12-30 00:52:56

CXS Autumn E. OBC to CUST(#)[redacted]

Calling [redacted] his wife to let them know that their buyback was denied.. She states that her vehicle is already again that it shuts down and the RPMs are shooting up really high and then back down..

Follow up:
1/04

Ford Motor Company ®
Erica Elliott "Autumn"
Customer Experience Specialist, Ford CXS Team
eellio28@ford.com | www.ford.com
Office: 866-631-3788 ext. 79898

2023-12-30 02:13:53

EMAIL To CUST[redacted]

Hello [redacted]

I meant to ask you this earlier when we spoke, and I completely forgot. I know that your vehicle being in and out of the shop has been a strain, and that you recently just fell out of your bumper-to-bumper warranty by mileage amount. So as a gesture of good will from myself and Ford I wanted to see if you would be interested in a Ford Extended Service Plan. If you are, as an offer of goodwill, I would like to offer you a Ford Protect PremiumCare Plan. The Best part of this plan it is at No cost to you for the Plan. This plan provides you with peace of mind going forward by covering over 1,000 vehicle components,for up to 3 years from the date of request or 36,000 miles from current mileage (38,149), whichever comes first.This plan has a small deductible of $100 on a covered repair. If this is something you would be interested in, please let me know so I can work on adding it to your vehicles VIN.

Thank you,

Ford Motor Company ®
Erica Elliott "Autumn"
Customer Experience Specialist, Ford CXS Team
eellio28@ford.com | www.ford.com
Office: 866-631-3788 ext. 79898

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: In Progress
OPEN: 12-02-2023 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria
DEALER NAME: Courtesy Motors Inc
PA CODE: 06578 DLR SALES CODE: 23346 REGION: C3 ZONE: C3C
VIN: 3FMCR9A66N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 36,615
BODY STYLE: R9A - BRONCO SPORT BASE 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | MS | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | UNKNOWN | UNKNOWN
ANALYST NAME: SYSTEM OPEN ANALYST NAME: Travis Mitchell
COMMENTS:

2023-12-02 17:17:00

IBC/CUST[redacted] Cust Issue: CUST states her veh was broken into. CUST states the robber took everything apart. Busted the window, disconnect some cords and The gears wouldn't shift correctly, etc.. CUST stated the DLR replaced the window. Cust state she started to notice her auto start/stop light started blinking. CUST took it back to DLR and was informed the veh was "going through modules" telling her when the auto start/stop was off. CUST took veh back to DLR and was informed that the veh needed new alternator, drive belt, and battery. CUST is seeking FIN ASSIST for this repair. CRC Advice: Informed cust I'll be transferring her over to our concern dept for better assist. Next Step: Escalate to Concern agent Hector BE ADVISED: I AM INQUIRY ONLY PLEASE ASSIST THE CUST, NOTATE THE ACCOUNT & REACTIVE FOR CONCERN OR SUP ESCALATION IF NEEDED. ed Ford Motor Company Travis Mitchell Customer Experience Specialist, Ford Passenger Vehicle Inquiry Team Office: 800-392-3673 M-F 7:00am-3:30pm CST

2023-12-02 17:27:58

Case Number : [redacted]
Customer : [redacted]
Business Phone : NA
Home Phone : [redacted]
[redacted]
LTV Score : 79
Vehicle Purchase Status : Subsequent Owner
Ford Credit Contract Number :
Part Number : NA
Dealer Name : Courtesy Ford
Dealer P&A : 03433
Dealer phone : 406-278-5533
VIN : 3FMCR9A66N[redacted]
Year : 2022
Make : FORD
Model : BRONCO SPORT
Mileage :36,214
Engine Specification :1.5L Dragon I3 DI TC Gas B
Transmission Specification :8 Speed Auto Transmission 8F35
Warranty Start Date : 2022-03-17
Open Recall/FSA: :22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS
ESP :CESPMNQC
0968 - USA 2022 NEW 60/60K PREM MAINT(M&W) 7.5K INTERVAL
Hotline Contact : NA
Warranty History[redacted], PERFORMED MAINTENANCE, SERVICE,30-OCT-2023

2023-12-02 18:00:25

Good morning[redacted]

This is Hector from Ford Motor Company, and I am emailing you as I called you were out for today. I have a customer named[redacted] who has their 2022 Bronco Sport there and the vin is 3FMCR9A66N[redacted]. This customer states issues with their alternator and drive belt, as well possible battery replacement as well? I did look for the battery and I was told Manufacture warranty is usually around 3 years - there should be a date on the battery. Batteries carry their own manufacturer warranty. Overall, we can assist to see what we can do as the customer was passed Bumper 2 Bumper. Now if it was under this, it would have been covered, correct?
If so, here the info needed to see what we can cover:

1. RO#:
2. RO Open Date;
3. Line#:
4. Milage:
5. Parts at Warranty Rates:
6. Labor at Warranty Rates:
6b. Subtotal before taxes:
7. Confirm P&A Code:
8. Service Advisor's
What is the repair?
Is the repair warrantable?

2023-12-02 18:01:26	IBC FROM CUS: [redacted] Delegate: N Owner: Y CLV: 79 VIN: 3FMCR9A66N[redacted] 2022 > FORD > BRONCO SPORT WSD: 3/17/2022 MILES: 36,214 Issue: alternator and drive belt SMS: Y (unable to give opt) SURVEY: Y, Don't forget to "ADVOCATE" for survey at the end of the case. Call from Inquiry. [redacted] ESP: [redacted] - USA 2022 NEW 60/60K PREM MAINT(M&W) 7.5K INTERVAL AAF: About Motorcraft Batteries CUST CALLED today alternator and drive belt. Manufacture warranty is usually around 3 years - there should be a date on the battery. Batteries carry their own manufacturer warranty. VEH drop off 11/22. towed to dealer. Emailed customer info about battery and my contact info. Customer said it would be around $1,100.00 to fix total. OBC to DLR: Courtesy Ford 6393 US-98, Hattiesburg, MS 39402 Phone Number: (601) 264-5555 JYATES@SHOPCourtesyFord.COM SA: Jennifer, Kerry. PDL: Y Reached out to the DLR regarding the repair and and emailed SA as they were not in for the day. email in the notes. ACTIONS TAKEN: SA to send me RO info to see what we can assist on. Next Steps: F/U 12/07 for RO info and FIN assist determination. Hector Rivera Jr. Customer Relationship Center- PVT Concern Team Hriver21@ford.com | www.ford.com Office: 866-631-3788 ext. 79784 MON-THURS 10:30AM-7PM & SAT 10:30AM-7PM CST FRI & SUN OFF
2023-12-02 18:18:49	JYATES@shopCourtesyFord.com Tsmith@shopCourtesyFord.com
2023-12-04 15:42:06	[redacted]
2023-12-04 20:53:19	
2023-12-04 22:06:35	
2023-12-07 19:52:19	OBC TO CUST [redacted] Delegate: N Owner: Y CLV: 79 VIN: 3FMCR9A66N[redacted] 2022 > FORD > BRONCO SPORT WSD: 3/17/2022 MILES: 36,214 Issue: alternator and drive belt SMS: Y (unable to give opt) SURVEY: Y, Don't forget to "ADVOCATE" for survey at the end of the case. Call from Inquiry [redacted] - USA 2022 NEW 60/60K PREM MAINT(M&W) 7.5K INTERVAL AAF: About Motorcraft Batteries CALLED CUST today and explained alternator has arrived. OBC to DLR: Courtesy Ford 6393 US-98, Hattiesburg, MS 39402 Phone Number: (601) 264-5555 JYATES@SHOPCourtesyFord.COM SA: Jennifer, Kerry. PDL: Y Reached out to the DLR regarding the repair and the got the alternator and waiting on a few more and will get started on it soon ACTIONS TAKEN: alternator has arrived Next Steps: F/U 12/13 for repair and parts ETA, Hector Rivera Jr. Customer Relationship Center- PVT Concern Team Hriver21@ford.com | www.ford.com Office: 866-631-3788 ext. 79784 MON-THURS 10:30AM-7PM & SAT 10:30AM-7PM CST FRI & SUN OFF
2023-12-07 20:04:21	Cust Says: Her conversation to Hector got disconnected and she wanted to reach out again to Hector, she gave me the case number. Per Cust, DLR Says: NA Crc Advised: I gave the contact information below and I connected her there afterwards for assistance. End of call. 866-631-3788 ext. 79784 MON-THURS 10:30AM-7PM & SAT 10:30AM-7PM CST FRI & SUN OFF
2023-12-07 20:04:56	I infomred her ab;out the scheduled follow up call on 14 December 2023.
2023-12-13 17:53:02	OBC TO CUST [redacted]: N Owner: Y CLV: 79 VIN: 3FMCR9A66N[redacted] 2022 > FORD > BRONCO SPORT WSD: 3/17/2022 MILES: 36,214 Issue: alternator and drive belt SMS: Y (unable to give opt) SURVEY: Y, Don't forget to "ADVOCATE" for survey at the end of the case. Call from Inquiry. [redacted] - USA 2022 NEW 60/60K PREM MAINT(M&W) 7.5K INTERVAL AAF: About Motorcraft Batteries Unable to call the CALLED CUST today and emailed them but email failed and could not text. OBC to DLR: Courtesy Ford 6393 US-98, Hattiesburg, MS 39402 Phone Number: (601) 264-5555 JYATES@SHOPCourtesyFord.COM SA: Jennifer, Kerry. PDL: Y Reached out to the DLR regarding the repair and emailed and portal messaged them. ACTIONS TAKEN: waiting for repair status Next Steps: F/U 12/19 for repair and parts ETA, Hector Rivera Jr. Customer Relationship Center- PVT Concern Team Hriver21@ford.com | www.ford.com Office: 866-631-3788 ext. 79784 MON-THURS 10:30AM-7PM & SAT 10:30AM-7PM CST FRI & SUN OFF
2023-12-13 22:46:19	alternator came in and is in line to be repaired. should be ready 12/14
2023-12-20 15:29:21	*WEB*CUSTOMER HAS PICKED UP HER VEHICLE AND PAID HER PORTION - CAN I GET AN APPROVAL CODE FOR FORDS PORTION? THANK YOU
2023-12-22 20:13:35	Called customer and LVM , requested approval code
2023-12-22 20:32:05	Called customer back and alternator messed up again and they will get another loaner and vehicle will be picked up.
2023-12-29 19:26:32	[redacted]
2024-01-05 15:40:23	called the dealer for repair update and they are still working it still under diagnosis.
2024-01-11 18:05:23	called the dealer and they are still testing
2024-01-17 22:16:14	F/U 1/22 for customer update. customer is sick and will get vehicle when better. called customer and LVM.
2024-01-22 18:42:34	dec 23rd, customer is covering from covid. and veh is still at the dealer for a battery repair due to someone trying rip the wiring from it. (broken in VEH)
2024-01-30 22:02:11	emailed dealer approval code and customer picked up their vehicle on 01/26
2024-01-30 22:17:46	called customer and LVM about how their vehicle is running.
2024-02-07 21:43:28	Called customer and they said their vehicle is running beautifully and we resolved their issue, Phone Number: 1-888-252-3899 case closure 02/13
2024-02-07 21:43:43	Ford Protect Sales There are multiple options for customers seeking to purchase a Ford Protect plan. They can do so: By Phone Phone Number: 1-888-252-3899 Hours: 9:00 a.m. to 9:00 p.m. EST (Monday through Friday) Note: Before warm transferring to Ford Protect Sales, verify if the vehicle is Ford or Non-Ford. For other manufacturers, refer to Extended Service Contract for non-Ford vehicles. At a Ford Dealer Website: owner.ford.com > Locate a Dealer A Ford Dealer can help a customer choose the right plan to meet their vehicle needs, as well as discuss contract corrections, transfers, or cancellation-related concerns.
2024-03-20 16:25:46	No UTC needed.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: In Progress

OPEN: 12-04-2023 CLOSED: BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive Support | No Action Needed | Other

DEALER NAME: Kelly Ford

PA CODE: 04808 DLR SALES CODE: 24498 REGION: S3 ZONE: S3C

VIN: 3FMCR9C61[redacted] MODEL YEAR: 2023 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | FL | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Slow Crank/Battery | Always

ANALYST NAME: Donna Johnson OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-12-08 22:44:49 dJohn860@ford.com OBC TO DLR 3212544283 CHRISTINE IN SERVICE 12\4 REPAIRED AND GONE SA TALLEN VEHICLE CONCERN NO START DIAGNOSIS BATTERY REPLACED 755 MILES [redacted] NEXT STEPS -CONFIRM REPAIR SATISFACTION -RESOLVE Donna Johnson Ford Motor Company Proactive Customer Dealer Advocate Project Advocate |dJohn860@ford.com Monday - Friday | 815am-445pm Cst office: 866-631-3788 ext. 79464

2023-12-12 18:06:26 dJohn860@ford.com Case Number : [redacted] Customer : Generic Contact US Ford Dealer NA CRC Business Phone : [redacted] LTV Score : 99 Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : n\a Part Number : n\a Dealer Name : Kelly Ford Dealer P&A : 04808 Dealer phone : 3212544283 VIN : 3FMCR9C61P[redacted] Year : 2023 Make : FORD Model : BRONCO SPORT Mileage : 755 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2023-10-21 Open Recall/FSA: : n\a ESP : 0968 - USA 2024 NEW 96/36,000 PREMIUMCARE W/ROADSIDE Hotline Contact : n\a Warranty History WARRANTY CLAIM NUMBER:570130, WARRANTY CLAIM NUMBER:571180 Donna Johnson Ford Motor Company Proactive Customer Dealer Advocate Project Advocate |dJohn860@ford.com Monday -Friday | 815am-445pm Cst office: 866-631-3788 ext. 79464

2023-12-12 18:47:16 dJohn860@ford.com OBC TO CUST [redacted] NO ANSWER ON CALL OUT TO CUST. FORWARDED TO VM SMS SENT EMAIL SENT NEXT STEPS CASE SET TO RESOLVE 12/15 IF NO RESPONSE FROM CUSTOMER Donna Johnson Ford Motor Company Proactive Customer Dealer Advocate Project Advocate |dJohn860@ford.com Monday -Friday | 815am-445pm Cst office: 866-631-3788 ext. 79464

2023-12-18 17:31:31

Ford Motor Company®
Angel Miller
Business Operations Supervisor – Proactive Customer Dealer Team
amill286@ford.com | www.ford.com
Mon - Fri 7:45 AM – 4:15 PM

SAFETY NET: PCDA may resolve case as customer engaged.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 12-04-2023 CLOSED: 01-08-2024 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Ford Employee Customer Support NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | CCT Criteria |

DEALER NAME: Hennessy Ford Atlanta

PA CODE: 05291 DLR SALES CODE: 21018 REGION: S1 ZONE: S1B

VIN: 3FMCR9A6XM[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9A - BRONCO SPORT CX430 BASE

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | GA | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Running | UNKNOWN | UNKNOWN

ANALYST NAME: Rena Moretti OPEN ANALYST NAME: Rena Moretti

COMMENTS:

2023-12-04 17:33:57 COPY KEY DATA Case Number : [redacted] Customer : [redacted] Business Phone : [redacted] LTV Score : 30 Vehicle Purchase Status : ORIGINAL PER OWNER. NAVIS INCORRECT Dealer Name : Hennessy Ford Atlanta Dealer P&A : 05291 Dealer phone : 770-621-0200 VIN : 3FMCR9A6XM[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 39708 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-09-17 Open Recall/FSA: : ESP : YES Hotline Contact : NONE Warranty History : [redacted]-NOV-2023[redacted] CUSTOMER STATES THEY SMELL EXHAUST GAS IN THE INTERIOR OF HER VEHICLE CHECK AND ADVISE/VERIFIED CUSTOMER CONCERN, CONCERN FALLS UNDER RECALL 22N18. FOLLOWED STEPS IN RECALL AND REPLACED FUEL INJECTORS. Inspect and replace all three high-pressure fuel injectors 22N18B 1.2 Hours

2023-12-04 18:06:59 FEFFS Rena Ext 76018 IBC from previous CUST w/no open case today. CUST stated she brought her VEH in to a new DLR for an oil change top of last month and things have gone wrong since then. CUST stated the DLR is trying to push her to purchase a new battery and she asked them to check the alternator first. They keep stating they need her to purchase a NOT covered battery, off her premiumcare ESP for $450. CUST stated she is still owed $300 for a rental, as her VEH is still in shop and has been told the check is in the mail, but it hasn't arrived as they've stated it should. Inside light flickering, is still smelling the exhaust, Still couldn't figure but the smell, but the battery needs replacement and the car still smells. OBC to DLR/SA [redacted] #1 #2 LVM for Service w/CUST name and last 8. SA Quincy Has multiple concerns dues to low battery. Has problems starting. Rental reimbursement is being tracked by him. "How did battery die so soon? 2 years?" Depends on how ppl use their veh for when bat should fail. No way to say how long they should last. Special type of battery//AGM $450.00 SA stated they have to have a new battery to check her veh. Cannot check alternator w/o a GOOD battery and hers is no longer good. Can't jack it up on a machine BC they need a lot of power, that the charger won't give. OBC to CUST/[redacted] LVM w/too much info: Adv DLR is tracking down her rental refund. Adv she will have to purchase the battery. Adv they acknowledged she has ESP/but no where can I find a battery being covered and I went higher up to confirm that. Adv new case # and my contact, loyalty statement. Adv I can only give repair assistance and then encouraged her to call me. FEFFS f/u 12/6/23 NLT if I don't hear from her sooner. Ford Motor Company ® Rena Moretti Ford Employee Friends and Family Support Manager RMORETT1@ford.com | www.ford.com office: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern

2023-12-04 18:16:47 FEFFS Rena Ext 76018 OBE to CUST: From: Moretti, Rena (R.) Sent: Thursday, April 20, 2023 10:05 AM To: [redacted] Subject: Ford Friends and Family Case #[redacted]/Closing email Dear [redacted] Thank you for contacting Ford Motor Company and allowing us to assist you with your 2021 Ford Bronco. We hope that your experience was both pleasurable and valuable. Our primary goal is to leave a positive customer experience with you as one of our valued customers. Partnering with Five Star Ford Stone Mountain, we were able to provide up to date contacts with you throughout the repair process. This time around it was the heat/AC/water pump. I was able to get an emergency order on the part and it came sooner than it would have w/o that order. When all was said and repaired, we were able to give you the goodwill gesture of $849.45 for the costs of your rentals. We do appreciate your patience as this was time consuming and I know frustrating. We hope that your experience with Ford Motor Company met your expectations. If there were any delays on our end, we sincerely apologize as we are working against some tough times and appreciate your patience. If you have any further questions or concerns regarding this repair, please let us know by contacting us via phone with your case number[redacted]. You may receive an email survey from Ford Motor Company. I ask that you take a few minutes to respond to the survey and provide them with your feedback regarding my handling of your concern. Thank you for being a valued customer and a part of the Ford family. We sincerely appreciate your business. It has been my pleasure serving you. Respectfully, Ford Motor Company ® Rena Moretti Ford Motor Company ® Rena Moretti Ford Employee Friends and Family Support Manager RMORETT1@ford.com | www.ford.com office: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern

2023-12-06 14:18:38

FEFFS Rena Ext 76018

IBE/OBE CUST:

From: Moretti, Rena (R.)
Sent: Monday, December 4, 2023 2:12 PM
To: [redacted]'
Subject: RE: Ford Friends and Family Case [redacted] CASE NUMBER

Hi [redacted]

Yes, please let them know you will go ahead with this so they can continue on to the diagnosis.

Ford Motor Company ®
Rena Moretti
Ford Employee Friends and Family Support Manager
RMORETT1@ford.com | www.ford.com
office: 866-631-3788 ext. 76018
Monday - Friday 8:30 AM to 5:00 PM Eastern

Ford Confidentiality:

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From: [redacted]
Sent: Monday, December 4, 2023 1:31 PM
To: Moretti, Rena (R.)
Subject: Re: Ford Friends and Family Case [redacted] CASE NUMBER

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

Hey Rena,

Thanks so much for the followup and due diligence. So should I go ahead and approve the battery or is that part of what you'll get back to me about (esp re warranty)?

Also - I've been paying for oil changes but I thought it was covered under the maintenance plan; is that correct?

[redacted]

On Mon, Dec 4, 2023 at 1:17PM Moretti, Rena (R.) wrote:
Dear [redacted],

I reached out to the dealership and spoke to a service advisor Quincy. He stated:

Your vehicle has multiple concerns due to low battery. Special type of battery//AGM $450.00
Quincy stated they must have a new battery to check your vehicle BC right now, you don't have enough power to check it, for them to drive around, etc.
I asked about getting hooked up to a charger and it makes sense that the charger won't have the juice to give your battery; it just jumpstarts a vehicle.

Rental reimbursement is being tracked by him.

I will follow up with you no later than Wednesday. I do need to inform you that this time around, BC we're not 12 months out from your costs of repair/reimbursements last time, I am only able to offer repair assistance.

Thank you for being part of our Ford family. It is highly appreciated.

Ford Motor Company ®
Rena Moretti

Ford Motor Company ®
Rena Moretti
Ford Employee Friends and Family Support Manager
RMORETT1@ford.com|www.ford.com
office: 866-631-3788 ext. 76018
Monday - Friday 8:30 AM to 5:00 PM Eastern

2023-12-06 14:42:05 FEFFS Rena Ext 76018 OBC to DLR/SA Carmen @ 91770-621-0200 #1 #2 Spoke to SM Quincy EXT #6100 SA is Carmen Coleman and CUST purchased the battery needed. The 4 wheel drive light concern w a code for the drive motor has been addressed and they've ordered the part(s) and should be done tomorrow, 12/7/23. DSM stated they're still trying to figure out what the exhaust burning smell is. Hopefully finished by 12/7/23. OBE to CUST: From: Moretti, Rena (R.) Sent: Wednesday, December 6, 2023 9:41 AM To: [redacted]' Subject: Ford Friends and Family Case #[redacted]/Repair Update Good morning Ms [redacted], I hope you're great today. I reached out to the dealership and spoke to the Dealer Service Manager Quincy. Quincy stated they should be done tomorrow if all goes well, with the repairs. They've ordered some parts. After repairs, the test drive should tell them what they need to know as far as the repairs go. I will follow up with you on Friday the latest to make sure all is well. Thanks for being part of our Ford family. Ford Motor Company ® Rena Moretti FEFFS f/u 12/8/23 w/CUST for CSAT and close case. Ford Motor Company ® Rena Moretti Ford Employee Friends and Family Support Manager RMORETT1@ford.com | www.ford.com office: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern

FEFFS Rena Ext 76018

IBE/OBE CUST:

From: [redacted]
Sent: Wednesday, December 6, 2023 10:58 AM
To: Moretti, Rena (R.)
Subject: Re: Ford Friends and Family Case [redacted]/Repair Update

Thank you - my father is transitioning so I'm extremely stressed and financially strained. K truly appreciate your grace, clarity, and patience for as I navigate a lot at this time. Truly appreciate it.

[redacted]

On Wed, Dec 6, 2023 at 10:51AM Moretti, Rena (R.) rmorett1@ford.com> wrote:
Hi Ms [redacted]

Sorry for your emergency. I will get more clarification on this as well. Here is how it's written, and I will get clarification for you today:

The Ford Protect PremiumCARE extended service plan is so comprehensive, it's easier to refer you to what isn't covered – here are some examples:

"Generally Covered by Your Auto Insurance – Examples include: fixed (non-moving) body parts, bumpers, glass, moldings, ornamentation, paint, rust, sheet metal, structural underbody framework, side and rearview mirrors (glass and housing), water leaks, wind noise, weather strips, wheels, wheel studs, wheel covers, convertible top and bow."

"Repairs Related to Your Maintenance Requirements – Items listed in your vehicle's owner guide. Examples include: batteries of all types and cables, belts, hoses, hose clamps, brakes (front hub, drums, shoes, linings, disc rotors, pads), manual transmission clutch disc, exhaust system (includes catalytic converter), spark plugs, squeaks, rattles, tires, wheel balancing, wheel alignment, all lamps and lights (LED and HID lights, bulbs, sealed beam and lenses) except when purchased with New or Incomplete PremiumCARE Interior/Exterior Lighting Option, fogging of lamp assemblies, shock absorbers, service adjustments and cleaning, and scheduled maintenance services."

"Other Components and Repairs – Fabric, liners, fasteners, carpets, dash pad, wiper blades, knobs, trim, upholstery, physical damage or cosmetic issues, repairs covered by manufacturer recalls, any insurance or if the vehicle is within the time and mileage limits of any warranty, repairs caused by improper unreasonable use, unauthorized alterations or modifications of the vehicle, and repairs caused by lack of required or recommended maintenance. Costs or expenses for the teardown, rental expense, inspection or diagnosis of failures not covered by this Agreement. Refer to contract for details."

It looks like this is what's NOT covered, but as stated, I will get clarification.

Ford Motor Company ®
Rena Moretti
Ford Employee Friends and Family Support Manager
RMORETT1@ford.com|www.ford.com
office: 866-631-3788 ext. 76018
Monday - Friday 8:30 AM to 5:00 PM Eastern

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From: [redacted]
Sent: Wednesday, December 6, 2023 10:34 AM
To: Moretti, Rena (R.) rmorett1@ford.com>
Subject: Re: Ford Friends and Family Case #[redacted]/Repair Update

Hey Rena,

Thanks for your assistance on this. I have a family emergency I'm dealing with and asking questions for clarity and not for challenge as I navigate other issues.

The brochure you all sent over has a middle section that stated "battery of all types and cables" so I wanted to verify. You provided pricing but I didn't recall you confirming the warranty portion. Thanks for clarifying that portion. Can I get a little more clarity on the middle section's information so I can better prepare my expectations for future issues? I've attached it to this email. I believe the yellow portion is supposed to be read as one disclaimer vs. 3 different statements and that was where my confusion came in on my end.

Regarding the Maintenance Package, I've gone back through my email and I stand corrected. I see where you clarified y'all were able to give me one package. Sorry about that!

I'll be sure to followup with Quincy about reimbursement; I do see you mentioned he's tracking it but I'm unsure exactly what that means. It would be better, at this rate, for them to deduct the reimbursement from the battery price, but since I'm not sure of what tracking means, I'm not sure if they're able to do that.

Thank you,
[redacted]

On Wed, Dec 6, 2023 at 10:20AM Moretti, Rena (R.) rmorett1@ford.com> wrote:
Hi [redacted],

The battery is not covered by your extended warranty. As stated, I looked it up and inquired from my seniors as well.

I do not see a maintenance Plan on our VIN. Please refresh my memory, where did that come from?

Ford Motor Company ®

Rena Moretti
Ford Employee Friends and Family Support Manager
RMORETT1@ford.com|www.ford.com
office: 866-631-3788 ext. 76018
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From: [redacted]
Sent: Wednesday, December 6, 2023 10:06 AM
To: Moretti, Rena (R.) rmorett1@ford.com>
Subject: Re: Ford Friends and Family Case #[redacted]/Repair Update

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

Hey Rena,

Thanks so much for this timely update. Are there any updates regarding the seemingly missed Maintenance Plan warranty regarding the oil changes I've paid for and potential coverage of the battery through the PremiumCare Warranty too?

Thanks for all you do!
[redacted]

On Wed, Dec 6, 2023 at 9:40AM Moretti, Rena (R.) rmorett1@ford.com> wrote:
Good morning [redacted]

I hope you're great today. I reached out to the dealership and spoke to the Dealer Service Manager Quincy. Quincy stated they should be done tomorrow if all goes well, with the repairs. They've ordered some parts. After repairs, the test drive should tell them what they need to know as far as the repairs go. I will follow up with you on Friday the latest to make sure all is well.

Thanks for being part of our Ford family.

Ford Motor Company ®
Rena Moretti
Ford Employee Friends and Family Support Manager
RMORETT1@ford.com|www.ford.com
office: 866-631-3788 ext. 76018
Monday - Friday 8:30 AM to 5:00 PM Eastern

2023-12-08 15:33:48

FEFFS Rena Ext 76018 OBC to DLR/SA Carmen @ 91770-621-0200 #1 #2 Spoke to SM Quincy EXT #6100 SA is Carmen Coleman Spoke to SM Quincy and he stated he was out yesterday, the SA Carmen is out today and he is not done trying to track down the payment owed to CUST. OBE to CUST: From: Moretti, Rena (R.) Sent: Friday, December 8, 2023 10:32 AM To: [redacted]' Subject: Ford Friends and Family Case [redacted]/Repair Update Good morning [redacted], I hope you and your family are holding up at this difficult time. I did just speak to the Service Manager Quincy, and he stated he will get back to me sometime today for more updates on your refund. When did you send in the refund for payment? I do not have that in my notes, and it would be helpful. I'm still working on repair updates, so bear with me. I will get back to you on Monday, 12/10/23 the latest. But as soon as I hear something, I will get in touch w/you. Best regards, Ford Motor Company ® Rena Moretti FEFFS f/u NLT 12/10/23 w/DLR/CUST for refund and repair update. Ford Motor Company ® Rena Moretti Ford Employee Friends and Family Support Manager RMORETT1@ford.com | www.ford.com office: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern

2023-12-11 15:37:31

FEFFS Rena Ext 76018 OBC to DLR/SA Carmen @ 91770-621-0200 #1 #2 Spoke to SM about the CUST's rental refund, he stated there's no info at this time. SM Quincy stated he submitted an email to his warranty admin to inquire about the refund for CUST. SM stated the VEH should be ready today. FEFFS f/u repair 12/13/23 w/CUST FEFFS f/u w/DLR 12/22/23 for refund update for CUST. Ford Motor Company ® Rena Moretti Ford Employee Friends and Family Support Manager RMORETT1@ford.com | www.ford.com office: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern

2023-12-11 16:18:06

FEFFS Rena Ext 76018 IBE/OBE CUST: From: Moretti, Rena (R.) Sent: Monday, December 11, 2023 10:56 AM To: [redacted] Subject: Ford Friends and Family Case [redacted]/ Hi Ms. [redacted], I'm glad to hear that although your father is still very ill, he will get to have more time with you and your family. Any good new memories are just that and I wish all of you well. I will f/u this Wednesday to see how things are going with your vehicle. Take care, Ford Motor Company ® Rena Moretti Ford Employee Friends and Family Support Manager RMORETT1@ford.com | www.ford.com office: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern From: [redacted] Sent: Monday, December 11, 2023 10:51 AM To: Moretti, Rena (R.) Subject: Re: Ford Friends and Family Case #[redacted]/Repair/Refund Update WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Hey Rena, Thank you so much. Things are improving so it looks like he will be ok although very ill, unfortunately; I appreciate your compassion. Thanks sp much for the update; I haven't received a call from them yet for pickup, but hoping we can swap tonight or tomorrow morning (and that my vehicle is actually fixed). Thanks for your thoroughness and all you do on my behalf and others. It makes a world of difference. Sincerely [redacted] Ford Motor Company ® Rena Moretti Ford Employee Friends and Family Support Manager RMORETT1@ford.com | www.ford.com office: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern

2023-12-13 14:50:53

FEFFS Rena Ext 76018 OBE to CUST: From: Moretti, Rena (R.) Sent: Wednesday, December 13, 2023 9:50 AM To: [redacted] Subject: Ford Friends and Family Case [redacted] Good morning Ms. [redacted], I hope you and your family are well. I am wondering if you've gotten your vehicle back and if so, how is it running? I have spoken to SM Quincy again about your refund on 12/11/23. I will follow up with him on 12/22/23 when I get back to work. Hopefully, you will have received your refund by then or he knows exactly where it is and when you will receive it. Your loyalty to the Ford brand is highly appreciated Ms. Glenn. Ford Motor Company ® Rena Moretti Ford Motor Company ® Rena Moretti Ford Employee Friends and Family Support Manager RMORETT1@ford.com | www.ford.com office: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern

2023-12-13 18:07:07

BUYBACK REQUESTED/MILESTONE DONE/FEFFS Rena Ext 76018

IBE/OBE CUST:

From: [redacted]
Sent: Wednesday, December 13, 2023 11:24 AM
To: Moretti, Rena (R.)
Subject: Re: Ford Friends and Family Case [redacted]

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

Hey Rena,

Thanks for checking in. I do not have my vehicle and have not heard directly from the dealership in over a week. I am a bit frustrated because I'm about to pay yet another car note and insurance without having my vehicle, but I'm on the hook for paying for a battery that I truly believe is a result of bad work on my oil change. I've already missed a vacation because I cannot take the loaner vehicle out of state and beyond budget to fly last minute. I have rescheduled my vacation for next week and again, incurred more costs so I can fly because I figured they aren't telling the full truth about what is happening (similarly to how they did not tell the truth regarding why my car smelled like fuel after they spilled oil seemingly everywhere and did not clean up).

