

CASE NUMBER: [REDACTED] STATUS: In Progress
OPEN: 10-19-2022 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: AutoNation Ford Valencia
PA CODE: 01864 DLR SALES CODE: 71491 REGION: W1 ZONE: W1A
VIN [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 29,564
BODY STYLE: K1R - MUSTANG MACH-E SEL RWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: SANTA CLARITA | CA [REDACTED] USA
HOME PHONE [REDACTED]

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

SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Not Listed | UNKNOWN
ANALYST NAME: Breanna Page OPEN ANALYST NAME: Ronald Aguila

COMMENTS:

2022-10-19 22:00:17 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 : Part Number : Dealer Name : AutoNation Ford Valencia Dealer P&A : 01864
Dealer phone : 6612556600 VIN : [REDACTED] Year : 2021 Make : FORD Model : Mustang
Mach-E Mileage : 27000 Engine Specification : BATTERY ELECTRIC MOTOR #2 Transmission Specification
: 1 SPD AUTO TRANS Warranty Start Date : 2021-05-30 Open Recall/FSA : : 21C22 WINDSHIELD GLASS
RESEAL 21P22 SOFTWARE CALIBRATION UPDATE 22B10 ADDITIONAL REMOTE CONTROL AND KEY
BLANK 22S41 BATTERY ENERGY CONTROL MODULE SOFTWARE UPDATE ESP : n/a Hotline Contact :
n/a Warranty History : n/a

2022-10-20 20:54:57 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 information on vehicle. OBC to dealer and was advised SA Nikki Unavailable Email:
Marronen@autonation.com Next Steps: contact the customer to address the concern. OBC to customer
and spoke with Adam who advised dealer has his vehicle and they have not been updating him advised will
reach out to dinner again later just wanted to confirm veh was at dealer.

2022-10-21 18:11:54 cust says:
i missed call ,here is my case [REDACTED]
per cust/dlr says:n/a
crc advise:

2022-10-21 18:18:19 let the cust know that theres a follow up on oct 22,2022, document the call and transferred to madison.
Imani Segura/Ext.79358/iseigura@ford.com IBC- cust returning call to agent says last agent told him he was
getting transferred to his agent. , says veh is at dlr. let him know there is a f.u set for tmrw Ford Motor
Company @ Customer Relationship Center - Truck Team36 Imani Segura isegura@ford.com |www.ford.com
office: 866-631-3788 ext. 79358 Hours:M/W-S-10:30AM-7PM

2022-10-21 19:21:23 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 dealer for missing RO details/repair info. OBC to dealer and spoke with Jerry in parts dept who
advised All parts are in, Transferred to service dept and Next Steps: send portal message

2022-10-21 19:24:41 llo Nicole, I need the following info for this vehicle, RO # RO Date: Repair? Cause of failure? ETA on
repair? Thank you, Madison Bridges She | Her | Hers Customer Experience Specialist/ Concern Ford CXS
Team Mbridg46@ford.com | www.ford.com O: 866-631-3788 ext. 79457

2022-10-22 17:03:26 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 details OBC to dealer and spoke with Greg SA: Tonya Martinez RO#380448 RO
Date: 10/11/22 Repair? no clear path to repair Next Steps: transfer to BEV team.

2022-10-24 23:05:35 CXS Breanna Page/Ext#79865/Email: bpage22@ford.com OBC to CUST to advise i am partnering with the
dlr to resolve his veh concern. Cust advised dlr said his part will be arriving at the end of the week. Next
steps- F/u with dlr Tania Martinez and cust on Thurs for any updates, Breanna Page Customer Experience
Specialist, Ford CX Team Bpage22@ford.com | www.ford.com office: 866-631-3788 ext. 79865

2022-10-31 23:04:28 Tania (martinez23@autonation.com) Tania Can you please update me with the status of our mutual
customer's, Jeannie Umanzor [REDACTED] vehicle. Warm Regards Ford Motor Company @
Mrs. Breanna Page Customer Experience Specialist - CX TEAM office: 866-631-3788 ext.79865 Available
10:30am-7:00pm CST Monday & Wednesday-Saturday 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.

2022-10-31 23:13:29 OBC to cust- He got his veh back and text the SA Tania the concern keeps coming back on the screen.
Saying there is a front camera fault. When he is using cruise control it will say that. SA said to bring it back
tomorrow 11/01. Never been in an accident. It's intermittent. It happens even when he is not using cruise
control. Next steps- Advised cust I will reach out to SA to engage with additional resources and will be
engaging in mine as well.

2022-10-31 23:13:40 OBE to cust Tania, I just spoke with the customer and he let me know he was bringing the vehicle back into
the dealership. Please reach out to hotline to receive additional support in resolving this concern. Thanks
Breanna

2022-11-03 02:28:32 No updates with Tech SME at this time. Will reach out to dlr on Friday to check on status of veh.

2022-11-03 02:29:48 IBE from SA Tania THIS VEHICLE IS GONE – CUSTOMER PICKED UP BUT STATED IS STILL HAVING
SAME ISSUE – I ASKED CUSTOMER TO BRING VEHICLE BACK TODAY – TECH SATATED WOULD
NEED TO CONTACT TECH LINE FOR ASSISTANCE

2022-11-04 23:07:48 CXS Breanna Page/Ext#79865/Email: bpage22@ford.com OBC to verify if his veh is at dlr. Advised
the veh is not there but he will be able to take it in on Monday. Next steps- advised tech to assist further on
Monday. Customer Experience Specialist, Ford CX Team Bpage22@ford.com | www.ford.com office: 866-
631-3788 ext. 79865

2022-11-09 03:44:33 OBE to cust Hello Mr. Herrera, I'm reaching out to see if you were able to get your vehicle to the dealership? Warm Regards Ford Motor Company @ Mrs. Breanna Page Customer Experience Specialist - CX TEAM office: 866-631-3788 ext.79865 Available 10:30am-7:00pm CST Monday & Wednesday-Saturday 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.

2022-11-11 05:11:58 Email with cust I will look into this for you and let you know by Monday. Breanna From: [REDACTED] Sent: Wednesday, November 9, 2022 8:34 AM To: Page, Breanna (B.) Subject: Re: [REDACTED] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Yes, it is currently at the dealership. They did allow me to get a rental car. Since I have an electric vehicle I asked enterprise for an electric or hybrid. They did have a van they is hybrid electric plus in, but they are charging me an additional \$10/ a day. Is this something ford can cover since my car is electric? Adam Herrera Sent from my iPhone

2022-11-12 18:26:15

****Safety Net****

NEXT STEPS: FOR CXS: Approved covering the \$10 difference on the rental

Ford Motor Company @
Charles Casiano
Business Operations Supervisor - BEV Passenger Vehicle
CCASIANO@Ford.com | www.ford.com

2022-11-28 22:34:02 Cust called in to inquire about request. Connection bad, Call dropped. OBE to cust Hello Mrs [REDACTED] Sorry I think our phone connection was not steady. I did get an approval to cover the additional \$10/day. Please send me the invoice once it is completed. Warm Regards Breanna

2022-12-08 00:17:44 IBE from cust I have my vehicle back m, but received it back with a cracked windshield, so I am waiting to hear when to bring it back to ford for a replacement windshield. [REDACTED] Sent from my iPhone

2022-12-08 00:19:25 OBE to cust Hello [REDACTED] Wow! I am so sorry to hear that. I will also be reaching out to the dealership to see when this can be addressed. I'll also be needing your invoices for the reimbursement. Warm Regards Breanna

2022-12-10 02:36:47 SA Chris - The SA is Greg 6612192145 speerg@autonation.com OBE to cust Hello [REDACTED] Can you please send the Enterprise Invoice so that I can submit your reimbursement? Thanks Breanna

2022-12-21 18:41:30 OBE to cust, SM Nicole Maroni (marronen@autonation.com), GM Paulo Lopez (lopezp2@autonation.com) Hello, Our mutual customer, [REDACTED] has recently had a vehicle repair done at Autonation Ford Valencia. Upon picking her vehicle up there was an issue with her front windshield. The customer has advised personnel at the dealership and has not received any updates as to what can be done to assist her with this. Please reach out to the customer at your earliest convenience to address this concern. Customer Phone Number: [REDACTED] Customer Email: [REDACTED] (copied in this email) Customer's VIN: [REDACTED] Warm Regards Ford Motor Company @ Mrs. Breanna Page Customer Experience Specialist - BEV CX TEAM office: 866-631-3788 ext.79865 Available 1:30pm-10:00pm CST Monday-Friday 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.

2022-12-21 18:44:57 OBC to advise reimbursement has been sent out. Cust did not answer. Left vm.

2022-12-22 23:59:14 817835 [REDACTED] 2/22/2022Pending013-Ford CRC12/22/2022Shantelle BrooksBreanna Page

2022-12-23 17:04:10

*****Case Progression Specialist*****

Morley activity 817835 for debit card has been transmitted.

NEXTSTEP: Contact customer and advise that debit card will be received within 7 - 10 business days

Olaseni Magreola
FORD MOTOR COMPANY
Lead Agent/Ford Truck Team
omagreol@ford.com

2022-12-29 16:57:50 Safety Net [REDACTED] Clear to close SHANTELE BROOKS SheHerHers Business Operations Supervisor - BEV Passenger Vehicle - O: 866.631.3788

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 08-21-2023 CLOSED: 09-07-2023 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: Ken Grody Ford - Redlands
PA CODE: 04114 DLR SALES CODE: 71153 REGION: W1 ZONE: W1B
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: MUSTANG MACH-E MILEAGE: 13,676
BODY STYLE: K1R - MUSTANG MACH-E SELECT RWD 4DR
LAST NAME FIRST NAME MIDDLE [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: FONTANA | CA | [REDACTED] USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Collision Avoidance | Stays On
ANALYST NAME: Erica Elliott OPEN ANALYST NAME: Cherrell Greenidge
COMMENTS:
2023-08-21 23:07:40

IBC FROM CUST// VIN-[REDACTED] IS VEH AT THE DLR? YES CUST CLV- 81 DLR- Ken Grody Ford - Redlands SA- JAMES AND TREVER YEAR/ VEH MODEL- 2022 MILEAGE- 13000 WSD- 7/1/2022 TRANSFER TO CONCERN- YES CASE MANAGER - ERICA DOES CUST MEET FLP? YES - FLP: 7Y, 100K MILES, AND CLV 65+ BUYBACK: 8Y, 80K MILES, AND NON- CAL - TRANSFERRED CALL TO ME VEH ERROR ABOUT CAMERA PRE COLLION ASSIST NOT AVAILABLE SCREEN BLANK OR THE SETTING WONT HOLD VEH BEEP LIKE SOMEONE IS THERE BUT NOTHING IS THERE CUST STATED DLR TOLD HER TO CALL US TO SEE IF WE CAN BUY THE VEH BACK. I ADVISED CUST WE CAN ONLY PROVIDE REPAIR ASSISTANCE FOR CA RESIDENT WARM TRANSFER TO CASE MANAGER STEPS// NOTATE CASE Ford Motor Company Cherrell D. Greenidge Customer Experience Specialist-Passenger Vehicle Inquiry Team Cgreeni7@ford.com | www.ford.com office: 866-631-3788 ext. 79244 Office Hours: Monday-Friday 8:00 am - 4:30 pm

Customer Information:

Name(s) on the Title:
Bella's Ice Cream LLC

Address:

Upland CA,

Email Address:

Customer is Select purchasing or leasing the vehicle:
Purchased

Vehicle Information

VIN:

Current Mileage: 13,676

Ownership Status/ Type of Purchase:

Purpose of vehicle:
Business

Vehicles registered to the business, (If yes to business)

1

Purchase Date:
07/1/2022 or 07/06/2022

Mileage at Time of Purchase:
15

State Information

State Where Purchased:
CA

State Where Registered:
CA

Dealer Information

Purchased from Dealer?
Yes

Dealership (if yes):

Ken Grody Ford- Redlands

Primary Reason for Repurchase: Since purchase it has been back to the dealership 3 times for repair issues ranging from the battery going out to it giving a body electrical major battery system draw, and most recently the collision assist is braking on its own when there is nothing there and then it is also giving the error that it is now disabled and that there is a front camera fault service required.

Is there a current concern with the vehicle? : Collision assistance malfunction

What is the repair status of the vehicle?: It has been at the dealership and they are ordering a module to see if they can reprogram it and install it to see if that will fix the issue

Were repairs completed for this concern at multiple dealerships?
(If yes): = Ken Grody Ford- Redlands

2023-08-21 23:38:39

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 : Ken Grody Ford - Redlands
Dealer P&A : 04114
Dealer phone : 909-793-3211
VIN : [REDACTED]
Year : 2022
Make : FORD
Model : MUSTANG MACH-E
Mileage : 13000
Engine Specification : BATTERY ELECTRIC MOTOR #2
Transmission Specification : 1 SPD AUTO TRANS
Warranty Start Date : 2022-07-01
Open Recall/FSA: N/A
ESP : CESPMMNQC
0968 - USA 2022 NEW 72/100K PREM MAINT(M&W) 10K INTERVAL- exp 07/01/2028
CPCLIGHT
0968 - USA 2022 NEW 72/100000 PREMIUMCARE W/ROADSIDE- exp 07/01/2028
Hotline Contact : N/A
Warranty History : N/A

2023-08-22 12:23:03

TO JULIE

2023-08-22 16:05:15

CASE ANALYST REVIEW COMPLETE, TRANSFERRING TO COM FOR REVIEW

2023-08-22 17:47:46

APPROVAL UPLOADED TO PORTAL, TRACKING IS 874795
LETTER WILL BE SENT WITHIN THE NEXT 3 BUSINESS DAYS

2023-08-23 16:35:00

RAV has received and accepted the case, Customer contact is forthcoming

2023-08-29 23:10:03

CXS Autumn E. OBC to CUST([REDACTED])

Per Cust:

Reaching out to [REDACTED] to update her on her case, left her a vm to callback once she got a chance to

Next Steps:

Follow up- 9/4

Ford Motor Company @
Erica Elliott "Autumn"
Customer Experience Specialist, Ford CXS Team
eellio28@ford.com | www.ford.com
Office: 866-631-3788 ext. 79898

2023-09-06 19:39:32

CXS Autumn E. OBC to CUST([REDACTED])

Per Cust:

She has corresponded with BB team and is just waiting for paperwork for surrender of vehicle. She stated that she was very happy with how timely everything happened and that she did not have anything else for me to do. Will be requesting to close the case and sending close email.

Next Steps:

Follow up- 9/14

Ford Motor Company @
Erica Elliott "Autumn"
Customer Experience Specialist, Ford CXS Team
eellio28@ford.com | www.ford.com
Office: 866-631-3788 ext. 79898

2023-09-06 20:39:06

Safe to Resolve

Ford Motor Company @
Kennedi Martin
Business Operations Supervisor
kmar224@ford.com | www.ford.com
Office: 866-631-3788 ext. 79024
Mon- Fri 10:00am-6:30pm CST

PE24-012 000005 SUBJ GCCT

CASE NUMBER [REDACTED]

STATUS: Information Provided

OPEN: 01-31-2024

CLOSED: 03-23-2024

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: SC Vehicle Off Road NA

COMMUNICATION: Web

CASE CLASS LV 1234: Dealer - Parts | Parts Inquiry | Parts Order Status |

DEALER NAME: Capital Ford of Charlotte, Inc.

PA CODE: 03344

DLR SALES CODE: 21208

REGION: S2

ZONE: S2D

VIN: [REDACTED]

MODEL YEAR: 2022

MODEL: MUSTANG MACH-E

MILEAGE:

BODY STYLE: K1R - MUSTANG MACH-E SELECT RWD 4DR

LAST NAME FIRST NAME MIDDLE: [REDACTED]

ADDRESS:

CITY STATE ZIP COUNTRY: | | |

HOME PHONE:

SYMPTOMS: | | |

ANALYST NAME: P Rxcrmp

OPEN ANALYST NAME: SYSTEM

COMMENTS:

2024-03-23 08:23:37

Part order shipped for Case# [REDACTED] Hi, Thank you for submitting a COPIS Parts Order Statuscase. Good news, your backorder forService Part Number:LJ8Z3G590F,Shipper Number:BT4171,DOR Number:01297, shipped on 03/08/2024. 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

CASE NUMBER: [REDACTED]

STATUS: In Progress

OPEN: 07-13-2023

CLOSED:

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Social Media NA CRC

COMMUNICATION: Social Media

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

DEALER NAME: Capitol Ford

PA CODE: 00180

DLR SALES CODE: 72039

REGION: W2

ZONE: W2B

VIN: [REDACTED]

MODEL YEAR: 2023

MODEL: MUSTANG MACH-E

MILEAGE: 6,000

BODY STYLE: K1R - MUSTANG MACH-E SELECT RWD 4DR

LAST NAME FIRST NAME MIDDLE [REDACTED]

ADDRESS [REDACTED]

CITY STATE ZIP COUNTRY: SAN JOSE | CA | USA

HOME PHONE:

SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Losses Speed

ANALYST NAME: SYSTEM

OPEN ANALYST NAME: Rebecca Davenport

COMMENTS:

2023-07-31 16:16:46

Cust-
Hi,

I have realized a bug in the Adaptive cruise control feature on my Mach-E 2023. When I am using the function, the car always reset the speed target to the speed limit of the freeway periodically. However, In order to follow the traffic, the actual car speed might be higher than the speed limit of the freeway.

in this case, my car will slow down quickly on the freeway, and confuses the car behind my vehicle. It is easy to generate accident.

Ford-

Good morning, Lee. 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
- Name and location of purchasing Ford dealership
- Current mileage
- VIN

Rebecca
Ford Social Media Team

Cust-

Hi,

please find my information below. I believe this is not related to a specific vehicle. It is a MachE software issue. So I'm just trying to give a feedback on this. Thank you!

- Your full name [REDACTED]
- The vehicle owner's full name and your relation to them (if applicable) myself
- Your zip code [REDACTED]
- Email [REDACTED]
- Cell phone [REDACTED]
- Mileage 6k [REDACTED]
- VIN [REDACTED]

Ford-

I appreciate you sending that info over [REDACTED] 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 your nearest dealership regarding this adaptive cruise control concern?

Rebecca

CASE NUMBER: [REDACTED]
OPEN: 04-09-2024 CLOSED: 04-10-2024
RESPONSE TEAM: US Ford Passenger Vehicle Inquiry NA CRC
CASE CLASS LV 1234: Inquiry | |
DEALER NAME:
PA CODE: DLR SALES CODE:
VIN [REDACTED] MODEL YEAR: 2021
BODY STYLE: K1R - MUSTANG MACH-E SEL RWD 4DR LHD
LAST NAME FIRST NAME MIDDLE [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: TRES PINOS | CA [REDACTED] USA
HOME PHONE:
SYMPTOMS: | |
ANALYST NAME: Keith Clark
COMMENTS:
2024-04-09 21:11:38

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
REGION: ZONE:
MODEL: Mustang Mach-E MILEAGE:

Name: Sonya
Reason for Call/Issue:
-mustang mach-e for almost 3 years
-have a orange light
-precollision system
-not available
-had ford replacement
-has to recall the whole part
-never used cruise control and she can
-the precollision assistance

What are you seeking from FMC? Is there a TSB

Phone: [REDACTED]
Address: conf.
Email: conf.
VIN: [REDACTED]
Mileage: 82,000

Reviewed Oasis? y
What were your findings?
Repair for recall 23s56

Did you check recalls, warranty, ESP & warranty history? y

OBC to DLR
Spoke with:
- Information Received:

Reason for transfer to Case Manager:

Advised the cust:
I will email you the TSB information and NHTSA contact information

Resolution?
for

**** 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****

Ford Motor Company®
Keith Clark
Customer Experience Specialist
PV Inquiry
Email: kclar161@ford.com
Office: (866) 631-3788 ext. 79446
Mon – Fri, 10:00 a.m. – 6:30 p.m. (Central)

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 05-14-2024 CLOSED: 07-06-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Concern | Buyback | |
DEALER NAME: Greenwood Ford
PA CODE: 05672 DLR SALES CODE: 23052 REGION: C3 ZONE: C3A
VIN [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 88,628
BODY STYLE: K1R - MUSTANG MACH-E SEL RWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: TRES PINOS | CA [REDACTED] USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Controls | Inoperative
ANALYST NAME: Hector Rivera OPEN ANALYST NAME: Maria Sarmiento
COMMENTS:

2024-05-14 15:14:15 CONTACT VIA [REDACTED] o'clock PST [REDACTED] kb Repair Assistance
cust says: I have question I have mustang mach e its been 3 years the dash still has the same problem
about the adaptive cruise control, i took it to the dealer, keeps going off, why it cant be fix? dealer said they
finally got the recall for my issue I took it yesterday they said I needed to buy a new battery everything was
fix I clear my dash, after 5mins it went back on,it turns on and off . per cust/dlr says:they said I needed to
buy a new battery and everything was fix crc advise: 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] recall:
21C22 WINDSHIELD GLASS RESEAL 23B50 CHARGE CORD STUCK REPROGRAM BATTERY CHARGE
CONTROL MODULE

2024-05-20 20:03:24 IBC FROM CUST: [REDACTED] Phone Number: [REDACTED] Delegate: N Owner: Y VIN:
[REDACTED] Issue: buyback SMS: Y SURVEY: Y, Don't forget to "ADVOCATE" for survey at
the end of the case. CUST CALLED today and THEY HAVE TRIED to fix it at the dealer twice already to no
avail. Front sensor faulty, does not allow to use cruise control and vehicle assistance. it was at the dealer for
about two days. REF case: [REDACTED] OBC TO DLR: GREENWOOD FORD ACTIONS
TAKEN: SUBMITTED BUYBACK Next Steps: F/U 05/27 Hector Rivera Jr. Customer Relationship Center-
PVT Concern Team Hrver21@ford.com | www.ford.com Office: 866-631-3788 ext. 79784 MON-THURS
10:30AM-7PM & SAT 10:30AM-7PM CST FRI & SUN OFF

2024-05-21 12:00:46

2024-05-21 13:03:17 TO LESLIE

Sent a email to CXS's Hector Rivera and Maria Sarmiento stating:
"Hello all, [REDACTED]
I need one of you to please contact the customer today (Tuesday 05-21-24) by phone to get clarification on
what type of sale this actually is: NEW, USED, PRE-OWNED, PRIVATE SALE, ect? The warranty start date
is 06/10/21 @ 73 miles and the DMV is saying 04/17/23 @ 50,175 miles. Nothing is making since, need the
full story. Is the customer still having issues or not? If so, please assist her on making an appointment with
"Greenwood Ford" or any other Ford Dealership for diag/repairs. I would need the name/address/phone
number, plus the date/time of appointment. If she is not having issues, ask her if she is satisfied with the
repairs. What are the customer's intension with the vehicle, get it repaired, hold onto it, just waiting on the
buyback decision before moving forward, ect.? I need a definite answer to all of my questions in this email
before I can start my review.

My review will be on hold until I have all the information from above correct in the case.

Please let me know if you have any questions and it is important that you please "reply all" to all emails."

*NOT A CUSTOMER FACING AGENT PLEASE DO NOT DISCLOSE CONTACT INFORMATION TO
CUSTOMERS.*

2024-05-21 13:04:56

2024-05-21 13:21:02 GFR in progress.

Sent a email to (Service Manager) Dominic Balcazar with "Greenwood Ford" requesting the whole RO History
to be sent to me.

2024-05-29 20:01:23

Sent a email to (Service Manager) Dominic Balcazar with "Greenwood Ford" requesting the whole RO History
to be sent to me.

2024-06-01 18:58:51

Sent a email to (Service Manager) Dominic Balcazar with "Greenwood Ford" requesting the whole RO History
to be sent to me.

2024-06-07 19:38:03

Sent a email to (Service Manager) Dominic Balcazar with "Greenwood Ford" requesting the whole RO History
to be sent to me.

2024-06-10 18:51:19

Sent a email to (Service Manager) Dominic Balcazar with "Greenwood Ford" requesting the whole RO History
to be sent to me.

2024-06-10 18:58:50

Sent a email to (Service Manager) Dominic Balcazar with "Greenwood Ford" requesting the whole RO History to be sent to me.

2024-06-10 20:20:27

Sent a email to (Service Manager) Dominic Balcazar with "Greenwood Ford" requesting the whole RO History to be sent to me.

2024-06-10 20:43:47

Sent a email to (Service Manager) Dominic Balcazar with "Greenwood Ford" requesting the whole RO History to be sent to me.

2024-06-17 19:33:59

Sent a email to (Service Manager) Dominic Balcazar with "Greenwood Ford" requesting the whole RO History to be sent to me.

2024-06-17 19:34:10

Sent a email to (Service Manager) Dominic Balcazar with "Greenwood Ford" requesting the whole RO History to be sent to me.

2024-06-18 18:58:02

Sent a email to (Service Manager) Dominic Balcazar with "Greenwood Ford" requesting the whole RO History to be sent to me.

2024-06-19 23:49:41

Sent a email to (Service Manager) Dominic Balcazar with "Greenwood Ford" requesting the whole RO History to be sent to me.

2024-06-20 15:07:11

Sent a email to (Service Manager) Dominic Balcazar with "Greenwood Ford" requesting the whole RO History to be sent to me.

2024-06-20 16:16:17

Sent a email to (Service Manager) Dominic Balcazar with "Greenwood Ford" requesting the whole RO History to be sent to me.

2024-06-20 16:57:29

Sent a email to (Service Manager) Dominic Balcazar with "Greenwood Ford" requesting the whole RO History to be sent to me.

2024-06-29 21:56:38

Sent a email to (Service Manager) Dominic Balcazar with "Greenwood Ford" requesting the whole RO History to be sent to me.

CASE NUMBER [REDACTED] STATUS: Resolved
OPEN: 08-03-2023 CLOSED: 08-08-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 3 Consumer Affairs NA CRC COMMUNICATION: Email
CASE CLASS LV 1234: Consumer Intervention | Third Party |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE:
BODY STYLE: K1R - MUSTANG MACH-E SEL RWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: BEAVERTON | OR | [REDACTED] USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Collision Avoidance | Flashes
ANALYST NAME: Stephanie Perret OPEN ANALYST NAME: P Rxsalp
COMMENTS:
2023-08-08 19:33:46

CUST NAME: [REDACTED]
[REDACTED]
Beaverton, OR
PHONE: [REDACTED]
CAS#: CA [REDACTED]
VEH: 2021 Mach-E
VIN [REDACTED]
WSD: 10/1/2021
MILES: 7979
DLR: Tonkin Hillsboro Ford
CCT:
BBB:
AGENCY: BBB. OR
DATED: 8/2/2023
FILE: 20401850
SCANNED: 8/2/2023
RECEIVED: 8/2/2023
C/S: 4/8/23 I purchased a 2021 Ford Mach E . The car has 6k miles on it and is still under warranty. The car has been in the shop for 2 months total. I have driven the car a total of 4x. The pre collision assist keeps going out . last time it was in the shop for 3 weeks they told me it was fixed within 5 minutes of driving the car error appeared. This is very dangerous since it happens during blue cruise and could cause a very severe crash. The Ford dealership has give up giving me a timeline of when this will be fixed or even if it can be fixed. Since Ford is aware of this issue why is there no fix or recall for such a dangerous issue. It is extremely frustrating to pay for a car that I am unable to drive.
CUST SEEKS: The customer is seeking a replacement vehicle.
CONSUMER AFFAIRS SCANNING INFORMATION FOR HANDLING.

2023-08-08 19:39:09

agreg040 Ext. 76797
08/08: CHECKED VIN LIST. VIN NOT LISTED.

2023-08-08 19:55:39

agregado40 Ext. 76797
08/08: Drafted response to 3rd party agency. CALA closing case.

August 8, 2023

Better Business Bureau Serving Eastern Michigan
Attention: Candice Rugenstein
20300 West 12 Mile Road, Suite 202
Southfield, MI 48076-6409

Re: Anthony Iverson; Complaint: 20401850; VIN [REDACTED]

Dear Ms. Rugenstein:

A complaint was filed with your office by Mr. [REDACTED] regarding his 2021 Ford Mach-E. 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 pre-collision assist alerts and his request for a replacement vehicle.

At this time, we would recommend that [REDACTED] continue to work with Tonkin Hillsboro Ford for repair updates.

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,

Anthony Gregory
Consumer Affairs Legal Analyst

PE24-012 000012 SUBJ GCCT

CASE NUMBER [REDACTED]

STATUS: Information Provided

OPEN: 08-21-2023

CLOSED: 08-21-2023

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US BEV NA CRC

COMMUNICATION: Phone

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

DEALER NAME: Tonkin Hillsboro Ford

PA CODE: 00988

DLR SALES CODE: 74406

REGION: W5

ZONE: W5B

VIN: [REDACTED]

MODEL YEAR: 2021

MODEL: Mustang Mach-E

MILEAGE: 8,000

BODY STYLE: K1R - MUSTANG MACH-E SEL RWD 4DR LHD

LAST NAME FIRST NAME MIDDLE [REDACTED]

ADDRESS [REDACTED]

CITY STATE ZIP COUNTRY: Maryville | WA | [REDACTED] USA

HOME PHONE:

SYMPTOMS: | | |

ANALYST NAME: Jessica Zavala

OPEN ANALYST NAME: Demetria Wooten

COMMENTS:

2023-08-21 19:38:55

IBC: Vehicle is giving front camera default and blue cruise. Dealer is waiting on parts Ray is the Service advisor VIN: [REDACTED] Mileage: 8,000 Next Steps: Transfer to BEV/ Jessica Ford Motor Company CXS Demetria Wooten dwooten7@ford.com | www.ford.com Office: 866-631-3788 ext.79348

2023-08-21 19:45:29

CXS - Jessica Zavala jzaval28@ford.com 866-631-3788 Ext 79499 IBC Denetria inquiry repair assistance MME [REDACTED] Customer stated he bought vehicle in April and its been in the shop He said bunch of errors main issue pre collision assist kept going out and front camera blue cruise will not work Customer frustrated he has been paying for a vehicle that doesn't work. Speaking with Ray. I offered to call DLR for customer to get update, customer stated that's not the issue. Customer mentioned buyback customer stated he doesn't want to do that. Customer opt's in SMS Next step: Resolve case.

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 09-07-2023 CLOSED: 09-20-2023 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 - Repair |
DEALER NAME: Tonkin Hillsboro Ford
PA CODE: 00988 DLR SALES CODE: 74406 REGION: W5 ZONE: W5B
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 7,957
BODY STYLE: K1R - MUSTANG MACH-E SEL RWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: BEAVERTON | OR | [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Blind Spot (BLIS)/Cross Traffic | Not Listed | UNKNOWN
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: SYSTEM
COMMENTS:
2023-09-07 16:57:08 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED]
Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 80 Vehicle Purchase Status :
Subsequent Owner Ford Credit Contract Number : [REDACTED] Part Number : [REDACTED] Dealer Name : Tonkin Hillsboro Ford
Dealer P&A : 00988 Dealer phone : 503-693-1133 VIN : [REDACTED] Year : 2021 Make : FORD
Model : Mustang Mach-E Mileage : 7957 Engine Specification : Transmission Specification : Warranty Start
Date : 2021-10-01 Open Recall/FSA : ESP : Hotline Contact : Warranty History :
2023-09-07 16:58:06 Consequential Expenses
2023-09-07 16:58:50 CUSTOMER MOVED OUT OF STATE, MOVED FROM OREGON TO NORTH WASHINGTON. CAR
NEEDS TO BE DELIVERED TO CUSTOMER Detailed Technician Findings FAILED CABLES AND
CAMERA IN CAR. PARTS WERE ON FOREVER BACKORDER AND CUSTOMER MOVED OUT OF
STATE. CUSTOMER ASKING TO GET CAR DELIVERED BACK TO HIM
2023-09-07 18:26:38 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED]
Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 80 Vehicle Purchase Status :
Subsequent Owner Ford Credit Contract Number : [REDACTED] Part Number : [REDACTED] Dealer Name : Tonkin Hillsboro Ford
Dealer P&A : 00988 Dealer phone : 503-693-1133 VIN : [REDACTED] Year : 2021 Make : FORD
Model : Mustang Mach-E Mileage : 7957 Engine Specification : BATTERY ELECTRIC MOTOR #2
Transmission Specification : 1 Speed Transmission Warranty Start Date : 2021-10-01 Open Recall/FSA :
22P31 REPLACE THE ELECTRONIC PARKING BRAKE HARNESS CONNECTOR ESP : 0968 - USA 2021
NEW 36/36K PREM MAINT(M&W) 10K INTERVAL 1309 - USA 2023 3 YR TRIPLECARE-GROUP 1-
INCLUDE 1ST DAY RNTL Hotline Contact : YES Warranty History : TONKIN HILLSBORO FORD782321-
JUN-2023*14G647*306821A Customer CommentsPRE COLLISION WARNING SYSTEM ASSISTA NOT
AVAILABLE MESSAGE Tech CommentsROAD TEST FOR COLLISION WARNING CONCERN FOUND
COLLISION WARNING COMES ON PERFORMED DRIVER STATUS MONITOR CMR UPDATE ROAD
TEST WARNING LITE STILL COMES ON FOUND TSB 23-2040 [ERFPR, TSB 23-2040 SYSTEM HAD
DTCS U2107 AND 3000 AFTER REJAOR AMD RPAD TEST C,EARED DTCS SUSTEM IS OK AT THIS
TIME TONKIN HILLSBORO FORD782321-JUN-2023*14G647*306821C Customer CommentsMAIN
SCREEN GOES BALCK ON STARTUP Tech CommentsCHECKED MAIN SCREEN FOUND SSM 50994
REPLACE MAINT SCREEN PER SSM 50994 RECHECK SCREEN TONKIN HILLSBORO FORD782321-
JUN-2023*18C612*306821G Customer Comments22B28 REPROGRAM HVAC CONTROL MODULE Tech
CommentsREPROGRAM HVAC MODULE PER 22B28 TONKIN HILLSBORO FORD795725-JUL-
2023*14G647*307733D Customer CommentsTSB 2392021 REVERSE BRAKE ASSISTANCE NOT
AVAILABLE MESSAGE Tech CommentsFDRS SHOWS TSB 23-2021 PERFORMED THIS TSB WENT
OVER IT SEVERAL TIMES DTC IS STILL PRESENT PLEASE NOT ON THIS REPAIR FORD HOTLINE
WAS INVOLVED HOT LINE NUMBER 120095892 FORD FSE DAX CALLED BACK THIS WAS MY
SECOND CONVERSATION WITH HIM WAS TOLD TO TRY 36
2023-09-07 18:39:01 OBC- DLR I left a voicemail for the SM Tim Aytes. I asked for a tow invoice if he has one. If, he has not
started communication with a tow company to see if they can work with United Road Transport Company
United Road Transport Co. is the company we typically do business with. They can be reached at: Adam
Mial United Road Logistics National Account Manager Desk: 734-853-1935 amial@unitedroad.com
2023-09-13 18:29:38 OBE-Tim Aytes (tim.aytes@tonkin.com) [REDACTED] MACH E TOWING Robinson, Trevone (T.) Tim Aytes
Hello Tim, Here is your approval code. Remedy Type :Consequential Expenses Customer Share (amount)
\$0.00 Dealer Share (amount) \$0.00 Ford/Lincoln Share (amount) \$700.00 Total Amount * \$700.00 RO Line
Number * E Customer Share (%) 0.00 Dealer Share (%) 0.00 Ford/Lincoln Share (%) 100.00 Approval Code
: MSPA742490 Ford Motor Company @ Customer Relationship Center - Proactive Customer/Dealer Agent
Team Trevone Robinson Trobi155@ford.com | www.ford.com office: 1-866-631-3788 ext. 79613 Hours are
10:30 AM to 7:00 PM CST Out of Office Weekends Robinson, Trevone (T.) Tim Aytes I sent an email to
Adam from United in hopes of having him generating and sending us the tow invoice. Ford Motor Company
@ Customer Relationship Center - Proactive/DXS Team Trevone Robinson Trobi155@ford.com |
www.ford.com office: 1-866-631-3788 ext. 79613 Hours are 10:30 AM to 7:00 PM CST Out of Office
Weekends Tim Aytes Robinson, Trevone (T.) The did not give me an invoice, they did give a quote of
\$700.00 and did pick up the car yesterday. Tim From: Robinson, Trevone (T.) Sent: Tuesday, September
12, 2023 6:50 AM To: Tim Aytes Subject: Re: [REDACTED] MACH E TOWING Good Morning Tim, Were
you able to get a tow invoice? If yes, you can go ahead and create a Financial Assistance Request on the
GCCT case. So, I can approve it. Ford Motor Company @ Customer Relationship Center - Proactive/DXS
Team Trevone Robinson Trobi155@ford.com | www.ford.com office: 1-866-631-3788 ext. 79613 Hours are
10:30 AM to 7:00 PM CST Out of Office Weekends From: Robinson, Trevone (T.) Sent: Thursday,
September 7, 2023 4:01 PM To: Tim Aytes Subject: Re: [REDACTED] MACH E TOWING Let me know if this
works for you, Ford Mot

2023-09-13 18:35:12

CONT. EMAIL Correspondence Tim Aytes Robinson, Trevone (T.) This is taking me to a Ford web page and trying to use my Tonkin office login information to open. From: Robinson, Trevone (T.) Sent: Thursday, September 7, 2023 1:47 PM To: Tim Aytes Subject: Re: [REDACTED] MACH E TOWING Hello Tim, Sorry forgot to add the form. United Road Order Form 9-27-2021.docx You can have it delivered to their New Home Address. Ford Motor Company ® Customer Relationship Center – Proactive/DXS Team Trevone Robinson Trobi155@ford.com | <https://clicktime.symantec.com/15tpDLPzy1VqTjaLEmp7Arvl8vlsQ=&u=www.ford.com> Robinson, Trevone (T.) Tim Aytes Hello Tim, Sorry forgot to add the form. United Road Order Form 9-27-2021.docx You can have it delivered to their New Home Address. Ford Motor Company ® Customer Relationship Center – Proactive/DXS Team Trevone Robinson Trobi155@ford.com | www.ford.com office: 1-866-631-3788 ext. 79613 Hours are 10:30 AM to 7:00 PM Out of Office Weekends Tim Aytes Robinson, Trevone (T.) Thank you, there is no attachment to this email. Also will they deliver it to the customer or to a local dealer? Tim Robinson, Trevone (T.) Tim Aytes Hello Tim, Thanks for the correspondence. Ford Motor Company will cover the towing. What we will you to do is the following: Contact the transport company via email to request an estimate Fill out the United Road Order Form. That I have attached to this email. When you have filled it out attach it to the email to the transport company. United Road Transport Co. is the company we typically do business with. They can be reached at: Adam Mial United Road Logistics National Account Manager Desk: 734-853-1935 amial@unitedroad.com Once you have tow invoice, You can send a copy of it to me so we can cover

2023-09-13 18:35:53

CONT. Email Correspondence. Tim Aytes Robinson, Trevone (T.) WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Treyvon, Your voicemail box is full. In regards to Mr [REDACTED] MACH E, I was not aware I need to use united road to transport the vehicle. I have a few questions regrading this process. I do not have an invoice as we have not shipped the car yet and will not until we know who is covering the cost. Thank you, Tim Aytes Service Director Tonkin Hillsboro Ford 1643234782757

CASE NUMBER [REDACTED] STATUS: Information Provided
OPEN: 08-01-2022 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 | Buyback Request | California Vehicle |
DEALER NAME: Ken Grody Ford - Carlsbad
PA CODE: 05512 DLR SALES CODE: 71102 REGION: W1 ZONE: W1B
VIN [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 21,329
BODY STYLE: K1R - MUSTANG MACH-E SEL RWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: OCEANSIDE | CA [REDACTED] USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Driver Alert | Performance | Inaccurate
ANALYST NAME: P Rxcrrp OPEN ANALYST NAME: Terri Harcum
COMMENTS:
2022-08-01 15:45:03

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 :
Part Number :
Dealer Name : Ken Grody Ford - Carlsbad
Dealer P&A : 05512
Dealer phone : 7604389171
VIN : [REDACTED]
Year : 2021
Make : FORD
Model : MACH-E
Mileage : 21119
Engine Specification :
Transmission Specification : 1 SPD AUTO TRANS
Warranty Start Date : 2021-07-02
Open Recall/FSA : :

21G01BLUECRUISE MODULE PROGRAMMING

22S41BATTERY ENERGY CONTROL MODULE SOFTWARE UPDATE

ESP : N/AHotline Contact : N/A
Warranty History : YES

2022-08-01 16:16:39

CXS Terri Harcum/ext.79469/ tharcum@ford.com

IBC from Customer [REDACTED] drives a mach-e looking to see about a buyback vehicle has been to the dealer about 4 times, cust wants a vehicle that works, vehicle has been in for recalls and for the collision assist concern, dealer has fixed it a number of times but still can't get it to work, customer sais the collision assist doesn't come work and after the did the blue programming, system still turned off the Cruise control and other feature, vehicle can't sense anyone in front of the vehicle.

Customer is planning to take the vehicle to the dealer on Thursday.

customer had to go back to work, we had to communicate via sms

NEXT STEP - Follow up with Customer concerning the buyback 8/8

tharcum@ford.com | www.ford.com
office: 1-866-631-3788 ext. 79469
Mon-Fri 8:00AM - 4:30PM

2022-08-03 21:42:12

Customer dropping vehicle off on the 5th - Fri 8/5

2022-08-05 14:14:41

GFR in progress.

2022-08-05 19:48:02

Called "Ken Grody Ford-Carlsbad" numerous time today (Friday 08-05-22) trying to speak with anyone available in the service department. No one was available to come to the phone and speak with me. I then asked to speak with (Service Director) Hector DeLaFuente. Receptionist Gabby said: "He was off today." I then asked to speak with (Service Cashier) Camlyn Alvarado. Gabby said: "She was off today as well." Then I asked to speak with (Service Advisor) Michael Mills. Gabby said: "He was available and sent me to his line." Phone rang a few times then Mike's voicemail kicked on. I did NOT leave a voicemail due to he does not call us back. I then called back and asked to speak with the (Warranty Clerk). Other receptionist (don't know her name) said he (Michael Lamberty) was in a different building and provided me with his extension number. I asked to transfer me to him. Michael answered and I introduced myself and explained to him on why I was calling. He told me that these RO's that I am asking about are probably archived and he does not have access to them, only the Service Director does. I said: "Okay, thanked him and call ended."
-I then sent an email to (Service Cashier) Camlyn Alvarado, (Service Director) Hector De La Fuente, (Service Advisor) Michael Mills and (Parts Director) Josh Webb with "Ken Grody Ford-Carlsbad" requesting for the whole RO History to me sent to me.-

PE24-012 000016 SUBJ GCCT

2022-08-08 17:32:11

Received the RO History from (Service Director) Hector De La Fuente with "Ken Grody Ford-Carlsbad" and attached them to the GFR.

2022-08-08 17:34:42

Case Analyst Review Complete. Transferring to RES for Review.

2022-08-09 17:42:13

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

2022-08-09 18:12:07

APPROVAL UPLOADED TO PORTAL, TRACKING IS 784118
LETTER WILL BE SENT WITHIN THE NEXT 3 BUSINESS DAYS

2022-08-09 21:47:03

IBC FROM CUST- Customer said he wanted to get more information for the buyback process to know what the next step is, will he be given another vehicle etc. I informed cust, based on the notes he should be getting all that info via mail. but cust will like to get the info as soon as possible Next steps- I reached out to agent via webex Ford Motor Company @ Amen Okundaye Customer Experience Specialist, Ford CXS Team aokundaye@ford.com | www.ford.com Office: 866-631-3788 Ext. 79682

2022-08-10 10:59:42

Case has been reassigned at day 9 for a BEV Specialist to assist. SHANTELE BROOKS SheHerHers Business Operations Supervisor - BEV Passenger Vehicle - O: 866.631.3788

2022-08-11 12:45:43

RAV has made contact and RAV is moving forward

2022-08-11 20:15:31

Ford RAV has made contact with customer and is moving forward

2022-08-15 21:42:24

{CXS Peyton Hinshaw}/Ext. {CXS 79697}/{CXS phinshaw@ford.com}:
OBC to CUST, CUST had been contacted by RAV and is moving forward. Advised I will be closing up their case and RAV will continue to assist, Recap and survey mentioned.

Ford Motor Company @
Peyton Hinshaw
BEV Passenger Vehicle
office: 1-866-631-3788 ext. 79697
phinshaw@ford.com | www.ford.com

2022-08-15 22:36:41

From: Hinshaw, Peyton (P.)
Sent: Monday, August 15, 2022 5:36 PM
To: MIKEROD2006@GMAIL.COM
Subject: Regarding: CAS-37873319

Good Afternoon,

Thank you for contacting Ford Motor Company and allowing us to assist you with your 2021 Ford Mach-E. 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 Ken Grody Ford – Carlsbad, we were able to gather information for the buyback review process that has been completed and you are now in contact with the RAV team moving forward.

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.

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.

Respectfully,

Ford Motor Company @
Peyton Hinshaw
BEV Passenger Vehicle
office: 1-866-631-3788 ext. 79697
phinshaw@ford.com | www.ford.com

2022-08-16 16:24:55

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

Ford Motor Company @
Charles Casiano
Business Operations Supervisor - BEV Passenger Vehicle
CCASIANO@Ford.com | www.ford.com

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 08-04-2022 CLOSED: 08-04-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Dana Ford
PA CODE: 11261 DLR SALES CODE: 13301 REGION: N1 ZONE: N1C
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 8,364
BODY STYLE: K1S - MUSTANG MACH-E SEL AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: STATEN ISLAND | NY | [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | SYNC/Digital Experience | Information/Display | Error Message
ANALYST NAME: P Rxcrrp OPEN ANALYST NAME: Julia Kulesza
COMMENTS:
2022-08-04 15:30:12

Cust

My Mach-E has started to generate the same kinds of warnings that were in the thread you posted in today. I know you were responding to one particular board member, but as you can see, quite a few of us are experiencing the same problem so I thought I'd mention that I have the same problem.

Here's the original thread.

<https://www.macheford.com/available-errors.18710/>

On an hourlong trip, it will pop up at least 5-10 times and it disables the adapted cruise control entirely.

On three occasions, the dashboard will tell me to "resume control" with a loud alarm that does not go away until I literally pull over and turn off the car entirely, then start over.

My Mach-E VIN is: [REDACTED]

It's not a major concern because I'm awaiting delivery of an F-150 Lightning, which is finally scheduled to be built on 8/8 (VIN [REDACTED])

My plan is to trade it in, so I haven't even attempted to have the dealer try to fix it. In my experience, just calling them for a service appointment takes at least 4 months, so I've held back on even calling them because (hopefully) my truck will arrive before I even get an appointment.

Ford

Hi there [REDACTED] I appreciate you taking the time to send us a message about the concern you're having with your Mach-E. My name is Julia and I am a social media agent for Ford. Before moving on, could you provide me with the following info?

-The vehicle owner's full name and your relation to them (if applicable)

-Your full name

-Your zip code

-Email and phone number

-Mileage

Cust

Hi Julia,

You may remember me from the Lightning Launch Event in April. I was invited to the factory and had a great time.

I'm still waiting for my Lightning, but as it stands now, I'm still driving a Mach-E.

My full name is [REDACTED] but I might be registered as [REDACTED]

My Zip Code is [REDACTED]

My email address is [REDACTED]

<span style="-webkit-text-stroke-width: 1px; text-decoration: underline; font-family: 'Segoe UI', 'Helvetica Neue', 'Arial', 'sans-serif'; font-size: 12px; font-weight: 400; letter-spacing: normal; or

float: none; font-family: 'Segoe UI', 'Helvetica Neue', 'Arial', 'sans-serif'; font-size: 12px; font-weight: 400; letter-spacing: normal; or

Sans", "Droid Sans", sans-serif; font-size: 12px; font-weight: 400; letter-spacing: normal; or

weight: 400; letter-spacing: normal; or

2022-08-04 18:38:22

OBE to cust Good afternoon Mr. [REDACTED] Thank you for reaching out to Ford for assistance with your vehicle concern. At this time I do see field service actions on your vehicle that need to be completed at your local EV certified dealership. They are as follows: 21G22 WINDSHIELD GLASS RESEAL 21P22 SOFTWARE CALIBRATION UPDATE 21G01 BLUECRUISE MODULE PROGRAMMING 22S41 BATTERY ENERGY CONTROL MODULE SOFTWARE UPDATE These need to be completed as soon as possible in order to resolve your vehicle concerns. Warm Regards Ford Motor Company @ Mrs. Breanna Page Customer Experience Specialist - CX TEAM office: 866-631-3788 ext.79865 Available 10:30am-7:00pm CST Monday & Wednesday-Saturday 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 NUMBER [REDACTED]

STATUS: Resolved

OPEN: 08-04-2022

CLOSED: 08-04-2022

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: IVT (In-Vehicle Technology) NA CRC

COMMUNICATION: Phone

CASE CLASS LV 1234: SYNC 4 | Software Updates | Non-Issue Related Inquiry |

DEALER NAME:

PA CODE:

DLR SALES CODE:

REGION:

ZONE:

VIN: [REDACTED]

MODEL YEAR: 2021

MODEL: Mustang Mach-E

MILEAGE:

BODY STYLE: K1S - MUSTANG MACH-E SEL AWD 4DR LHD

LAST NAME FIRST NAME MIDDLE:

ADDRESS: [REDACTED]

CITY STATE ZIP COUNTRY: Staten Island | NY | [REDACTED] | USA

HOME PHONE:

SYMPTOMS: | | |

ANALYST NAME: Christian Beesley

OPEN ANALYST NAME: Christian Beesley

COMMENTS:

2022-08-04 21:17:08

CUST SAYS: Customer wanted to know about Software updates. PER CUST DLR SAYS: N/A. CRC ADV: Checked for software updates and reassured that glitches are being worked on actively by our Teams.
RESOURCES USED: RESOLUTION: Resolved

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 08-21-2023 CLOSED: 08-21-2023 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: Dana Ford
PA CODE: 11261 DLR SALES CODE: 13301 REGION: N1 ZONE: N1C
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 22,015
BODY STYLE: K1S - MUSTANG MACH-E SEL AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: BAYONNE | NJ | [REDACTED] USA
HOME PHONE:
SYMPTOMS: Stop/Steer/Ride | Pedals/Lever | Brake | Loose/Attachment
ANALYST NAME: Che'Rai Laster OPEN ANALYST NAME: Che'Rai Laster
COMMENTS:
2023-08-21 20:30:38

Cust: My brakes have always been very "touchy". I barely touch the pedal and the car will jerk forward. Of course, I hardly use the break so it never bothered me much but yesterday I had to stop quickly from a fast speed and the car actually skid with the tires making a skidding sound. Is this normal? When I took it to the dealer for the 10K and 20K check up, they said the breaks look good but I'm sure they are just looking at the pad. I'm bringing it in for the front camera not working which is giving me the "pre-collision assist not available" notification, so of course that stops the blue cruise from working also. I am going to mention it to them but would just like to know what I am talking about before doing that.

Thanks in advance!

Ford: Hi there, [REDACTED] Go ahead and send us a private message with your VIN and dealer info, and I'll look into this brake concern. Thanks!

Cust: I posted this in the forum and was told to contact Ford directly with my vin [REDACTED] and dealer, which is Dana Ford in Staten Island, NY.....My brakes have always been very "touchy". I barely touch the pedal and the car will jerk forward. Of course, I hardly use the break so it never bothered me much but yesterday I had to stop quickly from a fast speed and the car actually skid with the tires making a skidding sound. Is this normal? When I took it to the dealer for the 10K and 20K check up, they said the breaks look good but I'm sure they are just looking at the pad. I'm bringing it in for the front camera not working which is giving me the "pre-collision assist not available" notification, so of course that stops the blue cruise from working also. I am going to mention it to them but would just like to know what I am talking about before doing that.

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: Mileage 22,015

[REDACTED] owner

Zip [REDACTED]

Mobile [REDACTED]

Email [REDACTED]

Contact by this message or email

Ford: Thank you for confirming that for me [REDACTED] I'm in the process of creating a case for you in our system. Have you visited Dana Ford or another dealer regarding this braking concern in the last 30 days? If so, what information was relayed to you?

Cust: I did not because I didn't think it was a problem until I had to stop quickly from a fast speed and skid, but the breaks have always been very sensitive. My husband thought there might be a problem with them, I thought that was how it was supposed to be so never mentioned it to the dealer.

Ford: 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 schedule an appointment with Dana Ford to have your vehicle diagnosed.

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 03-01-2023 CLOSED: 03-28-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Peoria Ford
PA CODE: 06992 DLR SALES CODE: 71179 REGION: W3 ZONE: W3B
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 20,000
BODY STYLE: K2R - MUSTANG MACH-E CAL RWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: RIVERSIDE | CA | [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: Deanna Files OPEN ANALYST NAME: Drew Schlak
COMMENTS:
2023-03-01 14:31:35

Cust-
Hello, I am the new owner of a Mach e and have had it for about a week now. It is used and has 20,000 miles on it. When driving I get a pop up that there is a front camera fault and pre collision assist is unavailable and it will disengage the cruise control. I have set up my first appointment for the earliest time slot of Monday March 6, 2023 at Rodeo Ford, 13680 W Test Drive, Goodyear, AZ 85338, 623-298-3990 at 7am and was wondering if you would be able to assist to make the service a smooth process as this seems to be a well known issue in the forums and this account has been reaching out to customers with this issue.

My VIN is [REDACTED]
Ford-
Good morning! We appreciate you reaching out to us about your error messages/cruise control issues. 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-
My name is [REDACTED]
The owner of the vehicle is [REDACTED] my legal spouse.

Mileage: 20,865

ZipCode: [REDACTED]

My Email: [REDACTED]

My Phone: [REDACTED]

Husbands Email: [REDACTED]

Husbands Phone: [REDACTED]

Ford-

Thanks, [REDACTED] Just to clarify, about how long after taking delivery of your Mach-E did you start to notice this issue?

Cust-

First time we started driving it on the freeway with cruise control. Right after taking the delivery. Wednesday February 22, 2023

Ford-

I have had a case created and sent to our EV Team for further review. The EV Team will have the resources needed to best assist with your Mach-E's error message/cruise control issues. Once your case has been fully looked over, they will reach out to you with more information. Thanks again for messaging us about this; your case number is [REDACTED]

2023-03-06 15:12:41

Cust-

Hello, I wanted to add an update to this thread, Driving around today we were in whisper mode with one pedal driving on the freeway going about 70 mph when a pop up came on saying drive mode unavailable. All the drive modes were then greyed out and unable to select them.

I then called the dealer that I was supposed to go to on Monday to provide them with the update and they stated that they did not have my appointment on their end. Went over the confirmation email I received and they were finally able to find me. They said that the service provider I selected no longer works at that location so it was no longer in the system. I let them know that I just setup the service through the FordPass app under service and never selected an advisor specifically. They said that they could work with me on dropping off the vehicle on Monday still but would not be able to diagnose the vehicle for 7-10 business days and do not provide rental or a loaner car during that time.

So I called around and spoke to another ford dealer and he let me know he would be able to diagnose the vehicle within 3 days so I set the appointment up with Robert at Peoria Ford for Monday at 9:30am.

Peoria Ford

9130 W Bell Rd

Peoria, AZ 85382

United States

(623) 252-1391

www.Peoriaford.com

Ford-

Hello again, [REDACTED] thanks for the update. I will add your most recent comments to the case notes so the EV Team can be informed you are now working with Peoria Ford!

2023-03-06 18:08:45

Deanna Files/Ext79848/dfiles1@ford.com

OBC to DLR- SA ROBERT on a call so SA DERRICK provided me his email. Veh was dropped off today for front camera fault and pre collision assist. Per cx notes it states that veh wouldn't be diagnosed until about 3/9

NEXT STEPS- OBC to CX- Cx didn't answer left a vm to adv I will f/u 3/9 for repair updates. Sent an email to SA ROBERT requesting info on repairs.

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1-866-631-3788 | 79848

2023-03-09 18:20:16

Deanna Files/Ext79848/dfiles1@ford.com

OBC to DLR-SHAWNA in service stated vor dates 3/6-3/7 and dlrdid a reprogram of image processing module

OBC to CX-cx stated repairs were fine until the next day the camera sensor alert went off again on 3/8 so cx wants to take veh back in for service.

NEXT STEPS- OBC to DLR- To help schedule a service appt. SA ROBERT stated cx can drop off veh tomorrow & no loaners but are partnered with rental companies adv to put cx in a rental and Ford can reimburse the dlr. F/u 3/10

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2023-03-10 17:53:05

Deanna Files/Ext79848/dfiles1@ford.com

OBC to DLR- SA ROBERT stated veh was dropped back off at the dlr and cx in a rental.

NEXT STEPS- OBC to CX- To adv I have escalated a field service engineer to the case so they can follow up with the dlr to assist w repairs. F/u 3/14.

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2023-03-13 15:46:58

tech sme has escalated this for additional technical support for direct dealer assistance. please allow 24-48 hours for them to respond. Advocate should check GCQIS regularly for repair status updates.

2023-03-14 18:08:58

Deanna Files/Ext79848/dfiles1@ford.com

OBC to DLR- SA ROBERT stated parts have arrived and repairs will take a couple days. Adv dlr to refer to hotline for assistance with repairs

NEXT STEPS- OBC to CX- Adv parts arrived and repairs have began the dlr will need a couple days to repair veh. I will f/u 3/17 for a repair status.

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2023-03-17 15:09:53

Deanna Files/Ext79848/dfiles1@ford.com

OBC to DLR-SA SHAWNA stated SA ROBERT wont be back in until 3/20 & as far as she can tell repairs have started but are not completed yet

NEXT STEPS- Adv cx that repairs are still ongoing and cxs will f/u 3/20 for updates.

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2023-03-20 17:43:01

Deanna Files/Ext79848/dfiles1@ford.com

OBC to DLR- To check status of repairs. UTC SA ROBERT but hotline states veh has been repaired.

NEXT STEPS- OBC to CX- To confirm satisfaction and offer gwg of maintenance esp cx didn't answer left a vm

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2023-03-21 15:27:50

Deanna Files/Ext79848/dfiles1@ford.com

OBC to DLR- For repair status SA Spenser stated repairs were completed.

NEXT STEPS- OBC to CX- To confirm satisfaction and offer gwg of maintenance esp cx didn't answer left a vm

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2023-03-24 13:07:33

Deanna Files/Ext79848/dfiles1@ford.com

OBC to CX- Didn't answer left a vm to confirm satisfaction and offer esp

NEXT STEPS- SN to close if no contact is made by 3/25

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2023-03-25 14:51:43

Deanna Files/Ext79848/dfiles1@ford.com

OBC to CX- Didn't answer left a vm to confirm satisfaction and offer esp

NEXT STEPS- SN to close

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2023-03-28 18:19:19

Safety Net [REDACTED] Send final recap email and attach it to the case. Once Complete - Clear to close SHANTELE BROOKS SheHerHers Business Operations Supervisor - Battery Electric Vehicles - O: 866.631.3788

CASE ATTACHMENTS:

2023-03-17 15:09:53

Deanna Files

2023-03-21 15:28:58

Deanna Files



From: Files, Deanna (D.)
Sent: Friday, March 17, 2023 11:07 AM
To: rpezek@vtaig.com
Subject: [REDACTED]

Please provide any updates on repairs for the mutual customer [REDACTED].

Thank you for your partnership.

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Deanna Files
Customer Experience Specialist, Ford CX Team
dfiles1@ford.com | www.ford.com
1-866-631-3788 | 79848

From: Files, Deanna (D.)
Sent: Tuesday, March 21, 2023 11:29 AM
To: [REDACTED]
Subject: [REDACTED]

Hello,

Sorry I missed you today. I am a representative of Ford Motor company and I am contacting you to confirm your vehicle is running to satisfaction after repairs? If you have any additional comments or concerns, my contact information is provided below. Thank you!

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Deanna Files
Customer Experience Specialist, Ford CX Team
dfiles1@ford.com | www.ford.com
1-866-631-3788 | 79848

CASE NUMBER [REDACTED] STATUS: Information Provided
OPEN: 08-07-2023 CLOSED: 08-07-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Inquiry NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Unintended Acceleration | |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE:
BODY STYLE: K3R - MUSTANG MACH-E PRE RWD 4DR LHD
LAST NAME FIRST NAME MIDDLE [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: COMMERCE TOWNSHIP | MI | [REDACTED] USA
HOME PHONE [REDACTED]
SYMPTOMS: Driving Performance | Unintended Acceleration | Acceleration | Intermittent
ANALYST NAME: Mandie Ross OPEN ANALYST NAME: Mandie Ross
COMMENTS:
2023-08-07 17:20:49

IBC FROM... NAME: [REDACTED] PHONE: [REDACTED] EMAIL: [REDACTED] ADDRESS:
3300 MIMOSA ST VIN#: [REDACTED] VEHICLE MILEAGE: 16376
**REASON FOR CALL : Vehicle concern, When in cruise control, the vehicle jump or increase 15-20
miles per hour randomly. Customer has been ticketed for this. **MY ACTIONS : Referred to dealership
Vehicle at the Dealership: no Point of Contact: Title: Repair
Quote: - Meets Ford Loyalty Program Guidelines:- CLV Score: 81
Transfer to Concern: - Concern Agent Name: - Reason for Concern: - Next Steps: Close Case 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

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 05-20-2023 CLOSED: 08-15-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Exec Liaison NA CRC COMMUNICATION: Email
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | CCT Criteria |
DEALER NAME: Vista Ford
PA CODE: 07923 DLR SALES CODE: 71043 REGION: W1 ZONE: W1A
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE:
BODY STYLE: K3R - MUSTANG MACH-E PRE RWD 4DR LHD
LAST NAME FIRST NAME MIDDLE [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: WEST HILLS | CA [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Collision Avoidance | Flashes
ANALYST NAME: Lynn Arledge OPEN ANALYST NAME: Lynn Arledge
COMMENTS:
2023-05-20 11:55:12

Executive Liaison
Email addressed to Azzouz
**Customer Writes:
I need to make you aware of what is happening in your dealer network.

My Ford Mache is currently in Sunrise Ford, North Hollywood, CA for recalls and warranty repairs. I checked the car in at approx 7:45am today, Work Order #602190 has a "Promised 5/17 at 6pm"

I was told this morning that the car may take up to 3 days to repair. When I asked if I could have a loaner car I was told that it would depend on the diagnostics. I am now being told (3:30pm) that the diagnostics will not be completed today so I cannot have a loaner car.

The Message Center on YOUR Ford app clearly shows the repeated "Pre-collisionAssist not available", which is mirrored by the repeated messages I get while driving and the disengagement of the Blue Cruise. Here's the screenshots from the App, interestingly the latest entry is after I checked the car in at Sunrise Ford this morning!:

So while I appreciate that Sunrise may be busy, there is no doubt that the car has a problem, that it repeats, and that it has happened while in their possession, and that it is covered by warranty. Is this really how you treat your early adopters of electric vehicles, no loaner, while Sunrise takes however long (now no estimate when I ask) to go through your process, even though their own document promises the car at 6pm today?

This is a horrible customer experience

I would appreciate your help

Thanks
[REDACTED]

2023-05-20 11:55:38

OBEM to customer requesting a call back.

2023-05-30 18:06:47

OBC to the customer requesting a call back.

2023-05-30 18:29:54

IBC from the customer. The customer says he was disappointed with the service he received from the dlr. The customer says the dlr did a repair, yet the concern with his Ford app it still occurring. According to the customer, the app will provide a camera fault and state the collision avoidance is disabled. The customer says since the last repair, the issue appears to be happening less, but the concern is still there. Customer unavailable to return to the dlr at this time. Customer to contact EL when he is ready to take the vehicle to the dlr.
EL to contact dlr and arrange loaner.

2023-07-07 22:45:39

IBEM from the customer:
Hi Lynn,

Further to our telephone conversation I am finally back home and have booked my Ford Mustang in to Vista Ford in Woodland Hills CA, on 7/18/23 for repair.

You asked me to let you know this so that you could arrange for a loaner car and the correct repair of the vehicle.

For your information the "Pre CollisionAssist Not Available" is now happening again on a regular basis, and shows in my Ford App. I am also getting a who raft of other warnings such as Front Camera Fault, Parking Assist not Available, Parking Sensor fault, and the Blue Cruise is again disengaging continually on the Freeway.

2023-07-07 22:46:03

OBEM to the customer advising we will contact the dlr and f/u.

PE24-012 000028 SUBJ GCCT

2023-07-14 15:13:41

OBC to the dlr requesting they provide a loaner at our cost.
OBEM to the SM requesting the provide a loaner at our cost.
OBEM to the customer confirming loaner.

2023-07-28 18:57:51

7/17- IBC from the dlr. The dlr says they will provide a rental to the customer. The dlr also confirmed they know how to repair the issue.

EL to f/u on status of repairs.

2023-08-09 14:30:53

OBC to the customer regarding status of repairs.

2023-08-15 19:25:31

8/10 - IBEM from the customer. Customer writes:
Thank you for following up. The dealership did complete the repairs and the car is now working perfectly.

I greatly appreciate your assistance.

I would also like to pass some feedback about the dealership and service department - they were really good and in particular Jesse Gutierrez, the service writer, did a great job of keeping me informed as to the status of the repairs.

2023-08-15 19:26:51

Vehicle is repaired and was returned to the customer.
EL is closing the case at this time, but will follow-up as appropriate.
No further action required.

CASE NUMBER: [REDACTED]

STATUS: In Progress

OPEN: 07-25-2023

CLOSED:

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: SC Vehicle Off Road NA

COMMUNICATION: Web

CASE CLASS LV 1234: Dealer - Parts | Parts Inquiry | Parts Order Status |

DEALER NAME: Vista Ford

PA CODE: 07923

DLR SALES CODE: 71043

REGION: W1

ZONE: W1A

VIN [REDACTED]

MODEL YEAR: 2021

MODEL: Mustang Mach-E

MILEAGE:

BODY STYLE: K3R - MUSTANG MACH-E PRE RWD 4DR LHD

LAST NAME FIRST NAME MIDDLE: [REDACTED]

ADDRESS:

CITY STATE ZIP COUNTRY: | | |

HOME PHONE:

SYMPTOMS: | | |

ANALYST NAME: SYSTEM

OPEN ANALYST NAME: SYSTEM

COMMENTS:

2023-07-28 08:38:35

Part order shipped for Case# [REDACTED] Hi , Thank you for submitting a COPIS Parts Order Statuscase. Good news, your backorder forService Part Number:LJ8Z14D202V,Shipper Number:QP3336,DOR Number:22010, shipped on 07/26/2023. 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

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 09-16-2021 CLOSED: 09-16-2021 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford SUV-CUV NA CRC COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | CCT Criteria |
DEALER NAME: Robert Horne Ford, LLC
PA CODE: 09816 DLR SALES CODE: 71180 REGION: W3 ZONE: W3A
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 858
BODY STYLE: K3R - MUSTANG MACH-E PRE RWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: MESA | AZ [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Driver Alert | UNKNOWN | UNKNOWN
ANALYST NAME: Odessa Powell OPEN ANALYST NAME: Will Schulk
COMMENTS:

2021-09-16 18:51:03

Customer:

I've read other owners posting about "Service Vehicle Soon" messages and the repairs that followed, dreaded seeing the same on my MME. Today I sort of did.

Driving down a mostly deserted long straight city street with a 45 MPH speed limit, I engaged ICC just for fun. The car did its normal thing - looked in front, measured speed limit, and then engaged with the "blue bubble of happiness" around the vehicle icon on the dash display. Then suddenly, it turned orange and disengaged with no other vehicles around. I got a series of error messages, including "Service Vehicle Soon," "Front camera not available," "Pedestrian warning sound not available," and a couple of others that went by too quickly to read along with several beeps and chimes and strange sounds I had never heard before. My heart sank. The "Service Vehicle Soon" warning stayed prominently in the center of the dash display. Damn. But although cruise control had disengaged, I could still drive. Keep going, I thought, don't stop. So I did. And after a minute or two the warning cleared. The vehicle icon returned. The radio still played. Hmm. I continued to my destination to pick up lunch, assuming I may have to call for a tow to get home.

After shutting off the car and going in to pick up my to go order, I came out and approached the vehicle. PAAK worked perfectly. The car started right up. I drove home, even engaging the CC heading the opposite direction on the same road. Everything worked fine. I will watch carefully for the next few days... Ghosts in the machine.

Ford:

Good morning, [REDACTED] Would you please send us a private message with your VIN and mileage so we can look into these issues for you? I'd love to help you sort this out so you can get back to driving your Mach E carefree.

Customer:

Hello and thank you for your kind offer to investigate any issues with my MME per the post here:

<https://www.macheforum.com/site/threads/my-mme-is-acting-up>

My vehicle VIN is: [REDACTED]

[REDACTED]
Mesa, AZ

I forgot to add mileage. Ford Pass says 858 as of this morning.

Ford:

Thanks for getting back to me with those details! My name is Will and I'm a social media agent for Ford. In order to further investigate the issues with your Mach E, could you please send over the following information?

-Vehicle owners full name and your relation (if applicable):

-Zip code:

-Phone number:

-Email:

-Preferred method of contact:

- Name and location of Ford dealership:

Will S

Ford Social Media Team

Customer:

Thank you Will.

Vehicle owners: [REDACTED] (my wife) and me, [REDACTED]

Zip code [REDACTED]

Contact phone: [REDACTED] (cell)

email: [REDACTED] (prefer email or text contact)

Dealer: Robert Horne Ford, 3400 S Tomahawk Rd, Apache Junction, AZ 85119

Thank you
[REDACTED]

Ford:

You're very welcome! Just to confirm, 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:

I have not been to the dealer. My intention was to watch the vehicle's behavior and if the error messages return, then my next step will be to call for a service appointment - unless the vehicle became disabled of course, then it would be more urgent.

The error messages appeared twice on the same day, but I have driven the vehicle since then with no errors.

Ford:

We appreciate you reaching out to Ford Motor Company with this concern about your Mach E. I will be escalating this case to a Customer Experience Specialist on the escalated SUV support team. Your next step is to set up an appointment with your dealership for diagnostic purposes. The SUV team will contact you through email within 1 business day to assist you. Your case number is [REDACTED]. Have a great rest of your day, [REDACTED]

Will S

Ford Social Media Team

2021-09-16 18:51:43

CONTACT DELEGATE VIA EMAIL [REDACTED]

PE24-012 000032 SUBJ GCCT

CASE NUMBER [REDACTED] STATUS: Canceled
OPEN: 06-11-2022 CLOSED: 07-01-2022 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: Robert Horne Ford, LLC
PA CODE: 09816 DLR SALES CODE: 71180 REGION: W3 ZONE: W3A
VIN [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 4,698
BODY STYLE: K3R - MUSTANG MACH-E PRE RWD 4DR LHD
LAST NAME FIRST NAME MIDDLE [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: MESA | AZ [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | UNKNOWN | UNKNOWN
ANALYST NAME: Charmese Garner OPEN ANALYST NAME: Will Schulk
COMMENTS:
2022-06-11 20:21:23

Customer:

My dealer had my car from May 3 until June 6 for the windshield/roof recall, and then the first thing that happened as I was driving home after the service was a front camera failure while using adaptive cruise. Fortunately it seems to have been a momentary failure and has come back on line - so far - but I suspect there is an issue here that Ford needs to look into.

Ford:

Good afternoon, [REDACTED] Could you please send us a private message with your VIN and dealership information? I would like to look into these front camera concerns for you on my end. Thanks!

Customer:

Hello

VIN: [REDACTED]

Dealer: Robert Horne Ford, 3400 S Tomahawk Rd, Apache Junction, AZ 85119

Symptom: Random "front camera failure" alerts, along with "Collision Avoidance not available" and loss of Adaptive Cruise capability.

This happens irregularly, so it may be difficult to diagnose. I assume the system is recording error codes in the on board computer.

You have my authorization to download information from my vehicle if you can.

Ford:

Thanks for getting back to me with those details, [REDACTED] My name is Will and I'm a social media agent for Ford. In order to further investigate the concerns with your Mach-E, could you please send over the following information?

- Current mileage:
- Your full name:
- Vehicle owner's full name and your relation to them (if applicable):
- Zip code:
- Phone number:
- Email:
- Your preferred method of contact:

Will S
Ford Social Media Team

Customer:

-Current mileage: 4698

-Your full name: [REDACTED]

-Vehicle owner's full name and your relation to them (if applicable): [REDACTED] (wife)

-Zip code: [REDACTED]

-Phone number: [REDACTED] (cell)

-Email [REDACTED]

-Your preferred method of contact: text or email

Ford:

I appreciate you sending over those details. Just to clarify, have you spoken to the service manager at Robert Horne Ford regarding the situation with your Mach-E? If so, was any additional information relayed to you?