I feel as though I'm being financially punished for choosing a vehicle that continues to fail me and I would like to learn more about buy-back eligibility to perhaps get a different Ford vehicle. As a small business owner, not only is this costing me money I do not have, it is also costing me and my clients time away from the money I need to even pay y'all.

This issue has unfortunately pushed me to consider other options beyond Ford as I am now at about 3.5 months of not having my vehicle this past hear (which is nearly a quarter of the year).

Thanks for all your help and listening to my concerns.

[redacted]

Sequoyah "DataBae" Glenn, MBA | Principal Consultant
e: [redacted]
p: [redacted]
Schedule time or connect with me!

OBE CUST:

On Wed, Dec 13, 2023 at 9:49AM Moretti, Rena (R.) rmorett1@ford.com> wrote:
Good morning[redacted]

I hope you and your family are well. I am wondering if you've gotten your vehicle back and if so, how is it running? I have spoken to SM Quincy again about your refund on 12/11/23. I will follow up with him on 12/22/23 when I get back to work. Hopefully, you will have received your refund by then or he knows exactly where it is and when you will receive it.

Your loyalty to the Ford brand is highly appreciated Ms. Glenn.

Ford Motor Company ®
Rena Moretti

Customer Information
Name(s) [redacted]
Address: [redacted]
STONE MOUNTAIN, GA [redacted]
Email Address: [redacted]
Customer is PURCHASED the vehicle.
Vehicle Information
VIN: 3FMCR9A6X[redacted]
Current Mileage: 39708
Ownership Status: NEW
Purpose of vehicle: PERSONAL # vehicles registered to the business. (If yes to business)
If Used
Purchase Date: Enter month, date, and year.
Exact Mileage at Purchase: Enter mileage. Do not round up or down.
State Information
State Where Purchased: GA
State Where Registered: GA
Dealer Information
Purchased from Dealer? YESDealership (if yes): WADE FORD
Primary Reason for Repurchase: TOO MANY TIMES IN THE SHOP WITH REPAIRS. CUST HAS PAID MONIES FOR RENTALS TOO MANY TIMES AND NEEDS A RELIABLE VEHICLE. STILL IN SHOP.
From: Moretti, Rena (R.)
Sent: Wednesday, December 13, 2023 12:39 PM
To: [redacted]'
Subject: Ford Friends and Family Case #[redacted]/BuyBack Info

Dear Ms. [redacted]

Thank you for the quick information. Please take care and I will contact you with the results 12/21/23. Please continue with the repairs as scheduled. If the buyback is accepted, I will let you know. Once you're contacted by the new agent; I will confirm that with you and we won't speak again. Then the new agent will walk you through all the steps. You are under no obligation to accept the offer.

Kindest regards,

Ford Motor Company ®
Rena Moretti
Ford Employee Friends and Family Support Manager
RMORETT1@ford.com|www.ford.com
office: 866-631-3788 ext. 76018
Monday - Friday 8:30 AM to 5:00 PM Eastern

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2023-12-20 14:11:40

OGC VIN LIST CHECK : 3FMCR9A6XM[redacted]

RESULTS : nothing returned
Purchased/Registered: GA
LTV Score : 30
Vehicle Purchase Status : Sub Owner
Triage: N

2023-12-20 14:32:58

After review; veh does not meet state guidelines for buyback/replacement criteria for GA.

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

Ford Motor Company ®
Cindy Coon | NCBR Team| Ford CX Team
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER
** THE NON-CALIFORNIA BUYBACK REVIEW TEAM IS NOT RAV**

2023-12-21 17:43:59

FEFFS Rena Ext 76018

CUST emailed me a request to talk and wanted me to write these notes:

CUST stated she has not received the BB Offer.
Adv CUST this was turned down, but I will escalate it BC of what she has stated to me today.

CUST stated she had received a call from DSM Quincy this morning and he asked if she had heard from her SA? CUST stated she had not heard from her in 3 weeks.

DSM Jason Jackson stated to CUST that they cannot repair her VEH. They smell the exhaust and cannot figure out the source, nor repair it.

CUST states this is crazy that they cannot figure it out. They called Hotline/Escalated it; although the Tech notes haven't been put in since the last notes of Dec. 19th, yet.

CUST states she's on vacation until Sunday. CUST states she had put the vacation back BC of her VEH repairs, but when she went, she had to get last minute seating since she cannot take a rental out of town. CUST had to fly there. That has cost her plenty. CUST stated she can bring them their loaner car back Tuesday, but not unless it is repaired.

CUST Adv DSM it's unethical for them to have charged her $450 for a battery that they said was bad, when CUST doesn't feel secure that this is what was required. CUST states she has paid her car note's and insurance for 2 months for a VEH she is not driving. They want her to pay another car note, plus she aid a car note in the form of a battery, but the VEH is not repaired. CUST is frustrated.

CUST states DLR NOW let her know that they will only cover $156 of the $370 CUST paid for the rental. Her warranty stated they would approve only 4 days, but CUST stated and her warranty says $40 day up to 10 days, to no avail.

CUST states her VEH has been in the shop for 40 consecutive days + the 2 times before that back to back, since top of NOVEMBER 2023 and it's still not fixed.

Adv CUST that her BB was denied, but now that I have this info, I will get this new info to my SUP and get back to her no later than tomorrow, 12/22/23.

CSM agent opened a TechSME today.

FEFFS f/u 12/22/23 w/DLR (regarding refund/next steps) and CUST re: BB and repair.

Ford Motor Company ®
Rena Moretti
Ford Employee Friends and Family Support Manager
RMORETT1@ford.com | www.ford.com
office: 866-631-3788 ext. 76018
Monday - Friday 8:30 AM to 5:00 PM Eastern

2023-12-22 14:38:16

COM Approved buyback

2023-12-22 14:55:26	doesn't met for lemon law bc you're CUST loves her VEH and is going to have a funeral. Adv CUST she will hear from the BB agent in 3-5 business days. CUST stated she anticipates being w/o a VEH for a minute and will do UBER if need be. CUST stated she is so relieved and this is a great Christmas gift. CSM did state to CUST they will hear from the agent next week. FEFFS f/u 12/29/23 NLT hopefully CUST has heard from BB agent by then. Ford Motor Company ® Rena Moretti Ford Employee Friends and Family Support Manager RMORETT1@ford.com | www.ford.com office: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern
2023-12-22 14:55:42	Ford RAV Case Transmission CASE NUMBER:
2023-12-22 14:58:43	REVISED LAST NOTE///FEFFS RENA EXT 76018 OBC to CUST loves her VEH and is going to have a funeral. Adv CUST she will hear from the BB agent in 3-5 business days. Then I stated she will probably hear from them next week. CUST stated she anticipates being w/o a VEH for a minute and will do UBER if need be. CUST stated she is so relieved and this is a great Christmas gift. FEFFS f/u 12/29/23 NLT hopefully CUST has heard from BB agent by then. Ford Motor Company ® Rena Moretti Ford Employee Friends and Family Support Manager RMORETT1@ford.com | www.ford.com office: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern
2023-12-27 16:41:19	RAV has received and accepted the case. Customer contact is forthcoming
2023-12-29 13:58:35	FEFFS Rena Ext 76018 OBE to CUST: From: Moretti, Rena (R.) Sent: Friday, December 29, 2023 8:57 AM To: Subject: Ford Friends and Family Case # Good morning Ms. , I hope this note finds you in good spirits and you had a loving Christmas holiday. I forgot to add business days for the holiday and the Buyback team won't get back to you until next week. I'm going to make it by Wednesday for us to talk, but I will check Tuesday, just in case. So, follow up scheduled for 1/3/2024. Have a wonderful and safe New Year with you and yours and as always, we appreciate your loyalty to the Ford brand. Ford Motor Company ® Rena Moretti FEFFS f/u 1/3/2024 w/CUST to confirm contact from the BB team. Ford Motor Company ® Rena Moretti Ford Employee Friends and Family Support Manager RMORETT1@ford.com | www.ford.com office: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern
2024-01-03 18:30:24	FEFFS Rena Ext 76018 OBE to CUST: From: Moretti, Rena (R.) Sent: Wednesday, January 3, 2024 1:28 PM To: Subject: Ford Friends and Family Case Happy New Year Ms. Glenn, I have been in touch with my supervisor to inquire when I can inform you that the Buyback team will contact you. She stated the team is loaded up, from the holidays even more. You are approved, so please hang in there. Though, here is the RAV (Reacquired Vehicle) HQ Phone: 877-477-1023 and this is your CASE NUMBER if you want it. I will monitor this case every day and get back to you when I see the RAV Agent has contacted you. Kindest regards, Ford Motor Company ® Rena Moretti FEFFS f/u 1/8/24 w/myself to check if RAV has contacted CUST. Ford Motor Company ® Rena Moretti Ford Employee Friends and Family Support Manager RMORETT1@ford.com | www.ford.com office: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern
2024-01-08 15:39:43	FEFFS Rena Ext 76018 IBE from CUST stating she has been contacted by the RAV team. From: Sent: Wednesday, January 3, 2024 4:28 PM To: Moretti, Rena (R.) Subject: Re: CASE# | | '21 Bronco Sport Hey Rena, Just spoke with Brittany and she issued an apology and walked me through the process. I'm compiling information for her now!!! Thanks so much for asking. - Sequoyah OBE Closing: From: Moretti, Rena (R.) Sent: Monday, January 8, 2024 10:39 AM To: ' Subject: Ford Friends and Family Case#/Closing due to BB Dear , Thank you for contacting Ford Motor Company and allowing us to assist you with your 2021 Bronco. We hope that your experience was both pleasurable and valuable. Our primary goal is to leave a positive customer experience with you as one of our valued customers. We have come to the point where you're going to get a Buyback for your Bronco. You've been contacted by the Required Vehicles agent and my job here is done. If you have any further questions or concerns regarding this repair, please let us know by contacting us via phone with your case number . You may receive an email survey from Ford Motor Company. I ask that you take a few minutes to respond to the survey and provide them with your feedback regarding my handling of your concern. Thank you for being a valued customer and a part of the Ford family. We sincerely appreciate your business. It has been my pleasure serving you. Respectfully, Ford Motor Company ® Rena Moretti FEFFS closed case Ford Motor Company ® Rena Moretti Ford Employee Friends and Family Support Manager RMORETT1@ford.com | www.ford.com office: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Canceled
OPEN: 12-05-2023 CLOSED: 01-08-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Sawgrass Ford
PA CODE: 04908 DLR SALES CODE: 24075 REGION: S3 ZONE: S3A
VIN: 3FMCR9C6XN[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 36,782
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | FL | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Lack/Loss of Power | UNKNOWN | UNKNOWN
ANALYST NAME: SYSTEM OPEN ANALYST NAME: Drew Schlak
COMMENTS:

2023-12-05 18:02:20	Cust- I have A 2022 OB Sport… 36k miles. it's been twice in one month that I've had to tow the car on a flat bed because the car completely shuts down while driving. The first time left me stranded in the middle of the highway during rush hour, and last night on the intersection, in rush hour. when it shuts down nothing works, absolutely nothing, not even the hazard lights. All electrical features are disabled, the wheels lock, can't turn it back on. I've taken it to Ford and they claim they can't recreate the issue and they deemed the car "fine". A car that randomly shuts down is not "fine". I've asked them to check batteries, alternator, maybe there could be a short circuit… idk, I'm not a mechanic just going by common sense, but the people at Ford claim they hook up the computer, all the error messages were cleared (erased) and the car is fine… all that means to me is that they reset the computer, that just eliminates error messages, but doesn't solve the issue. last night I was told it could even be a network problem…. my VIN 3FMCR9C6X[redacted] currently located at sawgrass Ford, sunrise, FL you may reach me directly at [redacted] Ford- Thanks for getting back with me! Before moving forward, I just need you to confirm a few details. Could you please provide: -Your full name -The vehicle owner's full name, and your relation to them (if applicable) -Estimated mileage -Your zip code and -Mobile phone number Cust- [redacted] Car is registered to me, sole owner. [redacted] 36,700 miles My zip [redacted] Ford- I appreciate you confirming that info for me, [redacted]! Just to clarify, how many times, total, has your Bronco been brought to a Ford dealership for this issue? Cust- Today is the second time. As I mentioned On my post, the dealership doesn't call Ford directly because they claim the computer doesn't show any isssues Ford- I have had a case sent to our SUV Team for further review. The SUV Team will have the resources needed to best assist you and Sawgrass Ford with your Bronco's loss of power issues. Once your case has been fully reviewed, they will reach out to you with more information. Thanks again for taking the time to talk with us about this; your case number is [redacted]
2023-12-12 17:17:19	OBC: Called the dealership reached Ashley vm left a message requesting to get a call back to discuss the customer vehicle concern. Next Steps: Will send a portal message. Will contact the customer to introduce myself. Will continue to follow up with the dealership to address the customers concern. Sermon Swafford Ford Motor Company Customer Experience Specialist -PV Team Sermon Swafford sswaffor@Ford.com | www.ford.com O: 1-866-631-3788 ext. 79372
2023-12-12 17:20:04	OBC: Called [redacted] reached vm left a message introducing myself along with my contact information. Next Steps: Will reach out to customer via sms. Will continue to follow up with the dealership for information. Sermon Swafford Ford Motor Company Customer Experience Specialist -PV Team Sermon Swafford sswaffor@Ford.com | www.ford.com O: 1-866-631-3788 ext. 79372
2023-12-12 17:23:42	Case Number : [redacted] Customer : [redacted] Business Phone [redacted] Home Phone : [redacted] Mobile Phone [redacted] LTV Score : 83 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Sawgrass Ford Dealer P&A : 04908 Dealer phone : 305-781-2345 VIN : 3FMCR9C6XN[redacted] Year : 2022 Make : FORD Model : BRONCO SPORT Mileage : 36782 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2022-03-14 Open Recall/FSA: : 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS ESP : NONE Hotline Contact : N/A Warranty History : YES
2023-12-14 23:23:03	OBC: Called the dealership reached vm left message requesting to get a call back with status. Next Steps: Will reach out to the customer via sms. Will continue to follow up with the dealership to get updates. Sermon Swafford Ford Motor Company Customer Experience Specialist -PV Team Sermon Swafford sswaffor@Ford.com | www.ford.com O: 1-866-631-3788 ext. 79372

2023-12-18 20:27:47	IBC from customer Stated she is looking for a update, inform her cxs has not gotten a update from dealer as of yet, but I will reach out to cxs to contact her back in 24hrs. Next step: send message, create recontact. 12/18/2023 2:24 PM • [redacted] is calling for a update
2023-12-19 18:49:41	customer is upset dealer wants to return the car and dismiss it as a dead battery issue, but its the 2nd time its done this something else is draining the battery she wants to know what can be done, you have a fu 12/21 customer is requesting a call sooner. reached out to Agent, agent not currently available dealer sent portal message: we found the battery dead when the car was towed in after shutting off on the customer. we replaced the battery and have been road testing for a week now. we have not been able to duplicate the issue again. The car is out of base warranty. what should we send to hotline on this we do not have a duplicated issue to open a case with. Do we need a hotline open on this? responded: I would reach out to hotline to have them give next steps to assist in finding the source of the drain. since this is multiple times it happen while driving. Maria Angelopoulos Mangelo9@ford.com Customer Experience Specialist, Ford CX Team O: 1(866)631-3788 ext. 79583 mon- fri 11 am -7:30 pm CST
2023-12-21 04:09:12	-Case Reassignment Notes The case has been reassigned, please reach out to the dealer and customer and explain that you are the new advocate Ford Motor Company ® Marchelle Mcnack Business Operations Supervisor
2023-12-21 15:27:21	ibc from cst agent not available till tomorrow put in for tech sme cx advise cst is very rude obc to dlr to speak with mike he was unavailable vm left I am not her agent Miracal McCray She | Her | Hers Customer Experience Specialist, Ford CX Team Ford Motor Company ® mmccray9@ford.com | www.ford.com office: 866-631-3788 Mon –Friday | 8:30AM – 5:00 PM CST
2023-12-21 15:40:35	customer is upset dealer wants to return the car and dismiss it as a dead battery issue, but its the 2nd time its done this something else is draining the battery she wants to know what can be done, you have a fu 12/22 customer is requesting a call sooner. reached out to Agent, agent not currently available
2023-12-21 20:11:35	-- Sup escalation OBC for ESCALATION: The customer requested to speak with Sup. The customer stated that the vehicle shuts down while driving. The customer stated that she was advised about the battery. Sup asked is there was another dealership in her area. Advised that once she gets her vehicle to another dealership we can escalate on our side, but she would need to do a ride-along so that she can help the dealership duplicate the concern. If they are unable to duplicate ask if they can do extended road testing. Advised the customer if she needs a vehicle during this time she could ask if the dealership has a loaner or rental, and if not then she could get a rental vehicle (must be a ford, but advise if she is unable to locate a Ford) and we can reimburse her. We will discuss further on how much the rental reimbursement will be Ford Motor Company ® Marchelle Mcnack Customer Experience Supervisor
2023-12-26 16:45:04	OBC to CUST: LVM asking for the status of her vehicle and if she has taken it to the dealer. Alexander Vazquez Customer Experience Specialist Email: avazqu94@ford.com Phone: 1-866-631-3788 Ext. 79853 Office hours: M-F 9:00 am – 5:30 pm CST
2024-01-07 22:48:27	**********SAFETY NET********** Escalation from previous sup completed. The customer since has been contacted but no reponse/communication has been received. CXS can send a UTC letter if no response next business day. Case is approved for closure. CXS attempt last call, check to see how can FMC assist further. No answer send UTC and set FU for next business day. Still nothing from the customer. Add closure template and close case. - Resolve Case Secundra Walker Ford Motor Company ®* Operations Supervisor PVT Ph. 800-392-3673 Swalk178@ford.com | www.ford.com

2024-01-08 20:18:03

OBC to CUST: Does not want to wait at the dealer and wants a technician when she goes into the dealer. Said she has done her part and does not want to do everything. Declined to take it. alejandrap@modisarchitects.com CXS: Let her know it needs to be at the dealer in order to assist. She does not want to do that because she can't afford to be wasting her time anymore and says she'll drive it until it dies on her. Next Steps: Safety net Alexander Vazquez Customer Experience Specialist Email: avazqu94@ford.com Phone: 1-866-631-3788 Ext. 79853 Office hours: M-F 9:00 am – 5:30 pm CST

2024-01-08 21:08:14

**********SAFETY NET**********
inherited case
Safety to Resolve
-customer is in vehicle and repair have been completed
-customer confirmed repair satisfaction still needs to take the vehicle back in. Unsure when and no appointment, she has been advised to follow up at her convenience when they vehicle returns.

- Recap Email sent
- Resolve Case

Secundra Walker
Ford Motor Company ®*
Operations Supervisor PVT
Ph. 800-392-3673
Swalk178@ford.com | www.ford.com

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 12-07-2023 CLOSED: 01-13-2024 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | | |

DEALER NAME: Villa Ford of Orange

PA CODE: 09681 DLR SALES CODE: 71053 REGION: W1 ZONE: W1B

VIN: 3FMCR9B69P[redacted] MODEL YEAR: 2023 MODEL: BRONCO SPORT MILEAGE: 5,858

BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | CA | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Lack/Loss of Power | UNKNOWN | UNKNOWN

ANALYST NAME: Jennifer Ikhalia OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-12-07 18:55:33

UPTIME RESEARCH RO#[redacted] RO Open Date :12/6/23 3:29 PM Dealer Name: AutoNation Ford Tustin Has a tech assigned? pending Repair Status: Booking to Work Starting Is there a COPIS Ticket? No Data Found Is there a TAC Request? No Data Found Is there evidence of a loner vehicle? No Data Found Swoop Research Completed date:12/6 Drop off Location: AUTONATION FORD TUSTIN Job Details: N/A Customer Name: Kat K Customer Phone: (917) 583-2834 Photos Available: Y

2023-12-07 19:14:02

OBC to DLR
Reason for call: veh status update
NOTES: Service receptionist Gaby was unable to get any of the advisors on the phone or the SM. She advised that she I leave a message with the SM but I let her know I did that yesterday and received no response. Gaby then provided me the information to the GM to get some assistance.
Christopher Greico 7145082800
grecoc@autonation.com

NEXT STEPS: Reach out to GM to get assistance
Jennifer Ikhalia
SheHer Hers
Proactive Customer Dealer Advocate
O: (866) 631-3788 ext.

2023-12-07 19:24:11

OBC to Dealer CXS (Jennifer Ikhalia /ext. #79317) Outbound Call to Dealer RO NUMBER: [redacted] Last 8 of VIN: PR[redacted] VEHICLE: 2023 Bronco Sport MILEAGE: 3640 CUSTOMER'S PHONE NUMBER: [redacted] CLV: 90 WSD: 7/11/2023 PART NUMBER: DEALERSHIP OFFER DELIVERY: DIAGNOSIS: REPAIR WARRANTABLE: VEHICLE ARRIVED ON: 12/6/2023 VEHICLE LEFT ON: CUSTOMER IN RENTAL? CUSTOMER PAY: RENTAL VIN: SERVICE ADVISOR: ADVISOR EMAIL: Notes: Unable to gather information needed to progress the case Follow-Up: 12/7 NEXT STEP: Email dlr contact GM and SM// Reach out to cust Ford Motor Company ® Jennifer Ikhalia SheHer Hers Proactive Customer Dealer Advocate O: (866) 631-3788 ext.

2023-12-07 19:29:13

OBC to CUST[redacted] Reason for call: Initial contact NOTES: UTC cust for initial contact. Left VM with my reason for calling, contact info, and case # for reference. NEXT STEPS: Update VOR Follow-Up: 12/11 for attempt two and to check for email response Jennifer Ikhalia SheHer Hers Proactive Customer Dealer Advocate O: (866) 631-3788 ext.

2023-12-07 19:29:57

Case Number : [redacted] Customer [redacted] Home Phone : [redacted] Mobile Phone : LTV Score : 90 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : AutoNation Ford Tustin Dealer P&A : 05414 Dealer phone : 7148323300 VIN : 3FMCR9B69P[redacted] Year : 2023 Make : FORD Model : BRONCO SPORT Mileage : 3640 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2023-07-11 Open Recall/FSA: : ESP : none Hotline Contact : none Warranty History : none

2023-12-08 17:51:23

Supervisor Escalation

IBC from customer

Customer stated her veh is at the dlr and they are unable to figure her veh concern. Cust stated her veh isn't driveable it shut off on her. Cust stated indicators started popping up on the dash. Cust stated she will like to get compensation for her veh being down I advised cust Ford doesn't provide any sort of compensation for her veh being down.

Cust stated she needs a loaner/rental while her veh is at the dlr she can not get her children to school. I advised cust the veh has to be diagnosed first in order for us to determine how we can assist. Cust stated the dlr indicated they may have to get the veh to another dlr to assist with the diagnostic. I advised cust I messaged her advocate and she will contact her in 1 business day to provide next steps.

Next Steps Please reach out to dlr to determine how to move forward with case.

Shacora Wade
Lead Advocate Customer Experience Specialist
Swade34@ford.com | www.ford.com
office: 866-631-3788 ext. 79072
Mon. – Fri 8 a.m. to 4:30 p.m. Central Time

2023-12-11 17:36:21

CUST SAYS: got an open case [redacted] PER CUST, DLR SAYS: N/A CRC ADVISED: Advised cust that there's a follow-up schedule on 12/11 and also there's an email that was sent to her. Tried to contact her case handler but currently not available, cust wants to leave voice mail to the cxs, transferred cust over

2023-12-11 17:56:29	OBC to DLR Reason for call: Veh status update NOTES: Unable to get needed information on this vehicle NEXT STEPS: Email SA and SM for more data Jennifer Ikhalia SheHer Hers Proactive Customer Dealer Advocate O: (866) 631-3788 ext.
2023-12-11 18:18:56	OBC to CUST [redacted] Reason for call: re-connecting / initial contact NOTES: The vehicle was towed on the 6th. Dlr cant duplicate the concern of loss of power. They don't have the right technician at that dlr. The vehicle would have to be towed to another dealer. The dlr was organizing that. The cust needs a loaner. NEXT STEPS: Reach out to dlr later to get in contact with SD Greg Jennifer Ikhalia SheHer Hers Proactive Customer Dealer Advocate O: (866) 631-3788 ext.
2023-12-11 19:01:15	OBC to DLR Service Director Greg Murphy | (714) 508-2822 Reason for call: Veh status update NOTES: Dlr is unable to diagnose the customer's vehicle because his technician is currently out on medical leave. Dlr says he did not arrange a tow for the customer and advised her to reach out to roadside assistance to get her vehicle over to the nearest dealership for assistance. Villa Ford or Tuttle click are the closest and the dlr says Tuttle click Ford would be a better option. NEXT STEPS: Reach out to cust Jennifer Ikhalia SheHer Hers Proactive Customer Dealer Advocate O: (866) 631-3788 ext.
2023-12-11 19:41:59	OBC to CUST [redacted] Roadside assistance 800-241-3673 Reason for call: Customer call back NOTES: Reached out to roadside and set up an appointment to get the customer's vehicle towed. Initially, it was going to Tuttle click but their system is down so i reached back out and updated the dealer too Villa ford NEXT STEPS: Reach out to villa ford Jennifer Ikhalia SheHer Hers Proactive Customer Dealer Advocate O: (866) 631-3788 ext.
2023-12-11 19:53:10	OBC to DLR Villa Ford of Orange Reason for call: Inform dlr of tow in NOTES: Joel says he will give the customer a call once the vehicle is received. Provided Joel with the customer's information with her consent. NEXT STEPS: Update VOR Follow-Up: 12/12 Jennifer Ikhalia SheHer Hers Proactive Customer Dealer Advocate O: (866) 631-3788 ext.
2023-12-11 23:55:03	OBC to DLR Villa Ford of Orange | 7146021013 Reason for call: Verify tow drop off / Inquire about diag NOTES: UTC service for update NEXT STEPS: Reach out to cust Jennifer Ikhalia SheHer Hers Proactive Customer Dealer Advocate O: (866) 631-3788 ext.
2023-12-11 23:58:02	OBC to CUST [redacted] Reason for call: Status update NOTES: Wanted to reach out to ensure that the cust received a call from the dlr NEXT STEPS: Email dlr contact and SA that answered the phone. Follow-Up: 12/14 Jennifer Ikhalia SheHer Hers Proactive Customer Dealer Advocate O: (866) 631-3788 ext.
2023-12-12 00:18:07	SMS to cust Just reaching out to check in with you. I want to give the dealer some time to diagnose your vehicle and I will follow up with you again on Thursday around noon to check for any updates from the dealership. Please reach out via email if you require assistance before our appointment time and I will reach out as soon as possible.
2023-12-14 22:45:42	OBC to DLR SA Recardo Reason for call: Veh status update NOTES: Sa spoke directly to the tech who says they have been unable to diagnose the customer's concern. It has been unable to duplicate. veh was initially towed in because the dealer was unable to shift the vehicle out of park. He says the computer did not store any codes. The technician is going to take a look at the vehicle one more time in the morning and if the concern does not duplicate they will be releasing the vehicle. NEXT STEPS: Reach out to cust for update Jennifer Ikhalia SheHer Hers Proactive Customer Dealer Advocate O: (866) 631-3788 ext.
2023-12-14 22:52:29	OBC to CUST [redacted] Reason for call: Veh status update NOTES: UTC cust for veh status update. Left a VM letting her know the dealer was unable to duplicate her concern and that the tech would be looking at the vehicle in the morning just to verify. I let her know I would like to offer her a gesture of goodwill and advised I would send an SMS to follow up. NEXT STEPS: Update VOR/ SMS to follow up with cust Follow-Up: 12/19 for satisfaction call and re-offer GW Jennifer Ikhalia SheHer Hers Proactive Customer Dealer Advocate O: (866) 631-3788 ext.
2023-12-14 23:02:52	SMS to cust Hello there! It seems like I missed you earlier. I spoke to Joel's colleague today, and they informed me that the technician was unable to replicate the issue with your vehicle at this time. However, the technician will perform another test tomorrow. If they don't find anything, they'll be releasing the vehicle. I would like you to put some miles on your vehicle and I will check in with you on Tuesday and we can discuss things further.

2023-12-20 00:23:03

CUSTOMER NAME [redacted] NAME (If Applicable)
TYPE OF PURCHASE Leased
PURCHASE STATE California PURCHASE DATE 11-July-2023MILES 0
NAME OF SELLING DEALER /BUSINESS OR SELLER AutoNation Ford Tustin
REGISTERED OWNER(S) [redacted] REGISTERED
California
VEHICLE USE / PURPOSE Personal
TOTAL NUMBER OF VEH THE BUSINESS HAS REGISTERED IN CA N/A
EX.: LIFT | OVERSIZE TIRES | UTILITY BOXES | GPS / ALARMS

No
EX.: CAMPERS | TRAILERS | 5TH WHEELS
No
YES NO

CURRENT CONCERN(S)

PRIMARY MECHANICAL CONCERN FOR
BUYBACK REQUEST MECHANICAL CONCERN(S) The vehicle stalled on the road the customer could not do anything press the brake. Lots of warning lights appeared on the dash and the customer could not move and was stuck in the middle of the road.
NAME OF ALL DLR's &/OR MECHANICS
WHERE VEH HAS BEEN SERVICED /
REPAIRED AutoNation Ford of Tustin and Villa Ford of Orange
VEH CURRENTLY @ DLR? NAME OF DLR (If Applicable) Villa Ford of OrangeDATE VEH ARRIVED @ DLR: The vehicle was towed back on 11/27
IF YES, LOANER/RENTAL NEEDED? Y IF NO, EXPLAIN, HAVE 2ND VEH, ETC…
IF NO, WILLING TO GO TO DLR? Veh is currently at the dealer.

IF WILLING TO GO TO DLR, NEED TO SET APPT. FOR CUST? N/A NAME OF DLR (If Applicable)
TECH ASSISTANCE NEEDED? No Dlr unable to duplicate the concernMISC. NOTES

FOR INTERNAL USE ONLY

CUSTOMER CONTACT / BUSINESS NAME CUSTOMER [redacted] NAME (If Applicable)
TYPE OF PURCHASE
NEW | CPO | USED | PRIVATE SALE OR GIFT TYPE OF PURCHASE Leased
PURCHASE STATE, DATE & MILEAGE PURCHASE STATE California PURCHASE DATE 11-July-2023MILES 0
WHERE VEHICLE PURCHASED OR FROM WHOM? NAME OF SELLING DEALER /BUSINESS OR SELLER AutoNation Ford Tustin </spa

2023-12-20 00:30:02 OBC to CUST [redacted] Reason for call: offer GW NOTES: Cust still does not have her veh. Looking for compensation for the loaner that she is paying for. I let her know I was not sure if I would be able to assist but I would look into it. NEXT STEPS: Update VOR Follow-Up: 12/26 for update on BB and her veh Jennifer Ikhalia SheHer Hers Proactive Customer Dealer Advocate O: (866) 631-3788 ext.

2023-12-20 13:16:59

TO LISA C

2023-12-20 14:47:58

Started GFR /Working on Review

2023-12-20 14:51:43

Sent an email to Baron Peoples-Srvc Mgr with David Wilsons Villa Ford of Orange requesting the RO History

2023-12-26 23:58:04 OBC to CUST [redacted] Reason for call: status update NOTES: Reached custs VM. Let her know the dlr is waiting for a call back to progress things on her veh. And I let her know the BB is still processing. I advised because I have a tight schedule I would FU next week. . NEXT STEPS: Update VOR Follow-Up: 1/2 Jennifer Ikhalia SheHer Hers Proactive Customer Dealer Advocate O: (866) 631-3788 ext.

2023-12-28 17:22:48 CUSTOMER SAYS: open case cas[redacted] Been in rental AS PER CUSTOMER,DEALER SAYS: n/a CRC ADVISE: Advise followup on 1/2/2024 Provided/connect to : Jennifer Ikhalia Proactive Customer Dealer Advocate O: (866) 631-3788 ext.

2023-12-28 17:52:18

IBC, cust informed she has 2023 vehicle and had issues with gear shifting. Cust informed she has spent over $1000 in car rental. Cust does not have a Ford rental due to her not being informed she had to get a Ford to be reimbursed.

Cust informed CXS that dealer could not duplicate issue and dealer is asking cust to pick up vehicle. Cust is concern for safety and afraid the gears would be stuck again.

CXS called dealer, but no one picked up. CXS notified cust agent to give cust call.

Fredricka Diarra
Customer Experience Specialist, Ford CX Team
Email: fdiarra@ford.com
O: (866) 631-3788 ext. 79398

2023-12-28 18:22:07

Received RO History from Baron with Villa Ford of Orange

2023-12-28 18:27:36

Attached DMV Report and Claims List to the GFR

2023-12-28 19:36:48

Called and spoke with Baron in Service at Villa Ford of Orange to get info on an RO. gave me info I needed, updated GFR

2024-01-03 00:25:50 OBC to CUST [redacted] Reason for call: BB update / Rental update NOTES: UTC cust for update NEXT STEPS: Update VOR Follow-Up: 1/5 for attempt 2 Jennifer Ikhalia SheHer Hers Proactive Customer Dealer Advocate O: (866) 631-3788 ext.

2024-01-05 13:19:19

Sent an email to the CXS regarding customers plans for vehicle

2024-01-05 13:30:38

Case Analyst Initial Review Complete. Transferring to TL for Initial Review

2024-01-05 23:30:14

Transferred to CCA for review

2024-01-05 23:34:55 OBC to CUST | Attempt 2[redacted] Reason for call: BB update NOTES: UTC cust for BB update. Left a VM letting cust know to reach out for assistance if needed. NEXT STEPS: Update VOR Follow-Up: 1/10 for BB update Jennifer Ikhalia SheHer Hers Proactive Customer Dealer Advocate O: (866) 631-3788 ext.

2024-01-08 16:39:25

CCA review in progres

2024-01-08 22:41:52

INITIAL CCA Review Complete. TRANSFERRING BACK TO CASE ANALYST TO MONITOR & FINAL REVIEW.

2024-01-10 13:34:37

Received email from CXS regarding customers plans-updated the GFR

2024-01-10 13:35:05

Case Analyst Review Complete. Transferring to CCA for Review.

2024-01-10 17:48:40 OBC to CUST | Attempt 3[redacted] Reason for call: BB update NOTES: UTC cust for BB update. Left a VM letting cust know her bb is still processing. NEXT STEPS: Update VOR/ email cust Follow-Up: 1/16 BB Update Jennifer Ikhalia SheHer Hers Proactive Customer Dealer Advocate O: (866) 631-3788 ext.

2024-01-12 00:40:45

CCA review in progress

2024-01-12 01:10:58

Review Complete. Transferring to TL/COM for Final Review & Processing. PLEASE ADVISE CUST: If they continue to have concerns & repairs, please re-contact us to re-open their Case/re-engage CA Team for re-review.

2024-01-12 17:39:07

DNQ UPLOADED TO PORTAL, TRACKING IS[redacted]
LETTER WAS EMAILED TO CUSTOMER AT EMAIL ADDRESS PROVIDED AT INTAKE OF VEHICLE

2024-01-12 18:53:56 OBC to CUST[redacted] Reason for call: BB denial / Final contact NOTES: UTC cust for final contact NEXT STEPS: Update VOR Follow-Up: Jennifer Ikhalia SheHer Hers Proactive Customer Dealer Advocate O: (866) 631-3788 ext.

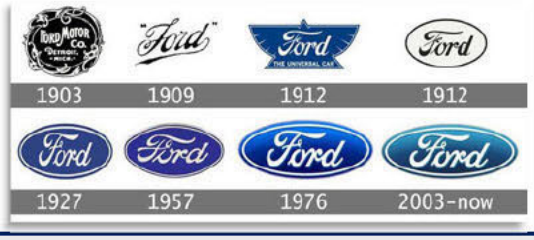
CASE ATTACHMENTS:

2023-12-20 00:23:03 Jennifer Ikhalia

[redacted]

CA BUYBACK REQUEST

♦ INTAKE ♦



CUSTOMER CONTACT / BUSINESS NAME	CUSTOMER [redacted]	BUSINESS NAME (If Applicable)	
TYPE OF PURCHASE **NEW | CPO | USED | PRIVATE SALE OR GIFT**	TYPE OF PURCHASE Leased		
PURCHASE STATE, DATE & MILEAGE	PURCHASE STATE California	PURCHASE DATE 11-July-2023	MILES 0
WHERE VEHICLE PURCHASED OR FROM WHOM?	NAME OF SELLING DEALER /BUSINESS OR SELLER AutoNation Ford Tustin		
REGISTERED OWNER(S) NAME(S) & STATE WHERE VEH IS REGISTERED	REGISTERED OWNER([redacted]	STATE REGISTERED California	
IS VEH USED PRIMARILY FOR PERSONAL OR BUSINESS?	VEHICLE USE / PURPOSE Personal		
IF BUSINESS, HOW MANY TOTAL VEH ARE REGISTERED IN CA TO THE BUSINESS?	TOTAL NUMBER OF VEH THE BUSINESS HAS REGISTERED IN CA N/A		
DOES VEH HAVE ANY MODIFICATIONS OR AFTERMARKET COMPONENTS?	**EX.:** LIFT | OVERSIZE TIRES | UTILITY BOXES | GPS / ALARMS No		
IF APPLICABLE, DOES VEH TOW OR HAUL ANYTHING?	**EX.:** CAMPERS | TRAILERS | 5TH WHEELS No		
WAS VEH PURCHASED OR LEASED BY A FULL-TIME ACTIVE-DUTY MILITARY MEMBER, WHO WAS STATIONED OR RESIDING IN CA AT THE TIME OF PURCHASE/LEASE OR AT THE TIME THE REQUEST IS FILED?		YES	NO

CURRENT CONCERN(S)

PRIMARY MECHANICAL CONCERN FOR BUYBACK REQUEST	MECHANICAL CONCERN(S) The vehicle stalled on the road the customer could not do anything press the brake. Lots of warning lights appeared on the dash and the customer could not move and was stuck in the middle of the road.

IWI ?	N
VEH OFF-ROAD?	Y
TECH SMF?	N
PARTS SMF?	N

NAME OF ALL DLR's **&/OR** MECHANICS WHERE VEH HAS BEEN SERVICED / REPAIRED	AutoNation Ford of Tustin and Villa Ford of Orange	
VEH CURRENTLY @ DLR?	NAME OF DLR (If Applicable) Villa Ford of Orange	DATE VEH ARRIVED @ DLR: The vehicle was towed back on 11/27
IF YES, LOANER/RENTAL NEEDED?	Y	IF NO, EXPLAIN, HAVE 2ND VEH, ETC...
IF NO, WILLING TO GO TO DLR?	Veh is currently at the dealer.	
IF WILLING TO GO TO DLR, NEED TO SET APPT. FOR CUST?	N/A	NAME OF DLR (If Applicable)
TECH ASSISTANCE NEEDED?	No Dlr unable to duplicate the concern	MISC. NOTES

FOR INTERNAL USE ONLY

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 12-08-2023 CLOSED: 12-22-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION:
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |
DEALER NAME: Groove Ford
PA CODE: 29609 DLR SALES CODE: REGION: W4 ZONE: A01
VIN: 3FMCR9D95N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9D - BRONCO SPORT BADLANDS 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | CO | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Stalls/Quits | Acceleration | UNKNOWN
ANALYST NAME: Orleis Smith OPEN ANALYST NAME: P Rxsalp
COMMENTS:

2023-12-08 18:33:35

-PLEASE FORWARD TO PASSENGER VEHICLE TEAM FOR HANDLING. CONSUMER AFFAIRS DOES NOT HANDLE DEMANDS FOR COLORADO

2023-12-12 21:30:24

Case Number [redacted] Customer : [redacted] Business Phone : Home Phone : [redacted] Number : Part Number : Dealer Name : Groove Ford Dealer P&A : 29609 Dealer phone : 7208159640 VIN : 3FMCR9D95N[redacted] Year : 2022 Make : FORD Model : BRONCO SPORT Mileage : Engine Specification : 2.0L TIVCT GTDI I/C 240PS GAS Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2022-12-02 Open Recall/FSA: ESP : Hotline Contact : Warranty History :

2023-12-14 20:35:44

Customer Information
Name(s) on the Title[redacted]
[redacted]
Denvor,CO[redacted]
Email Address[redacted]
Customer ispurchasing the vehicle.
Vehicle Information
VIN:3FMCR9D95N[redacted] Current Mileage:
Ownership Status/ Type of Purchase:New
Purpose of vehicle:personal for 1 car household
#Vehicles registered to the business.(If yesto business)
Purchase Date:Dec 2 2022Mileage at Time of Purchase:30
State Information
State Where Purchased:Yes
State Where Registered:Yes
Dealer Information
Purchased from Dealer?DealerDealership (if yes):Groove Ford
10039 E Arapahoe Rd, Centennial, CO 80112
Primary Reason for Repurchase:

Wed Sept 27th and driving and the veh; shuttered and shut off and tried to get into the driveway and received error message and had to wait 2 weeks for service and 5 days later had it towed and couldn't replicate the issue and no known fix.
Safety concern
Vehicle is with cust after 40 plus days
Is there a current concern with the vehicle? Yes
What is the repair status of the vehicle? n/a cant duplicate
Were repairs completed for this concern at multiple dealerships? (If yes): No
(CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? No

2023-12-15 16:28:55

OGC VIN list Check: 3FMCR9D95N[redacted] Results: nothing returned Per NAVIS: Original Owner Ford Motor Company ® Deidra Murdaugh Non-Californian Buyback Review (NCBR) Team Specialist, Ford CX Team

2023-12-15 20:44:22

NCBR Deidra Murdaugh OBC to dealer – 7208159607 BRT left vm for SA Tom INFO NEEDED VEH is at the DLR Verified VIN Modifications Current RO: RO: Date: Mileage: Loaner: Days Down: Customer Comments: Tech Notes: RO History:AWS _____ *NCBR will try later ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER ** _____ Ford Motor Company ® Deidra Murdaugh Non-Californian Buyback Review (NCBR) Team Specialist, Ford CX Team

2023-12-15 20:44:56

From: Murdaugh, Deidra (D.) Sent: Friday, December 15, 2023 3:43 PM To: Bijan Barzideh ; tsteliga@grooveauto.com Subject: NCBR BUYBACK[redacted] 3FMCR9D95NR[redacted] EMAIL SENT FOR NEEDED RO INFO

2023-12-19 13:33:51

From:Bijan Barzideh
Sent:Friday, December 15, 2023 4:50 PM
To:Murdaugh, Deidra (D.) ; Tom Steliga
Subject:RE: NCBR BUYBACK [redacted] 3FMCR9D95N[redacted]

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

Good Afternoon,

I have attached the RO's that we have on this vehicle .

VEH is at the DLR? No
Modifications? No
Current/ Most recent RO: [redacted]
RO#[redacted]
Open Date: 10/17/23
Close Date: 11/24/23
Mileage:8327
Loaner provided: Yes
Days Down for diag/repair: 38
Customer Concern: Customer states the vehicle will not shift from drive to park.
Tech Notes (Diagnosis and Repairs): Test drove vehicle 150 miles , unable to duplicate concern .

Bijan Barzideh
Service Manager
Groove Ford

BBarzideh@grooveauto.com
Main:(303) 649-1145 x216412

2023-12-19 14:46:16 State Where Purchased: CO State Where Registered: CO

2023-12-19 14:57:06 After review, VEH does not meet state guidelines for buyback/replacement criteria for CO. Talking Points: - Deny GFR -Review note in milestone -VEH is not at the dealership -Advise Customer to take VEH to Dealer if there is a current concern -Engage Tech SME if needed -Recommend Dealer Engage Hotline for Repair Assistance if needed. -Focus on getting VEH repaired -Follow Repair Assistance Procedures Per Process ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER ** Ford Motor Company ® Deidra Murdaugh Non-Californian Buyback Review (NCBR) Team Specialist, Ford CX Team

2023-12-19 19:29:49

VEHdoes not meetstate guidelines forCO;VEH is outside the presumption time period.VEH is outside the Filing time period.

2023-12-19 20:35:51 OBC to cust seeking presumption time period for Colorado. WSD: 02-December-2022 1yr from WSD 2 weeks outside of presumption Next steps: confirm details with Buyback Team

2023-12-19 20:51:23

Original request date being: Dec. 1st
Spoke with Rose COM of SBHT advised to resubmit milestone for review.

2023-12-21 15:15:31 OGC VIN list Check: 3FMCR9D95NR[redacted] Results: nothing returned Per NAVIS: Original Owner Ford Motor Company ® Deidra Murdaugh Non-Californian Buyback Review (NCBR) Team Specialist, Ford CX Team

2023-12-21 15:33:56 After review, VEH does not meet state guidelines for buyback/replacement criteria for CO. Talking Points: - Deny GFR -Review note in milestone -VEH is not at the dealership -Advise Customer to take VEH to Dealer if there is a current concern -Engage Tech SME if needed -Recommend Dealer Engage Hotline for Repair Assistance if needed. -Focus on getting VEH repaired -Follow Repair Assistance Procedures Per Process ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER ** Ford Motor Company ® Deidra Murdaugh Non-Californian Buyback Review (NCBR) Team Specialist, Ford CX Team

2023-12-21 16:30:56 VEH does not meet state guidelines for PA; Veh does not meet for time down or repairs within the presumption period or time to file and now going forward it is outside of presumption and time to file so no other repairs will be reviewed for lemon law. Next Steps: provided denial verbiage and cust demanded am email to why it was denied. Sent email to cust No further steps.Close steps Orleis Smith Customer Experience Specialist/ PV Concern Contact: 1-800-392-3673 ext: 14561-78973 osmith58@ford.com | www.ford.com Hours of Operation: Mon-Fri 8:00-4:30pm CST

CASE ATTACHMENTS:
2023-12-19 13:33:51 Deidra Murdaugh

[redacted]

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GROOVE

10039 East Arapahoe Rd - Centennial, CO 80112
(303) 643-9020
www.grooveford.com

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	[redacted]
10/17/23	
R/O Close Date	Status
11/24/23	Reprint
Mileage In	Mileage Out
8177	8327
Service Advisor / Tag #	
Tom Steliga/ [redacted]	

[redacted]
DENVER, CO [redacted]

Work Phone	Vehicle Identification Number
	3FMCR9D95N [redacted]
Home Phone	Delivery Date / In-Service Date
	12/02/22 / 12/02/22

Year	Make	Model	Body	Color	License Number
2022	FORD	BRONCO SPORT	SUV		

[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT

Cell: [redacted]

#1 - MR DIAGNOSE: CUSTOMER STATES
CUSTOMER STATES THAT VEHICLE WILL NOT SHIFT FROM
DRIVE TO PARK PLEASE CHECK
AND ADVISE
Tech: HOUSE TECH(996)
Sub Total: Labor: .00 Parts: .00 Total: .00
TEST DROVE VEHCILE ABOUT 150 MILES AND CANNOT
DUPLICATE CUSTOMER CONCERN AT THIS TIME

#2 - MR 99P: MULTI POINT INSPECTION
Sub Total: Labor: .00 Parts: .00 Total: .00
MULTI-POINT VEHICLE INSPECTION

#3 - QL Q99PX: PERFORM COMPREHENSIVE VEHICLE CHECK UP REPORT
Sub Total: Labor: .00 Parts: .00 Total: .00

#4 - MR NOTE: NOTE
Sub Total: Labor: .00 Parts: .00 Total: .00
TOWED IN

#5 * MR PRENT: LOANER VEHICLE
Your Loaner Request has been approved for a
maximum of 10 days. [redacted]

****
* WE ARE NOW OFFERING PICK UP AND DELIVERY WITHIN 15 MILES *
* OF THE DEALER . IN ADDITION WE DO OFFER MOBILE SERVICE AS*
* WELL ON SELECT SERVICES. ASK YOUR ADVISOR FOR MORE *

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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(303) 643-9020
www.grooveford.com

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	[redacted]
10/17/23	
R/O Close Date	Status
11/24/23	Reprint
Mileage In	Mileage Out
8177	8327
Service Advisor / Tag #	
Tom Steliga/ [redacted]	

[redacted]
DENVER, CO [redacted]

Work Phone	Vehicle Identification Number
	3FMCR9D95N[redacted]
Home Phone	Delivery Date / In-Service Date
	12/02/22 / 12/02/22

Year	Make	Model	Body	Color	License Number
2022	FORD	BRONCO SPORT	SUV		

[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
* DETAILS. *	
**********	
Please Note: CC APPT CREATED 2023-10-17 09:06:00AM TAKEN BY HAR MONIE OSTROM	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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(303) 643-9020
www.grooveford.com

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
10/11/23	[redacted]
R/O Close Date	**Status**
10/12/23	Reprint
Mileage In	**Mileage Out**
8153	8161
Service Advisor / Tag #	
Tom Steliga/ [redacted]	

[redacted]
DENVER, CO [redacted]

Work Phone	Vehicle Identification Number
	3FMCR9D95N [redacted]
Home Phone	**Delivery Date** / **In-Service Date**
	12/02/22 / 12/02/22

Year	Make	Model	Body	Color	License Number
2022	FORD	BRONCO SPORT	SUV		

[redacted]

DE [redacted]	AMOUNT
Cell: [redacted]	
#1 - MR DTRIM: DIAGNOSE TRIM OR UPHOLSTRY CONCERN	
CUSTOMER STATES THAT VEHICLE WILL NOT SHIFT FROM DRIVE TO PARK PLEASE CHECK AND ADVISE	
Corrected by 7001D: (P51) (42) AUTOMATIC TRANSMISSION DIAGNOSIS 7000 - L	
Tech: CARLTON STOFFELS(478)	Warranty
Corrected by 7001D4: MODULE - GEARSHIFT GSM - REPLACE 7D443 - L	
Tech: CARLTON STOFFELS(478)	Warranty
Corrected by 7001DXQ: AUTOMATIC TRANSMISSION - DIAGNOSIS 7000 - L EXTRA	
Tech: CARLTON STOFFELS(478)	Warranty
Installed PZ1Z 7P155 M (FP):SELECTOR ASSY - TRANSM Qty: 1	Warranty
42 does not operate correctly electrical	
7001D 0.7HRS, 7001DXQ 0.2HRS 7001D4 0.2HRS 1.1HRS	
Customer stated car would not go into park from drive, brought into service bay and used computer to pull codes. No codes were found so pinpoint test p1 was preformed. Pid gear cmd was monitored and it tested good. Installed new GSM, reprogramed and road tested. Shifter worked normally.	
#2 - MR 99P: MULTI POINT INSPECTION	
MULTI-POINT VEHICLE INSPECTION	
TIRES GREEN BRAKES GREEN FLUIDS TOPPED OFF	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
10/11/23	[redacted]
R/O Close Date	**Status**
10/12/23	Reprint
Mileage In	**Mileage Out**
8153	8161
Service Advisor / Tag #	
Tom Steliga/[redacted]	

[redacted]
DENVER, CO [redacted]

Work Phone	Vehicle Identification Number
	3FMCR9D95N[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
	12/02/22 / 12/02/22

Year	Make	Model	Body	Color	License Number
2022	FORD	BRONCO SPORT	SUV		

[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
**********	
* ARE NOW OFFERING PICK UP AND DELIVERY WITHIN 15 MILES *	
* OF THE DEALER . IN ADDITION WE DO OFFER MOBILE SERVICE AS*	
* WELL ON SELECT SERVICES. ASK YOUR ADVISOR FOR MORE *	
* DETAILS. *	
**********	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	[redacted]
09/16/23	
R/O Close Date	Status
09/18/23	Reprint
Mileage In	Mileage Out
7926	7926
Service Advisor / Tag #	
Anthony Hendric/ [redacted]	

[redacted]
DENVER, CO [redacted]

Work Phone	Vehicle Identification Number
	3FMCR9D95NF [redacted]
Home Phone	Delivery Date / In-Service Date
	12/02/22 / 12/02/22

Year	Make	Model	Body	Color	License Number
2022	FORD	BRONCO SPORT	SUV		

[redacted]

	AMOUNT
#1 - QL MAINT: PERFORM MAINTENANCE PER FORD PLAN LOF/ROTATE	
Caused by	
CP:MAINT	
Corrected by MBASIC: (A99-QCM) (82) BASIC MAINTENANCE SERVICE - K	
Tech: Jace Hanna(646)	Warranty
Corrected by MBASIC1: ENGINE OIL AND OIL FILTER - REPLACE 6714/6731 - L	
Tech: Jace Hanna(646)	Warranty
Corrected by MULTI: MULTI POINT INSPECTION	
Tech: Jace Hanna(646)	Warranty
Installed FL 910S B12 :KIT - ELEMENT & GASKET - OI Qty: 1	Warranty
Installed XO 5W30 BSP :MOTORCRAFT SAE 5W-30 API GF Qty: 6	Warranty
performed oil and filter change. performed tire rotation	
#2 - QL Q99PX: PERFORM COMPREHENSIVE VEHICLE CHECK UP REPORT	
Tech: Jace Hanna(646)	
performed mpi	
**********	
* WE ARE NOW OFFERING PICK UP AND DELIVERY WITHIN 15 MILES *	
* OF THE DEALER . IN ADDITION WE DO OFFER MOBILE SERVICE AS*	
* WELL ON SELECT SERVICES. ASK YOUR ADVISOR FOR MORE *	
* DETAILS. *	
**********	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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CASE NUMBER: [redacted] STATUS: In Progress
OPEN: 12-09-2023 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |
DEALER NAME: Klaben Ford of Warren
PA CODE: 02299 DLR SALES CODE: 44219 REGION: G4 ZONE: G4C
VIN: 3FMCR9B60M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | OH | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Stalls/Quits | Cruise/ Steady Speed | Always
ANALYST NAME: SYSTEM OPEN ANALYST NAME: # FordGCCTUTM-PROD
COMMENTS:

2023-12-11 19:44:17	Case Number : [redacted] Customer : [redacted] Business Phone : N/A Home Phone : [redacted] [redacted] LTV Score : 90 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Klaben Ford of Warren Dealer P&A : 02299 Dealer phone : 3303698525 VIN : 3FMCR9B60M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 16014 Engine Specification :1.5L Dragon I3 DI TC Gas B Transmission Specification :8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-10-09 Open Recall/FSA: : 22S73PCM PROGRAMMING AND DRAIN TUBE INSTALLATIONESP : 2022 NEW 96/60,000 PREMIUMCARE W/ROADSIDE Hotline Contact : No Warranty History :Klaben Ford Lincoln of Warren, Inc. 082487
2023-12-11 19:44:38	DATA found in uptime: Tow to Work Starting ! 3d 1h 25min over Booking to Work Starting ! 3d 1h 38min over Repeat Visit Complete Case Open Over X Days 3d 17h 49mins left RO Number: [redacted] R/O Open date: 12/08/2023 Cust concerns: NO CUST CONCERN PROVIDED OBC to Dlr 12:43 (OH) [redacted] Spoke to Scott Is the veh there? Yes Veh Concern? Check engine light on - stalling Mileage? 16014 RO# [redacted] RO date 12/08 Diagnosis: Pending - follow up on Tuesday, 12/12 Warrantable? Pending Repairs ETA: Pending Service Advisor: Scott Customer Name[redacted] CLV Score: 90 Offer delivery? rental? loaner? Yes Technician Pending or assigned? Pending Next Step: Contact CX Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team, PCDA Rosa Rodriguez rrodr361@ford.com | www.ford.com office: 866-631-3788 ext. 79203
2023-12-11 20:07:43	OBC to CX 1:45 (OH) [redacted] Advised of RdsPro role Would not accelerate - happened before but it was a slight issue - only for a moment - CX stated she is very happy with the dealership- CX confirmed address / email CX has a LL - unable to send sms advised CX follow will be set for 12/12 to update on repair Next Step: Set follow up Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team, PCDA Rosa Rodriguez rrodr361@ford.com | www.ford.com office: 866-631-3788 ext. 79203
2023-12-14 19:56:16	OBC to Dlr 1:44 330-369-8525 Spoke to Neil - vehicle has been repaired and picked up on 12/12 DOM: 16016 misfire on cylinder 3 - replaced plug Next Step: contact CX Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team, PCDA Rosa Rodriguez rrodr361@ford.com | www.ford.com office: 866-631-3788 ext. 79203
2023-12-14 20:05:48	OBC to CX 2:03 (OH) [redacted] left vm - requesting a call back - checking on repair satisfaction Next Step: set follow up Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team, PCDA Rosa Rodriguez rrodr361@ford.com | www.ford.com office: 866-631-3788 ext. 79203
2023-12-19 23:03:50	OBC to 4:57 [redacted] CX is very happy with the dlr service and Ford service with the follow ups - offered LMP cx accepted- follow up set for 12/27 Next Step: set follow up Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team, PCDA Rosa Rodriguez rrodr361@ford.com | www.ford.com office: 866-631-3788 ext. 79203
2023-12-20 14:57:10	Transmitted in Morley- Case[redacted] LMP @ 45K/36 Next Step: update VOR Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team, PCDA Rosa Rodriguez rrodr361@ford.com | www.ford.com office: 866-631-3788 ext. 79203
2023-12-20 14:57:44	**** ROADSIDE PROACTIVE TEAM
2023-12-27 21:31:22	OBC to CX 3:27 [redacted] left vm - advised cx of the activation / recap email and survey Next Step: SN to close Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team, PCDA Rosa Rodriguez rrodr361@ford.com | www.ford.com office: 866-631-3788 ext. 79203
2023-12-27 21:38:30	*** RECAP EMAIL SENT / PENDING SN TO CLOSE Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team, PCDA Rosa Rodriguez rrodr361@ford.com | www.ford.com office: 866-631-3788 ext. 79203

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 12-13-2023 CLOSED: 12-29-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Clear Path To Repair |

DEALER NAME: Grieco Ford of Delray Beach

PA CODE: 00206 DLR SALES CODE: 24217 REGION: S3 ZONE: S3A

VIN: 3FMCR9B6X[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | FL | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | UNKNOWN | UNKNOWN

ANALYST NAME: Yashica Davis OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-12-13 15:06:36	Customer Name: Customer Number: n/a CLV SCORE: Is the veh there? n/a Mileage? n/a RO# n/a RO date n/a Veh Concern? n/a Diagnosis: n/a Repairs ETA: n/a Offer delivery? n/a rental? n/a loaner? n/a Warrantable? n/a Technician Pending or assigned? OBC: I called to see if the vehicle is currently in service and was provided the RO[redacted] and left a message on Darlene SA v/m. OBC: [redacted] I called the customer and she let me know that the vehicle turned off while she was driving and the dealership is still diagnosing the vehicle and she need a rental because she works overnight. I let her know the warranty process and I let her know I will reach back out to the dealership for a status and provide an update. Next Steps: I will contact back for a status. Yashica Davis Ford Motor Company Proactive Customer Dealer Advocate Office: (866)-631-3788 ext.79328 P.O Box 6248 Dearborn, MI 48126
2023-12-13 15:07:21	Case Number [redacted] Customer [redacted] Business Phone : n/a Home Phone : n/a Mobile Phone : n/a LTV Score : n/a Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Grieco Ford of Delray Beach Dealer P&A : 00206 Dealer phone : 561-278-0303 VIN : 3FMCR9B6X[redacted] Year : 2022 Make : FORD Model : BRONCO SPORT Mileage : n/a Engine Specification : n/a Transmission Specification : n/a Warranty Start Date : 2022-04-26 Open Recall/FSA: : n/a ESP : n/a Hotline Contact : n/a Warranty History : n/a
2023-12-13 16:44:10	OBC: I called the customer back because I received a text after I texted her my contact information since i spoke to her but wanted her to have my information but received her v/m left message. Next Steps: I will contact back for a status.
2023-12-13 18:09:06	IBC from cust Rachel regarding veh status and if she can pick up her veh. Action: Cust stated she keep missing agent calls cause she is at work. Cust phone was messing up she couldn't hear me but I could hear her but did let cust know that agent will contact her. Check to see if cust hear what I said and the line dropped. Next Step: Webex agent an agent will recontact cust. Elizabeth Mwamba Customer Experience Specialist O: 866-631-3788 ext:79483 E: EMWAMBA1@ford.com Hours: Mon-Fri 8:30AM-5:00PM CST
2023-12-13 18:13:41	OBC: I returned the customer call and she said she was returning my call but i let her know I was returning her call because she said she was trying to contact me in a text message. Next Steps: I am working to get a status from Darlene.
2023-12-13 18:21:28	OBC: I called the customer back because she had reach out to anther agent and she was returning the call I made to her because of the SMS she sent me stating she was trying to call me and she wanted to know if there has been a status I let her know I will contact Darlene again. OBC: I called to see if I could get a status for the customer who had reached back out to me and received Darlene's v/m and left message and contact information. OBC: I called the customer and let her know I got Darlene SA v/m again and left detailed message and will contact back for a status. Next Steps: I will contact back for a status.
2023-12-14 21:19:16	OBC: I called to see if Alexis SA has diagnosed the vehicle so I can update the customer OBC: I called the customer and she let me know she picked yesterday and there are no issues battery was replaced so I offered an LMP and will contact the customer once it is under her VIN. Next Steps: I will contact back for a status.
2023-12-15 16:00:15	Get customer email before resolving the case
2023-12-15 16:02:58	[redacted] processed
2023-12-21 15:17:28	OBC: I called the customer to let her know the LMP is under her VIN and I let her know about the survey and verified her email to send FPP [redacted] Next Steps: I will safety net to resolve and send recap email.
2023-12-21 15:35:50	CLV: N/S WSD: 4/26/2022 VOR dates: 12/13-12/14-23 What problem did the customer have? battery was replaced What assistance did Ford provide? I was able to keep the customer updated and provided the customer with LMP. Is the vehicle repaired and returned to the customer? Yes Is the customer satisfied with the outcome? Yes Was there a verbal recap and survey prompt provided? Yes Is this case ready for recap email and resolve? Yes
2023-12-21 15:37:54	OBPM: Hi [redacted] As we discussed, the limited maintenance plan is now under your VIN number and if you have any questions regarding the plan please contact (800)-521-4144 for Ford Protect Plans. As I will be completing your case, please look for an email in the next 24 hours with a brief survey regarding your experience with me throughout the process. The scoring is for my services and comments can be left for the dealership service. Sincerely, Yashica Davis Ford Motor Company Proactive Customer Dealer Advocate O: (866) 631-3788 ext.79328 P.O Box 6248 Dearborn, MI 48126