Will S

Ford Social Media Team

Customer:

I have not called them yet. I was planning to give it a few days and see if the issue returned.

Ford:

Thanks, [REDACTED] Could you please confirm if the number you gave was your mobile phone, work or home number?

Will S

Ford Social Media Team

Customer:

personal mobile. OK to text.

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 Electric Vehicle support team. They will contact you through your preferred contact method within the next few business days to assist you and answer any questions you have. Your case number is [REDACTED]. Have a great rest of your day [REDACTED]

Will S

Ford Social Media Team

2022-06-11 20:21:57

CONTACT DELEGATE VIA EMAIL [REDACTED]

2022-06-13 19:27:43

Case Number : [REDACTED]
Customer : [REDACTED]
Business Phone : [REDACTED]
Home Phone : [REDACTED]
Mobile Phone : [REDACTED]
LTV Score : 86
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number :
Part Number :
Dealer Name : Robert Horne Ford, LLC
Dealer P&A : 09816
Dealer phone : 4804742500
VIN : [REDACTED]
Year : 2021
Make : FORD
Model : Mustang Mach-E
Mileage : 4698
Engine Specification :
Transmission Specification : 1 SPD AUTO TRANS
Warranty Start Date : 2021-07-02
Open Recall/FSA :
ESP :
Hotline Contact :
Warranty History :

2022-06-14 19:44:45

obc: to customer (initial contact) no answer left vm, letting customer know that they can reach via email or phone and left contact info. Next step; f/u with customer 6/15 to see how they can be assisted. Customer Relationship Center – SUV Team/ BEV Team CXS/Charmese Garner (SHE/HER) Cgame27@ford.com | www.ford.com office:1-866-631-3788. M-F 7:30-4:00 CST 2091 Oakwood Blvd, Dearborn, MI 48124 USA

2022-06-15 21:18:43

OBC: to customer [REDACTED] (initial contact) 2nd attempted, no answer, left customer very detailed vm no answer. Next step; contact customer again and send email. Customer Relationship Center – SUV Team/ BEV Team CXS/Charmese Garner (SHE/HER) Cgame27@ford.com | www.ford.com office:1-866-631-3788. M-F 7:30-4:00 CST 2091 Oakwood Blvd, Dearborn, MI 48124 USA

2022-06-16 18:57:25

OBC: to customer [REDACTED] (initial contact) 3RD attempted, no answer, left customer very detailed vm no answer. Next step; contact customer again and send email. Customer Relationship Center – SUV Team/ BEV Team CXS/Charmese Garner (SHE/HER) Cgame27@ford.com | www.ford.com office:1-866-631-3788. M-F 7:30-4:00 CST 2091 Oakwood Blvd, Dearborn, MI 48124 USA

2022-06-23 19:58:50

OBC: to customer [REDACTED] to see if the customer needs assist with scheduling an appt for the concerns the customer has with the veh. customer was not avlb. Left the customer a detailed vm. Next steps: email customer and do a final customer contact f.u scheduled for 6/27 to prepare for case closure. Customer Relationship Center – SUV Team/ BEV Team CXS/Charmese Garner (SHE/HER) Cgame27@ford.com | www.ford.com office:1-866-631-3788. M-F 7:30-4:00 CST

2022-06-30 18:09:39

OBC: to customer no answer, vm came on. Next steps: email customer and prepare to close. Customer Relationship Center – SUV Team/ BEV Team CXS/Charmese Garner (SHE/HER) Cgame27@ford.com | www.ford.com office:1-866-631-3788. M-F 7:30-4:00 CST

2022-10-24 20:01:36

Customer:

Customer:

Hello

VIN: [REDACTED]

Dealer: Robert Horne Ford, 3400 S Tomahawk Rd, Apache Junction, AZ 85119

Symptom: Random "front camera failure" alerts, along with "Collision Avoidance not available" and loss of Adaptive Cruise capability.

This happens irregularly, so it may be difficult to diagnose. I assume the system is recording error codes in the on board computer.

You have my authorization to download information from my vehicle if you can.

Ford:

Good morning, [REDACTED] Thank you for reaching out to us today. I just need to reconfirm some details before I can get started. Could you provide the following?

-Your full name

-The vehicle's owner and your relation to them (if applicable)

-Your zip code

-Email and mobile phone number

-Mileage

-Your local Ford dealership and location

-Your Mach-E's VIN

Customer:

-Your full name [REDACTED]

-The vehicle's owner and your relation to them (if applicable) [REDACTED] (wife)

-Your zip code [REDACTED]

-Email and mobile phone number [REDACTED]

-Mileage 6380

-Your local Ford dealership and location Robert Horne Ford, 3400 S Tomahawk Road, Apache Junction AZ 85119

-Your Mach-E's VIN [REDACTED]

Ford:

Thank you for sending over the info. To clarify, when was the last time you reached out to Robert Horne Ford about the front camera concern and what was communicated?

Customer:

When I took the car in for the windshield and roof recall in July I told them about the camera issue. They applied all available software updates. The camera failure happened immediately afterwards and pretty much does whenever I drive. The dealer told me there was nothing more they could do until Ford publishes a "fix" for this as it is a "known issue" in MME vehicles. I have been waiting to see in the forum that a fix has been found (there is none so far that any other member has discussed) or to be contacted by the dealer.

Ford:

I was able to look into your case and see it is still active. I would encourage you to continue working with your service manager at Robert Horne Ford as they're in the best position to provide updates regarding your case. I will add your additional comments to this case, so they are aware you have contacted us. Thank you for reaching out about this.

CASE NUMBER: [REDACTED]

STATUS: Information Provided

OPEN: 04-17-2023

CLOSED: 04-17-2023

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US BEV NA CRC

COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Inquiry | Vehicle Specs/Capacities/Features | |

DEALER NAME:

PA CODE:

DLR SALES CODE:

REGION:

ZONE:

VIN: [REDACTED]

MODEL YEAR: 2022

MODEL: MUSTANG MACH-E

MILEAGE:

BODY STYLE: K3R - MUSTANG MACH-E PREMIUM RWD 4DR

LAST NAME FIRST NAME MIDDLE: [REDACTED]

ADDRESS: [REDACTED]

CITY STATE ZIP COUNTRY: BURBANK | CA [REDACTED] USA

HOME PHONE [REDACTED]

SYMPTOMS: | | |

ANALYST NAME: Giselle Griffin

OPEN ANALYST NAME: Giselle Griffin

COMMENTS:

2023-04-17 21:16:26

CXS- Giselle Griffin ggriff98@ford.com 866-631-3788 ext 79849 IBC from Cust Vin# [REDACTED] 2022 mach-e giving customer issues while drive and customer works at the dlrshp, and the dlrshp is not able to duplicate the issue, the car will suddenly stop customer does not feel safe in the vehicle customer was not able to have warning sign, blue cruise it was 55mph then it went 80mph then it slow down dramatically slow down. 65 and drop to 35mph, where the cars had to swir around and the car sense something there was something in front but there was not able too recall on the vehicle : 22B28 REPROGRAM HVAC CONTROL MODULE customer was pleased with the information and disconnected the call

CASE NUMBER: [REDACTED] STATUS: In Progress
OPEN: 11-16-2023 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: Galpin Ford
PA CODE: 05536 DLR SALES CODE: 71040 REGION: W1 ZONE: W1A
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: MUSTANG MACH-E MILEAGE: 21,732
BODY STYLE: K3R - MUSTANG MACH-E PREMIUM RWD 4DR
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: BURBANK | CA | [REDACTED] USA
HOME PHONE [REDACTED]
SYMPTOMS: Start/Run/Move | Moving | UNKNOWN | UNKNOWN
ANALYST NAME: Carle Jackson OPEN ANALYST NAME: Carle Jackson
COMMENTS:

2023-11-16 20:40:32 2022 Mustang mach e [REDACTED] ip Y clv 94 mile 21619 wsd 7/30/22 [REDACTED]
[REDACTED] galpin ford p&a code 05536 ibc from cust victor madrigal stating the veh
just stops when the warning indicator comes on. cust said he feels his veh is not safe. cust said the veh
accelerates or decelerates and also brakes if the veh seems to be too close to objects there is nothing there.
cust also said the veh switches lanes when cust uses bluetooth cust said the screen turns black for a few
hrs. cust said he feels it is something wrong w the veh cxs submitted bb request on 11/16 service advisor is
william PLAN OF ACTION Why are you calling get status of veh and see if they can reach out to hotline
Who are you calling service dept OBC: To dealer@ (8189223744) ro#313628 ro date 11/13 ro mile 21609
sa william hernandez email whernandez@galpin.com concern: cause of failure: no answer, cxs left vm and
sent email to sa to get status next steps: wait on bb decision and see if sa can reach out to hotline if
assistance is needed if diagnoses is completed Ford Motor Company @ Carle Jackson CRC- Passenger
Vehicle Team cjack333@ford.com | www.ford.com office: 866-631-3788 ext. 79110

2023-11-16 20:41:30 From: Jackson, Carle (C.) Sent: Thursday, November 16, 2023 2:40 PM To: whernandez@galpin.com
Subject: ro#313628 Good morning, My name is Carle from Ford Motor Company. I am contacting you
regarding mutual customer [REDACTED] VIN# [REDACTED] is requesting repair assistance for the
vehicle. Is the vehicle diagnosed? What is the cause of failure?. Can you reach out to hotline to get a
recommendation on next steps. Has any modifications have been done to vehicle? Is this issue caused by a
factory defect? What caused this failure? Is this issue caused by any neglect/lack of maintenance? Wear and
tear? Is this a warrantable repair? DI provided Loaner/Rental contracts? (Yes/No) Pickup & delivery: (Yes/No)
Thank you for partnering with Ford to assist this customer! Ford Motor Company @ Carle Jackson CRC-
Passenger Vehicle Team cjack333@ford.com | www.ford.com office: 866-631-3788 ext. 79110

2023-11-17 12:35:41 TO RICHARD

2023-11-17 16:15:15 GFR opened. Beginning investigation/review.

2023-11-17 16:38:57 11/17/2023 - OBE to oemrequests@galpin.com asking for ROs.

2023-11-17 16:42:46 OBE to CXS asking if customer plans to take vehicle back to dealer or if they are only interested in waiting for
the buyback decision.

2023-11-20 20:19:52 text sent to cust advising bb is still being reviewed.

2023-11-22 17:47:25 IBE from Galpin with requested ROs

2023-11-22 17:47:49 Updating GFR with RO information

2023-11-22 19:54:22 OBC to William Hernandez @ galpin to ask if FSA22B28 & FSA 23B50 were presenting issues that the
customer brought the vehicle in for or if Galpin saw they were there when the vehicle was already in the shop
for repairs. Held for William and someone picked up and disconnected the call.

2023-11-22 19:55:37 OBC to Galpin to speak with SA William Hernandez but he was busy and could not take my call. I had to
leave a message with the service department operator. Left the reason for the call, the RO and FSA#s as well
as my contact info.

2023-11-22 20:02:23 OBE to Galpin clarify FSAs

2023-11-22 20:37:34 OBE to CXS - follow up on if customer is planning on going back to the dealership for a 2nd opinion or further
diagnosis or are they only interested in the buyback decision at this time.

2023-11-24 17:43:32 From: Jackson, Carle (C.) Sent: Friday, November 24, 2023 11:43 AM To: [REDACTED] Subject:
[REDACTED] Good afternoon, I hope all is well, I am reaching out to see if your vehicle is at
Galpin Ford. If not, can we discuss scheduling an appt to take the vehicle to the dealership for your vehicle
safety concerns. Thank you, Ford Motor Company @ Carle Jackson CRC- Passenger Vehicle Team
cjack333@ford.com | www.ford.com office: 866-631-3788 ext. 79110

2023-11-24 18:00:49 PLAN OF ACTION Why are you calling to see if cust can schedule appt at dlr Who are you calling cust OBC: To customer@ Document interaction: no answer. cxs left vm and sent email to see if/when can return to dlr. cust called while notating case. cxs asked delegate when would the veh be returning back to the dlr. delegate said he works at the dlr and has the veh parking in the parking lot while waiting on the part. part is a apim. as far as the brake and collision assist and blue cruise is still not working per the cust. however the service is not able to dup the concern. cust said he does not want to drive veh because he does not feel safe and does not want his family in the veh, cust said he fears he will be hit. cxs requested the cust takes the veh to the service dept to complete bb. cust said he will take the veh today 11/24. cxs advised a follow up will be made on 11/28 to confirm the veh is in service. next steps: send email to richard grojean advising cust is taking veh to dlr today 11/24

2023-11-24 19:42:01

2023-11-24 19:56:15 IBE from CXS -I have spoken with the customer, and they advised they will be taking the vehicle back to the dealer on today 11/24/2023.
From: Jackson, Carle (C.) Sent: Friday, November 24, 2023 1:52 PM To: Richard Grojean Subject: RE: Hello Please see email from cust advising vehicle is at the dealer as of today 11/24. Thank you. From: Sent: Friday, November 24, 2023 1:21 PM To: Jackson, Carle (C.) cjack333@ford.com Subject: Re: WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Hello, The vehicle has now been dropped off to the service center at Galpin Ford.

2023-11-24 19:59:08 From: Jackson, Carle (C.) Sent: Friday, November 24, 2023 1:59 PM To: Subject: RE: Hello I will update your case to show your vehicle is in service. Thank you. Ford Motor Company © Carle Jackson CRC- Passenger Vehicle Team cjack333@ford.com | www.ford.com office: 866-631-3788 ext. 79110

2023-12-01 20:21:11

2023-12-04 19:11:01 IBE from Galpin that RO 314449 is still open with no update at this time.
IBC from Cust Delegate seeking update on BB. Provided cust with update on BB and also corrected business phone number and added delegate email. Home address was also updated as cust has moved. Burbank, CA Cust satisfied with update given. Next step: Notate case Tim I wait Customer Experience Specialist, Ford CXS Team O: (866) 631-3788 Ext: 79168 Available M-F 12:30 PM to 9 PM CST ttwait@ford.com

2023-12-05 17:39:11 From: Jackson, Carle (C.) Sent: Tuesday, December 5, 2023 11:36 AM To: Subject: Good afternoon, I hope all is well, I am reaching out regarding your Buyback request. Currently, the decision is still being reviewed. Once an update has been made, I will provide you with the status. Thank you. Ford Motor Company © Carle Jackson CRC- Passenger Vehicle Team cjack333@ford.com | www.ford.com office: 866-631-3788 ext. 79110

2023-12-11 21:19:43

IBC FROM CUST :
The cust called for an update on his case regarding the bb. Cxs advised the bb is still pending review and no decision has been made at this time. The cust states that veh is just sitting at the dealer and he thinks it's not being worked on. Cxs advised she will contact the agent and advised she speaks w / the dealer regarding the repair status of the veh. Cxs advised the process of the cali bb and advised she will place a re-contact on this case.
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

2023-12-12 13:26:24

2023-12-15 13:54:06 OBE to Galpin asking if RO has been completed and if not, could I get an update on the repairs. I will update case when I hear back.

2023-12-18 20:10:07 OBE to Galpin:Can you please tell me if the APIM that was ordered in RO 313628 and mentioned again in RO 314449 has come in? If it is still on backorder, do you have an ETA for it?
IBC CUST called for update on buyback cust stated the dealer is telling him to come pick up his vehicle and he does not feel safe for his family to drive dealer unable to duplicate the concern with the drive assist malfunctioning intermittently. also part on back order for Apim need to be expedited CXS Inform cust buy back still being process I will let his cxs no he called for update on case for buy back Patricia Johnson Customer Experience specialist pjohn332@ford.com' office: 866-631-3788 ext. M-F 8:30 am 5:00 pm

2023-12-19 16:48:53

2023-12-21 19:54:21 OBE to Galpin: Can you please tell me if the APIM that was ordered in RO 313628 and mentioned again in RO 314449 has come in? If it is still on backorder, do you have an ETA for it?

2023-12-21 19:55:08 OBE to CXS asking them to reach out to the customer and help them get the soonest appointment the dealership has to replace the APIM as soon as it comes in.

2023-12-21 20:00:40 IBE from OEM Requests APIM has been ordered but its on backorder right now.

2023-12-22 17:31:58 Case Analyst Review Complete. Transferring to TL for Review.
PLAN OF ACTION Why are you calling get status of veh. Who are you calling delegate OBC: To customer@ Document interaction: cust said the veh is still at dlr. cust said he was advised by the dlr he can pick up the vehicle. cust said he is seeking a loaner or reimbursement if he gets his own rental because he does not feel his vehicle is safe. cxs advised if dlr is advising veh is drive able rental assistance would have to be reviewed for next steps. no answer can be provided at this time. cust said he fears he will get into a accident even though the dlr is advising the vehicle can be driven. cxs advised bb is still being reviewed. cust said he just wants to know when the bb will be completed. cust said this is causing alot of stress. Next steps: f/u w customer on Wednesday 12/27

2023-12-22 17:44:02 PLAN OF ACTION Why are you calling get part info Who are you calling miguel in parts OBC: To dealer@ (8189223744) Document interaction: Part# MU5T14G670TY miguel in parts advised apim is out for delivery today. Next steps: f/u w dealer on 12/27 to confirm part has arrived and request cust schedules appt for apim to be installed.

2023-12-24 01:23:13

2023-12-27 19:54:14 Transferred to CCA for review

2023-12-28 13:57:23 CCA review in progress.

2023-12-28 15:43:38 OBE to John Minor with Galpin asking for time stamps for RO 311361 - Lines 4 & 5 and RO 313628 Line 3
From: Jackson, Carle (C.) Sent: Thursday, December 28, 2023 9:43 AM To: [REDACTED] Subject: CAS- [REDACTED] Hello I hope all is well, I am reaching out regarding your Buyback request. I have been advised to confirm what state your vehicle was purchased in. Was it California or another state? Thank you. Ford Motor Company @ Carle Jackson CRC- Passenger Vehicle Team cjack333@ford.com | www.ford.com office: 866-631-3788 ext. 79110

2023-12-28 15:56:46 From: [REDACTED] Sent: Thursday, December 28, 2023 9:53 AM To: Jackson, Carle (C.) Subject: Re: [REDACTED] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. The vehicle was purchased in California.

2023-12-28 21:26:41

2023-12-28 21:44:15 Sending the case back to CA Richard G. to verify if the customer will be returning to the dlr for the apim replacement and to also verify RO data.

2023-12-28 21:51:26 IBE to John Minor asking RO 311361 - Lines 4 & 5
Line 4 FSA 22B28 - REPROGRAM HVAC CONTROL MODULE
Line 5 FSA 23B50 CHARGE CORD STUCK - REPROGRAM

2023-12-28 21:51:26 On RO 313628 Line 3, I would be looking for the same information. I see that an APIM was ordered, can you tell me how much time was spent working on Line 3?

2023-12-29 19:49:26 OBE to CXS asking them to contact the customer and see if they plan on returning the vehicle to the dealership to have the APIM replaced and if so, please assist in getting them the soonest appoint that they can.

2024-01-02 19:07:49 [REDACTED] ibc from [REDACTED] CUST seeking update CXS advised review in final stage Ford Motor Company @ Customer Experience Specialist -PV Team Crystal Richardson crich198@ford.com | www.ford.com Office: 1-866-631-3788 ext. 7973

2024-01-02 20:55:49 IBC FROM DELEGATE : Name [REDACTED] The delegate called to seek an update on the bb results have been received. Cxs advised that the bb is still pending review and no additional info has been provided. The delegate confirmed the veh is still at the dealer. 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

2024-01-05 20:26:32 OBE to John Minor with Galpin asking for time stamps for RO 311361 - Lines 4 & 5 and RO 313628 Line 3

2024-01-10 17:05:31 OBE to John Minor & OEM REQUESTS with Galpin asking for time stamps for RO 311361 - Lines 4 & 5 and RO 313628 Line 3
From: Jackson, Carle (C.) Sent: Wednesday, January 10, 2024 11:04 AM To: [REDACTED] Subject: CAS- [REDACTED] Good afternoon, I hope all is well, I am reaching out regarding your Buyback request, currently the decision is still being reviewed. As soon as there is a status change, I will update you. Thank you. Ford Motor Company @ Carle Jackson CRC- Passenger Vehicle Team cjack333@ford.com | www.ford.com office: 866-631-3788 ext. 79110

2024-01-10 17:08:37 From: [REDACTED] Sent: Wednesday, January 10, 2024 11:06 AM To: Jackson, Carle (C.) Subject: Re: [REDACTED] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Any time frame on decision? It's already going to be 2 months.

2024-01-11 13:22:59 OBE to galpin -Can you please verify if RO 314449 is the latest RO for this customer/vehicle? Has the vehicle returned to have the APIM replaced? Also on RO 31161 can you check to see if the vehicle was there in the shop the entire time listed on the RO? If not, can you provide me with the days that it was there? On RO 313628 Line 3, I would be looking for the same information. I see that an APIM was ordered, can you tell me how much time was spent working on Line 3?

2024-01-17 17:27:36 OBC to Galpin and spoke with Ashley (service receptionist). RO 317851 was closed on 1/11/24 - this was to replace the APIM. Ashley also stated that the vehicle is now back in the shop with open RO# 318386. Presenting issue is that the Blue Cruise is not performing as it should. Screen intermittently turns off and when active it rides the left line or pulls to the left. Miles in is 21989. The vehicle does not have a tech assigned to it at this time. They will assigned as soon as they can,

2024-01-17 19:28:27

2024-01-17 19:30:48 Opened techSME - vehicle in service at Galpin Motors

Case Analyst Review Complete. Transferring to TL for Review.

2024-01-17 20:01:20

IBC from CUST: cust says he hasnt received any updates on case
CUST says h wants case escalated to sup.

NEXT STEPS: inform CXS & DOCUMENT

Shakayla Valentine
Customer Experience Specialist, Ford CX Team
Ford Motor Company ®
SVALEN33@ford.com | www.ford.com
office: 866-631-3788 ext. 79943
Mon-Friday | 8:00AM - 4:30PM CST

2024-01-17 20:38:43

*****SUPERVISOR ESCALATION*****
Supervisor Escalation: LIVE Shakayla Valentine

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 (12:30pm-9pm CST)

2024-01-17 20:57:15

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

2024-01-18 13:24:32

APPROVAL UPLOADED TO PORTAL, TRACKING IS 910715
LETTER WILL BE SENT WITHIN THE NEXT 3 BUSINESS DAYS

2024-01-18 17:18:51

PLAN OF ACTION Why are you calling advise cust bb was approved Who are you calling spoke w delegate
OBC: To customer@ [REDACTED] and [REDACTED] Document interaction: no answer at either number.
cxs left vm advising bb decision has been provide. cxs called delegate again, call was answered. cxs
advised cust bb was approved and next steps are to wait on bb specialist. cust said ok. Next steps: f/u w
customer or 1/23 to confirm bb specialist made contact

2024-01-18 22:00:06

Closing Tech SME request due to buyback being approved (Tech SME will not be able to escalate)

2024-01-19 21:23:14

RAV has received and accepted the case. Customer contact is forthcoming.

2024-02-02 17:08:36

PLAN OF ACTION Why are you calling confirm RAV agent has made contact Who are you calling delegate
OBC: To customer@ [REDACTED] Document interaction: cust said he has been contacted by his RAV
agent and has not further concerns from cxs agent Next steps: safety net to close

CASE NUMBER [REDACTED] STATUS: Information Provided
OPEN: 10-18-2022 CLOSED: 11-12-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Capitol Ford
PA CODE: 09361 DLR SALES CODE: 72039 REGION: W2 ZONE: W2B
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 15,421
BODY STYLE: K3R - MUSTANG MACH-E PRE RWD 4DR LHD
LAST NAME FIRST NAME MIDDLE [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: MILPITAS | CA | [REDACTED] USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Inoperative
ANALYST NAME: Billy Hicks OPEN ANALYST NAME: Billy Hicks
COMMENTS:
2022-10-18 15:41:17

IBC from Tadeh, mentioned that he went to test drive vehicle and the same concern was present. He then noticed that there was an APIM update available and he performed, then saw an additional TCU update and performed. After saw a GWM update and performed. Went to test drive and keep hands on the wheel. message never went away. Was seeking further direction.

RECOMM10/14/2022 12:57PM JASON DE LA HOYA MSS - FCSD - TECH ASSIT CENTER

Tadeh, It was a pleasure speaking on the phone with you today. As mentioned we will be looking further into this concern, please continue to monitor this form for updates. We apologize and thank you for your patience. Technical Assistance Team Member, Jason D

ADD-ON10/14/2022 12:57PM JASON DE LA HOYA MSS - FCSD - TECH ASSIT CENTER

Consult with Ryan Tyda, mentioned that GWM update went through enough to have tech test drive. IF the same issue returns to have tech update. SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : ...

RECOMM10/17/2022 04:19PM BRANDON GARCIA MSS - FCSD - TECH ASSIT CENTER

Hi Tadeh, We are still investigating this BlueCruise concern. We will update this form once we have further direction. We apologize for any delays this has caused. Brandon G. Ford Technical Assistance Center

ADD-ON10/17/2022 04:19PM BRANDON GARCIA MSS - FCSD - TECH ASSIT CENTER

SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Technical, SWIS Comments : N/A

2022-10-18 15:59:59

Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 IBC:

Customer called in about his vehicle. Ford Mach-e 2021. The vehicle is at the dealer and he is unaware what is the concern of the vehicle. The recall is the reason the vehicle is at the dealer, it has been since 08/31/22. The vehicle is at Capitol Ford. The customer is in a loaner. (SA) Zejna Dubinovic was unavailable, the CXS has to leave a voice mail for the service department. CXS sent a portal message and an email to gather details about the customer's repair. [REDACTED] Zejna.Dubinovic@dgdg.com Next Step: CXS will follow up with the customer on 10/19/22 as a 1st call @ 10:30 a.m. 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,

2022-10-18 16:08:36

OASIS IS DOWN TO BE COMPLETED LATER. Case Number : [REDACTED] Customer :

[REDACTED] Business Phone [REDACTED] Home Phone : [REDACTED] Mobile Phone : [REDACTED]
[REDACTED] LTV Score : 94 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part
Number : [REDACTED] Dealer Name : Capitol Ford Dealer P&A : 09361 Dealer phone : 408-265-6000 VIN :
[REDACTED] Year : 2021 Make : Ford Model : Mustang MACH-E Mileage : 15000 Engine
Specification : Transmission Specification : 1 SPD AUTO TRANS Warranty Start Date : 2021-03-22 Open
Recall/FSA : ESP : Hotline Contact : N9FCS005 Warranty History :

2022-10-18 21:09:55

282069

LINE D

MILES 15421

LABOR RATE IS 241.23

Nothing has been ordered, engineers do not have a fix yet, no eta on repair.

Thank you,

Zejna Dubinovic

Capitol Ford

408-785-0688

Sent from Mail for Windows

Zejna Dubinovic

Service Advisor| Capitol Ford

O: (408) 265-6000

E: Zejna.Dubinovic@dgdg.com W: DGDG.com

2022-10-18 21:12:10

Hello Mr [REDACTED]

Zejna has sent me an email and she stated that, "Nothing has been ordered, engineers do not have a fix yet, no eta on repair." I will follow up with you on 10/21/22 with a repair status update.

Warmest Regard,

Ford Motor Company ®
Billy Hicks Jr.
Customer Experience Specialist/Dealer Experience Specialist, Ford CXS Team
bhicks43@ford.com | www.ford.com
office: 866-631-3788 ext. 79395
Mon. – Fri 9 a.m. to 5:30 p.m. Central Time

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.
One Team, One Goal, One Plan. "ONE FORD"

2022-10-20 21:39:31

CONCER10/19/2022 01:51PM
UNINSTALLED AND REINSTALLED FDRS, CONFIGURED IPMA, IPC, GWM, AND APIM. RESET THE APIM TWICE WITH FDRS, ROAD TESTED VEHICLE, BLUE CRUISE PROMPT APPEARS BUT STILL NOT BLUE CRUISE OPERATIONAL. ONLY ADPATIVE CRUISE CONTROL KEEP HANDS ON STEERING WHEEL OPERATION. DO WE NEED TO REPLACE MODULES OR SEND SOMEONE DOWN HERE? THIS IS GETTING A LITTLE OUT OF HAND. ALMOST TWO MONTHS NOW.
RECOMM10/20/2022 11:00AM BRANDON GARCIA MSS - FCSD - TECH ASSIT CENTER
Tadeh, With no DTCs setting based on the last Self-Test ran, a module fault is not suspected. It is likely however that a data related issue is still present on this VIN. We will need to continue our investigation and determine if any data has reverted. An update will be made once we have determined if any data related issues are still present. We will also take the time down into consideration and see if FSE involvement will be needed. Brandon G. Ford Technical Assistance Center

2022-10-21 18:53:05

Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXs left a detailed voice mail for the (SA) and sent an email seeking a repair status update. Per the hotline notes, they are still diagnosing the concern. CXs sent the customer a SMS with a repair status update. Next Step: CXs will follow up with the customer on 10/25/22 with a repair status update. 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.

2022-10-25 00:35:22

Good Morning Mr. Hicks,

I would like to know or understand the escalation process with this ? It's been two months, and the updates I get are the same...

"We tried installing the updates, but the updates are not sticking" ... after two months, what else is being done ?

When is an engineer scheduled to be on site ?

Best
[REDACTED]

2022-10-25 19:29:21

Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXS left a detailed voice mail for the (SA) seeking an update on the customer's vehicle repair. CXS also asked the SA via email to assist with the customer's rental extension. CXS sent the customer an email giving him an update on his repair status. Next Step: CXs will follow up with the customer on 10/26/22 with a repair status update. 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.

2022-10-26 15:06:46

Dear Mr. Hicks,

I would like to add this to my issue with my Mach-E Ford...

The rental company could not reach the dealership by phone- as you noticed, and charged me for the additional days on the front end that the dealership had my car, before they could provide me a loaner...

I brought this issue up with the dealership, and they told me they would take care of it and make adjustments with Enterprise, but as of 10/25/2022 is still has not been fixed... My portion was \$20/day as I was told, so my total should have been no more than \$120 ...

Please advise,



— Forwarded Message —

From: "customerservice@enterprise.com" <customerservice@enterprise.com>

To:

Sent: Wednesday, October 5, 2022 at 09:08:35 AM PDT

Subject: Enterprise Rental Agreement 7G049F

Per your request, please see the attached PDF document for the Invoice Details.

Terms | Privacy Policy

watermark: MessageFramework /prd2_etc

© 2022Enterprise Rent A Car, 600 Corporate Park Drive, St. Louis, MO 63105

2022-10-26 15:16:36

Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: SA Zejna was unavailable. CXs left a detailed voice mail for her as well as sent her an email seeking an update on the customer's repair status. Next Step: CXS will follow up with the customer on his next MOB 10/26/22. 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.

2022-10-26 21:32:03

Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXs left another detailed voice mail for the SA Zejna seeking an update on the customer's repair status. CXs sent the customer a SMS giving him an update on his case. Next Step: CXs will follow up with the customer on 10/27/22 with a repair status update. 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.

2022-10-27 17:22:44

Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXs left detailed voice mails for both SA Zejna and SM Francisco seeking a repair status update. CXs has also sent an email to both the SA and SM seeking an update on the customer's repair status. Next Step: CXS will follow up again on his next MOB. 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.

2022-10-27 19:56:29

Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXs has sent the dealer another voice mail seeking a repair status update. Next Step: CXS will reach out again on his next MOB. 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.

2022-10-27 21:53:22

Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXS has sent the SA and several SMs an email seeking an update on the customer's vehicle. CXs sent the customer a SMS with an update on his case. Next Step: CXs will follow up with the customer on 10/28/22 with an update on his case. 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.

2022-10-27 23:11:50

Hello Billy,

Our technician has been working with engineering to resolve the Blue cruise concern, IPC and Gateway module will not program. From the contact it looks like it maybe all software related. Can you please assist and send and FSE out?

Francisco Ramirez

Service Manager | Capitol Ford

O: (408) 265-6000

E: Francisco.Ramirez@dgdg.com W: DGDG.com

PE24-012 000043 SUBJ GCCT

2022-10-28 00:02:39

Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXs was finally able to speak with the service manager and was given an update on the customer repair status. CXS informed the dealer that TECH SME was already involved and if a FSE is needed, then they will request one. CXS sent the customer a couple of SMS message giving him an update on his case. Next Step: CXs will follow up with the customer on 11/01/22 with a repair status update. 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.

2022-10-28 18:42:10

CXS Laura ext 79112/ IBC [REDACTED] He needs to figure out how to file a complaint or escalate his case or if he needs to get a lawyer. He has tried to reach Billy a couple of times, he thinks that Billy is ignoring him. I advised that we have no control over the FSE schedule. He feels like we are not giving enough information to him and he feels that this is not good enough. He loves the car he doesn't understand the problem right now. How is this taking two months. He would like to get this escalated. He can't get a hold of the SA at the dealership. He would like this car back he wants one that is working and running. He just don't get the issue, he doesn't want to be leaving it at the dealer 5-6 months. From his perspective, he doesn't feel its a priority. I apologized that we made him feel that way, that's not our intention. I assured him that we are doing everything possible to get his vehicle back on the road as quickly as we can. NEXT STEPS: Notate the case

2022-11-01 23:34:10

Good Afternoon Mr. Hicks,

I called a few days ago as I was told the request for a field service tech from the dealer was denied, and Laura whom I spoke with at Ford said that Ford was requesting one, but there was no time frame as to when one could come out... My car has been in the shop for two months... for what appears to be a software update.

Although I love the car and my Ford F-150 Lariat... I would like to replace the Mach-E ... What options do we have ?

1. If you can buy-back the current Mach-E in the shop and replace it with a new one, that would be my first choice. If that is not an option
2. Let's just have Ford buy back the Mach-E, and we can figure out a new car at that point.

As I told Laura, this has been too long, it does not feel like the techs can fix this...

Please Advise -

2022-11-01 23:48:59

Customer Information

Name(s) on the Title [REDACTED]

Address: [REDACTED] CA

Email Address [REDACTED]

Customer is Select purchased the vehicle.

Vehicle Information

VIN: [REDACTED] Current Mileage: 15421

Ownership Status/ Type of Purchase: Select New,

Purpose of vehicle: Select personal

#Vehicles registered to the business. (If yes to business)

Purchase Date: 03/22/21 Mileage at Time of Purchase: 21

State Information

State Where Purchased: CA

State Where Registered: CA

Dealer Information

Purchased from Dealer? Select Yes Dealership (if yes): FRONTIER FORD

Primary Reason for Repurchase: Customer stated that there was a recall on the vehicle and after 2 months the recall still isn't fixed. The vehicle has been down for 62 days. Customer doesn't feel safe in the vehicle due to the software concerns.

Is there a current concern with the vehicle? Enter Yes

What is the repair status of the vehicle? Blue cruise is not repaired. Software 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? Enter Yes or No

2022-11-01 23:52:20

Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXs left the SA Zejna a Voice mail and sent an email to the customer. Per Zejna "No updates, Ford hasn't responded to hotline contact since the 27th." Per "Engineering has not responded to the our update on 10/27/2022. No update as of now." Customer was given an update on his repair status and he requested a BB. CXS has submitted for a BB. Zejna Next Step: CXS will follow up with the customer on 11/04/22 with a repair/BB status. 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.

2022-11-02 11:25:01

TO JULIE

2022-11-03 16:48:00

I/m for service @ Capitol ford and emailed SM to verify the current open repair order information

2022-11-04 13:29:52

emailed the Service contacts i have to call me to go over the ro's

2022-11-04 15:57:30

CASE ANALYST REVIEW COMPLETE TRANSFERRING TO RES FOR REVIEW

2022-11-04 20:33:09

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

2022-11-07 13:23:44

APPROVAL UPLOADED TO PORTAL, TRACKING IS 807851
LETTER WILL BE SENT WITHIN THE NEXT 3 BUSINESS DAYS

2022-11-07 23:05:46

Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: (SA) LD stated that the Tech has replied to hotline and it is a work in progress. CXs left a detailed voice mail for the customer giving him an update on his repair status and that his BB decision letter should arrive within the next 3 business days. Next Step: CXs will follow up with the customer on 11/10/22. 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.

2022-11-08 22:21:39

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

2022-11-10 00:41:50

Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXs has confirmed that the customer has been in contact with the RAV team. He is proceeding forward with RAV. He was informed that his case will be resolved and a survey will be sent to him. The repairs are ongoing and the buyback has been approved. Next Step: Case ready for closure. 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.

2022-11-10 00:51:23

All Cases Has the vehicle been repaired & returned to the customer? no, BB approved 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

2022-11-10 13:29:34

Safety Net*

NEXT STEPS: FOR CXS: Approved to Close Case

Ford Motor Company ©
Charles Casiano
Business Operations Supervisor - BEV Passenger Vehicle
CCASIANO@Ford.com | www.ford.com

2022-12-12 19:11:51

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

CASE NUMBER: [REDACTED]
OPEN: 02-28-2024 CLOSED: 02-28-2024
RESPONSE TEAM: Tier 1 Chat NA CRC
CASE CLASS LV 1234: Inquiry | | Activate |
DEALER NAME:
PA CODE: DLR SALES CODE:
VIN: [REDACTED] MODEL YEAR: 2021
BODY STYLE: K3R - MUSTANG MACH-E PRE RWD 4DR LHD
LAST NAME FIRST NAME MIDDLE [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: Smyrna | DE | [REDACTED] USA
HOME PHONE [REDACTED]
SYMPTOMS: | | |
ANALYST NAME: Lasharon Bell
COMMENTS:
2024-02-28 02:36:46

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Chat
REGION: ZONE:
MODEL: Mustang Mach-E MILEAGE:

OPEN ANALYST NAME: Lasharon Bell

01:50

Neutral

End

Bot CU said: My trail run of Blue Oval Network expire how much is the subscription yearly.
CU
Bot CU said:
My trail run of Blue Oval Network expire how much is the subscription yearly.
Customer-8:21 PM
You said: Hello, [REDACTED] My name is Lasharon. I'll be happy to assist you with this today!
You said:
Hello, [REDACTED] My name is Lasharon. I'll be happy to assist you with this today!
You said: Please allow me 2-3 minutes to research this information.
You said:
Please allow me 2-3 minutes to research this information.
Sent-8:22 PM
Bot CU said: Thank You
CU
Bot CU said:
Thank You
Customer-8:22 PM
You said: Thank you for waiting, I'm still researching this.
You said:
Thank you for waiting, I'm still researching this.
Sent-8:28 PM
Bot CU said: I have been try to get a yearly subscription but there a mystery of how much a year
CU
Bot CU said:
I have been try to get a yearly subscription but there a mystery of how much a year
Customer-8:30 PM
You said: Thank you so much for your patience [REDACTED] Here is our Marketing team number, They will be best to assist you with this. 1800-334-4375
You said:
Thank you so much for your patience, [REDACTED] Here is our Marketing team number. They will be best to assist you with this. 1800-334-4375
You said: Is there anything else I can assist you with today?
You said:
Is there anything else I can assist you with today?
Sent-8:32 PM
Bot CU said: Customer has been disconnected from the conversation. 8:34 PM
Bot CU said:
Customer has been disconnected from the conversation, 8:34 PM

CASE NUMBER: [REDACTED]
OPEN: 04-10-2024 CLOSED: 04-11-2024
RESPONSE TEAM: Tier 1 Chat NA CRC
CASE CLASS LV 1234: Inquiry | Other | |
DEALER NAME:
PA CODE: DLR SALES CODE:
VIN: [REDACTED] MODEL YEAR: 2021
BODY STYLE: K3R - MUSTANG MACH-E PRE RWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: SMYRNA | DE | [REDACTED] USA
HOME PHONE [REDACTED]
SYMPTOMS: | | |
ANALYST NAME: Genevieve Lowerre
COMMENTS:

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Chat

REGION: ZONE:
MODEL: Mustang Mach-E MILEAGE:

OPEN ANALYST NAME: Genevieve Lowerre

Hello [REDACTED] My name is Genevieve. How may I help you today?

Sent - 5:43 PM

Bot CU said:

I like to know my status of my charger adapter

Bot CU said:

It stated April- May now know status

Customer - 5:44 PM

You said:

It would be my pleasure to assist you today. [REDACTED] To track the status of your fast-charging adapter in your confirmation email there will be an Order number.

Shipping address.

Check status button.

You may select the check status button to retrieve the current status.

You said:

May I ask do you have access to your confirmation email?

Sent - 5:45 PM

Bot CU said:

Yes

Customer - 5:46 PM

You said:

Great! At any time if you cannot locate this confirmation email you may also check the status directly at

[https://www.ford.com/myaccount/connected-services?vin=\[REDACTED\]&keyName=chargeradapterstatus](https://www.ford.com/myaccount/connected-services?vin=[REDACTED]&keyName=chargeradapterstatus).

You said:

All complimentary Fast Charging Adapters will be shipped through FedEx. Once shipping, delivery should take 7-10 business days.

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. Is there anything else I can assist you with today?

Sent - 5:49 PM

Bot CU said:

Customer - 5:49 PM

You said:

May I ask are you having trouble viewing the status of your charging adapter, [REDACTED]

Sent - 5:50 PM

Bot CU said:

Yes

Customer - 5:50 PM

You said:

Thank you for clarifying this for me. Are you receiving any specific error messages? I would also like to verify you are unable to access the status with both the confirmation email and the direct link provided, correct?

Sent - 5:51 PM

Bot CU said:

Yes it said account not found

Customer - 5:52 PM

You said:

Thank you for clarifying this for me [REDACTED] We here at the customer relationship center do not have access to the Fast Charging Adapter Reservation status. However, this will be best handled by our Parts experts. You can chat with them directly or email them by going to <https://parts.ford.com/en.html>. Chat Hours of operation are Monday - Friday 8:30 am EST to 5:30 pm EST. You may also call them directly at (844) 589-0060 They are open Monday - Friday 8:30 a.m. to 5:30 p.m. EST.

You said:

I am still right here with you, [REDACTED] Is there anything else that I may try to assist you with today?

Sent - 5:55 PM

Bot CU said:

Nope I have 2 Mustang do they supply for both cars

Customer - 5:56 PM

You said:

That is a great question [REDACTED] As long as each vehicle meets the requirements which includes Having an eligible Ford electric vehicle (EV).

Having the vehicle added to FordPass.

Have an active BlueOval Charge Network account.

You said:

If this applies then yes, you may reserve an adapter for each vehicle.

Sent - 5:57 PM

Bot CU said:

2021 first and 2023

Bot CU said:

Feb was 2021

Customer - 5:58 PM

You said:

Absolutely! In this case, you can reserve an adapter for each vehicle.

Sent - 5:59 PM

Bot CU said:

I did now the 2021 is not showing up

Customer - 5:59 PM

You said:

To clarify is the vehicle not showing up in the FordPass app?

Sent - 6:00 PM

Bot CU said:

I have been having trouble since I add the other one not sure why

Customer - 6:01 PM

You said:

To ensure I am understanding correctly the 2021 vehicle disappeared from the FordPass app when you added the 2023 vehicle, correct?

Sent - 6:02 PM

Bot CU said:

Yep

Customer - 6:02 PM

You said:

Thank you for clarifying this for me! When you try to add the vehicle back are you receiving any additional errors such as the vehicle has already been added?

Sent - 6:03 PM

Bot CU said:

I been trying not understanding what going in

Customer - 6:03 PM

You said:

Since you are not receiving an error message can you please try to add the vehicle back once more? To do so please:

Tap the Vehicle Garage icon.

Press Add Vehicle.

Press one following on the pop-up message:

Selecting Allow This will allow FordPass to access your phone's camera.

Note: The scan window will appear to capture your Vehicle Identification Number (VIN) and route you to the Vehicle screen.

Selecting Don't Allow This will prevent FordPass from accessing your camera and you will need to type in your VIN.

Tap Enter VIN Manually.

Note: If you need help locating your VIN, tap the Find Your VIN link.

Enter your VIN.

Select Next. It may take up to 90 seconds for the vehicle to load.

The vehicle should appear on the Vehicle screen.

Note: To view the other vehicles added, swipe left or right on the vehicle screen.

Sent - 6:05 PM

Bot CU said:

I have all of that

Customer - 6:06 PM

You said:

So when entering the VIN does it indicate it has been saved and the app does not update? Or is there no indication that anything was updated or saved?

Sent - 6:06 PM

Bot CU said:

I'm going to check again

Customer - 6:07 PM

You said:

Absolutely, thank you!

You said:

I am still right here with you, [REDACTED]

You said:

I haven't heard from you in a few minutes. Do you need more time?

Sent - 6:13 PM

Bot CU said:

Still happening I have to check again later must work now thank you

Customer - 6:13 PM

You said:

I absolutely understand! If you try again later and it is still not working we do recommend contacting our FordPass guides. FordPass Guides can be reached by phone at 800-883-2966, and their hours of operation for calls are 9:00 a.m. - 9:00 p.m. EST (Monday to Friday) and 9:00 a.m. - 9:00 p.m. EST (Saturday). FordPass Guides' chat hours are Monday through Saturday from 9:00 a.m. to 9:00 p.m. EST.

You said:

To contact a FordPass Guide directly through the app:

- Log in to the FordPass App.
- Select More at the bottom right of the screen.
- Select Help on the upper left of the screen.
- Then, select your preferred contact method (call or chat).

You said:

Is there anything else that I may try to assist you with today?

Sent - 6:14 PM

Bot CU said:

Customer has ended the conversation. 6:16 PM

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 07-05-2022 CLOSED: 08-24-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Truck Concern NA CRC COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Walnut Creek Ford
PA CODE: 07820 DLR SALES CODE: 72022 REGION: W2 ZONE: W2B
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: MUSTANG MACH-E MILEAGE: 2,678
BODY STYLE: K3S - MUSTANG MACH-E PREMIUM AWD 4DR
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: PLEASANT HILL | CA [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | UNKNOWN
ANALYST NAME: Debra Clay OPEN ANALYST NAME: Julia Kulesza
COMMENTS:
2022-07-05 16:51:01

Cust

Hello, I didn't want to start yet another thread on this issue but my Blue Cruise has stopped working. When I first got the vehicle, blue cruise would not fully engage and I had to keep my hands on the wheel. An update came later that week and then Blue Cruise started to work for me. For about two weeks, it worked most of the time but a few times when it was working, I would get the alert that blue cruise was available. When I engaged, it would say camera issue and then blue cruise was no longer available. Blue cruise would not work until I parked again, turned the vehicle off, and then started it again. Now it has since stopped working all together and I no longer get any blue cruise activation prompts.

Now, on roads where I know I have used it before, for instance on my way to work and back, I no longer get the blue cruise available notice and my adaptive cruise control does not do lane centering. Screen never turns blue, only a single blue line for distance, and two green lines on the sides. Lane assist is checked but does not work, can you please help?

Here is my car info:

2022 Mach E Premium, Extended Range, AWD

Vin [REDACTED]

Ford

Hi there, [REDACTED] appreciate you taking the time to send us a message about the concern you're having with your Mach-E. My name is Julia and I am a social media agent for Ford. Before moving on, could you provide me with the following info?

-The vehicle owner's full name and your relation to them (if applicable)

-Your full name

-Your zip code

-Email and phone number

-Mileage

-Local Ford dealer

Cust

Hello [REDACTED]

-The vehicle owner's full name and your relation to them (if applicable)

It's Me [REDACTED]

-Your full name

[REDACTED]

-Your zip code

[REDACTED]

-Email and phone number

[REDACTED]

-Mileage

1500 miles

-Local Ford dealer

Walnut Creek Ford

I scheduled an appointment with Walnut Creek ford for Tuesday, 7/5 at 11am. I've read stories where the dealerships forget or dont put the car's 12V batter on a charger when they do updates and in turn drain the battery until its un-useable. I hope that these dealers learn to not do that.

Ford

I appreciate that info. After running your VIN through our system, I'm currently seeing an outstanding safety recall (22S41 MAIN HV CONTACTOR WELDING) relating to your Mach-E. 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.co> [REDACTED] To clarify, have you noticed any other concerns on your Mach-E?

Cust

no, just the issue with the blue cruise no longer working. Any fix for that? or something that I should tell them to look for? That recall doesnt sound like it would do anything for the blue cruise

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 Electric Vehicle support team. They will contact you through your preferred/best contact method within a few business days to assist you. Your case number isCAS-

[REDACTED]

2022-07-05 19:38:51

FCR

2022-07-06 15:22:46

OBC-DLR I called the dlr and spoke with SA Eric and he said that the has not been diagnosed. I also called the customer but I got his voicemail and left a message. Mechanical Concern: Blue Clues Module but has not been diagnosed Would concern be covered if Vehicle was still under warranty: n/a Is customer in rental/loaner: Is there any neglect due to abuse? n/a Can this vehicle be repaired under warranty rate? • What is Customers Expectation from Ford Expected Completion date: RO#: 974725 RO Line#: A Open Repair Date: Open Mileage: 1,911 SA Name: Eric •P&A Code 07820 •Copy Key Data Ford Motor Company © Denia Dangerfield Customer Experience Specialist ddanger2@ford.com | www.ford.com office: 866-631-3788 EXT 79960

2022-07-06 15:25:03

Next Steps F/U on 7/9/22 about the repairs, offering the customer a rental and adding Copy Key Data

2022-07-06 16:41:07 Dominique Dixon/ddixon87@ford.com/ext. 79765 IBC/ Cust states he missed a called from his agent. OBM to agent was made no response. Advised cust agent will be reaching out within one business day Next steps: none Ford Motor Company @ Customer Relationship Center – Truck Team CXS Dominique Dixon ddixon87@ford.com | www.ford.com office: 866-631-3788 ext. 79765

2022-07-09 19:45:35 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 : N/A Part Number : N/A Dealer Name : Walnut Creek Ford Dealer P&A 07820 Dealer phone : 9259322900 VIN : [REDACTED] Year : 2022 Make : FORD Model : MUSTANG MACH-E Mileage : 1500 Engine Specification : Transmission Specification : 1 SPD AUTO TRANS Warranty Start Date : 2022-05-26 Open Recall/FSA : ESP : NO ESP INFORMATION AVAILABLE Hotline Contact : N/A Warranty History : OVERAGE DESCRIPTION:3 years / 36,000 Miles (whichever occurs first)

2022-07-09 19:59:45 OBC-CUST I called the customer to offer him a rental but he said that he has his vehicle. I offered vehicle and he will accept a rental once his part comes back in. He wants to get a blues dues for a ESP Offer I told him that we cannot give him that because we can only help with repairs or a rental. PART LJ8ZGJ590C order on 7/5/22 RO#: 974725 RO Line#: A Open Repair Date: 7/5/22 Open Mileage: 1,911 SA Name: Eric P&A Code 07820 Copy Key Data Ford Motor Company @ Denia Dangerfield Customer Experience Specialist ddanger2@ford.com | www.ford.com office: 866-631-3788 EXT 79960

2022-07-09 20:01:13 Next Steps F/U with the dlr about a the part, call the PM to put a copis ticket on if it does not have a shipping date on 7/11/22

2022-07-11 18:45:02 OBC-CUST I called the customer to offer him a ESP Premium Care Maintenance Plan but I got his voicemail and emailed him as well.

2022-07-16 17:38:24 OBC-DLR I called the dlr to get some information about this part but the Parts Depart is closed. I will call the customer but I got his voicemail and left a message. Ford Motor Company @ Denia Dangerfield Customer Experience Specialist ddanger2@ford.com | www.ford.com office: 866-631-3788 EXT 79960

2022-07-16 17:40:37 Next Steps F/U with the dlr and the customer on 7/20/22

2022-07-20 20:21:18 OBC-DLR I called the dlr and spoke with PM BJ and he said that the part has come in and I also spoke with SA Eric and he said that the customer has his vehicle. The customer took his vehicle to the dlr but the cannot fix his vehicle because the tech is out sick with Covid 19. Ford Motor Company @ Denia Dangerfield Customer Experience Specialist ddanger2@ford.com | www.ford.com office: 866-631-3788 EXT 79960

2022-07-25 17:12:41 OBC-CUST I called the dlr and spoke with SA Erick and he said that the PART LJ8ZGJ590C Camera Module has come and the tech is working on the vehicle repair. I also called the customer to let him know that the part that the tech as been waiting has come in and they are repairing the vehicle.... RO# 974725 RO Line# A Miles 1915 7/05/22 SA Eric Farnadez.... Ford Motor Company @ Denia Dangerfield Customer Experience Specialist ddanger2@ford.com | www.ford.com office: 866-631-3788 EXT 79960

2022-07-25 17:16:09 Next Steps F/U with the dlr and the customer on 7/28/22, the tech has the part and is working on the vehicle repair.

2022-07-25 17:31:48 IBC CUST: **DELEGATE MRS [REDACTED] HUSBAND AND PRIMARY OWNER - RODRIGOLABSON CUST MISSED CXS'S CALL RETURNING IR TO PROVIDE CXS MORE DETAILS REGARDING CASE I REITERATED THE PREVIOUS NOTE CXS HAD... advised THE CUST TO EXPECT FLL UP Customer wanted to know if their was an expect repair date? And if that is Thursday. I advised the cust. CXS HAD A FLL UP THURSDAY an will be able to provide her an update on the expected repair date time frame. NEXT step : notify cxs through webex Ford Motor Company @ Customer Relationship Center – Truck Team CXS Jessica Onuoha JONUOHA1@ford.com | www.ford.com, office: 866-631-3788 ext. 79548 eFax: (866) 268-4387 Monday – Thursday & Saturday 10:30am – 7pm

2022-07-28 13:24:31 Obc to dlr@8:21 am Ph [REDACTED] dlr is two hours behind us and will call them later today to get a status update about the repairs . Ethan Faulkner Ford Motor Company Customer Experience Specialist- Truck Team efaulkn7@ford.com| www.ford.com Office 1866-631-3788 Ext 79082 Hours 8:00am - 4:30pm Monday - Friday CST

2022-07-28 16:22:00 Obc to dlr@11:11 am Ph [REDACTED] Lvm for DLR to see how the repairs are coming along and to provide the cust and update on the status of the repair. Sent a email as well to progress case *****assisting with f/us for CXS ***** Ethan Faulkner Ford Motor Company Customer Experience Specialist- Truck Team efaulkn7@ford.com| www.ford.com Office 1866-631-3788 Ext 79082 Hours 8:00am - 4:30pm Monday - Friday CST

2022-07-29 21:17:51 Case has been reassigned at day 24 for a BEV Specialist to assisl. SHANTELE BROOKS SheHerHers Business Operations Supervisor - BEV Passenger Vehicle - O: 866.631.3788

2022-08-02 18:37:00 OBC to DLR 925 932 2900 SA Eric is off on today asked for SM sent to Nicole left vm advising recontact regarding cx Debra Clay SheHerMam CXS, Ford Concern Team Mach-E Specialist O: 866-631-3788 ext.79334

2022-08-02 20:35:13 Ford Protect Premium Maintenance Plan OBC to CX [REDACTED] husband answer vehicle is still at dealership waiting on part cx is in loaner, loaner is electric vehicle Per hotline tech asked to open new FDRS session for next steps Debra Clay SheHerMam CXS, Ford Concern Team Mach-E Specialist O: 866-631-3788 ext.79334

2022-08-05 17:31:14 OBC to DLR 925 932 2900 SA Eric Part came in but the software was incorrect but will attempt to get repairs completed today Debra Clay SheHerMam CXS, Ford Concern Team Mach-E Specialist O: 866-631-3788 ext.79334

2022-08-10 16:40:44 OBC to DLR 925 932 2900 SA Eric vehicle has been repaired small delay due to software but cx has vehicle they are working with the customer with a scratch that happened but will be getting it taken care of OBC to [REDACTED] Amanda cx has vehicle satisfied with repairs but is worried about the scratch advised if issue needs to be escalated please advised but being it is a dealer issue they should be covering i will follow up to confirm offer cx ESP cx accepts based on time down for new vehicle Debra Clay SheHerMam CXS, Ford Concern Team Mach-E Specialist O: 866-631-3788 ext.79334

2022-08-11 20:42:16

Case Progression Specialist

Morley activity:784371
Rejection reasons:

Update the region on the Morley submission, please change the S1 to W2.

*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)

2022-08-11 20:51:27

Case Progression Specialist

Morley activity:784371
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)

2022-08-19 20:16:39

Safety Net [REDACTED] Clear to close SHANTELE BROOKS SheHerHers Business Operations
Supervisor - BEV Passenger Vehicle - O: 866.631.3788

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 05-20-2022 CLOSED: 05-20-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: IVT (In-Vehicle Technology) NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Technical Assistance | Vehicle Hardware/Software | BlueCruise | Hardware
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE:
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: PESHASTIN | WA | [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: | | |
ANALYST NAME: Grace Ross OPEN ANALYST NAME: Grace Ross
COMMENTS:
2022-05-20 17:41:08 Cust. SAYS: active cruise control no longer working since leaving the dlr with th BC update. was not in blue zone so didn't try BC but was unable to use the previously accessible adaptive CC Adv Cust: told cust he would need to refer back to dealer in reference to the active cruise control not working Resources used: help.ford.com, OASIS, AAF, Team chat - TL guidance Resolution: closed

CASE NUMBER [REDACTED] STATUS: Resolved
OPEN: 07-19-2022 CLOSED: 09-29-2022 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: Pat Armstrong Ford
PA CODE: 09743 DLR SALES CODE: 74492 REGION: W5 ZONE: W5V
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 9
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: PESHASTIN | WA | [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Driver Alert | Performance | Inoperative
ANALYST NAME: Jarquita Harris OPEN ANALYST NAME: Michael Capperon
COMMENTS:
2022-07-19 18:57:30

Customer: [REDACTED]
Pat Armstrong Ford
East Wenatchee WA
car scheduled for Blue cruise/ lane following glitch fix on Monday the 19th
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 Pedestrian warning concern on your Mach-E. 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
- Email
- Phone number
- Preferred method of contact
- Mileage

Michael
Ford Social Media Team

Customer: Full name, [REDACTED]

-Vehicle owner's full name and your relation (if applicable) [REDACTED]

-Zip code [REDACTED]

-Email [REDACTED]

-Phone number [REDACTED]

-Preferred method of contact email [REDACTED]

-Mileage 9215

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 (22S41 BATTERY ENERGY CONTROL MODULE SOFTWARE UPDATE) 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/tc/\[REDACTED\]](https://owner.ford.com/tc/[REDACTED]). Just to clarify, since when did you start noticing this concern on your Mach-E?

Michael

Ford Social Media Team

Customer: We are into day 2 of the software updates at Pat Armstrong Ford. I didn't notice the lack of the pedestrian warning until my wife and neighbor said they didn't hear anything when I drove past them at 5 mph. The deer on our road apparently didn't hear it either since just looked at me when I drove up to them!

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 BEV 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

2022-07-19 21:40:15

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: Pat Armstrong Ford Dealer P&A: 09743
Dealer phone: 5096632111 VIN: [REDACTED] Year: 2021 Make: FORD Model: Mustang
Mach-E Mileage: 9215 Engine Specification: n/a Transmission Specification: 1 SPD AUTO TRANS
Warranty Start Date: 2021-07-08 Open Recall/FSA: 22S41 BATTERY ENERGY CONTROL MODULE
SOFTWARE UPDATE ESP: n/a Hotline Contact: n/a Warranty History: n/a

2022-07-19 21:45:51

CXS Laura ext 79112/ OBC to DLR 5096632111- Spoke with Sandra- in service, the SA-Jake- he advised so they have the vehicle in the shop completing 22S41 to reprogram the battery energy control module as well as all the modules, should have it programmed later today and will test drive it tomorrow. Customer is in a loaner. NEXT STEPS: F/u with cust to introduce myself 7/19/2022 Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-07-20 18:06:50

CXS Laura ext 79112/ OBC to DLR 5096632111- Spoke with Jen in service- she transferred me to SA-Jake- he is not available, left message. asking if repairs have been completed and vehicle has been released back to customer. NEXT STEPS: f/u with cust on 7/20/2022 to provide update on vehicle status and see if any further assistance is needed. Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-07-20 20:45:24

Customer reached out again: i just got my car back from my dealer and they redid the blue cruise install with the un-corrupted version and the pedestrian warning came back.
On a more frustrating note, when Blue Cruise was programmed in, I lost the lane following function that I loved on normal highways. Lane keeping works but no "blue balloon" for lane following. Before I go back to the dealer I need to know was lane following sacrificed for blue cruise?

2022-07-20 20:57:55

CXS Laura ext 79112/ OBC to DLR 5096632111- Jake is with a customer currently, left VM for DLR for update on vehicle status. left contact # with case #. NEXT STEPS: email dlr to get update on vehicle status 7/20/2022 Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-07-20 21:29:05 CXS Laura ext 79112/ OBC to DLR 5096632111- customer picked up vehicle., everything went well, he advised he will take it on a main highway to check blue cruise functionality. NEXT STEPS: f/u with cust to check on everything 7/20/2022 Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-07-20 21:34:07 CXS Laura ext 79112/ OBC to CUST [REDACTED] Customer advised that , they fixed the blue cruise, they are testing that tomorrow. They got the pedestrian warning thing back. The lane following doesn't engage anymore, its used to steer him around corners and things before blue cruise was installed. Used to be a big blue bubble on the dash and that no longer occurs. Advised customer I want him to test the blue cruise, make sure that function is working, and if not, we will need to get it back to the dealership for further diagnosis to resolve the issue. Customer advised Call him on Friday, he going to Seattle and back, to test blue cruise. NEXT STEPS: f/u with cust on 7/22/2022 in the morning to discuss if blue cruise is working. After 11AM Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-07-22 18:37:16

From: Wes Smith jwsmith@dgoc.com>
Sent: Thursday, July 21, 2022 4:58 PM
To: Myerscough, Laura (L.) lmyersco@ford.com>
Subject: Re: Case No [REDACTED]

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

Hi Laura,

The service center installed 2 new front wheel bearings and the work was completed yesterday evening, I picked my vehicle up today @ 3:50PM, drove it 10 mile to stop and eat with my kids and wife. When I got back in the vehicle driving through the parking lot I heard a loud pop. I noticed the sound came when I touched my brakes. So I stopped and found that the driver-side top brake caliper bolt was missing and the bottom caliper bolt was only finger tight. I called the dealership luckily just before they closed for the day and they are sending a technician out to hopefully get it operational. The brake pads and rotors are brand new so I hope there's no damage. See attached photo of the issue. Needless to say I'm very unhappy waiting over 2 weeks to get the vehicle repaired to have this happen. Thankfully it didn't happen at 70MPH with the kids in the car. I wanted to make sure you're updated of this and it is noted just in case other issues arise from this.

2022-07-22 18:37:22 On Jul 22, 2022, at 1:30 PM, Myerscough, Laura (L.) wrote: Hi [REDACTED] I am so so sorry for this experience. Did the tech come out and fix it? Or is your vehicle back at the dealership? I have documented this and once we get this resolved, if you would like I can submit a formal dealer complaint for the situation that has happened. Kindest regards, Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-07-22 18:37:27 From [REDACTED] Sent: Friday, July 22, 2022 1:33 PM To: Myerscough, Laura (L.) Subject: Re: Case No. [REDACTED] The technician came out yesterday evening and fixed it, and I was able to drive it home. I'll let you know if I want to proceed with a formal complaint. Thanks, [REDACTED]

2022-07-22 18:37:33 From: Myerscough, Laura (L.) Sent: Friday, July 22, 2022 1:36 PM To: [REDACTED] Subject: RE: Case No. [REDACTED] Understood, How is the vehicle doing now that its been repaired and back with you? Any other concerns that you need assistance with?

2022-07-26 18:52:56 -----Original Message----- From: [REDACTED] Sent: Friday, July 22, 2022 1:01 PM To: Myerscough, Laura (L.) Subject: Mach-e report WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. The team at Pat Armstrong did the reapply of the Blue Cruise software to replace the corrupted file. I test drove the car yesterday day on I-90 from Cle Elum Washington to Issaquah Washington. "Blue Cruise Not Available"! In fact Adaptive Cruise cut off twice, once with Adaptive Cruise Not Available. I reported my BC non-event to Randy Black at Pat Armstrong and he said he would contact the field engineer. Don't know what's next but there are some real software issues here. [REDACTED] I don't think I get enough credit for the fact I do all this unmedicated!

2022-07-26 18:59:57 CXS Laura ext 79112/ OBC to DLR 5096632111- Spoke with receptionist she transferred me to Randy Black-Shopeforeman- he is not available. He has a appointment 8/1 with Jake. Jake advised that his appointment 8/1- blue cruise again so he could order parts for the parking brake. He is unaware of what's going on. He will let the shop foreman know they will contact the FSE. Rental/Loaner they will keep it for the first. EMAIL: JSMITH@PATARMSTRONGFORD.COM NEXT STEPS: SEND EMAIL TO DLR AND F/U WITH CUST ON 7/26/2022 Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-07-26 19:00:10 From: Myerscough, Laura (L.) Sent: Tuesday, July 26, 2022 2:00 PM To: JSMITH@PATARMSTRONGFORD.COM Subject: [REDACTED] Hey, Let me know what the FSE says, and if there is anything I can assist you with. Thank you for your partnership. I truly appreciate it. Kindest Regards, Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-07-26 21:03:27 CXS Laura ext 79112/ OBC to CUST [REDACTED] Spoke with customer I advised that I have received his email, I advised that I did let the dealership know and waiting to hear back from the FSE regarding the issue he is having. I advised that his appointment is 8/1 and will take his vehicle and we will look into the blue cruise concern again. NEXT STEPS: f/u with cust to confirm appt 8/1/2022 is all good. Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-07-29 18:52:33 CXS Laura ext 79112/ OBC to DLR 5096632111- Spoke with Nicole in service- she advised that SA-Jake is at lunch will return at 3PM CST. NEXT STEPS: Call dealer back to get update on appt and if he has contacted FSE. Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-07-29 20:01:26 CXS Laura ext 79112/ OBC to CUST [REDACTED] answered he advised that his appointment was moved to August 9th so that he can have a rental vehicle. NEXT STEPS: F/u with cust on 8/5/2022 to confirm appt for 8/9

2022-08-05 18:27:44 CXS Laura ext 79112/ OBC to CUST [REDACTED] Spoke with customer I advised that I wanted to confirm her appointment on 8/9 with a rental vehicle at pat armstrong Ford. NEXT STEPS: f/u with dlr and cust on 8/9 to get diagnosis on vehicle. Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-08-09 20:42:48 CXS Laura ext 79112/ OBC to DLR 5096632111- Spoke with receptionist she transferred me to SA-Jake- is currently with a customer, she can't have me on hold. She transferred me to SA-Jake's VM left message asking for a status update on the vehicle and confirm that customer has rental vehicle. NEXT STEPS: Call dealer back to get update 8/9/2022 Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-08-09 21:15:03 CXS Laura ext 79112/ OBC to DLR 5096632111- Spoke with service receptionist she advised that SA-Jake is not available. Spoke with the receptionist she advised the ticket shows working. Vehicle is in shop they are completing additional updates on it per FSE they hope to be done with it tomorrow afternoon. NEXT STEPS: F/u with cust on 8/9/2022 to provide update on vehicle status. Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-08-09 21:23:06 CXS Laura ext 79112/ OBC to CUST [REDACTED] Customer did not answer, left message advising I wanted to provide an update. The dealership is working on his vehicle, they are doing updates on it now per the FSE. I advised they should be done by tomorrow afternoon if all goes well. NEXT STEPS: f/u with dlr and cust on 8/10/2022 with update on vehicle status Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-08-10 21:13:29 CXS Laura ext 79112/ OBC to DLR 5096632111- Spoke with Nicole in service- she placed me on hold to see if SA-Jake is available. He is with another customer, he has talk to bill, They are stalled on engineering with the update. Engineering is working with Tech. waiting on engineering to complete update. NEXT STEPS: f/u with cust to provide update 8/10/2022 with update on vehicle status. Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-08-10 21:15:56 From: Myerscough, Laura (L.) Sent: Wednesday, August 10, 2022 4:16 PM To: [REDACTED] Subject: RE: Mach-e report Hey Mr. [REDACTED] I spoke with the dealership, they are working with engineering to get the update complete. I will check on you and your vehicle status on Friday 8/12/2022 to provide a status update. Kindest regards, Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-08-12 18:18:27 CXS Laura ext 79112/ OBC to DLR 5096632111- Spoke with Nicole, SA-Jake he is out today. Nicole put me on hold to speak with Randy to get an update on the vehicle. Nicole transferred me over to Randy he advised that - Shop foreman- he advised they got the blue cruise updated on the vehicle. It came up with the Front system Fault came up. Hotline was involved. FDRS alert Fault system programming issues, the programming issues cause an issue. The vehicle can be used at first, he may not want it till 100%. He told him he would call him today provide an update. From what the hotline said Program is working on it. They will update them as they find the program. They can take the message off but its frustrated. That's where we are at rn. NEXT STEPS: F/u with cust 8/12/2022 with update on vehicle status. Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-08-12 18:21:06 From: Myerscough, Laura (L.) Sent: Friday, August 12, 2022 1:21 PM To: [REDACTED] Subject: RE: Mach-e report Hi Mr. [REDACTED] I completely understand. I assure you the dealership and myself are escalating this concern to get it fixed for you as soon as possible. I spoke with Randy today, they are working with our escalation team, they are working on the programming still for your vehicle. I truly apologies for the inconvenience. I have set our follow up for Wednesday 8/17/2022 to provide a new update on your vehicle status. Kindest regards, Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-08-17 19:18:12 CXS Laura ext 79112/ OBC to DLR 5096632111- Spoke with Service- Jake is out on lunch. I asked if Randy was available receptionist placed me on hold to see if he was. Spoke with Randy- he advised he is still waiting for the programming engineers to figure out the BCM malfunction, they have him in a loaner, they will keep in the loaner till the vehicle is fixed. FSE-Randy spoke with him yesterday about it but no new update from him. NEXT STEPS: F/u with customer on 8/17/2022 with update. Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-08-17 19:21:33 From: Myerscough, Laura (L.) Sent: Wednesday, August 17, 2022 2:21 PM To: [REDACTED] Subject: RE: Mach-e report Hi [REDACTED] I spoke with Randy today the shop foreman we are both waiting on the next steps from our escalation. They are still investigating the concern that is present. I have follow up set for Tuesday 8/23/2022 to check on your vehicle status and provide an update. Please let me know if you have any questions or concerns I can address for you. Thank you for being a part of the Ford Family. Kindest regards, Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-08-23 14:44:38 VOR triage for VP sent

2022-08-23 18:28:02 CXS Laura ext 79112/ OBC to DLR 5096632111- Spoke with Gina she transferred me to Shop foreman Randy- he advised that there is couple of things going on. They got the update for the GFM to fix the frunk light and the programming wouldn't take again, today they have the FSE is working on the vehicle this morning, popped up code. That code leads TSB to replace the HBJB he thinks that what is causing the corruptions and the other faults with it. The part is ordered at least two days out for the part to come in. They are going to do the repair one tech is certified for HV battery stuff. NEXT STEPS: f/u with cust to provide status update on vehicle 8/23 Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-08-23 18:33:33 -----Original Message----- From: Myerscough, Laura (L.) Sent: Tuesday, August 23, 2022 1:33 PM To: [REDACTED] Subject: RE: Mach-e report Hi [REDACTED] I completely understand your concerns and I apologies for the length of time this process is taking. I did speak with the dealership today, they have order the high voltage battery junction box, and will be replacing and start the programming after this is replaced. For the length of time this is taking we would like to reimburse one vehicle payment. Please send me the most recent vehicle payment statement you have and confirm your mailing address so that I can ensure it get sent out correctly. Please let me know if you have any other questions or concerns I can answer for you. Kindest regards, Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-08-26 19:05:12 -----Original Message----- From: [REDACTED] Sent: Friday, August 26, 2022 1:59 PM To: Myerscough, Laura (L.) Subject: Re: Mach-e report Randy just updated me about my Mach-e. They are disassembling it today to replace the power junction box. Maybe they will be able to begin reprogramming by Monday afternoon. Five weeks and maybe by Tuesday we could get our car back. Hopefully it will be the car that Ford told us it would be 2 years ago when we ordered it. [REDACTED]

2022-08-26 19:05:27 -----Original Message----- From: Myerscough, Laura (L.) Sent: Friday, August 26, 2022 2:05 PM To: [REDACTED] Subject: RE: Mach-e report Hi [REDACTED] I was just about to email you, Yes by Monday afternoon we should have an update. I do apologies for the inconvenience of this all. I have reviewed what we can reimburse you as a "vehicle payment" since you paid in full. What we will be able to reimburse you is \$816.26, please confirm your mailing address so that I can ensure that it gets sent out correctly. Kindest regards, Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-08-26 20:52:43 -----Original Message----- From: [REDACTED] Sent: Friday, August 26, 2022 2:11 PM To: Myerscough, Laura (L.) Subject: Re: Mach-e report Thank you. PO Box 521 Peshastin, WA 98847 [REDACTED]

2022-08-26 21:19:13

CASE NUMBER: [REDACTED]

2022-08-29 19:35:15

Case Progression Specialist

Morley activity [REDACTED] has been rejected.

REJECTION REASON:

Invalid document:

NEXT STEP:

Please advise customer reimbursement amount is \$500 when vehicle has been paid off and adjust reimbursement amount in Morley to \$500.

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

2022-08-30 19:18:47

CXS Laura ext 79112/ OBC to DLR 5096632111- Spoke with service they advised that Jake and Randy are both out on lunch. NEXT STEPS: Call dealer back to get update and then follow up with cust on 8/30 Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-08-30 20:24:32

CXS Laura ext 79112/ OBC to DLR 5096632111- Spoke with Jenny she advised that both are with customer's right now, she sent me to Randy's VM- asked for a call back before 5PM CST to get an update on customer's vehicle status. NEXT STEPS: F/u with cust to provide update 8/30/2022 Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-08-30 21:38:30

CXS Laura ext 79112/ OBC to DLR 5096632111- Dealer did not answer, left another message. NEXT STEPS: F/u with cust to provide update 8/30/2022 Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-08-30 21:38:45

From [REDACTED] Sent: Monday, August 29, 2022 6:16 PM To: Myerscough, Laura (L.) Subject: Case No. [REDACTED] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. They didn't get started until this afternoon. No estimate on completion. This started before July 19th. I think this may be out of their experience. Is Ford really ready for moving into EVs?

2022-08-30 21:41:51

From: Myerscough, Laura (L.) Sent: Tuesday, August 30, 2022 4:42 PM To: [REDACTED] Subject: RE: Case No. [REDACTED] I do apologies for the delay on the start of your repair. I attempted to get a hold of the dealership today to see if I could find out more information regarding a ETA, but I haven't receive a response back yet. Also, I sincerely apologies for my mistake with the numbers on your reimbursement, we will actually be reimbursing \$500 instead of the \$816.26. The reimbursement is currently processing and will be sent out soon. Please let me know if there are any further questions or concerns. Kindest regards, Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-08-30 21:42:45

CASE NUMBER [REDACTED] transmitted and updated to \$500

2022-09-01 15:37:02

CXS Laura ext 79112/ OBC to DLR 5096632111- Spoke with Nicole in service- she transferred me to Shop Foreman Randy- is not at his desk. I asked if Jake was available so that I could get an update on the vehicle. Jake advised that the vehicle repairs are not done yet. I asked Nicole to transfer me to Randy so I could leave a message to get more information on vehicle ETA for completion. NEXT STEPS: F/u with dlr and cust on 9/1/2022 with update on vehicle status. Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-09-01 16:04:53

Randy called back advised, the Frunk Message resolved. The are putting vehicle back together, Will test Blue Cruise Features, if all works they should be able to release tomorrow afternoon. If not they will have to continue the work on the vehicle and would go into next week for continued repair.

2022-09-01 16:55:14

Case Progression Specialist

Morley activity [REDACTED] has been transmitted.

NEXTSTEP: Contact customer and advise that debit card will be received within 7 - 10 business days

Olaseni Magreola
FORD MOTOR COMPANY
Lead Agent/Ford Truck Team
omagreol@ford.com

2022-09-02 18:06:03

CXS Laura ext 79112/ OBC to DLR 5096632111- spoke with receptionist she transferred me- Shop Foreman Randy he was not available, left message asking for an update on vehicle status. NEXT STEPS: F/u with dlr at a later time and cust with update 9/2/2022 Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-09-02 18:13:12

OBC TO DLR Randy Black reached out to CRC in order to return missed call from CXS, Randy provided the following update: Repair completed everything is functioning properly and cust is back in vehicle. Stated if anything else is needed feel free to reach out. CXS contacted via webex, Ford Motor Company @ Customer Relationship Center - Truck Team Kelvin Alley kalley4@ford.com | www.ford.com office: 1-866-631-3788 ext. 79892

2022-09-16 13:02:58

Case has been reassigned for a BEV Specialist to assist. SHANTELLE BROOKS SheHerHers Business Operations Supervisor - BEV Passenger Vehicle - O: 866.631.3788

2022-09-16 19:09:26

Case Progression Specialist
Morley activity [REDACTED]
ESP Has been transmitted.

Ford Motor Company ®
Jelishia Joiner
Lead Agent
Email: JJoiner12@ford.com | www.ford.com
Office: (866) 631-3788 ext.
Mon- Fri 11:30am-8:00pm CST (Central)

2022-09-20 22:29:32

CXS JARQUITA H (79749) OBC TO [REDACTED] CXS calling to confirm if cust is satisfied with previous OTA update and advised cust that ESP is uploaded and ready to use for any future concerns. PER CUST CXS spoke with a 3rd party delegate advised he is not in at the moment however she will have him reach back out. NEXT STEPS CXS advised she will f/u with cust via email for satisfactory update and provide updates on ESP. Ford Motor Company @ Jarquita Harris Customer Experience Specialist SheHerHers jharr678@ford.com | www.ford.com O: 866-631-3788 Ext. 79749 Hours of Operation: M-F 9:30AM-6PM

2022-09-27 18:12:03

Safety Net [REDACTED] Clear to close SHANTELE BROOKS SheHerHers Business Operations Supervisor - BEV Passenger Vehicle - O: 866.631.3788

CASE ATTACHMENTS:

2022-08-26 21:18:09

Laura Myerscough

[MAch-e001.pdf](#)

2022-08-26 21:19:13

Laura Myerscough

[Comerica Debit Card Reimbursement Template \[REDACTED\].docx](#)



700 3rd Street SE
East Wenatchee, WA 98802
PHONE (509) 865-2111 or (800) 464-5111

VEHICLE BUYER'S ORDER

Buyer Name and Address	Co-Buyer Name and Address	Seller Name and Address
[REDACTED]	[REDACTED]	TOWN FORD LINCOLN 700 3RD ST SE EAST WENATCHEE WA 98802
County: SHELAN	County: SHELAN	Salesperson:
Email: [REDACTED]	Email: [REDACTED]	
Phone: [REDACTED]	Phone: [REDACTED]	
Cell: [REDACTED]	Cell: [REDACTED]	

Vehicle Brands/Comments (if applicable): REBUILT JUNK SALVAGE/REBUILT DESTROYED

Year/Used/Demo	Year	Make	Mileage	Model	Stock #	Vin #
	2021	FORD	16	MUSTANG	9269	[REDACTED]

EMISSIION NO. WA: TAB: EXP:
ODOMETER READING 16

The owner of a vehicle may be required to spend up to \$150 for repairs if the vehicle does not meet the vehicle emission standards under chapter 70.120 RCW. Unless expressly warranted by the motor vehicle seller, the seller is not warranting that this vehicle will pass any emission tests required by federal or state law.

[REDACTED]

NOTICE TO BUYER REGARDING THE AIRBAGS ON THIS VEHICLE:
an "on/off switch" has been installed on the airbag(s)
the airbag(s) have been deactivated"

(A) USED VEHICLE TRADE-IN

YEAR 2017 MAKE TOYOTA MODEL PRIUS PRIME
MILEAGE 29831 VIN# [REDACTED]
BALANCE OWED TO
LIENHOLDER'S ADDRESS

(B) SECOND VEHICLE TRADE-IN

YEAR /A MAKE /A MODEL /A
MILEAGE /A VIN# /A
BALANCE OWED TO /A
LIENHOLDER'S ADDRESS /A

Gross trade-in allowance for (A)	\$ 19000.00
Less estimated bal. owed on (A)	\$ N/A
Gross trade-in allowance for (B)	\$ N/A
Less estimated bal. owed on (B)	\$ N/A
ESTIMATED NET ALLOWANCE ON TRADE-IN(S):	\$ 19000.00 (carry over to line 7)
Total Gross Trade-In Allowance (Line 1 above + Line 2 above)	\$ 19000.00 (carry over to line 9)

Buyer acknowledges that the payoff and/or lien balance on the trade-in vehicle as described above is an estimated figure, subject to verification and confirmation from the lienholder. In the event the payoff/lien balance exceeds the above-stated amount, the difference shall be added to the total cash price of the vehicle and shall not be being financed.

AGREEMENT.
BUYER SIGNS X
CO-BUYER SIGNS X

1. BASE PRICE OF VEHICLE	56040.00
2. Seller Added Or Deleted Options:	
OTHER AFTERMARKETS	4391.00
3. BASE PRICE OF VEHICLE AND OPTIONS (LINE 1 +/- LINE 2)	60431.00
4. ESTIMATED Vehicle Excise Tax, License, Title, and Registration Fees (including a \$3.00 Arbitration fee for new motor vehicles registered in Washington and a \$2.50 emergency medical service fee)	218.50
5. Bank Title Lien Release	N/A
6. DOWN PAYMENT	(A) CASH 500.00 (B) REBATE 100.00
7. ESTIMATED Net Trade-In Allowance	19000.00
8. TOTAL CREDITS (6 + 7)	19600.00
9. Sales Tax (Calculated on the sum of Base Price of the Vehicle and Options (Line 3 above) - Total Gross Trade-In Allowance \$ 60431.00 - 19000.00)	3563.07
10. Seller Documentary Service Fee* THE DOCUMENTARY SERVICE FEE IS A NEGOTIABLE FEE. Documentary service fees are not required by the State of Washington.	150.00
11. Service Contract	3690.00
12. Maintenance Contract	N/A
13. Sales Tax (For Service Contract and/or Maintenance Contract)	322.67
14. Insurance (Life, Disability, etc.)	N/A
15. Other Charges	N/A
16. TOTAL CASH PRICE OF VEHICLE (3 + 4 + 5 + 9 + 10 + 11 + 12 + 13 + 14 + 15)	68575.44
17. UNPAID BALANCE OF CASH PRICE DUE ON DELIVERY (16 - 8)	48975.44
18. UNPAID BALANCE (AMOUNT FINANCED) (16 - 8)	N/A

AGREEMENT AND OTHER THAN SELLER ARE THEIRS, NOT OF SELLER. BUYER AGREES TO ALL TERMS, CONDITIONS, AND WARRANTIES OF THE SELLER.

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 03-27-2022 CLOSED: 03-27-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Inquiry | Vehicle Specs/Capacities/Features |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE:
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: AUGUSTA | GA [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: | | |
ANALYST NAME: Victoria Davis OPEN ANALYST NAME: Victoria Davis
COMMENTS:
2022-03-27 15:21:15

Info At 11:01 AM Mar 27

Thank you for choosing to chat with us. We will be with you shortly. You are currently 1 waiting in queue.

Info At 11:01 AM Mar 27

You are now chatting with Tiara.

Thank you for contacting FordPass. This is Tiara. How may I assist you today?

11:02 AM

Hi, I got an email that there were issues installing a software update on my Mach E, that does not allow BlueCruise to function. I went to install the update in my car, and no update is showing. What do I need to do?

visitor 11:03 AM

You should contact your local dealer. They will help you with the update.

11:03 AM

It said to contact support on here.

visitor 11:04 AM

Would you like to speak with an In Vehicle Technician?

11:04 AM

Sure.

visitor 11:04 AM

The In Vehicle Technicians can also be reached at 800-392-3673 Mon - Fri 8:00am - 11:00pm EST Sat 8:00am - 8:00pm EST. They are open via chat only on Saturday and Sundays 11am -7pm EST. One moment please.

11:04 AM

Info At 11:05 AM Mar 27

Please wait while your chat is transferred to the appropriate group.

Info At 11:07 AM Mar 27

All agents are currently assisting others. Your estimated wait time is 0 minutes and 16 seconds. Thank you for your patience.

Info At 11:07 AM Mar 27

You are now chatting with Victoria. Please do not enter any sensitive personal data such as social security number or credit card numbers.

Hello! My name is Victoria, How can I help you today?

You 11:07 AM

Hi, I got an email that there were issues installing a software update on my Mach E, that does not allow BlueCruise to function. I went to install the update in my car, and no update is showing. What do I need to do?

When I am in the car, it says my software is up to date

visitor 11:08 AM

I would be happy to assist you with this. Can you please provide me with your first and last name, email, and VIN?

You 11:09 AM

[REDACTED]

visitor 11:09 AM

Thank you for this information, [REDACTED] Give me just a few moments to look into this for you.

You 11:11 AM

Thank you

visitor 11:11 AM

My pleasure! Just to confirm, are you referring to 22P08 BLUECRUISE MAPS EXPIRATION that you had seen in your email?

CASE NUMBER: [REDACTED]
OPEN: 03-27-2022 CLOSED: 03-27-2022
RESPONSE TEAM: Tier 1 Chat NA CRC
CASE CLASS LV 1234: Disconnect | | |
DEALER NAME:
PA CODE: DLR SALES CODE:
VIN [REDACTED] MODEL YEAR: 2021
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: AUGUSTA | GA | [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: | | |
ANALYST NAME: Genevieve Lowerre
COMMENTS:

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Chat

REGION: ZONE:
MODEL: Mustang Mach-E MILEAGE:

OPEN ANALYST NAME: Genevieve Lowerre

Info At 11:13 AM Mar 27

Thank you for choosing to chat with us. We will be with you shortly. You are currently 1 waiting in queue.

Info At 11:13 AM Mar 27

You are now chatting with Ligeesha.

Thank you for contacting FordPass Chat! We appreciate your loyalty

My name is Ligeesha and I will be your FordPass Guide today!

How may I assist you?

11:14 AM

Hi, I think I got disconnected from my previous chat session. Can you reconnect me with an in vehicle technician again?

visitor 11:14 AM

Your contact information did not come up. Please provide me with your first and last name along with the email associated with your FordPass account to better assist you

11:15 AM

visitor 11:15 AM

Thank you, can you provide me a little information on your issue so that I can get you over to the right department?

11:17 AM

I got an email saying my machine software can not be updated, that has not allowed my blue cruise to work anymore. When I am in the car, it does not say that I have a software update available.

visitor 11:18 AM

I check nearly daily for this software update, but nothing shows up. I have looked while on Wi-Fi and while on cellular.

visitor 11:20 AM

Okay so you had Blue Cruise activated and working and it is not working anymore?

11:21 AM

Yes, I got an email saying that there was a failed software update.

■ We've tried a few times and can't install Ford PowerUp Software Updates to your 2021 MUSTANG MACH-E. Since we can't upload the latest maps, Ford BlueCruise may be disabled. Here are some ways to get it fixed. 1. Make sure Connectivity is On in your vehicle settings. Not sure how to do it? Read more about your connectivity settings. 2. Confirm Automatic Updates are On under System Updates in your vehicle settings. Learn more about Ford PowerUp Software Updates. 3. Check your WiFi connection or, if you're on your vehicle's cellular network, make sure your location isn't impeding the signal (ie, parking garage, underground). If you've tried those options and your Ford BlueCruise is not functioning properly, call 8333890848 to chat with a Ford expert. You can view and manage your Connected Services details, including terms and conditions and refund policies 24/7 by logging in to your account at Ford.com.

visitor 11:21 AM

I'll be with you shortly.

11:24 AM

Ok

visitor 11:24 AM

One Moment still Checking

11:27 AM

No problem

visitor 11:27 AM

Okay, ■ so I do see that there is a Service message on our end about the update, I would advise you take the vehicle to your local dealer to service the vehicle. I can provide the service number to you

11:31 AM

can I talk to the in vehicle technician on chat again

visitor 11:32 AM

Yes you can one moment I will get you over to them

11:33 AM

Thank you

visitor 11:33 AM

Thank you for using FordPass. Again, my name is Ligeesha and it was a pleasure chatting with you today! We appreciate your loyalty! Please hold for your transfer.

11:34 AM

Info At 11:34 AM Mar 27

Please wait while your chat is transferred to the appropriate group.

Info At 11:35 AM Mar 27

You are now chatting with Genevieve.

Hello! Thank you so much for your patience with our longer than normal hold time. My name is Genevieve. Please allow me a few moments to read over your messages.

You 11:36 AM

Ok

visitor 11:36 AM

I appreciate your patience, ■ It would be my pleasure to assist you with this today. To confirm were you able to confirm that your automatic updates were on and connected to an external wifi connection?

You 11:38 AM

yes

visitor 11:38 AM

Thank you for confirming that for me, ■ May I please have your VIN?

You 11:39 AM

visitor 11:40 AM

Thank you, please allow me a few moments to research this for you.

You 11:40 AM

Thanks

visitor 11:41 AM

Thank you, please continue and I'll be with you shortly

You 11:44 AM

CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN: 04-02-2022

CLOSED: 01-26-2023

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: IVT (In-Vehicle Technology) NA CRC

COMMUNICATION: Phone

CASE CLASS LV 1234: SYNC 4 | Product Information | General Information/Inquiry |

DEALER NAME:

PA CODE:

DLR SALES CODE:

REGION:

ZONE:

VIN: [REDACTED]

MODEL YEAR: 2021

MODEL: Mustang Mach-E

MILEAGE:

BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD

LAST NAME FIRST NAME MIDDLE: [REDACTED]

ADDRESS: [REDACTED]

CITY STATE ZIP COUNTRY: AUGUSTA | GA | [REDACTED] | USA

HOME PHONE [REDACTED]

SYMPTOMS: | | |

ANALYST NAME: Jim Zorzit

OPEN ANALYST NAME: John Middleton

COMMENTS:

2022-04-02 22:21:44

CUST SAYS: [REDACTED] says that he recently got an email about the failed BlueCruise update, and was concerned because his system hadn't changed versions.

PER CUST DLR SAYS: N/A

CRC ADV: Doubled checked using OASIS that now update had gone through, and informed [REDACTED] that Ford was probably holding off on updating his system to patch the error with BlueCruise, and as long as everything was working smoothly not to worry about it.

RESOURCES USED: OASIS

RESOLUTION: Addressed

CASE NUMBER [REDACTED] STATUS: Information Provided
OPEN: 04-23-2022 CLOSED: 04-25-2022 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: Gene Messer Ford
PA CODE: 03566 DLR SALES CODE: 52101 REGION: C1 ZONE: C1C
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE:
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: AUGUSTA | GA | [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Inoperative
ANALYST NAME: Shantelle Brooks OPEN ANALYST NAME: Wendy Gonzales
COMMENTS:
2022-04-23 23:22:24

CONTACT VIA [REDACTED]
CUST SAYS: I have 2021 Mach E. My handsfree BlueCruise has stopped working for >1 month. It shows expired in the vehicle but shows active until 12/2022 online.
CUST SAYS, DLR SAYS: I have taken to all 3 dealerships in town, no one has been able to help
CRC ADVISED: The case number that I have established for you today is [REDACTED]
2022-04-25 21:25:10 CXS Laura ext 79112/ OBC to 8175079103- customer did not answer, left message for a return call. I advised that I understand he is having issues with his Blue Cruise feature and we would love to assist. I advised to please call us back to confirm when his appointment is at the dealership for us to further assist.
NEXT STEPS: notate the case.

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 04-02-2023 CLOSED: 04-02-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | CLP / Lincoln Loyalty Criteria | Has not been to Dealer
DEALER NAME:
PA CODE: [REDACTED] DLR SALES CODE: [REDACTED] REGION: [REDACTED] ZONE: [REDACTED]
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 14,000
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: AUGUSTA | GA | [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Not Listed | UNKNOWN
ANALYST NAME: Audrea Belcher OPEN ANALYST NAME: Audrea Belcher
COMMENTS:

Info At 4:01 PM Apr 2

Thank you for choosing to chat with us. We will be with you shortly. You are currently 1 waiting in queue.

Info At 4:01 PM Apr 2

You are now chatting with Audrea. Please do not enter any sensitive personal data such as social security number or credit card numbers.

Hello [REDACTED] My name is Audrea. How can I help you today?

You 4:01 PM

Hi Audrea, I keep getting repeated errors on my Mach E that state "pre collision assist not available" and "front camera system fault"

I'm not sure what I should do but I have been getting them ~monthly

[REDACTED] 4:02 PM

I'll be happy to assist you with this today! [REDACTED] thank you for providing those details. One moment please.

You 4:04 PM

Absolutely

[REDACTED] 4:04 PM

I'll be with you shortly.

I'm taking a look at a few things on my end. Can you provide the mileage on your vehicle please? The approximate is fine.

You 4:07 PM

About 14k

[REDACTED] 4:08 PM

Thank you! Can you clarify how you are receiving the error message?

You 4:09 PM

I will be driving, usually in some form of cruise control, and will suddenly get messages about pre collision assist, adaptive cruise control, and the front camera being "faulty" and after ~5 min it will resolve

[REDACTED] 4:10 PM

Are you viewing it from your dash? Sync screen, or in your Fordpass App? Just so I understand and research the correct information.

You 4:11 PM

Oh gotcha. It's on the dash and will get a notification in the app

[REDACTED] 4:11 PM

I appreciate those details. Please verify your mailing address, phone number, and best method of contact.

You 4:12 PM

[REDACTED], Augusta, GA [REDACTED] Email is best method, text message second, call third

[REDACTED] 4:13 PM

Thank you for that information, I'd like to make your information is correct on file and in your case notes.

You 4:16 PM

Thanks

[REDACTED] 4:16 PM

You're welcome. You can locate a dealer at <https://www.ford.com/dealerships/>
Do you have a preferred Ford dealer or would you like me to locate one for you?

You 4:17 PM

I don't have a preferred. I just moved to the area

[REDACTED] 4:17 PM

Surely, I want you to have the most efficient options for getting this resolved! I have documented all of the information that you have provided for our records. To best support you, 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. Your next step is to make an appointment with your servicing dealership to have your vehicle diagnosed.

Please allow another moment and I can provide you with a dealership near you.

You 4:19 PM

Ok will do

[REDACTED] 4:19 PM

I appreciate your patience! My resources show, Gerald Jones Ford, 3480 Wrightsboro Road

Augusta, GA 30909

(833) 887-9883

Monday 9:00AM - 7:00PM

Tuesday 9:00AM - 7:00PM

Wednesday 9:00AM - 7:00PM

Thursday 9:00AM - 7:00PM

Friday 9:00AM - 7:00PM

Saturday 9:00AM - 6:00PM

Sunday Closed

You 4:21 PM

I am also researching details in your owner's manual at <https://www.ford.com/support/owner-manuals/owner-manuals-sitemap/>

You 4:22 PM

Perfect, thank you

[REDACTED] 4:23 PM

You're welcome! My pleasure.

You 4:23 PM

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 05-09-2023 CLOSED: 05-09-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: IVT (In-Vehicle Technology) NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: SYNC 4 | Functionality | Speed Dependent Features |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 20,861
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: RESTON | VA | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Speed Control | Performance | Fluctuates
ANALYST NAME: Starr Lewis OPEN ANALYST NAME: Starr Lewis
COMMENTS:
2023-05-09 17:28:17

CUSTOMER SAYS: when driving the vehicle using Adaptive cruise control the speed sign recognition feature picks up other speed signs nearby causing them to go the wrong speed.

CRC ADV: Advised I have seen this before but it is best for the vehicle to be looked at by a dealer and keep the adaptive cruise control off until then. Customer did not have the vehicle to do any trouble shooting.

RESOURCES USED: Oasis

RESOLUTION: Closed

CASE NUMBER: [REDACTED] STATUS: In Progress
OPEN: 06-14-2024 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | California Vehicle |
DEALER NAME: Walnut Creek Ford
PA CODE: 07820 DLR SALES CODE: 72022 REGION: W2 ZONE: W2B
VIN: [REDACTED] MODEL YEAR: 2023 MODEL: MUSTANG MACH-E MILEAGE: 10,404
BODY STYLE: K3S - MUSTANG MACH-E PREMIUM AWD 4DR
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: walnut creek | CA | [REDACTED] USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Inoperative
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: # fordprodprojectadvocate
COMMENTS:
2024-06-14 21:46:41

IBC FROM [REDACTED] (CUSTOMER)
EMAIL: [REDACTED]
BCM [REDACTED] (WORK WITH patients all day-leave voicemail)
(VERIFIED HOME ADDRESS)

Customer called in to request a buyback.
Vehicle Concerns: Cruise Control Adaptive Breaking Fault (3 or 4 repair attempts)
Drive Mode switches on byitself (drive mode not available issue error comes up (4 repair attempts)
Driving Profile concern (not recognize customer or husband while in vehicle)

Vehicle not repaired at this time; vehicle is still experiencing these concerns, Dlr could not repair the vehicle.
(vehicle no longer at dealership-last in service was May 8th)
Repairs where only completed at Walnut Ford in Walnut, CA

Adv customer Ford will conduct a GFW on vehicle, a decision will take 15-30 days. (Customer will receive mail and a email if buyback is approved or denied.) I will provide the decision verbally. I will f/up with customer every 5 days with or without an update via email.

Next steps:

Open Buyback Request task on the case
Add a dealer f/up to case to get more information on the vehicle

DELISA TAYLOR
BEV SPECIALIST
FORD MOTOR COMPANY

2024-06-14 21:52:35

IBC FROM [REDACTED] (CUSTOMER)
EMAIL: [REDACTED]
BCM [REDACTED] (WORK WITH patients all day-leave voicemail)
(VERIFIED HOME ADDRESS)

Customer called in to request a buyback.
Vehicle Concerns: Cruise Control Adaptive Breaking Fault (3 or 4 repair attempts)
Drive Mode switches on byitself (drive mode not available issue error comes up (4 repair attempts)
Driving Profile concern (not recognize customer or husband while in vehicle)

Vehicle not repaired at this time; vehicle is still experiencing these concerns, Dlr could not repair the vehicle.
(vehicle no longer at dealership-last in service was May 8th)
Repairs where only completed at Walnut Ford in Walnut, CA

Adv customer Ford will conduct a GFW on vehicle, a decision will take 15-30 days. (Customer will receive mail and a email if buyback is approved or denied.) I will provide the decision verbally. I will f/up with customer every 5 days with or without an update via email.

Next steps:

Open Buyback Request task on the case
Add a dealer f/up to case to get more information on the vehicle

DELISA TAYLOR
BEV SPECIALIST
FORD MOTOR COMPANY

2024-06-17 18:13:56

IBC FROM [REDACTED] (CUSTOMER)
EMAIL: [REDACTED]
BCM [REDACTED] (WORK WITH patients all day-leave voicemail)
(VERIFIED HOME ADDRESS)

Customer called in to request a buyback.
Vehicle Concerns: Cruise Control Adaptive Breaking Fault (3 or 4 repair attempts)
Drive Mode switches on by itself (drive mode not available issue error comes up (4 repair attempts)
Driving Profile concern (not recognize customer or husband while in vehicle)

Vehicle not repaired at this time; vehicle is still experiencing these concerns. Dlr could not repair the vehicle.
(vehicle no longer at dealership-last in service was May 8th)
Repairs were only completed at Walnut Ford in Walnut, CA

Adv customer Ford will conduct a GFW on vehicle, a decision will take 15-30 days. (Customer will receive mail and a email if buyback is approved or denied.) I will provide the decision verbally. I will f/up with customer every 5 days with or without an update via email.

Next steps:

Open Buyback Request task on the case
Add a dealer f/up to case to get more information on the vehicle

DELISA TAYLOR
BEV SPECIALIST
FORD MOTOR COMPANY

2024-06-17 22:17:58

IBC FROM [REDACTED] (CUSTOMER)
EMAIL: [REDACTED]
BCM [REDACTED] (WORK WITH patients all day-leave voicemail)
(VERIFIED HOME ADDRESS)

Customer called in to request a buyback.
Vehicle Concerns: Cruise Control Adaptive Breaking Fault (3 or 4 repair attempts)
Drive Mode switches on by itself (drive mode not available issue error comes up (4 repair attempts)
Driving Profile concern (not recognize customer or husband while in vehicle)

Vehicle not repaired at this time; vehicle is still experiencing these concerns. Dlr could not repair the vehicle.
(vehicle no longer at dealership-last in service was May 8th)
Repairs were only completed at Walnut Ford in Walnut, CA

Adv customer Ford will conduct a GFW on vehicle, a decision will take 15-30 days. (Customer will receive mail and a email if buyback is approved or denied.) I will provide the decision verbally. I will f/up with customer every 5 days with or without an update via email.

Next steps:

Open Buyback Request task on the case
Add a dealer f/up to case to get more information on the vehicle

DELISA TAYLOR
BEV SPECIALIST
FORD MOTOR COMPANY

2024-06-21 20:57:12

OBE TO CUSTOMER.

Hi, [REDACTED]

Emailing to advise no updates on the buyback. The buyback is still in the review process, I will send you an update when I receive one. Let me know if you decide to take your vehicle back into the dealership. I will set a new follow up for your case (Friday, 6/28). Please do not hesitate to reach for any questions or concerns. Have a great weekend.

Thank you,

Delisa Taylor
BEV Specialist
Ford Motor Company

2024-06-21 20:59:22

OBE TO CUSTOMER.

Hi, [REDACTED]

Emailing to advise no updates on the buyback. The buyback is still in the review process, I will send you an update when I receive one. Let me know if you decide to take your vehicle back into the dealership. I will set a new follow up for your case (Friday, 6/28). Please do not hesitate to reach for any questions or concerns. Have a great weekend.

Thank you,

Delisa Taylor
BEV Specialist
Ford Motor Company

PE24-012 000070 SUBJ GCCT

2024-06-28 17:56:48

OBE TO CUSTOMER

Hi [REDACTED]

Emailing to advise no updates on the buyback. The buyback is still in the review process, I will send you an update when I receive one. Let me know if you decide to take your vehicle back into the dealership. I will set a new follow up for your case (Friday, 6/28). Please do not hesitate to reach for any questions or concerns. Have a great weekend.

Thank you,

Delisa Taylor
BEV Specialist
Ford Motor Company

2024-07-05 19:49:18

OBE TO CUSTOMER

Hi, [REDACTED]

Emailing to advise no updates on the buyback. The buyback is still in the review process, I will send you an update when I receive one. Let me know if you decide to take your vehicle back into the dealership. I will set a new follow up for your case (Friday, 6/28). Please do not hesitate to reach for any questions or concerns. Have a great weekend.

Thank you,

Delisa Taylor
BEV Specialist
Ford Motor Company

2024-07-05 19:51:31

OBE TO CUSTOMER

Hey, [REDACTED]

Just emailing to advise I am adding a new f/up to the case for (7/12) I will advise when I get an update on your buyback. Thank you and have a great weekend.

Delisa Taylor
BEV Specialist
Ford Motor Company

2024-07-15 16:07:43

TO [REDACTED]

2024-07-16 14:04:31

GFR opened. Beginning investigation/review.

2024-07-16 14:05:49

Reviewed case notes. Updated GFR with vehicle registration, standard claims list, warranty and associate case.
Next Step: Contact Walnut Creek Ford for repair orders.

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 04-29-2024 CLOSED: 04-30-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: IVT (In-Vehicle Technology) NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Technical Assistance | Vehicle Hardware/Software | BlueCruise | Software
DEALER NAME: Bob Bell Ford
PA CODE: 00068 DLR SALES CODE: 27039 REGION: N4 ZONE: A02
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE:
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: GLEN BURNIE | MD | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | UNKNOWN
ANALYST NAME: # FordTCC-DS-PROD01-GCCT OPEN ANALYST NAME: Megan Krall
COMMENTS:
2024-04-29 23:14:18

CUST SAYS: Agent Dawn from Ford Pass Guide dept said that the customer on the back line is having issues with the Lane changing feature within the BlueCruise not working. Customer said that he had previous called in a couple weeks ago for just the regular BlueCruise and not the lane changing feature. Customer mentioned to me that the BlueCruise Lane changing feature has never worked since owning the vehicle. Customer also advised me that he just picked the vehicle up from the dealership because the dealer just finished the safety recall on the vehicle. But when the customer went into the "ABOUT SYNC" screen he only saw the option that said BlueCruise Map version and that is showing "MU5T-14H394-AAT". Customer also said that he had another question. He had tried ordering the Tesla Fast charging adapter through the Ford Pass app but it wouldn't let him order it.

Per Cust DLR SAYS: N/A

CRC ADVISED: I did advise the customer about the safety recall on his vehicle for the 23s56. I did check GCCT under "active subscriptions" and its showing the expired date for 11/8/2025. I then walked the customer through the vehicle settings to find the "hands free driving mode available through". Then I had the customer check the connectivity settings. I did double check with the customer to make sure he had his automatic system updates turned on which he does. I did advise him that it would be best to schedule a time for 1 am any day of the week. I advised him to wait about a week to see if any new OTA updates come out to his vehicle. If none do then he can also go to any local Ford dealership to see if they put their service scan tool into the vehicle to potential have any updates that need to be push to the vehicle. I did advise the customer that I will be transferring him over to another dept for the Tesla adapter. I did cold transfer him over to ecommerce.

RESOURCES USED: OASIS//BlueCruise Map Update Process and Troubleshooting// Ford Adaptive Cruise Control with Stop-and-Go and Lane Centering General Information// Reserving a Fast Charging Adapter

RESOLUTION/Next Steps: Closed Case// Transfer

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 05-15-2023 CLOSED: 05-19-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 3 Consumer Affairs NA CRC COMMUNICATION: Email
CASE CLASS LV 1234: Consumer Intervention | Third Party | |
DEALER NAME: Apple Ford
PA CODE: 04134 DLR SALES CODE: 16513 REGION: N3 ZONE: N3B
VIN [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE:
BODY STYLE: K4S - MUSTANG MACH-E GT AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: SPRING GROVE | PA [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Collision Avoidance | UNKNOWN
ANALYST NAME: Catherine Donley OPEN ANALYST NAME: P Rxsalp
COMMENTS:
2023-05-19 20:59:00

05/19/2023 cdonley2 X76796

AGENCY: OAG
DATED: 05/15/2023
FILE: BCP-23-05-014208
SCANNED: 05/15/2023
RECEIVED: 05/15/2203
C/S: Vehicle purchased from Maguire's Ford Hershey. Maintenance performed at Apple Ford York.
Purchased
a new vehicle with the expectation that all functions and features would work. The vehicle has been
in and out of the ford dealership for repairs and replacements under warranty. The repairs and
replacements have not always been successful. One ongoing issue is that the pre collision assist
and cruise control have not functioned since October 2022. An eort was made to repair these issues
with a backordered part that was installed April 2023. This eort was unsuccessful. The vehicle was
retired and another part was ordered and installed with no results.

CUST SEEKS: Purchase the vehicle back or cover the dierence in the vehicles value to remainder of loan so
there is no monetary loss when trading in the vehicle for another.

CONSUMER AFFAIRS SCANNING INFORMATION FOR HANDLING.

2023-05-19 20:59:07

05/19/2023 cdonley2 X76796 CALA checked VIN is not listed on OGC VIN List

2023-05-19 21:03:06

05/19/2023 cdonley2 X76796 CALA checked VIN is not listed on OGC VIN List

CASE ATTACHMENTS:

2023-05-19 21:02:43

Catherine Donley

Checklist for Third Party Agency matters - Copy.docx

2023-05-19 21:03:06

Catherine Donley

OAG.PA [REDACTED] CD.FINAL.05.19.2023.pdf

2023-05-19 21:03:19

Catherine Donley

EMAIL TO OAG.pdf

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 05-26-2023 CLOSED: 08-09-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 3 Consumer Affairs NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Consumer Intervention | Demand Letters | |
DEALER NAME: Apple Ford
PA CODE: 04134 DLR SALES CODE: 16513 REGION: N3 ZONE: N3B
VIN [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE:
BODY STYLE: K4S - MUSTANG MACH-E GT AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: Spring Grove | PA | [REDACTED] USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Collision Avoidance | UNKNOWN
ANALYST NAME: Catherine Donley OPEN ANALYST NAME: Catherine Donley
COMMENTS:
2023-05-26 18:38:28

05/26/2023 cdonley2 X76796

C/S: Vehicle purchased from Maguire's Ford Hershey. Maintenance performed at Apple Ford York. Purchased a new vehicle with the expectation that all functions and features would work. The vehicle has been in and out of the ford dealership for repairs and replacements under warranty. The repairs and replacements have not always been successful. One ongoing issue is that the pre collision assist and cruise control have not functioned since October 2022. An eort was made to repair these issues with a backordered part that was installed April 2023. This eort was unsuccessful. The vehicle was retired and another part was ordered and installed with no results.

CUST SEEKS: Purchase the vehicle back or cover the dierence in the vehicles value to remainder of loan so there is no monetary loss when trading in the vehicle for another.

CONSUMER AFFAIRS SCANNING INFORMATION FOR HANDLING.

2023-05-26 18:39:30

05/26/2023 cdonley2 X76796 CALA checked VIN is not listed on OGC VIN List

2023-05-26 18:52:12

05/26/2023 cdonley2 X76796 CALA made OBC To DLR Apple Ford of York 717-755-2911 and spoke with Rita and she advised she is Ben Rodriguez (brodriguez@appleford1.com)

2023-05-26 18:52:29

05/26/2023 cdonley2 X76796 CALA sent OBE to SM Ben Rodriguez (brodriguez@appleford1.com) at Apple Ford York requesting DLR Report and ROs

2023-06-05 20:44:01

06/05/2023 cdonley2 X76796 CALA made OBC to DLR Apple Ford of York 7177552911. Spoke with Dave Middleton and he requested CALA send DLR report request to him at (dmiddleton@appleauto1.com)

2023-06-06 16:46:35

06/05/2023cdonley2 X76796 CALA made OBC To DLR Apple Ford of York 717-755-2911. Spoke with David and he advised to send DLR Report request to dmiller@appleauto1.com

2023-06-06 16:46:44

06/05/2023 cdonley2 x76796 CALA sent OBE to David Miller (dmiller@appleauto1.com) at Apple Ford of York requesting DLR Report and ROs

2023-06-06 16:46:52

06/06/2023 cdonley2 X76796 CALA made OBC To DLR Apple Ford of York 717-755-2911.CALA reached VM for David Miller and did not leave a message

2023-06-06 16:47:02

06/06/2023 cdonley2 x76796 CALA sent OBE to David Miller (dmiller@appleauto1.com) at Apple Ford of York requesting DLR Report and ROs

2023-06-07 20:08:08

06/07/2023 cdonley2 X76796 CALA received Apple Ford ROs

2023-06-08 20:23:05

06/08/2023 cdonley2 X76796 CALA made OBC To DLR Apple Ford of York 717-755-2911. Spoke with Ryan in service and he went over ROs with CALA and advised CALA of repair in process

2023-06-15 12:53:37

06/15/2023 cdonley2 X76796 CALA made OBC To DLR Apple Ford of York 717-755-2911.Spoke with Ryan and he advised customer will be called to pick up vehicle today. CALA requested a copy of the RO.

2023-06-15 12:53:42

06/15/2023 cdonley2 X76796 CALA sent OBE to SA Ryan Friedman (rfriedman@appleauto1.com): May I please have a copy of RO 023049?

2023-06-15 12:54:13

06/15/2023 cdonley2 x76796 CALA sent RAV to COM for review:

After review, it appears this vehicle may meet the requirement for repurchase or replacement under the State of Pennsylvania Lemon Law. Within the presumption period the vehicle has been out of service for more than 30 days for warrantable repairs 34 days for pre-collision fault, camera fault and high voltage battery fault concerns The vehicle appears to meet the PA LL guidelines for R/R due to days out of service.

2023-06-15 16:35:33

* PLEASE DO NOT PROVIDE THE INFORMATION BELOW TO A CUSTOMER WHO CALLS IN**PLEASE REQUEST THAT THEY CONTACT THEIR CASE HANDLER**

Approved to RAV using the Lemon Law

2023-06-15 20:44:56

06/15/2023 cdonley2 X76796 CALA made OBC to Cust [REDACTED] CALA advised cust vehicle did meet criteria for repurchase based on PA Lemon Law. CALA advised RAV will follow up in 2 to 3 business days.

2023-06-15 20:45:25

06/15/2023 cdonley2 X76796 CALA transmitted Morley case # 859748 to COM Kelly

2023-06-15 20:45:32

06/15/2023 cdonley2 X76796 CALA sent OBE to Cust [REDACTED] with RAV Document Preparation info

2023-06-15 20:45:57

06/15/2023 Drafted response to 3rd party agency and copied customer.

2023-06-16 21:32:28

transmitted to morley

2023-06-19 19:42:35

RAV has received and accepted the case. Customer contact is forthcoming.

2023-06-22 12:17:22

06/22/2023 cdonley2 X76796 CALA checked Morley Case # 859748 Status Document Collection

2023-06-30 13:13:45

06/30/2023 cdonley2 X76796 CALA checked Morley Case # 859748 Status Formulate Worksheet

2023-07-07 17:04:46

07/07/2023 cdonley2 X76796 CALA checked Morley Case # 859748 Status Offer in field

2023-07-14 21:13:52

07/14/2023 cdonley2 X76796 CALA checked Morley Case # 859748 Status Awaiting Surrender- Signed Settlement and Check to Customer on file -waiting on Check to lien holder and Signed Repurchase Veh Property Control Form

2023-07-20 20:39:42

07/20/2023 07/20/2023: cdonley2 X76796 CALA checked Morley Case # 859748 Status Awaiting Surrender- Signed Settlement and Check to Customer on file -waiting on Check to lien holder and Signed Repurchase Veh Property Control Form

2023-08-09 20:15:49

08/09/2023 : cdonley2 X76796 CALA checked Morley Case # 859748 Status Documents/Repair/Recovery- Signed Settlement, Signed Veh Repurchase Property Control Form, Check to Customer and Check to Lien Holder all on file. CALA Closing case

CASE ATTACHMENTS:

2023-06-07 20:08:08
2023-06-15 12:54:13
2023-06-15 20:45:57
2023-06-15 20:46:07
2023-08-09 20:15:49

Catherine Donley
Catherine Donley
Catherine Donley
Catherine Donley
Catherine Donley

APPLE FORD ROS.pdf
CALA RAV Review (denial or approval).doc
OAG.PA. [REDACTED] CD.FINAL.06.15.2023.pdf
3RD EMAIL TO OAG.msg
Checklist for Demand matters.docx

CASE NUMBER [REDACTED] STATUS: Information Provided
OPEN: 06-05-2023 CLOSED: 06-08-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 3 Consumer Affairs NA CRC COMMUNICATION: Email
CASE CLASS LV 1234: Consumer Intervention | Third Party | |
DEALER NAME: Apple Ford
PA CODE: 04134 DLR SALES CODE: 16513 REGION: N3 ZONE: N3B
VIN [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE:
BODY STYLE: K4S - MUSTANG MACH-E GT AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: Spring Grove | PA [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Controls | Inoperative
ANALYST NAME: Catherine Donley OPEN ANALYST NAME: P Rxsalp
COMMENTS:
2023-06-07 19:28:50

06/07/2023 cdonley2 X76796

AGENCY: OAG
DATED: 06/05/2023
FILE: BCP-23-05-014208
SCANNED: 06/05/2023
RECEIVED: 06/05/2203
05/15/2023 C/S: Vehicle purchased from Maguire's Ford Hershey. Maintenance performed at Apple Ford York. Purchased a new vehicle with the expectation that all functions and features would work. The vehicle has been in and out of the ford dealership for repairs and replacements under warranty. The repairs and replacements have not always been successful. One ongoing issue is that the pre collision assist and cruise control have not functioned since October 2022. An eort was made to repair these issues with a backordered part that was installed April 2023. This eort was unsuccessful. The vehicle was retired and another part was ordered and installed with no results.
06/05/2023 C/S: Recently, a copy of the above referenced consumer complaint was sent to you. A reply was requested within twenty-one (21) days. As of this date, we have not received a response to our previous letter.
CUST SEEKS: Purchase the vehicle back or cover the dierence in the vehicles value to remainder of loan so there is no monetary loss when trading in the vehicle for another.

CONSUMER AFFAIRS SCANNING INFORMATION FOR HANDLING.

2023-06-07 19:30:27

06/07/2023 cdonley2 X76796 CALA checked VIN is not listed on OGC VIN list

2023-06-08 20:19:41

06/08/2023 Drafted response to 3rd party agency and copied customer. CALA closing case

CASE ATTACHMENTS:

2023-06-08 20:19:22

Catherine Donley

[Checklist for Third Party Agency matters - Copy.docx](#)

2023-06-08 20:19:41

Catherine Donley

[OAG.PA \[REDACTED\] CD.FINAL.06.08.2023.pdf](#)

2023-06-08 20:20:04

Catherine Donley

[EMAIL TO OAG.msg](#)

CASE NUMBER [REDACTED] STATUS: Resolved
OPEN: 07-26-2023 CLOSED: 07-26-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: MPH BEV Team NA BAC COMMUNICATION: Phone
CASE CLASS LV 1234: Transfer | CRC | |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE:
BODY STYLE: K4S - MUSTANG MACH-E GT AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: SPRING GROVE | PA [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: | | |
ANALYST NAME: Gregory Svitak OPEN ANALYST NAME: Gregory Svitak
COMMENTS:
2023-07-26 21:24:42 PCO [REDACTED] Customer called about his car being a lemon and Ford bought back but wants more for
Paint protection etc Agent transfer to CRC BEV



Ted Britt Ford - Fairfax
11165 Main Street
Fairfax, Virginia 22030
(703) 581-1111

www.tedbritt.com

Service
Parts

Mon-Fri 7:00 am - 8:00 pm
Mon-Fri 7:30 am - 6:00 pm

CUSTOMER NO. [REDACTED]		ADVISOR ANDRE	TAG NO. 7589	INVOICE DATE 02/25/22	CELL: [REDACTED]
[REDACTED]		LABOR RATE	LICENSE NO.	MILEAGE 8,565 /	COLOR
[REDACTED]		YEAR / MAKE / MODEL 21/FORD TRUCK/MUSTANG MACH-E/4DR AWD			
[REDACTED]		VEHICLE ID NO. [REDACTED]			
[REDACTED]		F.T.E. NO.	P.O. NO.	R.O. DATE 02/24/22	STOCK NO.
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 8565

TOTALS-----

THANK YOU FOR SERVICING YOUR VEHICLE WITH TED BRITT. IN THE NEXT FEW DAYS YOU MAY RECEIVE A SURVEY FROM FORD MOTOR COMPANY. IN OUR EFFORTS TO PROVIDE AN EXCELLENT SERVICE EXPERIENCE, PLEASE TAKE A MOMENT TO COMPLETE THE SURVEY AND PROVIDE YOUR FEEDBACK.

ALL FORD/LINCOLN GENUINE AND MOTORCRAFT PARTS COME WITH A 2 YEAR/UNLIMITED MILE PARTS AND LABOR WARRANTY. SOME LIMITATIONS MAY APPLY. SEE YOUR SERVICE ADVISOR FOR DETAILS. SHOP SUPPLY CHARGES ARE FOR BULK MATERIALS NEEDED FOR THE REPAIRS OF YOUR VEHICLE. THESE ITEMS CAN'T BE CHARGED INDIVIDUALLY BECAUSE THE COST OF THE UNIT PACKAGE IS GREATER THAN THE COST OF THE AMOUNT USED.

* CASH..... CHECK#..... C/CARD..... OTHER..... *
* REC'D BY..... REC'D DATE...../...../..... *

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

2/26

DIRECT SERVICE LINES

GREEN TEAM 703-218-4626
BLUE TEAM 703-218-4628
RED TEAM 703-218-4627
GOLD TEAM 703-218-4667

PARTS DEPARTMENT

703-218-4620

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.

P & A CODE 00048-6



Ted Britt Ford - Fairfax
11165 Main Street
Fairfax, Virginia 22030
(703) 581-1118

www.tedbritt.com

Service
Parts

Mon-Fri 7:00 am - 8:00 pm
Mon-Fri 7:30 am - 6:00 pm

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR ANDRE	TAG NO. 7589	INVOICE DATE 02/25/22	INVOICE NO.
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 8,565 /	COLOR
SPRING GROVE, PA	YEAR / MAKE / MODEL 21/FORD TRUCK/MUSTANG MACH-E/4DR AWD	DELIVERY DATE	DELIVERY MILES	STOCK NO.
	VEHICLE ID. NO.	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/24/22	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 8565	

LABOR & PARTS

J# 1 01FOZ

SUSPENSION

TECH(S):8039

WARRANTY

CUSTOMER STATES LEFT FRONT TIRE FLAT CHECK AND ADVISE
OLD DOT#IP5 03H0NK 2321, NEW DOT IP5 03H0NK 2621
Qty Sub-Component Description Part Number Requested Approved
1.00 TIRE REPLACEMENT 245/45R20XL 900203592930000 \$ 266.00 \$
260.98
1.00 DISPOSAL FEE DISPOSAL FEE \$ 2.99 \$ 2.99
1.00 WHEEL WEIGHTS WHEEL WEIGHTS \$ 2.00 \$ 2.00
1.00 LABOR LABOR \$ 40.00 \$ 40.00
1.00 SALES TAX 6.00% \$ 16.26 \$ 15.96
MOUNT AND BALANCE 1 TIRE, REPLACE LEFT FRONT TIRE, TIRE
ROTATED TO THE REAR.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-

JOB # 1	1	9002-0359293-0000	245/45R20XL			WARRANTY
JOB # 1	1	VATT	TIRE TAX			WARRANTY
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

J# 2 00FOZZ99PX

99P CHECK OUT

TECH(S):8039

INTERNAL

Perform a thorough inspection of your vehicle and provide a
detailed Vehicle Report Card. Check Fluid Levels, Inspect
Wiper Blades, Test Battery, Inspect Tires and Brake Wear,
Inspect safety systems and components for leaks and damage.
Perform multi-point vehicle inspection and record results on
Vehicle Report Card

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-

JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

DIRECT SERVICE LINES

GREEN TEAM 703-218-4626
BLUE TEAM 703-218-4628
RED TEAM 703-218-4627
GOLD TEAM 703-218-4667

PARTS DEPARTMENT

703-218-4620

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.

P & A CODE 00048-6

RENTAL AGREEMENT NUMBER

RECEIPT

YOUR INFORMATION

Customer Name

Methods Of Payment : VISA

YOUR VEHICLE INFORMATION

Budget Car Num : 9 7 5 0 7 8 0 4

Plate Number :

Veh Grp Charged : Intermediate SUV

Veh Grp Rented : Intermediate SUV

Veh Description : BLU HONDA CR-V FWD

Total Driven : 237 MIs Odometer In: 31778 MIs

Fuel Reading: Out 0.0 Gal | In 0.0 Gal

YOUR RENTAL

Pickup Date/Time : FEB 24,2022@10:58 AM

Pickup Location : 8028 LEESBURG PIKE

VIENNA,VA,22182,US

Return Date/Time : FEB 26,2022@09:29 AM

Return Location : 8028 LEESBURG PIKE

VIENNA,VA,22182,US

YOUR VEHICLE CHARGES:

MIN 1 DAY,IF NOT MET DLY RT= 30.00

RATE CHART TIME AND MILEAGE

MIs : Unlimited

HRLY : 22.51

DAILY: 30.00

AD DY: 30.00

PER : 60.00 PR@ 60.00= 60.00

Time & Mileage: 60.00

TAXABLE FEES

VEH LICENSE RECOUP .34 /DY + .68

ENERGY RECOVERY FEE .60 /DY + 1.20

4.00% Concession Recovery Fee + 2.45

Optional Products/Services Taxable + 96.98

Subtotal Charges: 161.31

Sales Tax 10.000% + 16.13

NON TAXABLE ITEMS

Your Total Charges Paid: 177.44

Prepayment : .00

NET CHARGES: USD 177.44

Your Total Due: 0.00

Fuel service: .3496/MI 9.790/Gal

YOUR OPTIONAL PRODUCTS/SERVICES

Loss Damage Waiver 32.99/Day Accepted

Supplemental Liability Insurance 15.50/Day Accepted

Optional Services Total Taxable = 96.98

-----NOTICES-----BUDGET-----NOTICES-----BUDGET-----NOTICES-----BUDGET-----NOTICES

I agree to the rental charges above. I acknowledge additional charges could be added based on tolls, tickets, fines administrative charges and other fees which may be applicable.X

Thank you for renting with Budget.

If you have questions regarding this rental, call us at 703-760-0003

This vehicle was rented to you by KIDANEMARI

This vehicle was checked in for you by BEN

PE24-012 000083 SUBJ GCCT



Ford Dispute Resolution Program
Please only send replies to this Email: fordcad@ford.com

Post Office Box 1270
Melbourne, FL 32902

May 19, 2023

Brett W. Mauser
Commonwealth of Pennsylvania Office of Attorney General
Consumer Bureau of Protection
15th Floor, Strawberry Square
Harrisburg, PA 17120

Re: [REDACTED]; Complaint [REDACTED] VIN: [REDACTED]

Dear Mr. Mauser:

A complaint was filed with your office by [REDACTED] regarding his 2021 Ford Mustang. 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 on-going pre collision assist and cruise control issues and his request for Ford Motor Company to repurchase the vehicle or offset the value of trading to another vehicle so there is no monetary loss.

Ford Motor Company is researching this concern and will follow up within 15 business days.

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,

Catherine Donley

Catherine Donley
Consumer Affairs Legal Analyst

[REDACTED]
Spring Grove, PA [REDACTED]

From: Donley, Catherine (C.)
To: bmauser@attorneygeneral.com
Subject: Re: [REDACTED]; Complaint: [REDACTED] VIN: [REDACTED]
Date: Friday, May 19, 2023 4:58:04 PM
Attachments: OAG,PA [REDACTED] CD,FINAL,05.19.2023.pdf

Dear Mr. Mauser:

A complaint was filed with your office by [REDACTED] regarding his 2021 Ford Mustang. 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 on-going pre collision assist and cruise control issues and his request for Ford Motor Company to repurchase the vehicle or offset the value of trading to another vehicle so there is no monetary loss.

Ford Motor Company is researching this concern and will follow up within 15 business days.

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,

Catherine Donley
Consumer Affairs Legal Analyst
Ford Motor Company
Lincoln Motor Company
Cdonley2@ford.com | Phone: 866-567-6518 x76796 | eFax: 866-296-0134



APPLE FORD OF YORK
1801 Whiteford Road • PO Box 3689
York, PA 17402
Phone: 717-755-2911
Fax: 717-718-0245



CELL: [REDACTED]

CUSTOMER NO	ADVISOR	9151	DATE	11/18/21
	MATTHEW BOYD			
	LABOR DATE	LICENSE NO	RELEASE	2,630 /
	YEAR MAKE MODEL			
	21/FORD TRUCK/MUSTANG MACH-E/4DR AWD			
	VEHICLE ID NO			
	PT E NO	POSTED		11/18/21
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 2632

JOB# 1 CHARGES-----		
LABOR-----		WARRANTY
J# 1 SOFTZCSC	CHECK CHARGING SYS	TECH(S):6503
CUSTOMER STATES CUSTOMER STATES HE GOT A MESSAGE 12V BATTERY FAULT SERVICE NOW PLEASE CHECK AND ADVISE fdrs testing P1A3C C1001 B14E4 U0594 B162E ALL cont. codes multiple software updates for concerns. reflash modules PCM,SOBDMC,SOBDM,BECM,RFA,GSM. followed pinpoint in section 414-03b for concern. clear codes and retest oper. normal		
JOB# 1 TOTALS-----		

JOB# 2 CHARGES-----	JOB# 1 JOURNAL PREFIX	BFQS	JOB# 1 TOTAL	0.00
LABOR-----				
J# 2 00FTZ099PX	MULTI POINT	TECH(S):6503		0.00
PERFORM QUALITY MULTI-POINT INSPECTION RESULTS PROVIDED ON REPORT CARD				
JOB# 2 TOTALS-----				
	JOB# 2 JOURNAL PREFIX	BFQS	JOB# 2 TOTAL	0.00

COMMENTS-----	
created 2021-11-10 12:32:00pm taken by Matt Boyd	
TECHNICIAN CERTIFICATION-----	
6503	GARY GODFREY
	000123637

TOTALS-----	

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

TOTAL INVOICE \$ 0.00	

THANK YOU FOR SERVICING YOUR VEHICLE AT APPLE FORD OF YORK.
WE APPRECIATE YOUR BUSINESS AND WE STRIVE TO PROVIDE AN
EXCEPTIONAL CUSTOMER EXPERIENCE. IF WE FAILED TO MEET
YOUR EXPECTATIONS. PLEASE CONTACT OUR SERVICE MANAGER,
BEN RODRIQUEZ, AT 717-876-6271.

CUSTOMER SIGNATURE
***** DUPLICATE INVOICE *****



APPLE FORD OF YORK
1801 Whiteford Road • PO Box 3689
York, PA 17402
Phone: 717-755-2911
Fax: 717-718-0245



CELL

CUSTOMER NO	ADVISOR	9151	3882	03/24/22
	MATTHEW BOYD			
	LABOR RATE	LICENSE NO	9,793 /	
	YEAR MAKE MODEL			
	21/FORD TRUCK/MUSTANG MACH-E/4DR AWD			
	VEHICLE ID NO			
	FILE NO	4045		03/24/22
PLS PRINT PHONE	BUSINESS PHONE	COMMENTS		

MO: 0793

JOB# 1 CHARGES-----
LABOR-----
J# 1 00FTZESP ESP MAINTENANCE TECH(S):207
PERFORM SCHEDULED MAINTENANCE PER ESP CONTRACT ON A
FORD VEHICLE
MBASIC .8
PERFORM 4 TIRE ROTATION AND INFLATE TO PROPER PSI
CHECK AND TOP OFF MOST ALL FLUIDS
PERFORM QUALITY MULTI POINT INSPECTION

WARRANTY

JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX BFCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----
LABOR-----
J# 2 00FTZQ99PX MULTI POINT TECH(S):207
PERFORM QUALITY MULTI-POINT INSPECTION
RESULTS PROVIDED ON REPORT CARD

0.00

JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX BFQS JOB# 2 TOTAL 0.00

COMMENTS-----
#00381 WAIT created 2022-03-20 11:18:00am taken by

TOTALS-----

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

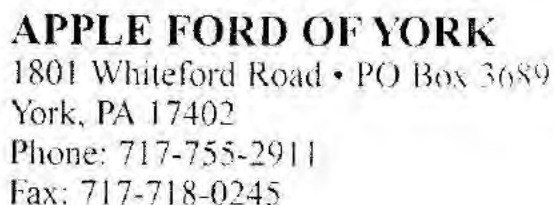
TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

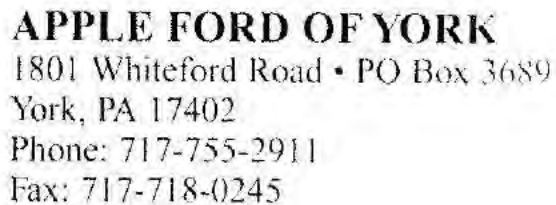
THANK YOU FOR SERVICING YOUR VEHICLE AT APPLE FORD OF YORK.
WE APPRECIATE YOUR BUSINESS AND WE STRIVE TO PROVIDE AN
EXCEPTIONAL CUSTOMER EXPERIENCE. IF WE FAILED TO MEET
YOUR EXPECTATIONS, PLEASE CONTACT OUR SERVICE MANAGER,
BEN RODRIQUEZ, AT 717-876-6271.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

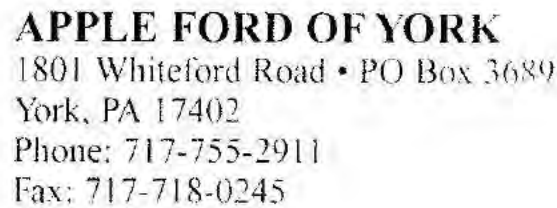


JOB# 1 CHARGES-----					
LABOR-----					
J# 1 46FTZFLAT	FLAT REPAIR	TECH(S):207		WARRANTY	
PERFORM FLAT TIRE REPAIR ON RR TIRE, SCREW IN THE MAIN TREAD INSPECT TIRE FOR LEAKS, DISMOUNT FROM WHEEL, REPAIR TIRE, RE-MOUNT & BALANCE TIRE, VERIFY REPAIR					
JOB# 1 TOTALS-----					
			JOB# 1 JOURNAL PREFIX BFQS	JOB# 1 TOTAL	0.00
JOB# 2 CHARGES-----					
LABOR-----					
J# 2 00FTZQ99PX	MULTI POINT	TECH(S):207		0.00	
PERFORM QUALITY MULTI-POINT INSPECTION RESULTS PROVIDED ON REPORT CARD					
JOB# 2 TOTALS-----					
			JOB# 2 JOURNAL PREFIX BFQS	JOB# 2 TOTAL	0.00
JOB# 3 CHARGES-----					
LABOR-----					
J# 3+00FTZVALET	VALET	TECH(S):99999		WARRANTY	
CUSTOMER REQUESTS VALET SERVICE FOR APPOINTMENT					
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----					
PICDEL FORD PICK UP AND DELIVERY					
				TOTAL - MISC	0.00
JOB# 3 TOTALS-----					
			JOB# 3 JOURNAL PREFIX BFCS	JOB# 3 TOTAL	0.00
COMMENTS-----					
#00381 WAIT created 2022-04-13 08:43:00am taken by Sherina Einsid					

MO:

THANK YOU FOR THE SERVICE YOU
STOVE YOU TO SERVE AND ALL THE
ALL THE FREEDOM FIGHTERS
REPAIRS DONE TO MY CAR
SATISFACTION IN ALL
GATHERING AND
NOT PLEASE THE FREEDOM

DUPLICATE INVOICE



JOB# 1 CHARGES			
LABOR			
J# 1 50FTZCSC	CHECK CHARGING SYS CUSTOMER STATES CAR IS HAVING PROBLEMS CHARGING. WHEN HE PLUGS IT IN IT APPEARS TO CHARGE BUT DOES NOT RELATED TO OPEN PROGRAMS ON VEHICLE, COMPLETE PROGRAMMING	TECH(S):6542	0.00
JOB# 1 TOTALS			
		JOB# 1 JOURNAL PREFIX BFQS	JOB# 1 TOTAL 0.00
LABOR			
J# 2 00FTZQ99PX	MULTI POINT PERFORM QUALITY MULTI-POINT INSPECTION RESULTS PROVIDED ON REPORT CARD	TECH(S):6542	0.00
JOB# 2 TOTALS			
		JOB# 2 JOURNAL PREFIX BFQS	JOB# 2 TOTAL 0.00
LABOR			
J# 3 02FTZS3	SAFETY RECALL PERFORM SAFETY RECALL PER FORD MOTOR COMPANY GUIDELINES 22p08 COMPLETE 22P08, PERFORM PROGRAMMING Update Gateway Module (GWM) Software using FDRS	TECH(S):6542	WARRANTY
JOB# 3 TOTALS			
		JOB# 3 JOURNAL PREFIX BFCS	JOB# 3 TOTAL 0.00
LABOR			
J# 4 02FTZS2	SAFETY RECALL PERFORM SAFETY RECALL PER FORD MOTOR COMPANY GUIDELINES 21p22 COMPLETE OPEN PROGRAM 21P22, COMPLETE PROGRAMMING Reprogram Powertrain Control Module using Ford Diagnosis and Repair System	TECH(S):6542	WARRANTY
JOB# 4 TOTALS			
		JOB# 4 JOURNAL PREFIX BFCS	JOB# 4 TOTAL 0.00
COMMENTS created 2022-05-16 03:41:00pm taken by Laurie Ehrhart			
TECHNICIAN CERTIFICATION			
6542		JESSE HOUSEMAN	000121189



APPLE FORD OF YORK
1801 Whiteford Road • PO Box 3689
York, PA 17402
Phone: 717-755-2911
Fax: 717-718-0245



CELL: [REDACTED]

CUSTOMER NO	ADVISOR AMANDA DELLINGER	6862	7519	06/13/22
	LABOR RATE	LICENSE NO	15,097 /	
	YEAR, MAKE, MODEL	21/FORD TRUCK/MUSTANG MACH-E/4DR AWD		
SPRING GROVE, PA	VEHICLE ID NO			
	DATE NO	06/13/22		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 15099

TOTALS-----

*****	TOTAL LABOR....	0.00
*****	TOTAL PARTS....	0.00
*****	TOTAL SUBLET....	0.00
*****	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	0.00
*****	TOTAL MISC DISC	0.00
*****	TOTAL TAX.....	0.00
*****	TOTAL INVOICE \$	0.00

THANK YOU FOR SERVICING YOUR VEHICLE AT APPLE FORD OF YORK.
WE APPRECIATE YOUR BUSINESS AND WE STRIVE TO PROVIDE AN
EXCEPTIONAL CUSTOMER EXPERIENCE. IF WE FAILED TO MEET
YOUR EXPECTATIONS, PLEASE CONTACT OUR SERVICE MANAGER,
BEN RODRIQUEZ, AT 717-876-6271.

ANY WARRANTY...
SOLICITATION...
MANUFACTURER...
EXPRESSLY...
OTHER EXPENSES...
ANY...
CHARITABLE...
HILAR...
NOT AUTHORIZED...
ASSIGNMENT...
WITH THE...

THANK YOU FOR YOUR BUSINESS AND
SERVE YOU...
ALL THE...
REPAIR...
SATISFACTION...
SATISFACTORY...
NOT PLEASE...

CUSTOMER SIGNATURE

DUPLICATE INVOICE



APPLE FORD OF YORK
1801 Whiteford Road • PO Box 3689
York, PA 17402
Phone: 717-755-2911
Fax: 717-718-0245

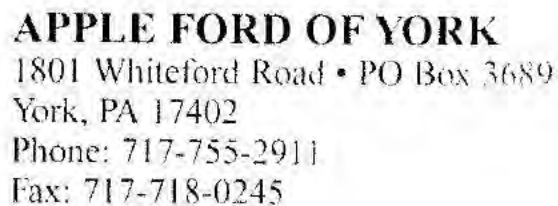


CELL: [REDACTED]

CUSTOMER NO	[REDACTED]	ADVISOR	KIMBERLY COLE	7044	9600	07/22/22	[REDACTED]
		LABOR DATE	[REDACTED]		18,443 /		
		YEAR MAKE MODEL	21/FORD TRUCK/MUSTANG MACH-E/4DR AWD				
SPRING GROVE, PA		VEHICLE ID NO	[REDACTED]				
		DATE	[REDACTED]		07/22/22	REPRINT #	1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS					

MO: [REDACTED]

JOB# 1 CHARGES-----				ANY WARRANTY IS VOID IF NOT USED WITHIN THE TIME FRAME OF THE WARRANTY. THE WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED AT THE DEALER. THE WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED AT THE DEALER. THE WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED AT THE DEALER.			
LABOR-----				WARRANTY			
J# 1 00FTZQ99PX MULTI POINT TECH(S):6624 0.00							
PERFORM QUALITY MULTI-POINT INSPECTION							
RESULTS PROVIDED ON REPORT CARD							
JOB# 1 TOTALS-----							
JOB# 1 JOURNAL PREFIX BFQS JOB# 1 TOTAL 0.00							
JOB# 2 CHARGES-----							
LABOR-----							
J# 2 00FTZESPF ESP MAINTENANCE TECH(S):6624							
REPLACE CABIN AIR FILTER USING A GENUINE MOTORCRAFT FILTER							
perform tire rotation							
completed							
mbasic .8							
mbasic4 .1							
multi .2							
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-----							
1 3X6Z-19N619-BA FILTER - OBOUR							
TOTAL - PARTS				WARRANTY 0.00			
JOB# 2 TOTALS-----							
JOB# 2 JOURNAL PREFIX BFCS JOB# 2 TOTAL 0.00							
COMMENTS-----							
X07FJKQHML:WAIT CC Appt created 2022-07-21 11:06:00am taken by Rita							
Accardo							
DELETED OPERATION(S)-----							
00FTZROT TIRE ROTATION							
TECHNICIAN CERTIFICATION-----							
6624 CLETUS CLEVER 002111714							

[illegible]



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CELL: [REDACTED]

CUSTOMER NO	AMANDA DELLINGER	6862	4494	11/01/22
LABOR RATE	24,762 /			
YEAR MAKE MODEL	21/FORD TRUCK/MUSTANG MACH-E/4DR AWD			
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
		11/01/22		
		MO: [REDACTED]		

JOB# 1 CHARGES		ANY WARRANTY FOR THE NEW
LABOR	INTERNAL	GOOD HONEY THE THING WAS
J# 1 11FTZ01	CHECK ENGINE LIGHT TECH(S):6503	MANUFACTURED THE SERVICE
CUSTOMER STATES CS THAT SINCE THE LIGHT CAME ON HIS SPEED HAS DECREASED. POWERTRAIN MALFUNCTION REDUCED POWER LIGHT HIGH VOLTAGE BATTERY WARNING PRE COLLISION ASSIST UNAVAILABLE FRONT CAMERA FAULT SERVICE REQUIRED. GOING INTO LIMP MODE. QUOTED 143 DIAG. HE STATED THAT IT WAS JUST IN. fdrs testing multiple codes including [REDACTED] pinpoint concern will need high voltage battery pulled and repairs made plus multiple modules programmed		EXPRESSLY INCLUDES ALL WARE
PARTS	INTERNAL	LITER EXPENSES AVAILABLE BY
QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-	INTERNAL	ING ANY BATTERY WEARABLE
0 LK9Z-10C666-B CONNECTOR	INTERNAL	CHANGABILITY AND THE SE
PART ON SPECIAL ORDER	INTERNAL	ULAR PURPOSES. ANY OTHER
** QUANTITY 1 IS SPECIAL ORDERED **	INTERNAL	NEAR AUTHORITY TO COVER
0 LJ9Z-10A687-A SEAL	INTERNAL	ASSUME THAT ANY OTHER
PART ON SPECIAL ORDER	INTERNAL	FROM ANYONE ELSE UNLESS
** QUANTITY 1 IS SPECIAL ORDERED **	INTERNAL	
TOTAL - PARTS 0.00		THANK YOU FOR THE SERVICE

JOB# 1 TOTALS	JOB# 1 JOURNAL PREFIX BFCS	JOB# 1 TOTAL 0.00
---------------	----------------------------	-------------------

JOB# 2 CHARGES		
LABOR	INTERNAL	
J# 2 00FTZQ99PX	MULTI POINT TECH(S):6503	
PERFORM QUALITY MULTI-POINT INSPECTION RESULTS PROVIDED ON REPORT CARD		
JOB# 2 TOTALS	JOB# 2 JOURNAL PREFIX BFQS	JOB# 2 TOTAL 0.00

COMMENTS	WAIT created 2022-10-28 04:32:00pm taken by Laurie Ehrhart
TECHNICIAN CERTIFICATION	6503 GARY GODFREY 000123637



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CELL: [REDACTED]

CUSTOMER NO. [REDACTED]		ADVISOR AMANDA DELLINGER		6862	4494	DATE 11/01/22
[REDACTED]		LABOR RATE		LICENSE NO.		24,762 /
[REDACTED]		YEAR MAKE MODEL		21/FORD TRUCK/MUSTANG MACH-E/4DR AWD		
[REDACTED]		VEHICLE ID NO.		[REDACTED]		
[REDACTED]		P.E. NO.		F.O. NO.		11/01/22
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS				

TOTALS		MO: [REDACTED]	
*****		ANY WARRANTY DISCOUNTS	
* [] CASH [] CHECK CK NO. []		SOLD HEREBY AND THE WORK IS	
* [] VISA [] MASTERCARD [] DISCOVER		MANUFACTURER THE SEVEN (7) IN	
* [] AMER XPRESS [] OTHER [] CHARGE		EXPRESSLY INDICATED AND MAY BE	
*****		EITHER EXPRESSLY INDICATED	
TOTAL LABOR.... 0.00		BY ANY IMPLIED WARRANTY	
TOTAL PARTS.... 0.00		CHANGING OR OTHER	
TOTAL SUBLET.... 0.00		CLEAR PURPOSE AND WORK IS	
TOTAL G.O.G.... 0.00		AND AUTHORIZED	
TOTAL MISC CHG. 0.00		ASSUME FULL RESPONSIBILITY	
TOTAL MISC DISC 0.00		THAT WITH THE SALE	
TOTAL TAX..... 0.00		THANK YOU FOR YOUR COMPLAINT	
TOTAL INVOICE \$ 0.00		SERVE YOU AT THE SERVICE	
THANK YOU FOR SERVING YOUR VEHICLE AT APPLE FORD OF YORK.		ALL THE REPAIRS REQUESTED	
WE APPRECIATE YOUR BUSINESS AND WE STRIVE TO PROVIDE AN		REPAIR ORDER TO YOUR	
EXCEPTIONAL CUSTOMER EXPERIENCE. IF WE FAILED TO MEET		SATISFACTION IN WORK	
YOUR EXPECTATIONS. PLEASE CONTACT OUR SERVICE MANAGER,		SATISFACTION IN WORK	
BEN RODRIGUEZ, AT 717-876-6271.		NOT DELAYED IN WORK	
CUSTOMER SIGNATURE		*****	
*****		*****	



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CELL: [REDACTED]

CUSTOMER NO	[REDACTED]	ADVISOR	AMANDA DELLINGER	6862	4249	DATE	10/27/22	[REDACTED]
[REDACTED]		LABOR RATE		LICENSE NO		PRICE	24,227 /	
[REDACTED]		YEAR MAKE MODEL	21/FORD TRUCK/MUSTANG MACH-E/4DR AWD					
[REDACTED]		VEHICLE ID NO	[REDACTED]					
[REDACTED]		PHONE	[REDACTED]		[REDACTED]		10/27/22	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE		COMMENTS					

MO: [REDACTED]

RECEIPT

RECEIPT DATE: 10/27/22

CUSTOMER NUMBER

CUSTOMER NAME: [REDACTED]

NON REYPAY: \$47.43

ANY WARRANTY - ON THE DAY OF
SOLD HEREIN SET FORTH IN THE
MANUFACTURER'S WARRANTY
EXPRESSLY DISCLAIMS ALL WARRANTIES
OTHER EXPRESS OR IMPLIED, AND
DOES ANY IMPLIED WARRANTY OF
MERCHANTABILITY OR FITNESS FOR
ANY PURPOSE. IT IS NOTED THAT
NOT AUTHORIZED TO BE USED FOR
ANY OTHER PURPOSES. THE
TERMS OF THE WARRANTY ARE

THANK YOU FOR YOUR BUSINESS. IF
YOU HAVE ANY QUESTIONS OR
ALL THE REPAIRS ARE COMPLETED
REPAIR ORDER NO. 1000000000
SATISFACTION. IF YOU ARE NOT
SATISFIED WITH YOUR WORK,
PLEASE RETURN TO THE SERVICE



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CELL: [REDACTED]

CUSTOMER NO	ADVISOR	6862	4249	10/27/22
	AMANDA DELLINGER			
	LABOR RATE	LICENSE NO	24,227 /	
	YEAR - MAKE - MODEL	21/FORD TRUCK/MUSTANG MACH-E/4DR AWD		
SPRING GROVE, PA				
	FILE NO	FOUND	10/27/22	REPRINT#
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: [REDACTED]	

RECEIPT

RECEIPT DATE: 10/27/22

CUSTOMER NUMBER

CUSTOMER NAME: [REDACTED]

NON REYPAY: \$47.43

ANY WORKMANSHIP TO BE DONE
SHOULD BE BY THE OWNER'S NAME
MANUFACTURER'S NAME
EXPRESSLY STATED IN THE WORK
EITHER EXAMINED OR APPROVED
AND APPROVED WORKMANSHIP
SHOULD BE BY THE OWNER'S NAME
OR APPROVED WORKMANSHIP
OR APPROVED WORKMANSHIP
OR APPROVED WORKMANSHIP
OR APPROVED WORKMANSHIP

THANK YOU FOR YOUR BUSINESS
SERVE YOU TO THE BEST OF OUR ABILITY
AND THE BELIEF, BEFORE THE
IN YOUR SERVICE, WE ARE COMMITTED TO
SATISFACTION. IF YOU ARE NOT
SATISFIED, PLEASE LET US KNOW
AND WE WILL MAKE IT RIGHT.