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 12-19-2023 CLOSED: 12-21-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION:
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: New Way Ford
PA CODE: 00968 DLR SALES CODE: 53600 REGION: C4 ZONE: C4X
VIN: 3FMCR9C63M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 33,034
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | IA | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Runs Rough | Not Listed | UNKNOWN
ANALYST NAME: Ashley Davis OPEN ANALYST NAME: Reina Calix
COMMENTS:

2023-12-19 21:50:55

cust- I'm not sure what your roll is with Ford but can you please look into what is going on with my bronco? I'm about to call Ford corporate about this. I dropped my car off Dec 6th and it's gone into Sleep Mode, which means 14 days of inactivity & less than 40% charge and we live in Iowa so it's cold here too. It's crazy that they haven't even tried to diagnose it. Please see threat for my posts about my bronco.
Thanks!
[redacted]
ford- Hello! Thanks for taking the time to send us a message. My name is Reina and I am a Social Media Agent for Ford. Allow me to see what I can do to assist. I will need to collect some information for verification purposes first. Do you mind sending over the following?
-VIN
-Mileage
-Full name
-Vehicle owner's full name and your relation (if applicable)
-Zip code
-Phone number
-Email
-Preferred method of contact
-Name and location of preferred Ford dealership
cust- 3FMCR9C63[redacted]
33,034
[redacted]
Not really preferred dealership but it's the one I'm stuck with and the devil I know lol.
I've been in contact with GM, Kyle Bauer. He's assured me they were going to have it looked at.
NewWay Ford, Coon Rapids, IA
I dont want trouble for them bc Kyle seemed sincere about wanting to help. I'm just concerned I'm going to have issues with my battery now bc I have NEVER allowed any of my vehicles to go without being drove for 14 days in the winter. Plus it lives inside of a garage at our house. So yeah, now I'm worried my battery is done and I won't know about it until my warranty is done & we are stranded on the side of the road bc of their incompetence AGAIN. Please look into my history with this dealership. I'm happy to provide the email I sent to Kyle about it. The April 2023 incident was unacceptable. And Kyle voiced his frustration with the April 2023 situation.
Thanks again!
All of my email correspondence with Kyle.
On Sat, Nov 25, 2023, 11:06 PM [redacted] wrote:
Hello Kyle!
Hope you had a great Thanksgiving!
My name is[redacted]. We bought our 21 bronco sport from you in Dec 2021. Before we were able to take it home there was a recall on the fuel pump that had to be done. (Which it was done by your people.) Fast forward to April 2023, my car dies on the side of the road. Starts again, drives for a mile then dies. Starts again dies 10ish miles later. Wouldn't start again. Then we got it towed to Coon Rapids. Only for your people to tell us, since the light isn't on "there's nothing they can do especially since it runs fine." WHAT!? There was a code (4 to be exact) that told your mechanics exactly what to check and do. I refused to take my car back home and asked if there was something else they could do. So they had their mechanic, Cody, drive it to Manilla for the night. Nothing happened to him so your people called me the next day and said everything is fine now he made it to Manilla and back. I still did not feel comfortable with this. I asked them to continue to try to get it to die on them too.
Then your guy tried told that I needed to pay your business back since they will have to put gas in it to drive it more!! I told him that y'all already burned my gas taking it to Manilla and back and now you want me to pay more money so you guys can do your job? After my complaints of how ridiculous that was they did not ask for any money in return.
Anyway, I came to get my car after they literally told me that they didn't on the phone. Then I get there and the story changes that they DID check the connectors...
It died 2 miles outside of Coon with me and my family in it again!
I called Newway and they had your mechanic come out with our rental we just returned and he drove my bronco back as I didn't feel safe at all with it dying again especially on 141 and especially since I had my 7 yr old with me.
A day later I find out that it was the wiring to the fuel pump that wasn't all the way connected! So they lied to me about checking them as it would have been fixed if they actually checked the right connectors (you know the ones that the code told them to check)
These very same connectors that your guys dealt with the recall in 2021.
What really upsets me is that the code LITERALLY told them to check those wires!
Obviously it wasn't done because if they did check it and blow out the connectors like they're supposed to, it would have been fixed the 1st time I came in! So finally got that fixed but it did not need to be that ridiculous, all they had to do is read the code instructions.
Also, I've come in 3 times to get my back drivers window switch fixed too! I always got gaslit saying "oh it works fine". Nope doesn't go up automatically like it's suppose to, like the passenger side does. Finally got that fixed last week, thank goodness.
Now onto my current issue, this rattle/metal ringing noise. It isn't normal nor has it done it this whole time, this just started about 5 months ago. But once again with the gaslight bullshit, saying all the other vehicles sound like that and it's totally normal. Respectfully, if your guys can't even read a code and do what it tells them then it's a little hard to believe they even tried to investigate this noise.
This noise is NOT normal and I am NOT happy about the level of service I've gotten there. The simple fact that your mechanics can't even READ the code and unplug some wires and blow them out and then plug them back in scares the shit out me. I expect this noise to have some sort of resolution whether you & your people assist me or I call Ford doesn't matter to me but it will be fixed.
I've told them about my brake code that came on and they fixed a connector or something that was broken for that. But when I go online this noise seems like it could be related to SSM51184, not 100% on this though. I have a good feeling that they didn't even care to find out if it was.
I'm just dumbfounded by the level of bullshit I've had to deal with just to get my code read and then get my car fixed in April. Now this noise doesn't even have a code for them to ignore. So this will be fun. Honestly it kind of feels like I'm being taken advantage of and I really don't appreciate it. Especially bc this car is our lifeline to my husband's and son's Neurologists in Omaha and Rochester, MN. And we have already had a really bad year with my husband becoming disabled and my dad almost dying from a heart attack & spinal infection plus getting ready for my son's brain surgery coming up. This stress is the last thing I need right now. I should be able to trust mechanics to do their jobs!
See attached for the codes and video of sound for reference.

Thanks for your time!
[redacted]
****

On Sat, Dec 9, 2023, 11:26PM Deb & Cody wrote:
Hey Kyle!
Hope all is well!
I found this on one of my bronco sport forums and this is VERY, VERRRY similar to the noise we hear.
Please see videos from this post.
[redacted]
Hope this helps!
Im not going to lie but I'm seriously considering getting rid of this damn thing. I knew I should have gotten the badlands with the 2.0. lol
Sorry to bother you again on a weekend!!
[redacted]
****

This was sent Dec 14th.
Hey Kyle!
Hopefully you got my email this wkend about the forum post I found with a clear video.
So this is an issue (whistle) we had brought up to your techs a long time ago and we've spoken about it to Donna/guy next to her several times. I had to find some of my old videos to send you since I already know your tech is going to say they didn't hear it.
Which is what he said the last time we brought this up and he even drove with us but as we actively could hear the sound but he denied it and said he couldn't hear it at all. My husband, who has worked in construction and the car industry, has hearing loss, and he could still hear it while he in the back seat riding with the tech. So that was a little frustrating to say the least.
(I cant remember that techs name as it was a while ago but it [redacted], it was an older gentleman.)
It happens mostly when it's a head wind and going 60 mph+ or when I'm on the interstate. Doesn't always turn on and off with the recirculation button. (Which is the on/off i am doing in video) Sometimes when the wind is strong enough it'll be there no matter what speed Im going. It gets much louder when the wind is stronger or when a semi goes by. It seems to happen more when the weather is warm. Weird, I know. lol
I even went so far as to tell your people what others online had thought it was; but nothing was done. [redacted] literally shrugged at me after the tech came with us and said 60-70mph is above the speed limit. (Bc when I took the tech for a ride I had to go 70 mph to make happen that day.) And we told her & the guy next to her, that the interstate speeds are 70 mph and they (ford) required us to replicate it. I offered to take to the interstate, they declined, so I had no choice but to speed. LOL
I would love for this whistle to be looked into, if possible.
Hopefully the video works.

Thanks!
[redacted]

ford-
Thank you for sending that information [redacted]. Just to clarify, how long have you been experiencing this concern?
cust- Well the whistle has been there from spring of 2022. And the other noise has been since Aug of last year & I didn't bring it in bc I've been gaslit so much about other things. Including a simple bad auto window switch that literally has never worked & have had them "look" at it twice trying to get it fixed, and nothing was fixed, before I told them again a month ago to fix it. And then they finally did.
The noise has been steadily getting louder so that's how we know its not a normal sound. Plus when we brought it in the 1st time for this noise a month ago, the tech, [redacted] said he heard the noise.
ford- Thank you [redacted] for confirming that. And for reaching out to Ford Motor Company with this concern. I will be escalating this case to a Customer Experience Specialist on the escalated SUV support team. They will contact you through your preferred contact method within a few business days to assist you. Your case number is CA[redacted]

2023-12-20 19:39:39 OBC to dlr to obtain repair information for cust veh Spoke to SA Donna that has advised the cust veh is ready for pick up at this time. SA Donna advised she has been trying to reach the cust to inform the veh has been ready for pick up OBC to conference cust to inform the veh is ready for pick up at this time No response left a VM to inform the veh is ready for pickup Next Steps: email to cust to inform veh is ready for pick up. FCR Ashley Davis SheHerHers Customer Experience Specialist|Ford PV Concern Team O: 1-866-631-3788 Adavi341@ford.com | www.ford.com Ford Motor Company ©

2023-12-20 19:51:00 OBE to the cust Good afternoon, This message is for [redacted], my name is Ashley with Ford Motor Company assisting you with you repairs for you 2021 Ford Bronco. I have spoke with Service Advisor Donna who has informed me that your vehicle has been ready for pick up. She has advised that she has attempted to contact you to inform the vehicle is ready for pick up. I have attempted to reached you on the [redacted] with no response and left a voicemail to inform you the vehicle is ready for pickup. I will be closing the case at this time due to the vehicle being ready and no further assistance is needed by Ford. If in the future, you do need assistance you may reach back out to Ford we will be happy to assist at that time. Thank you for being a Ford loyal customer have a great day. Ashley Davis SheHerHers Customer Experience Specialist|Ford PV Team O: 1-866-631-3788 ext: 78951 Adavi341@ford.com | www.ford.com Ford Motor Company ©

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 12-21-2023 CLOSED: 12-30-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |
DEALER NAME: Sarasota Ford
PA CODE: 01167 DLR SALES CODE: 24402 REGION: S3 ZONE: S3B
VIN: 3FMCR9B68M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | FL | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Battery Range | City Driving | Always
ANALYST NAME: Leslie Evans OPEN ANALYST NAME: # FordGCCTUTM-PROD
COMMENTS:

2023-12-21 18:46:25

OBC to DLR
No answer. LVM with contact information for a call back

Next Steps: Send portal
Follow Up: Friday 12/22

Alice Malone
Coordinator
Proactive Customer/ Dealer Advocate
amalon34@ford.com | www.ford.com.
office: 866-631-3788 ext. 79264

2023-12-21 18:49:26 Uptime Research RO#: [redacted] RO Open Date: 12/20/23 1:56 PM RO#: [redacted] RO Open Date: 12/21/23 8:33 AM Status: Booking to Work starting Swoop Research Completed date: 12/20/23 12:46 Drop off Location: SARASOTA FORD 01167 Job Details: N/A Customer Name: Michelle Vondran Customer Phone: (614) 306-7122 Photos Available: Y

2023-12-21 18:49:40 OBPM Hello, I am reaching out on behalf of your Proactive Customer / Dealer Advocate concerning a case we have for a mutual customer. Can you please provide the following information to assist in progressing this case. Service Advisor: Customer Name: Customer Number: Mileage Veh Concern (reason veh was towed in) Diagnosis (If available): Repairs ETA(if available) : Does your dealership Offer delivery? Was the cust put in a rental or loaner? Are the repairs Warrantable? Has a Technician been assigned? Thank you for your assistance and we look forward to the continued partnership. Additionally, if you have any cases that you need assistance with, please let me know.

2023-12-27 15:03:04 Leslie Evans/Ext.79352/levan117@ford.com OBC TO DLR spoke to Mariana says Micheal is the SA on the case but he is not at his desk left my email for SA to email me Ford Motor Company ® Leslie Evans PROACTIVE CUSTOMER DEALER ADVOCATE levan117@ford.com | www.ford.com O: 866-631-3788 Ext.79352

2023-12-28 17:01:39 [redacted]

2023-12-28 17:02:55 Leslie Evans/Ext.79352/levan117@ford.com OBC TO DLR no answer left vm for callback Ford Motor Company ® Leslie Evans PROACTIVE CUSTOMER DEALER ADVOCATE levan117@ford.com | www.ford.com O: 866-631-3788 Ext.79352

2023-12-29 18:16:47 Leslie Evans/Ext.79352/levan117@ford.com OBC TO CUST confirmed satisfaction says she is happy with her experience Ford Motor Company ® Leslie Evans PROACTIVE CUSTOMER DEALER ADVOCATE levan117@ford.com | www.ford.com O: 866-631-3788 Ext.79352

2023-12-29 18:31:59

Ford Motor Company®
Angel Miller
Business Operations Supervisor – Proactive Customer Dealer Team
amill286@ford.com | www.ford.com
Mon - Fri 7:45 AM – 4:15 PM

SAFETY NET:PCDA may resolve case as customer engaged.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 12-21-2023 CLOSED: 01-05-2024 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Clear Path To Repair |

DEALER NAME: Capital Ford of Lillington

PA CODE: 04188 DLR SALES CODE: 21623 REGION: S2 ZONE: S2V

VIN: 3FMCR9B66M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 29,881

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | NC | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | Always

ANALYST NAME: Zequincia Gonzales OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-12-21 15:20:35

1.Technician pending or assigned? Pending 2. Is there a Copis due to part delay? If so, what is the status? No 3. Is TAC involved? What is the status? No 4. Has the customer been provided with a loaner? Is their evidence of that? No Ford Motor Company ® Zequincia Gonzales Proactive Customer/Dealer Advocate (PCDA) zgonza15@ford.com| www.ford.com O: 866-631-3788 Ext. 79245

2023-12-21 16:20:05

OBC CXS (Zequincia Gonzales/extension #79245) OBC to DLR Capital Ford of Lillington Service (Camella) SA. CXS calling to get RO details. They only have two advisors and they usually don't answer. Service Advisor: Amy Mcmillan Email: Amy.Mcmillan@capitaloflillington.com Customer Name: [redacted] Customer [redacted] Customer Email: Is the veh there? Yes Mileage: RO#[redacted] RO date: Veh Concern? Diagnosis: Repairs ETA: Offer delivery? rental or loaner? Warrantable? Technician Pending or assigned? ~Copy Key Data cannot be completed until the concern has been deemed warranty-able so the CUST contact profile can be attached for accurate copy key data info. NEXT STEPS: Send email to the SA to request the ro details. Ford Motor Company ® Zequincia Gonzales Proactive Customer/Dealer Advocate (PCDA) zgonza15@ford.com| www.ford.com O: 866-631-3788 Ext. 79245

2023-12-21 16:50:36

Service Advisor: Amy
Email: AMY.MCMILLAN@CAPITALOFLILLINGTON.COM
Customer Name[redacted]
Customer Number[redacted]
Customer Email:
Is the veh there? YES
Mileage? 29881
RO#[redacted]
RO date 12/20
Veh Concern? NO START
Diagnosis ETA: TODAY
Repairs ETA: DEPENDS ON DIAGNOSIS
Participatein Pick up & delivery after repairs?
Has a rental or loaner been provided to the CUST? YES
Is this Warrantable not caused by abuse neglect or modification?
Technician Pending or assigned? 20128

2023-12-21 16:53:03

Case Number : [redacted]
Customer : [redacted]
Business Phone : [redacted]
Home Phone : [redacted]
Mobile Phone : N/A
LTV Score : 94
Vehicle Purchase Status : Subsequent Owner
Ford Credit Contract Number :N/A
Part Number :N/A
Dealer Name : Capital Ford of Lillington
Dealer P&A : 04188
Dealer phone : 910-814-2243
VIN : 3FMCR9B66M[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 29881
Engine Specification :1.5L Dragon I3 DI TC Gas B
Transmission Specification :8 Speed Auto Transmission 8F35
Warranty Start Date : 2021-04-22
Open Recall/FSA: 22N18
ESP :0968 - USA 2023 NEW 84/100000 PREMIUMCARE W/ROADSIDE
hotline Contact : NO
Warranty History : YES

2023-12-21 19:06:18

From: Gonzales, Zequincia (Z.)
Sent: Thursday, December 21, 2023 1:06 PM
To: Amy L. Parker
Subject: RE: C[redacted] CRM:046103151

Good-afternoon Amy ,

What were the technician findings? What do you guys recommend for repairs? If you could respond to this email once you have the diagnosis results that would be appreciated.

Thank you

Ford Motor Company ®
Zequincia Gonzales
Proactive Customer/Dealer Advocate (PCDA)
zgonza15@ford.com|www.ford.com
O: 866-631-3788 Ext. 79245

2023-12-21 19:28:29

OBC CXS (Zequincia Gonzales/extension #79245) OBC to CUST[redacted]). CLV- 94 WSD- 04/22/21 MILEAGE-29882 CXS calling to introduce myself as POC, confirm contact info, along with advise of partnership with the DLR to escalate repairs along with offer delivery. Phone disconnected PCDA called back to check if the CUST has any questions. CUST stating this is the third time it has been to the DLR for this issue VEH not starting. 1st time at busy intersection during drive time it did the auto start stop at the DLR and never started back up. It happened multiple times she just only brung it in twice. It has happened when it was both cold and hot. Ignition button sticking and not starting After 6 hours it started up. NEXT STEPS: F/U with the CUST 12/28 to check for updates on the diagnosis & repairs. Ford Motor Company ® Zequincia Gonzales Proactive Customer/Dealer Advocate (PCDA) zgonza15@ford.com| www.ford.com O: 866-631-3788 Ext. 79245

2023-12-27 20:37:19

From: Gonzales, Zequincia (Z.)
Sent: Wednesday, December 27, 2023 2:36 PM
To: Amy L. Parker
Subject: RE:[redacted]

Good-afternoon Amy ,

Any updates on the vehicle repairs? What was recommended?

Ford Motor Company ®
Zequincia Gonzales
Proactive Customer/Dealer Advocate (PCDA)
zgonza15@ford.com|www.ford.com
O: 866-631-3788 Ext. 79245

2023-12-28 15:49:00

OBC CXS (Zequincia Gonzales/extension #79245) OBC to CUST[redacted] CXS calling to verify repair satisfaction & offer GWG. CUST stated they replaced the battery and all is well. CXS offered LMP CUST agreed. NEXT STEPS: Submit GWG in Morley. F/U with the CUST 01/04 to update on the GWG upload. Ford Motor Company ® Zequincia Gonzales Proactive Customer/Dealer Advocate (PCDA) zgonza15@ford.com| www.ford.com O: 866-631-3788 Ext. 79245

2024-01-04 13:26:17

OBC CXS (Zequincia Gonzales/extension #79245) OBC to CUST[redacted]). CXS calling to advise the GWG has been attached to the VIN, advise of survey prompting along w/case closure. CUST aware and has no further questions. NEXT STEPS: Send Recap Email, & SN for closure. Ford Motor Company ® Zequincia Gonzales Proactive Customer/Dealer Advocate (PCDA) zgonza15@ford.com| www.ford.com O: 866-631-3788 Ext. 79245

2024-01-04 17:08:30

Ford Motor Company®
Angel Miller
Business Operations Supervisor – Proactive Customer Dealer Team
amill286@ford.com | www.ford.com
Mon - Fri 7:45 AM – 4:15 PM

SAFETY NET:PCDA may resolve case as customer engaged.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 12-22-2023 CLOSED: 12-29-2023 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | | |

DEALER NAME: El Centro Motors

PA CODE: 05591 DLR SALES CODE: 71423 REGION: W1 ZONE: W1C

VIN: 3FMCR9B61M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | CA | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Slow Crank/Battery | Always

ANALYST NAME: Jennifer Ikhalia OPEN ANALYST NAME: Alice Malone

COMMENTS:

2023-12-22 17:30:24 Uptime Research No data found Swoop Research Completed date: 12/21/23 15:41 Drop off Location: EL CENTRO MOTORS 05591 Job Details: N/A Customer Name: [redacted] Customer Phone: [redacted] Photos Available: Y

2023-12-22 17:33:31

OBC to DLR
No answer. LVM with SA Jerry Ruiz for veh status/ RO details

Next Steps: Send portal
Follow Up: Thursday 12/28

Alice Malone
Coordinator
Proactive Customer/ Dealer Advocate
amalon34@ford.com | www.ford.com.
office: 866-631-3788 ext. 79264

2023-12-22 17:36:03 OBPM Hello, I am reaching out on behalf of your Proactive Customer / Dealer Advocate concerning a case we have for a mutual customer. Can you please provide the following information to assist in progressing this case. Service Advisor: Customer Name: Customer Number: Mileage Veh Concern (reason veh was towed in) Diagnosis (If available): Repairs ETA(if available) : Does your dealership Offer delivery? Was the cust put in a rental or loaner? Are the repairs Warrantable? Has a Technician been assigned? Thank you for your assistance and we look forward to the continued partnership. Additionally, if you have any cases that you need assistance with, please let me know.

2023-12-28 21:28:30 OBC to DLR [redacted] Reason for call: verify veh tow in NOTES: Veh would not start making a loud pop sound and everything shut off. Dlr checked it but all they found was a battery issue. Dlr replaced the battery and veh was back on the road in 48 hours. I created a contact card for the cust because the previous owner was listed. NEXT STEPS: SN case for closure Jennifer Ikhalia SheHer Hers Proactive Customer Dealer Advocate O: (866) 631-3788 ext.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Canceled

OPEN: 12-22-2023 CLOSED: 02-21-2024 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Social Media

CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria

DEALER NAME: Ford Crestview

PA CODE: 08114 DLR SALES CODE: 24551 REGION: S3 ZONE: S3E

VIN: 3FMCR9A63M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 98,124

BODY STYLE: R9A - BRONCO SPORT CX430 BASE

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | FL | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Slow Crank/Battery | Always

ANALYST NAME: SYSTEM OPEN ANALYST NAME: Will Adolf

COMMENTS:

2023-12-22 16:43:02

CONTACT VIA: PHONE[redacted]

CUSTOMER IS SEEKING FIN ASSISTANCE REGARDING THEIR BRONCO'S BATTERY / ELECTRICAL ISSUES

I need another case open for my Bronco sport. That's yet again in the shop and going to cost me 2,400 to get fixed!!
This is getting ridiculous!!!!! That vehicle has been in the shop half of its life
And Ford refuses to buy it back because of the miles. Well if you would have bought it back in the beginning we wouldn't be this many miles!!!!!!

Hello, [redacted]. I'd be glad to help in any way that I can. Would you please confirm your current mileage, as well as the name and address of the Ford dealership your Bronco is currently at?

Current mileage is around 98,000 mi because I use the vehicle to work. The dealership that it's at is step one automotive in Crestview, Florida. I'm already currently waiting on 2500 rental car fees from Ford that I haven't heard anything about from the last time. It was in the shop for 4 months waiting on a transmission
That money would be nice to have to pay for the new problems that this POS is having!! Negative battery terminal, alternator, wire connectors. All problems that are documented online and Ford has not done recalls on!!!!!

Thank you, [redacted] I'll escalate your case to our Vehicle Specialists. They'll review your case and contact you via phone within a few business days. Your case number is[redacted].

2024-01-05 21:15:44 OBC TO CUSTOMER [redacted] CXS called customer for a follow up and to see if further assistance was still needed. Customer was not available and a voicemail was left as well as an email sent. OBC TO DEALER Ford Crestview 8506822721 NATHAN SA CXS spoke to Nathan in service and he said that customer is getting a charging system fault and had a popping noise. Nathan said the alternator is not charging and the battery monitor system is broken and someone tried to fix it themselves. Nathan said that that is effecting the alternator but do not know what went out first either the alternator or sensor. Nathan said that customer is outside of warranty. The broken sensor would not have been covered. Nathan said that he will get with SM to have her open a Goodwill case to see what Ford would be willing to contribute to. NEXT STEPS: CXS will follow up with dealer for financial assistance then customer. Mesha Vigne Passenger Vehicle Team mvigne@Ford.com | Office: 866-631-3788 ext. 79968 7:30 am-4:00 pm CST Mon-Wed, Fri & Sat.

2024-01-09 21:05:30 [redacted] FastPath NA CRC OBPM to dealer- The request for financial assistance has been approved. FMC has authorized $484.58 towards repairs. An approval code has been generated in the FLL Request form based on the following participation: Customer Share: $726.87 Dealer Share: $0.00 Ford Share: $484.58 FPS generated P11 Approval Code[redacted] Mesha Vigne Passenger Vehicle Team mvigne@Ford.com | Office: 866-631-3788 ext. 79968 7:30 am-4:00 pm CST Mon- Wed, Fri & Sat.

2024-01-09 21:16:02 OBC TO DEALER Ford Crestview 8506822721 NATHAN SA CXS called dealer for repair status. CXS spoke to Josh in service and he said that customer needs an Alternator. Repairs are underway. NEXT STEPS: CXS will continue to monitor case for repair status and follow up with customer. Mesha Vigne Passenger Vehicle Team mvigne@Ford.com | Office: 866-631-3788 ext. 79968 7:30 am-4:00 pm CST Mon- Wed, Fri & Sat.

2024-01-17 18:20:27 OBC TO DEALER Ford Crestview 8506822721 NATHAN SA CXS contacted dealer for repair status. CXS was sent to Nathan's voicemail where I was able to leave a message. CXS also sent dealer portal message requesting repair status. Mesha Vigne Passenger Vehicle Team mvigne@Ford.com | Office: 866-631-3788 ext. 79968 7:30 am-4:00 pm CST Mon- Wed, Fri & Sat.

2024-01-17 18:29:17 OBC TO CUSTOMER [redacted] CXS called customer for a follow up. Customer said that his vehicle is still at dealer and that his insurance company was able to cover the alternator along with Ford's contributions but the shocks and battery post could not be covered. NEXT STEPS: CXS will continue to monitor case for repair status then follow up with customer. Mesha Vigne Passenger Vehicle Team mvigne@Ford.com | Office: 866-631-3788 ext. 79968 7:30 am-4:00 pm CST Mon- Wed, Fri & Sat.

2024-01-18 16:42:06

*Customer
My vehicle has been in the shop for a quarter of its life! LEMON!!! Anyway it's back in the shop with 2500 out of pocket expenses. Ford did offer to "help with the alternator but I still can't afford the rest. I need more assistance! Ford owes me 9ver $2500 for rental car reimbursement and of course I haven't seen a dime!!!

2024-01-22 21:52:15 OBC TO CUSTOMER [redacted] THOMAS SA CXS called dealer for repair status and spoke to Thomas in service and he said that they are still working on vehicle. NEXT STEPS: CXS will continue to monitor case for repair status then follow up with customer. Mesha Vigne Passenger Vehicle Team mvigne@Ford.com | Office: 866-631-3788 ext. 79968 7:30 am-4:00 pm CST Mon- Wed, Fri & Sat.

2024-01-26 20:53:58	OBC TO CUSTOMER [redacted] THOMAS SA CXS called customer for a follow up. Customer was informed that shocks were not covered and that Ford did contribute to repair cost and is not able to negotiate for more offer. Customer begin to be very rude and disconnected the call. NECT STEPS: CXS sent customer email to see if further assistance was still needed from me since his vehicle is still at dealer. CXS will wait for a response from customer then contact dealer for repair completion. Mesha Vigne Passenger Vehicle Team mvigne@Ford.com | Office: 866-631-3788 ext. 79968 7:30 am-4:00 pm CST Mon- Wed, Fri & Sat.
2024-02-21 16:39:25	CLV: 73 WSD: 4/22/2021 Mileage: 91,722 What was the repair and/or issue? Customer contacted Ford for financial assistance What assistance did Ford provide? CXS partnered with dealer and provided financial assistance with repair cost Did we offer any goodwill, if YES, what, if NO, why not? (Core Plan, Maintenance Plan, Vehicle Payment) Yes Was the customer pleased with the offer? Customer declined Is the vehicle repaired and returned to the customer? Yes Is the customer satisfied with Ford's participation/repair? If not, why? No, customer wanted Ford to cover repairs at 100% Did we resolve all the customers concerns, both initial and subsequent. If not, why? Yes Did you advise the customer regarding the Survey? Yes Did we close all obligations with the dealer? Yes Did we send the thank you/Recap email confirming what assistance you/we provided for this customer? Yes What do you feel the outcome of this case will be regarding the Survey, a detractor (1-3) 3 Customer was very rude and disrespectful when trying to offer further assistance. Customer declined further assistance from me as well as GWG offer due to Ford not covering repair cost at 100% to which his insurance covered a portion as well as Ford. Mesha Vigne Passenger Vehicle Team mvigne@Ford.com | Office: 866-631-3788 ext. 79968 1:30 pm-10:00 pm CST Mon-Fri

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 12-28-2023 CLOSED: 01-06-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |
DEALER NAME: Capital Ford Inc
PA CODE: 00978 DLR SALES CODE: 21019 REGION: S2 ZONE: S2D
VIN: 3FMCR9B67M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | NC | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | No Crank | UNKNOWN
ANALYST NAME: Zikomo Jones OPEN ANALYST NAME: # FordGCCTUTM-PROD
COMMENTS:

2023-12-29 20:39:43

OBC to DLR
Spoke with Camilla
Veh has an appt set 1/2
Is the veh currently located at the dealership? N

Next Steps: contact dlr for Ro details
Follow Up: Wednesday 1/3

Alice Malone
Coordinator
Proactive Customer/ Dealer Advocate
amalon34@ford.com | www.ford.com.
office: 866-631-3788 ext. 79264

2023-12-29 20:43:17 Uptime Research No data available Swoop Research Completed date: 12/27/23 15:36 Drop off Location: CAPITAL FORD INC 05125 Job Details: -Lights turned on and everything turned blank. Customer Name: [redacted] Customer Phone:[redacted] Photos Available: Y

2024-01-03 22:28:04 OBC to Capital Ford Inc- Talked to SA Will, he stated the vehicle is not in the system and not in at the dealership Next step Follow up with customer Zikomo Jones He | Him | His Proactive Customer/Dealer Advocate (PCDA) - Office: 866-631-3788 Ext: 79139 P.O Box 6248 Dearborn, MI 48126

2024-01-03 23:02:18

IBC from cust stating they missed a phone call from an agent regarding there case[redacted]. They stated they received the veh back after the battery died in the middle of the freeway. I offered to reach out to the agent and see if she can take over the call. Advised him the agent is not available and it is mandatory an agent confirm the cust is good to go before closing a case. Provided case #[redacted]-[redacted]

Next Step: Updated agent in Webex

Ford Motor Company ®
Nicola Short | Customer Experience Specialist | Houston CRC
866.631.3788 x79817
nshort4@ford.com | www.ford.com
Mon-Fri 9AM to 5:30PM CST

2024-01-03 23:32:04 OBC to SEAN CHARLES- Customer stated they picked up vehicle already. Vehicle needed a battery Next step SN for closing case Zikomo Jones He | Him | His Proactive Customer/Dealer Advocate (PCDA) - Office: 866-631-3788 Ext: 79139 P.O Box 6248 Dearborn, MI 48126

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Canceled
OPEN: 12-28-2023 CLOSED: 01-09-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Dean Sellers Inc
PA CODE: 02694 DLR SALES CODE: 48039 REGION: G2 ZONE: G2A
VIN: 3FMCR9B68N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 28,285
BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | MI | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | Auto-Start-Stop | inoperative
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Che'Rai Laster
COMMENTS:

2023-12-28 14:15:14	Cust: Similar to this post [redacted] my 2022 Sport Big Bend will go through the auto start-stop feature, but then will not start upon trying to re-start again. The process goes like this: -vehicle comes to a complete stop -automatic engine start-stop feature occurs and the engine turns off -driver releases foot off the brake -engine doesn't turn over Upon trying to start the engine, the dashboard just flickers (I have video of the dashboard attached). We were able to fix it the 1st time it happened by removing the terminals from the battery, but the other 2 times it happened, nothing could be done. It happened this past Sunday and we had to have it towed, and with the vehicle locked up, the wheels didn't move when getting towed. The dealership pretty much blamed me for disconnecting the battery this most recent time, as that apparently clears all data from the vehicle's logs? Just my perception knowing how computers work, but there should still be some level of data retention, even if the battery gets disconnected? I've taken the vehicle to 2 different dealerships. Dean Sellers Ford in Troy has had the vehicle 2 separate times. We permitted the mechanic to drive it to/from the dealership to his house for about 200 miles and he couldn't replicate the issue. Now the vehicle is back at the dealership since last Sunday and they cannot replicate the issue again. I'm asking for help from someone to look into this on a deeper level and provide an actual fix. This is a substantial security and safety concern to have the engine turn off and refuse to turn back on. If someone can please help, I've attached some video of what the dashboard/vehicle was behaving like last weekend. There is a photo that shows a notification from the Ford Pass app about remote features being disabled to preserve battery. We have paid for the extended warranty and really want Ford to help us out in this case, please let me know what other information is needed, thank you! Ford: Good morning! Could you privately message us with your VIN and the name and location of your preferred Ford dealer so I can look into this engine concern? Thank you! Cust: Hello, I recently posted in the forum about my 2022 Big Bend Sport dying after the auto start-stop feature is engaged, as well as some videos, one of which points out that the vehicle smelled like rotten eggs when trying to start. Here is the link to the forum post [redacted] Here is the VIN of the BB Sport: 3FMCR9B68N[redacted] We prefer Dean Sellers Ford dealership due to their great hospitality. The address to that dealership is: 2600 W Maple Rd, Troy, MI 48084 Please let me know what other information you may need. Thank you so much for reaching out! Ford: Hey there, thanks for taking the time to send us a message! My name is Rai and I am a Social Media Specialist for Ford. Before moving forward, I just need you to confirm a few details. Could you please provide: -Current mileage -Your full name -Vehicle owner's full name and your relation (if applicable) -Zip code -Mobile or home phone number (please specify) -Email -Preferred method of contact Cust: Hello Rai, thank you so much! Here is the info. -Current mileage: 28,285 -Your full name [redacted] -Vehicle owner's full name and your relation (if applicable) : [redacted] (wife) -Zip code: [redacted] -Mobile or home phone number [redacted] -Preferred method of contact : phone call or text Ford: Thank you for confirming that for me, [redacted]. I'm in the process of creating a case for you in our system. Just to clarify, have you received any recent info/assistance from Dean Sellers Ford or another dealer in the last 30 days regarding your engine concern? If so, what has been communicated to you? Cust: Yes. The vehicle has been at Dean Sellers since December 17th, when we had to have it towed there from Oakland Mall. They were working on it since then. Jamie from the dealership called me yesterday and said they've had 4 different techs drive it with 4 different driving styles, none of which were able to replicate the issue. Due to that being the case, they completed the vehicle inspection. Jamie asked that nobody touch the battery or the terminals next time this happens(we've been disconnecting the battery to help get it to start again, since the vehicle goes through the short-out cycle or otherwise refuses to turn over, as shown in the videos from my original post), and asked to pay attention to where the vehicle is experiencing the issue (all 3 times have been separate locations). That being the case, he said there isn't anything else they can do. Also, a user in the forum commented on my post about the rotten egg smell when the vehicle died and us trying to re-start it. Upon research online, it looks like this can be hydrogen sulfide gas escaping the battery, which explains the sulfuric or rotten egg smell. I made mention of it on the overnight dropbox envelope when leaving the keyfob at the dealership, but they never addressed it. Nor did they seem to have any interest in receiving the videos that were taken, showing the dashboard cycling through notification messages. Ford: Thank you for reaching out to Ford Motor Company with this concern. I will be escalating this case to a Customer Experience Specialist on the SUV support team. The SUV Team will have the resources needed to best assist you and your dealership regarding your situation. Once the case has been fully reviewed, the SUV Team will reach out to you through your preferred contact method within a few business days to assist you. Your case number is [redacted].
2024-01-03 16:40:33	OBC to dealership: SA Jamie is out sick 248-643-3389 ext. 312 Next step: Try again tomorrow
2024-01-03 16:43:24	OBC to customer: Gave update to hold off from picking up the vehicle until I am able to get more information from SA Jaime Ford Motor Company Customer Experience Specialist/ PV Concern team Miguel Alanis malanis2@ford.com| www.ford.com Office: 1-866-631-3788 ext. 78955
2024-01-04 16:35:13	OBC to dealership: Spoke with SA Jaime. Unable to duplicate problem because customer has been disconnecting the battery when told multiple times to not do that. FOUND BATTERY TERMINALS LOOSE TOP OFF CHARGED BATTERY CLEANED AND TIGHTENED BATTERY CABLES RESET BATTERY MONITOR SENSOR Ford Motor Company Customer Experience Specialist/ PV Concern team Miguel Alanis malanis2@ford.com| www.ford.com Office: 1-866-631-3788 ext. 78955
2024-01-04 16:39:16	OBC to customer: Confirmed with customer the tech findings that unable to duplicate and 4 different techs have drove the vehicle they were unable to confirm the concern Next step: Safety net for closure Ford Motor Company Customer Experience Specialist/ PV Concern team Miguel Alanis malanis2@ford.com| www.ford.com Office: 1-866-631-3788 ext. 78955

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 12-28-2023 CLOSED: 01-09-2024 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Customer has vehicle |

DEALER NAME: Sames Motor Company, Inc.

PA CODE: 04498 DLR SALES CODE: 52772 REGION: C2 ZONE: C2D

VIN: 3FMCR9D95N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 19,079

BODY STYLE: R9D - BRONCO SPORT BADLANDS 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | No Crank | Always

ANALYST NAME: Tabrionna Butler OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-12-28 22:11:49

UPTIME RESEARCH FINDINGS R.O#: [redacted] R.O OPEN DATE: 12/28/23 DEALER NAME: Sames Motor Company, Inc. REPAIR STATUS: Technician Stops Work TECH ASSIGNED: Yes TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Advocate-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:30am-5:00pm CST

2023-12-28 22:54:44

OBC to Dealer 9567214700 CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: Verify cust/vehicle info & obtain R.O information Notes: Spoke to Yolanda in service provided VIN confirmed vehicle is at dlr. PCDA obtained pertinent info needed & confirmed cust contact info. cust concern- warning indicator message on dash after shutting off vehicle will not start/crank P&A CODE: 04498 Last 8 of VIN: NR[redacted] WSD: 1/6/2022 VEHICLE: 2022 Bronco Sport MILEAGE: 19079 RO NUMBER[redacted] SERVICE ADVISOR NAME/EMAIL: Luis Salas DATE VEHICLE ARRIVED ON: 12/27/23 DIAGNOSIS FINDINGS: IS THE REPAIR WARRANTABLE: PART NUMBER: CUSTOMER'S PHONE [redacted] CUSTOMER'S NAME: [redacted] ADMIN: [redacted] CLV: 98 DATE VEHICLE LEFT ON: DEALERSHIP OFFER DELIVERY: YES CUSTOMER IN RENTAL? ADD RENTAL VIN/DETAILS: No NEXT STEPS: COPY KEY DATA>VOR TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Advocate-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:30am-5:00pm CST

2023-12-28 22:56:12

COPY KEY DATA Case Number : [redacted] Customer : [redacted] Business Phone : [redacted] Home Phone : [redacted] Mobile Phone : [redacted] LTV Score : 98 Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Sames Motor Company, Inc. Dealer P&A : 04498 Dealer phone : 9567214700 VIN : 3FMCR9D95[redacted] Year : 2022 Make : FORD Model : BRONCO SPORT Mileage : 19079 Engine Specification : 2.0L TIVCT GTDI T/C 240PS GAS Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2022-01-06 Open Recall/FSA: 22L05 VEHICLE EMISSIONS CONTROL INFORMATION LABEL UPDATE ESP : NONE Hotline Contact : NO Warranty History : NO

2024-01-03 16:56:51

See [redacted] for Call Record

OBC to Dealer 9567214700
CXSP/DXS (Tabrionna Butler ext 79387)
Reason for Call: Vehicle status

Notes: Spoke to S.A Luis inquired about vehicle status Luis stated dlr replaced battery cust picked up on 12/29

Next Steps: FU w/ cust for CSAT

TABRIONNA BUTLER
She | Her | Hers
Customer/Dealer Experience Advocate-Proactive
Ford CX/DX Team
O:1866-631-3788 ext 79387
Mon-Fri 8:30am-5:00pm CST

2024-01-03 17:08:17

OBC to Cust [redacted] CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: CSAT Notes: No answer from cust vm left detailing reason for call provided case no, contact info & advised of FU set for 1/4 Next Steps: email cust>reattempt 1/4 TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Advocate-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:30am-5:00pm CST

2024-01-03 18:51:45

IBC - Cust called in wanting to get a update on the case cxs reached out to theTabrionna Butler via webex .

Next steps- Ask the cust if the if those repairs were completed to your satisfaction.

The 2nd time the cust dose not know if the veh will start or happen again . The battery in so hopefully it wont do it again.
When the veh reverse to sounds like rubbing metal cust when she drives the veh.

Ford Motor Company ®

Sherray Harley

Customer Experience Specialist, Ford CX Team

Sharley6@ford.com | www.ford.com

office: 866-631-3788 ext. 79710

2024-01-04 21:28:11	OBC to Cust [redacted] CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: CSAT Notes: Spoke to cust stated vehicle is running fine but is not confident the repair will rectify the issue as this is the 2nd time the vehicle has been towed to the dlr for this issue. PCDA assured cust that concerns should no longer be present & that PCDA will FU again on 1/8 to allow cust more time to drive vehicle before moving to close out the case. PCDA also advised that if it happens again that vehicle will need to go back to dlr & FSE will have to be engaged. PCDA offered ESP to cust but cust declined as she has already purchased ESP. Next Steps: Reattempt 1/8 TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Advocate-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:30am-5:00pm CST
2024-01-08 19:24:16	OBC to Cust 9566454055 CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: final contact Notes: No answer from cust vm left detailing reason for call provided contact info & survey prompt Next Steps: Final email>move to close TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Advocate-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:30am-5:00pm CST

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 12-29-2023 CLOSED: 01-11-2024 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Technical Support |

DEALER NAME: Bill Currie Ford

PA CODE: 04945 DLR SALES CODE: 24203 REGION: S3 ZONE: S3B

VIN: 3FMCR9B67N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | FL | | USA

HOME PHONE:

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

ANALYST NAME: Leslie Evans OPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2023-12-29 15:51:00 RO# 0000000[redacted] RO Open Date 12/29/23 Dealer Name Bill Currie Ford Has a tech assigned? No Repair Status Flag C - Booking to Work Starting Ford Motor Company ® Leslie Evans PROACTIVE CUSTOMER DEALER ADVOCATE levan117@ford.com | www.ford.com O: 866-631-3788 Ext.79352

2023-12-29 15:53:59 Case Number :[redacted] Customer : Generic Contact US Ford Dealer NA CRC Business Phone[redacted]LTV Score : 72 Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Bill Currie Ford Dealer P&A : 04945 Dealer phone : 8135545360 VIN : 3FMCR9B67[redacted]Year : 2022 Make : FORD Model : BRONCO SPORT Mileage : 18803 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2022-01-20 Open Recall/FSA: : 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS ESP : 0968 - USA 2022 BASIC MAINT 24/24K-GAS/HYBRID 7.5K-$42 REIMB 0968 - USA 2022 24/15,000 RENTALCARE (WARRANTY REPAIRS ONLY) Hotline Contact : none Warranty History : PCM PROGRAMMING AND DRAIN TUBE INST ALLATION

2023-12-29 15:59:32 Leslie Evans/Ext.79352/levan117@ford.com OBC TO DLR spoke with AAliyah Service Advisor: PJ Customer[redacted] Customer Number:[redacted] Customer Email: n/a Is the veh there? yes Mileage? no RO# RO date Veh Concern? shut off while she was driving Diagnosis: pending Repairs ETA: n/a Does the dlr Offer delivery? Rental? no Loaner? no Warrantable? Technician Pending or assigned? Ford Motor Company ® Leslie Evans PROACTIVE CUSTOMER DEALER ADVOCATE levan117@ford.com | www.ford.com O: 866-631-3788 Ext.79352

2024-01-03 21:18:53 Leslie Evans/Ext.79352/levan117@ford.com :OBC FROM CUST intro to the cust says she is concerned with needing a vehicle and say that PJ would be working on it I see in a concern case that PJ would be opening a IWL for the cust OBC TO DLR spoke with PJ says that they are still in diag mode they are putting n a a battery and that may fix the issue of the vehicle shutting off while driving should have a full diag on tomorrow Ford Motor Company ® Leslie Evans PROACTIVE CUSTOMER DEALER ADVOCATE levan117@ford.com | www.ford.com O: 866-631-3788 Ext.79352

2024-01-04 20:50:51 Leslie Evans/Ext.79352/levan117@ford.com : OBC TO DLR spoke with PJ says the vehicle will be ready for pickup today Ford Motor Company ® Leslie Evans PROACTIVE CUSTOMER DEALER ADVOCATE levan117@ford.com | www.ford.com O: 866-631-3788 Ext.79352

2024-01-08 20:54:15 Leslie Evans/Ext.79352/levan117@ford.com OBC TO CUST no answer left vm Ford Motor Company ® Leslie Evans PROACTIVE CUSTOMER DEALER ADVOCATE levan117@ford.com | www.ford.com O: 866-631-3788 Ext.79352

2024-01-09 21:10:19 Leslie Evans/Ext.79352/levan117@ford.com :OBC To CUST 2nd contact for satisfaction no answer will make final attempt in tomorrow Ford Motor Company ® Leslie Evans PROACTIVE CUSTOMER DEALER ADVOCATE levan117@ford.com | www.ford.com O: 866-631-3788 Ext.79352

2024-01-10 17:57:03 Leslie Evans/Ext.79352/levan117@ford.com OBC TO CUST no answer vm Ford Motor Company ® Leslie Evans PROACTIVE CUSTOMER DEALER ADVOCATE levan117@ford.com | www.ford.com O: 866-631-3788 Ext.79352

2024-01-10 19:37:15

Ford Motor Company®
Angel Miller
Business Operations Supervisor – Proactive Customer Dealer Team
amill286@ford.com | www.ford.com
Mon - Fri 7:45 AM – 4:15 PM

SAFETY NET:PCDA may resolve as customer engaged.

CASE ATTACHMENTS:

CASE NUMBER[redacted] STATUS: Information Provided
OPEN: 01-02-2024 CLOSED: 01-09-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Customer has vehicle |
DEALER NAME: Koons Ford Woodbridge
PA CODE: 02540 DLR SALES CODE: 27048 REGION: N4 ZONE: N4A
VIN: 3FMCR9B64M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 19,608
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | VA | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Stalls/Quits | Cruise/ Steady Speed | Intermittent
ANALYST NAME: P Rxsap OPEN ANALYST NAME: Dominique Dixon
COMMENTS:

2024-01-02 15:50:54

UPTIME RESEARCH TEMPLATE

Is RO open? closed
RO# 00000[redacted]
RO Open Date: 01/02/2024
Dealer Name: Koons Ford Woodbridge
Has a tech assigned? YES
Repair Status: Diagnosis Completed
Is there COPIS Ticket? If so, what is the status? NO
Is there a TAC Request? If so, what is the status? NO
Is there evidence of a loner vehicle? NO

Ford Motor Company ®
Tamika Durham
Proactive Customer/Dealer Advocate
tdurha10@ford.com | www.ford.com
Office: 866-631-3788 ext. 79468

2024-01-02 16:39:06 Tamika Durham/79468/tdurha10@ford.com OBC TO DLR: 7039865500 REASON FOR CALL: Veh towed to DLR LAST 8 OF VIN: MR[redacted] VEH: 2021 Bronco Sport MILEAGE: 19608 SERVICE[redacted] CLV SCORE: 72 WSD: 3/13/2021 RO#: [redacted] RO DATE: 01/02/24 IS VEH AT DLR: No VEH CONCERN: Console went blank, veh cutt off. DIAGNOSIS: Unable to duplicate. ETA REPAIR COMPLETION: 01/02/2023 Offer Complementary Delivery? Rental? Loaner? Warrantable? Technician Pending or assigned? Notes: Spoke with young lady in Service. Call was placed on hold for over 7 minutes. Agent disconnected call. Called back in and spoke to Mike. Transferred the call to SA Terrell. DLR could not duplicate concern. Veh did not have any stored codes or faults. Tech and Porter did test drive veh. Battery tested fine. Cust says she did received multiple warning alerts on FordPass. Did see something regarding the remote start being disabled. Next Steps: Contact cust Ford Motor Company ® Tamika Durham Proactive Customer/Dealer Advocate tdurha10@ford.com | www.ford.com Office: 866-631-3788 ext. 79468

2024-01-02 17:05:11 Tamika Durham/79468/tdurha10@ford.com OBC to Cust[redacted] Called cust for initial contact. Agent explained role as PCDA Tow driver did jump start the veh and cust drove veh at DLR the next day. Cust explained the diagnostics did not record the incident. They could not duplicate. Fan and shifter nob were blinking until the veh shut down. Cust says there was a Message "To save battery the veh shut down." Email verified[redacted] Next steps: Email sent to cust with agent contact info. Ford Motor Company ® Tamika Durham Proactive Customer/Dealer Advocate tdurha10@ford.com | www.ford.com Office: 866-631-3788 ext. 79468

2024-01-08 21:41:30 Tamika Durham/79468/tdurha10@ford.com OBC TO DLR: 7039865500 Called to get status of veh repairs. Spoke with Nikki in Service. DLR says: Showing RO was invoiced on 01/02/2024. Veh is no longer at DLR. OBC to Cust: [redacted] Cust says she ended up scheduling an appt with DLR regarding the concerns. They were not able to duplicate concerns. Was at DLR for 3 hours. Cust says she is worried because she does not want this to happen again. Agent let cust know her concerns will be documented as feedback. Next steps: Add negative feedback case. Send recap email to cust and safety net to close case. Ford Motor Company ® Tamika Durham Proactive Customer/Dealer Advocate tdurha10@ford.com | www.ford.com Office: 866-631-3788 ext. 79468

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided

OPEN: 01-03-2024 CLOSED: 01-12-2024 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: Peacock Ford

PA CODE: 05843 DLR SALES CODE: 24214 REGION: S3 ZONE: S3C

VIN: 3FMCR9C66M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 19,750

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | FL | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Lack/Loss of Power | Acceleration | Always

ANALYST NAME: Seneca Anthony OPEN ANALYST NAME: # FordGCCTUTM-PROD

COMMENTS:

2024-01-03 19:13:19	Case Number [redacted] Customer [redacted] Business Phone [redacted] Home Phone : [redacted] Score : 90 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Peacock Ford Dealer P&A : 05843 Dealer phone : 4076447111 VIN : 3FMCR9C66M[redacted] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 19750 Engine Specification : 1.5L Dragon I3 DI TC Gas Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-09-04 Open Recall/FSA: : 22N15 GATEWAY MODULE REPROGRAMMING FOR INSPECTION AND MAINTENANCE IM TESTING 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTOR ESP : N/A Hotline Contact : N/A Warranty History : N/A
2024-01-03 19:18:39	UPTIME RESEARCH RO# [redacted] RO Open Date: 1/2/2024 Dealer Name:Peacock Ford Has a tech assigned?Yes Repair Status: Diagnosis Started Is there COPIS Ticket? If so, what is the status? NO DATA FOUND Is there a TAC Request? If so, what is the status? NO DATA FOUND Is there evidence of a loner vehicle? NO DATA FOUND Ford Motor Company ® Seneca Anthony Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team Santho30@ford.com O: (866)631-3788 ext. 79061
2024-01-03 19:18:39	UPTIME RESEARCH RO# [redacted] RO Open Date: 1/2/2024 Dealer Name:Peacock Ford Has a tech assigned?Yes Repair Status: Diagnosis Started Is there COPIS Ticket? If so, what is the status? NO DATA FOUND Is there a TAC Request? If so, what is the status? NO DATA FOUND Is there evidence of a loner vehicle? NO DATA FOUND Ford Motor Company ® Seneca Anthony Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team Santho30@ford.com O: (866)631-3788 ext. 79061
2024-01-03 19:28:55	SANTHO30@ford.com 2021 Ford Bronco Sport 19750 miles WSD: 9/4/2021 CLV 90 OBC to DLR RO# [redacted] No answer, left voicemail Service Advisor: Vehicle Concern: Next step send portal message. Seneca Anthony Proactive Customer/Dealer Advocate Ford Proactive Dealer Team Santho30ord.com O: (866)631-3788 ext. 79061
2024-01-03 19:31:14	

Ford Motor Company ®
SWOOP VERIFIED
Customer Name:
Ashley Mazza
Customer Phone:
(407) 616-2023

Seneca Anthony
Proactive Customer/Dealer Advocate
Ford Proactive Dealer Team
Santho30ord.com
O: (866)631-3788 ext. 79061

2024-01-03 19:45:09

Ford Motor Company ®
OBC TO CX
(407) 616-2023
Made Contact

Vehicle Concern
- 3rd Electrical Failure
(1st time was the Battery, 2nd time Brand new Alternator)
- Vehicle Shut down, while driving.
- While moving at 20 mph.

Power steering locked up
Everything locked up
Vehicle was purchased used, with 12,000 miles

Discussed the Buyback option
CX dealer states the customer would be liable for a loaner vehicle if the concern was not covered under warranty.

DLR has not confirmed 1/3 that the vehicle was ready, they found a loose wire.
NEGATIVE FEEDBACK.

DLR informed the CX that if it was a rodent concern the concern would not be covered under warranty.
Towing was requested for 10 am, CX sat for 4 hours. 1st Truck that came was the wrong truck, truck was a reckon truck and not a flatbed. CX states she had to contact the driver and confirm he was on a flatbed and he confirmed he was not.
The 2nd tow was indeed current truck (flatbed) and the driver was amazing to work with. Verified email with CX.

Seneca Anthony
Proactive Customer/Dealer Advocate
Ford Proactive Dealer Team
Santho30ord.com
O: (866)631-3788 ext. 79061

2024-01-03 19:54:12 Ford Motor Company ® NEGATIVE FEEDBACK CASE [redacted] Seneca Anthony Proactive Customer/Dealer Advocate Ford Proactive Dealer Team Santho30ord.com O: (866)631-3788 ext. 79061

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved
OPEN: 01-04-2024 CLOSED: 01-04-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Inbound NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |
DEALER NAME: Klaben Ford
PA CODE: 02163 DLR SALES CODE: 44083 REGION: G4 ZONE: G4B
VIN: 3FMCR9C69N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 22,000
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | VA | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | Slow Crank/Battery | UNKNOWN
ANALYST NAME: Vanessa Dela torre OPEN ANALYST NAME: Vanessa Dela torre
COMMENTS:
2024-01-04 14:36:22

BCM [redacted]

Cust says/per cust, I bought 2022 bronco sport, on Oct 2022. I have notable issue and I feel that its a Lemon. the batter drains very quickly. on Feb the battery was replace. then on Aug the battery is dead
then Im reading another warning message its draining the battery, so it seems that the veh battery only last for 6 months.

the brake Seems accumulating dust and making a noise.

I have a schedule on the 10thJAN2024

Dlr says: NA
Crc adv :

advice that the veh
22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION

the veh is within factory warranty
WARRANTY START DATE:30-September-2022

Bumper-to-Bumper : 3 years / 36,000 Miles (whichever occurs first)
Powertrain&RSA : 5 years / 60,000 Miles (whichever occurs first)

part of the RSA
Battery jump starts.
Towing to a Ford Dealer

I understand that this issue happen twice, but the veh has not been diagnose within the last 30days. I would recommend that the veh brought in to the dlr. call us back for any advice or if the dlr is unable to Relicate or Identify the veh issue.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 01-09-2024 CLOSED: 01-09-2024 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Clear Path to Repair |

DEALER NAME: Park Rapids Ford

PA CODE: 04205 DLR SALES CODE: 58497 REGION: G5 ZONE: G5B

VIN: 3FMCR9D99M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9D - BRONCO SPORT BADLANDS

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | MN | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | Always

ANALYST NAME: Constance Murdock OPEN ANALYST NAME: # FordGCCTUTM-PROD

COMMENTS:

2024-01-09 18:33:40	Proactive Roadside Constance (PROACTIVE SPECIALIST) Confirm Repair Order Details: N/A Technician pending or assigned? Towed Is there a COPIS Ticket? If so, what is the status? N/A Is there a TAC Request? If so, what is the status? N/A Is there evidence of a loner vehicle? N/A Ford Motor Company ® Constance Murdock She|Her|Hers Roadside Proactive Customer Dealer Advocate cmurdoc5@ford.com| www.ford.com office: 866-631-3788 X 79277 Monday - Friday 9 am to 5:30 pm (central standard time)
2024-01-09 18:37:45	OBC to Dealer CXS (Constance/ext. #79277) Outbound Call to Dealer Reason For Call: Repair Status Last 8 Vin: MR[redacted] Vehicle: 2021 Bronco Sport Customer Phone Number: [redacted] Customer Name: [redacted] Yes Diagnosis: N/A Repair Warrantable: N/A Vehicle Arrived On: N/A The day the vehicle left: N/A Customer in Rental: N/A Customer Pay: N/A Rental Vin: N/A Service Advisor: N/A RO Number: N/A Mileage: N/A P&A Code: 04205 Notes: The SA Phil mentioned that the veh has been completed and picked up. The veh needed a new battery. Follow-Up: N/A Next Steps: F/U with the cust to address any questions. Ford Motor Company ® Constance Murdock She|Her|Hers Roadside Proactive Customer Dealer Advocate cmurdoc5@ford.com| www.ford.com office: 866-631-3788 X 79277 Monday - Friday 9 am to 5:30 pm (central standard time)
2024-01-09 18:43:45	Customer Engaged/ Email Confirmed: OBC: To the cust, to address questions or concerns, the cust mentioned that she is satisfied with the repairs, her only concern was not knowing how the battery went dead. And she has no questions at the moment. Next Steps: Closed the case. Ford Motor Company ® Constance Murdock She|Her|Hers Roadside Proactive Customer Dealer Advocate cmurdoc5@ford.com| www.ford.com office: 866-631-3788 X 79277 Monday - Friday 9 am to 5:30 pm (central standard time)
2024-01-09 18:49:03	From: Murdock, Constance (C.) Sent: Tuesday, January 9, 2024 12:49 PM To: [redacted] Subject: [redacted] Hello, this is Constance from Ford Motor, I am pleased to hear that you are satisfied with the repairs that were done to your battery at Park Rapids Ford. Your case number is in the subject line and contact details are below. Please reach out if you have any questions. Thank you for being a Loyal Ford Member. Ford Motor Company ® Constance Murdock She|Her|Hers Proactive Roadside Customer Dealer Advocate email cmurdoc5@ford.com| www.ford.com office: 866-631-3788 X 79277 Monday - Friday 9 am to 5:30 pm (central standard time)

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: In Progress
OPEN: 01-10-2024 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: | | |
DEALER NAME: Tom Masano Ford
PA CODE: 09954 DLR SALES CODE: 16223 REGION: N3 ZONE: N3C
VIN: 3FMCR9B63M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | PA | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | No Crank | UNKNOWN
ANALYST NAME: SYSTEM OPEN ANALYST NAME: Dominique Dixon
COMMENTS:

2024-01-10 19:37:14 OBC to Dlr: Ronda states she would need to call agent back to verify if veh is down at dealer. Agent gave call back number for call back Service Advisor: Customer Name: Customer Number: CLV SCORE: Is the veh there? Mileage? RO# RO date Veh Concern? Diagnosis: Repairs ETA: Offer delivery? rental? loaner? Warrantable? Technician Pending or assigned? Nxt: send email for details Ford Motor Company ® Customer Relationship Center PCDA Coordinator ddixon87@ford.com | www.ford.com office: 866-631-3788 ext. 79765

2024-01-10 19:45:00 OBC to Dlr: Ronda transferred agent to SA who can help better. Matt states veh has no start and they replaced the battery. Veh is almost completed. Service Advisor: Matt Customer Name: [redacted] 1/10 Veh Concern? no start Diagnosis: replaced battery Repairs ETA: be completed by eod 1/10 Offer delivery? rental? n loaner? n Warrantable? N Technician Pending or assigned? assigned Nxt: make contact w/ cust 1/10 Ford Motor Company ® Customer Relationship Center PCDA Coordinator ddixon87@ford.com | www.ford.com office: 866-631-3788 ext. 79765

2024-01-12 16:22:01 Arion Charity SheHerHers Proactive Customer/Dealer Experience Specialist (PCDA), Ford PCDA Team acharit2@ford.com | www.ford.com office: 866-631-3788 ext: 79324 efax:1 (888) 474-9594 Work Hours: Monday-Friday from 7:00am- 3:30pm OBC to DLR spoke with: Charmina in service she informed me that the veh is repaired. The closing mileage 40111 Next steps: Set follow up.

2024-01-12 16:51:20 Arion Charity SheHerHers Proactive Customer/Dealer Experience Specialist (PCDA), Ford PCDA Team acharit2@ford.com | www.ford.com office: 866-631-3788 ext: 79324 efax:1 (888) 474-9594 Work Hours: Monday-Friday from 7:00am- 3:30pm OBC to cust didnt answer I left a voicemail to verify how the veh is doing. Next steps: Set follow up.