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CELL: [REDACTED]

CUSTOMER NO	[REDACTED]	ADVISOR	BRAD CASLOW	9315	9471	DATE OF BIRTH	02/09/23
[REDACTED]		LABOR RATE	[REDACTED]		30,144 /	[REDACTED]	
[REDACTED]		YEAR MAKE MODEL	21/FORD TRUCK/MUSTANG MACH-E/4DR AWD				
[REDACTED]		VEHICLE ID NO	[REDACTED]				
[REDACTED]		PHONE	[REDACTED]		02/09/23		
RESIDENCE PHONE	[REDACTED]	BUSINESS PHONE	[REDACTED]		COMMENTS		

MO: [REDACTED]

JOB# 1 CHARGES		WARRANTY	
LABOR	J# 1 00FTZESPF ESP MAINTENANCE TECH(S):6624		
PERFORM SCHEDULED MAINTENANCE PER ESP CONTRACT ON A FORD VEHICLE			
mbasic .6 multi .2			
PERFORM LUBE, OIL AND FILTER SERVICE			
PERFORM 4 TIRE ROTATION AND INFLATE TO PROPER PSI			
CHECK AND TOP OFF MOST ALL FLUIDS			
PERFORM QUALITY MULTI POINT INSPECTION			
RESET OIL LIFE MONITOR			
JOB# 1 TOTALS		JOB# 1 JOURNAL PREFIX BFCS JOB# 1 TOTAL 0.00	
JOB# 2 CHARGES		WARRANTY	
LABOR	J# 2 00FTZQ99PX MULTI POINT TECH(S):6624		
PERFORM QUALITY MULTI-POINT INSPECTION			
RESULTS PROVIDED ON REPORT CARD			
JOB# 2 TOTALS		JOB# 2 JOURNAL PREFIX BFQS JOB# 2 TOTAL 0.00	
COMMENTS			
X07B19Z1KE:WAIT created 2023-02-08 10:34:00am taken by Kim Cole			
TECHNICIAN CERTIFICATION			
6624 CLETUS CLEVER 002111714			

ANY WARRANTIES FOR THE VEHICLE
SOLELY BEING THE PROPERTY OF THE
MANUFACTURER. THE MANUFACTURER
EXPRESSLY DISCLAIMS ANY WARRANTY
FOR THE VEHICLE. THE MANUFACTURER
DOES NOT WARRANT THE VEHICLE
FOR ANY DEFECTS OR DAMAGE.
THE MANUFACTURER'S WARRANTY
COVERAGE IS LIMITED TO THE
VEHICLE'S ORIGINAL EQUIPMENT.
THE MANUFACTURER'S WARRANTY
DOES NOT COVER THE VEHICLE'S
ACCESSORIES OR AFTERMARKET
EQUIPMENT. THE MANUFACTURER'S
WARRANTY DOES NOT COVER THE
VEHICLE'S LABOR OR MATERIALS.

THANK YOU FOR CHOOSING US!
WE WILL BE IN TOUCH WITH YOU
TO MAKE SURE YOU ARE SATISFIED
WITH THE SERVICE. PLEASE CALL US
IF YOU HAVE ANY QUESTIONS.
WE WILL BE IN TOUCH WITH YOU
TO MAKE SURE YOU ARE SATISFIED
WITH THE SERVICE. PLEASE CALL US
IF YOU HAVE ANY QUESTIONS.



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CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR BRAD CASLOW	9315	9471	DATE 02/09/23
[REDACTED]	LABOR RATE	LICENSE NO.	30,144 /	
[REDACTED]	YEAR MAKE MODEL 21/FORD TRUCK/MUSTANG MACH-E/4DR AWD			
SPRING GROVE, PA	VEHICLE ID NO. [REDACTED]			
	FTE NO.	FORD	DATE 02/09/23	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: [REDACTED]

TOTALS-----

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

THANK YOU FOR SERVICING YOUR VEHICLE AT APPLE FORD OF YORK.
WE APPRECIATE YOUR BUSINESS AND WE STRIVE TO PROVIDE AN
EXCEPTIONAL CUSTOMER EXPERIENCE. IF WE FAILED TO MEET
YOUR EXPECTATIONS, PLEASE CONTACT OUR SERVICE MANAGER,
BEN RODRIQUEZ, AT 717-876-6271.

ANY WARRANTIES ON THE VEHICLE
SOLD HEREIN ARE VOIDED BY THE
MANUFACTURER'S WARRANTY
EXPRESSLY DISCLAIM ALL
OTHER EXPRESS OR IMPLIED
AND ANY IMPLIED WARRANTIES
CHANGING THE VEHICLE
THAT PURCHASED OR ALTERED
NOT AUTHORIZED SERVICE
ASSUME FOR THE VEHICLE
THOSE WITH THE SALE OF THE VEHICLE

THANK YOU FOR THIS OPPORTUNITY TO
SERVE YOU. IF YOU ARE NOT
ALL THE REPAIRS TO YOUR VEHICLE
REPAIR ORDER TO YOUR VEHICLE
SATISFACTION. IF YOU ARE
SATISFACTION. IF YOU ARE
NOT PLEASE SEE YOUR MANAGER

CUSTOMER SIGNATURE

DUPLICATE INVOICE



APPLE FORD OF YORK

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York, PA 17402

Phone: 717-755-2911

Fax: 717-718-0245



CELL: [REDACTED]

CUSTOMER NO	[REDACTED]	ADVISOR	AMANDA DELLINGER	6862	9910	DATE PRINTED	02/23/23
[REDACTED]		LABOR RATE	[REDACTED]		LICENSE NO	30,560	/
[REDACTED]		YEAR/MAKE/MODEL	21/FORD TRUCK/MUSTANG MACH-E/4DR AWD				
[REDACTED]		VEHICLE ID NO	[REDACTED]				
[REDACTED]		DATE NO	[REDACTED]		DATE NO	02/17/23	
RESIDENCE PHONE	[REDACTED]	BUSINESS PHONE	[REDACTED]		COMMENTS	[REDACTED]	

MO: [REDACTED]

JOB# 1 CHARGES

LABOR-----
J# 1 98FTZ01 GENERAL BODY MECH TECH(S):6503 WARRANTY
CUSTOMER STATES CS THAT SINCE THE LIGHT CAME ON HIS SPEED HAS DECREASED. POWERTRAIN MALFUNCTION REDUCED POWER LIGHT HIGH VOLTAGE BATTERY WARNING PRE COLLISION ASSIST UNAVAILABLE FRONT CAMERA FAULT SERVICE REQUIRED. GOING INTO LIMP MODE. fdrs testing POADE in BECM complete tsb 23-2020 replace high voltage battery junction box for concern. also per tsb update programming on pcm,sobdm,becm,abs modules. clear codes and retest oper. normal

ANY WARRANTIES ARE THE PROPERTY OF FORD MOTOR COMPANY. ALL REPAIRS ARE THE PROPERTY OF FORD MOTOR COMPANY. FORD MOTOR COMPANY IS NOT RESPONSIBLE FOR ANY DAMAGE TO THE VEHICLE OR ITS EQUIPMENT. FORD MOTOR COMPANY IS NOT RESPONSIBLE FOR ANY DAMAGE TO THE VEHICLE OR ITS EQUIPMENT. FORD MOTOR COMPANY IS NOT RESPONSIBLE FOR ANY DAMAGE TO THE VEHICLE OR ITS EQUIPMENT.

JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX BFCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----
LABOR-----
J# 2 00FTZQ99PX MULTI POINT TECH(S):6503 WARRANTY
PERFORM QUALITY MULTI-POINT INSPECTION RESULTS PROVIDED ON REPORT CARD

THANK YOU FOR YOUR BUSINESS. WE APPRECIATE YOUR FEEDBACK. WE WILL CONTINUE TO IMPROVE OUR SERVICE. WE WILL CONTINUE TO IMPROVE OUR SERVICE. WE WILL CONTINUE TO IMPROVE OUR SERVICE.

JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX BFQS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----
LABOR-----
J# 3 02FTZS3 SAFETY RECALL TECH(S):6503 WARRANTY
PERFORM SAFETY RECALL PER FORD MOTOR COMPANY GUIDELINES 22B28 recall complete recall 22b28 hvac reprogram

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-----	UNIT PRICE-----	WARRANTY
	1	LK9Z-10C666-B	CONNECTOR			WARRANTY
	-1	LK9Z-10C666-B	CORE RETURN			WARRANTY
	4	-W717859-S439	BOLT			WARRANTY
	6	-W711890-S442	BOLT AND WASHER			WARRANTY
	1	LJ9Z-18B402-A	TUBE - HEATER			WARRANTY
	1	VC-13-G	ANTI-FREEZE			WARRANTY
TOTAL - PARTS					0.00	

JOB# 3 TOTALS-----
JOB# 3 JOURNAL PREFIX BFCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----
LABOR-----
J# 4+70FTZLOANER ENTERPRISE RENTAL TECH(S):99999 WARRANTY
PROVIDE CUSTOMER WITH A RENTAL VEHICLE



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CELL: [REDACTED]

CUSTOMER NO	AMANDA DELLINGER	6862	9910	02/23/23
LABOR RATE	LICENSE NO	30,560 /		
YEAR MAKE MODEL	21/FORD TRUCK/MUSTANG MACH-E/4DR AWD			
VEHICLE ID NO				
FILE NO	FILE NO	02/17/23		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: [REDACTED]

RENTAL START:
RENTAL END:
RENTAL VEHICLE:
RENTAL VIN:

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
838245 8XNCCW 02/28/23 loaner
TOTAL - SUBLET WARRANTY 0.00

JOB# 4 TOTALS-----
JOB# 4 JOURNAL PREFIX BFC5 JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----
LABOR-----
J# 5+51FTZ BODY ELECTRICAL TECH(S):6503 WARRANTY

ADDED OPERATION WHILE DRIVING THERE WAS A CAMERA FAULT THAT
DISPLAYED
VERIFIED FAULT, IDS TESTING MULTIPLE CODES IN CMR MODULE,
CLEARED CODES PER SHOP MANUAL, CODES RETURNED. PERFORMED
SOFTWARE UPDATES ON IPMA, CCM, PSCM, CMR. CLEARED CODES
ROADTESTED CODES DID NOT RETURN
TICKET WAS PREV. CLOSED TECH CANNOT PUNCH ON TICKET MANUAL
PUNCH

JOB# 5 TOTALS-----
JOB# 5 JOURNAL PREFIX BFC5 JOB# 5 TOTAL 0.00

JOB# 6 CHARGES-----
LABOR-----
J# 6+90FTZ RECON/DETAIL TECH(S):7093 INTERNAL

detail for customer satisfaction due to returning

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
PS SERVICE POLICY ADJUSTMENT
TOTAL - MISC INTERNAL 0.00

JOB# 6 TOTALS-----
JOB# 6 JOURNAL PREFIX BFR5 JOB# 6 TOTAL 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A SSI GLOVES,COVERS,MAT,W FLUID,TOWELS
TOTAL - MISC INTERNAL 0.00

COMMENTS-----
created 2023-02-14 07:54:00am taken by LAUREN MILLER

TECHNICIAN CERTIFICATION-----
6503 GARY GODFREY 000123637

AND WARRANTY. THE FACT THAT THE
SOLD HEREIN ARE NOT TO BE
MANUFACTURER'S WARRANTY. THE
EXTREMELY DISAPPOINTED. THE
EITHER EXTREMELY DISAPPOINTED
ING ANY WORK. THE
QUALITY OF THE WORK. THE
CLEAR PURPOSE MAY BE TO
NOT AUTHORIZED TO CHARGE
ASSUMPTION. THE
TION WITHIN THE

THANK YOU FOR THE SERVICE. THE
SERVE YOU. THE
ALL THE REPAIRS. THE
REPAIR. THE
SATISFACTION. THE
SATISFACTION. THE
NOT PLEASE. THE



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Fax: 717-718-0245



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR AMANDA DELLINGER	6862	TAG NO. 9910	DATE OF SALE 02/23/23
LABOR RATE		LICENSE NO.	TAX RATE 30,560 /	DATE OF SERVICE
YEAR/MAKE/MODEL 21/FORD TRUCK/MUSTANG MACH-E/4DR AWD		DATE OF PURCHASE		
VEHICLE ID NO. [REDACTED]		DATE OF DELIVERY		
RESIDENCE PHONE		BUSINESS PHONE		DATE OF RETURN 02/17/23
COMMENTS				

MO: [REDACTED]

TOTALS

*****	TOTAL LABOR....	0.00
*****	TOTAL PARTS....	0.00
* [] CASH [] CHECK CK NO. [] *	TOTAL SUBLET....	0.00
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL G.O.G....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL MISC CHG.	0.00
*****	TOTAL MISC DISC	0.00
*****	TOTAL TAX.....	0.00
TOTAL INVOICE \$		0.00

THANK YOU FOR SERVICING YOUR VEHICLE AT APPLE FORD OF YORK.
WE APPRECIATE YOUR BUSINESS AND WE STRIVE TO PROVIDE AN
EXCEPTIONAL CUSTOMER EXPERIENCE. IF WE FAILED TO MEET
YOUR EXPECTATIONS. PLEASE CONTACT OUR SERVICE MANAGER,
BEN RODRIQUEZ, AT 717-876-6271.

WARRANTY INFORMATION
SCHED. MAINTENANCE
MANUFACTURER'S WARRANTY
EXTRA SERVICE CONTRACTS
BOTH EXTRA CONTRACTS
BOTH NEW BATTERIES
CHANGEOVER SERVICE
CLEAN FLOORING
NOT AUTHORIZED TO BE
ASSUMPTION OF LIABILITY
TION WITH THE SALE OF VEHICLE

THANK YOU FOR THE STEERING
SERVE YOU WITH THE BEST
ALL THE DRIVERS
REPAIR GUIDELINES
SATISFACTION
SATISFACTION
NOT PLEASE TEL

CUSTOMER SIGNATURE
***** DUPLICATE INVOICE *****



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Fax: 717-718-0245



CELL: [REDACTED]

CUSTOMER NO.	ADVISOR AMANDA DELLINGER	6862	889	03/08/23
LABOR RATE	LICENSE NO.	31,080		
YEAR MAKE / MODEL	21/FORD TRUCK/MUSTANG MACH-E/4DR AWD			
VEHICLE ID NO.				
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	03/07/23	

MO: [REDACTED]

JOB# 1 CHARGES		WARRANTY	
LABOR	TECH(S):6503		
J# 1 98FTZ01	GENERAL BODY MECH		
CUSTOMER STATES pre collision assist not available front camera fault which does not allow cruise control.. issues are intermittent since last repair unsure if related quoted 148.00 fdrs testing B15E297 B115E97 codes stored. had previously cleared codes per ssM 50497 but codes returned with symptoms perform tsb 23-2040 verify IPMA,PSCM,CCMA,CMR programmed to latest level. perform IPMA alignment procedure,360 degree camera alignment,ipc configure. clear codes and retest. road test and verify oper.			
JOB# 1 TOTALS			
JOB# 1 JOURNAL PREFIX BFCS JOB# 1 TOTAL		0.00	
JOB# 2 CHARGES			
LABOR	TECH(S):6503		
J# 2 00FTZ099PX	MULTI POINT		
PERFORM QUALITY MULTI-POINT INSPECTION RESULTS PROVIDED ON REPORT CARD		0.00	
JOB# 2 TOTALS			
JOB# 2 JOURNAL PREFIX BFQS JOB# 2 TOTAL		0.00	
COMMENTS			
WAIT created 2023-03-06 11:51:00am taken by LAUREN MILLER			
TECHNICIAN CERTIFICATION			
6503	GARY GODFREY	000123637	

ANY WARRANTY ON THE VEHICLE
SOLD HEREBY AND THE DEALER
MANUFACTURER THE DEALER
EXPRESSLY DISCLAIMS ANY WARRANTY
EITHER EXPRESS OR IMPLIED
INCLUDING ANY IMPLIED WARRANTIES
OF MERCHANTABILITY OR FITNESS
FOR A PARTICULAR PURPOSE
THE DEALER PURCHASED AND
FOR AUTHORITY ANY IMPLIED
ASSUME FOR IT BY THE BUYER
TION WITH THE SALE OF THE VEHICLE

THANK YOU FOR YOUR BUSINESS
SERVE YOU IS OUR TOP PRIORITY
ALL THE REPAIRS AND SERVICE
REPAIR ORDER AND YOUR
SATISFACTION IS OUR GOAL
SATISFACTORY THE WORK
NO PLEASE TELL US



APPLE FORD OF YORK
1801 Whiteford Road • PO Box 3689
York, PA 17402
Phone: 717-755-2911
Fax: 717-718-0245



CELL: [REDACTED]

CUSTOMER NO	AMANDA DELLINGER		6862	889	03/08/23
LABOR RATE	LICENSE NO	31,080 /			
YEAR, MAKE, MODEL		21/FORD TRUCK/MUSTANG MACH-E/4DR AWD			
VEHICLE ID NO		[REDACTED]			
RESIDENCE PHONE		BUSINESS PHONE		03/07/23	
COMMENTS		MO: [REDACTED]			

TOTALS-----

*****	TOTAL LABOR.....	0.00
*	TOTAL PARTS.....	0.00
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET...	0.00
*	TOTAL G.O.G.....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL MISC CHG.	0.00
*	TOTAL MISC DISC	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL TAX.....	0.00
*****	TOTAL INVOICE \$	0.00

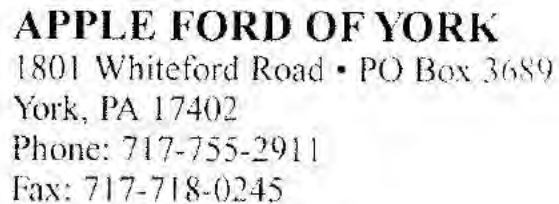
THANK YOU FOR SERVICING YOUR VEHICLE AT APPLE FORD OF YORK. WE APPRECIATE YOUR BUSINESS AND WE STRIVE TO PROVIDE AN EXCEPTIONAL CUSTOMER EXPERIENCE. IF WE FAILED TO MEET YOUR EXPECTATIONS, PLEASE CONTACT OUR SERVICE MANAGER, BEN RODRIQUEZ, AT 717-876-6271.

ANY WARRANTY OR THE SELLER IS SOLD HERE BY AND THERE MADE BY THE MANUFACTURER THE SELLER-REPAIR EXPRESSLY UNDERWRITING MANUFACTURER EITHER EXPRESSLY OR IMPLIED, AND THE BUYER ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER THE SELLER NOR AUTHORIZED SERVICE CENTER IS TO ASSUME LIABILITY FOR THE SELLER'S OPERATION WITH THE SALE OF THE VEHICLE.

THANK YOU FOR THE SERVICE. WE DO SERVE YOU. WE DO OUR BEST TO MAKE ALL THE REPAIRS. WE DO OUR BEST TO REPAIR ORDER. WE DO OUR BEST TO SATISFACTION. WE DO OUR BEST TO SATISFACTION. WE DO OUR BEST TO NOT PLEASE YOU. IS NOT PLEASED.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

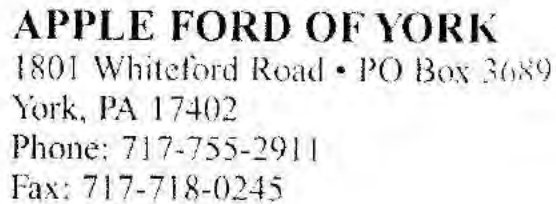


JOB# 1 CHARGES-----				
LABOR-----				
J# 1 98FTZ01	GENERAL BODY MECH	TECH(S):6503	0.00	
CUSTOMER STATES PRE COLLISION ASSIST NOT AVAILABLE FRONT CAM ERA MALFUNCTION LIGHTS ON CLUSTER SAME CONCERN AS LAST TIME. fdrs testing multiple failure codes bcm,cmr,gfm,hvac,ipma,rfa. tsb 23-2040 had been completed previously but still has concern. updated software for all modules available for codes related. perform pinpoint test AH in section419-07 code u3000-49 will not clear in ipma module and faults present ordered ipma module for concern				
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-				
	0	LJ8Z-19H405-K	CONTROL ASY -	2142.96 2142.96
PART ON SPECIAL ORDER				
** QUANTITY 1 IS SPECIAL ORDERED **				
			TOTAL - PARTS	
			0.00	
JOB# 1 TOTALS-----				

JOB# 2 CHARGES-----		JOB# 1 JOURNAL PREFIX BFC5 JOB# 1 TOTAL		0.00
LABOR-----				
J# 2 96FTZ02	GENERAL BODY REPAIR	TECH(S):6503	WARRANTY	
CUSTOMER STATES RR MUDFLAP IS HELD ON WITH ZIPTIE PRICE TO R				
EPAIR OR REPLACE				
deflector under right rear is loose				
remove and reinstall deflector-replace missing retainer				
mt no labor op				
PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-UNIT PRICE-
	1	-W712196-S300	PIN	
TOTAL - PARTS				0.00

JOB# 2 TOTALS-----		
	JOB# 2 JOURNAL PREFIX BFCS JOB# 2 TOTAL	0.00
JOB# 3 CHARGES-----		
LABOR-----		
J# 3 00FTZQ99PX	MULTI POINT TECH(S):6503	0.00
	PERFORM QUALITY MULTI-POINT INSPECTION	
	RESULTS PROVIDED ON REPORT CARD	
JOB# 3 TOTALS-----		
	JOB# 3 JOURNAL PREFIX BFQS JOB# 3 TOTAL	0.00

COMMENTS-----
X07KPW92KC: created 2023-04-25 01:04:18pm taken by Kim Cole



TECHNICIAN CERTIFICATION		6503		000123637		ANY WARRANTY, OR THE MANUFACTURER'S WARRANTY, IS VOID HEREBY AND THERE MADE BY MANUFACTURER. THE MANUFACTURER EXPRESSLY DISCLAIMS ANY WARRANTY EITHER EXPRESS OR IMPLIED IN ANY IMPLIED WARRANTIES OR CHANTABILITY OF THESE PRODUCTS. CAR PURCHASE MAY BE USED FOR NON-APPLICABLE. SERVICE PRICE IS ASSUME CONTRACT. MANUFACTURER NOT WITH THE MANUFACTURER.	
TOTALS-							

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

TOTAL INVOICE \$						0.00	
THANK YOU FOR SERVICING YOUR VEHICLE AT APPLE FORD OF YORK. WE APPRECIATE YOUR BUSINESS AND WE STRIVE TO PROVIDE AN EXCEPTIONAL CUSTOMER EXPERIENCE. IF WE FAILED TO MEET YOUR EXPECTATIONS, PLEASE CONTACT OUR SERVICE MANAGER, BEN RODRIQUEZ, AT 717-876-6271.							
THANK YOU FOR THE SERVICE. WE STRIVE TO PROVIDE YOU WITH ALL THE REPAIR AND SERVICE. WE STRIVE TO PROVIDE YOU WITH SATISFACTION. IF YOU ARE NOT SATISFIED, PLEASE CONTACT OUR SERVICE MANAGER.							

CUSTOMER SIGNATURE
***** DUPLICATE INVOICE *****



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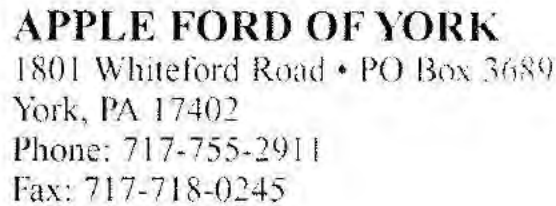


CELL: [REDACTED]

CUSTOMER NO	AMANDA DELLINGER	6862	06/06/23
LABOR RATE	LICENSE NO	34,720 /	
YEAR MAKE MODEL	21/FORD TRUCK/MUSTANG MACH-E/4DR AWD		
VEHICLE ID NO	[REDACTED]		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	05/03/23
			MO: [REDACTED]

JOB# 1 CHARGES	WARRANTY	
LABOR		
J# 1 51FTZ BODY ELECTRICAL TECH(S):6503		
CUSTOMER STATES PRE COLLISION ASSIST NOT AVAILABLE FRONT CAM ERA MALFUNCTION LIGHTS ON fdrs testing B115E code present and multiple warnings for camera fault,pre collision assist. access ipma module and perform circuit cks per shop manual. replace ipma module and pmi. numerous attempts to program failed. tried different fdrs,removed software and files. reload fdrs after several more attempts finally programmed. completed calibration on road test. clear all codes and drove vehicle several times. on last road test concern repeated and left code B115E again. at this point ordered new coaxial cables to continue with repair replace ipma module and program, road tested vehicle still had a fault ordered an additional part		
PARTS	WARRANTY	
QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-		
1 L38Z-19H405-K CONTROL ASY -		
TOTAL - PARTS	0.00	

JOB# 1 TOTALS	JOB# 1 JOURNAL PREFIX BFC5	JOB# 1 TOTAL	0.00
JOB# 2 CHARGES			
LABOR			
J# 2 00FTZQ99PX MULTI POINT TECH(S):6503			0.00
PERFORM QUALITY MULTI-POINT INSPECTION RESULTS PROVIDED ON REPORT CARD			
JOB# 2 TOTALS	JOB# 2 JOURNAL PREFIX BFQ5	JOB# 2 TOTAL	0.00
COMMENTS	created 2023-04-28 07:21:00am taken by Amanda Dellinger		
TECHNICIAN CERTIFICATION	6503 GARY GODFREY 000123637		



TOTALS				AMT WARRANTY FOR THE FORD	
*****				SOLD HEREIN AND ANY OTHER	
* [] CASH [] CHECK CK NO. [] *		TOTAL LABOR.... 0.00		MANUFACTURED THE FORD	
* [] VISA [] MASTERCARD [] DISCOVER *		TOTAL PARTS.... 0.00		EXPRESSLY DIRECTING THE	
* [] AMER XPRESS [] OTHER [] CHARGE *		TOTAL SUBLET... 0.00		FURNISH EXPRESS FOR THE	
*****		TOTAL G.O.G.... 0.00		NOT ANY PART OF THE	
		TOTAL MISC CHG. 0.00		CHARGEABLE TO THE	
		TOTAL MISC DISC 0.00		LEAD PURPOSE AND WE	
		TOTAL TAX..... 0.00		NOT AUTHORIZED TO	
		TOTAL INVOICE \$ 0.00		ASSUMED TO BE A	
				THANK YOU FOR THE	
THANK YOU FOR SERVICING YOUR VEHICLE AT APPLE FORD OF YORK. WE APPRECIATE YOUR BUSINESS AND WE STRIVE TO PROVIDE AN EXCEPTIONAL CUSTOMER EXPERIENCE. IF WE FAILED TO MEET YOUR EXPECTATIONS. PLEASE CONTACT OUR SERVICE MANAGER, BEN RODRIQUEZ, AT 717-876-6271.				THANK YOU FOR THE	
*****				SERVE YOU IN THE	
CUSTOMER SIGNATURE				ALL THE INFORMATION	
*****				DETAILED ORDER OF	
DUPLICATE INVOICE				SATISFACTION OF	
*****				Satisfaction of the	
*****				NOT PLEASE THE	



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CELL: [REDACTED]

DISPATCH NO	AMANDA DELLINGER	6862	06/06/23
LABOR RATE	34,720		
YEAR, MAKE, MODEL	21/FORD TRUCK/MUSTANG MACH-E/4DR AWD		
VEHICLE ID NO			
DATE	05/03/23		
RESIDENT PHONE	BUSINESS PHONE	COMMENTS	

JOB# 1 CHARGES

LABOR	DATE	START	FINISH	ACT	TIME	DESCRIPTION	1391.75
J# 1 51FTZ	BODY ELECTRICAL						
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	
6503	05/05/23	7.90	16.90	8.70	0.00	HOLD OTHER	
6503	06/05/23	16.50	16.50	0.00	0.00	FINISHED	
6503	06/05/23	16.50	17.00	0.30	0.00	NON WORKING	
6503	06/06/23	7.20	7.20	0.00	0.00	HOLD OTHER	
6503	06/06/23	13.50	14.50	0.50	0.00	FINISHED	
6503	06/06/23	0.00	0.00	0.00	9.50	OVERRIDE IN INVOICING	
6503	06/06/23	14.70	15.10	0.20	0.00	FINISHED	
TOTAL TECH TIME				9.70	9.50		

CUSTOMER STATES PRE COLLISION ASSIST NOT AVAILABLE FRONT CAM
ERA MALFUNCTION LIGHTS ON
fdrs testing B115E code present and multiple warnings for
camera fault, pre collision assist. access ipma module and
perform circuit cks per shop manual. replace ipma module and
pmi. numerous attempts to program failed. tried different
fdrs, removed software and files. reload fdrs after several
more attempts finally programmed. completed calibration on
road test. clear all codes and drove vehicle several times.
on last road test concern repeated and left code B115E
again. at this point ordered new coaxial cables to continue
with repair
replace ipma module and program, road tested vehicle still
had a fault ordered an additional part

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1		LJ82-19H405-K	CONTROL ASY	1950.09	1950.09	3605.72	3605.72
COST TOTAL				1950.09			
TOTAL - PARTS							3605.72

JOB# 1 TOTALS		
	LABOR	1391.75
	PARTS	3605.72
JOB# 1 JOURNAL PREFIX	BFWS	JOB# 1 TOTAL
		4997.47

COMMENTS
created 2023-04-28 07:21:00am taken by Amanda Dellinger

TECHNICIAN CERTIFICATION
6503 GARY GODFREY 000123637

R/O TAX 0.00
R/O TOTALS 4997.47

CLAIM TOTALS 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00

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



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CELL: [REDACTED]

CUSTOMER NO.	ADVISOR	6862	DATE	04/27/23
	AMANDA DELLINGER			
	LABOR RATE			
	LICENSE NO.			
				34,318 /
	YEAR MAKE MODEL			
	21/FORD TRUCK/MUSTANG MACH-E/4DR AWD			
	VEHICLE ID NO.			
	PIE NO.			
				04/25/23
RESIDENTIAL PHONE	BUSINESS PHONE	COMMENTS		
				MO: [REDACTED]

JOB# 2 CHARGES-----
LABOR-----
J# 2 96FTZ02 GENERAL BODY REPAIR HOURS: 0.50 TECH(S):6503 73.25
TECH# DATE START FINISH ACT TIME DESCRIPTION
6503 04/26/23 10.30 10.80 0.50 0.00 FINISHED
6503 04/26/23 0.00 0.00 0.00 0.50 OVERRIDE IN INVOICING
TOTAL TECH TIME 0.50 0.50

CUSTOMER STATES RR MUDFLAP IS HELD ON WITH ZIPTIE PRICE TO R
EPAIR OR REPLACE
deflector under right rear is loose
remove and reinstall deflector-replace missing retainer
mt no labor op

CLAIM #-----WARRANTY OP. CODES-----FLAT HRS.--OTHER HRS.--FC -- AUTH. CODE--CLAIM TYPE
0.50 31

PARTS-----QTY--FP-NUMBER-----DESCRIPTION-----U/COST-----E/COST-----U/PRICE					
1 [REDACTED] PIN		0.81	0.81	1.50	1.50
		COST TOTAL	0.81		
		TOTAL - PARTS		1.50	

JOB# 2 TOTALS-----
LABOR 73.25
PARTS 1.50
JOB# 2 JOURNAL PREFIX BEWS JOB# 2 TOTAL 74.75

COMMENTS-----
X07KPW92KC:created 2023-04-25 01:04:18pm taken by Kim Cole

TECHNICIAN CERTIFICATION-----
6503 GARY GODFREY 000123637
R/O TAX 0.00
R/O TOTALS 74.75

WARRANTY CLAIM DETAIL TOTALS-----									
CLAIM#	LABOR...	PARTS...	SUB.LAB.	SUB.PART	GOG.....	MISC.....	TAX.....	TOTAL....	
[REDACTED]	73.25	1.50	0.00	0.00	0.00	0.00	0.00	74.75	
CLAIM TOTALS	73.25	1.50	0.00	0.00	0.00	0.00	0.00	74.75	

APPROVED BY SIGNATURE

***** DUPLICATE INVOICE *****



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Phone: 717-755-2911
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CELL: [REDACTED]

CUSTOMER NO	ADVISOR	6862	DATE	03/08/23
SPRING GROVE, PA	AMANDA DELLINGER	31,080 /		
	YEAR MAKE MODEL	21/FORD TRUCK/MUSTANG MACH-E/4DR AWD		
	PHONE	03/07/23		
BUSINESS PHONE	COMMENTS	MO: [REDACTED]		

JOB# 1 CHARGES

LABOR	GENERAL BODY MECH	HOURS	3.40	TECH(S)	6503	498.10
J# 1 98FTZ01						
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
6503	03/07/23	10.10	15.90	5.00	0.00	FINISHED
6503	03/08/23	0.00	0.00	0.00	3.40	OVERRIDE IN INVOICING
TOTAL TECH TIME		5.00		3.40		

CUSTOMER STATES pre collision assist not available front camera fault which does not allow cruise control.. issues are intermittent since last repair unsure if related quoted 148.00
fdrs testing B15E297 B115E97 codes stored. had previously cleared codes per ssm 50497 but codes returned with symptoms perform tsb 23-2040 verify IPMA,PSCM,CCMA,CMR programmed to latest level. perform IPMA alignment procedure,360 degree camera alignment,ipc configure. clear codes and retest. road test and verify oper.

ANY WARRANTY IS THE PROPERTY OF THE DEALER. THE WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED AT THE DEALER. EXPRESS WARRANTY IS NOT TRANSFERABLE. THE WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED AT THE DEALER. THE WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED AT THE DEALER. THE WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED AT THE DEALER.

THANK YOU FOR CHOOSING APPLE FORD OF YORK TO SERVE YOU. IF YOU HAVE ANY QUESTIONS, ALL THE DETAILS OF YOUR SERVICE, REPAIR, ESTIMATE, OR INVOICE, PLEASE CONTACT US AT 717-755-2911. WE ARE HERE TO SERVE YOU.

CLAIM #----		WARRANTY OP. CODES----		FLAT HRS---		OTHER HRS.--		FC --		AUTH. CODE--		CLAIM TYPE	
				3.40								31	
JOB# 1 TOTALS-----													
												LABOR	498.10
JOB# 1 JOURNAL PREFIX BFW5												JOB# 1 TOTAL	498.10

COMMENTS

WAIT created 2023-03-06 11:51:00am taken by LAUREN MILLER

TECHNICIAN CERTIFICATION

6503	GARY GODFREY	000123637
R/O TAX	0.00	
R/O TOTALS	498.10	

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	LABOR	PARTS	SUB.LAB	SUB.PART	GOG	MISC	TAX	TOTAL
	498.10	0.00	0.00	0.00	0.00	0.00	0.00	498.10
CLAIM TOTALS	498.10	0.00	0.00	0.00	0.00	0.00	0.00	498.10

APPROVED BY SIGNATURE
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1801 Whiteford Road • PO Box 3689
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Fax: 717-718-0245



CELL: [REDACTED]

CUSTOMER NO.	ADVISOR	6862	DATE	02/28/23
	AMANDA DELLINGER			
	LABOR DATE	LICENSE NO.	VEHICLE	30,560 /
	YEAR MAKE MODEL			
SPRING GROVE, PA	21/FORD TRUCK/MUSTANG MACH-E/4DR AWD			
				02/17/23
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: [REDACTED]

JOB# 1 CHARGES

LABOR							
J# 1 98FTZ01	GENERAL BODY MECH		HOURS: 7.70		TECH(S): 6503		1128.05
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	
6503	02/20/23	7.40	15.80	8.40	0.00	HOLD PARTS	
6503	02/23/23	14.10	16.10	2.00	0.00	FINISHED	
6503	02/23/23	0.00	0.00	0.00	5.70	VERRIDE IN INVOICING	
6503	02/23/23	0.00	0.00	0.00	2.00	ENTERED IN INVOICING	
TOTAL TECH TIME				10.40	7.70		

CUSTOMER STATES CS THAT SINCE THE LIGHT CAME ON HIS SPEED HAS DECREASED. POWERTRAIN MALFUNCTION REDUCED POWER LIGHT HIGH VOLTAGE BATTERY WARNING PRE COLLISION ASSIST UNAVAILABLE FRONT CAMERA FAULT SERVICE REQUIRED. GOING INTO LIMP MODE. fdr testing POADE in BECM complete tsb 23-2020 replace high voltage battery junction box for concern. also per tsb update programming on pcm,sobdm,bebm,abs modules. clear codes and retest oper. normal

AND WARRANTY TO THE POWERTRAIN
SOLD IN REPAIR AND THE POWERTRAIN
MANUFACTURER AND THE POWERTRAIN
ENTERED IN INVOICING AND THE POWERTRAIN
AND THE POWERTRAIN ENTERED IN INVOICING
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AND THE POWERTRAIN ENTERED IN INVOICING

THANK YOU FOR YOUR BUSINESS AND
SERVE YOU WITH THE BEST SERVICE
AND THE POWERTRAIN ENTERED IN INVOICING
REPAIR ORDERED BY YOUR ACCOUNT
SATISFACTION OF YOUR SERVICE
SATISFACTION OF YOUR SERVICE
NOT RELEASED BY THE POWERTRAIN

CLAIM #-----WARRANTY OP. CODES-----FLAT HRS.--OTHER HRS.--FC -- AUTH. CODE--CLAIM TYPE
[REDACTED] 5.70 31
[REDACTED] 2.00

JOB# 1 TOTALS
LABOR 1128.05

JOB# 1 JOURNAL PREFIX BFWS JOB# 1 TOTAL 1128.05

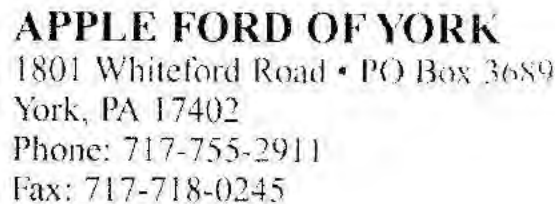
JOB# 3 CHARGES

LABOR							
J# 3 02FTZS3	SAFETY RECALL		HOURS: 0.40		TECH(S): 6503		58.60
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	
6503	02/23/23	16.10	16.50	0.40	0.00	FINISHED	
6503	02/23/23	0.00	0.00	0.00	0.40	VERRIDE IN INVOICING	
TOTAL TECH TIME				0.40	0.40		

PERFORM SAFETY RECALL PER FORD MOTOR COMPANY GUIDELINES
22B28
recall
complete recall 22b28 hvac reprogram

CLAIM #-----WARRANTY OP. CODES-----FLAT HRS.--OTHER HRS.--FC -- AUTH. CODE--CLAIM TYPE
[REDACTED] 0.40 31

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	1	LK9Z-10C666-B	CONNECTOR	784.51	784.51	1402.66	1402.66
-1	1	LK9Z-10C666-B	CORE RETURN	125.00	-125.00	125.00	-125.00
4	4	-W717859-S439	BOLT	2.93	11.72	5.42	21.68
6	6	-W711890-S442	BOLT AND WASHER	1.88	11.28	3.48	20.88
1	1	LJ9Z-18B402-A	TUBE - HEATER	84.30	84.30	155.87	155.87
1	1	VC-13-G	ANTI-FREEZE	15.11	15.11	27.94	27.94
COST TOTAL				781.92			
TOTAL - PARTS							1504.03

[illegible]

PROVIDE CUSTOMER WITH A RENTAL VEHICLE RENTAL START: RENTAL END: RENTAL VEHICLE: RENTAL VIN: CAS-41420636-B8Y4V0	THANK YOU FOR THE RENTAL VEHICLE. WE SERVE YOU TO THE BEST OF OUR ABILITY. ALL THE RENTERS WILL BE SERVED TO THE HIGHEST ORDER. WE WILL BE YOUR FIRST SATISFACTION. WE WILL BE YOUR FIRST SATISFACTION. WE WILL BE YOUR FIRST
---	--

JOB#	4 TOTALS-----	
	SUBLET	520.00

LABOR-----							
J#	5#	1FTZ	BODY ELECTRICAL	HOURS:	2.50	TECH(S):	6503
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	
6503	02/28/23	7.00	9.50	0.00	2.50	ENTERED IN INVOICING	366.25
TOTAL TECH TIME				0.00	2.50		

ADDED OPERATION WHILE DRIVING THERE WAS A CAMERA FAULT THAT
DISPLAYED
VERIFIED FAULT, IDS TESTING MULTIPLE CODES IN CMR MODULE,
CLEARED CODES PER SHOP MANUAL, CODES RETURNED. PERFORMED
SOFTWARE UPDATES ON IPMA, CCM, PSCM, CMR. CLEARED CODES
ROADTESTED CODES DID NOT RETURN
TICKET WAS PREV. CLOSED TECH CANNOT PUNCH ON TICKET MANUAL
PUNCH

CLAIM #----	WARRANTY OP. CODES----	FLAT HRS.--	OTHER HRS.--	FC --	AUTH. CODE--	CLAIM TYPE
		0.20				31
		0.80				
		1.50				

JOB# 5 TOTALS		LABOR	366.25
JOB# 5 JOURNAL PREFIX	BFWS	JOB# 5 TOTAL	366.25



APPLE FORD OF YORK
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Phone: 717-755-2911
Fax: 717-718-0245



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]		ADVISOR AMANDA DELLINGER		6862	DATE 02/28/23
LABOR RATE		LICENSE NO.		30,560 /	
YEAR MAKE MODEL 21/FORD TRUCK/MUSTANG MACH-E/4DR AWD		VEHICLE ID NO.		[REDACTED]	
RESIDENCE PHONE		BUSINESS PHONE		DATE 02/17/23	
COMMENTS		MO:		[REDACTED]	

COMMENTS
created 2023-02-14 07:54:00am taken by LAUREN MILLER

TECHNICIAN CERTIFICATION
6503 GARY GODFREY 000123637

R/O TAX 0.00
R/O TOTALS 3576.93

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	LABOR...	PARTS...	SUB.LAB.	SUB.PART	GOG.....	MISC.....	TAX.....	TOTAL....
[REDACTED]	1128.05	0.00	0.00	0.00	0.00	0.00	0.00	1128.05
	58.60	1504.03	0.00	0.00	0.00	0.00	0.00	1562.63
	0.00	0.00	0.00	520.00	0.00	0.00	0.00	520.00
	366.25	0.00	0.00	0.00	0.00	0.00	0.00	366.25
CLAIM TOTALS	1552.90	1504.03	0.00	520.00	0.00	0.00	0.00	3576.93

ANY WARRANTIES TO THE EFFECT OF THE ABOVE INFORMATION ARE HEREBY DISCLAIMED BY THE MANUFACTURER. THE WARRANTY IS LIMITED TO THE EXCLUSIVE USE OF THE VEHICLE FOR THE PURPOSES OF THE WARRANTY. THE WARRANTY IS VOID IF THE VEHICLE IS USED FOR ANY OTHER PURPOSE. THE WARRANTY IS VOID IF THE VEHICLE IS USED FOR ANY OTHER PURPOSE. THE WARRANTY IS VOID IF THE VEHICLE IS USED FOR ANY OTHER PURPOSE.

THANK YOU FOR YOUR BUSINESS. WE ARE COMMITTED TO YOUR SATISFACTION. IF YOU ARE NOT SATISFIED WITH OUR SERVICE, PLEASE CONTACT US AT 717-755-2911.

APPROVED BY SIGNATURE
***** DUPLICATE INVOICE *****



APPLE FORD OF YORK
1801 Whiteford Road • PO Box 3689
York, PA 17402
Phone: 717-755-2911
Fax: 717-718-0245



CELL

CUSTOMER NO	ADVISOR	6862	DATE	02/28/23
	AMANDA DELLINGER			
	LABOR RATE	30,560		
	LICENSE NO			
	YEAR MAKE MODEL			
	21/FORD TRUCK/MUSTANG MACH-E/4DR AWD			
	VEHICLE ID NO			
	FTE NO			
	PONO			
				02/17/23
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
				MO

JOB# 6 CHARGES							
LABOR							
J# 6+90FTZ	RECON/DETAIL		HOURS:		TECH(S):7093		187.50
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	
7093	02/28/23	0.00	0.00	0.00	5.00	ENTERED IN INVOICING	
TOTAL TECH TIME				0.00	5.00		

detail for customer satisfaction due to returning

MISC-----CODE-----	DESCRIPTION-----	CONTROL NO-----	
PS	SERVICE POLICY ADJUSTMENT		
TOTAL - MISC			-191.25
			-191.25

JOB# 6 TOTALS				LABOR	187.50
				MISC	-191.25
				JOB# 6 JOURNAL PREFIX BFUS	JOB# 6 TOTAL
					-3.75

MISC-----CODE-----	DESCRIPTION-----	CONTROL NO-----	
JOB # A	SSI GLOVES,COVERS,MAT,W FLUID,TOWELS		
TOTAL - MISC			3.75
			3.75

COMMENTS-----
created 2023-02-14 07:54:00am taken by LAUREN MILLER

TOTALS			
CONTROL#	ACCOUNT NUMBER	AMOUNT..	
TOTAL LABOR....			187.50
TOTAL PARTS....			0.00
TOTAL SUBLET...			0.00
TOTAL G.O.G....			0.00
TOTAL MISC.CHG.			3.75
TOTAL MISC.DISC			-191.25
TOTAL TAX.....			0.00
TOTAL INVOICE S			0.00

APPROVED BY SIGNATURE

***** DUPLICATE INVOICE *****

ANY WARRANTY...
BOND...
MANUFACTURER...
EXTRA...
PEPPER...
DVS...
CHARTABILITY...
OR...
NON...
ASSUME...
FIN...
THANK YOU FOR YOUR...
SERVE YOU...
ALL THE...
INFORM...
SAND...
SATISFACTION...
NOT PLEASE...



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CELL: [REDACTED]

CUSTOMER NO. [REDACTED]		ADVISOR AMANDA DELLINGER		6862	DATE 02/28/23
[REDACTED]		LABOR RATE	LICENSE NO.	30,560 /	
[REDACTED]		YEAR-MAKE-MODEL 21/FORD TRUCK/MUSTANG MACH-E/4DR AWD		SECURITY SET	
[REDACTED]		VEHICLE ID NO.		[REDACTED]	
[REDACTED]		FTE NO.		F.O.B.O.	
[REDACTED]		[REDACTED]		DATE 02/17/23	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
		MO: [REDACTED]			

JOB# 6 CHARGES-----
LABOR-----
J# 6490FTZ RECON/DETAIL HOURS: TECH(S):7093 187.50
TECH# DATE START FINISH ACT TIME DESCRIPTION
7093 02/28/23 0.00 0.00 0.00 5.00 ENTERED IN INVOICING
TOTAL TECH TIME 0.00 5.00

detail for customer satisfaction due to returning

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
PS SERVICE POLICY ADJUSTMENT
TOTAL - MISC -191.25
-191.25

JOB# 6 TOTALS-----
LABOR 187.50
MISC -191.25
JOB# 6 JOURNAL PREFIX BFUS JOB# 6 TOTAL -3.75

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A SSI GLOVES,COVERS,MAT,W FLUID,TOWELS
TOTAL - MISC 3.75
3.75

COMMENTS-----
created 2023-02-14 07:54:00am taken by LAUREN MILLER

TOTALS-----
CONTROL# ACCOUNT NUMBER AMOUNT
TOTAL LABOR... 187.50
TOTAL PARTS... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC.CHG. 3.75
TOTAL MISC.DISC -191.25
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

APPROVED BY SIGNATURE

***** DUPLICATE INVOICE *****

AND WARRANTY...
SOLD HEREBY...
MANUFACTURER...
EXPRESSLY...
OTHER EXPRESS...
INT. ANY...
GUARANTEE...
DEAR PURCHASER...
NOT A...
ASSUMED...
FROM WITH...
THANK YOU FOR THE...
SERVE YOU...
ALL THE...
REPAIR...
SATISFACTION...
NOT PLEASE...
WE WASH...



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CELL

CUSTOMER NO.	ADVISOR	9315	DATE	02/09/23
BRAD CASLOW	LABOR RATE	LICENSE NO.	30,144 /	
YEAR, MAKE, MODEL	21/FORD TRUCK/MUSTANG MACH-E/4DR AWD			
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	02/09/23	
NO.				

JOB# 1 CHARGES

LABOR

J# 1 00FTZESPF ESP MAINTENANCE HOURS: TECH(S):6624 45.68

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
6624	02/09/23	11.00	11.60	0.60	0.00	FINISHED
6624	02/09/23	0.00	0.00	0.00	0.80	OVERRIDE IN INVOICING
TOTAL TECH TIME				0.60	0.80	

PERFORM SCHEDULED MAINTENANCE PER ESP CONTRACT ON A FORD VEHICLE
mbasic .6 multi .2
PERFORM LUBE, OIL AND FILTER SERVICE
PERFORM 4 TIRE ROTATION AND INFLATE TO PROPER PSI
CHECK AND TOP OFF MOST ALL FLUIDS
PERFORM QUALITY MULTI POINT INSPECTION
RESET OIL LIFE MONITOR

ANY WARRANTY ON THE PARTS
WARRANTY ON THE PARTS
MANUFACTURED BY THE
EXPLICITLY INDICATED
THESE PARTS ARE NOT
ON ANY WARRANTY
WARRANTY ON THE PARTS
WARRANTY ON THE PARTS
WARRANTY ON THE PARTS
WARRANTY ON THE PARTS
WARRANTY ON THE PARTS
WARRANTY ON THE PARTS

THANK YOU FOR YOUR BUSINESS
WE APPRECIATE YOUR BUSINESS
AND THE PHYSICIAN'S BUSINESS
REPAIR CENTER
SATISFACTION IS OUR GOAL
SANDHILL'S IS YOUR PLACE
NOT PLEASED TO SERVE

CLAIM #-----WARRANTY OP. CODES---FLAT HRS.--OTHER HRS.--FC-- AUTH. CODE--CLAIM TYPE

MBASIC	0.00	31
MULTI	0.20	

JOB# 1 TOTALS

LABOR 45.68

JOB# 1 JOURNAL PREFIX BFES JOB# 1 TOTAL 45.68

JOB# 2 CHARGES

LABOR

J# 2 00FTZQ99PX MULTI POINT HOURS: TECH(S):6624 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
6624	02/09/23	11.80	11.80	0.00	0.00	FINISHED
6624	02/09/23	0.00	0.00	0.00	0.00	FINISHED
TOTAL TECH TIME				0.00	0.00	

PERFORM QUALITY MULTI-POINT INSPECTION
RESULTS PROVIDED ON REPORT CARD

COMMENTS

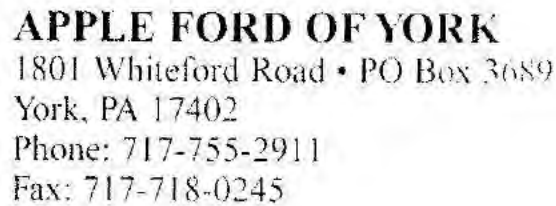
X07B19Z1KE:WAIT created 2023-02-08 10:34:00am taken by Kin Cole

TECHNICIAN CERTIFICATION

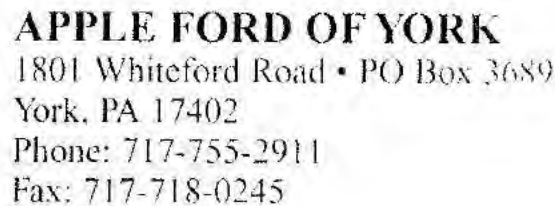
6624	CLETUS CLEVER	002111714
R/O TAX		0.00
R/O TOTALS		45.68

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	LABOR...	PARTS...	SUB.LAB.	SUB.PART	GOG....	MISC....	TAX....	TOTAL....
	45.68	0.00	0.00	0.00	0.00	0.00	0.00	45.68
CLAIM TOTALS	45.68	0.00	0.00	0.00	0.00	0.00	0.00	45.68



----- APPROVED BY SIGNATURE *****		DUPLICATE INVOICE *****		ANY WARRANTY ON THE PRODUCT? WARRANTY PERIOD AND COVERAGE? MANUFACTURER'S WARRANTY? EXPRESSION OF INTEREST? OTHER COMMENTS? ANY OTHER INFORMATION? COMPLAINTS? CLARIFICATION? FROM AUTHORITY? ASSURED INFORMATION? FROM VENDOR?	
				THANK YOU FOR THE INFORMATION WE WILL BE IN CONTACT WITH YOU ALL THE INFORMATION OBTAINED WILL BE HANDLED AS APPROPRIATE SATISFACTION GUARANTEED PLEASE CONTACT US AT 1-800-858-8888	

[illegible]

0		LJ92-10A687-A		SEAL		65.83		0.00	
** QUANTITY 1 IS SPECIAL ORDERED **									
TOTAL - PARTS								0.00	
JOB# 2 CHARGES-----									
LABOR-----									
J# 2 00FTZQ99PX		MULTI POINT		HOURS:		TECH(S):6503		0.00	
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION			
6503	11/01/22	10.70	10.70	0.00	0.00	FINISHED			
6503	11/01/22	0.00	0.00	0.00	0.00	FINISHED			
TOTAL TECH TIME				0.00	0.00				
PERFORM QUALITY MULTI-POINT INSPECTION									
RESULTS PROVIDED ON REPORT CARD									

COMMENTS-----
WAIT created 2022-10-28 04:32:00pm taken by Laurie Ehrhart
TECHNICIAN CERTIFICATION-----
6503 GARY GODFREY 000123637



APPLE FORD OF YORK
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CELL: [REDACTED]

CUSTOMER NO.	ADVISOR	6862	DATE	11/12/22
[REDACTED]	AMANDA DELLINGER			
[REDACTED]	LABOR RATE	LICENSE NO.	24,762 /	
[REDACTED]	YEAR MAKE MODEL	21/FORD TRUCK/MUSTANG MACH-E/4DR AWD		
SPRING GROVE, PA	VEHICLE NO.	[REDACTED]		
	P.T.E. NO.	P.O. NO.	11/01/22	
RESIDENT PHONE	BUSINESS PHONE	COMMENTS		
		NO: [REDACTED]		

TOTALS		
CONTROL#	ACCOUNT NUMBER	AMOUNT..
	B061D	0.00
		TOTAL LABOR.... 0.00
		TOTAL PARTS.... 0.00
		TOTAL SUBLET... 0.00
		TOTAL G.O.G.... 0.00
		TOTAL MISC.CHG. 0.00
		TOTAL MISC.DISC 0.00
		TOTAL TAX..... 0.00
		TOTAL INVOICE \$ 0.00

APPROVED BY SIGNATURE
***** DUPLICATE INVOICE *****

AND WARRANTY FOR THE YEAR 2021
YOUR HONORABLE AND POLITE (AND) B. IN
MANUFACTURING THE QUALITY OF THE
EXPRESSLY DISAPPROVED AND DISAPPROVED
BUTTER EXHIBITS THE QUALITY OF THE
AND ANY BATTERED AND DISAPPROVED
INMATERIALITY OF THE QUALITY OF THE
UPON PURPOSE AND PURPOSE OF THE
AND AUTHORIZED AND DISAPPROVED
AND DISAPPROVED AND DISAPPROVED
TION WITH THE QUALITY OF THE QUALITY OF THE

THANK YOU FOR THE APPROVAL OF THE
SERVE YOU IN THE QUALITY OF THE QUALITY OF THE
ALL THE REPAIRS AND DISAPPROVED
REPAIRS AND DISAPPROVED
SATISFACTORY AND DISAPPROVED
SATISFACTORY AND DISAPPROVED
NOT PLEASE THE QUALITY OF THE QUALITY OF THE



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CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR AMANDA DELLINGER	6862	DATE 11/12/22
[REDACTED]	LABOR RATE	LICENSE NO.	24,762 /
[REDACTED]	YEAR MAKE MODEL 21/FORD TRUCK/MUSTANG MACH-E/4DR AWD	STREET	
SPRING GROVE, PA [REDACTED]	VEHICLE ID NO. [REDACTED]	STREET	
[REDACTED]	FILE NO.	FILE NO.	11/01/22
RESIDENTIAL PHONE	BUSINESS PHONE	COMMENTS	

MO: [REDACTED]

JOB# 1 CHARGES

LABOR							
J# 1 11FTZ01							
CHECK ENGINE LIGHT			HOURS:		TECH(S): 6503		0.00
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	
6503	11/01/22	9.60	10.70	1.10	0.00	FINISHED	
6503	11/01/22	0.00	0.00	0.00	0.00	FINISHED	
TOTAL TECH TIME				1.10	0.00		

CUSTOMER STATES CS THAT SINCE THE LIGHT CAME ON HIS SPEED HAS DECREASED. POWERTRAIN MALFUNCTION REDUCED POWER LIGHT HIGH VOLTAGE BATTERY WARNING PRE COLLISION ASSIST UNAVAILABLE FRONT CAMERA FAULT SERVICE REQUIRED. GOING INTO LIMP MODE. QUOTED 143 DIAG. HE STATED THAT IT WAS JUST IN. fdrs testing multiple codes including p0ade-00 b115e pinpoint concern will need high voltage battery pulled and repairs made plus multiple modules programmed

ANY WARRANTY...
SOLD HEREBY...
MANUFACTURER...
EXPRESS...
LITHEX...
ANY...
CHAVITABLE...
CLEAR PURPOSE...
FOR AUTHORITY...
ASSUME...
TION WITH...

THANK YOU FOR...
SERVING YOU...
AND THE RETURN...
REPAIR...
SATISFACTION...
AND PLEASE...

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	0	LK9Z-10C666-8	CONNECTOR	1004.35	0.00
		** QUANTITY 1 IS SPECIAL ORDERED **			
	0	LJ9Z-10A687-A	SEAL	65.83	0.00
		** QUANTITY 1 IS SPECIAL ORDERED **			
TOTAL - PARTS					0.00

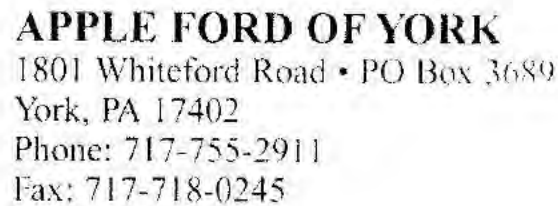
JOB# 2 CHARGES

LABOR							
J# 2 00FTZ099PX							
MULTI POINT			HOURS:		TECH(S): 6503		0.00
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	
6503	11/01/22	10.70	10.70	0.00	0.00	FINISHED	
6503	11/01/22	0.00	0.00	0.00	0.00	FINISHED	
TOTAL TECH TIME				0.00	0.00		

PERFORM QUALITY MULTI-POINT INSPECTION
RESULTS PROVIDED ON REPORT CARD

COMMENTS
WAIT created 2022-10-28 04:32:00pm taken by Laurie Ehrhart

TECHNICIAN CERTIFICATION
6503 GARY GODFREY 000123637



TOTALS		
CONTROL#	ACCOUNT NUMBER	AMOUNT..
	8061D	0.00
	TOTAL LABOR....	0.00
	TOTAL PARTS....	0.00
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC. CHG.	0.00
	TOTAL MISC. DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00
APPROVED BY SIGNATURE ***** DUPLICATE INVOICE *****		



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CELL: [REDACTED]

CUSTOMER NO	ADVISOR	6862	DATE	10/28/22
LABOR RATE	LICENSE NO	24,227 /		
YEAR MAKE MODEL	21/FORD TRUCK/MUSTANG MACH-E/4DR AWD			
VEHICLE ID NO				
FILE NO	FILE NO	10/27/22		
RESIDENTIAL PHONE	BUSINESS PHONE	COMMENTS		

MO: [REDACTED]

JOB# 2 CHARGES-----

LABOR-----

J# 2 00FTZESPF ESP MAINTENANCE HOURS: 0.80 TECH(S):6624 31.08

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
6624	10/27/22	10.20	10.20	0.00	0.00	FINISHED
6624	10/27/22	0.00	0.00	0.00	0.80	OVERRIDE IN INVOICING
TOTAL TECH TIME				0.00	0.80	

PERFORM TIRE ROTATION
PERFORM TIRE ROTATION TO EQUALIZE TIRE WEAR AND MAXIMIZE
TIRE LIFE

ANY WARRANTY? SEE THE FORM
SOLD HEREBY APPLE FORD OF YORK
MANUFACTURED BY FORD MOTOR CO
EXCEPT FOR THE WARRANTY
LITERATURE WHICH IS THE PROPERTY OF
FORD AND WHICH IS AVAILABLE TO
CHASSIS/ENGINE/TRANSMISSION
CLEAR PURPOSE: VEHICLE IS NOT
FOR ADJUSTMENT OR REPAIR
ASRUAL EQUIPMENT AND IS NOT
TO BE USED FOR REPAIR OR

CLAIM #-----WARRANTY OP. CODES-----FLAT HRS.--OTHER HRS.--FC -- AUTH. CODE--CLAIM TYPE

BASIC	0.60	31
MULTI	0.20	

JOB# 2 TOTALS-----

LABOR	31.08
JOB# 2 JOURNAL PREFIX BFES JOB# 2 TOTAL	31.08

THANK YOU FOR YOUR BUSINESS
SERVE YOU AT AN OVER THE TOP LEVEL
ALL THE PRICES OFFERED AT OUR
REPAIR CENTER TO MAKE YOUR
SATISFACTION IN MIND. WE ARE THE
SATISFACTION YOU WANT FOR YOUR
NOT PLEASE LET US KNOW

COMMENTS-----

WAIT created 2022-10-26 12:08:00pm taken by Sherina Einsig

TECHNICIAN CERTIFICATION-----

6624	CLETUS CLEVER	002111714
R/O TAX	0.00	
R/O TOTALS	31.08	

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#	LABOR...	PARTS...	SUB.LAB.	SUB.PART	GOG.....	MISC....	TAX....	TOTAL....
	31.08	0.00	0.00	0.00	0.00	0.00	0.00	31.08
CLAIM TOTALS	31.08	0.00	0.00	0.00	0.00	0.00	0.00	31.08

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Fax: 717-718-0245



CELL: [REDACTED]

CUSTOMER NO	[REDACTED]	ADVISOR	KIMBERLY COLE	7044	DATE	07/25/22
[REDACTED]		LABOR RATE	[REDACTED]	EXCHANGE NO	[REDACTED]	18,443 /
[REDACTED]		YEAR MAKE MODEL	21/FORD TRUCK/MUSTANG MACH-E/4DR AWD			
[REDACTED]		VEHICLE ID NO	[REDACTED]			
[REDACTED]		DATE	07/22/22			
RESIDENT PHONE	[REDACTED]	BUSINESS PHONE	[REDACTED]	COMMENTS	[REDACTED]	
[REDACTED]		[REDACTED]		MO: [REDACTED]		

JOB# 2 CHARGES

LABOR							
J# 2	00FTZSPF	ESP MAINTENANCE	HOURS: 1.10	TECH(S): 6624			50.25
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	
6624	07/22/22	17.30	17.30	0.00	0.00	FINISHED	
6624	07/22/22	0.00	0.00	0.00	1.10	OVERRIDE IN INVOICING	
TOTAL TECH TIME				0.00	1.10		

REPLACE CABIN AIR FILTER USING A GENUINE MOTORCRAFT FILTER
perform tire rotation
completed
mbasic .8
mbasic4 .1
multi .2

CLAIM #	WARRANTY OP. CODES	FLAT HRS	OTHER HRS	FC	AUTH. CODE	CLAIM TYPE
[REDACTED]	MBASIC	0.00				31
[REDACTED]	MBASIC4	0.00				
[REDACTED]	MULTI	0.20				

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
1		JX6Z-19N619-BA	FILTER - ODOUR	17.57	17.57	20.21
COST TOTAL				17.57		
TOTAL - PARTS						20.21

JOB# 2 TOTALS

LABOR 50.25
PARTS 20.21

JOB# 2 JOURNAL PREFIX BFES JOB# 2 TOTAL 70.46

COMMENTS
X07FJKQHML:WAIT CC Appt created 2022-07-21 11:06:00am taken by Rita
Accardo

DELETED OPERATION(S)
00FTZROT TIRE ROTATION

TECHNICIAN CERTIFICATION
6624 CLETUS CLEVER 002111714

R/O TAX 0.00
R/O TOTALS 70.46

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	LABOR	PARTS	SUB LAB	SUB PART	GOG	MISC	TAX	TOTAL
[REDACTED]	50.25	20.21	0.00	0.00	0.00	0.00	0.00	70.46
CLAIM TOTALS	50.25	20.21	0.00	0.00	0.00	0.00	0.00	70.46

APPROVED BY SIGNATURE

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Fax: 717-718-0245



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR AMANDA DELLINGER	6862	DATE 06/17/22
[REDACTED]	LABOR RATE	LICENSE NO.	15,097 /
[REDACTED]	YEAR, MAKE, MODEL 21/FORD TRUCK/MUSTANG MACH-E/4DR AWD		
SPRING GROVE, PA	VEHICLE ID NO. [REDACTED]		
RESIDENTIAL PHONE	BUSINESS PHONE	COMMENTS	DATE 06/13/22
			MO: [REDACTED]

JOB# 3 CHARGES-----
LABOR-----
J# 3 02FTZS3 SAFETY RECALL HOURS: 0.40 TECH(S):6542 52.20
TECH# DATE START FINISH ACT TIME DESCRIPTION
6542 06/13/22 10.40 10.90 0.50 0.00 FINISHED
6542 06/13/22 0.00 0.00 0.00 0.40 OVERRIDE IN INVOICING
TOTAL TECH TIME 0.50 0.40
PERFORM SAFETY RECALL PER FORD MOTOR COMPANY GUIDELINES
22p08
COMPLETE 22P08, PERFORM PROGRAMMING
Update Gateway Module (GMM) Software using FDRS

CLAIM #-----WARRANTY OP. CODES-----FLAT HRS.--OTHER HRS.--FC -- AUTH. CODE--CLAIM TYPE
[REDACTED] 0.40 31

JOB# 3 TOTALS-----
LABOR 52.20
JOB# 3 JOURNAL PREFIX BFW5 JOB# 3 TOTAL 52.20

JOB# 4 CHARGES-----
LABOR-----
J# 4 02FTZS2 SAFETY RECALL HOURS: 1.30 TECH(S):6542 169.65
TECH# DATE START FINISH ACT TIME DESCRIPTION
6542 06/13/22 10.90 14.00 3.10 0.00 FINISHED
6542 06/13/22 0.00 0.00 0.00 1.30 OVERRIDE IN INVOICING
TOTAL TECH TIME 3.10 1.30
PERFORM SAFETY RECALL PER FORD MOTOR COMPANY GUIDELINES
21p22
COMPLETE OPEN PROGRAM 21P22, COMPLETE PROGRAMMING
Reprogram Powertrain Control Module using Ford Diagnosis
and Repair System

CLAIM #-----WARRANTY OP. CODES-----FLAT HRS.--OTHER HRS.--FC -- AUTH. CODE--CLAIM TYPE
[REDACTED] MT21P22B 1.30 31

JOB# 4 TOTALS-----
LABOR 169.65
JOB# 4 JOURNAL PREFIX BFW5 JOB# 4 TOTAL 169.65

COMMENTS-----
created 2022-05-16 03:41:00pm taken by Laurie Ehrhart

TECHNICIAN CERTIFICATION-----
6542 JESSE HOUSEMAN 000121189
R/O TAX 0.00
R/O TOTALS 221.85

WARRANTY CLAIM DETAIL TOTALS-----
CLAIM# LABOR... PARTS... SUB.LAB. SUB.PART GOG..... MISC..... TAX..... TOTAL....
[REDACTED] 52.20 0.00 0.00 0.00 0.00 0.00 0.00 52.20



APPLE FORD OF YORK
1801 Whiteford Road • PO Box 3689
York, PA 17402
Phone: 717-755-2911
Fax: 717-718-0245



CELL

CUSTOMER NO.	ADVISOR	SALES	DATE
	AMANDA DELLINGER	6862	06/17/22
	LABOR RATE	MESSAGE	
		15,097 /	
	YEAR / MAKE / MODEL	BY WARRANT	
	21/FORD TRUCK/MUSTANG MACH-E/4DR AWD		
	VEHICLE ID NO.	DATE OF WORK	
		06/13/22	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO:

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	LABOR	PARTS	SUB.LAB.	SUB.PART	GOG	MISC	TAX	TOTAL
	169.65	0.00	0.00	0.00	0.00	0.00	0.00	169.65
CLAIM TOTALS	221.85	0.00	0.00	0.00	0.00	0.00	0.00	221.85

APPROVED BY SIGNATURE

DUPLICATE INVOICE

ANY WARRANTY TO THE BEST OF OUR KNOWLEDGE, THE VEHICLE WAS IN GOOD WORKING ORDER AT THE TIME OF SALE. THE MANUFACTURER'S WARRANTY IS THE ONLY WARRANTY THAT COVERS THE VEHICLE. ANY OTHER WARRANTY IS THE PROPERTY OF THE MANUFACTURER. THE WARRANTY IS VOID IF THE VEHICLE IS USED FOR RACE TRACKS, OFF-ROAD DRIVING, OR OTHER EXTREME USES. THE WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED AT AN APPLE FORD DEALERSHIP. THE WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED AT AN APPLE FORD DEALERSHIP. THE WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED AT AN APPLE FORD DEALERSHIP.

THANK YOU FOR CHOOSING APPLE FORD OF YORK. WE ARE COMMITTED TO YOUR SATISFACTION. ALL THE REPAIRS AND SERVICE ARE DONE TO THE HIGHEST QUALITY. WE ARE PLEDGED TO YOUR COMPLETE SATISFACTION. WE ARE PLEDGED TO YOUR COMPLETE SATISFACTION. WE ARE PLEDGED TO YOUR COMPLETE SATISFACTION.



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York, PA 17402
Phone: 717-755-2911
Fax: 717-718-0245



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]		ADVISOR AMANDA DELLINGER 6862		DATE 04/28/22
[REDACTED]		LABOR RATE	LICENSE NO.	11,193 /
[REDACTED]		YEAR MAKE MODEL 21/FORD TRUCK/MUSTANG MACH-E/4DR AWD		
[REDACTED]		VEHICLE ID NO. [REDACTED]		
[REDACTED]		DATE 04/13/22		
RESIDENTIAL PHONE	BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES

LABOR

J# 1 46FTZFLAT FLAT REPAIR HOURS: TECH(S):207 39.95

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
207	04/13/22	12.40	12.40	0.00	0.00	FINISHED
207	04/13/22	0.00	0.00	0.00	0.50	FINISHED
TOTAL TECH TIME				0.00	0.50	

PERFORM FLAT TIRE REPAIR ON RR TIRE, SCREW IN THE MAIN TREAD
INSPECT TIRE FOR LEAKS, DISMOUNT FROM WHEEL, REPAIR TIRE,
RE-MOUNT & BALANCE TIRE, VERIFY REPAIR

CLAIM #----WARRANTY OP. CODES----FLAT HRS.--OTHER HRS.--FC -- AUTH. CODE--CLAIM TYPE
TIRELABOR 31

JOB# 1 TOTALS

LABOR 39.95

JOB# 1 JOURNAL PREFIX BFYS JOB# 1 TOTAL 39.95

JOB# 3 CHARGES

LABOR

J# 3+00FTZVALET VALET HOURS: TECH(S):99999 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
99999	04/13/22	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
TOTAL TECH TIME				0.00	0.00	

CUSTOMER REQUESTS VALET SERVICE FOR APPOINTMENT

CLAIM #----WARRANTY OP. CODES----FLAT HRS.--OTHER HRS.--FC -- AUTH. CODE--CLAIM TYPE
PICDEL 0.00 31

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

PICDEL FORD PICK UP AND DELIVERY 50.00

TOTAL - MISC 50.00

JOB# 3 TOTALS

MISC 50.00

JOB# 3 JOURNAL PREFIX BFWS JOB# 3 TOTAL 50.00

COMMENTS
#00381 WAIT created 2022-04-13 08:43:00am taken by Sherina Einsig

R/O TAX 0.00
R/O TOTALS 89.95

WARRANTY CLAIM DETAIL TOTALS								
CLAIM#	LABOR	PARTS	SUB.LAB.	SUB.PART	GOC	MISC	TAX	TOTAL
[REDACTED]	39.95	0.00	0.00	0.00	0.00	0.00	0.00	39.95
[REDACTED]	0.00	0.00	0.00	0.00	0.00	50.00	0.00	50.00
CLAIM TOTALS	39.95	0.00	0.00	0.00	0.00	50.00	0.00	89.95



APPLE FORD OF YORK
1801 Whiteford Road • PO Box 3689
York, PA 17402
Phone: 717-755-2911
Fax: 717-718-0245



CELL: [REDACTED]

INSTRUMENT NO	AMANDA DELLINGER	6862	04/28/22
LABOR RATE	CUSTOMER NO	11,193 /	
YEAR-MAKE-MODEL	21/FORD TRUCK/MUSTANG MACH-E/4DR AWD		
VEHICLE ID NO	[REDACTED]		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: [REDACTED]

APPROVED BY SIGNATURE

DUPLICATE INVOICE

ANY WARRANTIES ARE THE PROPERTY OF THE MANUFACTURER. THE SELLER DOES NOT EXPRESSLY DISCLAIM ANY LIABILITY FOR EITHER EXISTING OR FUTURE DEFECTS. IF ANY DEFECTS ARE DISCOVERED, THE CHANGING OF THE SELLER'S POLICY OR GUARANTEE DOES NOT AFFECT THE SELLER'S OBLIGATION TO THE BUYER. THE SELLER ASSUMES NO LIABILITY FOR THE CONDITION OF THE VEHICLE.

THANK YOU FOR YOUR BUSINESS. WE APPRECIATE YOUR BUSINESS AND YOUR FEEDBACK. ALL THE BETTER. WE WILL BE IN TOUCH WITH YOU TO MAKE SURE YOU ARE SATISFIED. IF YOU HAVE ANY QUESTIONS, PLEASE CALL US AT 717-755-2911.



APPLE FORD OF YORK
1801 Whiteford Road • PO Box 3680
York, PA 17402
Phone: 717-755-2911
Fax: 717-718-0245



CELL: [REDACTED]

CUSTOMER NO	[REDACTED]	ADVISOR	MATTHEW BOYD	9151	[REDACTED]	DATE	03/30/22
[REDACTED]		LABOR RATE	[REDACTED]	LICENSE NO	[REDACTED]	PRICE	9,793 /
[REDACTED]		YEAR MAKE MODEL	21/FORD TRUCK/MUSTANG MACH-E/4DR AWD				
[REDACTED]		VEHICLE ID NO	[REDACTED]				
[REDACTED]		PTC NO	[REDACTED]				
[REDACTED]		DATE	03/24/22				
RESIDENCE PHONE	[REDACTED]	BUSINESS PHONE	[REDACTED]				
[REDACTED]		COMMENTS	[REDACTED]				

JOB# 1 CHARGES-----

LABOR-----

J#	1	00FTZESPF	ESP MAINTENANCE	HOURS:	TECH(S):207	45.68
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
207	03/24/22	10.30	10.30	0.00	0.00	FINISHED
207	03/24/22	0.00	0.00	0.00	0.80	OVERRIDE IN INVOICING
TOTAL TECH TIME				0.00	0.80	

PERFORM SCHEDULED MAINTENANCE PER ESP CONTRACT ON A FORD VEHICLE
MBASIC .8
PERFORM 4 TIRE ROTATION AND INFLATE TO PROPER PSI
CHECK AND TOP OFF MOST ALL FLUIDS
PERFORM QUALITY MULTI POINT INSPECTION

CLAIM #-----WARRANTY OP. CODES-----FLAT HRS.--OTHER HRS.--FC -- AUTH. CODE--CLAIM TYPE
[REDACTED] MBASIC 0.00 31

JOB# 1 TOTALS-----

LABOR	45.68	
JOB# 1 JOURNAL PREFIX BFES	JOB# 1 TOTAL	45.68

COMMENTS-----

#00381 WAIT created 2022-03-20 11:18:00am taken by

R/O TAX	0.00
R/O TOTALS	45.68

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#	LABOR...	PARTS...	SUB.LAB.	SUB.PART	GOG.....	MISC....	TAX....	TOTAL....
[REDACTED]	45.68	0.00	0.00	0.00	0.00	0.00	0.00	45.68
CLAIM TOTALS	45.68	0.00	0.00	0.00	0.00	0.00	0.00	45.68

APPROVED BY SIGNATURE

***** DUPLICATE INVOICE *****

ANY WARRANTY CLAIM MUST BE
RECEIVED BY APRIL 15, 2022. THE
MANUFACTURER'S WARRANTY IS NOT
TRANSFERRED TO ANY OTHER VEHICLE.
EITHER BEFORE OR AFTER THE
DATE ANY WARRANTY CLAIM IS
SUBMITTED TO THE MANUFACTURER.
CLAIMS MUST BE MADE WITHIN THE
WARRANTY PERIOD. MAXIMUM CLAIM
AMOUNT \$10,000.00. CLAIMS
MADE WITHIN THE WARRANTY PERIOD.

THANK YOU FOR CHOOSING APPLE FORD OF YORK. WE
WILL SERVE YOU AND ALL YOUR NEEDS. WE
WILL THE NEWEST TECHNOLOGY IN
FORD'S VEHICLE LINE. WE WILL
SATISFACTION. WE WILL SERVE YOU
SATISFACTION. WE WILL SERVE YOU
PLEASE, PLEASE, PLEASE.



APPLE FORD OF YORK
1801 Whiteford Road • PO Box 3680
York, PA 17402
Phone: 717-755-2911
Fax: 717-718-0245



CELL: [REDACTED]

DATE OF SERVICE	ADVISOR	FACTOR	DATE OF INVOICE
[REDACTED]	MATTHEW BOYD	9151	11/22/21
LABOR RATE	LICENSE NO	MAILEY	
		2,630 /	
YEAR MAKE MODEL	21/FORD TRUCK/MUSTANG MACH-E/4DR AWD		
ADDRESS	[REDACTED]		
PHONE	11/18/21		
RESIDENT PHONE	BUSINESS PHONE	COMMENTS	
		MO: [REDACTED]	

JOB# 1 CHARGES-----							
LABOR-----							
J# 1	SOFTZCSC	CHECK CHARGING SYS	HOURS: 2.30	TECH(S): 6503	300.15		
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	
6503	11/18/21	9.60	11.60	2.00	0.00	HOLD OTHER	
6503	11/18/21	15.10	15.60	0.30	0.00	FINISHED	
6503	11/18/21	0.00	0.00	0.00	2.30	OVERRIDE IN INVOICING	
		TOTAL TECH TIME		2.30	2.30		
CUSTOMER STATES CUSTOMER STATES HE GOT A MESSAGE 12V BATTERY FAULT SERVICE NOW PLEASE CHECK AND ADVISE fdrs testing P1A3C C1001 B14E4 U0594 B162E ALL cont. codes multiple software updates for concerns. reflash modules PCM,SOBDMMC,SOBDM,BECM,RFA,GSM. followed pinpoint in section 414-03b for concern. clear codes and retest oper. normal							

CLAIM #----	WARRANTY OP. CODES----	FLAT HRS.--	OTHER HRS.--	FC --	AUTH. CODE--	CLAIM TYPE
[REDACTED]	MT212091	2.30				31
JOB# 1 TOTALS-----						
					LABOR	300.15
JOB# 1 JOURNAL PREFIX BFYS					JOB# 1 TOTAL	300.15

COMMENTS-----	
created 2021-11-10 12:32:00pm taken by Matt Boyd	
TECHNICIAN CERTIFICATION-----	
6503	GARY GODFREY
000123637	
R/O TAX	0.00
R/O TOTALS	300.15

WARRANTY CLAIM DETAIL TOTALS-----								
CLAIM#	LABOR...	PARTS...	SUB.LAB.	SUB.PART	GOG....	MISC....	TAX....	TOTAL....
[REDACTED]	300.15	0.00	0.00	0.00	0.00	0.00	0.00	300.15
CLAIM TOTALS	300.15	0.00	0.00	0.00	0.00	0.00	0.00	300.15

APPROVED BY SIGNATURE	
***** DUPLICATE INVOICE *****	

Bill To: [REDACTED]
 APPLE FORD LINCOLN OF YORK
 ATTN: AMANDA DELLINGER
 1801 WHITEFORD RD
 YORK, PA 174022209

RENTER INFORMATION:

Renter: [REDACTED]

RENTAL INFORMATION:

Rental Branch Location:
 ENTERPRISE RENT-A-CAR (5717)
 300 ARSENAL ROAD
 YORK, PA 174021908
 (717) 849-5283

ADDITIONAL CLAIM INFORMATION:

AP# or RO#/PO# [REDACTED]

Owner's Vehicle: 2021 MACH E
 Additional Driver:

Repair Facility:

APPLE FORD LINCOLN OF YORK
 YORK, PA 174022209
 (717) 755-2911

VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN	Starting Mileage	Ending Mileage	Mileage	Rate Charged
2/17/23 11:05 AM	2021	TOYO	CAMR	[REDACTED]	35165	35915	750	\$40.00

RENTAL DETAIL:

Rental Period: 2/17/23 to 3/1/23 (12 days)

Billed Period: 2/17/23 to 3/1/23 (12 days)

	Quantity	Rate	Amount
<i>Products and Services</i>			
TIME & DISTANCE	12	40.00	\$480.00
NO CHARGE DISTANCE	0	0.00	\$0.00
<i>Fees and Charges</i>			
PTA FEE	12	0.00	\$0.00
VEHICLE RENTAL TAX	1	0.00%	\$0.00
Total Charges:			\$480.00
Less Amount Received:			\$0.00
Total Amount Due:			\$480.00

Rental Invoice

PE24-012 000 132 SUBJ GCCT

Please Return This Portion with Remittance

Make Payment To:
 ENTERPRISE RENT-A-CAR (57A1)
 PO BOX 3108

BOSTON, MA 02241-0001
 Federal ID [REDACTED]

Total Charges: \$480.00
Less Amount Received: \$0.00
Total Amount Due: \$480.00

Please include on your check:
 Invoice [REDACTED]

CASE NUMBER: [REDACTED]

STATUS: Information Provided

OPEN: 04-14-2023

CLOSED: 04-14-2023

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: IVT (In-Vehicle Technology) NA CRC

COMMUNICATION: Phone

CASE CLASS LV 1234: Technical Assistance | Vehicle Hardware/Software | |

DEALER NAME:

PA CODE:

DLR SALES CODE:

REGION:

ZONE:

VIN [REDACTED]

MODEL YEAR: 2022

MODEL: MUSTANG MACH-E

MILEAGE:

BODY STYLE: K4S - MUSTANG MACH-E GT AWD 4DR

LAST NAME FIRST NAME MIDDLE: [REDACTED]

ADDRESS: [REDACTED]

CITY STATE ZIP COUNTRY: MCCORDSVILLE | IN [REDACTED] USA

HOME PHONE [REDACTED]

SYMPTOMS: | | |

ANALYST NAME: Enguday Alemayehu

OPEN ANALYST NAME: Enguday Alemayehu

COMMENTS:

2023-04-14 14:59:36

NAME [REDACTED] VIN: [REDACTED] PHONE NUMBER: [REDACTED] CUST SAYS: OTA updated recently and ever since has been getting an error with collision alerts and back camera is not working. Advd Cus: tried key cycle and module reset twice and issue wasnt resolved. Adv cus to see dlr and cus informed me that he has already scheduled an appt. RESOURCES:GCCT, AAF,OASIS, Ford.com/support, Resolution: Closed

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 04-17-2023 CLOSED: 04-17-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Inquiry | Technical Advice | Referred to dealership |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: MUSTANG MACH-E MILEAGE:
BODY STYLE: K4S - MUSTANG MACH-E GT AWD 4DR
LAST NAME FIRST NAME MIDDLE [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: MCCORDSVILLE | IN | [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: | | |
ANALYST NAME: Sammy Deleon OPEN ANALYST NAME: Giselle Griffin
COMMENTS:
2023-04-17 21:41:39

CXS- Giselle Griffin ggriff98@ford.com 866-631-3788 ext 79849 [REDACTED] dtop safely now and the vehicle was not in motion, the picture with batter icon and they are both in red. New Alert - Collision Assist Unavailable Show customer has pulled up to a client and could not continue the conversation and stated di he have roadside assistance advised the customer he had \$100 debuctible he needed to meet before they would be able to continue the cinversation. 0987 - USA 2023 84/100000 FBA POWERTRAINCARE WTY WROADSIDE STANDARD DEDUCTIBLE:100 customer was not pleased and could not believe this information and stated he would use is insurance to tow the vehicle next steps close case

CASE NUMBER: [REDACTED] STATUS: In Progress
OPEN: 08-21-2023 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |
DEALER NAME: Ray Skillman Ford, Inc.
PA CODE: 04728 DLR SALES CODE: 47313 REGION: G3 ZONE: G3A
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: MUSTANG MACH-E MILEAGE: 24,000
BODY STYLE: K4S - MUSTANG MACH-E GT AWD 4DR
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: MCCORDSVILLE | IN | [REDACTED] USA
HOME PHONE [REDACTED]
SYMPTOMS: | | |
ANALYST NAME: SYSTEM OPEN ANALYST NAME: Sammy Deleon
COMMENTS:
2023-08-21 21:12:16

IBC from customer he has been having issues with his veh including the pre collision assist and all the safety sensors not working customer wil llike for buyback replacement as he will like another EV, buyback template below.

the veh has been to multiple dealerships including Don Hines Ford and Ray Skillman Ford, several times has been there for these safety features and non has been able to resolve issues.

Sammy De Leon
HeHimHis
Customer Experience Specialist/Battery Electric Vehicles (BEV)
T: (866)-631-3788 ext. 79113
EMAIL: sdeleo10@ford.com

2023-08-21 21:15:22

vehicle has been at the dealership for a total of 3 weeks in total and issue is still present have not been able to fix his issue, he also has the Power Train Malfunction issue and the veh was there for a few weeks.

Sammy De Leon
HeHimHis
Customer Experience Specialist/Battery Electric Vehicles (BEV)
T: (866)-631-3788 ext. 79113
EMAIL: sdeleo10@ford.com

2023-08-22 14:50:12

OGC VIN LIST CHECK [REDACTED]
RESULTS : nothing returned

IN
LTV Score : 85
Vehicle Purchase Status : Sub Owner
Purchase Date: 10/8/2022
Mileage at Time of Purchase: 2000
BB Triage: N

2023-08-22 14:50:22

After review; veh does not meet state guidelines for buyback/replacement criteria for IN

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**

2023-08-29 23:46:34

OBC to customer no answer left him a VM need to go over the denial for buyback and to get a better understanding on what he said on the VM he sent me, looks like the dealership is blaming his stereo sound system issue of the fact that he had a aftermarket stereo system installed. but cust claims this issue was present before he did that installation,

Sammy De Leon
He/Him/His
Customer Experience Specialist/Battery Electric Vehicles (BEV)

☎: (866)-631-3788 ext. 79113
EMAIL: sdeleo10@ford.com

2023-09-06 00:59:36

IBC: customer stated that he was advised by his CXS to call when he has an issue. He stated that he picked up his Wednesday and the vehicle is still not working properly.

He has to take the vehicle back in to the same dealership because he is having the same concern, the dealership is also letting him know they don't have any current rentals or loaners.

-advised the customer that I will let CXS know that he wanted to provide him with an update.....

Next step: notate and put document recontact

Customer Relationship Center – BEV Team
CXS/Charmese Garner (SHE/HER)
Cgarne27@ford.com | www.ford.com
office: 1-866-631-3788,
M-F 7:00-3:30 CST

2023-09-11 15:20:28

CXS - Jessica Zavala jzavala28@ford.com 866-631-3788 Ext 79499 IBC [REDACTED] MME is still having issues with vehicle. Vehicle is not at DLR. Customer has videos of the vehicle has front camera malfunction cruise control not available, he will drive on the highway then it will disconnect and keep going straight. Customer doesn't have an appointment to take vehicle to DLR. The DLR advised him to drop off the vehicle but customer needs a loaner to drive. I advised customer to take vehicle to DLR to schedule appointment. I offered to call DLR to assist with appointment. Don Hines told him to drop off vehicle because they couldn't set an appointment for loaner. I did go over the rental reimbursement process \$40 a day for Ford rental. Customer wants me to give him an update on the buyback. He said he hasn't heard from his agent in a few weeks. I advised customer the buyback was denied due to VEH does not meet state requirements for repurchase or replacement for IN, VEH is outside of presumption, 18 months or 18,000 miles from the WSD. I advised customer agent can involve a tech once vehicle is at the dealership since the customer has lost faith that the vehicle can be repaired. Next step: Notate case

2023-09-11 15:23:14

I sent agent an email.

2023-09-12 20:52:09

OBC to customer he stated that the dealership is waiting for the dealership to schedule an appointment, he stated that he is working with the BBB, customer is wanting to speak with the Lemon Law team to which I advised him that we cannot get him to speak with buyback team as they're not a customer facing number,

advised him I will follow up with him next week.

Sammy De Leon
Customer Experience Specialist/Battery Electric Vehicles (BEV)

☎: (866)-631-3788 ext. 79113
EMAIL: sdeleo10@ford.com

2023-09-20 21:50:05

OBC to customer he was disappointed with Ford as we don't have a fix for his Blue Cruise issue, he stated that no one from Ford has contacted him and that last time he was at the dealership for 2 weeks and they could not fix it as engineering advised him that there is no fix for this issue,

we went over why his buyback was denied again and advised him that his only option is to continue to work with the BBB as he is already doing,

he understood and thanked,

safety net for closure,

Sammy De Leon
Customer Experience Specialist/Battery Electric Vehicles (BEV)

☎: (866)-631-3788 ext. 79113
EMAIL: sdeleo10@ford.com

CASE ATTACHMENTS:
2023-08-21 21:12:16

Sammy Deleon

Ca buyback Template For Mr. [REDACTED].docx

CASE NUMBER [REDACTED] STATUS: Information Provided
OPEN: 10-12-2023 CLOSED: 10-16-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 3 Consumer Affairs NA CRC COMMUNICATION: Email
CASE CLASS LV 1234: Consumer Intervention | Third Party | |
DEALER NAME: Don Hinds Ford Inc
PA CODE: 04716 DLR SALES CODE: 47034 REGION: G3 ZONE: G3A
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: MUSTANG MACH-E MILEAGE:
BODY STYLE: K4S - MUSTANG MACH-E GT AWD 4DR
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: McCordsville | IN | [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | UNKNOWN
ANALYST NAME: Catherine Donley OPEN ANALYST NAME: P Rxsalp
COMMENTS:

2023-10-16 15:50:53 10/16/2023 cdonley2 x76796 AGENCY: BBB DATED: 10/12/2023 FILE [REDACTED] SCANNED: 10/12/2023
RECEIVED: 10/12/2023 C/S: I am lodging a serious complaint against Ford Motor Company for unresolved,
grave safety issues with my 2022 Ford Mustang Mach E GT's front camera system.Despite numerous repair
attempts since December 2022, a chronic malfunction persists, critically impairing the vehicle's safety
features while in motion. This defect, evident as early as 3,000-4,000 miles on the odometer, disrupts self-
driving, adaptive cruise control, and accident avoidance systems, putting lives at risk during highway travel.
This has happened MANY times, even while on turns. I have numerous photos and videos showing this. I've
attached a few photos of the issue, and I have much more and video. Ford has informed me that my vehicle
doesn't qualify for a buyback due to mileage, a stance misaligned with consumer protection. I also purchased
a 125k mile bumper to bumper warranty. As a loyal customer with over six purchases of Ford vehicles, this
experience has deeply shaken my trust in Ford's commitment to safety and quality.I urgently seek a
replacement vehicle that functions as promised. This is a matter of safety, ethical conduct, and corporate
responsibility. Ford must prioritize customer safety and uphold its brand integrity. My family is transported in
this vehicle daily, and now I DO NOT feel safe driving this vehicle. CUST SEEKS: I urgently seek a
replacement vehicle that functions as promised. This is a matter of safety, ethical conduct, and corporate
responsibility. Ford must prioritize customer safety and uphold its brand integrity. My family is transported in
this vehicle daily, and now I DO NOT feel safe driving this vehicle. CONSUMER AFFAIRS SCANNING
INFORMATION FOR HANDLING
2023-10-16 15:51:00 10/16/2023 cdonley2 X76796 CALA checked VIN is not listed on OGC VIN list
2023-10-16 16:20:39

10/16//2023: Drafted response to 3rd party agency and copied customer. CALA closing case.

CASE ATTACHMENTS:

2023-10-16 16:20:16

Catherine Donley

Checklist for Third Party Agency matters - Copy.docx

2023-10-16 16:20:39

Catherine Donley

BBB.IN [REDACTED] CD.FINAL.10.16.2023.pdf

CASE NUMBER: [REDACTED] STATUS: In Progress
OPEN: 12-13-2023 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 3 Consumer Affairs NA CRC COMMUNICATION: Email
CASE CLASS LV 1234: Consumer Intervention | Third Party |
DEALER NAME: Ray Skillman Ford, Inc.
PA CODE: 04728 DLR SALES CODE: 47313 REGION: G3 ZONE: G3A
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: MUSTANG MACH-E MILEAGE:
BODY STYLE: K4S - MUSTANG MACH-E GT AWD 4DR
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: McCordsville | IN | [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Collision Avoidance | Inoperative
ANALYST NAME: Catherine Donley OPEN ANALYST NAME: P Rxsalp
COMMENTS:

2023-12-13 22:48:32 12/13/2023 cdonley2 x76796 AGENCY: BBB DATED: 12/13/2023 FILE [REDACTED] SCANNED: 12/13/2023
RECEIVED: 12/13/2023 C/S: yet another complaint because Ford is probably one of the most careless
companies of all time and they thrive off cheating their customers out of their hard earned finances. I paid
over \$70k for a vehicle that has been nothing short of a nightmare since I purchased it. Despite me having a
long work history on this from the first month I purchased it, they deemed it was not justified for a
replacement. Since the last time this was addressed my car has sinse stopped being able to use the key
features I bought it for. BUT, before that happened, the self driving did the same interim functioning it did
before failing completely. It actually failed just two days ago, but this time I actually did drive off the road when
it failed, the car does not even brake when the system fails, it just drives straight. Luckily I did not hit the
railing or roll my vehicle from panicking. When the system stopped working completely, it was shortly after
that, but on it's way out the steering wheel would not turn as I was trying to correct myself in the center lane...
it pushed so hard you would have though someone was holding the wheel against you, and I had BOTH
HANDS ON THE WHEEL. Ford is terrible for this, in fact if you go search all the recently added used models
online, they are all lemon law titled vehicles. Ford knows that there is a problem with the Mach E, mine is a
2022. This vehicle is unsafe and I have no way to get a working vehicle without going into tremendous debt.
It's so bad, none of their dealers have dates to service it at this moment due to having 1 tech and many
issues currently... it's the same story at every dealership now. I cannot have my family in this vehicle at all
now, my wife does not feel safe with our children in it or herself. We only travel as a family in her vehicle, and
I purchased this vehicle to replace two I owned. It is my ONLY mean

2023-12-13 22:48:38 12/13/2023 cdonley2 X76796 CALA checked VIN is not listed on OGC VIN list

2023-12-19 18:25:26

2023-12-19 18:25:57 12/19/2023 cdonley2 x76796 CALA made OBC to DLR Ray Skillman Ford 3178812541. Spoke with Nick and
he advised the only RO is 630368. Customer Diane Williams had no other repairs at Ray Skillman Ford.

2023-12-19 18:26:13 12/19/2023 cdonley2 X76796 CALA made OBC to DLR Don Hinds Ford 3178499000. Spoke with SA Josh
Franklin. He advised that RO 638091 is for this customer Ken Floyd. He advised there is another RO 642710,
Open date 8/22/2023, Mileage 24,709: front camera fault and collision assist faults occurred again. He
advised they removed aftermarket stereo, sub and amplifier and reset and reprogrammed IPMA and concern
was resolved.

2023-12-19 18:28:28 12/19/2023 cdonley2 X76796 CALA made OBC to DLR Don Hinds Ford 3178499000. Spoke with cashier and
she advised she will send copies of repair orders.

2023-12-19 18:29:08 12/19/2023 cdonley2 x76796 CALA received Don Hinds Ford ROs

12/19//2023: Drafted response to 3rd party agency and copied customer. CALA closing case.

CASE ATTACHMENTS:

2023-12-19 18:28:28

Catherine Donley

[DON HINDS FORD ROS.pdf](#)

2023-12-19 18:28:52

Catherine Donley

[Checklist for Third Party Agency matters - Copy.docx](#)

2023-12-19 18:29:08

Catherine Donley

[BBB.IN \[REDACTED\] CD.FINAL.12.19.2023.pdf](#)

2023-12-19 18:36:07

Catherine Donley

[EMAIL TO BBB.msg](#)

CASE NUMBER: CAS-46872443-W0S8X0 STATUS: Information Provided
OPEN: 12-20-2023 CLOSED: 12-20-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 3 Consumer Affairs NA CRC COMMUNICATION: Letter
CASE CLASS LV 1234: Consumer Intervention | Third Party | |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: 3FMTK4SE3NMA35834 MODEL YEAR: 2022 MODEL: MUSTANG MACH-E MILEAGE:
BODY STYLE: K4S - MUSTANG MACH-E GT AWD 4DR
LAST NAME FIRST NAME MIDDLE: FLOYD | KENNETH |
ADDRESS: 9700 North Port Drive
CITY STATE ZIP COUNTRY: McCordsville | IN | 46055 | USA
HOME PHONE: 3175071529
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Collision Avoidance | Inoperative
ANALYST NAME: Stephanie Perret OPEN ANALYST NAME: P Rxsalp
COMMENTS:

2023-12-20 20:36:36

AGENCY:OFFICE of attorney GENERAL 302 W. WASHINGTON ST. IGGS 5TH FLOOR INDIANAPOLIS, IN 46204-2770 Michael Buckman Investigator Consumer Protection Division Phone: 317-233-3977 I Fax: 317-233-4393 michael.buckman@atg.in.gov DATED: 12.11.2023 FILE: Complaint No. 11738063 Matter No. 2023-0669697 SCANNED: 12.20.2023 RECEIVED: 12.20.23 C/S: Ford is probably one of the most careless companies of all time and they thrive off cheating their customers out of their hard earned finances. I paid over \$70k for a vehicle that has been nothing short of a nightmare since I purchased it. Despite me having a long work history on this from the first month I purchased it, they deemed it was not justified for a replacement. Since the last time this was addressed my car has sense stopped being able to use the key features I bought it for. BUT, before that happened, the self driving did the same interim functioning it did before failing completely. It actually failed just two days ago, but this time I actually did drive off the road when it failed, the car does not even brake when the system fails, it just drives straight. Luckily I did not hit the railing or roll my vehicle from panicking. When the system stopped working completely, it was shortly after that, but on it's way out the steering wheel would not turn as I was trying to correct myself in the center lane ... it pushed so hard you would have thought someone was holding the wheel against you, and I had BOTH HANDS ON THE WHEEL. Ford is terrible for this, in fact if you go search all the recently added used models on line, they are all lemon law titled vehicles. Ford knows that there is a problem with the Mach E, mine is a 2022. This vehicle is unsafe and I have no way to get a working vehicle without going into tremendous debt. It's so bad, none of their dealers have dates to service it at this moment due to having 1 tech and many issues currently ... it's the same story at every dealership now. I cannot have my

2023-12-20 20:36:43

12.20.2023 sperret1 X76798 : not found on OGC VIN list

2023-12-20 20:59:12

12.20.2023: Drafted response to 3rd party agency. CALA closing case.

CASE ATTACHMENTS:

2023-12-20 20:59:12

Stephanie Perret

IN [REDACTED].Final.SP.12.20.2023.pdf

2023-12-20 20:59:39

Stephanie Perret

[REDACTED] Complaint No. 11738063 Matter No. [REDACTED] VIN [REDACTED]
[REDACTED].msg

2023-12-20 21:03:06

Stephanie Perret

Checklist for Third Party Agency matters - Copy.docx

2023-12-20 21:05:24

Stephanie Perret

Fax CONFIRM Notification Re [REDACTED] Complaint No. 11738063
Matter No. [REDACTED] VIN [REDACTED].msg

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 01-26-2024 CLOSED: 03-01-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Central Loaner NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Information | Warranty Loaner Approval | |
DEALER NAME: Tam Wood Ford
PA CODE: 04695 DLR SALES CODE: 47019 REGION: G3 ZONE: G3A
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: MUSTANG MACH-E MILEAGE: 33,204
BODY STYLE: K4S - MUSTANG MACH-E GT AWD 4DR
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: MCCORDSVILLE | IN | [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Safe & Secure | Latches/Locks | Door | Power Function
ANALYST NAME: InfaConnector-Prod OPEN ANALYST NAME: # Microsoft CRM Portals - GCCT PROD
COMMENTS:

CUSTOMER #: [REDACTED]

INVOICE

Don Hinds12610 Ford Drive * Fishers, IN 46038
Phone (317) 849-9000 * Fax (317) 849-0020
1-800-64HINDS (1-800-644-4637)

www.donhinds.com

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 8566 JOSHUA FRANKLIN

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
	22	FORD MUSTANG MACHE				24709/24709		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
01JAN22 DD			17:00 22AUG23		0.00	CASH	05SEP23	
R.O. OPENED		READY		OPTIONS: DLR:47J034 ENG:Extended Range Battery				

08:24 22AUG23 14:18 31AUG23

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES FRONT CAMERA AND COLISSION ASSIST FAULTS ARE ON
AGAIN, ADVISE

NC NO CHARGE FOR THIS SERVICE

5271 CP

0.00

0.00

24709 VERIFIED CUSTOMER CONCERN . RETRIEVED DTC'S, FOUND CODE U3000
49 2F. FOLLOWED PINPOINT TEST. CODE UNABLE TO CLEAR. NOTICED AFTER
MARKET SUB AND AMPLIFIER . CUSTOMER REMOVED EQUIPMENT .RESET IPMA
LEARNED VALUES, REPROGRAMMED IPMA. POST ROAD TESTED. UNABLE TO
DUPLICATE WARNINGS AND DTC CONCERNS AGAIN .VEHICLE RETURNED TO CUSTOMER
TO VERIFY IF AFTER MARKET EQUIPMENT TO BE THE CAUSE OF CONCERN .

B FORD SERVICE RENTAL ASSISTANCE

S30 GENERAL MAINT WHITE TEAM

5271 CP

0.00

0.00

OUR NIGHT OWL DROP BOX, LOCATED AT THE
SERVICE ENTRANCE, IS AVAILABLE DURING
NON-BUSINESS HOURS.

SERVICE HOURS: MON - FRI 7:30 AM - 5:30 PM
SAT 7:30 AM - 3:30 PM

**Thank
You!**

DISCLAIMER OF WARRANTIES

ANY WARRANTY ON THE PRODUCTS
SOLD HEREBY ARE THOSE MADE BY
THE MANUFACTURER. THE SELLER,
DON HINDS FORD, INC., HEREBY
EXPRESSLY DISCLAIMS ALL
WARRANTIES, EITHER EXPRESSED OR
IMPLIED, INCLUDING ANY IMPLIED
WARRANTY OF MERCHANTABILITY OR
FITNESS FOR A PARTICULAR PURPOSE.
AND DON HINDS FORD, INC. NEITHER
ASSUMES NOR AUTHORIZES ANY
OTHER PERSON TO ASSUME FOR IT
ANY LIABILITY IN CONNECTION WITH
THE SALE OF SAID PRODUCTS.

CUSTOMER 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 DEDUCTIONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: [REDACTED]

INVOICE

Don Hinds

12610 Ford Drive * Fishers, IN 46038
 Phone (317) 849-9000 * Fax (317) 849-0020
 1-800-64HINDS (1-800-644-4637)
 www.donhinds.com

PAGE 1

HOME:	CONT						
BUS:	CELL						
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	22	FORD MUSTANG MACHE	[REDACTED]		20085/20085	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN22 DE			17:00 06JUL23		0.00	CASH	06JUL23
R.O. OPENED		READY	OPTIONS: DLR:47J034 ENG:Extended_Range_Battery				

08:10 06JUL23 15:52 06JUL23

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES FRONT CAMERA FAULT AND COLISSION ASSIST FAULTS ON

DASH, CAME ON AT SAME TIME

CAUSE: 14D202

MT232155 INSPECT AND REPAIR

5271 WP94

FC: A71 B4

PART#: 14D202

COUNT:

CLAIM TYPE:

AUTH CODE:

5271

(N/C)

20085 VERIFIED CUSTOMER CONCERN . RETRIEVED DTC'S. FOUND CODE
 U3000. RAN OSAIS , DISCOVER APPLICABLE TSB 23-2155. PERFORMED STEPS .
 ONE YES 2 YES 3 NO. PROCEED WITH STEP 3 TO CONTINUE TO STEP 27 . RESET
 IPMA LEARNED VALUES FOLLOWED BY IPMA ALIGNMENT. DTC U300 AND WARNING
 MESSAGES NO LONGER PRESENT. VERIFIED REPAIR. OKAY AT THIS TIME.

B CUSTOMER STATES FRONT CLIP BY FRONT CAMERA FELL OFF WHILE CLEANING

CAMERA, IN CUP HOLDER, ADVISE

NC NO CHARGE FOR THIS SERVICE

5271 CP

0.00 0.00

20085 VERIFIED CUSTOMER CONCERN . REINSTALLED DISMOUNTED CAMERA
 SPRAYER TRIM VERIFIED OPERATION. OKAY AT THIS TIME.

C** WARRANTY TRANSPERTATION SERVICE LOANER CAR

CAUSE: .

RENTAL TRANSPORTATION ASSISTANCE PROGRAM

REIMBURSEMENT

9999 WP94

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

9999

LUBE WARRANTY RENTAL

OUR NIGHT OWL DROP BOX, LOCATED AT THE
 SERVICE ENTRANCE, IS AVAILABLE DURING
 NON-BUSINESS HOURS.

SERVICE HOURS: MON - FRI 7:30 AM - 5:30 PM
 SAT 7:30 AM - 3:30 PM

**Thank
You!**

DISCLAIMER OF WARRANTIES
 ANY WARRANTY ON THE PRODUCTS
 SOLD HEREBY ARE THOSE MADE BY
 THE MANUFACTURER. THE SELLER,
 DON HINDS FORD, INC., HEREBY
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 IMPLIED, INCLUDING ANY IMPLIED
 WARRANTY OF MERCHANTABILITY OR
 FITNESS FOR A PARTICULAR PURPOSE,
 AND DON HINDS FORD, INC. NEITHER
 ASSUMES NOR AUTHORIZES ANY
 OTHER PERSON TO ASSUME FOR IT
 ANY LIABILITY IN CONNECTION WITH
 THE SALE OF SAID PRODUCTS.

CUSTOMER SIGNATURE

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

CUSTOMER #:

INVOICE

Don Hinds

12610 Ford Drive * Fishers, IN 46038
 Phone (317) 849-9000 * Fax (317) 849-0020
 1-800-64HINDS (1-800-644-4637)

www.donhinds.com

PAGE 2

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 8566 JOSHUA FRANKLIN

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
	22	FORD MUSTANG MACHE				20085/20085		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
01JAN22 DD			17:00 06JUL23		0.00	CASH	06JUL23	
R.O. OPENED		READY	OPTIONS: DLR:47J034 ENG:Extended Range Battery					

08:10 06JUL23 15:52 06JUL23

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			WP94				(N/C)

OUR NIGHT OWL DROP BOX, LOCATED AT THE
 SERVICE ENTRANCE, IS AVAILABLE DURING
 NON-BUSINESS HOURS.

SERVICE HOURS: MON - FRI 7:30 AM - 5:30 PM
 SAT 7:30 AM - 3:30 PM

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 AND DON HINDS FORD, INC. NEITHER
 ASSUMES NOR AUTHORIZES ANY
 OTHER PERSON TO ASSUME FOR IT
 ANY LIABILITY IN CONNECTION WITH
 THE SALE OF SAID PRODUCTS.

CUSTOMER 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 DEDUCTIONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



Ford Dispute Resolution Program
Please only send replies to this Email: fordcad@ford.com

Post Office Box 1270
Melbourne, FL 32902

December 20, 2023

Michael Buckman
Office Of Attorney General
302 W. Washington St. Iggs 5th Floor
Indianapolis, In 46204-2770

Re: [REDACTED] Complaint No. 11738063 Matter No. [REDACTED] VIN: [REDACTED]

Dear Buckman

A complaint was filed with your office by [REDACTED] regarding his 2022 Ford Mustang Mach E. 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 vehicle and his request for a replacement.

Ford Motor Company has already addressed [REDACTED] concern with the better Business Bureau. Our response to this matter was mailed to Michelle Brown, December 19, 2023. Please see attached copy of our response. We believe that our response to this matter was appropriate.

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
Consumer Affairs Legal Analyst
Stephanie Perret

Enc: Prior response to agency



Ford Dispute Resolution Program
Please only send replies to this Email: fordcad@ford.com

Post Office Box 1270
Melbourne, FL 32902

December 19, 2023

Michelle Brown
Better Business Bureau
20300 W. 12 Mile Rd., Ste. 202
Southfield, MI 48076-6409

Re: [REDACTED] Complaint: 20672777; VIN: [REDACTED]

Dear Ms. Brown:

A complaint was filed with your office by [REDACTED] regarding his 2022 Ford Mustang. 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 front camera fault and collision assist issue and his request for Ford Motor Company to repurchase or replace the vehicle.

Although we regret not being able to meet [REDACTED] expectations, we believe that our previous response was appropriate. Ford Motor Company has reviewed [REDACTED] vehicle repair history along with all applicable state guidelines. At this time, the vehicle does not meet the criteria for repurchase or replacement based on the state of Indiana lemon law guidelines. Based on this, Ford Motor Company will not be meeting the expectation to repurchase or replace the vehicle.

I spoke with the Service Advisor, Josh Franklin, at Don Hinds Ford today. He advised that the last repair at Don Hinds Ford for the front camera fault and collision assist concern was on August 22, 2023. He advised that an aftermarket stereo, amplifier, and sub were removed from the vehicle to correct the concern. I have attached copies of the repairs for this concern. If [REDACTED] experiences any concerns with his vehicle in the future, we recommend that he contact the dealership immediately for prompt inspection and repair. He may also seek a second opinion at any of our Ford Motor Company authorized dealerships if he chooses.

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,

Catherine Donley

Catherine Donley
Consumer Affairs Legal Analyst

From: Perret, Stephanie (S.)
Sent: Wednesday, December 20, 2023 3:58 PM
To: michael.
Subject: [REDACTED]; Complaint No. 11738063 Matter No. [REDACTED]
Attachments: IN [REDACTED].Final.SP.12.20.2023.pdf

Dear Buckman

A complaint was filed with your office by [REDACTED] regarding his 2022 Ford Mustang Mach E. 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 vehicle and his request for a replacement.

Ford Motor Company has already addressed [REDACTED] concern with the Better Business Bureau. Our response to this matter was mailed to Michelle Brown, December 19, 2023. Please see attached copy of our response. We believe that our response to this matter was appropriate.

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,

Enc: Prior response to agency

Stephanie Perret
Consumer Affairs Legal Analyst
Ford Motor Company
Lincoln Motor Company
sperret1@ford.com | 866-567-6518 x76798 | eFax: 866-984-3012



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From: CRC Fax Notify <auto.notify@mailconnect.com>
Sent: Wednesday, December 20, 2023 4:05 PM
To: Perret, Stephanie (S.)
Subject: Fax CONFIRM Notification: Re: [REDACTED]; Complaint No. 11738063 Matter No. [REDACTED] VIN: [REDACTED]

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

Delivery Notification

Document: [REDACTED]
Subject: Re: [REDACTED]; Complaint No. 11738063 Matter No. [REDACTED] VIN: [REDACTED]

Your fax to 13172334393 at 13172334393 transmitted successfully.

The fax was delivered on Wednesday, December 20, 2023 04:05:01 PM EST

4 page(s) delivered in 100 second(s)

transactionID: [REDACTED]

For any questions 24 hours a day, 7 days a week please call: 203-601-3333 or send email to etac@crc.net.

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 02-18-2022 CLOSED: 02-18-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford SUV-CUV NA CRC COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Chuck Anderson Ford Inc
PA CODE: 05223 DLR SALES CODE: 53405 REGION: C4 ZONE: C4A
VIN [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 10,707
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS:
CITY STATE ZIP COUNTRY: LATHROP | MO | [REDACTED] | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Inoperative
ANALYST NAME: Fabrianna Berry OPEN ANALYST NAME: Avni Modi
COMMENTS:
2022-02-18 15:03:46

CONTACT VIA PHONE OR EMAIL

Customer:

@Ford a couple of times now, my @ford_machE has been on adaptive cruise and just shut it down for no reason. My escape has never done this. Is this a feature? Because it is not one I like.

Ford Service:

Hello. Could you send us a DM with more information regarding your concern with the cruise control on your Ford Mach-E, as well as your VIN and current mileage? I can assist you from there. Thank you!

Customer:

Hi. My vin is [REDACTED] Current mileage 10,707 When this has happened, I have been driving down the highway with no one in front of me. It shuts the cruise off completely. But, since I use one pedal driving, my car immediately begins to brake, which could be really dangerous if I didn't live in the middle of nowhere.

Ford Service:

Good morning. Thank you for taking the time to send us a DM. 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 the cruise control shutting off. I'd like to look into things on my end. Could you provide the following information?

Full name

The vehicle owner's full name and your relation (if you are not the owner)

Zip code

Preferred method of contact

Email address

The dealership and location you have been working with

Customer:

I am [REDACTED]. I am the owner and primary driver. Zip code [REDACTED] My email is [REDACTED]. Email works well, or text at [REDACTED] is great, also. I normally work with Chuck Anderson in Excelsior Springs, MO.

Ford Service:

Thank you for sharing your information with me, [REDACTED]. Going back to your original concern, have you reached out to Chuck Anderson Ford regarding your current concern with the cruise control? If so, could you provide more information as to what the service manager relayed to you about this?

Ford Service:

I have talked to Dustin at Chuck Anderson. He checked for codes but did not find anything. He has asked me to bring it in, but we are currently having a snow storm, so.... It won't be today. He is lovely to work with, though, and says he will look at it whenever I can bring it in.

Ford Service:

Got it. Happy to hear that Dustin at your dealership is great to work with! I am in the process of creating a case for you, I just need to gather some more information. What is the total number of times your vehicle has been in service for this particular issue? Was this the first time you noticed this issue with the cruise control?

Customer:

It has happened three times, I think. I don't remember when the first time was. I have not had it into the shop for this issue, yet. The last time it happened was about 11.30 central the 15th of February.

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 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].

2022-02-18 20:16:15

Houston CXS Fabrianna Berry ext 79833 fberry16@ford.com OBC\CUST [REDACTED] # [REDACTED] - advised CUST to get the VEH to the DLR and then we would be able to further assist her with her concern
Next Steps: doc and resolve Ford Motor Company © Fabrianna Berry Customer Experience Specialist\CXS fberry16@ford.com office: 800-392-3673 x 79833

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 02-18-2022 CLOSED: 10-15-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: IVT (In-Vehicle Technology) NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Inquiry | Vehicle Hardware/Software | BlueCruise |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE:
BODY STYLE: K4S - MUSTANG MACH-E GT AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: FORKED RIVER | NJ [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Message/Notification | Inoperative
ANALYST NAME: Kristen Beems OPEN ANALYST NAME: Austin Guiles
COMMENTS:
2022-02-18 21:48:21

Customers name: [REDACTED] customers preferred phone [REDACTED] CELL email:
[REDACTED] customer says that this has happened a few times when going down the highway
the Bluecruise would shut off and cut back to adaptive cruise control and this happens when they approach a
Toll when in the EZpass lane or a major split in the highway the Blue cruise will just shut off without warning.
The customer wants a call back from my Supervisor to make sure we are doing all we can to remedy this
problem. OTA CSr advised the customer I could document this case here and escalate this so you will get a
call back from my supervisor. CSR note for Supervisor: would reinforce CSR's suggestion on bringing the
vehicle to the dealer PEr Daniel Dutton resources: IVT escalations Chat resolution: case closed.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 03-15-2022 CLOSED: 03-15-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Social Media NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |
DEALER NAME: Evergreen Ford
PA CODE: 00266 DLR SALES CODE: 74020 REGION: W5 ZONE: W5A
VIN [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 10,687
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: SCOTTSDALE | AZ | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Speed Control | Performance | Resumes Improperly
ANALYST NAME: Emily Klemetson OPEN ANALYST NAME: Emily Klemetson
COMMENTS:
2022-03-15 14:17:12

-I'm not going to post this on the public forum, but you might want to dig through the logs on my car. I've had three instances where ICC turned on without input in the last week. One time the car started accelerating out of a parking spot (forward) cause the car set a 25mph speed on its own. I had just started the car, backed up and then put the car in drive, when it started forward motion on its own with a set point of 25.
I believe background updates are coming but have no proof of anything beyond powerup 2.3.0 being on the car. I see lots of activity on my wifi though and the car is doing other things that suggest changes are happening, e.g. speed changes without any speed limit signs present (3 times yesterday).
i have used ICC for over a year without any problems. I also always turn it off when not on the interstate highway.

Please don't refer me to the dealer unless there's an update you will have them apply. It takes weeks to get scheduled and I'm still waiting for them to get back to me re: recalls and 21P22 and PaaK updates. They're a great dealer but hard to schedule service.

-Hi there! Thank you for taking the time to send us a message. My name is Emily and I am a Social Media Agent for Ford. I'd like to see how I can assist you with this concern you have with your Mach-E. Could you please send me the following information?

- Full name
- Vehicle owner's full name and your relation (if applicable)
- Current mileage
- Zip code
- Email
- Your best method of contact
- Name and location of your Ford dealer (owner)

10687 miles

eMail

Evergreen Ford Issaquah

-I appreciate it, John! I am in the process of creating a case for you in our system. I see you are already aware, but I am also seeing two recalls associated with your Mustang Mach-E (21C22 WINDSHIELD GLASS RESEAL and 21S42 PANORAMIC ROOF GLASS RESEAL). 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>. Have you gotten any information from Evergreen Ford about this concern with ICC in your Mach-E?

-I have not spoken with Evergreen and am not likely to do so. It's just too much of a hassle to schedule and take a day off to sit in a dealer waiting, and getting no resolution for something that is happening without a solid repro. I know it happens because each time there is a speed being set that I haven't been able to attain yet.

If I may, for Ford to be successful with EV's, they need to rethink their support model. Expecting to take this car to a dealer for mechanical issues is unavoidable and expected. But no dealer is going to have the ability to resolve a software issue that hasn't been supplied to them by Ford. On the MachE, software support is the number one requirement from Ford at the moment. Expectations have been set the company will be able to diagnose and repair without a trip to the dealer. My WiFi clearly shows data (lots of it) is flowing to/from the car. I can't even see the cellular data but suspect that occurs as well. If I'm taking the car to a dealer for flashing, why isn't that happening OTA? I fail to see how the dealer can do anything else. You don't (shouldn't) need them to diagnose. That signal should be in your collected data. If not, then a user voice mechanism should be implemented that allows owners to report issues, just as I am doing here. Relying on dealers to improve software is an untenable solution. Why have I been waiting almost a year for a known software issue (Paak) to be resolved?

Respectfully,

-Thank you for sending that information. I appreciate you for providing us with this feedback. I have created a feedback case, and I have attached your comments regarding this concern. We value customers taking the time to provide us with information regarding their experience with our vehicles.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 03-28-2022 CLOSED: 03-28-2022 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: Pierre Ford of Lynnwood
PA CODE: 08736 DLR SALES CODE: 74024 REGION: W5 ZONE: W5A
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 18,667
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: SHORELINE | WA | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driving Performance | Stalls/Quits | Deceleration | Intermittent
ANALYST NAME: Laura Myerscough OPEN ANALYST NAME: Michael Capperon
COMMENTS:
2022-03-28 17:44:04

Customer: From thread [https://www.macheforum.com/site/thread-\[REDACTED\]](https://www.macheforum.com/site/thread-[REDACTED])
e.15795/
I've also always had this issue. For what its worth my VIN is [REDACTED] and my local dealer is
"Harris Ford" in "Lynnwood, WA"
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 abrupt breaking concern on your Mach-E. 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
-Email
-Phone number
-Preferred method of contact
-Mileage
Michael
Ford Social Media Team
Customer: [REDACTED]
I'm the owner
[REDACTED]
[REDACTED]
email
18,667 miles as of right now
Ford : Thank you so much for sending over those details, [REDACTED]! Just to clarify, since when did you start
noticing this concern on your Mach-E? And have you had time to discuss about it with your dealer at Harris
Ford?
Michael
Ford Social Media Team
Customer: This has always been the case. I've had those issues since at least summer last year (2021) and
also had them recently so its still happening.
I have not brought that up with my dealer since it is pretty hard to issue to capture proof of - One would need
to have someone sitting in the car filming the situation and you'd need to go on a highway and find a truck to
pass to make this happen.
That said I might just bit the bullet and try to capture it at some point.
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 BEV 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

2022-03-28 19:21:41 CXS Laura ext 79112/ OBC to CUST [REDACTED] - Customer advised that the braking is happening it think it
happens on the highway big pick up truck, that's when it happens almost always, and its always on the right
side. When he does, its almost guarentee, if he is passing it the car would aburtly break using the 360 co-
poilt, it will start breaking and he doesn't know how fast its brakes, he hits the gas peddle to make it go
instead of slow down. This is the only vehicle that all the kids fit in, what he is hoping, there was another
person who had this issue. As long as he gets a rental vehicle, does he need to record it happening. NEXT
STEPS: Close case Ford Motor Company @ Laura Myerscough Customer Experience Specialist, Ford
Passenger Vehicle Team LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 efax: 888-
445-8602

2022-03-28 19:23:53 From: Myerscough, Laura (L.) Sent: Monday, March 28, 2022 2:23 PM To: [REDACTED] Subject:
[REDACTED] Good Afternoon, It was a pleasure speaking with you this afternoon, when you
decide to take your vehicle to the dealership or if you need assistance obtaining an appointment, please let
me know and I will be more than happy to assist you. Down below you will find my direct office number and
extension, or you can respond to this email thread to get in contact with me. Thank you for being a part of
the Ford Family! Kindest regards, Ford Motor Company @ Laura Myerscough Customer Experience
Specialist, Ford Passenger Vehicle Team LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext.
79112 efax: 888-445-8602

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 04-05-2022 CLOSED: 04-05-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |
DEALER NAME: Holiday Ford
PA CODE: 03394 DLR SALES CODE: 41550 REGION: G1 ZONE: G1A
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 18,373
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: OSHKOSH | WI | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Speed Control | Performance | Gains Speed
ANALYST NAME: Renee Tolivour OPEN ANALYST NAME: Shelby Fielding
COMMENTS:
2022-04-05 13:09:42

CUSTOMER

Hello,
This is in response to thisthreadwhere you requested that I send more information to you.
Here is a copy paste of it...
When I am on the highway, I usually always have adaptive cruise control on with lane centering on. Lately, at least four times now, I would be driving and the car would abruptly cut the accelerator and flash "Adaptive Cruise" in the driver console. Another time the car jerked the steering to the right for a split second as well. This is literally terrifying when this happens. The most interesting thing that I've noticed is that when this does happen it always happens when there is a semi on the right side of my car when I'm passing. It makes me wonder if there is some kind of equipment in semis that are throwing the electronics or what.
My Mach-E VIN is: [REDACTED]
My Ford dealer that I use is:
Holiday Ford
390 N Rolling Meadows Dr,
Fond du Lac, WI 54937

FORD

Good morning, Matthew. Thanks for taking the time to send us a message. 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

[REDACTED]
My vehicle
[REDACTED]
Email is preferred.
18,196 miles

FORD

I appreciate that info, [REDACTED]. After running your VIN through our system, I'm currently seeing a few outstanding safety recalls (PANORAMIC ROOF GLASS RESEAL, WINDSHIELD GLASS RESEAL, SOFTWARE CALIBRATION UPDATE, & BLUECRUISE MODULE PROGRAMMING) relating to your Mach-E. 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/adsafetyrecalls.html>.

CUSTOMER

Does any of those cause the issue that I'm having with adaptive cruise control flashing and letting up the accelerator on the highway?

FORD

I just wanted to provide that info! I'm in the process of making a case for you in our system. Before moving, to clarify, is your Mach-E currently being repaired at Holiday Ford?

CUSTOMER

No, it is not currently being repaired. I haven't setup anything with them yet either.

FORD

Okay, [REDACTED]. I am going to have a case created and sent to our EV Team for further review. The EV Team will have the resources needed to ensure that the cruise control concern with your Mach-E is appropriately diagnosed and taken care of. Once your case has been fully looked over, they will reach out to you with further information and assistance. We appreciate you reaching out to us about this; your case number is [REDACTED]

2022-04-05 13:50:19

Case Number : [REDACTED] Customer : [REDACTED] Business Phone : Home Phone : [REDACTED]
Mobile Phone : [REDACTED] LTV Score : 71 Vehicle Purchase Status : Subsequent Owner Ford
Credit Contract Number : Part Number : Dealer Name : Holiday Ford Dealer P&A : 03394 Dealer phone :
9203229600 VIN : [REDACTED] Year : 2021 Make : FORD Model : Mustang Mach-E Mileage :
18373 Engine Specification : Transmission Specification : 1 SPD AUTO TRANS Warranty Start Date :
2021-01-21 Open Recall/FSA : YES ESP : N/A Hotline Contact : N/A Warranty History : NA

2022-04-05 16:02:45

Renee Tolivour Ex 79011 OBC to Customer Outbound call to customer. Customer confirmed that he has not taken the vehicle in for service yet. Advised customer in order for FMC to be able to assist with repairs the vehicle needs to be in for service. Customer confirmed that he did not need assist with setting up an appointment. Customer confirmed that he will give us a call once he takes the vehicle in Renee Tolivour SheHerHers Customer Experience Specialist CX 866-361-3788 ext. 79011 5959 Corporate Dr Houston, Tx 77036 Mon-Fri 8:30-5pm

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 04-06-2022 CLOSED: 04-18-2022 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: John Sang Ford
PA CODE: 01917 DLR SALES CODE: 47449 REGION: G3 ZONE: G3V
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 12,212
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: NEW HAVEN | WV | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Speed Control | Performance | Gains Speed
ANALYST NAME: Ronchele Babineaux OPEN ANALYST NAME: Cherrie Dorsey
COMMENTS:

2022-04-06 13:00:47 IBC CUST [REDACTED] cell Mach-E purchased 6/2021 problems since purchase last 2 weeks computer glitches different things on road -voice button on right of steering does not work intermittent - speed sign 55 mph to 40 mph then 30 mph sometimes it accelerates instead of dropping down - sometimes no volume on radio -heater or heated steering wheel will not come on @ DLR 4/5/22 DLR said Ford had a fix they installed waited 3.5 hours because DLR would not give a rental, they finished near close. Now after repair will not keep in lane, no cruise control Called DLR 2 min before close. a Salesman asked where cust purchased and told cust to take back where he purchased, 75 mi away. 4/14/22 is next appt 1PM and asked for a rental to drive/ DLR told him he would have to sit there for the day. Ford offered to buy vehicle back before and he did not take the option at that time. Had to put a new right front axle in the Mach-E. Ford also gave cust an ESP. Also has a GT ordered if it comes in in Sept. VIN [REDACTED] 12212 mi CONCERN Can Ford buy it back now? RENTAL to use when Verified [REDACTED] (age 86) [REDACTED] NEW HAVEN WV [REDACTED] PO BOX 236 gave CAS- [REDACTED] and my contact EXPLAINED BB process 5 days

2022-04-06 13:14:29 [REDACTED] Name(s) on the Title: [REDACTED]. Customer is PURCHASED the vehicle Vehicle Information VIN: [REDACTED] Current Mileage: 12212 Ownership Status: NEW Purpose of vehicle: PERSONAL # vehicles registered to the business. (If yes to business) If Used Purchase Date: 2/19/2021 Exact Mileage at Purchase: 2000 State Information State Where Purchased: OH State Where Registered: WV Dealer Information Purchased from Dealer? YES Dealership (if yes): BOB BOYD AUTO FAMILY LANCASTER OH 7406541122 Primary Reason for Repurchase: Multiple camera issues, accelerates rather than dropping down in speed zones, lane assist malfunction, heater and steering wheel heater, radio volume intermittent

2022-04-06 13:37:12 Purchased BOB BOYD AUTO FAMILY LANCASTER OH ph. [REDACTED] they told him the front and back camera did not work but they had the parts ordered. It still did not work when they added the part. Cust purchased an owner's manual but things have changed on the vehicle

2022-04-06 13:46:19 plan of action call DLR to see if 4/14/22 1pm appt can be moved up. Rental relationship? Apply for cust IWL. Advise DLR cust applied for LLGFR and RAV will contact them for repair history. OBC DLR 7404469800 SM [REDACTED] on a test drive SA [REDACTED] can't move appt up because the Master Tech is assigned No Rental relationship only 10 vehicle on lot Apply for IWL and give cust option ----- CXS back to customer SA [REDACTED] is going to apply for IWL for you and let you know about reimbursement after repair is complete Cust read letter 2022 order confirmed Mustang Mach-E GT and he will be updated on production / \$500 due later per DLR in Athens OH FU 4/13/22 by 7pm Cust Prefers Morning Charlie Moore DLR rep order #0304 order date 3/11/22 Sales code F47406 Don Wood Ford Check with your DLR I am not able to see your order (Vehicle Visability: VINs are not being displayed because either: 1) one or more days has passed since the system receipt of the Sold transaction, or 2) 30 days have passed since Final Delivery.) NEXT STEPS: apply for Non CA BB 4/13/22 Cust Prefers Morning to 1 pm EST check BB status call cust with update check for IWL case APPT is 4/14/22 1pm Cherrie Dorsey | Customer Relationship Center | Concern (CXSC) 866.631.3788 EXT: 79124 CDORSE21@FORD.COM Mon-Fri 7:30am to 4pm

2022-04-06 13:48:31

Case Number : [REDACTED]
Customer : [REDACTED]
Business Phone : [REDACTED]
Home Phone : [REDACTED]
Mobile Phone : [REDACTED]
LTV Score : 67
Vehicle Purchase Status : Subsequent Owner
Ford Credit Contract Number : NA
Part Number : NA
Dealer Name : John Sang Ford
Dealer P&A : 01917
Dealer phone : 7404469800
VIN : [REDACTED]
Year : 2021
Make : FORD
Model : MUSTANG MACH-E
Mileage : 12212
Engine Specification :ELECTRIC MOTOR #5
Transmission Specification : 1 SPD AUTO TRANS
Warranty Start Date : 2021-02-19
Open Recall/FSA: : YES

21B36PHONE AS A KEY SOFTWARE UPDATE
21S42PANORAMIC ROOF GLASS RESEAL
21C22WINDSHIELD GLASS RESEAL
21G01BLUECRUISE MODULE PROGRAMMING
ESP : YES
GW2022 NEW 60/75,000 PREMIUMCARE W/ROADSIDE
Hotline Contact : YES
Warranty History : YES

MULTIPLE CASE HISTORY

2022-04-06 19:54:31 *WEB*contacted enterprise, rental is 96.84 per day
2022-04-06 19:54:46 *WEB*please advise 740-446-9800
2022-04-07 16:51:20

Checked VIN and Report Historicals:

None.

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

2022-04-07 16:54:49

VEH has been reviewed and approved on case, [REDACTED] CUST requested to cancel the buyback review. No case was uploaded to Morley for RAV processing.

BRT seeking updated days down for RO: 347820.

BRT Alex notes (11/08/2021 12:12:11, [REDACTED])

Melbourne SBHT Alex made OBC to DLR @ 7406541122. BRT spoke with SA Mike. Veh still at the dealer. Veh is having the wiring harness replaced now. Verified last 6 of the VIN. BRT was advised of the following:

RO #: 347820
RO open/close dates: 7/19/2021.
Mileage in: 3708 miles
Concern: Camera INOP
Repair: Interface module was replaced before., as well the camera and now the tech is replacing the wiring harness.
Has the vehicle been modified in any way? No.
Rental/Loaner: Yes.

Veh has been in and out of the dealer. Cust is from out of the State. SA spoke with the other SA and they do not know the dates the veh has been down under this RO. SA verified the loaner agreements and stated the cust was on a loaner from 8/30 - 9/17 and 9/27 - 10/4. SA stated right now the cust is on a sales loaner and dealer does not have a record from ehv the cust got into the loaner but the SA stated the veh has been down currently for a week. BRT verified the cust is from WV and the veh is registered in WV.

BRT Michelle Ebinger x77785
OBC to dealer – 917406541122
BRT spoke with SA Frank

RO: 347820
Days Down: 50 cal. days

SA advised the VEH was a very complicated repair. SA remembers having to pick up and deliver the VEH several times between the repair attempts all done under the same RO. BRT requested any additional loaner documentation and/or Tech Times. SA didn't have tech times available, and only found the same loaner dates as provided to BRT Alex. SA advised the customer did also use CUST trade in for a loaner car, and it was not documented as it was not claimed.

Per notes from prior review BRT counting days down from 11/1 /21 to 11/23/21.

*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

2022-04-07 16:56:03

After review, VEH may meet state guidelines for buyback/replacement criteria for WV.

Talking Points:

-GFR Sent over for second review
-Review note in milestone
-VEH is not at the dealer

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

2022-04-08 17:43:24

COM Support Team Buyback approved. Veh is LL eligible. Next Step : Morley agent will load the RAV and close the milestone.

2022-04-08 19:23:39

VIN : [REDACTED] 2021 MUSTANG MACH-E RO: 347820 Days Down: 50 cal. days cust is on a sales loaner (DLR no Rental relationship) *WEB*contacted enterprise, rental is 96.84 per day SM Randy McKinney partsmgr61@yahoo.com SA Billy billy_ferguson_10@yahoo.com Non CA LLGFR Eligible 4/8/22 12:43pm RAV completing upload and will be contacting cust Plan of action call cust [REDACTED] cell [REDACTED] give LL eligible for WV, documents to start gathering and RAV will make contact. OBC Cust [REDACTED] cell [REDACTED] DOCUMENTS TO GATHER FOR replacement or repurchase for the Reacquired Vehicle Team (RAV) Copy of Vehicle Registration (Must be current) Copy of Driver License Bill of Sale or Finance Contract from the original purchase of the vehicle N/A Payment History with breakdown of interest and principle N/A Payoff information with per diem and good through date Copy of title (if customer held state/paid off) Next followup for 4/14/22 if you get contacted by RAV send me an email and I will call you [REDACTED] update email and forward email Customer RECEIVED email Cust stated he had contacted the WV Attorney General and they said he would have to contact the High Attorney General because he lives in another state. CXS you BB is already approved, there is no need for that step. RAV will contact you. Appt 4/14/22 1 pm Asked for loaner but DLR said they will see if any become available CXS will FU with customer 4/14/22 by 7pm CST after drop off of vehicle NEXT STEPS: 4/14/22 by 7pm CST Check if RAV contacted Cust for approved BB Cust taking vehicle to John Sang Ford for 1pm appt drop off and requested Rental Plan of action call DLR get RO info, if in IWL, tell BB approved, ask for Hotline, assign TechSME or SME Monitor case if RAV contacted Cust Plan of action call Cust with next steps. Cherrie Dorsey | Customer Relationship Center | Concern (CXSC) 866.631.3788 EXT: 79124 CDORSE21@FORD.COM Mon-Fri 7:30am to 4pm

2022-04-11 16:24:05 BRT uploaded to Morley Ford RAV Case Transmission CASE NUMBER: [REDACTED] 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 ***

2022-04-14 20:18:06 Plan of action call cust to see if cust contacted by OBC Cust [REDACTED] cell [REDACTED] Cust said DLR told cust the feature is not on the vehicle but Cust said he has been using the feature. now they say they can not fix and lane keeping or blue cruise. Since DLR did updates the features have not been RAV has not contacted the CUST call SM [REDACTED] on ph [REDACTED] FU 4/18/22 by 7pm CST 3-4 pm best ----- OBC DLR SM [REDACTED] on ph [REDACTED] DARST [REDACTED] TSB 22-2105 UPDATE BLUE CRUISE GWM update was not able to update is not in the Vehicle No Rental AVAILABLE CUST is taking his vehicle SM Justin agreed to have Tech start a Hotline to verify dlr findings - RAV to contact cust BB approved NEXT STEPS: 4/18/22 by 7pm CST 3-4 pm best call cust to see if RAV has contacted him Cust has Vehicle, Blue cruise Feature is not working or not available on his vehicle Cherrie Dorsey | Customer Relationship Center | Concern (CXSC) 866.631.3788 EXT: 79124 CDORSE21@FORD.COM Mon-Fri 7:30am to 4pm

2022-04-15 14:04:32 Ford Motor Company Customer Relationship Center – Passenger Vehicle Team Laacy Brooks Lbrook74@ford.com | www.ford.com Office: 866-631-3788 ext. 79104 IBC from cust [REDACTED] CUST says that the RAV team has contacted him and asked him to send over the his information. I informed him his CXS will reach out to him on monday

2022-04-15 20:40:36 Customer wanted a call from RAV team. The RAV team called him and customer didn't answer. He wants a call back ASAP. Mimi Madojutimi | CXS | Houston CRC 866.631.3788 x79035 omadoju3@ford.com | www.ford.com EFax: 888.314.8720 M/W/T/ F/S 8:00AM to 4:30PM CST

2022-04-18 17:21:23 Customer wanted a call from RAV team. The RAV team called him and customer didn't answer. He wants a call back ASAP. Plan of action call cust to see if cust contacted by RAV since you left the message Friday OBC Cust [REDACTED] cell [REDACTED] CUST said no contact from RAV CXS asked about Email CUST did get an email contact from RAV Carrie Rush #708804 Morley RAV in Progress: 1-877-477-1023 (For Customers Only) Redirect Cust he did not have pen to write down.

2022-04-18 17:24:56 [REDACTED] Detailed List to be Completed Prior To Case Closure Timing for CompletionCompleted 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)?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? YES If you made an offer - did it tie to the physicals of the case? (rental as an example)BUYBACK approvedYES Did you complete final repair satisfaction check? YES Did you send the case closing email to highlight value we brought by assisting?YES Proofread emailYES 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

2022-04-18 17:32:58 Customer has vehicle, he did not leave with DLR Vehicle NOT repaired/ vehicle is drivable DLR determined the BLUE CRUISE feature was not on the cust vehicle GWG offered-BB approved processed 4/11/22 to 4/15/22 Customer happy BB approved but not with time frame to get him into a new vehicle, CUST not happy with DLR Recap email sent Case closure attached BUYBACK BB was approved, RAV specialist has made contact RAV Carrie Rush RAV case #708804 Customer has vehicle

2022-06-02 00:38:33 Customer has accepted Cash Settlement in lieu of RAV repurchase/replacement

CASE ATTACHMENTS:

2022-04-18 17:37:18

Cherrie Dorsey

[\[REDACTED\]_Case Closure Checklist @ END
OF CASE.xlsx](#)

2022-06-02 00:38:33

Lacey Behmlander

[708904_SETL_8257877.pdf](#)

CASE CLOSURE CHECKLIST

Detailed List to be Completed Prior To Case Closure	Timing for Completion Completed
<u>All Cases</u>	
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)?	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?	YES
If you made an offer - did it tie to the physicals of the case? (rental as an example) BUYBACK approved	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
<u>Buyback Request</u>	
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
<u>Financial Assistance</u>	
Has the approval code been processed and presented?	NA
Pls. ensure verification of correct P&A code (lot of issues w/ this)	NA

Confidential Settlement Agreement and Release

_____ has agreed to the following Confidential Settlement Agreement and Release on the date of Thursday, May 19th, 2022.

1. _____ acknowledges acceptance of a cash settlement in the amount of **\$2,000.00** in lieu of Ford's previous offer to repurchase or replace the subject vehicle.
2. _____ in consideration of Ford's cash payment of **\$2,000.00**, hereby releases and forever discharges FORD MOTOR COMPANY and all of its associated or affiliated companies and all of their 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 Mustang Mach-E VIN _____. Payment of said amount satisfies all damages to which _____ is entitled.
3. By signing this document, _____ promises and warrants that he is the sole owner of the 2021 Ford Mustang Mach-E and that he and only he own(s) any claims, lawsuits, liens, debts, dues, damages, claims, judgments, executions and demands relating to the 2021 Ford Mustang Mach-E. Larry _____ promises and warrants that he has not sold, assigned, transferred or lost ownership interest in the 2021 Ford Mustang Mach-E or the claims to any other person(s) or company(ies).
4. In consideration for Ford's agreement and the consideration set forth above, _____ 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 Mustang Mach-E, 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 Mustang Mach-E New Vehicle Limited Warranty. _____ expressly acknowledges and agrees that in the event that FORD should repurchase the 2021 Ford Mustang Mach-E from _____ at a future date, the repurchase amount to be paid by FORD will be offset or reduced by the **\$2,000.00** paid in consideration for this Release.
6. Notwithstanding any other provision in this Release, _____ does not waive any unrelated personal injury or breach of warranty claims or causes of action which may arise after the execution of this Release.

09/2018

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SETL_2000

7. _____ agrees 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 Mustang Mach-E 708904, whether written or oral, is hereby replaced by this Agreement. Further, _____ acknowledges the terms of this Release are contractual and not a mere recital.

DATED: MAY 20, 2022

BY: _____
Larry L Wiley

Subscribed and sworn to before me this _____
day of May, 2022.

V2 - 09/2018

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SETL_2000

PE24-012 000170 SUBJ GCCT

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 05-02-2022 CLOSED: 06-19-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Dealer NA US COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: City World Ford
PA CODE: 11192 DLR SALES CODE: 13703 REGION: N1 ZONE: N1A
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 6,099
BODY STYLE: K1S - MUSTANG MACH-E SEL AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: BRONX | NY [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Not Listed | UNKNOWN
ANALYST NAME: # FordGCCTDynamicsAccount-AutoCaseClosure-Prod OPEN ANALYST NAME: Alea Goodall
COMMENTS:

2022-05-02 23:11:28

Cust- I am having the same issue, and frankly, I am extremely disheartened by my experience with the dealerships. I work daily, and dropping off the car is a big deal, and majorly increases my stress and makes my days difficult. I dropped off the car for Blue Cruise software updates. They had no idea what Blue Cruise even was. Eventually, after calling Ford and arguing with the service advisor for an hour, and having Ford put a message on my account for the dealership to see, they agreed to do the update, but acted like they were doing me some sort of huge favor.