2024-01-23 17:17:08

Arion Charity
SheHerHers
Dealer Experience Specialist (PCDA), Ford PCDA Team acharit2@ford.com | www.ford.com
office: 866-631-3788 ext: 79324
efax:1 (888) 474-9594 Work Hours: Monday-Friday from 7:00am- 3:30pm

OBC to cust didnt answer I left a voicemailto veirfy how the veh is doing and to offer gwg.

Next steps: Set follow up.

2024-01-30 21:20:59 Arion Charity Customer Experience Specialist, Ford CXSC Truck Team acharit2@ford.com | www.ford.com office: 866-631-3788 ext: 79324 efax:1 (888) 474-9594 Work Hours: Monday- Tuesday- Wednesday-Friday-Saturday- from 7:00am- 3:30pm OBC to cust didnt answer I left a voicemail to offer gwg. Next steps: Set follow up.

2024-02-06 17:32:45 Arion Charity Customer Experience Specialist, Ford CXSC Truck Team acharit2@ford.com | www.ford.com office: 866-631-3788 ext: 79324 efax:1 (888) 474-9594 Work Hours: Monday- Tuesday- Wednesday-Friday-Saturday- from 7:00am- 3:30pm OBC to cust didnt answer I left a voicemail to verify how the veh is doing and to offer gwg. Next steps: Set follow up.

2024-02-13 18:13:28 Complimentary Ford Motor Company would like to offer you a complimentary Ford Protect PremiumCare Extended Service Plan at no cost to you. This plan is valued at $2,530.00 to provide you with peace of mind going forward. However this plan is at no cost to you. It is our most comprehensive service contract available and covers over 1,000 vehicle components for up to 3 years from the date of the request or 36,000 miles whichever comes first. Ford Protect PremiumCare coverage is 100% backed by Ford Motor Company, using Ford-authorized parts for cover. You have 30 days to accept the offer. Arion Charity Customer Experience Specialist, Ford CXSC Truck Team acharit2@ford.com | www.ford.com office: 866-631-3788 ext: 79324 efax:1 (888) 474-9594 Work Hours: Monday- Tuesday- Wednesday-Friday- Saturday- from 7:00am- 3:30pm OBC to cust didnt answer I left a voicemail to verify how the veh is doing offer gwg. Next steps: Set follow up.

2024-02-14 20:59:12

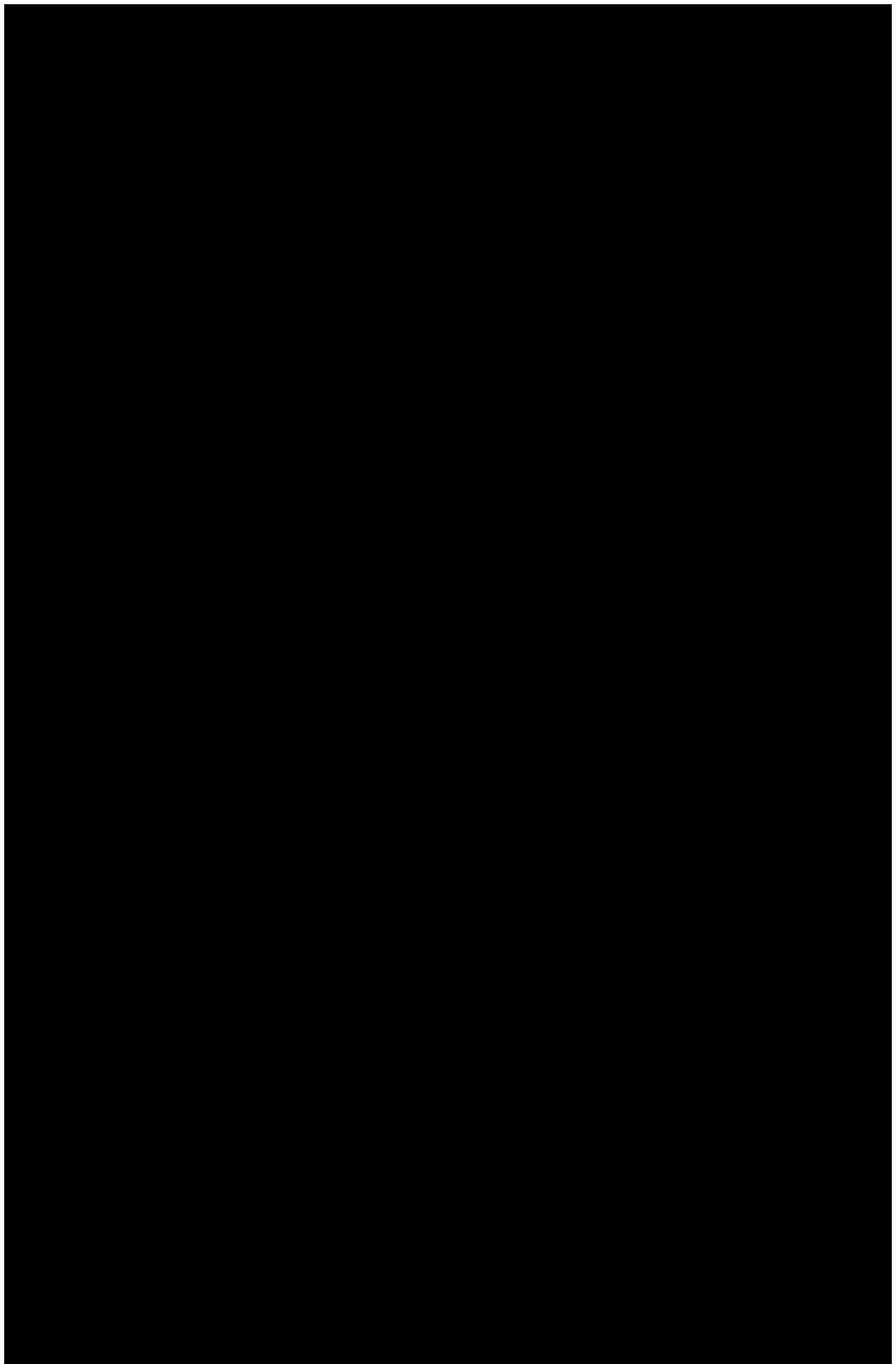
CSX may close case as Customer Not Engaged.

Customer is not responding.

Kimberley Tyler
Team Lead - Proactive Customer Dealer Team
ktyler18@ford.com | www.ford.com
Office: 866.631.3788 ext. 79290
Monday – Friday 8:30 AM – 5:00 PM
Ford Motor Company ®

CASE ATTACHMENTS:
2024-01-23 17:23:39 Arion Charity-clinton

[redacted]



CASE NUMBER: [redacted] STATUS: Information Provided

OPEN: 01-11-2024 CLOSED: 01-19-2024 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Inquiry | Rental/Loaner | |

DEALER NAME: Gerald Jones Ford

PA CODE: 04779 DLR SALES CODE: 21215 REGION: S1 ZONE: S1A

VIN: 3FMCR9B63N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | GA | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Fluids | Transmission | UNKNOWN

ANALYST NAME: P Rxcrmp OPEN ANALYST NAME: Lakisha Austin

COMMENTS:

2024-01-11 15:57:27 [redacted] / last 8 of vin [redacted] / new case [redacted] ibc from customer (name) VIN: 3FMCR9B63N[redacted] CLV: 96 WSD: 09-March-2022 yr/model: 2022 Bronco Sport mileage: 22163 Vehicle Concern: water pump & battery/ part on BO / stated part wont be in until the 15th / cust is upset that dlr is giving people the run around Customer Seeks: rental guidance Vehicle Location: at dlr since 12/28/23 Dealership Contact: Gerald Jones Ford / Poc Freddy / stated the owner Gerald Jones obc to dlr spoke with Freddy SA/ Sm Troy Benson no answer / called bk spoke with DJ he stated he is number 15 on the loaner list / part order / bk Hx7z8501b - water pump master tech fparker@gjauto.com [redacted]) Plan of Action: is to fcr because after educating customer on rental , warranty & programs cust stated they changed their mind about the rental they do have another vehicle to drive at the moment NEXT STEPS: fcr part may be in by 01/15/24 according to cust Ford Motor Company ® SheHerHers Lakisha Austin Customer Experience Specialist/ PV Concern Team lausti21@ford.com | www.ford.com office: 866-631-3788 / Hours 8:30am-5pm

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 01-16-2024 CLOSED: 01-17-2024 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria

DEALER NAME: Bill Utter Ford

PA CODE: 02463 DLR SALES CODE: 52406 REGION: C1 ZONE: C1E

VIN: 3FMCR9A6XNR[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 27,000

BODY STYLE: R9A - BRONCO SPORT BASE 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Noise | Moving/Driving | Always

ANALYST NAME: Tashonda Lewis OPEN ANALYST NAME: Jose Ramirez

COMMENTS:

2024-01-16 22:59:04

contact via: [redacted] mobile anytime but preferably 10 am est CUST SAYS: calling in reference to vehicle is under repair at a Ford dealership and cust was advised to call CRC for a claim for him to request for a veh that he can make use of that is of the same Bronco that he owns which is under repair. cust is requesting if possible for him to get the one that he is currently using that has no noise when driving it. AS PER DLR: n/a CRC SAYS: adv cust that we thank you for reaching out to Ford Motor Company with this concern. I will be escalating this case to a Customer Experience Specialist on the escalated Truck support team. They will contact you through your preferred/best contact method within 1 business day to assist you. Your case number is [redacted]. NOTE: Unable to link aaf article: Financial Assistance Requests

2024-01-17 01:42:00

Made obc to cust [redacted]. no answer so left voicemail for call back. Cust is inquiring about a rental veh and we do not assist with rentals at this time, only rental reimbursement after veh has been repaired. Next steps: close case, fcr Ford Motor Company Customer Experience Specialist/ PV Concern Team TaShonda Lewis tlewi132@ford.com Office: 1-866-631-3788 ext. 78984

2024-01-18 00:53:48

Concern/ Issue: Advised cust that case manager has left for the day after messaging Tashonda Lewis in Webex. Advised cust that agent will give a call back in the next 24 hours regarding the case
Cust is stating that he feel like this vehicle may be a lemon as he has had several issues already with the brakes, water pump and battery. Cust stated the dealership is unable to figure out why the vehicles brakes are make noise like they are. Cust may be interested in a possible buyback

SheHerHers
Haley Newton
Ford Motor Company ®
Customer Experience Advocate
HNEWTO10@ford.com| www.ford.com
I AM AN INQUIRY AGENT***

2024-01-19 19:38:10

IBC from CX - [redacted]
CX STATES:
-Requesting to spk with his Case Worker, states he was waiting on a return call with more information regarding his VEH
CX ADV:
- Case Worker will be notified & will have to give a callback
NEXT STEPS:
-Case worker & Sup emailed, unable to do a recontact
-FCR
Brittany W / Truck Inquiry
FORD MOTOR COMPANY®
Customer Experience Specialist, Ford CX
O: (800) 392-3673 ext.79932

2024-01-22 15:06:56

Buyback Request Template Non-California

Customer Information
Name(s) on the Title: [redacted]
Address: [redacted], ARGYLE, TX [redacted]
Email Address: [redacted]

Customer is purchasing the vehicle Yes

Vehicle Information
VIN: 3FMCR9A6X[redacted]
Current Mileage: 27419
Ownership Status: Leased
Purpose of vehicle: Personal

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

If Used
Purchase Date:
Exact Mileage at Purchase:

State Information
State Where Purchased: TX
State Where Registered: TX

Dealer Information
Purchased from Dealer? Yes
Dealership (if yes): Bill Utter Ford

Primary Reason for Repurchase:
Brakes making grinding noise

Are there any modifications to the vehicle: No

Do you tow with the vehicle: No

2024-01-22 15:07:03

Sasha Madrigal / 866-631-3788 / Ext 79983 / smadrig3@ford.com

IBC from CUST
[redacted]
Trying to contact case agent and have not heard anything back. CUST is interested in a buyback and CXS was able to enter all information to the case regarding that. CXS advised agent will reach out as soon as possible and I will also be emailing her SUP.

NEXT STEPS:
Email SUP and Agent
Cannot document CUST recontact, Case closed within 30 days.

Sasha Madrigal
She | Her | Hers
Customer Experience Specialist, Ford PVC Team
Ford Motor Company ®
Smadrig3@ford.com | www.ford.com
O: (866) 631-3788 ext. 79983
Mon – Wednesday, Friday, Saturday | 8:00 AM – 4:30 PM CST

2024-01-22 15:10:08

[redacted] regarding case: [redacted] has been trying to contact you regarding his case. Customer wants to proceed with BB. I have attached BB template to case with all information needed. Please start the process and give the customer a call as soon as possible.

Sasha Madrigal
She | Her | Hers
Customer Experience Specialist, Ford PVC Team
Smadrig3@ford.com | www.ford.com
O: (866) 631-3788 ext. 79983
Mon – Wednesday, Friday, Saturday | 8:00 AM – 4:30 PM CST

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Canceled

OPEN: 01-17-2024 CLOSED: 02-06-2024 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Social Media

CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria

DEALER NAME: Interstate Ford

PA CODE: 08297 DLR SALES CODE: 47211 REGION: G3 ZONE: G3B

VIN: 3FMCR9B67M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 50,800

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | OH | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Stalls/Quits | Not Listed | UNKNOWN

ANALYST NAME: # FordGCCTIntegrationUpdateModifiedDate-DataVerse-PROD OPEN ANALYST NAME: Avni Modi

COMMENTS:

2024-01-17 21:19:06

CONTACT VIA DELEGATE

SUMMARY: Customer is seeking assistance reimbursement for alternator repair.

As perReimbursement Qualificationsin AAF:
Reimbursement for customers who had their vehicle repaired by a non-Ford dealer:

Completed on a case-by-case basis
Confirm repair was necessary due to an emergency
Completed outside of Ford dealer hours of operation

Customer:
Hello, I'm very disappointed in Ford Motor Company. My daughter's 2021 Ford Bronco shut down on interstate 75 going 65mph. She was almost rear ended and was stranded on the highway at 10 pm. There seems to be many complaints on line about this electrical malfunction. Yet communication with Ford is nonexistent. Basically said nothing we can do. She could have been killed or seriously injured. Does Ford care about safety? Do they care about their customers? I read they have more recalls than any other cars. What is going on? So sad.

Ford:
Good morning [redacted]. Thank you for taking the time to send us a private message. We are happy to hear that your daughter is safe! My name is Avni, and I am a social media agent for Ford. We can certainly see why you have reached out to us regarding your daughter's Ford Bronco shutting down while driving. I'd like to look into things on my end. Could you provide the following information?
VIN:
Current mileage:
Full name:
The vehicle owner's full name and your relation (if you are not the owner):
Zip code:
Preferred method of contact:
Cell phone number:
Email address:
The dealership and location you have been working with:
Avni
Ford Social Media Team

Customer:
Thank you for responding. The person I have been discussing this issue with has stopped responding. My daughter is the owner. [redacted], [redacted] Dayton Ohio [redacted]. Vin #3FMCR9B67M[redacted] 50,800 mi. I am doing the leg work for her on this matter. My email is [redacted]. Phone [redacted] Grismer Auto Service 888 411 9560.
Case [redacted]

Ford:
Just to confirm, what is your full name? I just want to make sure that I have all the correct information.
Avni
Ford Social Media Team

Customer:
Sorry, my name is [redacted]

Ford:
No worries. I appreciate you sharing your information with me. Going back to your original concern, has her vehicle been to a Ford dealership in the past 30 days for her concern with it shutting down when driving it? If so, could you provide more information as to what was relayed by the service manager about this?
Avni
Ford Social Media Team

Customer:
No we had it towed to her mechanic. New alternator installed. $1600. We had to get it off the highway ASAP. The next we called 2 dealerships in our area. They had no openings. Had to get repaired quickly because she a 30 mile commute to work.
The dealers said it was no longer under warranty. They say the alternator is not part of the power train. And to get it repaired anywhere if needed in a hurry.

Ford:
Thanks for bringing that to my attention. In order to see what assistance we may be able to provide to you, we do ask that you have your vehicle assessed and diagnosed at a Ford dealership first. We recommend that your vehicle be inspected by a Ford dealership to determine the cause of any symptoms your vehicle may be experiencing. Your local Ford dealership has factory-trained technicians, the most current engineering service information, and the specialized equipment required to resolve your vehicle concerns. If there is no coverage under applicable warranties, recalls, or ESPs, repairs and services would be your responsibility. Your next step is to make an appointment with your servicing dealership to have your vehicle diagnosed. You may locate other Ford dealerships in your area at the following link: https://owner.ford.com/service/dealer-locator.html. Feel free to visit any Ford dealership of your choosing. We appreciate you reaching out and would love to hear your feedback. If you wouldn't mind taking a quick survey, I have attached a link where you can rate your experience with us today. Thank you for being part of the Ford Family and for allowing me to assist you today. If there is anything else I can assist you with, please don't hesitate to reach out.
Avni
Ford Social Media Team

Customer:
Well the Bronco has already been repaired. And your answer is how Ford refuses to take responsibility for their faulty products. The mechanics at Grismer Auto have all the same diagnostic equipment. Please do the right thing and reimburse us the repair. Safety should be your number one priority.

Ford:
I do appreciate you clarifying that. I'd like to see how I can further assist you with her vehicle reimbursement. Could you provide the name and location of the Ford dealership that you reached out to, and you prefer working with?
Avni
Ford Social Media Team

Customer:
Yes absolutely, Interstate Ford, Miamisburg Ohio 125 Alexanderville Road.

Ford:
Thank you for reaching out to Ford Motor Company with this concern. I will be escalating this case to a Customer Experience Specialist on the escalated Passenger Vehicle Concern support team. They will contact you through your preferred/best contact method within 1 business day to assist you. Your case number is [redacted]
Avni
Ford Social Media Team

2024-01-22 14:31:44

Customer:
I have not been contacted by anyone.

Ford:
Good morning [redacted] Thanks for keeping me updated regarding your case. I do see that your case is still active within our internal system, and that someone from the escalated support team will be following up with you shortly via your preferred method of contact. I will be sure to update your case notes, so that they are aware that you have reached out to us here. We appreciate your patience.
Avni
Ford Social Media Team

2024-01-23 20:06:39

[redacted] was not fixed at the Ford dealership. The customer explained that they had read an article about the problem, emphasizing the safety concern. Now, they are requesting reimbursement for the repair that was done by a non-Ford service provider. Informed they customer that we can not reimburse any repairs that non-ford completed. Customer insist something should be done Safety net. Keep following up

2024-01-25 18:26:25

Reimbursement request denied due to being repaired at a 3rd party

Ford Motor Company ®
Kennedi Martin
Business Operations Supervisor
kmart224@ford.com|www.ford.com
Office: 866-631-3788 ext. 79024
Mon- Fri 10:00am-6:30pm CST

2024-02-20 14:26:07

Customer:
I don't believe Ford appreciates us. We were told that a representative would call on February 13 to discuss a goodwill gesture. It never happened. Just telling us anything to get us to go away. Not going to happen. We have an interview scheduled with local network affiliate to discuss this issue. Shame on Ford. Safety should be your number one concern.

Ford:
Good morning. Thanks for keeping me updated. At this time, I suggest working with your dealership as they can further assist you with your case and your repair reimbursement. We appreciate you reaching out to us here.
Avni
Ford Social Media Team

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: In Progress
OPEN: 01-19-2024 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Dealer Capacity |
DEALER NAME: Gallagher Ford, Inc.
PA CODE: 08369 DLR SALES CODE: 56567 REGION: W4 ZONE: W4B
VIN: 3FMCR9B6XM[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 29,789
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | NV | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Stalls/Quits | Acceleration | Hot
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: # FordGCCTUTM-PROD
COMMENTS:

2024-01-19 22:42:42

Confirm Repair Order Details: Technician pending or assigned? Pending Is there a COPIS Ticket? If so, what is the status? no Is there a TAC Request? If so, what is the status? no Is there evidence of a loner vehicle? no

2024-01-19 22:47:05

Service Advisor: Carlissa CASEYM@GALLAGHERFORD.COM Customer Name: [redacted] Customer Phone [redacted] Customer Email: [redacted] Is the vehicle there? Yes Mileage? 29789 RO# [redacted] RO date Opened: 1/18/24 Vehicle Concern? Veh stalls under acceleration and would not reverse. Diagnosis: End of next week Repair ETA: Pending Does the dealership offer delivery? Yes Is Customer in Rental? No Is the repair warrantable? Pending Technician Pending or assigned? Whom? Pending

2024-01-19 22:50:52

Case Number : [redacted]
Customer : [redacted]
Business Phone :
Home Phone : [redacted]
Mobile Phone : [redacted]
LTV Score : 79
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number :
Part Number :
Dealer Name : Gallagher Ford, Inc.
Dealer P&A : 08369
Dealer phone : 775-738-3147
VIN : 3FMCR9B6XM[redacted]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 29789
Engine Specification :1.5L Dragon I3 DI TC Gas B
Transmission Specification :8 Speed Auto Transmission 8F35
Warranty Start Date : 2021-08-16
Open Recall/FSA: :

22N15GATEWAY MODULE REPROGRAMMING FOR INSPECTION AND MAINTENANCE IM TESTING
22N18REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORSESP :
Hotline Contact :
Warranty History :

2024-01-19 22:58:48

CXS Javonte/79809 OBC to Dealer 775-738-3147 SA Carlissa says the vehicle is scheduled to be diagnosed near the end of next week. Ford Motor Company Customer Relationship Center - PCDA Javonte Jclarks7@ford.com | www.ford.com 1-866-631-3788 ext. 79809

2024-02-05 18:13:26

CXS Javonte/79809 OBC to [redacted]

I tried to speak with the customer about her vehicle being towed but she got upset and hung the phone in my face before I could properly introduce myself and offer repair assistance.

Ford Motor Company
Customer Relationship Center - PCDA
Javonte
Jclarks7@ford.com | www.ford.com
1-866-631-3788 ext. 79809

2024-02-05 18:20:25

Ford Motor Company®
Angel Miller
Business Operations Supervisor – Proactive Customer Dealer Team
amill286@ford.com | www.ford.com
Mon - Fri 7:45 AM – 4:15 PM

SAFETY NET:
PCDA may resolve case as customer not engaged.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Canceled

OPEN: 01-23-2024 CLOSED: 02-06-2024 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |

DEALER NAME: Lithia Ford boise

PA CODE: 05573 DLR SALES CODE: 56078 REGION: W4 ZONE: W4C

VIN: 3FMCR9C66N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS 4X4

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | ID | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | Intermittent

ANALYST NAME: Miguel Alanis OPEN ANALYST NAME: Miguel Alanis

COMMENTS:

2024-01-23 19:03:24

Case Number [redacted] Customer [redacted] Business Phone : [redacted] LTV Score : 86 Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Dealer P&A : Dealer phone : VIN : 3FMCR9C66N[redacted] Year : 2022 Make : Ford Model : bronco sport Mileage : 3,500 Engine Specification : [redacted] Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2023-01-14 Open Recall/FSA: : n/a ESP : POWERTRAINCARE WTY WROADSIDE & PREMIUMCARE WARRANTY Hotline Contact : n/a Warranty History : n/a

2024-01-23 19:08:46

IBC from delegate [redacted]. Would like ford to buyback vehicle as it has been having problems with the automated start and stop. When pushing down on the gas the vehicle does not move and the motor dies, also having issue with the fuel gauge the gas does not seem to go down after driving it around for hours. Took the vehicle to the dealership where it was there for a whole month but the dealership could not duplicate problems Next step: Submit buyback Ford Motor Company Customer Experience Specialist/ PV Concern team Miguel Alanis malanis2@ford.com| www.ford.com Office: 1-866-631-3788 ext. 78955

2024-01-23 19:11:02

Customer Information
Name(s) on the [redacted]
Address: [redacted], Boise, ID [redacted]
Email Address [redacted]
Customer isSelect purchasing or leasingthe vehicle.
Vehicle Information
VIN:3FMCR9C66N[redacted] Current Mileage:3,500
Ownership Status/ Type of Purchase:Certified blue
Purpose of vehicle:Personal
#Vehicles registered to the business.(If yesto business)
Purchase Date: 08/15/23 Mileage at Time of Purchase:2,930
State Information
State Where Purchased: Idaho
State Where Registered:Idaho
Dealer Information
Purchased from Dealer?Lithia Ford Dealership (if yes):n/a
Primary Reason for Repurchase:vehicle has been having problems with the automated start and stop. When pushing down on the gas the vehicle does not move and the motor dies, also having issue with the fuel gauge the gas does not seem to go down after driving it around for hours.
Is there a current concern with the vehicle? Yes
What is the repair status of the vehicle? Could not duplicate problem
Were repairs completed for this concern at multiple dealerships? (If yes): n/a

2024-01-25 20:24:27

OBC to delegate [redacted] problems with the vehicle since he picked it up from the dealer that they weren't able to duplicate. fuel empty going up instead of emptying, emergency break works 1 out 3 times,
front end collision light is not coming on

2024-01-30 16:57:49

IBC from [redacted], Cust was calling in to get in contact with Case Manager, Cust was informed he's currently in a meeting but a previous representative documented his recontact for Case Manager to reach back out to him and Cust was informed of appointment that Case Manager has scheduled for later today.

Brandon Rogers
broger68@ford.com
He Him His
Customer Experience Specialist / Truck Inquiry Agent

2024-01-31 21:35:10

OGC VIN List Check:

3FMCR9C66N[redacted]
Date: 1/31/23
Modification date of current OGC List: 1/30/23
Results: None

Navis Owner Status: New

Case History:

No OGC related cases.

No prior buybacks reviewed.

_____

** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

_____
Ford Motor Company ®
Michelle Ebinger
Non California Buyback Review Specialist
Ford NCBR Team

2024-01-31 21:36:19

BRT Michelle Ebinger x77785
OBC to dealer – 912083982106 (Lithia Ford of Boise - 03897)
Katie

VIN verified? Yes
VEH is not at the DLR
Appointment set?
Best Contact: SA Kyle
Aftermarket modifications: none
Is Concern a Safety Concern: No

Current RO:

RO[redacted]
Date: 12/29/23 - 1/3/24
Mileage: 3561
Days Down: 6 cal. days
CUST picked up VEH, 1/24/24

Customer Comments:
Low rpm engine miss
Fuel gauge always shows full
VEH has issue in lane concern
VEH shifts from R to P on its own
Remote start does not work

Tech Notes:
Unable to duplicate any of the concerns.

No codes, no ssm's tsb's, SM test drove VEH and nothing was found.

_____
*BRT will try back later

** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

Ford Motor Company ®
Michelle Ebinger
Non-California Buyback Review Specialist
Ford NCBR Team

2024-01-31 21:36:41

After review, VEH does not meet state guidelines for buyback/replacement criteria for ID.

Talking Points:

-Review BRT notes in the Buyback Milestone
-Advise CUST of the denial reason and provide resources per the KB.
-VEH is not at a dealer
-Advise Customer to take VEH to Dealer if concern is still present
-Focus on getting VEH repaired
-Follow Repair Assistance Procedures Per Process

_____
Ford Motor Company ®
Michelle Ebinger
Non California Buyback Review Specialist
Ford NCBR Team

2024-02-01 17:24:24

IBC from cust/
Name: [redacted]-husband
[redacted]
Number: [redacted]
[redacted]
Issue: cust wants to speak with a sup about CXS. Stated that cxs never calls and doesn't do what cxs states will do spoke to someone yesterday and assured cust. CXS does not see any notes on this case. CXS Miguel asked if cust has proof of concerns with VEH and emailed pictures and report from Lithia Ford. Cust spoke to SM and GM understood issue adv cust to trade Bronco in and will make a deal did not make a deal at all. Cust was upset dlrshp deducted 5100 to unwind deal and veh will go back on the lot and has to get approval from Ford to BB to see if falls under lemon law was adv there is nothing wrong with it. Cust states he spoke to attorney and does not want to go that route. Can't duplicate issue because issue is happening intermittently, cust did get a second opinion but just wants to get rid of the VEH does not want to fix the VEH. Auto start stop failed on VEH and the low fuel light came on veh did allow gas to go in veh and dash said there was no fuel. Lane assist steering does not let you turn and drags on steering wheel, and emergency break went on unintentionally when he put veh in neautral at a car wash, tested emergency break 1/3 it worked. Cust has tried getting VEH but dlrshp stats VEH is in good condition.

Lithia Ford
SA: Sarah /multiple o
14-January-2023
CLV:88

Cxs verified case, reached out to cxs Miguel of cust sup request, cxs completed a sup task. CXS did not give any info about BB decision, cust upset because his CXS never contacts cust and feels cxs doesn't do what is promised CXS did adv of f/u today but cust is always adv and never gets a response. CXS did not provide any info about BB decision
NEXT STEPS: sup esc
Survey: yes

Malerie,Reyna
SheHerHers
Customer Experience Specialist, Passenger Inquiry Team

O: (866) 631-3788 ext. 79610

2024-02-01 23:37:04

OBC with steve Godman: Confrimed with [redacted] that the buyback was denied The state lemon law guidelines have not been satisfied. If you feel this decision was reached in error, you may elect to pursue independent arbitration through the Better Business Bureau (BBB). Customer understood and will go through the BBB to get this resolved. Next step: SN for closure Ford Motor Company Customer Experience Specialist/ PV Concern team Miguel Alanis malanis2@ford.com| www.ford.com Office: 1-866-631-3788 ext. 78955

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 01-25-2024 CLOSED: 01-25-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Social Media NA CRC COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Outside Criteria |
DEALER NAME: Gary Crossley Ford, LLC
PA CODE: 05126 DLR SALES CODE: 53014 REGION: C4 ZONE: C4A
VIN: 3FMCR9C66M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 85,546
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | MO | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Moving | UNKNOWN | UNKNOWN
ANALYST NAME: Chelsea Zuver OPEN ANALYST NAME: Chelsea Zuver
COMMENTS:
2024-01-25 22:29:36

(Customer posted publicly on Twitter stating, "@Ford Owner of a 2021 #fordbronco Sport. My car has mostly highway miles on paved roads (no off roading or towing), garaged, all scheduled maintenance by authorized Ford dealerships. Out of the blue it stalled and now my Ford dealership is telling me transmission needs replaced..... Is this Ford quality? Your flagship models need a new transmission in less than 3 years of ownership? Very disappointed and seeking resolution from @ford")

Customer:
Good morning. As requested, please find the information on my vehicle: Ford Dealership inspection report, VIN, milage are [redacted] 3FMCR9C66M[redacted] 85,546

Ford:
Hi [redacted]. We are happy to have you as part of the Ford Family, and we'd like to thank you for taking the time to send us a message. My name is Chelsea, and I'm a Social Media Specialist for Ford. We can certainly see why you have reached out to us here regarding a replacement transmission for your Ford Bronco Sport. With the link that you've shared, I'm unable to open this on my end. I would like to look further into your transmission concerns for you to see how I can help. Can you please verify the following details?
Your full name:
Your zip code:
Email address:
Cell phone number:
Best method of contact:
Name and location of servicing dealership:
Chelsea
Ford Social Media Team

Customer:
Hi Chelsea, I want to start with a story. Less than a year into my ownership of my Bronco, I saw my friend's daughter test drive another make car. I told her to buy a Bronco instead. Gave her my car for a day to drive around. She loved it but her dad told her Ford's are not reliable and to buy the other manufacturer's car. I talk them into buying a Bronco. My friend's daughter now calls us "bronco buddies". Until now, when I have this horrible experience. As a healthcare provider who serves multiple hospitals in rural areas, including critical access hospitals, I believe in America and our communities - Ford is supposed to be "proudly built in the USA" and Henry Ford famously stated that "quality is job #1". That's not true if a car less than 3 years old and well maintained needs it's transmission replaced for a third of it's purchase price!
Here are the details you requested:
[redacted]
Home zip: [redacted]
Email: [redacted]
Cell phone: [redacted]
Best method of contact: text message
Service dealership: Gary Crossley Ford, 8050 N Church Rd, Kansas City, MO 64158
Thank you,
Chakshu
I'll enclose a PDF of the dealer's inspection summary as well
(Customer shared a PDF of the receipt/diagnosis from Gary Crossley Ford)

Ford:
You're very welcome. I appreciate you sharing this story, and your information with me. Word of mouth is truly the best and most rewarding form of customer loyalty. As you mentioned that text is your preferred contact method, may I please confirm your cell phone's service provider (i.e. Verizon, AT&T, T-Mobile, etc)?
Chelsea
Ford Social Media Team

Customer:
I'm on AT&T

Ford:
Thank you for confirming this for me [redacted]. After reviewing my resources, there are no warranties or programs in effect that would provide coverage of your current concern. I recommend that you keep your receipts in case Ford initiates a program in the future based on your situation.
Chelsea
Ford Social Media Team

2024-01-26 19:14:21

Updated Notes:

Customer:
Chelsea, this is not acceptable from a company like Ford. I would like to be connected to another resource in your corporate office to discuss this. New cars should not need their transmission replaced.