When I came to pick up the car (they did not pick up the phone so I had no idea whether it was done), they said they needed another day, so I took yet another cab home. The next day I come to get the car, not only does it not have Blue Cruise, but I do not have any active drive assist at all, no blue bubble, only the error message "Active Drive assist not Available". I also no longer have intelligent cruise control, which no one could explain to me.

I cleaned the sensors, did multiple full-reboots, called Ford for hours, was transferred around to the service department, the Ford Pass department, the over the air updates department, tech support department, and all anyone could tell me was to go back to the dealership. When I went to the dealership, they told me there was nothing they could do, that they regret getting involved in my issue, and to call Ford, and ask for my money back for the Blue Cruise prep-package.... Eventually the service manager told me to come back Monday, but they are really pulling every trick out of the book trying to get rid of me, as if I am just a problem they want to be done with.

The dealership service center is treating me like absolute garbage. They know absolutely nothing about this car or its software. The guy helping me told another customer I was a "crazy person". Meanwhile, I handed them the car to update my active drive assist system and was handed back a car with 0 drive assist system. Blue Cruise was a major determining factor in my decision to purchase this car over competitors and telling me to ask for my money back is a huge slap in the face and dismissal of the extensive efforts I went through to finance this car. I do not have time to sell this car and try to purchase another one. I work full time and have already spent months on this transaction.

The dealership told me to come back Monday, but I am absolutely dreading going back there so that they can hold my car, mess up my week, and hand it back broken.

This has been super stressful, an absolute nightmare, and I am so much hoping that Ford will help me solve this problem as quickly as possible.

VIN: [REDACTED]. Vehicle is Job-1 , and should be eligible for Blue Cruise.

Dealership Service Center:
City World Ford
Address: 3305 Boston Rd, Bronx, NY 1046
Phone:(718) 881-7900 (Customer Initial Forum Post)

Cust- Please see my post, I am urgently looking for support and cannot find any help.
[https://www.macheforum.com/site/\[REDACTED\]](https://www.macheforum.com/site/[REDACTED])

Ford- Good morning, [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 the driver assist concern in your Mach-E. 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

Cust- Full name: [REDACTED]
-Vehicle owner's full name and your relation (if applicable): self
-Zip code: [REDACTED]
-Phone number: [REDACTED]
-Email: [REDACTED]
-Preferred method of contact: phone call
-Current Mileage: 6099

Ford- Thank you [REDACTED]! Just to clarify, could you please explain when you began to notice the concerns, you're having with your driver assist functions? Also, what was communicated to you from the Service Manager at City World Ford?

Cust- I dropped the car off on 4/26 and picked it up 4/27, which was when the issues started. The manager initially said I needed to do the rest of the updates over the air, I explained to him that I have no access to Wi-Fi, and he advised me to drop off the car today (in addition to what was written in my comment [https://www.macheforum.com/site/thread/\[REDACTED\]](https://www.macheforum.com/site/thread/[REDACTED]))
The car is there now. I would appreciate if you could call them and make sure the right thing is happening!

Ford- Thank you [REDACTED], for reaching out to Ford Motor Company with this concern! I will be escalating this case to a Customer Experience Specialist on the escalated BEV support team. They will contact you through your preferred contact method within a few business days to assist you. Your case number is [REDACTED].

2022-05-03 17:18:14

Cust-I would most appreciate if you could just get an engineer in contact with that tech as soon as possible. My car is there, he is having trouble again, says the system keeps crashing and he doesn't know what to do. The dealership is handing back the car without any solution. I still have no active drive assist system. I have not heard from Ford. Prompt support would be greatly appreciated.

Ford-Good afternoon, [REDACTED] I have taken a look at your case and I do see that it is still active, I have written in the case notes that you still have not heard from the BEV Support Team yet. If you have any further questions or concerns about your Mach-E, I would encourage you to continue working with the Service Manager at City World Ford, they will be able to assist you going forward. You can also reach out to a different dealer. Feel free to use the following link to locate different dealers in your area: <https://owner.ford.com/service/dealer-locator.html>.

PE24-012 000172 SUBJ GCCT

2022-05-13 22:33:01

Cust- BEV support team still has not contacted me. I dropped off my car at the dealership I bought it from and the gentleman I was dealing with has gone on vacation... now I am at the back of the line and the car is being held over the weekend. This is now going to be a total of at least 7 days in the shop for a 2-8 hour job.

Ford-Hello [REDACTED], thank you for reaching back out to us with your concern. I was able to see you have a recent case in our system. I do have this entire conversation documented, so your experience will be on record in our system. Please keep in contact with your Service Manager, as they will be in the best position to assist you moving forward.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 05-09-2022 CLOSED: 05-09-2022 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: Kunes Ford of East Moline, Inc.
PA CODE: 00523 DLR SALES CODE: 41202 REGION: G1 ZONE: G1E
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 11,000
BODY STYLE: K4S - MUSTANG MACH-E GT AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: BLUE GRASS | IA [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Unintended/Unwanted Action
ANALYST NAME: Shaheen Loya OPEN ANALYST NAME: Shelby Fielding
COMMENTS:

CUSTOMER

@Gopher45, did you ever get this resolved? Sorry for the thread revival, but I just had this happen yesterday, almost the exact same scenario. The only difference for me was this- I had adaptive cruise on and I was following a car as we were approaching a stop sign. Usually I shut the cruise off in this situation, but I decided to see how it would work when coming to a complete stop. That worked fine. The guy in front of me started moving to proceed through the intersection, and my car started moving as well. Since I still had to stop (4 way stop), I cancelled cruise using the middle square button, not the on/off button on the left. Suddenly I heard a god awful noise from the back end, and got all the errors you are seeing. I turned it on and off a few times with no luck, and was digging through my manual to find the ford roadside #. Fortunately it's not a very travelled road, but I shut the car off, and waved a few people past me. Waited a couple minutes, and fortunately it started back up normally after that.

I do have a concern that the car may have suffered some damage- If it was just the parking brake that was engaging while moving, probably no big deal- But it sounded worse than that to me. Almost like something in the transmission attempted to engage a parking pin. I dunno.

FORD

Hey, rgonyer! I would like to like to into this adaptive cruise concern you're experiencing with your Mach-E. Could you please send over a private message with your VIN and the name/location of your local Ford dealer?

CUSTOMER

Hi there,

My VIN is [REDACTED]

My phone number is [REDACTED]

The servicing dealer is Kunes Ford of East Moline, Illinois.

I did take the car in and had them look into the issue, as well as my included Ford charger not working. They did some software updates apparently, but neither issue was resolved. I have a very specific set of steps that I can go through to re-create the issue. I did it in my subdivision after we got the car back, and it still did the same fault.

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

[REDACTED]
I am the owner

52726

Email is best

11000 miles

FORD

I appreciate that info [REDACTED]. After running your VIN through our system, I do see an outstanding safety recall relating to your Mach-E (21P22SOFTWARE CALIBRATION UPDATE). If this was one of the updates provided by your service manager, you can ignore this message. 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/too/\[REDACTED\]](https://owner.ford.com/too/[REDACTED])

To clarify, what was the service manager's response to you displaying this concern with your Mach-E at the dealership?

CUSTOMER

They took the car in, applied some updates, and thought that would take care of the issue, but I was able to re-create it on the drive home. (Did it in front of my house so I wouldn't be stranded). It's not a huge issue as I know how to avoid it now. I may actually be able to try it on another one soon as we have a 22 ordered that should be here any day.

Probably not your area but it can't hurt to ask, but we usually buy Fords with Zplan and our dealer said they would accept it. My father in law (Ford retiree) passed away a couple years ago, and my mother in law has a hard time calling the hotline to get a pin as she has dementia pretty bad. We thought maybe we could set up an online account to a get a pin but need some further information. Any input on how we can possibly do this? We may only get to use the Z-plan one or two more times as her mom's health is not great.... It's not a huge deal, it's just really nice to not deal with the haggling....

FORD

Okay [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 EV Team. They will contact you through your best contact method within a few business days to assist you. Your case number is [REDACTED]. I would also recommend reaching out to us via Phone (800-392-3673) regarding that Zplan concern, they'll be better positioned to assist with that inquiry.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
 OPEN: 05-13-2022 CLOSED: 06-06-2022 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 Britt Fairfax Ford
 PA CODE: 00048 DLR SALES CODE: 27042 REGION: N4 ZONE: N4A
 VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 17,869
 BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
 LAST NAME FIRST NAME MIDDLE: [REDACTED]
 ADDRESS: [REDACTED]
 CITY STATE ZIP COUNTRY: FAIRFAX | VA | [REDACTED] | USA
 HOME PHONE: [REDACTED]
 SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Inoperative
 ANALYST NAME: Johnashley Cunningham OPEN ANALYST NAME: Franchesca Adames
 COMMENTS:
 2022-05-13 21:52:03 CXS Franchesca Adames/79539/fadames@ford.com IBCC - Client called in stating that he got a notification for blue cruise download. He went ahead and took the vehicle to the dealership and they performed the update. However client got the car back he noticed that the bluecruise was not working. he contacted the dlr and they stated that there was nothing else that they could do. He reached out to the fordpass and was able to get a code for the dlr, which he provided to the dlr in hopes of helping the situation and has yet to hear back. Next Steps: Transfer to concern agent for repair assistance. Ford Motor Company ® Franchesca Adames Customer Experience Specialist fadames@ford.com / www.ford.com Office: 1.866.631.3788 Ext. 79539
 2022-05-13 22:27:24
 CXS Destiny Gallardo/ ext. 79527/ dgallar4@ford.com
 MILEAGE: 17,869 WSD: 8/31/2021 CLV: 86 FLP: Yes
 CUST/ADDRESS/PHONE/EMAIL/VIN
 [REDACTED]
 SA RICHARD / 917032184667
 IBC: Inquiry agent called in, said he needs assistance with blue cruise for his MACH-E. Vehicle has been returned to him, now the Blue Cruise is not working again. Contacted the FordPass and they gave him a code. Said he's been to the dealership twice, feels like there's not communication between them and Ford. Said he wants to give his vehicle. Ford told them to just watch it. I provided the customer with his case number and my contact information via email. I let the customer know that I would call to see about any other dealerships being able to service to him.
 917036598412 - DLR
 OBC: I called the dlrship to speak to SA Richard, I was sent to VM. I left a VM in regards to why I was calling.
 NEXT STEPS: I will call dealerships.
 Ford Motor Company ®
 Destiny Gallardo
 Customer Experience Specialist
 dgallar4@Ford.com www.ford.com
 O: 866-631-3788 Ext. 79527
 2022-05-16 19:01:56
 Email reply out to the customer.
 2022-05-17 00:40:22 Customer called in, and would prefer to be messaged via Email.
 2022-05-17 17:53:33 TL Cayla ext 79293 ***SUP ESCALATION REVIEWED*** OBC to service (7035918484) Dan shop foreman Dan stated that the tech hotline engaged and FSE are engaged; in 13 modules to be reprogrammed ; dealer stated that the IPMA and APIM have to be updated to a higher calibration Dealer does not have any electric veh in their loaner fleet; CUST was sent an email relaying all repair path information Cayla Phillips SheHerHers Lead Customer Experience Specialist, Ford CX Team O: (866) 631-3788 ext. 79293 5959 Corporate Dr Houston, TX 77036 USA
 2022-05-17 22:35:19
 Note: The customer is calling to follow up the case, and need the timeframe to fix the vehicle.

2022-05-20 20:34:51

obc to dlrshp to gather information on cust veh no answer could leave voicemail sent portal message.
Dealer Questions

Is the vehicle down (not drivable)?
Where is the vehicle located?
Is it at the dealer for repairs? If so, how long?
Does the customer have a loaner/rental?
Is there a parts delay?

Why is the part delayed?
What is the timing to receive the part? Expected time of arrival (ETA)?
Is the part delay beyond 30 days?
Does the customer need to go to the dealership?
Has the vehicle been diagnosed?
Do we need Tech/Parts assistance to expedite the repair? Obc to cust to get answers for BB and cust state that it's costing him 70\$ for the gas and he is asking if we can reimburse him for the gas or pay for the gas I did inform him that we don't cover the gas for the veh.
Customer Questions

What is your VIN?
Has the vehicle been to the dealer for the current concern? Cust is upset about the blues cruise not working correctly and the dlrshp cannot get the concern resolved.
What specifically is causing the customer to want the vehicle bought back? Cust state that he wanted a long time for the blue cruise software and it had fewer futures from when he took it in and it doesn't seem that ford
Where is the vehicle located? Dlrshp
Is the customer active military stationed in California? NO
What is the name of the registered owner of the vehicle? [REDACTED]
In which state is the vehicle being currently registered? Virginia
In which state was the vehicle purchased? Maryland
What is the name of the dealership where the vehicle was purchased? Sheehy Ford
How many miles were on the vehicle at the time of purchase? 30 miles
Is this an intermitted issue?
Is cust purchasing or Leasing veh? purchased '
New Next step: f/u with dlrshp for information 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,Tues, Thurs, Fri,Sat
efax:

2022-05-20 20:35:37

obc to dlrshp to gather information on cust veh no answer could leave voicemail sent portal message.
Dealer Questions

Is the vehicle down (not drivable)?
Where is the vehicle located?
Is it at the dealer for repairs? If so, how long?
Does the customer have a loaner/rental?
Is there a parts delay?

Why is the part delayed?
What is the timing to receive the part? Expected time of arrival (ETA)?
Is the part delay beyond 30 days?
Does the customer need to go to the dealership?
Has the vehicle been diagnosed?
Do we need Tech/Parts assistance to expedite the repair? Obc to cust to get answers for BB and cust state that it's costing him 70\$ for the gas and he is asking if we can reimburse him for the gas or pay for the gas I did inform him that we don't cover the gas for the veh.
Customer Questions

What is your VIN [REDACTED]
Has the vehicle been to the dealer for the current concern? Cust is upset about the blues cruise not working correctly and the dlrshp cannot get the concern resolved.
What specifically is causing the customer to want the vehicle bought back? Cust state that he wanted a long time for the blue cruise software and it had fewer futures from when he took it in and it doesn't seem that ford
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In which state is the vehicle being currently registered? Virginia
In which state was the vehicle purchased? Maryland
What is the name of the dealership where the vehicle was purchased? Sheehy Ford
How many miles were on the vehicle at the time of purchase? 30 miles
Is this an intermitted issue?no
Is cust purchasing or Leasing veh? purchased '
New Next step: f/u with dlrshp for information on cust veh and update cust

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efax:

2022-05-20 21:32:34

TL Cayla ext 79293 **LIVE DIRECT CALL TO SUP QUEUE IBC from delegate requesting an update CUST was provided information from case notes.. The CUST [REDACTED] and left a VM with detailed call back information. TL advised cust once requested information is received from dealer his case can be progressed. Cayla Phillips SheHerHers Lead Customer Experience Specialist, Ford CX Team O: (866) 631-3788 ext. 79293 5959 Corporate Dr Houston, TX 77036 USA

2022-05-24 15:43:57

Obc to dlhrp to get information on cust veh no answer left voicemail and sent email.

Next step: will f/u with cust again to get update on veh

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon,Tues, Thurs, Fri,Sat
efax:

2022-05-24 19:48:21

RO # [REDACTED]
OPEN DATE: 05/18/2022
CLOSE DATE: 05/26/22
RO MILEAGE: 17,869 MILES
DOR/ COR# N/A
WHEN PART ORDERED: NO PARTS- PROGRAM RECALL
PART # N/A
ETA FOR PART: N/A
COPIS CASE # N/A - NO PARTS INVOLVED
P & A CODE : 00048
IN RENTAL: NO, VEHICLE FIXED AND PICKED UP ON 05/20
SERVICE DIRECTOR: ROB TEASDALE rteasdale@tedbritt.com
NOTE: THIS IS A VISITING OWNER.

2022-05-27 21:22:36

obc to cust to offer ESP no answer left voicemail and sent email.

Next steps:f/u with cust again to see if he will accept an a Maintenance plan

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
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efax:

2022-06-02 16:17:35

Natalie/79840 OBC to CUST [REDACTED]

Per morley, cust is not eligible for maintenance plan. Called cust to offer premiumcare esp but no answer-left vm

Next steps: f/u 6/3 to offer premiumcare esp (attempt #3)

Ford Motor Company ®
Customer Experience Specialist – Passenger Vehicle Team
Natalie Barrios
Nbarrio3@ford.com |www.ford.com
office: 1-866-631-3788 ext. 79840

2022-06-06 21:35:50

obc to cust to see if he will accept a premium plan as a goodwill offer from ford no answer left voicemail will send email and safety net case.

Next step: safety net

JohnAshley Cunningham
Customer Experience Specialist Ford Car/SUV Team
jcunni91@ford.com
office: 866-631-3788 ext. 79212
Mon,Tues, Thurs, Fri,Sat
efax:

CASE ATTACHMENTS:
2022-05-16 19:01:56

Destiny Gallardo

[RE \[REDACTED\].msg](#)

From: Gallardo, Destiny (D.)
Sent: Monday, May 16, 2022 3:01 PM
To: [REDACTED]
Subject: RE: [REDACTED]

Good Evening,

I have just heard back from the Service Department and they have informed me that they are working with 2 Field Service engineers. And are currently on a pilot program to work with the TAR department and work with them directly. The Service Department said that they have been instructed to open a hotline and that you're needing to take your vehicle. They said that they will be getting updates in regards to this issue, so I will be checking in with your Service Department.

Best Regards,

Ford Motor Company ®
Destiny Gallardo
Customer Experience Specialist
dgallar4@Ford.com www.ford.com
O: 866-631-3788 Ext. 79527

From: [REDACTED]
Sent: Monday, May 16, 2022 5:41 AM
To: Gallardo, Destiny (D.) <dgallar4@ford.com>
Subject: Re: [REDACTED]

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

Good morning,

Can you please let me know when you have an update this morning?

Thanks,
[REDACTED]

On May 13, 2022, at 8:26 PM, [REDACTED] wrote:

Thanks Destiny - were you able to find appointments at any other dealerships?

On May 13, 2022, at 8:02 PM, Gallardo, Destiny (D.) <dgallar4@ford.com> wrote:

Hello,

I just wanted to make sure I gave you an update. I have contacted your dealership multiple times afterwards and still had no response from anyone in the Service Department. I will be sure to keep you updated.

Best Regards,

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: Friday, May 13, 2022 5:25 PM
To: [REDACTED]
Subject: RE: [REDACTED]

Vehicle Technical Inquiry: 1-800-782-4356

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: Friday, May 13, 2022 5:19 PM
To: [REDACTED]
Subject: [REDACTED]

This is Destiny from Ford, I am sending over an email with your case number and my contact information. If you have any further questions you can email me here and I will get back to you as soon as I can.

Best Regards,

Ford Motor Company ®
Destiny Gallardo
Customer Experience Specialist
dgallar4@Ford.com www.ford.com
O: 866-631-3788 Ext. 79527

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 05-28-2022 CLOSED: 05-28-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: IVT (In-Vehicle Technology) NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Technical Assistance | Vehicle Hardware/Software | BlueCruise | Software
DEALER NAME: Earnhardt Ford
PA CODE: 20313 DLR SALES CODE: 71176 REGION: W3 ZONE: W3A
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE:
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: TEMPE | AZ | [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Unintended/Unwanted Action
ANALYST NAME: Alana Walter OPEN ANALYST NAME: Alana Walter
COMMENTS:
2022-05-28 14:02:10

CUST SAYS: Took vehicle in to DLR this week, just got it back yesterday 21p22 update, the fast charging . Co-Pilot assist no longer working either since getting vehicle back. Lane centering is not working. [REDACTED] and [REDACTED] BC would not Enable, gave message on the screen that it is unavailable. Also when cust tried to enable BC and/or just lane centering the vehicle cust across multiple lanes of traffic un expectedly.

PER CUST DLR SAYS: Just got vehicle back yesterday from Earnhardt Ford in Chandler, AZ. SM-Cassandra, Todd replaced her while vehicle was in for service. 21g01 BlueCruise module programming. 21p22 Software calibration update. Service Record shows that the vehicle was taken for test drive but the SA did not tell cust if BC functionality as successful.

OTA CSR ADVISED: PORSO, walked cust through the steps to enable BC by enabling lane-centering with hands free. This was already turned on. Bluecruise Maps are UTD. Informed Cust that ultimately since this software was installed at the DLR, This would need further diagnosis at the DLR. Offered to check into DLR in the area. Cust may call around to see about other DLR. Informed cust that it more than likely will need to go back to same DLR since they are the ones that started the "repair." Provided cust with our Phone Number and informed cust that if there are any questions about setting up with the DLR to use utterance Repair assistance if there are any issues with the DLR. Informed cust that the Service Dept would need to use their resources that connects them with the engineers for ford if they run into any issue. Offered to connect to FP for sub inquiry but suggested that the DLR take a second look before had since the BC SW install from DLR should have a complimentary subscription for at least a year.

RESOURCES USED: OASIS, CVBOP,
Enable and Turn On Ford BlueCruise,
Adaptive Cruise Control with Stop-and-Go, Find Software Version with SYNC® 4A

RESOLUTION/NEXTSTEP: Referred to DLR for further Diagnosis

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 06-10-2022 CLOSED: 06-11-2022 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: Berglund Ford
PA CODE: 06717 DLR SALES CODE: 27081 REGION: N4 ZONE: N4A
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 29,000
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: FINCASTLE | VA | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Inaccurate
ANALYST NAME: Janice Morehouse OPEN ANALYST NAME: Michael Capperon
COMMENTS:
2022-06-10 19:32:42

Customer : VIN: [REDACTED]
Good Morning,
I have a job one car manufactured 10/2020 that received the BlueCruise OTA updates a few weeks ago. I have gotten an intermittent error that is concerning where it states the driver facing camera is not working so it turns off blue cruise until the car is turned off and back on. It says to look in owners manual but there is no mention of the fault in the manual or latest copy of digital manual. Picture attached
I also had an error where I was unable to turn off BlueCruise all the way and had a constant alarm stating to take control even though I was already in control. There was no obvious cause leading to the persistent alarm and the only way to turn off the alarm was to stop, turn off the car, and turn it back on. BlueCruise started working again after restart as well. I have a video of the alarm but I'm not able to attach here.
Thank you,

[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 Blue Cruise concern. I will need to collect some information for verification purposes first. Do you mind sending over the following?

- Vehicle owner's full name and your relation (if applicable)
- Zip code
- Email
- Preferred method of contact
- Name and location of preferred Ford dealership
- Mileage

Michael
Ford Social Media Team
Customer :Please see my responses below:

- Vehicle owner's full name and your relation (if applicable)
- [REDACTED] self
- Zip code

[REDACTED]
[REDACTED]
-Preferred method of contact
Direct message or email
-Name and location of preferred Ford dealership
Berglund Ford Salem, VA
-Mileage
29,000

Ford :Thank you so much for sending over those details [REDACTED] Just to clarify, since when did you start noticing this concern on your vehicle? And have you had time to discuss about it with your dealer at Berglund Ford?

Michael
Ford Social Media Team

Customer :I haven't discussed it with the dealer yet. I noticed the issue after BlueCruise was enabled, which was June 1 of this year for my vehicle. The problem is that it's intermittent and I don't expect to be able to replicate the issue on demand for dealer to be able to be able to see the issue. I have my 30k service coming up and will let them know.

I am mostly concerned that if the driver facing camera has a poor connection or faulty hardware my warranty will be running out in about 6k miles and I just got that camera enabled, so I had no idea nor the time to get it fixed prior to my bumper to bumper running out because of the amount of miles I drive weekly.
Thank you,

[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 BEV 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

2022-06-11 18:30:14

Shaheenloya/ext 79702/sloya4@ford.com office: 866-631-3788 ext. 79702 Mon-Fri I 8:30 AM-5PM CST
Obc to customer, customer stated he got the OTA update but his camera is not detecting his face and there must be something wrong with the camera states he is nearing the end of his warranty by miles, stated what if this happens after my warranty ends, i adv to please give us a call if this occurs after warranty coverage expires and we will see how we can assist him with the cost of the repairs. Resolve Ford Motor Company @ Shaheen Loya Customer Experience Specialist Sloya4@ford.com| www.ford.com O: 866-631-3788 ext. 79702

2022-07-28 13:42:41

Customer reached out again : Hello, dealer was no help at all. They can't figure anything out and weren't willing to re-install the module updates that activated Blue cruise. This thing could potentially kill me. Need some support quickly that is actually going to take action rather than kick the can down the road. This happens while driving unexpectedly.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Canceled
OPEN: 06-13-2022 CLOSED: 06-13-2022 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: The Frederick Motor Co
PA CODE: 00042 DLR SALES CODE: 27414 REGION: N4 ZONE: N4A
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 9,314
BODY STYLE: K3R - MUSTANG MACH-E PRE RWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: HARPERS FERRY | WV | [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Inoperative
ANALYST NAME: Laura Myerscough OPEN ANALYST NAME: Alea Goodall
COMMENTS:
2022-06-13 17:01:49

Cust-Dealer completed 21G01 this past Thursday. While the vehicle menus in the car's main screen (Adaptive Cruise and Blue Cruise settings) appear and are turned on, checking the Sync tab at the bottom of the page also shows Blue Cruise active with an end date in October 2022 (Guess I got swindled on the free year).

However, the Ford Owner site does not indicate that Blue Cruis8e is activated on my car. Just the charge stations and connected nav. Even more interesting is that yesterday, I received an error that an OTA (2.7.3) could not be installed. Current version according to the vehicle update tab is 2.7.2 in spite of the 21G01 being dealer install.

Also having some wonky behavior of the adaptive cruise system. Twice today, I had it set to 66 mph. Disengaged it with the steering wheel button and when I reengaged it with the steering wheel button, the driver display showed it being set to 73 and it accelerated to 73 mph. the new speed set was an uncommanded request.

Anyone having similar issues? I haven't been in a Blue Zone yet but will be on Monday and test the system for proper operation then. (Customer Initial Forum Post)

Cust-Responding to our request for a DM.
My VIN - [REDACTED]

Dealer installed 21G01 last week. However, Blue Cruise isn't showing as activated on the Ford Owner website nor in the FordPass App. All the settings in the car appear to be correct as per the Ford Tech at my dealer as well as what others on the forum have reported.

It appears that the car is not syncing with Ford servers to activate Blue Cruise. I attempted to use it today in Washington, DC on the Dulles Greenway [REDACTED] 7) as well as the Washington Beltway, [REDACTED] Nothing.

Ford-Hi there, Bill! Thanks for taking the time to send us a message! My name is Alea and I am a Social Media Agent for Ford. Before moving forward, I just need you to confirm a few details. Could you please provide:

- Current 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 dealership

Cust-Mileage = 9,314

- Full Name : [REDACTED]
- Vehicle Owner's name - [REDACTED] & [REDACTED]
- Zip Code = [REDACTED]
- Phone = [REDACTED]

- Preferred contact = either text to phone or to<a href="mailto:[REDACTED]" style="box-sizing: border-box; background-color: rgb(255, 255, 255); color: rgb(9, 174, 220); text-decoration: underline; font-family: "Segoe UI", "Helvetica Neue", Helvetica, Roboto, Oxygen, Ubuntu, Cantarell, "Fira Sans", "Droid Sans", sans-serif; font-size: 15px; font-style: normal; font-variant-ligatures: normal; font-variant-caps: normal; font-weight: 400; letter-spacing: normal; orphans: 2; text-align: start; text-indent: 0

2022-06-13 18:27:07

[REDACTED] duplicate case

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 06-14-2022 CLOSED: 06-23-2022 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: Woody Anderson Ford
PA CODE: 07247 DLR SALES CODE: 21717 REGION: S1 ZONE: S1D
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 10,328
BODY STYLE: K3R - MUSTANG MACH-E PRE RWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: MADISON | AL [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Inoperative
ANALYST NAME: Elisa Taveras OPEN ANALYST NAME: Rebecca Davenport
COMMENTS:

Cust-

I got the 2.8.3 update on my Job 1 car roughly 2.5 weeks ago. Had been using bluecruise every day up until a couple days ago. I took a trip for a doctor's appointment up i-65 about 2.5 hours and it stayed engaged the entire time. On the way home I turned on the cruise control, got the bluecruise is on popup/warning thing on the IP, and it went into bluecruise for a brief moment and then said put hands on wheel. It never let me take hands off after that, and now I've been unable to get it to engage ever again, even on roads I know it's worked on. It also gives me the watch the road warning still on every road i have regular cruise on for. Any ideas? I haven't been around the forums much lately, so sorry if this is known issue.

Ford-

Hi there. Can you send us a DM with your VIN and dealership info? I can look into this for you.

Cust-

Hey there,

You asked for my vin and dealership for my blue cruise issue.

VIN : [REDACTED]

Dealership: Woody Anderson Ford Jordan Lane NW Huntsville, AL

Thanks!,
[REDACTED]

Ford-

Good afternoon, [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'd like to look into this on my end. 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-

[REDACTED]
Text or email
10,328 miles

Ford-

Thank you for sending over that info, [REDACTED] After running your VIN through our system, I'm currently seeing 3 outstanding safety recalls (21S42 PANORAMIC ROOF GLASS RESEAL, 21C22 WINDSHIELD GLASS RESEAL & 22S41 MAIN HV CONTACTOR WELDING) 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> [REDACTED].

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 Woody Anderson regarding this BlueCruise concern?

Rebecca
Ford Social Media Team

Cust-

Hey there,

I've done the glass recalls actually, I just got those done 2 weeks ago, so maybe it just hasn't updated. The battery one just released yesterday so haven't done any action on that.

I hadn't contacted woody Anderson about the blue cruise issue yet. I wanted to ask on the forum first to see if it was a common problem with an easy fix or anything first.

Thanks,
[REDACTED]

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 Electric Vehicle 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

2022-06-15 19:34:21

Case Number : [REDACTED] Customer : [REDACTED] Business Phone : n/a Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 65 Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Woody Anderson Ford Dealer P&A : 07247 Dealer phone : (256) 513-4597 VIN : [REDACTED] Year : 2021 Make : FORD Model : Mustang Mach-E Mileage : 10328 Engine Specification : BATTERY ELECTRIC MOTOR #2 Transmission Specification : 1 SPD AUTO TRANS Warranty Start Date : 2021-02-19 Open Recall/FSA: : 21B36 PHONE AS A KEY SOFTWARE UPDATE 21S42 PANORAMIC ROOF GLASS RESEAL 21C22 WINDSHIELD GLASS RESEAL 21P22 SOFTWARE CALIBRATION UPDATE 21G01 BLUECRUISE MODULE PROGRAMMING 22S41 MAIN HV CONTACTOR WELDING ESP : n/a Hotline Contact : n/a Warranty History : n/a

2022-06-15 19:43:31

Elisa Taveras/ Ext.79750/ ETAVERAS@ford.com

OBC to CUST to introduce myself. cust stated that he had veh that wasnt installed with bluecruise then he got it he used it for a couple of weeks then while using it it stopped it said to put hands back on the wheel cust says that hes not able to utilize hands free anymore he can still hear the chimes.

Next steps: contact dlr to set app for concerns relay to cust ensure they have a rental or loaner.

Ford Motor Company ®
Customer Experience Operations
Elisa Taveras
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Office: 1-866-631-3788 ext. 79750

2022-06-15 20:23:07

Elisa Taveras/ Ext.79750/ ETAVERAS@ford.com

OBC to DLR service spoke to Briana she said that in order to set an appointment and ensure cust has a loaner i need to speak with service coordinator, i was xfer then got back t receptionist she xfer me over i spoke to Aaliyah she stated that they are booked up until august cust is able to get in for an app 8/17 830am with rental

OBC to DLR McClary Ford. i was advised only one SA there right now. I was xfer spoke to Boe he said that they are scheduling as far out as 8/30.

OBC to DLR Lynn Layton spoke to Matthew he stated that they can get cust in 7/18-8am but they dont have loaners loaner/rental program has disappeared they cant provide it.

Next steps: f/u cust on app see how he wants to proceed

Ford Motor Company ®
Customer Experience Operations
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Office: 1-866-631-3788 ext. 79750

2022-06-16 20:28:40

Elisa Taveras/ Ext.79750/ ETAVERAS@ford.com

OBC to cust no answer left vm try to see what app he wants

Next steps: f/u cust on app shop cap delays

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Customer Experience Operations
Elisa Taveras
ETAVERAS@Ford.com | www.ford.com
Office: 1-866-631-3788 ext. 79750

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 06-15-2022 CLOSED: 08-20-2022 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: Camelback Ford
PA CODE: 11293 DLR SALES CODE: 71173 REGION: W3 ZONE: W3B
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 4,677
BODY STYLE: K2R - MUSTANG MACH-E CAL RWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: PHOENIX | AZ [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Inoperative
ANALYST NAME: Elisa Taveras OPEN ANALYST NAME: Emily Weaver
COMMENTS:
2022-06-15 15:30:46

Cust: TO: Ford Motor Company
same for me...
BC came enabled with my 2021 California Route 1 when picked up 3/10/22, and I have used it a LOT (wife says it drives better than I do).
I was driving from Phoenix to Lake Havasu on Wed, 6/8, and I used BC extensively driving on I-10 westbound.
Next day driving to Las Vegas and it was GONE, pressing the button just brought up adaptive cruise control. It has not worked since.
VIN: [REDACTED]
Dealer: Camelback Ford/Lincoln
The vehicle is in my garage most of the day and all night; online via local wi-fi.
Hope you can find the problem and give me back my BC!!!

Ford: Hey there! I can look into your Mach-E's BlueCruise concerns on my end if you'd like. Will you send us a private message with this info?

Cust: you can email me at atuk_guido@hotmail.com to set up a phone call.
[REDACTED]

Ford: Thanks for taking the time to send us a message, [REDACTED]! My name is Em and I'm a social media agent for Ford. Before moving forward, can you please provide the following info?
-The vehicle owner's full name and your relation to them (if applicable)
-Your zip code
-Mileage
Em
Ford Social Media Team

Cust: Owner [REDACTED] (self)
Zip Code: [REDACTED]
Mileage: 4677.2

Ford: I appreciate that info [REDACTED] After running your VIN through our system, I'm currently seeing an outstanding safety recall (22S41 MAIN HV CONTACTOR WELDING) relating to your Mach-E. 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>
I'm in the process of creating a case for you in our system. To clarify, have you noticed any other concerns with your vehicle besides the recent loss of BlueCruise?
Em
Ford Social Media Team

Cust: thanks for the recall URL. I did see the press release, it said the fix would be software OTA. Is that correct? Also, this URL says I have no recalls.??
you asked about other concerns. I don't know if this started the exact same date, but recently when I open the door to enter the vehicle will bring up "guest" as the default profile, and not "[REDACTED]", and the seat is "all the way up", not at the #1 setting.
It does not lose my profile, just that every ~3 times I enter the car this happens.
The resolution is easy to change it back after powering up, and push the #1 seat setting before getting in. fyi, I always have my keyfob in my pocket (anticipating this question).
can't think of anything else.

Ford: Thank you for that information and reaching out to Ford Motor Company about your BlueCruise concerns. I will be escalating this case to a Customer Experience Specialist on the escalated EV support team. They will contact you through your preferred contact method within a few business days to assist you. Your case number is [REDACTED]
Em
Ford Social Media Team

2022-06-16 18:28:07

Elisa Taveras/ Ext.79750/ ETAVERAS@ford.com

OBC to DLR spoke to Gary he assisted in setting appointment 6/17 830 am he stated that he would have to keep the veh for at least 5-7 days hes alittle backed up. i asked about providing a loaner he stated that they dont have any but they do have accounts with enterprise. I advised to follow IWL process he said he wasnt familiar with it.

OBE CUST

Next steps: F/u dlr on diag and how long and if rental was provided

Ford Motor Company ®
Customer Experience Operations
Elisa Taveras
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Office: 1-866-631-3788 ext. 79750

2022-06-21 20:14:52

Elisa Taveras/ Ext.79750/ ETAVERAS@ford.com

OBC to DLR spoke to receptionist in service she stated that did not have record of cust app or anything for 8/17, she said that they scheduled cust for 6/22 with Gary.

Next steps: f/u dlr on veh status with blue cruise issue

Ford Motor Company ®
Customer Experience Operations
Elisa Taveras
ETAVERAS@Ford.com | www.ford.com
Office: 1-866-631-3788 ext. 79750

2022-06-29 19:17:32

Elisa Taveras/ Ext.79750/ ETAVERAS@ford.com

OBC to DLR spoke to Andy in service he stated that they have began to diag they have parts on order they are still working to complete concerns parts are only 5-7 days out.

OBE CUST

Next steps: F/U DLR on veh states and parts and relay to cust

Ford Motor Company ®
Customer Experience Operations
Elisa Taveras
ETAVERAS@Ford.com | www.ford.com
Office: 1-866-631-3788 ext. 79750

2022-07-20 17:19:15

Elisa Taveras/ Ext.79750/ ETAVERAS@ford.com

OBC to DLR spoke to Gary he said that techs are working on it right ow as we speak . He said that they are going to have to contact engineers on it because they dont know how to proceed

OBC CUTST no answer.

OBE CUST

Next steps: F/U dlr and cust on next steps sme

Ford Motor Company ®
Customer Experience Operations
Elisa Taveras
ETAVERAS@Ford.com | www.ford.com
Office: 1-866-631-3788 ext. 79750

2022-07-26 20:56:43

Elisa Taveras/ Ext.79750/ ETAVERAS@ford.com

OBC to DLR service spoke to Gary he stated that cust picked up friday he said based on cust last email there maybe more programming they need to do but hes working on cust schedule

Next steps: f/u cust on nexts teps.

Ford Motor Company ®
Customer Experience Operations
Elisa Taveras
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Office: 1-866-631-3788 ext. 79750

2022-08-12 12:34:56

****Safety Net*****

NEXT STEPS: FOR CXS: Lets get the ESP processed in Morley first before we look to close since he responded

Ford Motor Company ®
Charles Casiano
Business Operations Supervisor - BEV Passenger Vehicle
CCASIANO@Ford.com | www.ford.com

2022-08-16 21:22:35

Case Progression Specialist

Morley activity:785342

ESP Has been transmitted.

Ford Motor Company ®

Jelishia Joiner

Lead Agent

Email: JJoiner12@ford.com | www.ford.com

Office: (866) 631-3788 ext.

Mon- Fri 11:30am-8:00pm CST (Central)

2022-08-19 17:28:39

Safety Net*

Speaking with the customer the GWG didn't make a difference. We processed as a promise but this more than likely will be a detractor, based on the customer's mindset..

NEXT STEPS: FOR CXS: Approved to Close Case

Ford Motor Company ®

Charles Casiano

Business Operations Supervisor - BEV Passenger Vehicle

CCASIANO@Ford.com | www.ford.com

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 07-13-2022 CLOSED: 07-13-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: IVT (In-Vehicle Technology) NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Technical Assistance | Vehicle Hardware/Software | BlueCruise | Software
DEALER NAME: WHQ Vehicle Service Center
PA CODE: 00000 DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE:
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: DEARBORN | MI | [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Inoperative
ANALYST NAME: Kameron Von Oven OPEN ANALYST NAME: Grace Ross
COMMENTS:

2022-07-13 17:35:16

NAME: anna from ford pass SAYS HE WANTS TO CHECK IF HE HAS HAD SUCCESSFUL OTA UPDATES
[REDACTED] VIN: [REDACTED] PHONE NUMBER: [REDACTED] ADDRESS: [REDACTED]
[REDACTED] DEARBORN MI [REDACTED] EMAIL: [REDACTED] CUST SAYS: MANAGEMENT LEASE VEHICLE
SAYS HE HAD BC AND IS WORKING FINE NOW IS INTERESTED SAID HE WASNT ABLE TO REMOTE
START FOR AWHILE AND THEY DISCOVERED THAT THERE WAS A CONFIGURATION ERROR FROM
THE FIRST BC PROTOTYPE UPDATE HE WAS ABLE TO TEST BC HAS NOT BEEN TURNING ON
LATELY HAAS BEEN USING WHO "GARAGE" IN LATE APRIL ON SETTINGS UNDER DRIVERS
ASSISTANCE ADAPTIVE CRUISE CONTROL LANES CENTERING WITH HANDS FREE yes able to
under account when he goes to connected services under mach-e it says ford bluecruise coming soon it
doesnt say he has it hands free driving mode available through 10/09/2022 says it will say ready but not
activate itself all preconditions etc are met cannot see active subscription on his connected services ADV
CUST: adv that he would need to return to the WHQ to have them look at this issue with the blue cruise adv
he call us back if he does not have success with whq provided ota phone number HOOPS and case #
porso Resources: ford.com/support, OASIS, AAF BlueCruise Troubleshooting Resolution: closed

2023-02-14 15:05:04

CUST SAYS: he has had issues with his bluecruise he just had it in DLR for recall it stopped working . he had
conversations with our team and engineers and he isnt sure where to start again.
hands free avail through 10-12-2022

PER CUST DLR SAYS: N/A

OTA CSR ADVISED: Stated greeting. Verified cust info, verified / complimented veh . Advised cust he will
need to go through map update process. Verified he had hardware and active sub. Advised cust to keep veh
running for 30 mins then turn it off for 5 mins and when he turns it back on to check the expiration again or
look for success icon. Advised if it is not successful to connect veh to wifi and have it running 30 min daily
over the next four days, if it does not update by the 5th day visit DLR and reference TSB 22-2105. Branded
call, offered survey.

RESOURCES USED: OASIS, GCCT, CVBOP, BlueCruise Map Update Expiring

RESOLUTION/NEXTSTEP: BC map update process

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 07-20-2022 CLOSED: 07-21-2022 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: Tuttle Click's Capistrano Ford
PA CODE: 03303 DLR SALES CODE: 71096 REGION: W1 ZONE: W1C
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 12,500
BODY STYLE: K3R - MUSTANG MACH-E PRE RWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: LAGUNA NIGUEL | CA | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Not Listed | UNKNOWN
ANALYST NAME: Juan Garza OPEN ANALYST NAME: Emily Weaver
COMMENTS:
2022-07-20 17:24:40

Cust: I have a a job 1, premium rwd, extended range battery mach e with 12,000 miles. It recently has been displaying all kind of errors, see photos.
Took it in to dealership they updated all the modules, fixed recall issue and said all is great. Worked for a day and then all the alerts recurred. Turning the car off and restating makes them go away for a while. but they return. It is back at the dealership and they claim to be working on it, but have no idea why it is occurring. They say it is such a new car, over a year now, and they are working with Ford engineers. But they still have no idea what is going on. They say give us a few more days. They say their technician has never seen anything like this. Any thoughts?

Ford: Hey there! I can look into your Mach-E's error message concerns on my end if you'd like. Will you send us a private message with your VIN and dealership info?

Cust: My vin # is

[REDACTED]
The dealership is
TUTTLE-CLICK'S
CAPISTRANO FORD
33301 CAMINO CAPISTRANO
SAN JUAN CAPISTRANO, CA 92675
949 446 1729
Thank you for any information or assistance you can provide
[REDACTED]
Laguna Niguel, CA

Ford: Thanks for taking the time to send us a message! My name is Em and I'm a social media agent for Ford. Before moving forward, can you please provide the following info?

-The vehicle owner's full name and your relation to them (if applicable)
-Your zip code
-Email and mobile phone number
-Mileage
Em
Ford Social Media Team

Cust: Vehicle owner
Shirley Wahl, relationship husband and actual driver of vehicle.
Email: [REDACTED]
Phone: [REDACTED]
Mileage: 12,500 miles.
Thank you.
I forgot to include zip code
[REDACTED]

Ford: I appreciate that info, Laurence. I'm in the process of creating a case for you in our system. To clarify, have you noticed any other concerns with your Mach-E besides the error messages?

Em
Ford Social Media Team

Cust: Sure. When in one pedal mode on the slightest uphill incline at a stop, it will slip backwards unless the brake pedal is engaged. Has been brought up to dealership multiple times with case numbers created and nothing done about it.
Also blue cruise is very intermittent, especially in car pool lanes or near any construction sites with barriers. It will flip back and forth frequently from blue cruise to advanced lane assistance mode repeatedly. It seems better in one lane over from the car pool lane.
And of course, like every job 1 owner, eagerly awaiting a frunk release on ford pass or info screen. The double pull release is horrible.

Ford: Thank you for that information and for reaching out to Ford Motor Company about your Mach-E's message concerns. I will be escalating this case to a Customer Experience Specialist on the escalated EV support team. They will contact you through your preferred contact method within a few business days to assist you. Your case number is [REDACTED]

Em
Ford Social Media Team

2022-07-20 22:28:40

OBE to cust Good afternoon Mr [REDACTED] Thank you for reaching out for assistance. I will be happy to assist you with this concern. In order to engage in my resources to assist your dealership with repairs, your vehicle must be at the dealership. When do you think you can get it in? Please responding to this email to advise me once you have taken your vehicle back in. Warm Regards Ford Motor Company © Mrs. Breanna Page
Customer Experience Specialist - CX TEAM office: 866-631-3788 ext.79865 Available 10:30am-7:00pm CST
Monday & Wednesday-Saturday 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.

2022-07-21 15:46:37 ibc from customer wantign to reach out and speak with his agent. Ford Motor Company Justin Scott - (He/Him) Passenger Vehicle Concern Advocate Jscot261@ford.com | www.ford.com office: 866-631-3788 ext: 79078

2022-07-21 19:38:20 IBC from cust needing to sw his cxs; stated that he responded to her email and advised his veh has been at the dlr for 4 days; still needing repair assistance. He stated that the best # to contact is [REDACTED] and to pls not contact ph # [REDACTED]; that is his wife's # and she is currently in the hospital. next steps; notify cxs. Ford Motor Company @ Customer Relationship Center – Truck CXS Geral'Neshia Powell Gpowel44@ford.com | www.ford.com office: 1-866-631-3788 ext. 79601 M-T & Sat 8am-4:30pm CST

2022-07-23 16:28:54 RECONT 7/23/22 NEXT STEP NOTIFIED MS PAGE VIA WEBEX NO RECONT TASK DUE TO CASE BEING CLOSED LOOKING FOR DIFFERENT DEALER

2022-07-27 22:17:28

CXS-Juan Garza
JGARZA42@ford.com
866-631-3788 ext. 79361
Office hours; Mon-Fri 9:00 am-5:30 pm CST

IBC-CUST

VIN-[REDACTED]
CUST called in [REDACTED]. CX was contacted by an agent and responded to that agent. CX advised that her VM was full and has not been able to get in contact with her. CX spoke with Cedric and has not heard back from her. CX has attempted

Unless CUST changed his score he provided them on the review.

CXS advised that the best thing to do would be removing the survey so DLR can help with repairs or to do to a different DLR.

Next step:n/a

Juan Garza
Customer Experience Specialist, Ford CX Team
JGARZA42@ford.com | www.ford.com
2091 Oakwood Blvd.
Dearborn, MI 48124 USA
office: 866-631-3788 ext. 79361
eFax: 833-383-1387

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 07-27-2022 CLOSED: 09-30-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 3 Consumer Affairs NA CRC COMMUNICATION: Letter
CASE CLASS LV 1234: Consumer Intervention | Demand Letters | |
DEALER NAME: Brandon Ford
PA CODE: 04963 DLR SALES CODE: 24222 REGION: S3 ZONE: S3B
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE:
BODY STYLE: K4S - MUSTANG MACH-E GT AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: TAMPA | FL | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Service Engine Soon (Engine Image) | UNKNOWN
ANALYST NAME: Catherine Donley OPEN ANALYST NAME: P Rxsalp
COMMENTS:
2022-07-28 19:43:06

07/28/2022 cdonley2 X76796

07/28/2022: Cust submitting MVDN dated 07/21/2022. Received by FMC 07/27/2022
c/s The vehicle has been out of service at least 15 days to repair one or more substantial defects.
C/S defects: On July 5, 2022 I received a "stop safely now" warning consistent with Recall notice
22S41/NHTSA Recall 22S412 and my vehicle stopped working (wont not shift into drive) Car towed to
Brandon Ford July 6th and has not been repaired.
Cust seeks: Final resolution under Florida Lemon Law. --Final repair attempt.
Consumer Affairs scanning information for handling.

2022-07-29 16:05:03

07/29/2022 cdonley2 X76796 CALA checked and VIN is not listed on OGC VIN list

2022-07-29 16:05:12

07/29/2022 cdonley2 X76796 CALA Made OBC to Cust [REDACTED]. Left VM.

2022-07-29 16:14:55

07/29/2022 cdonley2 76796 CALA made OBC to DLR Brandon Ford (813) 371-7906. CALA was transferred
to a VM and did not leave messg

2022-07-29 16:15:01

07/29/2022 cdonley2 X76796 CALA sent OBE to SM Lisa Stewart (lstewart@brandonford.com) requesting
DLR Report and ROs

2022-07-29 16:15:09

07/29/2022 cdonley2 X76796 CALA sent OBE to SM Lisa Stewart (lstewart@brandonford.com): Is the vehicle
presently in for repair? If so, may I please have the RO#, RO open date, Mileage at open and the concern the
vehicle is presently experiencing?
If there are parts on backorder, may I please have the part number and dor number?

2022-07-29 16:51:17

07/29/2022 cdonley2 X76796 CALA received IBE From Walter Carson (wcarson@brandonford): 12v was
shipped 2 weeks ago. Still not had arrived. Part number for the battery is bhagm-h3.

2022-07-29 16:51:23

07/29/2022 cdonley2 X76796 CALA sent OBE to Walter Carson (wcarson@brandonford) and SM Lisa
Stewart (lstewart@brandonford.com) at Brandon Ford:
May I please have the dor# for the part order?
May I please have the RO open date and the mileage at open?
What symptoms/concerns was the vehicle brought in for?

2022-07-29 20:33:57

07/29/2022 cdonley2 X76796 CALA received IBE form Walter Carson at Brandon Ford:
FCSD # Q3093A
COR# 40931
P&A 32879
This is what was provided to me from my parts department. In regards to the dor#
The ro open date was 7/6/22 mileage is 4003
The vehicle displayed a stop safely now message and when he pulled over and shut it off it would not restart.

2022-07-29 20:34:03

07/29/2022 cdonley2 X76796 CALA received IBE from Cust. Cust advised vehicle has been down since
7/6/2022 and he is frustrated with the delay. CALA advised will contact FSE to get FRA dates and follow up
with dates and will resarch part status with Parts SME.

2022-07-29 20:34:13

07/29/2022 cdonley2 X76796 CALA sent OBE to Parts SME. The dealership is advising that there is a delay for receipt of 12 v Battery:
12v was shipped 2 weeks ago. Still not had arrived. Part number for the battery is bhagm-h3.
Brandon Ford of Tampa.
P&A 32879
Part#: bhagm-h3.
COR# 40931
Is there anything further we can do to expedite this part?

2022-07-29 20:34:29

07/29/2022 CDONLEY2 x76796 CALA received Brandon Ford DLR report and ROs

2022-07-29 20:34:38

07/29/2022: TFOAM # 20343163 OPENED

2022-08-02 15:35:14

07/29/2022 cdonley2 X76796 CALA received IBE from Parts SME showing part delivered on 7/22/2022

2022-08-02 15:35:20

08/02/2022 cdonley2 X76796 CALA sent OBE To Walter Carson (wcarson@brandonford) and SM Lisa Stewart (lstewart@brandonford.com) at Brandon Ford: I sent the part info to our parts subject matter expert and there is an invoice showing the part was delivered to your dealership on 7/22. Please advise if you have the part?

2022-08-05 20:46:36

08/05/2022 cdonley2 X76796 CALA made OBC to Cust [REDACTED]. CALA advised DLR needs battery junction box that is on back order and CALA is falling up on this and FSE will provide a date as soon as we have part.

2022-08-08 16:32:51

08/02/2022 cdonley2 X76796 CALA received IBE From Walter Carson at Brandon Ford: I have just gotten with our assistant parts manager and he has not received one. He did do a parts locator but was unable to obtain the battery. The one in question with the delivery information you attached was delivered to Jacksonville fl.

2022-08-08 16:33:00

08/02/2022 cdonley2 X76796 CALA sent OBE to Parts SME: This shipped to say Jacksonville and the dealership is in Tampa.
They say they have not received the part.

2022-08-08 16:33:10

08/02/2022 cdonley2 X76796 CALA received IBE from Parts SME: I noticed that, but that was the order information that was provide.

2022-08-08 16:33:24

08/03/2022 cdonley2 X76796 CALA received IBE FFrom FSE: I confirmed that this vehicle-21 Mach E for Mr. [REDACTED] is currently down at Brandon Ford. The dealer had a 12V battery on order for it, that is on backorder, and 1SB 22-2178 just came out yesterday that instructs them to replace the HVBJB-High Voltage Battery Junction Box, which is also on backorder. COPIS has been contacted in each case in an attempt to expedite the part shipments and get the vehicle repaired. I will perform my inspection as soon as I get a repair confirmation from the vehicle and can perform a test drive.

2022-08-08 16:33:38

08/05/2022 cdonley2 X76796 CALA received IBE from Walter Carson at Brandon Ford: I received this from my assistant parts manager this morning. We are still waiting for the battery junction box for the mach e

2022-08-08 16:34:02

08/05/2022 cdonley2 X76796 CALA made OBC to Cust [REDACTED]. CALA advised DLR needs battery junction box that is on back order and CALA is following up on this and FSE will provide a date as soon as we have part.

2022-08-08 16:34:27

08/08/2022 cdonley2 x76796 CALA made OBC to DLR Brandon Ford 813-246-3673. Spoke with Tom and he transferred CALA to VM for PM Eric. CALA left VM. CALA made OBC to DLR Brandon Ford 813-246-3673. CALA did not leave VM. CALA made OBC to DLR Brandon Ford 813-246-3673. CALA spoke with Tom at Brandon Ford and he provided email address for PM Eric Bodine (ebodine@brandonford.com)(ebodine@brandonford.com) and PA Brian Baker (bbaker@brandonford.com) (bbaker@brandonford.com). Tom transferred call to PA Brian Baker and advised they ordered a battery from another dealer and it has arrived and the junction box (NK4Z10C666D) has also arrived and all parts are in for the repair.

2022-08-08 16:34:36

08/08/2022 cdonley2 X76796 CALA sent OBE to FSE: I spoke with Brian Baker in parts (bbaker@brandonford.com) . He confirmed all the parts are there. They were able to get the battery from another dealership and the junction box arrived this morning.
What date should I provide the customer for the FRA?

2022-08-08 20:09:14

08/08/2022 cdonley2 X76796 CALA made OBC to Cust [REDACTED] Left VM.

2022-08-09 12:41:07
08/08/2022 cdonley2 X76796 CALA received IBE from FSE: I spoke with the shop foreman who is working on this vehicle, he plans on bringing it in this afternoon and to have the repairs completed by Wednesday-8/10/22. I plan on performing my inspection this Wednesday-8/10/22 as long as the vehicle repairs are completed. I will provide an update and/or my completed FSE inspection report in a couple of days.

2022-08-09 12:41:15
08/09/2022 cdonley2 X76796 CALA received IBC from Cust. CALA advised parts have arrived and FSE will complete FRA on 8/10.

2022-08-12 15:42:49
08/12/2022 cdonley2 X76796 CALA made OBC to Cust [REDACTED] Cust advised he took vehicle back to Brandon Ford. Cust advised they did not take the vehicle back in as it was not actively having a concern. Cust advised yesterday it had park aid warning, reverse brake assist not available see manual and sync screen froze but this morning it said software update completed so it is possible that the update may have gone thru now and resolved it. CALA advised cust if problem persists to contact CALA will allow time for him to drive it. CALA advised did notify FSE and will follow up.

2022-08-12 15:44:39
08/12/2022 cdonley2 X76796 CALA sent OBE to FSE: . Cust advised he took vehicle back to Brandon Ford. Cust advised they did not take the vehicle back in as it was not actively having a concern. Cust advised yesterday it had park aid warning, reverse brake assist not available see manual and sync screen froze but this morning it said software update completed so it is possible that the update may have gone thru now and resolved it.

2022-08-12 16:44:39
08/12/2022 cdonley2 x76796 CALA sent OBE to COM: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 lemon law rights period, the vehicle has been out of service for more than 30 days for warrantable repairs 37 days for battery concerns. The vehicle appears to meet the FL LL guidelines for R/R due to days out of service.

2022-08-12 17:05:02
08/12/2022 cdonley2 X76796 CALA made OBC to Cust [REDACTED] CALA advised cust that the FSE says Cust did receive and OTA software update on the APIM on 8/11 and it is likely that the update is what caused the parking aid warning, reverse brake assist, and frozen screen that occurred post repair. FSE advised this is a normal characteristic that may occur with the OTA update and it should not present again now that the update has been successful. CALA advised will f/u in while to see if there are any further concerns with vehicle. CALA Advised Cust to contact CALA if he experiences any trouble.

2022-08-13 03:53:30
** 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.

2022-08-16 16:32:36
08/16/2022 cdonley2 X76796 CALA made OBC to Cust [REDACTED] . Cust advised he is not having concerns at present with vehicle and seems to be fixed.Cust is no longer confident with vehicle and wants to pursue lemon law. CALA Advised vehicle is eligible through FL state LL and will have RAV contact cust regarding repurchase. CALA verified cust address and email and advised will f/u in a week.

2022-08-16 16:32:43

2022-08-16 16:32:52
08/16/2022 cdonley2 X76796 CALA transmitted Morley case # 787676 to COM

2022-08-29 20:21:39
08/16/2022 cdonley2 X76796 CALA sent OBE to Cust [REDACTED]) with RAV document preparation info.

2022-08-29 20:21:48
08/16/2022 cdonley2 X76796 CALA transmitted Morley case # 787676 to COM

2022-08-29 20:21:55
08/16/2022 cdonley2 X76796 CALA sent OBE to Cust [REDACTED]) with RAV document preparation info.

2022-08-29 20:22:02
08/29/2022 CALA checked Morley CAsE 787676 Status Document Collection

2022-08-29 20:22:09
08/18/2022 CALA received IBE From COM: Please note in GCCT that COM transmitted to Morley.

2022-09-02 17:41:13
08/29/2022 cdonley2 X76796 CALA made OBC to Cust [REDACTED] Cust advised he has heard from RAV.

2022-09-15 16:41:40
09/02/2022 cdonley2 X76796 CALA checked Morley Case # 787676 Status Schedule Closing

09/15/2022 cdonley2 X76796 CALA checked Morley Case # 787676 Status Awaiting Surrender- Signed Settlement and Check to Customer on file- waiting on Check to Lienholder and signed Repurchase Veh Property Control Form to close case

2022-09-30 12:36:49

09/30/2022 cdonley2 X76796 CALA checked Morley Case #787676 Status Awaiting Surrender- Signed Settlement, Signed Repurchase Veh Property Control Form and check to customer and check to lien holder all on file. CALA closing case

2022-09-30 12:50:10

08/11/2022 cdonley2 X76796 CALA received IBE From FSE with attached FSE Inspection: I performed my FSE inspection on this 21 Mustang Mach E for [REDACTED] yesterday at Brandon Ford. After the repairs were completed the vehicle operates properly, the repairs have been verified. I have attached my FSE inspection report to this note for your reference. I have pictures of the vehicle and other info for this case saved in my electronic file. Let me know if you need anything else from me for this case.

2022-09-30 12:53:42

09/30/2022 cdonley2 X76796 CALA checked Morley Case #787676 Status Awaiting Surrender- Signed Settlement, Signed Repurchase Veh Property Control Form and check to customer and check to lien holder all on file. CALA closing case

CASE ATTACHMENTS:

2022-07-29 20:34:29

Catherine Donley

[BRANDON FORD DLR REPORT AND ROS.pdf](#)

2022-08-12 16:44:39

Catherine Donley

[CALA RAV Review \(denial or approval\).doc](#)

2022-09-30 12:50:10

Catherine Donley

[FSE INSPECTION.docx](#)

2022-09-30 12:53:42

Catherine Donley

[Checklist for Demand matters.docx](#)

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:

<u>Included</u>	<u>Not applicable</u>	
☒	☐	Customer's Demand letter/ MVDN and supporting documents
☒	☐	Copy of FSE report
☒	☐	TFOAMS request
☒	☐	Dealer reports/ repair orders
☒	☐	OASIS
☒	☐	GSAR
☐	☒	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.



**CONSUMER AFFAIRS CASE INVESTIGATION
DEALER REPORT REQUEST AND REPAIR HISTORY SUMMARY**

Please Return to: Catherine Donley
FAX: 866-296-0134 or Email to: cdonley2@ford.com

Attn: Service Manager - Immediate Action Required - Please Complete and Return

Dealership Name	Brandon Ford		
Service Manager	Lisa Stewart		
GCCT Case Number	[REDACTED]		
Customer's Name	[REDACTED]		
VIN	[REDACTED]	Mileage	4,003
Summary of Vehicle Concern On July 5, 2022 I received a "stop safely now" warning consistent with Recall notice 22S41/NHTSA Recall 22S412 and my vehicle stopped working (wont not shift into drive) Car towed to Brandon Ford July 6th and has not been repaired.			
Requested Action: The Dealership Report is an important document that the Consumer Affairs Team uses to prepare for arbitration. Please submit <i>accounting copies</i> of the repair orders, including technician punch times. Please complete and return within 48 hours of receipt.			
DEALERSHIP REPORT			
Has someone from the Service Department:		Y	N
1. Spoken with the customer regarding the concern(s)?		☒	☐
2. Inspected the vehicle and verified the concern(s)?		☒	☐
3. Test driven the vehicle for the concern(s)?		☒	☐
4. Test driven the vehicle with the customer for the concern(s)		☐	☒
5. Involved a Field Service Engineer with the customer's concern(s)		☐	☒
6. Identified whether a backordered part was involved with the customer's concern(s)		☒	☐
7. Determined whether the vehicle was used for commercial purposes (ex. lettering/decals/license plates)?		☐	☒
8. Verified whether the vehicle was a part of a fleet with three or more vehicles?		☐	☒
9. Verified whether the vehicle has a performance chip, lift kit, or other aftermarket accessory that has or is contributing toward the concern? • If YES, please explain the diagnostics used to determine that the modification(s) have contributed toward the concern. • Please list (Ford/non-Ford) aftermarket accessories and/or modifications. N/A			
10. Confirmed whether or not the consumer is currently in a rental?		☐	☒

Dealership Report (Continued)		Y	N
11. Does the vehicle show signs of abuse, misuse, damage, or lack of maintenance? If yes, please explain.		☐	☒
12. Is the concern(s) still present?		☒	☐
13. Is the customer's concern(s) a normal operating characteristic of the vehicle? If yes, explain why below.		☐	☒
14. Was the customer offered a service loaner/rental during service visit(s)? <i>MA</i>		☐	☐
15. Please summarize conversations, dates, offers made, actions taken, and the name of dealership personnel involved.			
16. How many total days was the vehicle physically at the dealership for repairs?			
17. Any additional comments or information related to concern(s).			
Dealer Contact Name: <i>Lisa M. Stewart</i> Date: <i>7/26/22</i> Title: <i>Svc Mng'r.</i> <i>Walter Cars on</i> <i>Svc. Advisor</i>			



9090 Adamo Drive
Tampa, FL 33619
(813) 246-3333

MV-02488

Service Hours
Monday Thru Friday
7:00 AM - 9:00 PM
SATURDAY
8:00 AM - 4:00 PM

DISCLAIMER OF WARRANTIES

THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR 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 THE PARTS.

* **SHOP SUPPLIES:** a small charge is included for supplies on your Vehicle. These items are nuts, bolts, washers, aerosprays, solvents, cleaning cloths, sealers, silicone treatment, etc.

\$20.00 FOR DAILY STORAGE BEYOND 3 DAYS

Adv: K02 WALTER J CARSON		Tag	License XXX	Page 1	Invoice												
Estimate			Driver/owner Information														
TAMPA, FL			TAMPA, FL														
Cell: Work:			Cell: Work:														
For Office Use			Vehicle Information														
Odometer in: 4003 Out:		Dist: 1FA WAR Z W Quote		21 FORD MACH-E GT AWD 4DR SUV WHITE													
			Stock#: 000M3643														
Begin: 07/06/22	Done: 07/29/22	Invoiced: 07/29/22 16:14 L9	Inservice: 10/15/21	Production: 09/17/21	Sold: 10/15/21												
*** R.O. not Complete ***																	
Concern 40 Correction	22S41 MAIN HV CONTACTOR WELDING CONCERN CD : A99		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Operation</td> <td>Tech Units</td> <td>Amount</td> </tr> <tr> <td></td> <td>0.0</td> <td></td> </tr> <tr> <td colspan="2" style="text-align: right;">Subtotal</td> <td></td> </tr> <tr> <td colspan="2" style="text-align: right;">TOTAL CHARGE FOR CONCERN</td> <td>0.00</td> </tr> </table>			Operation	Tech Units	Amount		0.0		Subtotal			TOTAL CHARGE FOR CONCERN		0.00
Operation	Tech Units	Amount															
	0.0																
Subtotal																	
TOTAL CHARGE FOR CONCERN		0.00															
Type: W																	
Concern 51 Correction	CUSTOMER STATES " STOP SAFELY NOW " MESSAGE POPPED UP CONCERN CD : A99		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Operation</td> <td>Tech Units</td> <td>Amount</td> </tr> <tr> <td></td> <td>0.0</td> <td></td> </tr> <tr> <td colspan="2" style="text-align: right;">Subtotal</td> <td></td> </tr> <tr> <td colspan="2" style="text-align: right;">TOTAL CHARGE FOR CONCERN</td> <td>0.00</td> </tr> </table>			Operation	Tech Units	Amount		0.0		Subtotal			TOTAL CHARGE FOR CONCERN		0.00
Operation	Tech Units	Amount															
	0.0																
Subtotal																	
TOTAL CHARGE FOR CONCERN		0.00															
Type: W																	
Concern 52 Correction	CUSTOMER STATES VEHICLE NOT MOVING CONCERN CD : A99		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Operation</td> <td>Tech Units</td> <td>Amount</td> </tr> <tr> <td></td> <td>0.0</td> <td></td> </tr> <tr> <td colspan="2" style="text-align: right;">Subtotal</td> <td></td> </tr> <tr> <td colspan="2" style="text-align: right;">TOTAL CHARGE FOR CONCERN</td> <td>0.00</td> </tr> </table>			Operation	Tech Units	Amount		0.0		Subtotal			TOTAL CHARGE FOR CONCERN		0.00
Operation	Tech Units	Amount															
	0.0																
Subtotal																	
TOTAL CHARGE FOR CONCERN		0.00															
Type: W																	
Summary of Charges for Invoice			Payment Distribution for Invoice														
TOTAL CHARGE 0.00			CASH DUE 0.00 TOTAL CHARGE 0.00														
Attention: The following invoices also exist QLN - QUICKLANE																	
If you have any questions - please see WALTER J CARSON																	

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR
LISTED ABOVE INCLUDING ALL ADD ON REPAIRS LISTED.

X

Adv: A98 TYLER M KING		Tag 1092	License XXX		Page 1	Invoice																				
Invoice to			Driver/Owner Information																							
TAMPA, FL Cell: Work:			TAMPA, FL Cell: Work:																							
For Office Use			Vehicle Information																							
Odometer in: 3855 Out: 3856		Dist: 1FA ESP E	Final	21 FORD MACH-E GT AWD 4DR SUV WHITE																						
			Stock#: 000M3643																							
Begin: 06/27/22	Done: 06/27/22	Invoiced: 06/28/22 08:54 YA	Inservice: 10/15/21	Production: 09/17/21	Sold: 10/15/21																					
Customer Concern																										
Concern 51	CUSTOMER STATES RIGHT REAR TIRE IS LOSING AIR CHECK AND ADVISE NAIL IN TIRE THE RIGHT REAR TIRE WAS PATCHED FOUND NAIL IN RIGHT REAR TAIL, PUNCTURE WAS LOCATED IN CENTER OF TREAD, AND TIRE WAS ACCEPTABLE TREAD DEPTH TO PATCH. PATCHED TIRE, AIRED UP ALL TIRES, TOPPED OFF WINDSHIELD WASHER FLUIDS TIRE REPAIR Tech SS#: 7754 CONCERN CD : A99 COND CODE : 82 FP- TCARE Repair Type 11 Visit 1 Codes - Prg: ESP			<table border="1"> <thead> <tr> <th>Operation</th> <th>Tech</th> <th>Units</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>TIRELABOR</td> <td>L14</td> <td>0.4 S</td> <td>49.99</td> </tr> <tr> <td colspan="3">Subtotal</td> <td></td> </tr> <tr> <td colspan="3">LAB-MECHANICAL</td> <td>49.99</td> </tr> <tr> <td colspan="3">TOTAL CHARGE FOR CONCERN</td> <td>49.99</td> </tr> </tbody> </table>			Operation	Tech	Units	Amount	TIRELABOR	L14	0.4 S	49.99	Subtotal				LAB-MECHANICAL			49.99	TOTAL CHARGE FOR CONCERN			49.99
Operation	Tech	Units	Amount																							
TIRELABOR	L14	0.4 S	49.99																							
Subtotal																										
LAB-MECHANICAL			49.99																							
TOTAL CHARGE FOR CONCERN			49.99																							
Type: ESP																										
Summary of Charges for Invoice			Payment Distribution for Invoice																							
LAB-MECHANICAL		49.99	TOTAL CHARGE		49.99																					
TOTAL CHARGE		49.99	ESP		49.99																					
If you have any questions - please see TYLER M KING SELECT PARTS CARRY AN EXTENDED WARRANTY AGAINST MFG WARRANTY DEFECT FROM DATE OF INSTALLATION FROM FORD MOTOR COMPANY.																										



FSE VEHICLE INSPECTION REPORT

Customer Name:	██████████	GCCT #:	██████████
Year/Make/Model:	2021 Ford Mustang Mach E	GCQIS#:	██████████
Dealership Name:	Brandon Ford	VIN:	██████████████████
City/State:	Tampa, FL	P&A Code:	██████
Date of Inspection:	8/10/2022	Mileage in:	4,003
		Mileage out:	4,050
Inspection by:	Joshua Mohr	Title:	Field Service Engineer

1. Description of Customer's Concerns:

*****FL MVDN*** Reason for request: FSE assistance requested for final repair attempt for Florida demand. Customer concern: Stop Safely Now message illuminated, vehicle stopped then would not move (will not shift into drive). Car towed to the dealership.**

2. Inspection/Tests Performed/Result (List all of concerns separately):

FRA completed on 8/10/2022 for the CRC consumer affairs team. Beginning mileage was 4,003, per repair order 38113 the customer concern at drop off was vehicle will not move with a Stop Safely Now message illuminated.

An overall vehicle and visual inspection for obvious concerns was performed-the vehicle was clean and in good condition with no obvious concerns found. The shop foreman performed a road test to verify the repairs from mileage 4,003-4,033 which was 30 miles. A 17-mile road test was performed by the shop foreman and me from mileage 4,033-4,050 during my inspection. A total road test of 47 miles was performed during this service visit to verify the repair.

The customer concern of vehicle will not move with a Stop Safely Now message illuminated was verified, the vehicle was towed into the dealership. The vehicle batteries-12V and high voltage batteries were completely discharged. The shop foreman used the Midtronics battery tester on the 12V battery and found that it failed, so he retrieved the fault code and replaced the 12V battery. The BMS-Battery Monitoring System was reset, and that repair was verified. The Ford scan tool-FDRS was connected to the vehicle to check for DTCs. Codes P0563 and P0AA1 were stored in the BECM. Checked OASIS and found TSB 22-2178 for an internal fault with the HVBJB-High Voltage Battery Junction Box, so the TSB procedure was followed. The HVBJB was replaced per the TSB, and all the latest module software updates were performed including calibration updates on the PCM, SOBDM, BECM, SOBDMB, SOBDMC, and ABS module. The vehicle batteries were recharged, and road tests performed, the vehicle now operates properly-repair verified.

Recall 22S41 was completed for main high voltage contactor welding, which included software updates that were performed on the PCM, SOBDM, and BECM.



3. Repairs Performed (Per Concern): TSB 22-2178 to replace the HVBJB was completed and recall 22S41 to reprogram modules with software updates was performed. The 12V battery was also replaced as it was faulty.	4. Conclusion The customer concern could be duplicated so the 12V battery was replaced, recall 22S41 was performed, and TSB 22-2178 to replace the HVBJB was completed. The FRA was completed, and the vehicle was released to the customer on the same day 8/10/2022.
--	---

Insert pictures here (if requested):



CASE NUMBER: [REDACTED] STATUS: Merged
OPEN: 07-28-2022 CLOSED: 09-02-2022 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: Folsom Lake Ford, Inc.
PA CODE: 07727 DLR SALES CODE: 72207 REGION: W2 ZONE: W2A
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 28,707
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: EL DORADO HILLS | CA | [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Collision Avoidance | Flashes
ANALYST NAME: Charmese Garner OPEN ANALYST NAME: Katera Wells
COMMENTS:
2022-07-28 16:07:56

IBC FRM CUST
(CXS AGENT: Katera Wells/ ext 79531)
Email Choice: [REDACTED]
Customer has a 2021 Ford Mustang Mach E.
1. He gets into the car and turns on the vehicle there is "no key detected". When he plays around with the vehicle he can get it to start eventually. Customer recalls a time were some one was driving around his vehicle and he wasn't sure if it was to look at his vehicle or to do something to him but customer was scared especially with the key issue.
2. Vehicle has been to the dealer multiple times and vehicle is currently there
3. December 2021: Customer had a windshield recall - windshield had cracked due to the recall since replacement vehicle tends to drift off the vehicle
4. Blue Cruise: Customer was driving and decided to take his hands off the wheels and the vehicle began to drift which scared his son so he doesn't believe that it doesn't work.
5. Wall Charger: Does not charge fully and stops every 15 minutes
6. Ford Pass App: Does not work properly has gone through trouble shooting but it doesn't work properly. It shows the pre collision is not available and anti-brake
7. Crash Avoidance (little red screen and makes noise) He was going down a two lane street. He mentioned that there were a number of cars-crash avoidance hazard came on.

NEXT STEP: CONTACT DEALER

OBC TO DLR
(CXS AGENT: Katera Wells/ ext 79531)
I attempted to contact the dealer but the voice mail box was reached and left for the SA-

Next Step: Progress Case for specialist

Provided customer with information and will safety net to mach e specialist

Katera Wells
| Ford Motor Company |
Customer Experience Specialist – PV Team
Available: Mon-Fri
9:45AM to 6:15PM CST
1-866-631-3788 ext 79531

2022-07-28 16:11:48

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 : Folsom Lake Ford, Inc.
Dealer P&A : 07727
Dealer phone : 9163532000
VIN : [REDACTED]
Year : 2021
Make : FORD
Model : Mustang Mach-E
Mileage : 28706
Engine Specification : N/A
Transmission Specification : 1 SPD AUTO TRANS
Warranty Start Date : 2021-02-20
Open Recall/FSA: :NO CAMPAIGN MESSAGE(S) FOUND
ESP :CPCLIGHT
0968 - USA 2021 NEW 48/100000 PREMIUMCARE W/ROADSIDE
Hotline Contact : N/A
Warranty History :PERFORMED UPDATES AS PER RECALL INSTRUCTIONS. ROAD TESTED, OK.
Case has been reassigned for a BEV Specialist to assist. SHANTELE BROOKS SheHerHers Business Operations Supervisor - BEV Passenger Vehicle - O: 866.631.3788

2022-07-28 16:41:24

2022-07-29 12:13:33

To Kathy

2022-07-29 13:22:03
Opened GFR. Beginning investigation/review.

2022-07-29 14:06:52
Attached DMV Report and AWS to GFR.

2022-07-29 14:07:05
Added ESP to GFR.

2022-07-29 15:26:26
Sent an email to Katherine, WA, Folsom Lake Ford, regarding RO's for this VIN# at her dealership.

2022-08-01 21:53:05
OBC: to customer to introduce myself, informed the customer that the buyback request is on going and I will be the person to provide him with any future updates.
-customer stated the vehicle is giving him and issue with phone as a key, he then has to use a password to get the vehicle to work.
*he also stated that he is having issues with the Wallbox, he stated that someone provided him with the update
customer just gave a list of all of the issues with the vehicle. Customer also has another case open with another BEV agent Ms. Harris
Case Number: [REDACTED]
-Advised that I will assist with the BB request and speak with Ms. Harris so that she can keep him updated on the repair aspect of the vehicle
Next steps: monitor the BB and schedule f.u for the 8/5
Customer Relationship Center – SUV Team/ BEV Team
CXS/Charmese Garner (SHE/HER)
Cgarne27@ford.com | www.ford.com
office:1-866-631-3788.
M-F 7:30-4:00 CST

2022-08-02 17:55:34
Received an email from Katherine, WA, Folsom Lake Ford, regarding RO's for this VIN# at her dealership. States vehicle is currently in their shop; customer is in a rental vehicle.

2022-08-02 18:55:32
Updated GFR.

2022-08-03 19:17:28
OBC to Kwaku, SA, Folsom Lake Ford. Unsuccessful. Left hand written message asking him to return my call regarding status of customer's vehicle.

2022-08-05 16:43:33
CXS JARQUITA H (79749) OBC TO [REDACTED] CXS calling to provide updates from SA Jay and advised cust of next steps for vehc concern. CXS advised cust that DLR still working with hotline to resolve BlueCruise concern as well suggested to take another look into charging port to ensure vehc operating as normal. PER CUST Cust asked if there was an update on the BB request, CXS asked to place on a brief hold while she reviews case info. BB case [REDACTED] Received an email from Katherine, WA, Folsom Lake Ford, regarding RO's for this VIN# at her dealership. States vehicle is currently in their shop; customer is in a rental vehicle. No BB decision has been provided. NEXT STEPS CXS provided info from BB case advise she will notify Agent Garner to continue to monitor request for any new updates and f/u on 8/12 for BB decision. Cust advised no additional questions at this time. Thank you for the f/u. CXS advised she will f/u n 8/9 with any new updates on his vehc concern. CONCERN CASE: [REDACTED] Ford Motor Company @ Jarquita Harris Customer Experience Specialist SheHerHers jharr678@ford.com | www.ford.com O: 866-631-3788 Ext. 79749 Hours of Operation: M-F 9:30AM-6PM

2022-08-09 15:28:59
OBC to Kwaku, SA, Folsom Lake Ford. Unsuccessful. Left voice message asking him to return my call regarding status of customer's vehicle.

2022-08-09 20:01:55
Sent an email to Robbie, Service Mgr., Folsom Lake Ford, regarding status of customer's vehicle.

2022-08-10 13:43:25
Received an email from Robbie, Service Mgr., Folsom Lake Ford, regarding status of customer's vehicle; working with HOTLINE; vehicle is currently at his shop; states that the current RO is warrantable.

2022-08-10 13:43:40
Updated GFR.

2022-08-10 13:44:44
Case Analyst Review Complete. Transferring to RES for Review.

2022-08-10 19:07:00
Sent to tier 3 for review

2022-08-10 19:41:08
RES reached out to CXS to advise Hotline has NOT been updated since 7/28 & to cont. to work w/DLR on Repair Assist.

2022-08-10 19:46:09

2022-08-11 13:52:34

APPROVAL UPLOADED TO PORTAL, TRACKING IS 784579
LETTER WILL BE SENT WITHIN THE NEXT 3 BUSINESS DAYS

2022-08-12 15:16:26

Ford RAV has contacted the customer and is moving forward

2022-08-18 17:32:30

Customer called in to new vehicle support team requesting assistance with his FCCS charger stating it is not charging his vehicle. He has been to the dealership and they chargers provided by the dealership work. His mobile charger work and DC chargers work as well. Customer believes his home charging station is needing to be replaced and would like a call back whenever possible to go through troubleshooting steps.

2022-08-29 18:30:56

OBC: to customer [REDACTED], no answer, left vm for customer to call trying to complete a c-stat check on the customers vehicle. Next steps: prepare to close case, submit for TAC to be closed, and send case closure email. Customer Relationship Center – SUV Team/ BEV Team CXS/Charmese Garner (SHE/HER) Cgarne27@ford.com | www.ford.com office:1-866-631-3788. M-F 7:30-4:00 CST

2022-08-29 18:35:28

OBC: To dlrship Folsom Lake Ford, to see when vehicle was p/u from the dlrship, spoke with Bri in service. she stated that the vehicle is still in service SA- KAY, NO T AVLB LEFT vm for a returned call. Next steps: contact the customer and SA f.u 8/31. Customer Relationship Center – SUV Team/ BEV Team CXS/Charmese Garner (SHE/HER) Cgarne27@ford.com | www.ford.com office:1-866-631-3788. M-F 7:30-4:00 CST

2022-08-29 20:29:19

Natalie/79840 IBC from CUST [REDACTED]

Cust called saying he had an approved bb due to dlr not being able to put blue cruise in veh-I adv tac is still working toward repair per hotline. Cust is concerned since his first edition mache is not being made, he can't get a replacement and wants to purchase the more expensive ersion (GT). Orders for GT he claims are unavailable but opening up tomorrow and he has heard there is a price increase of \$8,000 from what they wer previously and wants to get price protection since he started bb process before price went up. RAV and dlr both told him they could not assist. RAV offered to just give him monetary reimbursement for his current veh. I gave marketing # and trx him to look further into ordering options.

Next steps: trx to marketing

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:

2022-07-28 16:07:56	Katera Wells
2022-08-12 15:16:26	Julie Proux

BB [REDACTED].docx
[REDACTED].pdf



August 12, 2022

[REDACTED]
[REDACTED]
[REDACTED]
El Dorado Hills, CA [REDACTED]

Subject: 2021 Ford Mustang Mach-E | VIN: [REDACTED]

Dear [REDACTED] :

I am your assigned Reacquired Vehicle (“RAV”) case handler and will work with you through the completion of the repurchase process, should you choose to accept the offer described below.

Ford Motor Company would like to repurchase your current vehicle and apologizes for any dissatisfaction or inconvenience you may have experienced. A repurchase allows you to be reimbursed for payments you made to your lending institution including the trade-in value allotted on any vehicle you traded-in during the original purchase transaction, any cash down payment, and monthly loan payments, minus any applied rebates to the purchase, mileage offset and other certain costs, in exchange for your return of the vehicle to Ford. In essence, you will be refunded any money you have paid for the vehicle, plus:

- ✓ Ford will pay off any loan balance after the vehicle is surrendered, if still in your possession.
- ✓ If you leased your vehicle, you will be reimbursed for any trade-in, payments and down payments made, minus usage, negative equity late fees, aftermarket contracts, items, or accessories (if they do not fall within the refund).

If you are interested in accepting Ford’s repurchase offer, Ford will need copies of the documents listed below in order to calculate the precise financial terms of Ford’s offer. Upon receipt of these documents, Ford will provide you with an itemized offer that shows the exact monetary amount you will receive.

Before you begin collecting the documents listed below, please respond to this email with the following information:

- o State whether you are interested in Ford’s offer to repurchase your vehicle.
- o Confirm your best contact information and time(s) to contact you.
- o Provide the current location of the vehicle.

▪ **VEHICLE DOCUMENTS:**

- | | |
|--|---|
| • Driver’s Licenses of all titled/registered owners | • Title application/vehicle transfer form from the dealership |
| • Sales agreement, finance contract, loan contract <u>or</u> lease agreement | • Title Front and Back (<i>If paid off</i>) |
| • DMV Registration | • Bill of sale / Buyer’s order |
| | • Purchased Service Plans (<i>if applicable</i>) |

▪ **FINANCE DOCUMENTS:**

- Detailed itemized payment history, including principal and interest from your lienholder, including any current pending payments or upcoming payments while completing the RAV process.



- Payoff quote from your lienholder, including a 14-day payoff amount including a daily (per diem) interest rate, account number, collateral information and overnight payoff address.

▪ **INCIDENTIAL COSTS | *If applicable:***

- Repairs paid out-of-pocket
- Tow expenses
- Rental vehicle(s) or Ride Share expenses
- DMV registration fees
- Sales tax
- License fees
- Prepayment penalties, early termination charges and earned finance charges (*if paid*)

I look forward to your response and the opportunity to assist you.

Sincerely,

Julie Proux

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 07-28-2022 CLOSED: 10-27-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: San Tan Ford
PA CODE: 07488 DLR SALES CODE: 71182 REGION: W3 ZONE: W3A
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 7
BODY STYLE: K3R - MUSTANG MACH-E PRE RWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: CHANDLER | AZ | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Collision Avoidance | Stays On
ANALYST NAME: Charmese Garner OPEN ANALYST NAME: Shelby Fielding
COMMENTS:
2022-07-28 17:16:33

CUSTOMER

We just started get the pre-collision errors this week. Haven't had the camera fault yet. We live in the Phoenix area. The car isn't parked out in the sun and is always in covered parking or in the garage. Thought maybe it could be caused by the Powerup 2.8.2 update. Didn't have these issues until the update installed.

FORD

Hi there. This concern doesn't sound like something we want you to experience with your Mach-E. 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

We are having issues with pre-collision alerts as well as Blue Cruise will stop working. Blue Cruise doesn't appear to know how far the cars are in front of our car. This was working fine up to a couple weeks ago.

You said to send you a PM with our VIN number: [REDACTED]

Dealer: SanTan Ford, Gilbert, AZ

Thanks for any help,
[REDACTED]

FORD

Thanks for taking the time to send us a message, James. 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

- Your full name: [REDACTED]
- The vehicle owner's full name: [REDACTED] - spouse
- Your [REDACTED]
- Your zip code: [REDACTED]
- Preferred method of contact: email
- Mileage: 7,600

FORD

I appreciate that info, [REDACTED]. After running your VIN through our system, I'm currently seeing an outstanding safety recall relating to your Mach-E (22S41BATTERY ENERGY CONTROL MODULE SOFTWARE UPDATE). If you would ever like to check for recalls or field service actions yourself, you may do so at the following link: [https://owner.\[REDACTED\].tm1](https://owner.[REDACTED].tm1).

To clarify, have you spoken to the service manager at SanTan Ford regarding this pre-collision error concern with your Mach-E?

CUSTOMER

We are still waiting for the safety recall to be downloaded to our car. We have not spoken to SanTan Ford yet regarding the pre-collision errors. I have been following others users on the forum with the same issue and I haven't seen one that has been resolved even though the dealer had the car for extended periods of time. We are afraid of taking the car in to the dealer unless we know they can fix the issue. My wife doesn't want to be without her car for long periods of time and definitely doesn't want to deal with an ICE loaner.

FORD

Okay, [REDACTED]. Thank you for reaching out to Ford Motor Company with this pre-collision error concern. I will be escalating this case to a Customer Experience Specialist on the EV Team. They will contact you through your best contact method within a few business days to assist you. Your case number is [REDACTED] - [REDACTED].

2022-07-28 17:54:00

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 : San Tan Ford
Dealer P&A : 07488
Dealer phone : 4808213200
VIN : [REDACTED]
Year : 2021
Make : FORD
Model : Mustang Mach-E
Mileage : 7600
Engine Specification :
Transmission Specification : 1 SPD AUTO TRANS
Warranty Start Date : 2021-10-22
Open Recall/FSA : yes
ESP : yes
Hotline Contact : no
Warranty History : no

2022-08-09 21:12:43 OBC: to customer Mrs. [REDACTED] (initial contact) no answer. vm left for the customer Next steps: f.u for initial contact 8/10 Customer Relationship Center – SUV Team/ BEV Team CXS/Charmese Garner (SHE/HER) Cgarne27@ford.com | www.ford.com office:1-866-631-3788. M-F 7:30-4:00 CST

2022-08-10 19:22:21 OBC: 3rd attempt to contact customer for assistance, no answer Next steps: send UTC LETTER Customer Relationship Center – SUV Team/ BEV Team CXS/Charmese Garner (SHE/HER) Cgarne27@ford.com | www.ford.com office:1-866-631-3788. M-F 7:30-4:00 CST

2022-08-12 18:53:57 OBC: to customer (initial contact) Ms. [REDACTED] she stated that she was under the impression that we could perform an update through this department -Advised the customer that we will have to get the customer scheduled in for an apt at the dlrshp so they can see if any issues are going on with the veh [REDACTED] stated that she will schedule the appt and get back with me, I advised the customer that since she is not avlb for the first part of the week i will f.u with her on wed 8/17 and if she schedules the appt before then she can email me with the details Next steps: notate , f.u with customer wed 8/17 Customer Relationship Center – SUV Team/ BEV Team CXS/Charmese Garner (SHE/HER) Cgarne27@ford.com | www.ford.com office:1-866-631-3788. M-F 7:30-4:00 CST

2022-08-17 19:56:25 OBC: To customer Mrs. [REDACTED] to see if customer made appt, she took vehicle in this morning and Robert is the new SA, she stated she has a rental -customer stated that she just wanted to see if the issue are other than her vehicle -Advised customer that I will partner with the dlrship to help fix the issue with the vehicle Next steps: contact Robert at dlrshp f.u scheduled for Friday 8/19 Customer Relationship Center – SUV Team/ BEV Team CXS/Charmese Garner (SHE/HER) Cgarne27@ford.com | www.ford.com office:1-866-631-3788. M-F 7:30-4:00 CST

2022-08-24 18:08:42 OBC: To dlrshp SAN TAN FORD, to speak with service department for update for vehicle repairs SA-Robert SA James stated that the SA was in and he would try to give me an update on the customers vehicle, Robert came to the phone He state the vehicle is ready to go and she should be in later today Next steps: sms customer and let her know that i will f.u on Monday to make sure vehicle is driving well Customer Relationship Center – SUV Team/ BEV Team CXS/Charmese Garner (SHE/HER) Cgarne27@ford.com | www.ford.com office:1-866-631-3788. M-F 7:30-4:00 CST

2022-08-30 21:32:48 OBC: to customer [REDACTED], to check on vehicle repair, no answer left customer detailed vm Next steps: email customer. Customer Relationship Center – SUV Team/ BEV Team CXS/Charmese Garner (SHE/HER) Cgarne27@ford.com | www.ford.com office:1-866-631-3788. M-F 7:30-4:00 CST

2022-09-22 15:51:07 OBC: to customer [REDACTED] customer stated that the insurance company said they are going to move forward with covering the repair for the accident took place in (July) for bracket and bumper, but customer stated that she is still having issues with the glitches with the back up camera and a few other things - customer stated the the collision alert is blocked (flashes), after Bluecruise was updated -Advised the customer that after the collision work is done I can then esc for next steps so that the updates can be completed and make sure their are no more error messages -advise customer I will f.u beginning of next week Next steps: f.u 9/27 Customer Relationship Center – SUV Team/ BEV Team CXS/Charmese Garner (SHE/HER) Cgarne27@ford.com | www.ford.com office:1-866-631-3788. M-F 7:30-4:00 CST

2022-09-27 19:09:38 OBC: To dlrshp SAN TAN FORD, to speak with service spoke ZACK, he informed me that the Tech has been assign, He informed me that SA was out on lunch SA assigned- ROBERT Next steps: portal message, and provide customer with an update Customer Relationship Center – SUV Team/ BEV Team CXS/Charmese Garner (SHE/HER) Cgarne27@ford.com | www.ford.com office:1-866-631-3788. M-F 7:30-4:00 CST

2022-10-07 17:23:34 OBC: To dlrshp SAN TAN FORD, spoke Robert he stated that the vehicle is with collision and they have started the repairs and the last message received was they have approvals and in the process Of starting the repairs. SA assigned- ROBERT Next steps: contact the customer and provide update Customer Relationship Center – SUV Team/ BEV Team CXS/Charmese Garner (SHE/HER) Cgarne27@ford.com | www.ford.com office:1-866-631-3788. M-F 7:30-4:00 CST

2022-10-07 17:27:11 OBC: to customer Ms. [REDACTED] to provide update. not avlb left detailed vm Next steps: f.u with dlrshp wed of next week 10/12 Customer Relationship Center – SUV Team/ BEV Team CXS/Charmese Garner (SHE/HER) Cgarne27@ford.com | www.ford.com office:1-866-631-3788. M-F 7:30-4:00 CST

2022-10-12 19:55:22 OBC: To dlrshp SAN TAN INFO, to get update on collision repair, SA out to lunch left detailed vm SA assigned- ROBERT Next steps: contact dlrshp again and customer Customer Relationship Center – SUV Team/ BEV Team CXS/Charmese Garner (SHE/HER) Cgarne27@ford.com | www.ford.com office:1-866-631-3788. M-F 7:30-4:00 CST

2022-10-14 20:13:15 OBC: to customer [REDACTED] stated that the last she heard San Tan informed her that the veh still at collision center and they are waiting on parts Customer also informed me that next week on 10/22 she is leaving and will be out of country for 3 weeks 10/22- returning 11/12 -Advised ill update her via email while she is away Next steps: contact dlrshp to get collision center contact info Customer Relationship Center – SUV Team/ BEV Team CXS/Charmese Garner (SHE/HER) Cgarne27@ford.com | www.ford.com office:1-866-631-3788. M-F 7:30-4:00 CST

2022-10-20 18:08:31 OBC: To dlrship SAN TAN FORD, dlr not open yet, called back, DAMAGED VEH, spoke with Jake in service bracket and front bumper. He stated that they are waiting on the customer to approve the work. Robert was not avlb on the line was sent to voicemail, left vm for sa #R0 753998 SA assigned- Robert Pense robertpence@santanford.com Next steps: email SA and f.u with customer as well Customer Relationship Center – SUV Team/ BEV Team CXS/Charmese Garner (SHE/HER) Cgarne27@ford.com | www.ford.com office:1-866-631-3788. M-F 7:30-4:00 CST

2022-10-20 18:22:25 OBC: to customer [REDACTED], she stated that everything is covered is at the collision shop, the took it to KAIZEN AUTO CARE, for the repairs to be done and completed. VEH is wrapping up (she received this message from the Collision center) CUSTOMER stated that she is going out of country and will return in 3 weeks -Advised customer that I will be contacting Robert at the dlrship to get updates while out Next steps: notate and check dlrship Customer Relationship Center – SUV Team/ BEV Team CXS/Charmese Garner (SHE/HER) Cgarne27@ford.com | www.ford.com office:1-866-631-3788. M-F 7:30-4:00 CST

2022-10-21 17:53:03 OBC: To dlrship SAN TAN FORD, SA Robert stated that the Collision center should be dropping the vehicle off today and should be ready for pick up -advised the SA that the customer wanted to make sure that all of the updates have been made to the vehicle SA stated that all of the updates were done Next steps: text the customer provide the update Customer Relationship Center – SUV Team/ BEV Team CXS/Charmese Garner (SHE/HER) Cgarne27@ford.com | www.ford.com office:1-866-631-3788. M-F 7:30-4:00 CST

2022-10-24 19:43:56 OBC: To dlrship SAN TAN FORD, 4808213200 to see if the customer vehicle has been picked up, the vehicle was picked up on Friday. Next steps: Email customer and make sure they are pleased with the repairs, customers are out of country for the next 3 weeks Customer Relationship Center – SUV Team/ BEV Team CXS/Charmese Garner (SHE/HER) Cgarne27@ford.com | www.ford.com office:1-866-631-3788. M-F 7:30-4:00 CST

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 08-08-2022 CLOSED: 09-07-2022 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: Levittown Ford, LLC
PA CODE: 07792 DLR SALES CODE: 13082 REGION: N1 ZONE: N1A
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 7,713
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: MELVILLE | NY | [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Inoperative
ANALYST NAME: Rashif Shah OPEN ANALYST NAME: Michael Capperon
COMMENTS:
2022-08-08 18:49:19

Customer :I received the 2.8.3 update two days ago and my Blue Cruise (hands free) stopped working. Intelligent Cruise works with the hands on reminder.
My VIN is [REDACTED].
Thanks
[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 Blue Cruise concern. 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
-Email
-Phone number
-Preferred method of contact
-Name and location of preferred Ford dealership
-Mileage
Michael
Ford Social Media Team
Customer :H [REDACTED] -
Blue Cruise comes and goes (i.e. sometimes it engages and sometimes (less often) it doesn't. With your permission I'm going to add another issue:
Form time to time (and, so far, only on the Long Island expressway here in NY - at two different locations so far) the blue cruise speed setting jumps to 82 MPH (its always 82) and the car starts to accelerate. It has happened to me about a dozen times & I don't think it is always at the spots.
Full Name/Owner - [REDACTED]
ZIP [REDACTED]
Email [REDACTED]
[REDACTED]
contact email or phone (email is more reliable, phone for conversation)
Mileage 7713
Thanks for your help
[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 (22S41 BATTERY ENERGY CONTROL MODULE SOFTWARE UPDATE) 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://\[REDACTED\].ml](https://[REDACTED].ml). Just to clarify, since when did you start noticing those concerns on your Mach-E? And what is the name and location of your preferred Ford dealership?
Michael
Ford Social Media Team
Customer:My first notice of the set speed change was a few months ago - I cant give you an exact date.
My Ford dealer is Levittown Ford
3195 Hempstead Turnpike
Levittown, NY 11756
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 BEV 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

2022-08-09 20:47:29

OBC to CUST [REDACTED] This # goes to a busy line. OBC to CUST [REDACTED] CUST didn't answer.
OBE to CUST From: Shah, Rashif (R.) Sent: Tuesday, August 9, 2022 3:46 PM To: [REDACTED]
Subject: [REDACTED] Hello, This is Rashif from Ford Motor Company, reaching out on behalf of your assigned agent, Kiara Williams. If you were having issues with your Blue Cruise, please try contacting our In-Vehicle Technology team for troubleshooting at 800-392-3673 and follow the prompts for In-Vehicle Technology, or try dialing 571-831-5362. If they are unable to troubleshoot the issue, you will have to take your vehicle in to the dealership for further diagnosis. Thanks and enjoy the rest of your day. Ford Motor Company RASHIF SHAH HeHim His Passenger Vehicle Concern Advocate
rshah48@ford.com | www.ford.com office: 866-631-3788 ext: 79696 Monday to Friday 12:00 PM – 8:30 PM Central Time Next Steps: F/U with CUST to see what he is seeking from Ford. If it is Blue Cruise malfunctions, direct him to IVT and if they can't resolve the issue, advise him to go to the DLR.

2022-08-10 23:01:15 OBC to CUST [REDACTED] CUST didn't answer. Left him a VM. OBE to CUST From: Shah, Rashif (R.) Sent: Wednesday, August 10, 2022 5:54 PM To: [REDACTED] Subject: CAS- [REDACTED] Hello, Were you able to call the In-Vehicle Technology team for your Blue Cruise issues? If they are unable to resolve your concern, please schedule an appointment with your dealership for further diagnosis. Ford Motor Company RASHIF SHAH HeHim His Passenger Vehicle Concern Advocate rshah48@ford.com | www.ford.com office: 866-631-3788 ext: 79696 Monday to Friday 12:00 PM – 8:30 PM Central Time Next Steps: F/U with CUST again on 8/11, and if no response, send a UTC letter and safety net for closure.

2022-08-12 20:49:51 OBC to CUST [REDACTED] CUST didn't answer. Will send him a UTC email. UTC email sent to CUST From: Shah, Rashif (R.) Sent: Friday, August 12, 2022 3:49 PM To: [REDACTED] Subject: [REDACTED] Dear [REDACTED], This correspondence is in response to your contact with the Ford Customer Relationship Center on 8/8/2022 regarding your 2021 Ford Mustang Mach-E. I have attempted to reach you between 8/9 and 8/12, 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. 79696. I am available Monday through Friday between 12:00PM-8:30PM Central Standard Time. Sincerely, Rashif Shah Ford Motor Company RASHIF SHAH HeHim His Passenger Vehicle Concern Advocate rshah48@ford.com | www.ford.com office: 866-631-3788 ext: 79696 Monday to Friday 12:00 PM – 8:30 PM Central Time Next Steps: Safety net for UTC closure

2022-08-15 16:12:54 CUSTOMER SAYS: Speed limit changes from 55-70 and Set speed indicator goes to 82mph exactly.

CRC ADV: Communicated with IVT Research and it was advised to visit the dealer to report the issue as well as perform the 22S41 recall and other available updates.

RESOURCES USED: Oasis

RESOLUTION: referred to dealer

MADE MY OWN CASE FOR THIS AS WELL

2022-08-16 12:31:38 **Safety Net***
NEXT STEPS: FOR CXS: It appears the customer made contact, please confirm if he has already taken to the dealer or has an appointment.

Ford Motor Company ®
Charles Casiano
Business Operations Supervisor - BEV Passenger Vehicle
CCASIANO@Ford.com | www.ford.com

2022-08-16 20:49:42 OBE to CUST From: Shah, Rashif (R.) Sent: Tuesday, August 16, 2022 3:49 PM To: [REDACTED] Subject: RE: [REDACTED] Hello [REDACTED], Have you already set up an appointment with your local Ford dealership? If so, can I get the appointment date? Thanks. Ford Motor Company RASHIF SHAH HeHim His Passenger Vehicle Concern Advocate rshah48@ford.com | www.ford.com office: 866-631-3788 ext: 79696 Monday to Friday 12:00 PM – 8:30 PM Central Time Next Steps: F/U with CUST on 8/18 to get appointment date if not already received.

2022-08-17 20:07:17 IBE from CUST From: [REDACTED] Sent: Tuesday, August 16, 2022 9:51 PM To: Shah, Rashif (R.) Subject: RE: [REDACTED] Your appointment for your 2021 FORD MUSTME is scheduled for: Tuesday 08/23/2022 at 8:30 AM Next Steps: F/U with DLR to confirm appt date and see if they can provide a rental if necessary.

2022-08-18 20:14:41 OBC to DLR 5163364718 No one was answering at the DLR after holding for almost 10 min. Will send a portal message. Next Steps: F/U with DLR on 8/23 to see if CUST brought the VEH in and get diagnosis info. Ford Motor Company ® Rashif Shah Passenger Vehicle Concern Advocate rshah48@ford.com | www.ford.com office: 866-631-3788 ext. 79696 Mon-Fri 12:00PM to 8:30PM

2022-08-23 19:55:26 OBC to DLR 5163364718 No one answered at the DLR after holding for almost 10 min. Will send a portal msg. OBE to CUST From: Shah, Rashif (R.) Sent: Tuesday, August 23, 2022 2:55 PM To: [REDACTED] Subject: RE: [REDACTED] Hello [REDACTED], Were you able to make your appointment today (8/23)? If so, has the dealership provided any updates on repairs or provide a time frame for completion? I tried contacting the service department, but no one answered after holding for over 10 minutes. Please let me know when you get a chance. Thanks. Ford Motor Company RASHIF SHAH HeHim His Passenger Vehicle Concern Advocate rshah48@ford.com | www.ford.com office: 866-631-3788 ext: 79696 Monday to Friday 12:00 PM – 8:30 PM Central Time Next Steps: F/U with DLR on 8/26 to get updates on repairs.

2022-08-26 19:56:38 IBE from CUST From: [REDACTED] Sent: Thursday, August 25, 2022 11:57 AM To: Shah, Rashif (R.) Subject: RE: [REDACTED] New or related problem. Nav is showing me 30 miles away from actual location. Google maps & WAZE are spot on. Unable to get Blue Cruise to come on. OBE to CUST From: Shah, Rashif (R.) Sent: Friday, August 26, 2022 2:56 PM To: [REDACTED] Subject: RE: [REDACTED] Hello [REDACTED], I am sorry to hear that but I would recommend taking it back to the dealership for the BlueCruise and navigation issues. I believe they can apply an update to fix those issues. OBC to DLR 5163364718 SA was Andrew but he is gone for the day. SA Andrew's email: AKEACH@LEVITTOWNFORD.COM OBE to SA From: Shah, Rashif (R.) Sent: Friday, August 26, 2022 2:55 PM To: 'AKEACH@LEVITTOWNFORD.COM' Subject: [REDACTED] 2021 Mustang Mach-E Hello Andrew, This is Rashif from Ford Motor Company. I am reaching out on behalf of a mutual customer [REDACTED] (VIN: [REDACTED]). From my understanding, he had an appointment with your dealership on 8/23 due to BlueCruise concerns. What repairs were done for his vehicle? The customer emailed me saying his navigation is not functioning properly and his BlueCruise doesn't turn on at all now. Should I advise him to take it back to your dealership? Please let me know when you get a chance. Thanks. Next Steps: F/U with SA to get diagnosis and repair info and see if they can fix his BlueCruise and navigation issues.

2022-08-30 23:31:53

IBE from CUST From: [REDACTED] Sent: Saturday, August 27, 2022 7:32 AM To: Shah, Rashif (R.)
Subject: RE: [REDACTED] Interestingly the issue resolved itself and the fact that the nav was so off caused Blue Cruise to not work. Apparently this is a common issue with Ford and should be addressed OBE to CUST (offered the PremCare ESP) From: Shah, Rashif (R.) Sent: Tuesday, August 30, 2022 6:31 PM To: [REDACTED] Subject: RE: [REDACTED] Hello [REDACTED], That is good to hear that the issue is resolved now. In that case, I want to make you an offer for the inconvenience: 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 \$1,855.00 to provide you with peace of mind going forward. However, since you are a loyal Ford customer, we will purchase it completely free of charge for you. 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. 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 RASHIF SHAH HeHim His Passenger Vehicle Concern Advocate rshah48@ford.com | www.ford.com office: 866-631-3788 ext: 79696 Monday to Friday 12:00 PM – 8:30 PM Central Time

2022-08-31 20:00:40

OBC to CUST [REDACTED] This number keeps going to a busy line. OBC to CUST [REDACTED] Asked the CUST if he got my email about the PremCare offer. CUST said he received it and he happily will accept it. Next Steps: Transmit ESP. F/U with CUST to keep him updated on the status of the ESP. Ford Motor Company @ Rashif Shah Passenger Vehicle Concern Advocate rshah48@ford.com | www.ford.com office: 866-631-3788 ext. 79696 Mon-Fri 12:00PM to 8:30PM

2022-09-02 16:52:16

Case Progression Specialist
Morley activity:791546
ESP Has been transmitted.

Ford Motor Company ®
Jelishia Joiner
Lead Agent
Email: JJoiner12@ford.com | www.ford.com
Office: (866) 631-3788 ext.
Mon- Fri 11:30am-8:00pm CST (Central)

2022-09-06 19:49:29

OBC to CUST [REDACTED] CUST didn't answer. Left him a VM that his ESP is active and we will be closing the case. Recap email sent to CUST From: Shah, Rashif (R.) Sent: Tuesday, September 6, 2022 2:49 PM To: [REDACTED] Subject: RE: [REDACTED] Hello [REDACTED] Thank you for contacting Ford Motor Company and allowing us to assist you with your 2021 Ford Mustang Mach-E. Partnering with Levittown Ford, I am glad we were able to address your BlueCruise concerns. The complimentary Ford Protect PremiumCare 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 \$1,855 – that covers over 1000 vehicle components after the expiration of the warranty & comes with other great benefits should you have an issue in the future. It has been a pleasure working with you, and I would like to thank you for being a part of the Ford family. 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. Respectfully, Rashif Shah Ford Motor Company RASHIF SHAH HeHim His Passenger Vehicle Concern Advocate rshah48@ford.com | www.ford.com office: 866-631-3788 ext: 79696 Monday to Friday 12:00 PM – 8:30 PM Central Time Next Steps: Safety net for closure

2022-09-07 18:40:21

Safety Net*

NEXT STEPS: FOR CXS: Approved to Close Case

Ford Motor Company ®
Charles Casiano
Business Operations Supervisor - BEV Passenger Vehicle
CCASIANO@Ford.com | www.ford.com

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 08-12-2022 CLOSED: 08-30-2022 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: Future Ford of Roseville
PA CODE: 07749 DLR SALES CODE: 72206 REGION: W2 ZONE: W2A
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 11,596
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: ROSEVILLE | CA | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Disengage/Dropout
ANALYST NAME: Maria Flannagan OPEN ANALYST NAME: Ashley Williams
COMMENTS:

2022-08-12 22:48:06 CXS Ashley Williams/79969/awill742@ford.com VIN: [REDACTED] CLV: 97 WSD: 3/13/2021
Mileage: 11393 ESP?: NO FLP?: YES IBC FROM CUST regarding 2021 Mustang Mach-E. CUST states
VEH has been in and out of DLR for the last 3 months for the same issue. CUST states it has now been there
2 weeks with no resolution. CUST states he is seeking to create a record in case he needs to contact a lemon
law lawyer. CUST is seeking for FMC to provide another solution such as exchanging the VEH or BB. NEXT
STEPS: Transfer to concern. ASHLEY WILLIAMS She | Her | Hers Customer Experience Specialist, Ford
Passenger Vehicle Inquiry Team Office: 866-631-3788 M-F 11:30am-8pm CST

2022-08-13 00:15:12

PLEASE DISREGARD PREVIOUS TASK THAT WAS MEANT FOR DIFFERENT CASE THANK YOU.

2022-08-13 01:02:45

[REDACTED]
11k miles on veh.
SENT CUST BUYBACK TEMPLATE VIA EMAIL.
Consuela Taylor
She | Her | Hers
Customer Experience Specialist, Ford CX Team
-
O: 866.631.3788 ext.

2022-08-13 23:54:22

obe to customer:
Hi [REDACTED] have you completed the buyback template?

Consuela Taylor
She | Her | Hers
Customer Experience Specialist, Ford CX Team
-
O: 866.631.3788 ext.

2022-08-15 17:31:41

Case has been reassigned for a BEV Specialist to assist at day 3 SHANTELE BROOKS SheHerHers
Business Operations Supervisor - BEV Passenger Vehicle - O: 866.631.3788

2022-08-18 16:45:00

OBC to Cx inquired about bb template that was emailed to him. Provided email address for Cx to email
template. Filled out and attached BB Template and attached milestone. • What specifically is causing
the customer to want the vehicle bought back? fault on the car(pre-collision assist not available, front camera
fault, park assist not available) causing safety functions(no collision warning, no proximity to other cars, no
lane keeping) to be disabled and generate unsafe sudden speed changes(cruise control suddenly turns off,
lane keeping turns off). • What type of purchase? (New, CPO, Private sale, or gift) New • What is
the name of the selling dealer, business, or seller? Folsom Lake Ford • Registered owner(s) name(s) for
the vehicle? [REDACTED] and [REDACTED] • State where the vehicle is currently registered? California •
What date was the vehicle purchased? April 2021 • What is the primary mechanical concern for buyback
request? No mechanical issues • What is the repair status of the vehicle? Currently at the Future ford
dealer for repairs (issue been occurring since may 2022) •Is the vehicle primarily used for personal or
business reasons? oPersonal •Have you had repairs completed for this concern at multiple dealerships? If
yes, obtain names of dealerships and location. oNo •Does the vehicle have any modifications? (If YES,
please list) oJust a protective clear ceramic Coat •Does the vehicle have any Aftermarket components? (If
YES, please list. For e.g., Lift Kits, Oversized Tires, Running Boards or Tool/Utility Boxes) oNo •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? oNo

2022-08-19 11:39:00

TO JULIE

2022-08-19 15:23:38

CASE ANALYST REVIEW COMPLETE TRANSFERRING TO RES FOR REVIEW

2022-08-19 17:13:00

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

2022-08-19 19:36:58

APPROVAL UPLOADED TO PORTAL, TRACKING IS 788738
LETTER WILL BE SENT WITHIN THE NEXT 3 BUSINESS DAYS

2022-08-19 21:26:53

*** SME Case Review ***

VOR indicates vehicle down and dealer has been in contact with Tech Hotline but Tech SME activity has been submitted.

CXS needs to follow repair assistance process along with buyback.

Please submit a Tech SME activity for assistance.

Please make sure you are following a dual path to repair with any buyback request if the vehicle is not already repaired.

2022-08-23 00:24:48

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

2022-08-29 17:49:12

OBC to DLR spoke to Tawana in service who stated that veh has been completed and returned to CUST. Next Steps: f/u with Cx Ford Motor Company ® Maria Flannagan Customer Experience Specialist, Ford PVT Concern Mflanna1@ford.com | www.ford.com office: 1-866-631-3788 ext. 79662 Mon-Thur, & Sat 7:00-3:30pm CST

2022-08-29 18:02:15

OBC to Cx no Answer left voicemail requesting call back. Ford Motor Company ® Maria Flannagan Customer Experience Specialist, Ford PVT Concern Mflanna1@ford.com | www.ford.com office: 1-866-631-3788 ext. 79662 Mon-Thur, & Sat 7:00-3:30pm CST

2022-08-30 14:18:37

Safety Net*

NEXT STEPS: FOR CXS: Approved to Close Case

Ford Motor Company ®
Charles Casiano
Business Operations Supervisor - BEV Passenger Vehicle
CCASIANO@Ford.com | www.ford.com

2023-01-05 18:55:44

RAV has made contact and RAV is moving forward.

CASE ATTACHMENTS:

2022-08-18 16:45:36	Maria Flannagan
2022-08-23 00:24:48	Alyssa Lange

Buyback Request Template Update [REDACTED].docx
[REDACTED].pdf



August 22, 2022

[REDACTED]
[REDACTED]
[REDACTED]
Roseville, CA [REDACTED]

Subject: 2021 Ford Mustang Mach-E | VIN: [REDACTED]

Dear [REDACTED] :

I am your assigned Reacquired Vehicle (“RAV”) case handler and will work with you through the completion of the repurchase process, should you choose to accept the offer described below.

Ford Motor Company would like to repurchase your current vehicle and apologizes for any dissatisfaction or inconvenience you may have experienced. A repurchase allows you to be reimbursed for payments you made to your lending institution including the trade-in value allotted on any vehicle you traded-in during the original purchase transaction, any cash down payment, and monthly loan payments, minus any applied rebates to the purchase, mileage offset and other certain costs, in exchange for your return of the vehicle to Ford. In essence, you will be refunded any money you have paid for the vehicle, plus:

- ✓ Ford will pay off any loan balance after the vehicle is surrendered, if still in your possession.
- ✓ If you leased your vehicle, you will be reimbursed for any trade-in, payments and down payments made, minus usage, negative equity late fees, aftermarket contracts, items, or accessories (if they do not fall within the refund).

If you are interested in accepting Ford’s repurchase offer, Ford will need copies of the documents listed below in order to calculate the precise financial terms of Ford’s offer. Upon receipt of these documents, Ford will provide you with an itemized offer that shows the exact monetary amount you will receive.

Before you begin collecting the documents listed below, please respond to this email with the following information:

- o State whether you are interested in Ford’s offer to repurchase your vehicle.
- o Confirm your best contact information and time(s) to contact you.
- o Provide the current location of the vehicle.

▪ **VEHICLE DOCUMENTS:**

- | | |
|--|---|
| • Driver’s Licenses of all titled/registered owners | • Title application/vehicle transfer form from the dealership |
| • Sales agreement, finance contract, loan contract <u>or</u> lease agreement | • Title Front and Back (<i>If paid off</i>) |
| • DMV Registration | • Bill of sale / Buyer’s order |
| | • Purchased Service Plans (<i>if applicable</i>) |

▪ **FINANCE DOCUMENTS:**

- Detailed itemized payment history, including principal and interest from your lienholder, including any current pending payments or upcoming payments while completing the RAV process.



- Payoff quote from your lienholder, including a 14-day payoff amount including a daily (per diem) interest rate, account number, collateral information and overnight payoff address.
 - **INCIDENTAL COSTS | *If applicable:***
 - Repairs paid out-of-pocket
 - Tow expenses
 - Rental vehicle(s) or Ride Share expenses
 - DMV registration fees
 - Sales tax
 - License fees
 - Prepayment penalties, early termination charges and earned finance charges (*if paid*)
- I look forward to your response and the opportunity to assist you.
- Sincerely,
- Alyssa Lange

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 09-14-2022 CLOSED: 10-06-2022 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: Gary Crossley Ford, LLC
PA CODE: 05126 DLR SALES CODE: 53014 REGION: C4 ZONE: C4A
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: MUSTANG MACH-E MILEAGE: 700
BODY STYLE: K3R - MUSTANG MACH-E PREMIUM RWD 4DR
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: KANSAS CITY | MO [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Inoperative
ANALYST NAME: Deanna Files OPEN ANALYST NAME: Shelby Fielding
COMMENTS:
2022-09-14 18:28:45

CUSTOMER

Hi - I also lost my Blue Cruise this past weekend. My VIN is [REDACTED] and my dealer is Gary Crossley Ford in Liberty, Missouri. I scheduled an appointment with them this Fri (9/16) morning at 8:00 AM to hopefully fix the issue. I did chat and call Ford Sync & OTA update team yesterday and they told me to wait "a week or two then call back" if the issue didn't resolve itself. They also said "Maybe your dealer can help, too"

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

Sure thing, Shelby.

I am [REDACTED] and I am the owner of the car. My email address [REDACTED] and my zip code is [REDACTED]. I prefer email, but texting or a phone call at [REDACTED] also works. My current mileage is around 700 miles, if I'm not mistaken.

Thanks,
[REDACTED]

FORD

I appreciate that info, [REDACTED]. To clarify, can you go into more detail about how your blue cruise became inoperative?

CUSTOMER

Sure - On September 10, my Blue Cruise stopped activating on approved Blue Cruise roads. When I look at my About SYNC screen on my MME, the Hands-Free Driving Mode shows available through 10-09-2022. As I understand, this is Sept 10, 2022. I purchase the vehicle on Aug 1, 2022, so I know I should have hands-free through at least Aug 1, 2025.

I drove from Kansas City, MO to St. Louis, MO on [REDACTED] which is an approved BC road on Monday. Bluecruise popped up as "available" but would never actually turn onto hands free, which meant i had to hold onto the wheel.

I hope that helped and feel free to reach out for more info.
Thanks!

FORD

Okay [REDACTED]. Thank you for reaching out to Ford Motor Company with this blue cruise concern. I will be escalating this case to a Customer Experience Specialist on the EV Team. They will contact you through your best contact method within a few business days to assist you. Your case number is [REDACTED]

2022-09-16 14:32:09

*****I am not a BEV CXS. Case has been escalated for reassignment*****

2022-09-16 14:58:41

Sent case over to supv so case can be reassigned to a BEV rep

2022-09-23 20:34:17

Case has been reassigned for a BEV Specialist to assist. SHANTELLE BROOKS SheHerHers Business Operations Supervisor - BEV Passenger Vehicle - O: 866.631.3788

2022-09-29 19:19:08

Deanna Files/Ext79848/dfiles1@ford.com

OBC to DLR- Taylor in the service dept looked up cx by name & vin & confirmed cx hasn't been in for service.

Cx bmoc is email. Emailed the cx for possible assist. Email is attached. F/u 10/4

Ford Motor Company ®
Deanna Files
Customer Experience Specialist, Ford CX Team
dfiles1@ford.com | www.ford.com
1-866-631-3788 | 79848

2022-10-04 21:53:56

Deanna Files/Ext79848/dfiles1@ford.com

OBC to CX- UTC left a vm requesting a call back since service has no record of veh coming in for blue cruise concern.

Emailed cx email is attached. safety net to close if cx doesnt answer by 10/5

Ford Motor Company ®
Deanna Files
Customer Experience Specialist, Ford CX Team
dfiles1@ford.com | www.ford.com
1-866-631-3788 | 79848

2022-10-05 15:42:39

Deanna Files/Ext79848/dfiles1@ford.com

Cx stated his blue cruise is working fine and veh was never brought in for service.

NEXT STEPS- Safety net to close

Ford Motor Company ®
Deanna Files
Customer Experience Specialist, Ford CX Team
dfiles1@ford.com | www.ford.com
1-866-631-3788 | 79848

2022-10-06 22:11:55

Safety Net [REDACTED] Clear to close SHANTELE BROOKS SheHerHers Business
Operations Supervisor - BEV Passenger Vehicle - O: 866.631.3788

CASE ATTACHMENTS:

2022-09-29 19:19:08	Deanna Files
2022-10-04 21:53:56	Deanna Files
2022-10-05 15:42:39	Deanna Files

	[REDACTED]
	[REDACTED]
Re	[REDACTED]

From: Files, Deanna (D.)
Sent: Thursday, September 29, 2022 3:19 PM
To: [REDACTED]
Subject: [REDACTED]

Hello,

I am a representative of Ford Motor company and I am contacting you to confirm if you are still needing assistance with your Blue cruise concern. If so please schedule an appointment for service and I'll be more than happy to offer repair assistance for you while the vehicle is in service. If you have any additional comments or concerns, my contact information is provided below. Thank you!

Ford Motor Company®
Deanna Files
Customer Experience Specialist, Ford CX Team
dfiles1@ford.com | www.ford.com
1-866-631-3788 | 79848

From: Files, Deanna (D.)
Sent: Tuesday, October 4, 2022 5:53 PM
To: [REDACTED]
Subject: [REDACTED]

Hello,

I am a representative of Ford Motor company and I am contacting you to confirm if you are still needing assistance with your Blue cruise concern. If so please schedule an appointment for service and I'll be more than happy to offer repair assistance for you while the vehicle is in service. If you have any additional comments or concerns, my contact information is provided below. Thank you!

Ford Motor Company®
Deanna Files
Customer Experience Specialist, Ford CX Team
dfiles1@ford.com | www.ford.com
1-866-631-3788 | 79848

From: [REDACTED]
Sent: Tuesday, October 4, 2022 7:37 PM
To: Files, Deanna (D.)
Subject: Re: [REDACTED]

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

Thanks, Deanna. The car is now working with blue cruise again. You can close this case.

Thank you,
[REDACTED]

On Tue, Oct 4, 2022 at 5:53 PM Files, Deanna (D.) <dfiles1@ford.com> wrote:

Hello,

I am a representative of Ford Motor company and I am contacting you to confirm if you are still needing assistance with your Blue cruise concern. If so please schedule an appointment for service and I'll be more than happy to offer repair assistance for you while the vehicle is in service. If you have any additional comments or concerns, my contact information is provided below. Thank you!

Ford Motor Company ®

Deanna Files

Customer Experience Specialist, Ford CX Team

dfiles1@ford.com | www.ford.com

1-866-631-3788 | 79848

--

[REDACTED] Sent from Gmail Mobile

CASE NUMBER: [REDACTED] STATUS: In Progress
OPEN: 09-19-2022 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Bohn Ford
PA CODE: 06582 DLR SALES CODE: 23009 REGION: C3 ZONE: C3E
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 13,000
BODY STYLE: K3R - MUSTANG MACH-E PRE RWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: EL LAGO | TX | [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | UNKNOWN | UNKNOWN
ANALYST NAME: SYSTEM OPEN ANALYST NAME: Natalia Clapp
COMMENTS:
2022-09-19 20:08:26

Customer:
Hi! I own a 2021 Mach-E - - and it is by far the most wonderful, thrilling car of my life. I'm your biggest fan. In the last couple of weeks, I've had intermittent displays of "Front camera fault, Service Required." Each time, it eventually went away and all was well.
This weekend, I got it again, but this time, it also said that Adaptive Cruise Control had been disabled. And once again, it soon corrected itself and worked fine.
Could you give me advice as to what I should do? Just wondering if this is a hiccup other people are seeing that I can disregard, or if I should take it in for repair.
VIN: [REDACTED]. My dealer is Bohn in New Orleans.
THANKS.

Ford:
Good morning. 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 Mach-E Front camera fault notification and cruise control concerns on my end. To get things started I have to verify some information. Can you send over these details?
-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:

13,972 miles

Ford:
Thanks for these details [REDACTED] For clarification, how many times have you been notified about the adaptive cruise control?
Natalie
Ford Social Media Team

Customer:
Just once. I was driving along an interstate Saturday. The Camera Fail light came on, then the "Adaptive Cruise Control Disabled" message came on, and it actually was disengaged on the car. A few seconds later, all was fine.

Ford:
Just for your awareness, after running your VIN through our system, I'm currently seeing an outstanding safety recall associated with your vehicle (21S42 PANORAMIC ROOF GLASS RESEAL, 21C22 WINDSHIELD GLASS RESEAL, 21G01 BLUECRUISE MODULE PROGRAMMING, 22B10 ADDITIONAL REMOTE CONTROL AND KEY BLANK, and 22S41 BATTERY ENERGY CONTROL MODULE SOFTWARE UPDATE). If you would ever like to check for recalls yourself, you may do so at the following link: <https://owner.ford.com/tools> [REDACTED].
Thanks for reaching out to us about your Mach-E's notification concerns. I will escalate this case to our EV team. The EV 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

2022-09-20 21:38:39

CXS (Crystal Richardson/ext #79731) OBC to CUST [REDACTED] No answer left vm with callback information OBE-Hello [REDACTED] Thank you again for contacting Ford Motor Company Customer Experience Center. I am sending this to notify you of the following information regarding [REDACTED] Next step will be to setup service appointment to clear recalls. If you need assistance with that please follow up with 24hrs or case will be disposition to closed. Sincerely NEXT STEPS: UTC f/u email Ford Motor Company @ Customer Experience Specialist – PV Team Crystal Richardson crich198@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79731

2022-09-20 22:07:25

OBC to DLR 5043477000 Bohn Service out date until mid November recalls 21S42/21C22 are to be complete at body shop CUST only want feedback from glitches vm states he's not interested in recall VEH is appearances fine 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: Resolved
OPEN: 09-20-2022 CLOSED: 12-13-2022 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: Ken Grody Ford
PA CODE: 07946 DLR SALES CODE: 71089 REGION: W1 ZONE: W1B
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 10,040
BODY STYLE: K4S - MUSTANG MACH-E GT AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: ANAHEIM | CA | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Controls | Inoperative
ANALYST NAME: Lokenya McCorvey OPEN ANALYST NAME: Deandre Walter
COMMENTS:
2022-09-20 19:02:34 VIN: [REDACTED] VEH.at the Dealership: YES Meets FLP Guidelines: YES Year of VEH: 2021
Mileage: 10040 CLV: 90 Transfer to Concern: YES Concern Agent Name: NA Reason for Concern: IBC
FROM CUST: I have a mustang Mache in the shop for the 2nd time, there is a Pre collision assist not
available message and also front camera fault and also the blue cruise does not work OBC TO DLR: SA
JASON is out for lunch SA Chris says they need to get the diagnosis completed on the veh they will be able
to get some of it done today but but with all the concerns on the veh they will need to some time to get it
completely diagnosed CXS ADVISED: 21P22 SOFTWARE CALIBRATION UPDATE 22P08 BLUE CRUISE
MAPS EXPIRATION Ford Motor Company Customer Experience Specialist-car/suv Deandre Walter
Dwalte78@Ford.com | www.Ford.com Office: 866-631-3788 EXT 79795 PV Inquiry Agent
2022-09-20 19:19:29 [REDACTED] IBC: Cust stats the vehicle was dropped off at the Dlr today. Concern:
Pre collision assist and front camera fault, blue cruise, lane assist, automatic breaking inoperative, audio
concerns. Request: Repairs performed, Engineer assistance Cust stats he declined rental assistance as he
has a vehicle to drive. Cust requested to be Blue cruise extended as a GWG, CXS has advised FMC can't
extend his blue cruise but once repairs are complete we can see what type Cust stats he's in a showcase
and would like to have the vehicle repaired before Saturday 9/22/22 NS: Verify repairs /diagnostics Ford
Motor Company @ Lokenya McCorvey Customer Experience Specialist lmccorv1@ford.com| www.ford.com
Office: 1-866-631-3788 ext. 79435
2022-09-20 19:27:46 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 : NA Part Number : NA Dealer Name : Ken Grody Ford Dealer P&A : 06800
Dealer phone : NA VIN : [REDACTED] Year : 2021 Make : FORD Model : Mustang Mach-E
Mileage : 10040 Engine Specification : NA Transmission Specification : 1 SPD AUTO TRANS Warranty Start
Date : 2021-10-22 Open Recall/FSA : 21P22 SOFTWARE CALIBRATION UPDATE 22P08 BLUECRUISE
MAPS EXPIRATION ESP : Hotline Contact : NA Warranty History : Yes
2022-09-20 19:28:14 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 : NA Part Number : NA Dealer Name : Ken Grody Ford Dealer P&A : 06800
Dealer phone : NA VIN : [REDACTED] Year : 2021 Make : FORD Model : Mustang Mach-E
Mileage : 10040 Engine Specification : NA Transmission Specification : 1 SPD AUTO TRANS Warranty Start
Date : 2021-10-22 Open Recall/FSA : 21P22 SOFTWARE CALIBRATION UPDATE 22P08 BLUECRUISE
MAPS EXPIRATION ESP : NA Hotline Contact : NA Warranty History : Yes
2022-09-22 20:42:03 OBCDlr: SA Jason stats the awaiting an update on the speaker. Part #: jx7z18808b Possibly Part Arrival:
9/22-9/23 Estimated repair completion: The day the part arrives OBCCust: CXS has advised Cust of the
above 9/28/22 NS: Confirm repair satisfaction Ford Motor Company @ Lokenya McCorvey Customer
Experience Specialist lmccorv1@ford.com| www.ford.com Office: 1-866-631-3788 ext. 79435
2022-09-28 16:01:47

From: [REDACTED]
Sent: Tuesday, September 27, 2022 12:58 AM
To: McCorvey, Lokenya (L.)
Subject: RE: [REDACTED]

Hi Lokenya.

Sadly I had the same faults reappear right after I picked up my car from Ken Grody Ford Service on Friday afternoon. I only drove about 4.8 miles down the road and "Front Camera Fault, Pre-collision Assist not available" messages displayed on my instrument panel again. They cleared by themselves after 10 seconds or so and reappeared later. Same thing on Saturday. Didn't drive Mach E on Sunday. Today, Monday, 9/26, I was driving home and engaged Blue Cruise on a mapped freeway (I-5 South at Commerce, CA). The system -- with a 1 sec warning -- shut off at 65MPH and displayed the following messages: "Adaptive Cruise Control Not Available, Pre-collision Assist Not available, Front Camera Fault." Engaged system again after errors cleared in 10 seconds and same unsafe disengagement happened along with same error messages. I had to immediately step on the accelerator pedal to avoid an accident twice.

Not happy after repair attempt #2 and two weeks in the shop. What is our next step? Can we involve Ford's advanced BEV field engineering team? I'd like reasonable compensation too. I love my Mach E GT but will not tolerate these safety faults in an 11-month old car.

Very Respectfully,
[REDACTED]

2022-09-28 16:21:44

OBCCust: Cust stats the vehicle isn't currently at the Dlr for the reoccurring concerns

Concerns:"Front Camera Fault, Pre-collision Assist not available, Adaptive Cruise control N/A and Lane keep assist" Cust stats the messages appear for 10 seconds and go away then appear.

Cust has concerns the vehicle may cause him to crash

CXS has advised Cust FMC can engage a FSE but the vehicle will need to be taken back to the Dlr

Cust has requested to be placed into a EV loaner, CXS has advised Cust FMC doesn't place Cust in loaner vehicle and can't promise that he can be placed into a loaner vehicle

Cust has requested to be compensated for fuel, Ford pass rewards, Blue Cruise extended and or ESP

CXS has advised Cust once the vehicle is repaired I can then verify what ESP I can offer as a GWG.

CXS has advised Cust FMC can't compensated for fuel, Ford pass rewards or Blue Cruise extended

NS: Verify if there's a active appt

10/3/22

Ford Motor Company ®
Lokenya McCorvey
Customer Experience Specialist
lmccorv1@ford.com| www.ford.com
Office: 1-866-631-3788 ext. 79435

2022-09-30 13:39:28

Cust reached out via social media

Cust

Hello. I have an open BEV Team case # assigned: [REDACTED]. [VIN # [REDACTED]]
Can you assist me in escalating my unresolved safety issue up to an advanced BEV field engineering team?
I'd like to have my back-up, gasoline-powered vehicle refueling receipts 100% paid from the last two unsuccessful repair attempts. I also would like to have my Blue Cruise subscription extended free for a year since it's currently unusable and unknown when it's going to be 100% functional. I love my GT Mach E but will not tolerate this issue going into another month. The Blue Cruise disengages with little warning while at highway speeds. Intermittent and dangerous.

Thanks, [REDACTED]

Ford

Hi there, [REDACTED]! I appreciate you taking the time to send us a message about the concern you're having with your Mach-E. My name is Julia and I am a social media agent for Ford. Before moving on, could you provide me with the following info?

-The vehicle owner's full name and your relation to them (if applicable)

-Your full name

-Your zip code

-Email and phone number

-Mileage

Cust

[REDACTED]
10,228 miles

2022-10-03 14:26:22

From: [REDACTED]

Sent: Friday, September 30, 2022 1:01 PM

To: McCorvey, Lokenya (L.)

Subject: RE: [REDACTED]

Hi Lokenya.

Update: Sadly, the intermittent system faults have now moved to static (constant on) faults on my display. The pre-collision assist not available, front camera fault, adaptive cruise control not available faults will not clear at all now. Blue Cruise no longer activates.

I am waiting for my servicing dealer (Ken Grody Ford - Buena Park) to reserve a Tesla or equivalent 100% BEV from Enterprise Car Rental before dropping off my Mach E for repair attempt #3. Gasoline is currently about \$6.75/gal next to my house as of 9/30! This translates to a \$100 tank fill-up on my back-up gasoline-powered family car! My Mach E costs about \$7.50/200 mi range on my home LEV2 charger.

Thank You,
[REDACTED]

2022-10-03 15:51:09

From: McCorvey, Lokenya (L.)

Sent: Monday, October 3, 2022 10:11 AM

To: [REDACTED]

Subject: RE: [REDACTED]

Good Morning,

I've received the documents and have added them to the case. I'll remain in contact, can you confirm if the vehicle is currently at the dealership at this time?

2022-10-03 16:44:23

From: Mccorvey, Lokenya (L.)
Sent: Monday, October 3, 2022 11:33 AM
To: [REDACTED]
Subject: RE: [REDACTED]

Hi,

Thank you for the follow up, unfortunately Ford Motor Company can't enforce a BEV vehicle as a loaner nor rental.

From: [REDACTED] >
Sent: Monday, October 3, 2022 11:30 AM
To: Mccorvey, Lokenya (L.) lmccorv1@ford.com>
Subject: RE: [REDACTED]

Hi Lokenya.

Vehicle is not at dealership yet. I have not heard back whether they secured an equivalent all-BEV for me as a warranty loaner/rental. I'm following-up with my service advisor Jason Yee at Ken Grody Ford Buena Park this morning.

Since I have an ALL-BEV, I'd like the same as a warranty repair rental since that's the only reason why I purchased a Mach E in the first place. I cannot afford to fill-up with gasoline at \$100+/tank per week and make a Mach E car payment. I pre-budgeted for \$35 in EV filling costs this whole month. That's it.

Please assist.

Thank You,
[REDACTED]

2022-10-03 16:45:18

OBEmail to Cust

10/6/22

NS: Verify if the vehicle was taken back to the Dlr regarding the concerns

Ford Motor Company ®
Lokenya McCorvey
Customer Experience Specialist
lmccorv1@ford.com| www.ford.com
Office: 1-866-631-3788 ext. 79435

2022-10-06 15:51:52

From: [REDACTED]
Sent: Wednesday, October 5, 2022 5:48 PM
To: Mccorvey, Lokenya (L.)
Subject: RE: [REDACTED]

Hello.

Car is at Ken Grody Ford - Buena Park service today for repair attempt #3. Service advisor is the same, Jason Yee. His tech will contact the "hotline" for repair assistance.

I was 2.5 hours late into work today. The same time off (2.5 hours) as repair attempt #2. Fingers crossed they fix it on #3!

Thank You,
[REDACTED]

2022-10-06 20:13:14

OBEmail sent to Cust

NS: Check Sme for update

10/11/22

Ford Motor Company ®
Lokenya McCorvey
Customer Experience Specialist
lmccorv1@ford.com| www.ford.com
Office: 1-866-631-3788 ext. 79435

2022-10-11 17:23:44

OBCDLr: SA Jason confirmed the vehicle is currently at the Dlr as of 10/3/22 CXS has requested for Hotline partnership SA stats the Tech is needing to install the front camera and then shall be retested Per SA, Cust concerns are all tied into the front camera OBCCust: Left A VM advising Cust of the above NS: Verify if replacing the front camera has resolved the Cust concerns 10/13/22 Ford Motor Company ® Lokenya McCorvey Customer Experience Specialist lmccorv1@ford.com| www.ford.com Office: 1-866-631-3788 ext. 79435

2022-10-13 22:15:33

OBCDLR: SA Jason stats Front camera replaced and currently performing road SA Stats Cust has request to perform multiple road test SMS Text to cust 10/18/22 NS: verify satisfaction offer GWG Ford Motor Company ® Lokenya McCorvey Customer Experience Specialist lmccorv1@ford.com| www.ford.com Office: 1-866-631-3788 ext. 79435

2022-10-18 22:48:07

OBCDLR: SA- NA will return 10/19/22 CXS has Pushed Cust FU out 10/19/22 NS: Repair status ,Offer GWG Ford Motor Company ® Lokenya McCorvey Customer Experience Specialist lmccorv1@ford.com| www.ford.com Office: 1-866-631-3788 ext. 79435

2022-10-19 16:40:38 OBCDLr: NA, VM OBCCust: Stats he was advised by the SA the camera was replaced and the vehicle was being road tested. SA stats the sync navigation wasn't working properly SA wants to keep the vehicle for further diag Cust stats he's requesting for vehicle pay/ ESP as it has been down for 30 days, 5 hours of loss work, and gas CXS has advised Cust FMC doesn't reimburse for gas, or loss wages. CXS has advised Cust I can verify what GWG that can be offered once repairs are complete Cust has requested for the FSE to come out vs. providing assistance 10/24/22 NS: Verify repair status Ford Motor Company ® Lokenya McCorvey Customer Experience Specialist lmccorv1@ford.com| www.ford.com Office: 1-866-631-3788 ext. 79435

2022-10-24 22:33:34 OBCDLr: SA/SM NA... SMS text to Cust 10/25/22 Ford Motor Company ® Lokenya McCorvey Customer Experience Specialist lmccorv1@ford.com| www.ford.com Office: 1-866-631-3788 ext. 79435

2022-10-25 16:19:17 OBCDLR: NA, SA/SM OBCCust: Cust stats the vehicle is not ready for pick up as there's been multiple modules replaced Cust stats on 10/21/22 the gateway module was replaced, vehicle was reprogrammed and calibrated Cust stats the blue cruise isn't working properly due to the blue cruise recognizing vehicles that isn't in the vehicles path Cust stats the blue cruise is causing the vehicle to brake prematurely Cust stats the Dlr will continue to work with the FSE Cust stats he's going to place a order for the 23 Mach E and may consider a BB CXS has informed Cust the BB process can be initiated if that's how he'd like to proceed. Cust has declined at this time Cust asked if he place a order for the Mach E 23 if FMC can have the order expedited CXS has advised Cust FMC can't expedite vehicle orders CXS advised Cust he may have to speak with the MPH NS: Verify if the Tech has continued to partner with Hotline 10/27/2022 Ford Motor Company ® Lokenya McCorvey Customer Experience Specialist lmccorv1@ford.com| www.ford.com Office: 1-866-631-3788 ext. 79435

2022-10-27 20:11:22 NO Sme updates at this time. OBCCust: SA Chris stats currently there's no updates at this time as the assisting SA is still out of office CXS has requested for SA Chris to FU with the tech to confirm the current status SA Chris stats he'll FU with the Tech and email me with additional info SMS text to Cust 11/1/22 NS: Verify rep;air status, Sme updates Ford Motor Company ® Lokenya McCorvey Customer Experience Specialist lmccorv1@ford.com| www.ford.com Office: 1-866-631-3788 ext. 79435

2022-11-01 23:17:18 OBCDLr: SA Chris stats currently the tech is still testing to verify if repairs were resolved SA Stats he'll follow with the Cust today SMS Text sent to Cust 11/7/22 NS: Verify if repairs resolved concerns Ford Motor Company ® Lokenya McCorvey Customer Experience Specialist lmccorv1@ford.com| www.ford.com Office: 1-866-631-3788 ext. 79435

2022-11-07 22:32:21 OBCDLR: Fault code are still current and a FSE is coming out between the 8-9th SMS Text providing the above 11/10/22 NS: Verify FSE findings Ford Motor Company ® Lokenya McCorvey Customer Experience Specialist lmccorv1@ford.com| www.ford.com Office: 1-866-631-3788 ext. 79435

2022-11-10 21:02:43 OBCDLr: SA Jason stats the FSE came out 11/9/2022 and a Coex cable was ordered 10/10/22 SMS Text to Cust 11/16/2022 NS: Verify if part has arrived and repair status Ford Motor Company ® Lokenya McCorvey Customer Experience Specialist lmccorv1@ford.com| www.ford.com Office: 1-866-631-3788 ext. 79435

2022-11-14 21:32:05

Note: Verify if Cust has sent in proof of veh pay

2022-11-16 23:11:48 OBEmail to Cust NS: Submit Veh pay 11/17/2022 Ford Motor Company ® Lokenya McCorvey Customer Experience Specialist lmccorv1@ford.com| www.ford.com Office: 1-866-631-3788 ext. 79435

2022-11-17 23:18:03

Note: review payments with Sup for clarity

2022-11-18 21:13:52 OBCDLr: SA Jason stats parts has arrived, tech has performed repairs and the tech is test driving the veh now PA: 07946 SMS Text to Cust NS: Check repair status, Morley status Ford Motor Company ® Lokenya McCorvey Customer Experience Specialist lmccorv1@ford.com| www.ford.com Office: 1-866-631-3788 ext. 79435

2022-11-21 23:13:08

Case Progression Specialist

Morley activity:810941
For a 30+ Day Triage Vehicle Payment has been transmitted.

VOR has been updated.

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)

2022-11-23 16:37:14 SMS Text to Cust advising the DC was approved 11/30/22 NS: Verify repair status and DC status Ford Motor Company ® Lokenya McCorvey Customer Experience Specialist lmccorv1@ford.com| www.ford.com Office: 1-866-631-3788 ext. 79435

2022-11-30 20:26:04 Morley: Confirmed OBCDLr: SA NA SMS Text to Cust 12/5/22 NS: Check repair status Ford Motor Company ® Lokenya McCorvey Customer Experience Specialist lmccorv1@ford.com| www.ford.com Office: 1-866-631-3788 ext. 79435

2022-12-01 13:46:13

Technical escalation closed after camera issue was fixed. Dealer wrapping up other work on vehicle

2022-12-05 18:38:33 OBCDLR: SA Jason stats the repairs are complete and veh was picked up 12/2/2022 OBCCust: CXS has offered the Prem Care ESP, Cust has requested a for the offer to be emailed CXS has emailed the Prem Care ESP offer NS: Verify if Cust has approved GWG 12/8/2022 Ford Motor Company ® Lokenya McCorvey Customer Experience Specialist lmccorv1@ford.com| www.ford.com Office: 1-866-631-3788 ext. 79435

2022-12-07 23:18:34 CXS has transmitted the Prem Care ESP OBEmail to Cust 12/13/22 NS: Verify if ESP is active on the VIN
Ford Motor Company® Lokenya McCorvey Customer Experience Specialist lmccorv1@ford.com|
www.ford.com Office: 1-866-631-3788 ext. 79435

2022-12-12 18:55:37

Morley Case Progression Specialist
Morley activity:814559
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)

2022-12-13 20:27:48 OBCCust: CXS has advised Cust the GWG is active on the VIN Safety Net/Recap Ford Motor Company®
Lokenya McCorvey Customer Experience Specialist lmccorv1@ford.com| www.ford.com Office: 1-866-631-
3788 ext. 79435

2022-12-13 20:36:48

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:

2022-09-29 16:16:14	Lokenya Mccorvey	Mach E Messages [REDACTED] (002).jpg
2022-10-03 14:55:25	Lokenya Mccorvey	[REDACTED] Screenshot_20220930_FordPass.jpg
2022-10-03 14:56:26	Lokenya Mccorvey	[REDACTED] 2 20220930_082027_resized.jpg
2022-10-03 14:58:06	Lokenya Mccorvey	[REDACTED] 3 20220930_082024_resized.jpg
2022-11-15 22:46:16	Lokenya Mccorvey	[REDACTED] vehicle payment.pdf

The Collision Warning system has detected either a system fault or an obstructed radar sensor.

PRE-COLLISION ASSIST NOT AVAILABLE

Sep 12, 2022

The Collision Warning system has detected either a system fault or an obstructed radar sensor.

PRE-COLLISION ASSIST NOT AVAILABLE

Sep 01, 2022

The Collision Warning system has detected either a system fault or an obstructed radar sensor.

PRE-COLLISION ASSIST NOT AVAILABLE

Aug 24, 2022

The Collision Warning system has detected either a system fault or an obstructed radar sensor.