Ford:
The service team at Gary Crossley Ford is truly in the best position to provide you further assistance with this repair. We recommend continuing to work with them. I do have our entire conversation documented, so your experience will be on record in our system.
Chelsea
Ford Social Media Team

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 02-07-2024 CLOSED: 02-08-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 3 Consumer Affairs NA CRC COMMUNICATION: Email
CASE CLASS LV 1234: Consumer Intervention | Third Party | |
DEALER NAME: Interstate Ford
PA CODE: 08297 DLR SALES CODE: 47721 REGION: G3 ZONE: G3B
VIN: 3FMCR9B67M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | OH | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Stalls/Quits | Cruise/ Steady Speed | UNKNOWN
ANALYST NAME: Stephanie Perret OPEN ANALYST NAME: P Rxsalp
COMMENTS:

2024-02-08 15:55:13

AGENCY: BBB
DATED: 1.28.2024
FILE: [redacted]
SCANNED: 02.07.2024
RECEIVED: 02.07.2024
C/S:
Our 2021 ford bronco suddenly shut off while traveling at 65 mph on interstate 75 at 10 pm. Nearly rear ended by truck. Police tagged vehicle and said must be removed immediately. Vehicle was towed the next morning to Grismer auto repair. They found the issue and repaired the alternator. Upon investigating the issue we called Ford and were told they would only help if taken to a Ford Dealer. This was not under warranty. They said they could help if diagnosed by their equipment. Our mechanic said they have equipment. $1650 they charged us. When we explained that we had to move vehicle immediately and actually have no confidence in ford products to do the repairs they said it makes sense. Now they claim it was elevated to next level? No response in 2 weeks. When we researched the issue we numerous complaints. The national highway safety administration is considering a recall. Safety issues. Please help
CUST SEEKS: $1650.00 -Refund
CONSUMER AFFAIRS SCANNING INFORMATION FOR HANDLING.

2024-02-08 15:56:31

02.08.2024 sperret1 X76798 : not found on OGC VIN list

2024-02-08 16:37:51

02.08.2024 sperret1 X76798: Drafted response to 3rd party agency . CALA closing case.

CASE ATTACHMENTS:

2024-02-08 16:37:51	Stephanie Perret
2024-02-08 16:38:05	Stephanie Perret
2024-02-08 16:38:22	Stephanie Perret



Ford Dispute Resolution Program
Please only send replies to this Email: fordcad@ford.com

Post Office Box 1270
Melbourne, FL 32902

February 8, 2024

Michelle Brown
Better Business Bureau
20300 W 12 Mile Rd, Ste 202
Southfield, MI48076-6409

Re: [redacted]; Complaint: [redacted]; VIN: 3FMCR9B67M[redacted]

Dear [redacted]

A complaint was filed with your office by [redacted] regarding his 2021 Ford Bronco. You asked Ford Motor Company to review and provide your office with our written response. Our Consumer Affairs Department has reviewed [redacted] 'concern regarding the alternator and his request for financial assistance.

The Ford New Vehicle Warranty provides coverage for repairs as assurance against defects in factory-supplied materials and workmanship for 3 years or 36 000 miles, **whichever occurs first**. Mr. [redacted]s vehicle is 2 years 7 months old, and has been driven approximately 50 000 miles, with no extended coverage, recalls, or programs applicable to the stated concern regarding the vehicle's alternator Because the vehicle is beyond all warranty parameters, we will not be meeting the expectation for financial assistance.

Regarding a goodwill gesture, the review indicates that Mr. [redacted] contacted the US Passenger Ford Team via social media, case # [redacted]. The customer was advised that to obtain reimbursement of his expenses, the vehicle needed to be diagnosed by a Ford Dealer.
The CX representative escalated the case and Mr. [redacted] was informed that they will be reaching out to the customer on the 13th with an update regarding their request.

If you have further questions or concerns, you can reach our Customer Relationship Center via chat Monday - Friday 8:30 AM - 10:00 PM EST and Saturday/Sunday 11:00 AM - 7:00 PM EST. You will find our chat option on www.ford.com/support, look for a blue LIVE CHAT bubble near the bottom right-hand corner of the screen. You can also reach our inbound phone team Monday - Friday 8:00 AM - 11:00 PM EST and Saturday 8:00 AM - 8:00 PM EST (closed Sunday) at 1-800-392-3673. Hearing and speech impaired callers can contact the Telecommunication Relay Service by dialing 711.

Thank you for bringing this matter to our attention. Please consider this our closing report.

Sincerely,

Stephanie Perret

Stephanie Perret
Consumer Affairs Legal Analyst

Better Business Bureau Serving Eastern Michigan
20300 W 12 Mile Rd Ste 202
Southfield, MI 48076-6409
Phone: (248)223-9400 | Fax: (248)356-5156
www.easternmichiganbbb.org

2/8/2024

Re: [redacted] Complaint: [redacted] VIN: 3FMCR9B67M[redacted]

Dear Ms [redacted]

A complaint was filed with your office by [redacted] regarding his 2021 Ford Bronco. You asked Ford Motor Company to review and provide your office with our written response. Our Consumer Affairs Department has reviewed Mr. [redacted] 'concern regarding the alternator and his request for financial assistance.

The Ford New Vehicle Warranty provides coverage for repairs as assurance against defects in factory-supplied materials and workmanship for 3 years or 36 000 miles, whichever occurs first. Mr. Hensley's vehicle is 2 years 7 months old, and has been driven approximately 50 000 miles, with no extended coverage, recalls, or programs applicable to the stated concern regarding the vehicle's alternator Because the vehicle is beyond all warranty parameters, we will not be meeting the expectation for financial assistance.

Regarding a goodwill gesture, the review indicates that Mr. Hensley contacted the US Passenger Ford Team via social media, case [redacted] The customer was advised that to obtain reimbursement of his expenses, the vehicle needed to be diagnosed by a Ford Dealer.
The CX representative escalated the case and Mr. Hensley was informed that they will be reaching out to the customer on the 13th with an update regarding their request.

If you have further questions or concerns, you can reach our Customer Relationship Center via chat Monday - Friday 8:30 AM - 10:00 PM EST and Saturday/Sunday 11:00 AM - 7:00 PM EST. You will find our chat option on www.ford.com/support, look for a blue LIVE CHAT bubble near the bottom right-hand corner of the screen. You can also reach our inbound phone team Monday - Friday 8:00 AM - 11:00 PM EST and Saturday 8:00 AM - 8:00 PM EST (closed Sunday) at 1-800-392-3673. Hearing and speech impaired callers can contact the Telecommunication Relay Service by dialing 711.

Thank you for bringing this matter to our attention. Please consider this our closing report.

Sincerely,

Checklist for Third Party Agency matters

If applicable, this checklist is a reminder to assist an agent with ensuring that all documents and resources were utilized to handle a customer's issue in order to effectively handle the response to the agency:

Included	Not applicable	
☒	☐	Original document received from agency
☒	☐	OASIS
☒	☐	AWS
☒	☐	Relevant GCQIS contacts
☐	☒	Relevant TSB's
☐	☒	Relevant recalls
☒	☐	Relevant Special Service Messages
☒	☐	Response sent to agency

Note: Please place this checklist in each 3rd party case file created in the G drive folder. Check the applicable boxes.

CASE NUMBER: [redacted] STATUS: Information Provided
OPEN: 12-20-2023 CLOSED: 12-22-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat NA CRC COMMUNICATION:
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: 3FMCR9B6XM[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 16,000
BODY STYLE:
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | SC | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | Slow Crank/Battery | Intermittent
ANALYST NAME: Tamara Flook OPEN ANALYST NAME: # fordprodprojectadvocate
COMMENTS:

2023-12-20 20:12:15

Hi, [redacted]! My name is Kayla. How can I help you?

Sent - 1:45 PM

Bot CU said:
Car won't start not the battery, alternator or starter. Sometimes will jump start but dies in traffic. What's covered on the warranty?

Customer - 1:46 PM
You said:
I'm sorry to hear that [redacted].

You said:
I can definitely look into this for you. Can you provide me with your current mileage?

Sent - 1:47 PM

Bot CU said:
16000

Customer - 1:48 PM
You said:
Thank you.

You said:
y. While I do see the 2021 Bronco Sport has the New Vehicle Limited Warranty which shows as 3 years/ 36,000 miles that may cover this the Ford dealer would be in the best ability to verify this upon diagnosis.

You said:
Would you like me to locate the closest Ford dealership to you?

Sent - 1:50 PM

Bot CU said:
Dealership said it won't work on if it's running which it does occasionally. How does that work?

Customer - 1:50 PM
You said:
Dealers are privately and independently operated, we would recommend reaching out to other dealerships in your area. Once the vehicle has been diagnosed and is at the dealership, we can explore to see if there are any options available for assistance. I'm going to document your vehicle concerns today and provide you with a case number, you can provide the Customer Experience Specialist when calling back in.

You said:
Can you provide me with your best contact number and verify your mailing address?

Sent - 1:53 PM

Bot CU said:
[redacted], Mt Pleasant SC [redacted]

Customer - 1:54 PM
You said:
Thank you Allison. Here's a link of Ford dealers in your area:

https://www.ford.com/dealerships/#/q/29464/radius/50

You said:
I have created this case for you with all of the details we spoke about[redacted].

You said:
For your reference, you will have the option to download the full transcript when the chat ends by selecting the down arrow in the lower left corner of the chat box.

2023-12-20 20:18:59

Unable to close case at this time due to known issue. Will close case out later.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Canceled
OPEN: 01-05-2024 CLOSED: 02-20-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Financial Assistance | |
DEALER NAME: Ourisman Ford of Alexandria
PA CODE: 00141 DLR SALES CODE: 27009 REGION: N4 ZONE: N4B
VIN: 3FMCR9D96M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 51,186
BODY STYLE: R9D - BRONCO SPORT BADLANDS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | NJ | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | No Crank | UNKNOWN
ANALYST NAME: # FordTCC-DS-PROD01-GCCT OPEN ANALYST NAME: # fordprodprojectadvocate
COMMENTS:

2024-01-05 15:28:20	CXS – Tiffany Washington twashi67@ford.com 866-631-3788 Ext 79653 IBC FROM CUST/ Customer says 2021 Ford broke down on Tuesday it completely died while driving. Vehicle has been at shop since Tuesday. Dealership says it's a computer issue. Customer says he had to rent a vehicle that's costing $500 and now he is going to have to rent another one. Customer says he wants to know if Ford can assist with the rental and also helping the Dealership determine what [redacted] CLV: 79 Dealership: OURISMAN FORD VIN:3FMCR9D96[redacted] MILEAGE: 51,162 NEXT STEPS/ Concern Concern Agent:78966 Ford Motor Company ® Tiffany Washington Customer Experience Specialist, Ford CXS Inquiry Team MON-FRI 11:30AM- 8:00 PM (CST) twashi67@ford.com|www.ford.com office: 866-631-3788 ext. 79653
2024-01-05 16:02:04	Inquiry agent Tiffany transferred case over for cust seeking repair assist & rental IBC cust stated Bought New. on 01/02 it shut off while driving. Towed to the dlr. No updates on the vehicle concern. No issues with the battery & rebooted the cpu system per dealer. Rented a vehicle until sunday. Cust stated he is in a jeep rental. informed cust that in order to receive any reimburse it has to ford. cust will return & look into ford rental. if not able to find informed to update me to see how we can assist. SA: Steven Lindsey #: 703-660-0473 OBC to dealer, no answer, will fu Next steps: FU Ford Motor Company Customer Experience Specialist Angel Wynn Awynn10@ford.com Office: 1-866-631-3788 ext. 78966 9:00am- 5:30pm CST
2024-01-05 16:03:59	Case Number : [redacted] Customer [redacted] Business Phone [redacted] Home Phone [redacted] Mobile Phone : n.a LTV Score : 79 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Ourisman Ford of Alexandria Dealer P&A : 00141 Dealer phone : 7036609000 VIN : 3FMCR9D96M[redacted] Year : 2021 Make : Ford Model : BRONCO SPORT Mileage : 50000 Engine Specification : 2.0L EcoBoost (240PS) Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-06-26 Open Recall/FSA: : 22N15, 22L05 ESP : n/a Hotline Contact : n/a Warranty History : 255752,
2024-01-08 18:01:34	OBC to cust who informed the dlr called him Friday & stated the vehicle is fixed. They informed the battery died & caused a malfunction in the cpu. Cust stated he is unsure of the diagnosis due to vehicle cutting off mid-drive & wanted me to contact dlr because no test drive actually down for him. only 2 miles. Cust has to drive 200 miles back home. not looking to pu vehicle until the weekend 01/08/23- 01/13/2023 for current rental wanted to know about fee for hotel reimburse wanted to know about previous rental non ford reimburse OBC to dealer. They informed putting a note to test drive more FU set Ford Motor Company Customer Experience Specialist Angel Wynn Awynn10@ford.com Office: 1-866-631-3788 ext. 78966 9:00am- 5:30pm CST

2024-01-10 19:43:09

OBC to dealer, no answer (2)

IBE from cust stating "GM Angel,
I still have not heard back from Ourisman Ford yet, but on Monday they called to tell me there was a $220 bill for the repair to which I gave them the case number and your name.

Have you heard anything about the Hotel or Jeep rental? Are there any options to have the car towed up to us as opposed to us havingto drive down to Virginia to pick it up? "

I have to speak with the dealer in order to move forward because if it is just that the battery died then that is wear & tear

Ford Motor Company
Customer Experience Specialist
Angel Wynn
Awynn10@ford.com
Office: 1-866-631-3788 ext. 78966
9:00am- 5:30pm CST

2024-01-11 18:05:38 OBC to cust to inform since it is just the battery then it is wear & tear so it would not be covered for any warranty/ warrantable. Due to the cust being a loyal ford cust we advocated to at least get the cust a refund of one week for his ford rental. we will not cover any hotel, non-ford, or repair fee. OBC still not able to get in touch w/ SA Steven Lindsey. Everytime i call the dlr answers then hangs up after 2/3 rings or it rings until it hangs up for an entire 2 mins. Reached out to sales dept to please reach out to SA. Ford Motor Company Customer Experience Specialist Angel Wynn Awynn10@ford.com Office: 1-866-631-3788 ext. 78966 9:00am- 5:30pm CST

2024-01-11 22:25:49 Offer morley when veh is picked up[redacted]

2024-01-12 15:20:49

IBC FROM CUST
CUST SAYS
- he is requesting to speak w/ agent after trying agent ext but was not able to speak w/ agent
REASON FOR CALL:

PLAN OF ACTION:
CXS DID
- Verified cust contact info, cxs was able to contact case agent and warm transfer cust to case agent.

NEXT STEP: FCR

Ford Motor Company ®
Shandrell Harris
Customer Experience Specialist
sharr322@ford.com | www.ford.com
Office: 866-631-3788 |

2024-01-12 15:26:59 IBC cust stated he spoke w/ stanley at the dealer who informed they emailed me. Informed no email received. Ford Motor Company Customer Experience Specialist Angel Wynn Awynn10@ford.com Office: 1-866-631-3788 ext. 78966 9:00am- 5:30pm CST

2024-01-17 21:11:51 Customer wants to speak to the Case manager pinged her to see if she was available advised the customer she would give him call Zaequan Pearson he | his Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team _ O: 866-631-3788 ext. 79090 Zpearso1@ford.com

2024-01-18 17:16:53 OBC to cust to FU. Cust emailed his Rental info so i can go ahead & submit the morley. [redacted] Set FU Ford Motor Company Customer Experience Specialist Angel Wynn Awynn10@ford.com Office: 1-866-631-3788 ext. 78966 9:00am- 5:30pm CST

2024-01-24 16:01:04 OBC to cust to inform morley still pending. Set new FU Ford Motor Company Customer Experience Specialist Angel Wynn Awynn10@ford.com Office: 1-866-631-3788 ext. 78966 9:00am- 5:30pm CST

2024-01-25 23:16:00 OBC, no answer, left vm OBE to customer requesting RO paperwork so we can move forward Updated Morley Updated debit card temp Just waiting on RO then retransmit Ford Motor Company Customer Experience Specialist Angel Wynn Awynn10@ford.com Office: 1-866-631-3788 ext. 78966 9:00am- 5:30pm CST

2024-01-29 19:01:56 IBE from cust w/ RO. Resubmitted Morley. OBE to cust to inform FU Ford Motor Company Customer Experience Specialist Angel Wynn Awynn10@ford.com Office: 1-866-631-3788 ext. 78966 9:00am- 5:30pm CST

2024-02-02 21:00:06

Morley activity[redacted] has been transmitted.
The following have been confirmed:

Receipt
Debit card template
Reimbursement amount
Next Steps: Monitor Morley for confirmed payment status to update customer.

2024-02-08 23:20:13

Morley showing Payment confirmed. I can now move forward with case closure after one final email & safety net. He received rental reimbuse of 315 & PremiumCare--Used

OBC, no answer

2024-02-09 18:08:45

OBC to cust, final email sent.

Safety-net

Ford Motor Company
Customer Experience Specialist
Angel Wynn
Awynn10@ford.com
Office: 1-866-631-3788 ext. 78966
9:00am- 5:30pm CST

2024-03-08 15:01:29

Reason for Concern: looking to speak to an agent, says sent her an email

Says while driving battery died, they were traveling and veh was down a week, it was reinstalled and reprogrammed system, which was about 3 months ago, and today while driving got warning message that says to service charging system and is very concerned.

Called dealer but they were closed, but will be having it towed today.

[redacted]

Name: [redacted]
Phone: [redacted]
Expectation:
VIN: 3FMCR9D96M[redacted]
Year of VEH: 2021 Bronco

NEXT STEPS: advised to call once veh at dealer

Ford Motor Company ®
Javonna Knight
PV Team (Inquiry)
jmknight@ford.com | www.ford.com
O: 866-631-3788 ext.79726

2024-03-08 18:53:37

Orleis Smith /Ext.78973/osmith58@ford.com:

IBC seeking recontact updating having additional trouble with veh after initial claim back in January
Cust is seeking if buyback and veh is at the dealership; veh hasn't been diagnostic
Cust seeking about buyback
Dealership: don't do buyback 36,000 miles and possible trade off.
Cust didn't offer a loaner/rental

Next Steps: inform agent via web ex to recontact cust [redacted] Please recontact for updating the case ; Purchasing Dealership; Lacardi Ford & where veh is currently located @

Orleis Smith
Customer Experience Specialist/ PV Concern
Contact: 1-800-392-3673 ext: 14561-78973
osmith58@ford.com | www.ford.com
Hours of Operation: Mon-Fri 8:00-4:30pm CST.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 01-24-2024 CLOSED: 01-26-2024 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Truck Inquiry NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Inquiry | | |

DEALER NAME: Lance Cunningham Ford

PA CODE: 05613 DLR SALES CODE: 21218 REGION: S1 ZONE: S1D

VIN: 3FMCR9B65M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 19,024

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TN | | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Lack/Loss of Power | UNKNOWN | UNKNOWN

ANALYST NAME: Sarah Villanueva OPEN ANALYST NAME: # fordprodprojectadvocate

COMMENTS:

2024-01-24 00:54:34

IBC from husband
Veh one day suddenly shut off while driving and loud noises when backing. Customer has had veh at the dealership since November, dealership has not been communicating with customer on updates or status of veh repairs, however they have provided loaner/rentals for customer. Customer is requesting assistance from Ford.

**Veh is at the dealership

Escalating to concern for Repair Assistance.

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: In Progress
OPEN: 01-25-2024 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Other
CASE CLASS LV 1234: Vehicle Concern | Financial Assistance | |
DEALER NAME: Metro Ford Inc
PA CODE: 04871 DLR SALES CODE: 24030 REGION: S3 ZONE: S3A
VIN: 3FMCR9D91M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 41,000
BODY STYLE: R9D - BRONCO SPORT BADLANDS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | FL | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Moving | Not Listed | UNKNOWN
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: # fordprodprojectadvocate
COMMENTS:
2024-01-25 23:21:01

" a.) CONTACT VIA: EMAIL[redacted]
b.) CUST SAYS: "My 2021 Bronco Sport conked out on me today out of nowhere for the second time in months. This is unacceptable. These vehicles are not reliable. I regret purchasing this vehicle. This is absurd. FORD should cover my vehicle repairs 100 percent AND provide financial assistance with trading in for a car that works." c.) PER CUST, DLR SAYS: N/A
d.) CRC ADVISED "
I want to thank you for your cooperation and patience this evening[redacted] Thank you for reaching out to Ford Motor Company with this concern. I will be escalating this case to a Customer Experience Specialist on the escalated Truck support team. They will contact you through your preferred/best contact method within 1 business day to assist you. Your case number is [redacted]."

Hello [redacted]. My name is Janelle. How can I assist you today?
Janelle - 4:13 PM
Bot CU said:
My 2021 Bronco Sport conked out on me today out of nowhere for the second time in months. This is unacceptable. These vehicles are not reliable. I regret purchasing this vehicle. This is absurd.
Customer - 4:13 PM
Bot CU said:
Thank you for chatting with this concern, I will do my best to assist you! Please give me 2-3 minutes to pull up the vehicle information.

Bot CU said:
In the meantime, can you please verify the mileage on your vehicle? Approximate is fine, thanks!
Janelle - 4:15 PM
Bot CU said:
My car literally just died out of nowhere. I'm up to date on service. These vehicles are dangerously unreliable and I regret this purchase with all of my heart. I used to love this car. Until I realized it doesn't work properly. Disgusting.
Customer - 4:15 PM
Bot CU said:
I'm taking a look at a few things on my end. While I do so, can you tell me if you have had your vehicle inspected by your local Ford dealer for this concern? If so, when?

Bot CU said:
I haven't heard from you in a few minutes. Do you need more time?
Janelle - 4:18 PM
Bot CU said:
Approximately 41.5 thousand miles. Again, the battery was replaced months ago when this vehicle died. Now, it died again and will cost me a lot of money. This is unbelievable. I was going to trade this in for another Bronco Sport but now I know they do not operate properly, are dangerous because of their gross unreliability. Wish I never bought this car. I'm not the first - these cars have poor ratings and too many others have experienced the same things. I feel taken advantage of.

Bot CU said:
Approximately 41.5 thousand miles. Again, the battery was replaced months ago when this vehicle died. Now, it died again and will cost me a lot of money. This is unbelievable. I was going to trade this in for another Bronco Sport but now I know they do not operate properly, are dangerous because of their gross unreliability. Wish I never bought this car. I'm not the first - these cars have poor ratings and too many others have experienced the same things. I feel taken advantage of.
Customer - 4:18 PM
Bot CU said:
I responded. Your chat also doesn't work properly

Bot CU said:
My vehicle is up to date on inspections etc
Customer - 4:19 PM
Bot CU said:
You have the info in your system
Customer - 4:19 PM
Bot CU said:
I can understand the concern of this situation, Diallo! Can you tell me what dealership you have been working with and when they diagnosed your vehicle?
Janelle - 4:20 PM
Bot CU said:
Metro Ford. They never diagnosed anything. They've done my updates, repairs, inspections, etc.
Customer - 4:20 PM
Bot CU said:
I appreciate this information! Is your vehicle currently at a Ford Dealership for this current concern?
Janelle - 4:22 PM
Bot CU said:
Please call me. This chat doesn't work [redacted]
Customer - 4:23 PM
Bot CU said:
Ford Bronco Sport is a sham. Literally months after buying the battery died. No warning. Too many others have had the same thing happen.

Bot CU said:
My car is there now and I'll have to pay a lot of money to repair a 2021. That's crazy!

Bot CU said:
Yes it's at Metro Ford.
Customer - 4:24 PM
Bot CU said:
We are not able to make outbound calls through Customer Relationship Center Chat. If you are wanting to speak with someone VIA phone, you can contact the Customer Relationship Center at: at 1-800-392-3673 or 1-800-232-5952 (TDD for the hearing impaired) during the following hours of operation:
8:00 a.m. to 11:00 p.m. EST (Monday–Friday) 8:00 a.m to 7:00 p.m. EST (Saturday).
Janelle - 4:24 PM
Bot CU said:
I shouldn't have to pay anything. I should have a loaner. Instead. Nothing from Ford.
Customer - 4:25 PM
Bot CU said:
Would you like to continue this conversation VIA chat today?
Janelle - 4:26 PM
Bot CU said:
Yes.

Bot CU said:
What can come if this discussion?
Customer - 4:26 PM
Bot CU said:
I'm completely dissatisfied with my vehicle.
Customer - 4:27 PM

Bot CU said:
I would be happy to continue this conversation VIA chat today and I understand the concern at hand. To clarify, what are you seeking from Ford at this time?
Janelle - 4:28 PM
Bot CU said:
It's taking you a long time to respond

Bot CU said:
Ford should cover the cost of repairing my vehicle at the least. For the second time in months it DIED in the middle of the road
Customer - 4:29 PM
Bot CU said:
Since this is a chat system, it does take a few minutes for me to respond. However, I will always check in with you every few minutes.
Janelle - 4:29 PM
Bot CU said:
Does should reimburse me for the $225.00 I spent today to tow my vehicle to Metro Ford

Bot CU said:
Ford should reimburse for my towing expense as well.

Bot CU said:
I'll send a picture of the receipt
Customer - 4:30 PM
Bot CU said:
These vehicles are NOT reliable at all. I'm scared to continue driving my Ford Bronco Sport. It might die again at any moment. It's dangerous.
Customer - 4:31 PM
Bot CU said:
Please allow me 2-3 minutes to research this information for you. Also, can you please verify your phone number and mailing address? I want to make sure I have the correct information on file, Thank you!
Janelle - 4:31 PM
Bot CU said:
Ford should allow me to trade it in at zero cost so I can get a vehicle that works - but the 2023 Bronco Sports have the same issues I read

Bot CU said:
[redacted]
Customer - 4:32 PM
Bot CU said:
Miami Florida [redacted]
Customer - 4:32 PM
Bot CU said:
These vehicles are completely dangerous and unreliable. I also work nights. This can't happen

Bot CU said:
Again, twice it DIED within months
Customer - 4:33 PM
Bot CU said:
So that I understand, are you seeking financial assistance with the vehicle repair, or do you no longer want the vehicle?
Janelle - 4:33 PM
Bot CU said:
I'm seeking both financial assistance AND assistance with trading it in for a vehicle that actually is reliable. I'm seeking both. I shouldn't have to "seek" it - that's should've been offered already. These cars DO NOT WORK PROPERLY AND ARE UNRELIABLE. That cannot be the case.

Bot CU said:
FORD should cover my vehicle repairs 100 percent AND provide financial assistance with trading in for a car that works.
Customer - 4:36 PM
Bot CU said:
I appreciate this information! Please allow me 2-3 minutes to research this information for you.
Janelle - 4:37 PM
Bot CU said:
I was very proud to have an American car. Now, should I regret that?
Customer - 4:37 PM
Bot CU said:
I'm seeking FORD to reimburse me for my towing today. I'll send the receipt
Bot CU said:
Y'all are costing me too much money, time, headache, regret
Customer - 4:38 PM
Bot CU said:
Thank you for this information! I am taking a look into this now.
Janelle - 4:39 PM
Bot CU said:
I was very proud to have an American car. Now, should I regret that?
Customer - 4:39 PM
Bot CU said:
It's actually $240.00 just for my towing today. Thank, FORD.
Customer - 4:41 PM
Bot CU said:
What I can do today is submit this feedback of this dissatisfaction you have experienced with your Ford vehicle to Ford Motor Company. This allows us, Ford Motor Company, to identify areas of concern in efforts to continuously make improvements. By documenting your concerns, we record and study the data collected by our customers to identify areas of concerns, which in turn, allows Ford Motor Company to launch programs accordingly. I am in the process of reviewing the best options for your concerns today. I will just need a few more moments.
Janelle - 4:42 PM
Bot CU said:
You mentioned absolutely nothing about the money I've spent and will have to spend because the vehicle doesn't work

Bot CU said:

Is this even a real person?
Customer - 4:43 PM
Bot CU said:
Basically, what you can do is pretty much … nothing that matters
Customer - 4:43 PM
Bot CU said:
Thank you for waiting! After researching, according to Ford policy we are not able to submit for financial assistance and a buyback. You would need to choose one. Which request would you like to continue with today?
Janelle - 4:44 PM
Bot CU said:
Financial assistance for my towing, vehicle repair.

Bot CU said:
What can be done at a later time regarding a trade in? I cannot keep this vehicle. It does not work.
Customer - 4:46 PM
Bot CU said:
I'm scared to drive this vehicle. It will conk out again - is Ford going to leave me like this?
Customer - 4:46 PM
Bot CU said:
Thank you for this information! I am taking a look into this now. Can you please confirm for me your email address?
Janelle - 4:48 PM
Bot CU said:
I cannot continue to pay for a vehicle that doesn't work.

Bot CU said:
[redacted]
Customer - 4:48 PM
Bot CU said:
When I first bought the vehicle the brakes didn't work properly when in reverse - would make a loud screech. Eventually, there was a recall in that. METRO Ford would believe me when I told them about it. Then, the car conked out. Today it conked out again. What's going on with the Bronco Sport. I really do want an answer to that question please

Bot CU said:
Metro Ford would NOT believe me
Customer - 4:51 PM
Bot CU said:
Janelle Suniga has been disconnected from the conversation. 4:52 PM

Bot CU said:
Now, I'm going to have to rent a car
Customer - 4:52 PM
Bot CU said:
Our conversation ended "unexpectedly". Really? Wow. I shouldn't be surprised

Bot CU said:
What happened to the other "person"?
Customer - 4:53 PM
You said:
Hello [redacted] My name is Rudee. Give me just a moment to read over your previous chat.
Sent - 4:53 PM
Bot CU said:
I'm sure our conversation will "end unexpectedly " as well. What happened to the other person?
Customer - 4:53 PM
You said:
It looks as if they were disconnected. I'm not sure as to why they were disconnected but I'm reviewing your chat now and would be happy to assist. I just need a few more minutes to finish.
Sent - 4:56 PM
Bot CU said:
I've been in the conversation for a while and have received no answers. Ford will do nothing for me? Please be clear so I don't waste our time

Bot CU said:
Hello? Please respond. I see you're trying to respond. What's the hold up?
Customer - 5:02 PM
You said:
I truly appreciate your patience while I read over your previous chat! I'm more than happy to review your concerns today. Kindly give me just one more moment to enter the information that was already provided.
Sent - 5:02 PM
Bot CU said:
Figuring out a nice way to say there's nothing FORD will do? Just say it if that's the case. I'm tired and don't need to waste both of our time
Customer - 5:02 PM
Bot CU said:
It wasn't already entered from janelle? Are you serious? Is this a tactic so I'll leave. Just tell me what's up straight up. I'm tired.

Bot CU said:
This chat is almost an hour old and I've gotten nowhere. I'm utterly disappointed with Ford

Bot CU said:
Please type a response and stop start/stop/start/stop. What's going on?
Customer - 5:05 PM
You said:
I'm just reviewing your chat thoroughly to ensure i have all the information that is needed in order to see if you are able to be escalated for further review. This should only take a few more [redacted]! I greatly appreciate your cooperation and patience with us today.
Sent - 5:05 PM
Bot CU said:
you don't know what to say huh?

Bot CU said:
Escalated for further review? It's been an hour almost. FORD, please Stop running games on me.

Customer - 5:06 PM
You said:
Thanks for waiting, Diallo! Was your vehicle doing anything out of the ordinary before it went out today?
Sent - 5:09 PM
Bot CU said:
No, it was not. It died. On the middle of the road. No warning. Like you already read I assume. L I don't believe after all that time, that's the response. Please be honest and stop placating me
Customer - 5:10 PM
Bot CU said:
There you go. Can't type a response.
Customer - 5:12 PM
You said:
I did read over your [redacted]! May you provide me with your best contact method?
Sent - 5:12 PM
Bot CU said:
You read all my contacts in the chat didn't you? It's in there. Thought that's what you were doing? Please just answer.

Bot CU said:
Waiting on your response
Customer - 5:13 PM
Bot CU said:
No answer from "Rudee," that's what I thought.
Customer - 5:13 PM
You said:
I did see you entered your phone number and email. I just need to know how you prefer to be reached out to so we can ensure we have the correct information.
Sent - 5:14 PM
Bot CU said:
This chat is an hour old and I've gotten nowhere. You win. You've done your job. Email me. [redacted] Should I expect an email? Be honest. That's all I ask. You're wasting my time. And yours

Bot CU said:
Shall we continue this chat? I imagine this is what you've been asked to do - ask frivolous questions that have already been answered, say you "appreciate the concern", etc.
Customer - 5:16 PM
Bot CU said:
Let me guess, I should provide my contact info again?

Bot CU said:
Ford obviously doesn't care

Bot CU said:
And you cannot type a response
Customer - 5:18 PM
You said:
Yes, since you had a previous chat before I got you, I am making sure everything looks good and I have all the necessary information. I would truly appreciate your patience so that I can ensure I help you to the best of my abilities. I will continue to check in with you. right now I am just entering all the information that is needed into this case so that we can see if this can be escalated for further review.
Sent - 5:18 PM
Bot CU said:
Right now? I've been on this chat for an hour - the info should've been entered. Y'all are playing games. Lip service. How much longer then?

Bot CU said:
I give up. You've done what you've been asked to do. Will someone email me if this has been "escalated" or not. I cannot stay on this chat much longer. I have to work to pay for the Bronco Sport repairs, my tow truck from today, and purchasing a Toyota or something that actually works reliably.
Will someone email me? Please just be honest.
Customer - 5:22 PM
Bot CU said:
"Rudee is typing"
Customer - 5:23 PM
You said:
I'd strongly urge you to stay on the chat with me a little longer. I am currently having this issue looked at and I will check back in with you if more time is needed. This should not take much longer. I am truly grateful for your patience.
Sent - 5:23 PM
Bot CU said:
ITS BEEN OVER AN HOUR AND NOTHING.
Customer - 5:24 PM
You said:
I know this has taken some [redacted]. Please bear with me a little longer while we review this.
Sent - 5:25 PM
Bot CU said:
You should Google "Ford Bronco Sport Died" I wish I knew all the info that google search shows before I bought the vehicle. Bronco Sport is not reliable and has died out of nowhere on way too many people. Shameful

Bot CU said:
Ford should be ashamed
Customer - 5:28 PM
You said:
I want to thank you for your cooperation and patience this evening Diallo! Thank you for reaching out to Ford Motor Company with this concern. I will be escalating this case to a Customer Experience Specialist on the escalated Truck support team. They will contact you through your preferred/best contact method within 1 business day to assist you. Your case number is [redacted]
Sent - 5:28 PM
Bot CU said:
Thanks for your help - although after today's experience I don't expect much from FORD. I'll be paying a lot of money to repair my garbage 2021 Bronco Sport. 2021. It's a 2021 and it's already garbage. Unbelievable.
Customer - 5:30 PM
You said:

You're most welcome, [redacted]. It was a pleasure reviewing this concern today. Do you have any other questions for me at this time?
Sent - 5:31 PM
Bot CU said:
When I don't hear from anyone from Ford "Customer Experience"where should I go ?
Customer - 5:32 PM
You said:
If you by chance don't receive an email form them within 1 business day, you can reach back out to us and we can have it set up for you to receive another response.
Sent - 5:34 PM
Bot CU said:
Customer has been disconnected from the conversation. 5:36 PM

2024-03-05 14:34:15

Tatyana Johnson/tjohn452@ford.com/ext. 79549

OBC DLR -- Spoke with Lisa and she stated the last time the vehicle was at the dealership was in Janurary for a battery and ignition coil

OBC Cust -- Spoke with the customer and he stated the battery has died on him twice and left him stranded. He believes this should not be happening and will like to pursue the BB options.

Customer really loves the vehicle and hope FMC can help him out with either getting a similar vehicle or an updated veh and he is willing to pay the difference. At this time the customer screen is not working at all and he will reach out to the dlr to schedule an appointment for that concern.

I advised the customer I will need additional information to submit the BB request. However, the customer had an incoming call and wanted me to give him a callback

NEXT STEPS:
submit BB request

Ford Motor Company ®
Customer Relationship Center – CAR/SUV Team
Tatyana Johnson
tjohn452@ford.com | www.ford.com
office: 866-631-3788 ext. 79549
Monday-Friday 9-5:30pm CST

2024-03-05 16:54:08

Tatyana Johnson/tjohn452@ford.com/ext. 79549

OBC CUST --
Called the customer to get information for the BB however the customer was not available and VM box is full

NEXT STEPS:
schedule a follow up 03/06

Ford Motor Company ®
Customer Relationship Center – CAR/SUV Team
Tatyana Johnson
tjohn452@ford.com | www.ford.com
office: 866-631-3788 ext. 79549
Monday-Friday 9-5:30pm CST

2024-03-06 18:44:05

Tatyana Johnson/tjohn452@ford.com/ext. 79549

OBC CUST --
Called the customer to get information for the BB however the customer was not available and VM box is full

NEXT STEPS:
schedule a follow up 03/11

Ford Motor Company ®
Customer Relationship Center – CAR/SUV Team
Tatyana Johnson
tjohn452@ford.com |www.ford.com
office: 866-631-3788 ext. 79549
Monday-Friday 9-5:30pm CST

2024-03-15 16:01:44

Primary Reason for submitting your request: Where do I begin? This car has proven to be 100% unreliable. This car is a lemon. Below, I outline major issues, and I have had this vehicle for under three years! I cannot have avehicle thatbreaks down randomly, without warning, leaving me stranded while I'm working (has happened twice, so far).

(1) When I first purchased the vehicle (literally, almost immediately after purchase), it made a screechingnoise when in reverse. I explained this to Metro Ford (where any/all repairs have occurred) and they never believed me. They asked me to film it. I did and when I brought it in they told me there was a recall on the vehicle for this very reason.

(2) Approximately one year after purchase, the battery died without warning, leaving me stranded in the middle of Miami. Approximately another year later, the same thing happened, leaving me stranded on one of the busiest streets in Miami. Both of these instances happened while I was working. This is unacceptable. This second time cost me almost $1400.00 in towing and repairs. Ford should reimburse me for these expenses. It is NOT normal for car batteries to die this soon after purchasinga brand new vehicle (much less for it to happen TWICE).

(3) I have not owned this vehicle for even three years and it has broken down on me twice! This is not an isolated incident. A simple google search shows these 2021 Ford Bronco Sports are littered with countless problems, including problems with the car battery continually dying out of nowhere, with no warning - this has happened to me twice already! It has happened to countless otherBronco Sportowners as well. This is unacceptable. Ford should be ashamed.

(4) Now, the center console doesn't work! The screen doesn't work! I paid good money (and continue to pay montly) for this vehicle and NOTHING WORKS THE WAY IT IS SUPPOSED TO! How much will I have to pay to repair the center console? This is absurd.

When I purchased the vehicle, I loved it and was ready for Ford to be my brand of choice for the rest of my life. Now, there is no way in the world I would consider buying a Ford unless this situation is made right!

I'VE HAD THE CAR FOR NOT EVEN THREE YEARS AND ALL OF THESE PROBLEMS EXIST - I FEEL LIKE A FOOL FOR BUYING A FORD.

Ford knows this car will only get worse.

This car is a lemon by all definitions, especially by Florida's definition. I purchased this car brand new, and it undoubtedly has ongoing, substantial conditions and defects that substantially impair its use, value and safety. This car is completely unreliable and I'm ridiculously scared to drive it for fear of being left stranded AGAIN,or worse! This car is NOT safe, as it has died without warning twice in the middle of busy streets where I luckily and narrowly avoided car accidents.

2024-03-15 16:32:44

OGC/DPS VIN List results for (3FMCR9D91M[redacted]: No return (3/15/24 @ 12:32)
Original Owner per NAVIS

Ford Motor Company ®
Megan Adler
Support Team, Ford CX Team
Madler7@ford.com | www.ford.com
Monday – Friday 8:00 AM to 4:30 PM Eastern
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2024-03-15 16:34:26

Vehicle does not meet State guidelines for buyback/replacement criteria for FL.

Talking Points:
-Denied GFR
-Review notes in milestone
-Focus on getting vehicle repaired
-Follow repair process
-Recommend dealer to engage Hotline for repair assistance
-Focus on getting the vehicle repaired, if customer is still having concerns
-Return vehicle to dealer if vehicle is still experiencing issues

Ford Motor Company ®
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** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Canceled
OPEN: 01-31-2024 CLOSED: 02-01-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | |
DEALER NAME: Anderson Ford of St. Joseph
PA CODE: 01743 DLR SALES CODE: 53420 REGION: C4 ZONE: C4C
VIN: 3FMCR9B67N[redacted] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 18,200
BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | AZ | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Vibration | Moving/Driving | Always
ANALYST NAME: Nancy Peters OPEN ANALYST NAME: # fordprodprojectadvocate
COMMENTS:
2024-01-31 17:12:58

First Name[redacted]

Last Name[redacted]

VIN3FMCR9B67N[redacted]

Emai[redacted]

Zip Code[redacted]

2024-01-31 17:13:29

a.) CONTACT VIA: Email [redacted]
b.) CUST SAYS: “I would like to pursue my car as a lemon. I have taken it into the shop 24/7 and am having to pay almost 700$ each time on a rental car.Transmission. I’ve taken it in multiple times due to shaking jolting and it smelling like it was burning. Multiple times they told me it doesn’t shake that bad and they don’t know what the issue was so they reset it and told me to drive 5,000 miles. Then in December it shut off on the side of the road. The guy at the dealership told me he replaced a part and I will likely have to come back again. Then again it started to do the same thing so I had to take it back today. I don’t have the money to spend on a rental every other week”
c.) PER CUST, DLR SAYS: N/A
d.) CRC ADVISED: Reviewed for BB per request.

2024-01-31 17:33:13

Type of purchase [new - used from the dealer - Certified Pre-Owned (CPO) - private sale or gift]: New
Purchase state: Missouri
Purchase date: 7/15/2022
Mileage at the time of purchase: 28
Name of selling dealer, business, or seller: Anderson ford in st Joseph, MO
Registered owner(s) name(s) for the vehicle:[redacted]
State/province where the vehicle is currently registered: Missouri.
Is the vehicle primarily used for personal or business reasons? N/A
If a business, the total number of vehicles the business has registered: N/A
Primary mechanical concern for buyback request: Transmission concerns.
Is the vehicle currently at the dealer? Yes.
If the vehicle is currently at the dealer:

Name of dealer (if applicable) and Service Advisor (SA): Chapman ford, Emiliano Salgado
Date vehicle arrived at the dealer: 1/30/2024.
Does the customer require a rental? Yes.

Hello, [redacted] My name is Hailey. How can I help you today?

Sent - 11:59 AM

Bot CU said:
I would like to pursue my car as a lemon. I have taken it into the shop 24/7 and am having to pay almost 700$ each time on a rental car

Customer - 11:59 AM
You said:
Got it [redacted]! I am more than happy to look into this for you. While I do so, could you please verify the current mileage on the vehicle?

Sent - 12:00 PM

Bot CU said:
18,200

Customer - 12:00 PM
You said:
Excellent! Thank you! Could you please verify your full mailing address?

Sent - 12:02 PM

Bot CU said:
My original mailing address on my car was [redacted] live [redacted] phoenix,Az [redacted]

Customer - 12:03 PM
You said:
Perfect! May I please have you preferred method of contact?

Sent - 12:04 PM

Bot CU said:
Email

Bot CU said:
[redacted]

Customer - 12:04 PM
You said:
Got it! Thank you again. Just so I'm aware, was the vehicle purchased new, used from the dealer, Certified pre-owned, or a private sale/gift?

Sent - 12:06 PM

Bot CU said:
New

Customer - 12:06 PM
You said:
What was the mileage at the time of the purchase?

Sent - 12:06 PM

Bot CU said:
I believe 28

Customer - 12:06 PM
You said:
Excellent! Could you please tell me the state in which the vehicle was purchased in and the date of that purchase?

Sent - 12:07 PM

Bot CU said:
It was 2022 let me find the correct date. I purchased it in Missouri

Customer - 12:10 PM
You said:
No worries! I am standing by for that information.

You said:
I'd like to make sure your concerns are addressed, and I haven't heard from you in a few minutes. Do you need more time?

Sent - 12:15 PM

Bot CU said:
7/15/2022

Customer - 12:16 PM
You said:
Great! Thank you for finding that information. Could you please tell me the name of the dealership that sold you the vehicle?

Sent - 12:17 PM

Bot CU said:
Anderson ford in st Joseph mo

Customer - 12:18 PM
You said:
Thank you! Could you tell me which state the vehicle is currently registered in and to whom it is registered to?

Sent - 12:20 PM

Bot CU said:
Missouri. It is currently registered to me [redacted]

Customer - 12:20 PM
You said:
Perfect! Is the vehicle primarily being used for personal or business reasons?

Sent - 12:21 PM

Bot CU said:
Personal

Customer - 12:21 PM
You said:
Got it! Could you please tell me what the primary mechanical concern is?

Sent - 12:22 PM

Bot CU said:
Transmission. I've taken it in multiple times due to shaking jolting and it smelling like it was burning. Multiple times they told me it doesn't shake that bad and they don't know what the issue was so they reset it and told me to drive 5,000 miles. Then in December it shut off on the side of the road. The guy at the dealership told me he replaced a part and I will likely have to come back again. Then again it started to do the same thing so I had to take it back today. I don't have the money to spend on a rental every other week

Customer - 12:25 PM

Bot CU said:
They told me they have to try multiple parts before they can replace transmission. It's a 2022. It shouldn't even need a new transmission

Customer - 12:26 PM
You said:
Thank you for that information. I completely understand. Is the vehicle currently at the dealership?

Sent - 12:27 PM

Bot CU said:
Yes

Customer - 12:27 PM
You said:
Excellent! Could you please tell me the date the vehicle was taken to the dealership?

Sent - 12:28 PM

Bot CU said:
It is at Chapman ford. I took it today. The last time was December 15th

Customer - 12:29 PM

Bot CU said:
I picked it up on the 20

Customer - 12:30 PM
You said:
Thank you for that information. Did you require a rental?

Sent - 12:30 PM

Bot CU said:
That time I paid a friend to borrow hers. This time I have to pay almost 700$ for a rental

Bot CU said:
I'm under 25

Customer - 12:32 PM
You said:
Thank you again for that information. Do you happen to know the contact information for the Service advisor at Chapman?

<span style="font-family:"A

2024-02-01 19:15:35

[redacted]

Hi Tyrall,
Customer is seeking a BB on the vehicle. Please reach out [redacted] that was open yesterday. I will close as a duplicate.

Thanks, Nancy

Nancy P.
Customer Experience Specialist-PVT-CONCERN
office: 866-631-3788 ext. 79439
npeter33@ford.com
www.ford.com
Hours M-F 7pm 330pm CST

CASE ATTACHMENTS:

CASE NUMBER: [redacted] STATUS: Resolved

OPEN: 02-08-2024 CLOSED: 02-08-2024 BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Buyback Request | |

DEALER NAME:

PA CODE: DLR SALES CODE: REGION: ZONE:

VIN: 3FMCR9B61M[redacted] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:

BODY STYLE: R9B - BRONCO SPORT BIG BEND

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | TX | | USA

HOME PHONE:

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

ANALYST NAME: Mallesia Hammond OPEN ANALYST NAME: # fordprodprojectadvocate

COMMENTS:

2024-02-08 15:00:20

CXS Mallesia Hammond ext/79600/MHAMMO67 @FORD.COMibc from the customer last may they purchased a 2021 bronco nd issues with it and its been in the shop too many times this will be the 5th time she had error messages about the power thenn they started loosing power then battery went dead had to change turbo was on back order due to srekcthing sound had recalls on it vin 3FMCR9B61M[redacted]35000 spoke to the customer about the buy back program and the diffrence between the buy back and the dealer trade in she stated she is going to get a lawyer because she is not sure if this is the program she wants to go with

Next Steps: case closed

Ford Motor Company
Mallesia Hammond
Customer Experience Specalist
MHAMMO67@Ford.com
Office: 1.866.631.3788 Ext. 79600

CASE ATTACHMENTS:

Case

[redacted]

General Info

Overview

Case Number	[redacted]	**Status**	Resolved
Priority	None	**Owner**	Tier 1 Chat NA CRC
Input Channel	Chat	**Status Reason**	Information Provided
Originating Team	Tier 1 Chat NA CRC		

Case Closure Details

Resolution Type	Information Provided / Concern Addressed	**Case Disposition Team**	Tier 1 Chat NA CRC
Cancellation Type		**Case Disposition Type**	Close Issue
Closed By	Robert Holloway	**Closed Date**	10/9/2023 4:59 PM
Closure Comments			

Case Reopen Details

Reopened By		**Reopened On**	

Customer Info

Customer Info

Customer Name	[redacted]	**Best Contact Method**	
Best Daytime Phone	Mobile Phone	**Home Phone**	[redacted]

Business Phone	[redacted]	**Mobile Phone**	[redacted]
Email	[redacted]		

Delegate Info

Customer Delegate		**Customer Delegate Relationship**	
Customer Delegate Phone			

Customer Scores

LTV Score	78	**All Marketing Scores**	
Loyalty Score		**ESP Score**	
Defector Score		**Dissat Score**	
Likelihood To Service	No	**Service Segments**	
In-Market			

Dealer Info

Dealer Info

Dealer Name		**P&A Code**	
Dealer Service Manager		**Dealer Phone Number**	
More Than One Service Manager	No	**Dealer Contact**	

Vehicle Info

Vehicle Info

VIN	3FMCR9B68M[redacted]	**Mileage**	23,369

Warranty Start Date	2/27/2021	**Mileage Units**	Miles
Hours In Service		**Converted Mileage**	

Vehicle Classification

Vehicle Classification Full Path	2021 > FORD > BRONCO SPORT		
Model Year	2021	**Engine Specification**	
Make	FORD	**Transmission Specification**	
Model/Vehicle Line	BRONCO SPORT		
Body Style			

Equipment & Software

SYNC Version		**Modem/TCU?**	Yes
Installed SYNC Version		**Installed Date**	
WIFI Capable	No	**WIFI Enabled**	No
Data Usage		**Date Retrieved**	

Case Classification

Case Classification

Case Classification Team	Tier 1 Chat NA CRC
Case Classification Full Path	Vehicle Concern > FIN Assist Request > Has been to dealer > Inside Criteria

Level 1	Vehicle Concern
Level 2	FIN Assist Request
Level 3	Has been to dealer
Level 4	Inside Criteria

Symptom Code

Symptom Classification

Symptom Classification Full Path	Start/Run/Move > Starting > Cranks Won't Start > UNKNOWN
Level 1	Start/Run/Move
Level 2	Starting
Level 3	Cranks Won't Start
Level 4	UNKNOWN
More Than One Symptom Codes?	No

Additional Symptom Codes

Level 1	Level 2	Level 3	Level 4

Activities

Activities

Subject	Activity Type	Status	Created On	Created By
Case Assignment - [redacted]	Case Assignment	Completed	10/9/2023 4:56 PM	[redacted]

Resolution for [redacted]	Resolução de Incidentes	Completed	10/9/2023 4:59 PM	Robert Holloway

Notes & Attachments

Title	Note	File Name
Created On 10/09/2023 11:56:52 By: Robert Holloway Primary Team:Tier 1 Chat NA CRC	Agent Widget Application accesibleActive Chat lisaNo file chosenClick to remove this chatAdd contactActive Chat HistoryTime and Day StamptodayInfo At 10:12 AM Oct 9Thank you for choosing to chat with us. We will be with you shortly. You are currently 1 waiting in queue.Info At 10:12 AM Oct 9You are now chatting with Robert. Please do not enter any sensitive personal data such as social security number or credit card numbers.Hello, [redacted] My name is Robert. How may I assist you today?You 10:12 AMI was just cut off from Priscillalisa 10:12 AMI will be happy to assist you today, [redacted] You 10:13 AMI have a vehicle that has been at Chapman Ford in Egg Harbor Township, NJ for almost a week. I am forced to pay my own car rental until it can be determined if it is under warranty. This is poor customer service for a vehicle of this age.lisa 10:15 AMCar shut down during traffic hour and to keep it short and sweet after 25 minutes I was able to get car started and Chapman Ford was the closest dealership to the location where the vehicle failed.lisa 10:16 AMThank you for this information, [redacted] Give me 2 to 3 minutes to look over the information. You 10:17 AMI have a case number which I can provide to youlisa 10:17 AMThank you for this [redacted] I see the active case. The agent that working on your case is Dawneisha. McNeil. She and scheduled to call you tomorrow 10/10/23 regarding your case.You 10:19 AMThank you for this information unfortunately it is not helping my car rental situation so hopefully Dawneisha will help with thatall she told me was that I didn't have an appointment and that is why I have to wait.lisa 10:21 AMThank you for this information, Lisa! I can not open another case for the same issue. I recommend you work with Daweisha regarding the concerns. You can reach out to her: Dawneisha McNeillMcNeill/Ext.79559/DTAYL409@FORD.COM. 800-392-3673I will leave a note that you have reached out regarding your case.Is there anything else I can assist you with today?You 10:23 AMappreciate it. Thank youlisa 10:24 AMThank you	

	for contacting Ford Motor Company. At the end of this chat, there will be a survey that appears regarding your experience with my performance today. We appreciate any feedback you may have. Have a great day! You 10:24 AMInfo At 10:24 AM Oct 9Thank you for chatting with us.	
Created On 10/09/2023 11:58:20 By: Robert Holloway Primary Team:Tier 1 Chat NA CRC	Refer to case [redacted]	

Email

Direction	Date	From	To	Subject	Body

Additional Info

Admin Info

Archived Case?	No	**Caller Authorization Code**	[redacted]
Source System ID		**Source System Name**	
Created On	10/9/2023 4:56 PM	**Created By**	Robert Holloway
Modified On	Robert Holloway	**Modified By**	Robert Holloway
Financial Assistance Provided?	N/A	**Case Age (Hours)**	3,962.47

Case [redacted]

General Info

Overview

Case Number	[redacted]	**Status**	Resolved
Priority	None	**Owner**	Tier 3 Consumer Affairs NA CRC
Input Channel	Email	**Status Reason**	Information Provided
Originating Team	Tier 3 Consumer Affairs NA CRC		

Case Closure Details

Resolution Type	Information Provided / Concern Addressed	**Case Disposition Team**	Tier 3 Consumer Affairs NA CRC
Cancellation Type		**Case Disposition Type**	Addressed
Closed By	Kelsey Romanoff	**Closed Date**	11/13/2023 7:09 PM
Closure Comments	Case closed with no comments		

Case Reopen Details

Reopened By		**Reopened On**	

Customer Info

Customer Info

Customer Name	[redacted]	**Best Contact Method**	Any
Best Daytime Phone	Mobile Phone	**Home Phone**	[redacted]

Business Phone		**Mobile Phone**	[redacted]
Email	[redacted]		

Delegate Info

Customer Delegate		**Customer Delegate Relationship**	
Customer Delegate Phone			

Customer Scores

LTV Score	87	**All Marketing Scores**	
Loyalty Score		**ESP Score**	
Defector Score		**Dissat Score**	
Likelihood To Service	Yes	**Service Segments**	
In-Market			

Dealer Info

Dealer Info

Dealer Name	Valley Ford of Columbus	**P&A Code**	02046
Dealer Service Manager	Chase Donaldson	**Dealer Phone Number**	6148883333
More Than One Service Manager	Yes	**Dealer Contact**	

Vehicle Info

Vehicle Info

VIN	3FMCR9F99M[redacted]	**Mileage**	

Warranty Start Date	3/9/2021	**Mileage Units**	Miles
Hours In Service		**Converted Mileage**	

Vehicle Classification

Vehicle Classification Full Path	2021 > FORD > BRONCO SPORT > R9F - BRONCO SPORT LAUNCH EDITION

Model Year	2021	**Engine Specification**	2.0L TIVCT GTDI T/C 240PS GAS
Make	FORD	**Transmission Specification**	
Model/Vehicle Line	BRONCO SPORT		
Body Style	R9F - BRONCO SPORT LAUNCH EDITION		

Equipment & Software

SYNC Version		**Modem/TCU?**	Yes
Installed SYNC Version		**Installed Date**	
WIFI Capable	No	**WIFI Enabled**	No
Data Usage		**Date Retrieved**	

Case Classification

Case Classification

Case Classification Team	Tier 3 Consumer Affairs NA CRC
Case Classification Full Path	Consumer Intervention > Third Party

Level 1	Consumer Intervention
Level 2	Third Party
Level 3	
Level 4	

Symptom Code

Symptom Classification

Symptom Classification Full Path	Start/Run/Move > Starting > Slow Crank/Battery > UNKNOWN
Level 1	Start/Run/Move
Level 2	Starting
Level 3	Slow Crank/Battery
Level 4	UNKNOWN
More Than One Symptom Codes?	No

Additional Symptom Codes

Level 1	Level 2	Level 3	Level 4

Activities

Activities

Subject	Activity Type	Status	Created On	Created By
[redacted] Consumer Complaint	Email	Scheduled	11/13/2023 1:49 PM	[redacted]

	Case Assignment	Canceled	11/13/2023 1:50 PM	P Rxsalp
Demand Letter/Third Party/Small Claims Processing: CAS- [redacted]	Demand Letter/Third Party/Small Claims Processing	Completed	11/13/2023 7:08 PM	Kelsey Romanoff
Resolution for Case: [redacted]	Resolução de Incidentes	Completed	11/13/2023 7:09 PM	Kelsey Romanoff

Notes & Attachments

Title	Note	File Name
Created On 11/13/2023 11:37:45 By: Carrie Boehm Primary Team:Tier 3 Consumer Affairs NA CRC	Assigning to Kelsey	
Created On 11/13/2023 14:03:30 By: Kelsey Romanoff Primary Team:Tier 3 Consumer Affairs NA CRC	*** KRomanof Ext 70492 *** 11/13/2023: VEH: 2021 FORD BRONCO VIN: 3FMCR9F99M[redacted] WSD: 3/29/21 MILES: 60038 DLR: Valley Ford of Columbus CCT: BBB: NO AGENCY: ATG DATED: 10/20/23 FILE: 1041247 SCANNED: NA RECEIVED: 11/13/23 C/S: Car cut off randomly 2 times while driving. Told company and they have yet to find anything blaming a battery being lose. CUST SEEKS: I want my vehicle properly diagnosed. I do not feel safe driving.	
Created On 11/13/2023	*** KRomanof Ext 70492 *** 11/13/2023:	

14:04:05 By: Kelsey Romanoff Primary Team:Tier 3 Consumer Affairs NA CRC	3FMCR9F99M[redacted] NOT FOUND ON OGC VIN LIST	
Created On 11/13/2023 14:04:37 By: Kelsey Romanoff Primary Team:Tier 3 Consumer Affairs NA CRC	*** KRomanof Ext 70492 ***11/13/2023: Drafted response to 3rd party agency and copied customer. CALA closing case.Re: [redacted]; Complaint: [redacted]; VIN: 3FMCR9F99M[redacted] Dear [redacted] A complaint was filed with your office by [redacted] regarding 2021 Ford Bronco. You asked Ford Motor Company to review and provide your office with our written response. Our Consumer Affairs Department has reviewed [redacted] concern regarding the battery and his request for a proper diagnosis.According to our records, the subject vehicle has been repaired as of 10/23/23 and returned to [redacted]. If [redacted] experiences further concerns with the vehicle, we recommend that the vehicle is brought in to the servicing dealership promptly, for diagnosis. Based on this information, we will not be meeting the request for a proper diagnosis due to the vehicle has now been repaired. If you have further questions or concerns, you can reach our Customer Relationship Center via chat Monday - Friday 8:30 AM - 10:00 PM EST and Saturday/Sunday 11:00 AM - 7:00 PM EST. You will find our chat option on www.ford.com/support, look for a blue LIVE CHAT bubble near the bottom right-hand corner of the screen. You can also reach our inbound phone team Monday - Friday 8:00 AM - 11:00 PM EST and Saturday 8:00 AM - 8:00 PM EST (closed Sunday) at 1-800-392-3673. Hearing and speech impaired callers can contact the Telecommunication Relay Service by dialing 711.Thank you for bringing this matter to our attention. Please consider this our closing report. Sincerely,	[redacted]
Created On 11/13/2023	*** KRomanof Ext 70492 ***11/13/2023: Drafted response to 3rd party agency.	[redacted]

14:05:26 By: Kelsey Romanoff Primary Team:Tier 3 Consumer Affairs NA CRC		
Created On 11/13/2023 14:07:01 By: Kelsey Romanoff Primary Team:Tier 3 Consumer Affairs NA CRC	*** KRomanof Ext 70492 ***11/13/2023: CHECKLIST	Checklist for Third Party Agency matters - Copy.docx

Email

Direction	Date	From	To	Subject	Body
Incoming	11/13/2023 1:49 PM	[redacted]	fordcad@ford.com;ssmellie@ford.com;ssmellie@ford.com;	[redacted] Consumer Complaint	

Additional Info

Admin Info

Archived Case?	No	**Caller Authorization Code**	[redacted]
Source System ID		**Source System Name**	
Created On	11/13/2023 1:49 PM	**Created By**	P Rxsalp
Modified On	Kelsey Romanoff	**Modified By**	Kelsey Romanoff
Financial Assistance Provided?	N/A	**Case Age (Hours)**	3,125.82