PRE-COLLISION ASSIST NOT AVAILABLE

Aug 23, 2022



1 VEHICLE ALERT(S)



Pre-Collision Assist Not Available

37%

Charge level



101MI

Est. distance
to empty¹

Updated 2 hours ago

VIEW CHARGERS >





Range
105 mi

 **37 %**



NW

Pre-Collision Assist
not available



OK



MPH

0

GROUND SPEED

P
R
N
D
L

 **BRAKE READY**



10340.2 mi



Ford Credit

Statement Date
10/17/2022

ANAHEIM, CA

Your Amounts Due

Date	Description	Amount
11/06/2022	Payment Due	\$557.14

Account Number:

2021 FORD MACHE

VIN:

Total Amount Due

\$557.14

Due Date 11/06/2022

If payment received after 11/16/2022, please pay \$598.93

Payoff Amount:

\$42,197.69

Good Thru: 11/06/2022

Final Payment Date:

11/06/2025

Your Transactions Since Last Statement

Date	Description	Amount
10/06/2022	Payment Received - Thank you!	\$557.14
	Principal	\$508.06
	Interest	\$49.08

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.

PE24-012 000254 SUBJ GCCT



| Ford Credit

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

Account Number:
Payment Due Date:

[REDACTED]
11/06/2022

Total Amount Due:

\$557.14

If Payments Received AFTER:
Please Pay:

11/16/2022
\$598.93

Mail Payment to:

Ford Credit
P.O. Box 552679
Detroit, MI 48255-2679

PAYMENT SLIP - IF YOU ARE PAYING BY MAIL, PLEASE PRINT AND SEND WITH YOUR PAYMENT.

PAYMENT MAILING ADDRESS

Ford Credit
P.O. Box 552679
Detroit MI 48255-2679

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

CASE NUMBER: [REDACTED] STATUS: Canceled
OPEN: 09-21-2022 CLOSED: 10-05-2022 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: Bill Brown Ford Inc
PA CODE: 03003 DLR SALES CODE: 48032 REGION: G2 ZONE: G2B
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 11,000
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: ANN HARBOR | MI | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Inoperative
ANALYST NAME: Thomas Hyde OPEN ANALYST NAME: Natalia Clapp
COMMENTS:
2022-09-21 16:03:07

Customer:

Hello - I've seen this account comment a few times to send DMs for car-specific issues so I wanted to do just that. I bought my car from Bill Brown Ford in February and have enjoyed using Blue Cruise every day on my drive in to work and back home. Recently, on the same drives, I'm no longer having the BlueCruise engage and it just defaults to the lane-assist.

My VIN is [REDACTED]

Thanks for the help!

[REDACTED]

Ford:

Good morning. 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 Mach-E Blue Cruise concerns on my end. To get things started I have to verify some information. Can you send over these details?

-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 - no problem

[REDACTED]

[REDACTED]

11,720 miles

Ford:

Just for your awareness, after running your VIN through our system, I'm currently seeing an outstanding safety recall associated with your vehicle (22S41 BATTERY ENERGY CONTROL MODULE SOFTWARE UPDATE). If you would ever like to check for recalls yourself, you may do so at the following link:

<https://owner.ford.com>

Thank you for the info. [REDACTED] For clarification, does your Mach-E's Blue Cruise occasionally stop working or has it stopped working all together?

Natalie

Ford Social Media Team

Customer:

Ford:

Thanks for reaching out to us about Mach-E Blue Cruise concerns. I will escalate this case to our EV support team. The EV 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 [REDACTED]

2022-09-21 16:04:07

Customer:

Hello - I've seen this account comment a few times to send DMs for car-specific issues so I wanted to do just that. I bought my car from Bill Brown Ford in February and have enjoyed using Blue Cruise every day on my drive in to work and back home. Recently, on the same drives, I'm no longer having the BlueCruise engage and it just defaults to the lane-assist.
My VIN is [REDACTED]
Thanks for the help!
[REDACTED]

Ford:

Good morning. 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 Mach-E Blue Cruise concerns on my end. To get things started I have to verify some information. Can you send over these details?
-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 - no problem
[REDACTED]
[REDACTED]
11,720 miles

Ford:

Just for your awareness, after running your VIN through our system, I'm currently seeing an outstanding safety recall associated with your vehicle (22S41 BATTERY ENERGY CONTROL MODULE SOFTWARE UPDATE). If you would ever like to check for recalls yourself, you may do so at the following link: <https://owner.ford.com> [REDACTED].
Thank you for the info. [REDACTED] For clarification, does your Mach-E's Blue Cruise occasionally stop working or has it stopped working all together?
Natalie
Ford Social Media Team

Customer:

The actual hands-free feature is what's stopped working completely. The lane assist feature still works but I have to maintain hand pressure for it to work.
Thanks!

Ford:

Thanks for reaching out to us about Mach-E Blue Cruise concerns. I will escalate this case to our EV support team. The EV 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 [REDACTED].

2022-09-21 20:43:27

CXS (Crystal Richardson/ext #79731) OBC to CUST [REDACTED] No answer vm not setup f/u with email Activation verified OBE-Hello [REDACTED] Thank you again for contacting Ford Motor Company Customer Experience Center. I am sending this to request you of the following information regarding CAS- [REDACTED] I will like to discuss next step and setup service appointment at the local Ford dealership. If you would like this case to continue please follow up with 24hrs. Kind regards, NEXT STEPS: UTC Ford Motor Company ® Customer Experience Specialist – PV Team Crystal Richardson crich198@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79731

2022-09-21 20:46:36

Case Number : [REDACTED] Customer : [REDACTED] Business Phone : n/a Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 88 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Bill Brown Ford Inc Dealer P&A : 03003 Dealer phone : 7343994244 VIN : [REDACTED] Year : 2021 Make : FORD Model : Mustang Mach-E Mileage : 11000 Engine Specification : ELECTRIC MOTOR #5 Transmission Specification : 1 SPD AUTO TRANS Warranty Start Date : 2022-02-15 Open Recall/FSA: : 22S41 ESP : CPCLIGHT/ CTIREWHL Hotline Contact : n/a Warranty History : 271917/888851

2022-09-23 23:39:15

CXS (Crystal Richardson/ext #79731) OBC to CUST [REDACTED] No answer vm not setup f/u with email OBE [REDACTED] This correspondence is in response to your contact with the Ford Customer Relationship Center on Sept. 2, 2022 regarding your 2022 Mach E I have attempted to reach you between Sept. 21 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. 79731. I am available Monday through Friday between 10am-6pm Eastern Standard Time. Sincerely, NEXT STEPS: UCT f/u with CUST Ford Motor Company ® Customer Experience Specialist – PV Team Crystal Richardson crich198@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79731

2022-09-28 23:31:50

OBE

Hello [REDACTED],

How are your vehicle concerns regarding Blue Cruise feature? I see there are no current update at this time. How can I better assist you?

2022-09-29 18:47:17

CXS (Crystal Richardson/ext #79731) OBC to CUST [REDACTED] No answer left vm sent final email OBE- Dear [REDACTED], This correspondence is in response to your contact with the Ford Customer Relationship Center on September 29, 2022 regarding your 2021 Ford Mach E I have attempted to reach you between September 28-29 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. 79731. I am available Monday through Friday between 10am- 6pm Eastern Standard Time. Sincerely, NEXT STEPS: Safety net for closure Ford Motor Company ® Customer Experience Specialist – PV Team Crystal Richardson crich198@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79731

2022-10-01 13:35:42

Safety Net [REDACTED] Clear to close SHANTELE BROOKS SheHerHers Business Operations Supervisor - BEV Passenger Vehicle - O: 866.631.3788

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: In Progress
 OPEN: 11-04-2022 CLOSED: BUSINESS UNIT NAME: Ford
 RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
 CASE CLASS LV 1234: Vehicle Concern | Buyback Request | California Vehicle |
 DEALER NAME: Walnut Creek Ford
 PA CODE: 07820 DLR SALES CODE: 72022 REGION: W2 ZONE: W2B
 VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 21,159
 BODY STYLE: K4S - MUSTANG MACH-E GT AWD 4DR LHD
 LAST NAME FIRST NAME MIDDLE: [REDACTED] |
 ADDRESS: [REDACTED]
 CITY STATE ZIP COUNTRY: RIPPON | CA | [REDACTED] | USA
 HOME PHONE: [REDACTED]
 SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Powertrain Malfunction (wrench image) | UNKNOWN
 ANALYST NAME: SYSTEM OPEN ANALYST NAME: Deandre Walter
 COMMENTS:
 2022-11-04 23:00:53 VIN# [REDACTED] VEH.at the Dealership: NO Meets FLP Guidelines: YES Year of VEH: 2021
 Mileage:18956 CLV: NS Transfer to Concern: YES Concern Agent Name: NA Reason for Concern: IBC
 FROM CUST: I'm calling because I have 2021 MachE gt and its not working and I've been dealing with this
 for some time now and the dlr is still waiting on parts so i want to get ford to buy the veh back instated of
 going to my lawyer CXS ADVISED: Adv cust i will connect him with someone to submit a bb request fro him
 Ford Motor Company Customer Experience Specialist-car/suv Deandre Walter Dwalte78@Ford.com |
 www.Ford.com Office: 866-631-3788 EXT 79795 PV Inquiry Agent
 2022-11-04 23:43:31
 Elisa Taveras/ Ext.79750/ ETAVERAS@ford.com
 IBC CXS called over attempt to xfer cust over VEH been at dlr for 2 mon cust seeking guidance. while cxs
 was explaining everything to me his line got very choppy, i was trying to assign to BEV call went completely
 silent. I disco no response.
 Ford Motor Company ®
 Customer Experience Operations
 Elisa Taveras
 ETAVERAS@Ford.com | www.ford.com
 Office: 1-866-631-3788 ext. 79750
 2022-11-04 23:52:31 IBC From CUST: [REDACTED] Phone Number [REDACTED] Delegate: N VEH OWNER: Y
 VIN# [REDACTED] CUST called in today about am update for a case but got disconnected. two
 months ago the VEH had issues and the main issue is the main touch panel which is on back order.
 ACTIONS TAKEN: got disconnected. Next Steps: 86155351 transferred to BEV team. Hector Rivera
 Passenger Vehicle Concern Advocate Hrver21@ford.com | www.ford.com Office: 866-631-3788 ext. 79784
 M-W 10:30AM-7PM CST F-SAT 10:30AM-7PM CST
 2022-11-05 00:13:49
 What specifically is causing the customer to want the vehicle bought back? Customer continues to need
 major repairs for their vehicle
 What type of purchase? New
 What is the name of the selling dealer, business, or seller? Walnut Creek Ford
 Registered owner(s) name(s) for the vehicle? [REDACTED]
 State where the vehicle is currently registered? CA
 What date was the vehicle purchased? 10/30/2021
 What is the primary mechanical concern for buyback request? CA
 What is the repair status of the vehicle? N/A dealer waiting on parts
 Note:If the vehicle is not repaired, youMUSTwork either the Part Delay and/or Repair Assistance Request in
 parallel with the buyback request process.Thisprocess must be started immediately, and the goal is towork
 towards assisting the customer and/or dealer with repairing the vehicle, assisting the dealer with parts issues,
 obtaining a loaner/rental vehicle and/or assisting customer with setting an appointment with a dealer.
 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).
 Have you had repairs completed for this concern at multiple dealerships? If yes, obtain names of dealerships
 and location.
 Does the vehicle have any modifications? (IfYES, please list) No
 Does the vehicle have any Aftermarket components? (IfYES, please list. For e.g., Lift Kits, Oversized Tires,
 Running Boards or Tool/Utility Boxes) No
 Was the vehiclepurchased/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
 Note:Legal Residency is the place where themilitary member intends to return to and live after discharge or
 retirement and which they consider their permanent home.
 Where is the vehicle currently located? Is the vehicle currently at the dealer? No
 YES- Obtain the name and location of dealer and the customer's Service Advisor (SA).
 What is the date the vehicle arrived at the dealer? 10/18/2022 (RO opened) not currently at dlr
 Is a loaner vehicleneeded? No
 Ifyes, contact the dealership to see if a loaner is available.
 Ifnoloaner is available from dealership, provide the option for rental assistance (Enterprise). Check
 customer's qualifications for rental assistance usingFord Loyalty Programcriteria
 NO,continue with buyback process as normal.

2022-11-05 00:17:52 IBC CUST: Inquiry agent states he was disco twice when attempting to transfer cust and is trying to get case assigned. States cust is requesting a BB after having multiple repairs. Cust states there is nothing good about his vehicle and he no longer wants it. Adv cust I can conduct GFR on his vehicle service and repair history and provide a decision based on CA Lemon Law guidelines within 30 days. BB Milestone and follow up 11/7/22 Ford Motor Company ® Customer Relationship Center – BEV Team Emily Carpenter ecarpe24@ford.com|www.ford.com Office: 866-631-3788 ext. 79719 10:30am – 7:00pm CST

2022-11-07 12:52:00

2022-11-07 19:52:23 To Kathy

2022-11-07 19:52:42 Opened GFR. Beginning investigation/review.

2022-11-07 19:52:42 Attached DMV Report and Claims List to GFR.

2022-11-07 19:52:57

2022-11-07 20:15:59 Added ESP to GFR.

2022-11-08 00:13:52 Sent an email to Nicole, Service Mgr., Walnut Creek Ford, regarding RO's for this VIN# at her dealership.

2022-11-08 00:20:44 OBC DLR: Spoke with SA Tailion who states that RO was opened Oct.18 and is closed as of Oct. 19. SA states diag screen was inop, screen would go black and cycle back on. SA states that there is an APIM ordered that is currently on backorder. SA states veh is safe to drive under these conditions. There is also a speaker that needs to be installed for another repair. NEXT STEPS: contact cust Ford Motor Company ® Customer Relationship Center – BEV Team Emily Carpenter ecarpe24@ford.com|www.ford.com Office: 866-631-3788 ext. 79719 10:30am – 7:00pm CST

2022-11-08 00:20:44 OBC CUST: To adv that part needed for repair is on backorder and dlr deemed vehicle safe to drive. No answer. LVM NEXT STEPS: SMS to cust and follow up 11/11/22 Ford Motor Company ® Customer Relationship Center – BEV Team Emily Carpenter ecarpe24@ford.com|www.ford.com Office: 866-631-3788 ext. 79719 10:30am – 7:00pm CST

2022-11-09 17:26:34 IBC from Cust wanting to speak with agent. Side chat sent to agent who stated she was unavailable. Advised of f/u scheduled for 11/10/22 Ford Motor Company ® Maria Flannagan Customer Experience Specialist, Ford BEV Team Mflanna1@ford.com | www.ford.com office: 1-866-631-3788 ext. 79662 Mon-Fri 7:00-3:30pm CST

2022-11-10 21:59:06 OBC CUST: To adv that GFR is ongoing for his vehicle's service and repair history. Adv that there is no firm ETA on part arrival because it is still on backorder. Cust is frustrated with the process and doesn't feel it should take this long for a decision to be made. Reminded cust that it can take up to 30 days for a decision to be reached regarding his vehicle. Adv that I would follow up every five business days unless there was any new information that needed to be relayed to him. NEXT STEPS: follow up 11/17/22 Ford Motor Company ® Customer Relationship Center – BEV Team Emily Carpenter ecarpe24@ford.com|www.ford.com Office: 866-631-3788 ext. 79719 10:30am – 7:00pm CST

2022-11-11 19:15:52

2022-11-11 20:11:50 Forwarded my original email from 11/7 to Nicole, Service Mgr., Walnut Creek Ford, regarding RO's for this VIN# at her dealership.

2022-11-11 20:12:02 Received an email from Nicole, Service Mgr., Walnut Creek Ford, regarding RO's for this VIN# at her dealership; states vehicle is not currently at her shop, nor are there any future appointments scheduled; no modifications/aftermarket components on this vehicle; no signs of misuse/abuse.

2022-11-11 20:28:36 Updated GFR.

2022-11-17 15:39:15 Case Analyst Initial Review Complete. Transferring to CCA for Initial Review.

2022-11-23 17:35:13 INITIAL CCA Review Complete. TRANSFERRING BACK TO CASE ANALYST TO MONITOR & FINAL REVIEW.

2022-11-29 18:47:40 OBC DLR: To speak with SM Nicole for an update on cust parts status for vehicle repairs. SM Nicole states that customer repair appointment has not been scheduled yet but all parts have arrived. SA Tailion informed SM that he will reach out to customer to schedule appointment for repairs. NEXT STEPS: contact cust and request appointment date/time Ford Motor Company ® Customer Relationship Center – BEV Team Emily Carpenter ecarpe24@ford.com|www.ford.com Office: 866-631-3788 ext. 79719 10:30am – 7:00pm CST

2022-12-02 21:32:37 OBC DLR: To speak with SA Tailion to see if repairs were scheduled with the customer. SA states that at this time repairs have not been scheduled but he will reach out to customer today. NEXT STEPS: contact cust Ford Motor Company ® Customer Relationship Center – BEV Team Emily Carpenter ecarpe24@ford.com|www.ford.com Office: 866-631-3788 ext. 79719 10:30am – 7:00pm CST

2022-12-06 15:55:03 OBC DLR: Spoke with SM Nicole for an update on cust vehicle. SM states that customer's appointment is 12/8/22 for repairs and further diagnosis. Adv I would follow up then for an update NEXT STEPS: follow up 12/8/22 Ford Motor Company ® Customer Relationship Center – BEV Team Emily Carpenter ecarpe24@ford.com|www.ford.com Office: 866-631-3788 ext. 79719 10:30am – 7:00pm CST

2022-12-08 19:45:34 Inbound call from cust: [REDACTED] Cust stated that he was calling to get an update for his BB / He does not want his veh anymore because he does not trust it / CXS: Informed the cust that his BB is still processing within his case / I will notate his case so that his CXS can progress his BB / There is a FU for 12/8 /Cust stated that he is going to get an attorney and is tired of being patient Next Step: Document recontact Ford Motor Company ® Kiara Williams Customer Experience Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530

OBC DLR: To speak with SM Nicole for an update on cust appointment. SM states his appointment is at 4pm PT NEXT STEPS: await BB decision Ford Motor Company ® Customer Relationship Center – BEV Team Emily Carpenter ecarpe24@ford.com|www.ford.com Office: 866-631-3788 ext. 79719 10:30am – 7:00pm CST

2022-12-08 23:06:34 [REDACTED] IBC CUST: Cust calling for an update on BB. Adv that there are no updates on his review at this time. Cust states he purchased another vehicle because he is tired of waiting on the review for his vehicle. Cust no longer wants the vehicle and states it is a lemon. He does not trust the vehicle after all of the issues he's had with it. He's been left stranded on the side of the road, heater has not worked for the past month or so, and dlr told him the part that he's been waiting on is not going to fix the heater issue. Adv cust that the review is still ongoing and there have been no updates at this time. Apologized for the delay in the decision. NEXT STEPS: follow up 12/15/22 Ford Motor Company® Customer Relationship Center – BEV Team Emily Carpenter ecarpe24@ford.com|www.ford.com Office: 866-631-3788 ext. 79719 10:30am – 7:00pm CST

2022-12-12 16:33:21

OBC to Killian, SA, Walnut Creek Ford. Successful. States that this vehicle is currently at his shop. Asked to follow up on status of vehicle at the end of the week.

2022-12-12 16:33:30

Updated GFR.

2022-12-15 17:36:12 OBC DLR: To speak with SA Taillon for an update on cust repairs. SA is OOO and was transferred to Pamela who blindly transferred to SM Nicole who was unavailable. LVM NEXT STEPS: recontact Ford Motor Company® Customer Relationship Center – BEV Team Emily Carpenter ecarpe24@ford.com|www.ford.com Office: 866-631-3788 ext. 79719 10:30am – 7:00pm CST

2022-12-15 23:48:38 OBC DLR: To get an update on cust repairs from SM Nicole. SM states APIM was installed and is working, speakers replaced. All repairs completed but there is an added line for BlueCruise diagnosis that SA Taillon would know more about. NEXT STEPS: update cust and follow up 12/19/22 Ford Motor Company® Customer Relationship Center – BEV Team Emily Carpenter ecarpe24@ford.com|www.ford.com Office: 866-631-3788 ext. 79719 10:30am – 7:00pm CST

2022-12-16 19:12:27

OBC to Kellian, SA, Walnut Creek Ford. Successful. States that they still cannot get the BlueCruise programmed; states tech to open HOTLINE; follow up next week, mid-week to check on status of repairs.

2022-12-20 00:20:46 OBC DLR: To speak with SM Nicole for an update on cust veh repairs. SM is OOO, but spoke with SvcDir Tim who states that repairs are completed, but customer was invited to demonstrate concern of vehicle pulling while using BlueCruise feature with tech. Customer as supposed to come in last week for this but has not and dealer will be reaching out for cust to come in this week possibly. NEXT STEPS: contact cust Ford Motor Company® Customer Relationship Center – BEV Team Emily Carpenter ecarpe24@ford.com|www.ford.com Office: 866-631-3788 ext. 79719 10:30am – 7:00pm CST

2022-12-22 17:32:17

OBC to Killian, SA, Walnut Creek Ford. Successful. States vehicle is completed, however, he is waiting on customer to come in and take a test drive with him regarding pulling. Customer to come in at any time.

2022-12-22 17:32:33

Updated GFR.

2022-12-23 23:46:33 OBC DLR: To get an update on customer's return to dlr to test drive vehicle. Spoke with SM Tim who states that customer has not returned to give a road test and SA has reached out to him since he was supposed to initially do the road test a few weeks ago. NEXT STEPS: contact customer Ford Motor Company® Customer Relationship Center – BEV Team Emily Carpenter ecarpe24@ford.com|www.ford.com Office: 866-631-3788 ext. 79719 10:30am – 7:00pm CST

2022-12-27 14:09:57

Sent an email to the CXS asking that she reach out to the customer and find out if/when he plans on returning to the dealership to do a test drive with service personnel to diagnose/resolve his current issues.

2022-12-28 16:33:14

OBC to Taillon, SA, Walnut Creek Ford. Successful. States that customer's vehicle is still at his shop; customer was invited to come to the shop and demonstrate concern with vehicle pulling while using BlueCruise feature with technician. Currently waiting on customer to come in for test drive. SA states he will attempt to get ahold of the customer again today.

2022-12-28 16:33:30

Updated GFR.

2022-12-29 17:48:29 CXS Emily Carpenter/Ext.79719/ ecarpe24@ford.com OBC CUST: To inquire whether he would be returning to the dealership to test drive his vehicle. Customer states that he is out of town for business and is not able to at this time but recommended the dealership test drive it without him if possible. Customer states when vehicle is driven on the freeway and BlueCruise is off/on the vehicle pulls hard to the right. Customer states after hard pull to the right it will ping-pong in the lane trying to adjust driving. Customer states this started happening after repairs in August. Customer states that he does not have attorney representation at this time but has been calling around due to the process and how long it has taken. Customer fears for him and his family's life in this vehicle with so many problems. Customer advises that if a decision is not reached soon he will be forced to get an attorney for this matter because his vehicle is clearly a lemon. NEXT STEPS: contact dlr Ford Motor Company® Customer Relationship Center – BEV Team Emily Carpenter ecarpe24@ford.com|www.ford.com Office: 866-631-3788 ext. 79719 10:30am – 7:00pm CST

2022-12-29 23:56:45 OBC DLR: To speak with SA Taillon regarding customer contact. Spoke with SM Nicole who states that customer has not been in to test drive and SA has tried contacting him. Adv that customer is out of town and not due to return until next week. NEXT STEPS: follow up 1/4/23 Ford Motor Company® Customer Relationship Center – BEV Team Emily Carpenter ecarpe24@ford.com|www.ford.com Office: 866-631-3788 ext. 79719 10:30am – 7:00pm CST

2023-01-06 15:26:50

Continuing to monitor this case. Vehicle is still at dealership. Waiting on customer to come in and test drive with shop foreman to evaluate customer's complaint that it pulls to the left. Customer has been out of town. Should be back at the end of this week.

2023-01-07 00:52:08 OBC CUST: To inquire if he would be returning to the dealership to test drive the vehicle. Customer states that he is out of town and he will just be contacting his attorney at this time. Customer is requesting a decision just be made at this point because he will not be returning to test drive and perform something that the dealership can on their own after providing all the instructions to them on what is wrong with the vehicle. Customer states Ford will be hearing from his attorney after he disconnects the call. Requested attorneys information so that I could forward to the appropriate resources. Customer began yelling inaudibly and disconnected the call NEXT STEPS: follow up on BB 1/12/23 Ford Motor Company ® Customer Relationship Center – BEV Team Emily Carpenter ecarpe24@ford.com|www.ford.com Office: 866-631-3788 ext. 79719 10:30am – 7:00pm CST

2023-01-09 14:04:51 Updated GFR.

2023-01-10 20:48:30 Case Analyst Review Complete. Transferring to CCA for Review.

2023-01-11 03:35:42 CCA review in process.

2023-01-12 19:13:40 CCA review in process.

2023-01-13 01:44:55 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.

2023-01-13 12:59:31 COM Review Complete. Assigning to Veronica to process

2023-01-13 14:28:31 DNQ UPLOADED TO PORTAL, TRACKING IS 821850
LETTER WILL BE SENT WITHIN THE NEXT 3 BUSINESS DAYS

2023-01-18 01:07:42 OBC CUST: To review BB case with cust. Cust is not happy with the denial and states he will be seeking council for this issue because Adv that if he is no longer in need of assistance I will be moving forward with closing his case. Cust states he does not agree to his case being closed. Cust states he will not being going to test drive the vehicle and putting his life at risk and can't believe Ford would ask him to do such a thing after he has been such a loyal customer. Cust confirmed new purchase of Ford vehicle but would not accept any type of goodwill for it regarding the experience he's had with his Mach-E. Reminded customer that BB decision is based solely on his states Lemon Law (CA). Customer says Ford clearly does not follow this law and has given him the run around on his vehicle concerns for the past 6 months. Adv cust that I would need his attorneys contact information to get him with the appropriate department. Cust declined and states he will have his attorney handle everything from her on out. NEXT STEPS: Safety net for closure Ford Motor Company ® Customer Relationship Center – BEV Team Emily Carpenter ecarpe24@ford.com|www.ford.com Office: 866-631-3788 ext. 79719 10:30am – 7:00pm CST

2023-01-18 15:51:44 Safety Net [REDACTED] Clear to close SHANTELE BROOKS SheHerHers Business Operations Supervisor - BEV Passenger Vehicle - O: 866.631.3788

CASE ATTACHMENTS:
2022-11-05 00:18:41

Emily Carpenter

[Buyback Request \[REDACTED\].docx](#)

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 11-09-2022 CLOSED: 12-16-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | California Vehicle |
DEALER NAME: Future Ford
PA CODE: 06261 DLR SALES CODE: 72205 REGION: W2 ZONE: W2A
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: MUSTANG MACH-E MILEAGE: 4,096
BODY STYLE: K3R - MUSTANG MACH-E PREMIUM RWD 4DR
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: GRASS VALLEY | CA | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Message/Notification | Inaccurate
ANALYST NAME: FordGCCTDynamicsAccount-Portalwebapi-Prod OPEN ANALYST NAME: Laura Myerscough
COMMENTS:
2022-11-09 20:01:35

Case Number : [REDACTED]
Customer : [REDACTED]
Business Phone : [REDACTED]
Home Phone : [REDACTED]
Mobile Phone : [REDACTED]
LTV Score : 70
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : N/A
Part Number : N/A
Dealer Name : Future Ford Lincoln
Dealer P&A : 29546
Dealer phone : 9167863673
VIN : [REDACTED]
Year : 2022
Make : Ford
Model : Mustang Mach-e
Mileage : 3545
Engine Specification :
Transmission Specification : 1 SPD AUTO TRANS
Warranty Start Date : 2022-09-28
Open Recall/FSA :
22P08BLUECRUISEACTIVEGLIDE MAPS EXPIRATIONESP : N/A
Hotline Contact : YES
Warranty History : YES

2022-11-09 20:01:36 CXS Laura ext 79112/ IBC [REDACTED] - [REDACTED] He purchased a 2022 Mustang Mach-e recently, he has taken it into the shop twice (each time its a week down) Problem is there but can't be fixed as of right now. He would like to find out what to do. Vehicle is not at dealer right now, he picked it up on 11/4 He can't get a electrical vehicle loaner until the fix. VIN: [REDACTED] Mileage: 3500 DLR: Future Ford SA-Kimberly Heath Blue Cruise Feature not working, it pops up watch the road twice, assume control of the vehicle. He is looking straight at the road and it still pops up. Pre-collision kept coming on after updates Concern line C could be related 22P08 then preform diagnosis on this line. He brought the vehicle in for the first time within the first 30 days of owning the vehicle. Customer will be reaching out to Kimberley to get the vehicle back to the dealership for further repair assist. NEXT STEPS: F/u with cust on 11/10 to get an update on when he will be getting the vehicle to the dealer. Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-11-09 20:05:07

Customer Information
Name(s) on the Title: [REDACTED]
Address: [REDACTED] Grass Valley, CA [REDACTED]
Email Address: [REDACTED]
Customer is Purchasing
Vehicle Information
VIN: [REDACTED] Current Mileage: 3545
Ownership Status/ Type of Purchase: NEW
Purpose of vehicle: Personal
#Vehicles registered to the business. (If yes to business)
Purchase Date: 9/20/2022 Mileage at Time of Purchase: 25
State Information
State Where Purchased: California
State Where Registered: California
Dealer Information
Purchased from Dealer? Yes Dealership (if yes): Future Ford
Primary Reason for Repurchase: blue Cruise not working and Pre-collision alerts
Is there a current concern with the vehicle? YES
What is the repair status of the vehicle? Scheduling appt.
Were repairs completed for this concern at multiple dealerships? (If yes): Future 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

2022-11-10 13:21:06

To Kathy

2022-11-10 14:55:33

Opened GFR. Beginning investigation/review.

Page 1 of 5

PE24-012 000265 SUBJ GCCT

2022-11-10 14:55:53

Attached DMV Report and Claims List to GFR.

2022-11-14 14:25:51

OBC to Future Ford of Clovis Service Dept. Unsuccessful. Left message asking for a return phone call regarding RO's for this VIN# at this dealership.

2022-11-14 16:04:00

IBC from Kim, SA, Future Ford Clovis. Unsuccessful. Left message stating that this vehicle is not currently at her shop. States that this vehicle is experiencing a BlueCruise issue, however, at this point, FSA 22P08 has no fix. FSA states that this will be an over the air software update; parts are not required to complete this repair. Further states that customer has a scheduled appointment for Tuesday 11/15/2022.

2022-11-14 16:11:18

OBC to Johan, acting Service Mgr., Future Ford Lincoln of Clovis. Unsuccessful. Left voice message asking him to return my call regarding RO's for this VIN# at his dealership.

2022-11-14 19:14:35

IBC from Johan, acting Service Mgr., Future Ford Lincoln of Clovis. Successful. Spoke to him about customer's appointment mentioned by Kim, SA, for Tuesday 11/15. I told him that despite the fact that FSA 22P08 cannot be performed on the customer's vehicle, that his VHA indicates he is having various diagnostic troubles relating to various SSM/TSB/GSB'S. Service Mgr. asked for customer's phone number. States that there are no service records for this vehicle.

2022-11-15 16:01:39

Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 IBC: Customer was to take his vehicle in to the dealer. Customer is requesting either a EV rental or gas reimbursement. The customer was informed that we can only assist as a reimbursement and only after the vehicle has been repaired and returned to the customer. CXS also informed the customer that we can cover up to \$45/day for rental and \$200/month for Gas. He was also informed that the BB is still pending and his agent has a follow up set for today. There is a case opened by the dealer requesting rental assistance: CAS- [REDACTED] From the huddle that Robin lead. We need to level set expectations for rental reimbursement and if gas is mentioned or requested... •\$45/day for Ford/Mercury vehicles •\$60/day for E&F Series, Transit, and Expedition owners •\$40/day for third-party rentals. •Gas \$200/month Next Step: CXS will message the agent on the case. 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.

2022-11-15 18:26:06

CXS Laura ext 79112/ OBC to DLR 9167863673- Spoke with Jen the receptionist she transferred me to SA- Chris, he advised that he is in the system for a Mach-e no history on it. He advised there is no SA- Kimberly at this dealership. OBC to Future Ford of Sacramento 916) 265-0841- SA-Frank he advised that SA- Kimberly Heath is at this dealership. He couldn't get a hold of anyone. SM-Tim Crabtree and Nick Tate EMAIL: [REDACTED] Send email to SA to get update on the vehicle. NEXT STEPS: F/u with DLR to get update on vehicle status. Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-11-17 18:13:53

CXS - Jessica Zavala jzaval28@ford.com 866-631-3788 Ext 79499 Blue cruise doesn't work. He was asking for the lemon law. [REDACTED] IBC Garrett Customer stated his vehicle has been to the shop for many times. He did ask if he can speak with the agent. I told him agent has follow up with him today. Customer stated he will wait for her call, Callback [REDACTED] I did tell the customer the buyback is still in process. Next step: Send agent message to call customer back and notate case.

2022-11-17 21:41:46

CXS Laura ext 79112/ OBC to DLR 9167863673- Spoke with Patricia the service receptionist, asked for SA- Kimberly Heath- no one is available. NEXT STEPS: f/u with cust to get update on vehicle status 11/17/2022 Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-11-17 21:46:07

CXS Laura ext 79112/ OBC to CUST [REDACTED] customer did not answer, left message advising that I have escalated his concern to TAC and I waiting to hear back from Kim regarding his vehicle and if the tech has been in contact with TAC or an FSE. I asked that if he hears from Kim to please let her know to get back in contact with me. I advised that his GFR is still under review and reiterate that it takes at least 15 days for a decision to be made. NEXT STEPS: F/u with cust and dlr 11/21 with update on vehicle status. Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-11-18 20:39:11

OBC to Kim, SA, Future Ford of Clovis. Unsuccessful. Left voice message asking her to return my call regarding status of customer's vehicle and if he is having other issues than with his BlueCruise.

2022-11-29 16:34:20

OBC to Kim, SA, Future Ford of Clovis. Unsuccessful. Did not leave a message. Will call again later.

2022-11-29 18:49:57

OBC to Johan, Service Mgr., Future Ford of Clovis. Unsuccessful. Left voice message asking him to return my call regarding customer visits to his dealership.

2022-11-29 19:55:40

OBC to Kim, SA, Future Ford of Sacramento. Unsuccessful. Left voice message asking her to call me regarding customer's vehicle.

2022-11-30 17:33:54

IBC CXS (Sam Davidson/extension #79573) IBC CUST Issue/concern- customer called into to get case number and update on case cxs advised customer that buyback is still under review advised customer that i will reach out to CXS to give you a call back. NEXT STEPS: webex cxs Ford Motor Company @ Sam Davidson SheHerHers Customer Experience Specialist

2022-11-30 18:31:23

OBC to Kim, SA, Future Ford of Sacramento. Successful. States customer dropped off his vehicle on 11/15, and will not pick it up. Dealer has given them a loaner vehicle to utilize. There is an FSA currently on this vehicle, however, a fix it not yet available.

2022-11-30 18:40:10

OBC to Kim, Future Ford of Sacramento. Successful. Told her to call the customer and ask him to pick up his vehicle. It is within their rights to charge storage for the customer's vehicle and to charge him rental fees while he has their loaner.

2022-11-30 18:41:55

Sent CXS an email asking that she reach out to the customer and ask him to pick up his vehicle from Future Ford of Sacramento. Further that dealer has a right to charge customer storage fees and rental fees. Advise customer to pick up their vehicle, as there is no fix to their concerns at this time.

2022-11-30 18:42:18

Updated GFR.

2022-11-30 18:42:33

Case Analyst Review Complete. Transferring to CCA for Review.

2022-11-30 19:04:05

CXS Laura ext 79112/ OBC to DLR 9167863673- Spoke with wrong Future Ford need to call sacramento office. OBC to DLR (916) 265-0841- spoke with DLR they transferred me to SA-Kim- she did not answer, left message asking for a call back regarding customer. NEXT STEPS: Email SA to request documentation for no fix found Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-11-30 23:45:18

Sent to tier 3 for review

2022-12-01 13:57:33

CCA review in progress

2022-12-01 21:09:47

From: Myerscough, Laura (L.) Sent: Thursday, December 1, 2022 3:10 PM To: 'Kimberly Heath' Subject: RE: [REDACTED] Hi Kim, Yes that has been noted in the escalation. Please let me know once TAC makes contact with the tech. Thank you, Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-12-01 21:13:47

CXS Laura ext 79112/ OBC to CUST [REDACTED] - advised customer that the review is still in progress and we are working to have a our technical team to reach out to the dealership. I advised if anything changes I will advise him. NEXT STEPS: F/u with cust and dlr on 12/5 to get update on vehicle and GFR. Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-12-05 18:08:04

CCA review in progress

2022-12-05 18:23:17

From: Myerscough, Laura (L.) Sent: Monday, December 5, 2022 12:11 PM To: Kimberly Heath Subject: RE: [REDACTED] Hi Kimberly, I am reaching out to see if TAC has reached out to you? Kindest regards, Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-12-06 23:36:56

CCA review in progress

2022-12-07 18:21:22

CCA review in progress

2022-12-07 23:55:15

OBC to Future Ford service dept. spoke with SA: Kimberly Heath. Updating GFR.

2022-12-08 19:21:08

From: Myerscough, Laura (L.) Sent: Wednesday, December 7, 2022 2:41 PM To: Kimberly Heath Subject: RE: [REDACTED] Thank you for the response. The buyback review team has requested that the tech reaches out to hotline, please send me the hotline case number once completed. Also, please have the tech start the process for the reprogramming of the HVAC module. Thank you. Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-12-08 19:30:24

CXS Laura ext 79112/ OBC to DLR 9167863673- Spoke with SA- Dave he transferred me to service department in Sacramento- Spoke with receptionist she transferred me to SA- Kim she did not answer, left message asking for update to see if TAC has reached out regarding vehicle. NEXT STEPS: f/u with cust on 12/8/2022 with update on vehicle status. Ford Motor Company Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-12-08 19:34:41

CXS Laura ext 79112/ OBC to CUST [REDACTED] cust did not answer, left message advising that our technical team should be reaching out to DLR today. I advised that the GFR is still on going due to the delay on our technical side. I apologized for the delay and advised I would follow up Monday. NEXT STEPS: F/u with DLR and CUST on Monday 12/12 to get update on vehicle status. Ford Motor Company Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-12-08 20:47:57

IBC from CX returning cxs call after reviewing notes advised gfr is still being processed and no update on repairs Debra Clay SheHerMam CXS, Ford Concern Team Battery Electric Specialist O: 866-631-3788 ext.79334

2022-12-09 16:14:12

CCA review in progress

2022-12-09 23:53:02

CCA Review Complete. TRANSFERRING to RES FOR REVIEW.

2022-12-12 16:19:56

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

2022-12-12 16:36:12

APPROVAL UPLOADED TO PORTAL, TRACKING IS 815286
LETTER WILL BE SENT WITHIN THE NEXT 3 BUSINESS DAYS

2022-12-13 15:47:09

RAV has received and accepted the case. Customer contact is forthcoming

2022-12-15 13:53:35

Per TAC, repair complete

2022-12-16 16:26:20

CXS Laura ext 79112/ OBC to CUST [REDACTED] Customer advised that the vehicle is still in the shop, the buyback has been approved he is working on the offer at this point. RAV has made contact. NEXT STEPS: Close case Ford Motor Company Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-12-16 19:51:26

****Safety Net*****

NEXT STEPS: FOR CXS: Approved to Close Case

Ford Motor Company ®
Charles Casiano
Business Operations Supervisor - BEV Passenger Vehicle
CCASIANO@Ford.com | www.ford.com

2022-12-30 22:46:41

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

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 11-29-2022 CLOSED: 03-06-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Ford Employee Customer Support NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | QNPS Survey Comment Follow-up | |
DEALER NAME: AutoNation Ford Tustin
PA CODE: 05414 DLR SALES CODE: 71057 REGION: W1 ZONE: W1C
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 20,140
BODY STYLE: K1S - MUSTANG MACH-E SEL AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: LAKE FOREST | CA | [REDACTED] USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Instrumentation/Display | UNKNOWN | UNKNOWN
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Don Cole
COMMENTS:
2022-11-29 14:50:02

Email received from: [REDACTED] 11/28/2022, 3:55:42 PM PST · System Generated
Hello Don, thank you for replying. Yes I would like to talk to someone after taking the car into the dealer (very helpful and kind people) they were unable to fix the electronic issues and did suggest I talk to a Ford Customer service person.
I can be reached most anytime Pacific Standard Time at (714)606-5830. Or via email.
With best regards,
[REDACTED]

From: Don Cole
Sent: Monday, November 28, 2022 7:35 AM
To: [REDACTED]
Subject: Thank you for your feedback
Hello [REDACTED]
I'd like to thank you for taking the time to share your feedback on a recent Quality survey. Based on your comments we recognize that some of your experience has been disappointing. Maintaining your trust and loyalty is of utmost importance to us.
If your concerns have not been resolved through your local dealership and you would like further assistance from the Customer Relationship Center, please respond to this email.
Thank you for being a part of our extended Ford Family
Sincerely,
Don Cole
Ford Experience Commitment Team
Ford Motor Companydcole113@ford.com

it doesn't work properly, ride is so stiff, massive electronic issues, technicians unable to locate the issue, dealer can't replace the chip to fix the problem. brakes slam on when using 1 pedal drive and cruise control. if someone is pulling into a drive way and is off the road the emergency collision alert flashes like I am going to crash.

I have taken it to the dealer, they cant seem to duplicate the issues. but like I said, it is sparatic and very annoying. examples: back hatch wont open with foot - pasenger door wont open unless drivers door is open even though the system is set to open all doors - dirver seat sometimes moves to position 1 when car started, most of the time it doesn't - radio presets disappear and reset to factory settings at least once a week - auto headlights will reset to lights on all the time - side door mirrors sometimes wont unfold, I have to push the button on the door - climate control auto turns off air conditioning while driving and blows hot air until someone pushed the air conditioning button again - a VERY scarry issue is when you have the computer set to 1 pedal drive and you are using the cruise control with distance setting on, if some one pulls in front of you the brakes over compensate not taking into consideration the 1 pedal drive is on and the car brakes slam down jarring the passengers - the ride on this car is insanely stiff

2022-11-30 20:32:15

Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : n/a Vehicle Purchase Status : Original Owner Dealer Name : AutoNation Ford Tustin Dealer P&A : 05414 Dealer phone : 7148323300 VIN : [REDACTED] Year : 2021 Make : FORD Model : Mustang Mach-E Mileage : 17614 Engine Specification : BATTERY ELECTRIC MOTOR #3 Transmission Specification : 1 SPD AUTO TRANS Warranty Start Date : 2021-11-13 Open Recall/FSA : 22B28 REPROGRAM HVAC CONTROL MODULE ESP : none Hotline Contact : none Warranty History : none related

2022-11-30 21:03:54

CSM Antoinette Ext 77712 Made OBC to Dlr 714832330011/18 17095 miles for a software update, headlight wouldn't turn on, radio would not hold present station, Bluetooth concern, right front door will not open from the outside and there was NPF. She stated that the SA was Daniel. CSM was transferred to SA Daniel who stated that everything was function when he brought it in. He stated that they updated 13 modules. He stated that the cust picked the veh up Friday 11/18. He informed him if the concern comes back to let him know. CSM advised will reach out to cust to see if all concerns are still present. Daniel- amayad@autonation.com Repair status: not at dlr CSAT status: repair assistance Next steps: action: check cust reply Next steps: check cust reply Case to be resolved upon: repair completion Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2022-11-30 21:04:29

From: Scott, Antoinette (A.)
Sent: Wednesday, November 30, 2022 4:02 PM
To: [REDACTED]
Subject: [REDACTED]

Good Evening Mr. [REDACTED]

My name is Antoinette and I received your survey reply wanting to speak with someone from Ford. As a Friends & Family Support Manager I work with the dealership to help resolve our customer's concerns. I am sorry to hear you are having so many intermittent electrical , brakes, seats, and radio preset concerns. I did reach out to AutoNation Ford and spoke with Daniel he did explain that the last visit they were unable to duplicate the concerns. He stated that they did do a software update which updated various modules. Since you have had the vehicle back are all the concerns still present ? I look forward to working with you and we appreciate you being a part of the Ford family. Below you will find my contact information for future reference.

Thank You,

Ford Motor Company ®
Antoinette Scott
Ford Employee Friends & Family Support Manager | Ford CX Team
ASCOTT99@ford.com|www.ford.com
Office: 866-631-3788 x 77712
eFax: 1- 866-386-3045
Monday – Friday 8:45 AM to 5:15 PM Eastern

2022-11-30 21:04:29

Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 12/2 concern still persisting, check cust reply

2022-12-02 15:59:26

From: Scott, Antoinette (A.)
Sent: Friday, December 2, 2022 10:59 AM
To: [REDACTED]
Subject: RE: [REDACTED]

Good Morning [REDACTED],

I hope all is well and wanted to reach out to you again. I did not receive a response from the email I sent below Wednesday. Patiently waiting on your reply to see if there is any assistance needed from me .

Thank You,

Ford Motor Company ®
Antoinette Scott
Ford Employee Friends & Family Support Manager | Ford CX Team
ASCOTT99@ford.com|www.ford.com
Office: 866-631-3788 x 77712
eFax: 1- 866-386-3045
Monday – Friday 8:45 AM to 5:15 PM Eastern

2022-12-05 21:04:05

From: Scott, Antoinette (A.)
Sent: Monday, December 5, 2022 4:03 PM
To: [REDACTED]
Subject: RE: [REDACTED]

I appreciate the response and will await your reply.

Thank You,

Ford Motor Company ®
Antoinette Scott
Ford Employee Friends & Family Support Manager | Ford CX Team
ASCOTT99@ford.com|www.ford.com
Office: 866-631-3788 x 77712
eFax: 1- 866-386-3045
Monday – Friday 8:45 AM to 5:15 PM Eastern

From: [REDACTED] >
Sent: Friday, December 2, 2022 6:02 PM
To: Scott, Antoinette (A.) ascott99@ford.com>
Subject: Re: [REDACTED]

I have a lot to type to you and to note, unfortunately I haven't had the time to reply. Thank you for the follow up you will receive my reply this weekend.

[REDACTED]
Sent via the Samsung Galaxy S21 Ultra 5G, an AT&T 5G smartphone
Get Outlook for Android

2022-12-07 19:39:47

CSM Antoinette Ext 77712 Made OBC to Cust [REDACTED] Cust stated that the update that they did fix some concerns. The brakes slamming on auto drive has been corrected. He stated that he can not use foot to open liftgate. cust stated that if he walks to the door with the key no one can get into the veh until he opened the driver door. He stated that the rear passenger is the only door that will open that they tried. He stated that the radio preset has not acted up since he got it back but concern is sporadic. He stated that it does not connect to the android properly. He stated that he has to connect via blue-tooth. He stated that Alexa was working but no longer working it prompts him to purchase a subscription. Since he got the vehicle back the concern with the memory seat is still there. He stated that he has not had any concerns with the side mirrors acting up since he got it back. He stated that when he has the veh headlights on automatic it will switch out of automatic to stay on all the time which seems ok now. He stated that he has a new concern with the heated seat turning on by themselves. He stated that he has been doing research and wanted to know if maybe the master chip is the main concern and if it could be replaced. CSM advised did speak with SA Daniel who advised they updated about 13 modules which cust confirmed. Advised CSM will reach out to Daniel to let him know that there are still concerns present as well as a new one. Repair status: not at dlr CSAT status: repair assistance Next steps: action: check dlr response, update cust Next steps: check dlr response, update cust Case to be resolved upon: repair completion Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2022-12-07 19:40:19

Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 12/12 check dlr response, update cust

2022-12-07 19:46:37

From: Scott, Antoinette (A.)
Sent: Wednesday, December 7, 2022 2:46 PM
To: 'amayad@autonation.com'
Subject: [REDACTED]

Good Afternoon Daniel,

I spoke with [REDACTED] with the 2021 Mach-E [REDACTED] where you stated that 13 modules were updated on customer's last visit. He stated that some concerns have not presented itself since he received the vehicle back but there are still some concerns present plus a new concern. I will list the concerns present on the vehicle per customer. If you are able to reach out to the customer to get him scheduled back in. Once the vehicle comes in it may be a good idea to open a hotline contact to assist you with diagnoses/repair if necessary.

Tailgate will not open with foot

Passenger not opening on outside when drive approaches vehicle. Door will only open if drive opens their door first

Android auto not working properly (pairing concern)

Alexa not working, prompting customer to purchase subscription. He stated it worked before. (not sure if this is a subscription customers are supposed to buy).

Memory seat function not working (intermittent)

NEW while driving on freeway notice heated seats would turn on to automatic on it's on without anyone turning the heated seats on

Thank You,

Ford Motor Company ®
Antoinette Scott
Ford Employee Friends & Family Support Manager | Ford CX Team
ASCOTT99@ford.com|www.ford.com
Office: 866-631-3788 x 77712
eFax: 1- 866-386-3045
Monday – Friday 8:45 AM to 5:15 PM Eastern

2022-12-12 19:43:20

From: Amaya, Daniel
Sent: Wednesday, December 7, 2022 2:54 PM
To: Scott, Antoinette (A.)
Subject: RE: [REDACTED]

WILL DO

2022-12-12 19:57:42

CSM Antoinette Ext 77712 Made OBC to Cust [REDACTED] Cust not available left VM advising of second attempt Thursday 12/15. Advised Daniel should be reaching out to schedule his apt if he has not done so already. Repair status: not at dlr CSAT status: repair assistance Next steps: action: was apt made Next steps: was apt made Case to be resolved upon: repair completion Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2022-12-12 19:57:54

Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 12/15 was apt made

2022-12-15 21:36:28

CSM Antoinette Ext 77712 Made OBC to Cust [REDACTED] Cust stated that he has been so busy with work so he has not been able to make an apt. He stated that the problems are still there. He stated that yesterday the memory seat function was not working but today it is. Cust stated that the SYNC screen rebooted while he was driving and now his phone connects. Cust stated that he will try to make an apt but would like to bring it in when it is happening so he can show the dlr. Advised CSM will give him more time to make an apt and f/u no later than Thursday 12/22. Repair status: not at dlr CSAT status: repair assistance Next steps: action: was apt made Next steps: was apt made Case to be resolved upon: repair completion Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2022-12-15 21:36:41

Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 12/22 Did cust make apt

2022-12-22 20:21:20

CSM Antoinette Ext 77712 Made OBC to Cust [REDACTED] cust not available left VM advising of second attempt Wednesday 12/28. Repair status: not at dlr CSAT status: repair assistance Next steps: action: was apt made Next steps: was apt made Case to be resolved upon: repair completion Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2022-12-22 20:21:35

Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 12/28 was apt made

2022-12-28 22:15:35 CSM Antoinette Ext 77712 Made OBC to Cust [REDACTED] message stating error Repair status: not at dlr CSAT status: repair assistance Next steps: action: was apt made Next steps: was apt made Case to be resolved upon: repair completion Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2022-12-29 17:18:12 CSM Antoinette Ext 77712 Made OBC to Cust [REDACTED] Cust stated that he has an apt to drop the veh off Monday 1/16 . Cust stated that he was informed by Daniel that he can not get a loaner because he has already had one previously. Advised CSM will reach out to speak with Daniel. Cust stated that he will be away on a trip so he doesn't need a loaner unless they still have the veh after he returns. Cust stated that the veh changed radio station changes multiple times in a day. He stated that the passenger back door will not unlock. cust stated that it did an update where it added Alexa but now he doesn't see it. He stated that it kept asking him to pay for a subscription . CSM advised will look into Alexa for him and f/u no later than Tuesday 1/3. Repair status: not at dlr CSAT status: repair assistance Next steps: action: review Alexa info in AAF , update cust Next steps: review Alexa info in AAF , update cust Case to be resolved upon: repair completion Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2022-12-29 17:18:31 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 1/3 review Alexa info in AAF , update cust

2023-01-03 20:47:35 CSM Antoinette Ext 77712 Made OBC to Dlr 7148323300 Spoke with Daniel and inquired about cust concern regarding loaner being provided. He stated that as long as they verify a warrantable concern they can provide a loaner. SA did confirm cust on schedule. Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-01-03 20:49:11 CSM Antoinette Ext 77712 Made OBC to Cust [REDACTED] Cust not available left VM advising of second attempt Thursday 1/5. Repair status: not at dlr CSAT status: repair assistance Next steps: action: review Alexa info in AAF , update cust Next steps: review Alexa info in AAF , update cust Case to be resolved upon: repair completion Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-01-03 20:49:25 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 1/5 review Alexa info in AAF , update cust

2023-01-05 17:04:29 CSM Antoinette Ext 77712 Made OBC to Cust [REDACTED] Cust not available left VM advising of third attempt Monday 1/9. Repair status: not at dlr CSAT status: repair assistance Next steps: action: review Alexa info in AAF , update cust Next steps: review Alexa info in AAF , update cust Case to be resolved upon: repair completion Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-01-05 17:04:52 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 1/9 review Alexa info in AAF , update cust

2023-01-09 21:58:38 CSM Antoinette Ext 77712 Made OBC to Cust [REDACTED] Cust stated that he will bringing the veh in on the 16th and have them check the Alexa. Cust stated that the hands free tailgate feature is now working. Advised cust to let dlr know about Alexa concern. Advised CSM will f/u Tuesday 1/17 once the veh is brought in. Repair status: not at dlr CSAT status: repair assistance Next steps: action: check veh status, update cust Next steps: check veh status, update cust Case to be resolved upon: repair completion Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-01-09 21:58:48 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 1/17 check veh status, update cust

2023-01-17 22:20:50 CSM Antoinette Ext 77712 Made OBC to Dlr 7148323300 Spoke with apt coordinator who stated that SA Daniel is not available. She took CSM contact info. Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-01-17 22:22:43 CSM Antoinette Ext 77712 Made OBC to Cust [REDACTED] Informed cust the veh was dropped off. Cust stated that he will be away for a week and to contact him when he gets back. Repair status: not at dlr CSAT status: repair assistance Next steps: action: check veh status Next steps: check veh status Case to be resolved upon: repair completion Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-01-17 22:22:55 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 1/20 check veh status

2023-01-20 21:16:05 CSM Antoinette Ext 77712 Made OBC to Dlr 7148323300 Spoke with service who provided SA Daniel direct line 714-508-2891. He then transferred CSM to SA Daniel who was not available. Left VM requesting veh status update. Repair status: not at dlr CSAT status: repair assistance Next steps: action: check veh status Next steps: check veh status Case to be resolved upon: repair completion Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-01-20 21:20:18 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step F/u 1/24 check veh status

2023-01-24 20:56:33 CSM Antoinette Ext 77712 Made OBC to SA Direct Line Daniel 714-508-2891 SA was not available CSM left VM requesting status update . Provided CSM email and phone number. Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-01-24 20:57:14 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 1/26 check veh status, update cust

2023-01-26 21:54:44 CSM Antoinette Ext 77712 Made OBC to SA Direct Line Daniel 714-508-2891 Spoke with Daniel who stated that the tech has not been able to duplicate the concern. He stated that the tech is checking to see if there is any updates that need to be done. He stated that he put the cust in loaner Monday . Repair status: at dlr CSAT status: repair assistance Next steps: action: check veh status , update cust Next steps: check veh status , update cust Case to be resolved upon: repair completion Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-01-26 21:56:48 CSM Antoinette Ext 77712 Made OBC to Cust [REDACTED] Cust not available left VM advising CSM spoke with SA Daniel who stated that they are still looking over the veh but have not been able to duplicate the concern. Advised CSM was informed cust is currently in a loaner. Advised CSM will f/u no later than Monday 1/30 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-01-26 21:57:00 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 1/30 check veh status , update cust

2023-01-30 20:55:09 CSM Antoinette Ext 77712 Made OBC to SA Direct Line Daniel 714-508-2891 spoke with Daniel who stated that the tech was off this weekend. He stated that they got the door to work properly. He did look to see if there is any updates but nothing they could find. Asked if the cust brought the Alexa concern to their attention. He stated that they did not have that down on the paper work. He stated that they will keep the veh a little longer to. Advised CSM will f/u again Thursday. Cust concerns were the radio preset not working properly, heated seat coming on by itself and well as the headlight. Repair status: at dlr CSAT status: repair assistance Next steps: action: check veh status , update cust Next steps: check veh status , update cust Case to be resolved upon: repair completion Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-01-30 22:29:40 CSM Antoinette Ext 77712 Made OBC to Cust [REDACTED] Informed cust that per Daniel they have not been able to duplicate the concerns but will continue to try. Cust stated that he has videos that he can provide to the dlr . Advised he can but not sure if that would help if the concern is not present . Advised that CSM will f/u no later than Thursday 2/2. Repair status: at dlr CSAT status: repair assistance Next steps: action: check veh status , update cust Next steps: check veh status , update cust Case to be resolved upon: repair completion Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-01-30 22:29:56 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 2/3 check veh status, update cust

2023-02-02 20:52:05 CSM Antoinette Ext 77712 Made OBC to SA Direct Line Daniel 714-508-2891 Spoke with Daniel who stated that they have not found anything . He stated that the tech has been driving the veh and checking it and nothing is coming up. He stated that they are going to give the veh back to the cust. Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-02-02 21:02:16 CSM Antoinette Ext 77712 Made OBC to Cust [REDACTED] Cust stated that he left a message for SA to see where he could send the video to. He stated that no one reached out to him. Informed cust that CSM spoke with Daniel who stated that the tech has continued to drive the veh and test it and the concern has not duplicated itself. Cust asked when can he pick the veh up. Advised SA daniel should be reaching out to him to pick the veh up. CSM advised will f/u with him within two weeks to see if the concern happens again. Advised CSM did also check to see if there were any TSB or SSM for his concern and did nor find anything. Repair status: at dlr CSAT status: repair assistance Next steps: action: check cust satisfaction Next steps: check cust satisfaction Case to be resolved upon: repair completion Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-02-02 21:02:28 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 2/16 check cust satisfaction

From: Scott, Antoinette (A.)
Sent: Wednesday, February 8, 2023 3:50 PM
To: 'Zimmerman, Julianne' ; Amaya, Daniel
Subject: RE: [REDACTED]

Good Evening Julianne and Daniel,

The reason you are not able to claim the in-warranty loaner (IWL) is because you did not open the correct at the correct time. When you put a customer in a loaner that they will be in for more then 4 days an In warranty loaner case needs to be opened not a rental detail activity. The rental detail activity is just our way of saying that the customer is in a loaner. Also the in warranty loaner case should have been opened when you placed the customer in a loaner not after the vehicle has been repaired. This one time I will provide a P11 approval code but in the future you will need to follow the in warranty loaner process because some CXs will not provide the approval if you did not follow the process. If you are unsure how the process works please reach out to your service manager so you are aware. In order for me to provide the P11 approval code I will need the follow,

RO Number:
RO Open Date:
In miles:
Line:

Please attach a copy of the rental receipt.

Thank You,

Ford Motor Company ®
Antoinette Scott
Ford Employee Friends & Family Support Manager | Ford CX Team
ASCOTT99@ford.com|www.ford.com
Office: 866-631-3788 x 77712
eFax: 1- 866-386-3045
Monday – Friday 8:45 AM to 5:15 PM Eastern

From: Zimmerman, Julianne ZIMMERMANJ@autonation.com>
Sent: Wednesday, February 8, 2023 2:00 PM
To: Amaya, Daniel AmayaD@autonation.com>; Scott, Antoinette (A.) ascott99@ford.com>
Subject: Re: [REDACTED]

Hi Antoinette, are we able to get P11 Code for the rental car, Daniel resubmitted the in loaner warranty. thank you

Thank You,
Jillian Zimmerman
Warranty Administrator
AutoNation Tustin Ford

From: Amaya, Daniel AmayaD@autonation.com>
Sent: Tuesday, February 7, 2023 7:48 AM
To: Scott, Antoinette (A.) ascott99@ford.com>
Cc: Zimmerman, Julianne ZIMMERMANJ@autonation.com>
Subject: RE: [REDACTED]

Would this help. In warranty loaner request CASE

From: Scott, Antoinette (A.) ascott99@ford.com>
Sent: Monday, February 6, 2023 2:42 PM
To: Amaya, Daniel AmayaD@autonation.com>
Cc: Zimmerman, Julianne ZIMMERMANJ@autonation.com>
Subject: RE: [REDACTED]

That is the case that was is opened with my department. When the customer went into the loaner you should have opened a separate case for in warranty loaner assistance. Are you aware of this and how to cut approval code ? The activity that you have opened in my case is not a warranty loaner activity.

Thank You,

Ford Motor Company ®
Antoinette Scott
Ford Employee Friends & Family Support Manager | Ford CX Team
ASCOTT99@ford.com|www.ford.com
Office: 866-631-3788 x 77712
eFax: 1- 866-386-3045
Monday – Friday 8:45 AM to 5:15 PM Eastern

From: Amaya, Daniel AmayaD@autonation.com>
Sent: Monday, February 6, 2023 5:37 PM
To: Scott, Antoinette (A.) ascott99@ford.com>
Cc: Zimmerman, Julianne ZIMMERMANJ@autonation.com>
Subject: RE: [REDACTED]

THIS IS THE CASE I OPENED. PLEASE ADVISE?

From: Scott, Antoinette (A.) ascott99@ford.com>
Sent: Monday, February 6, 2023 1:48 PM
To: Amaya, Daniel AmayaD@autonation.com>
Subject: RE: [REDACTED]

Send me the case number for the case you opened with the in warranty loaner activity. It should not be the case that I have currently with the customer.

Thank You,

Ford Motor Company ®
Antoinette Scott
Ford Employee Friends & Family Support Manager | Ford CX Team
ASCOTT99@ford.com|www.ford.com
Office: 866-631-3788 x 77712
eFax: 1- 866-386-3045
Monday – Friday 8:45 AM to 5:15 PM Eastern

From: Amaya, Daniel AmayaD@autonation.com>
Sent: Monday, February 6, 2023 4:47 PM
To: Scott, Antoinette (A.) ascott99@ford.com>
Subject: RE: [REDACTED]

I did that but the portal will not generate code. That's where I need your assistance. Please help.

From: Scott, Antoinette (A.) ascott99@ford.com>
Sent: Monday, February 6, 2023 1:02 PM
To: Amaya, Daniel AmayaD@autonation.com>
Subject: RE: [REDACTED]

In warranty loaner assistance you can self-cut the code yourself. Did you open an in warranty loaner case when the customer went into the vehicle? This is done through a separate case which can only be initiated by the Ford dealerships.

Thank You,

Ford Motor Company ®
Antoinette Scott
Ford Employee Friends & Family Support Manager | Ford CX Team
ASCOTT99@ford.com|www.ford.com
Office: 866-631-3788 x 77712
eFax: 1- 866-386-3045
Monday – Friday 8:45 AM to 5:15 PM Eastern

From: Amaya, Daniel AmayaD@autonation.com>
Sent: Monday, February 6, 2023 2:03 PM
To: Scott, Antoinette (A.) ascott99@ford.com>
Subject: RE: [REDACTED]

Mr, Bass just picked up car. Could I request a P11 code for in warranty loaner assistance?

2023-02-08 20:56:16

CSM Antoinette Ext 77712 Made OBC to Dlr 7148323300 Warranty admin Julianne and SA Daniel not available. CSM did not leave VM. Antoinette Scott Customer Service Manager, Ford CX Team
ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-02-16 21:42:44

From: Scott, Antoinette (A.)
Sent: Thursday, February 16, 2023 4:42 PM
To: 'Zimmerman, Julianne'
Cc: Amaya, Daniel
Subject: RE: [REDACTED]

Good Evening Julianne,

I apologize about the delay . Here is your P11 approval code to cover \$686 MSPA697249.

Thank You,

Ford Motor Company ®
Antoinette Scott
Ford Employee Friends & Family Support Manager | Ford CX Team
ASCOTT99@ford.com|www.ford.com
Office: 866-631-3788 x 77712
eFax: 1- 866-386-3045
Monday – Friday 8:45 AM to 5:15 PM Eastern

From: Zimmerman, Julianne ZIMMERMANJ@autonation.com>
Sent: Tuesday, February 14, 2023 11:22 PM
To: Scott, Antoinette (A.) ascott99@ford.com>
Cc: Amaya, Daniel AmayaD@autonation.com>
Subject: RE: [REDACTED]

Hi Antoinette, I just wanted to follow up on this claim and see if you can assist us with a approval number for the loaner.

Thank you

From: Zimmerman, Julianne
Sent: Thursday, February 9, 2023 11:55 AM
To: Scott, Antoinette (A.) ascott99@ford.com>
Cc: Amaya, Daniel AmayaD@autonation.com>
Subject: RE: [REDACTED]

RO Number: 468517
RO Open Date: 1.16.23
In miles: 20140
Line: H

Thank you again for your help we appreciate it.

Jillian

2023-02-16 21:46:34 CSM Antoinette Ext 77712 Made OBC to Cust [REDACTED] Cust not available left VM advising of second attempt Tuesday 2/21. Repair status: at dlr CSA status: repair assistance Next steps: action: check cust satisfaction(second attempt) Next steps: check cust satisfaction(second attempt) Case to be resolved upon: repair completion Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-02-16 21:46:44 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 2/21 check cust satisfaction(second attempt)

2023-02-21 20:47:19 CSM Antoinette Ext 77712 Made OBC to Cust [REDACTED] Cust not available left VM advising of third attempt Friday 2/24 to confirm all is well with the veh. Repair status: completed CSAT status: repair assistance Next steps: action: check cust satisfaction (final attempt) Next steps: check cust satisfaction (final attempt) Case to be resolved upon: repair completion Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-02-21 20:47:29 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 2/24 check cust satisfaction (final attempt)

2023-02-24 19:56:00 CSM Antoinette Ext 77712 Made OBC to Cust [REDACTED] Cust stated that he has been on vacation so he has not been able to drive the veh . He asked if CSM could f/u next week. He stated that so far when he got it back the veh was doing fine. He advised per the dlr they forced an update. CSM advised will f/u no later than Friday 3/3 to confirm all is good with the veh Repair status: completed CSAT status: repair assistance Next steps: action: check cust satisfaction Next steps: check cust satisfaction Case to be resolved upon: repair completion Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-02-24 19:56:10 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 3/3 check cust satisfaction

2023-03-03 19:59:57 CSM Antoinette Ext 77712 Made OBC to Cust [REDACTED] Cust not available left VM advising of second attempt Wednesday 3/8. Repair status: completed CSAT status: repair assistance Next steps: action: check cust satisfaction Next steps: check cust satisfaction Case to be resolved upon: repair completion Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-03-03 20:00:15 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 3/8 check cust satisfaction(second attempt)

2023-03-06 19:12:53 CSM Antoinette Ext 77712 Made OBC to Cust [REDACTED] Cust stated that everything is good so far. He stated that everything is working perfectly fine. Advised he can reach out in the future if there are any questions or concerns. Repair status: completed CSAT status: repair assistance Next steps: action: send closing email Next steps: send closing email Case to be resolved upon: repair completion Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

From: Scott, Antoinette (A.)
Sent: Monday, March 6, 2023 2:20 PM
To: [REDACTED]
Subject: [REDACTED]

Hello [REDACTED],

Thank you for contacting Ford Motor Company and allowing us to assist you with your 2021 Mach-E. 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 Autonation Ford of Tustin we were able to provide up to date contacts with you throughout the repair 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.

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 my handling of your concern. 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 ®
Antoinette Scott
Ford Employee Friends & Family Support Manager | Ford CX Team
ASCOTT99@ford.com | www.ford.com
Office: 866-631-3788 x 77712
eFax: 1- 866-386-3045
Monday – Friday 8:45 AM to 5:15 PM Eastern

CASE ATTACHMENTS:
2023-02-16 21:39:00

Antoinette Scott

 [.pdf](#)



AUTONATION FORD TUSTIN

Rental Company:

ENTERPRISE RENT-A-CAR

Invoice#:

Alternate Invoice
Number:

Bill To: [REDACTED]

AUTONATION FORD TUSTIN

ATTN: DANIEL AMAYA

2 AUTO CENTER DR # *

TUSTIN, CA 927828401

RENTER INFORMATION:

Renter: [REDACTED]

RENTAL INFORMATION:**Rental Branch Location:**

ENTERPRISE RENT-A-CAR(32WH)

5 AUTO CENTER DR

TUSTIN, CA 927828402

(714) 838-1189

RENTAL DETAIL:

Rental Period: 1/23/23 to 2/6/23 (14 days)

Billed Period: 1/23/23 to 2/6/23 (14 days)

	Quantity	Rate	Amount
Products and Services			
TIME & DISTANCE	14	43.84	\$613.79
Taxes and Surcharges			
VEHICLE LICENSE RECOVERY FEE	14	1.76	\$24.64
SALES TAX	1	7.75%	\$47.57
SubTotal:			\$686.00

Total Amount Due: \$686.00**ADDITIONAL CLAIM INFORMATION:**

Rental Auth Number [REDACTED]

Owner's Vehicle: 2021 FORD OTHER|MUSTANG

Additional Driver:

Repair Facility:

AUTONATION FORD TUSTIN

TUSTIN, CA 92782-8401

(714) 832-3300

VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN	Starting Mileage	Ending Mileage	Mileage	Rate Charged
1/23/23 2:54 PM	2023	TOYO	4RUN	[REDACTED]	4654	5549	895	\$43.84

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:

ENTERPRISE RENT-A-CAR(7681)

PO BOX 840086

KANSAS CITY, MO 64184-0086

Federal ID [REDACTED]

Total Charges:

\$686.00

Less Amount Received:

\$0.00

Total Amount Due.....**\$686.00**

Please include on your check:

Invoice#:

CASE NUMBER: [REDACTED] STATUS: In Progress
OPEN: 12-02-2022 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Suburban Ford of Romeo
PA CODE: 04841 DLR SALES CODE: 48418 REGION: G2 ZONE: G2A
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: MUSTANG MACH-E MILEAGE: 3,295
BODY STYLE: K4S - MUSTANG MACH-E GT AWD 4DR
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: STERLING HEIGHTS | MI | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Start/Run/Move | Noise | Moving/Driving | UNKNOWN
ANALYST NAME: SYSTEM OPEN ANALYST NAME: Laura Myerscough
COMMENTS:

2022-12-02 15:39:00 CXS Laura ext 79112/ IBC Ashley Ford Credit 5862166883 TXT or Call VIN: [REDACTED]
MILEAGE: 3295 DLR: Suburban Ford of Romeo SA-Chris and Brian Customer is using his personal car as a rental. Beginning of November went into shop. there is so many noises going on the inside of the vehicle. The service department is trying to figure out what is going on. They can't figure out what is going on with the car. He took it to service because its acting up, noise inside the cabin when there is no radio on and the vehicle was jerking only happens sometimes. He was on the expressway going 75-80 lane centering. The noises on the inside are his biggest problem. Customer wants to request a loaner from the dealership. He would like to get a loaner vehicle. NEXT STEPS: F/u with DLR 12/2/2022 to get update Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-12-02 15:40:09

Case Number : [REDACTED]
Customer : [REDACTED]
Business Phone : [REDACTED]
Home Phone : [REDACTED]
Mobile Phone : N/A
LTV Score : 99
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : N/A
Part Number : N/A
Dealer Name : Suburban Ford of Romeo
Dealer P&A : 04841
Dealer phone : 586-752-5500
VIN : [REDACTED]
Year : 2022
Make : Ford
Model : Mustang Mach-e
Mileage : 3295
Engine Specification : N/A
Transmission Specification : 1 SPD AUTO TRANS
Warranty Start Date : 2022-07-08
Open Recall/FSA :

22P08BLUECRUISEACTIVEGLIDE MAPS EXPIRATION
22B28REPROGRAM HVAC CONTROL MODULEESP : N/A
Hotline Contact : N/A
Warranty History : NO

2022-12-02 15:40:26

Customer Information
Name(s) on the Title: [REDACTED]
Address: [REDACTED] Sterling Heights, MI [REDACTED]
Email Address: [REDACTED]
Customer is Select Purchasing the vehicle.
Vehicle Information
VIN: [REDACTED] Current Mileage: 3295
Ownership Status/ Type of Purchase: New
Purpose of vehicle: Personal
#Vehicles registered to the business. (If yes) to business)
Purchase Date: 7/8/2022 Mileage at Time of Purchase: 10
State Information
State Where Purchased: Michigan
State Where Registered: Michigan
Dealer Information
Purchased from Dealer? Yes Dealership (if yes): Suburban Ford of Romeo
Primary Reason for Repurchase: the issues with the car. The noise inside the cabin
Is there a current concern with the vehicle? Yes
What is the repair status of the vehicle? Dealer is diagnosing
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

2022-12-06 17:00:12

CXS Breanna Page / Extension 79865 / Ford Email: bpage22@ford.com : IBC from CUST (CUST #) Cust concern for calling CRC today I haven't heard from my CXS neither has the dlr. I haven't called them about a loaner because they are going to do a buyback. OBC to dlr to speak with SA Chris - Addison xfr call to Chris. SA Chris- We've had the veh since 11/11. I'm not 100% sure if we have not spoke to hotline. We've heard the rattling noise intermittently. We can not pin point where the noise is coming from. The customer feels stuck because we have not been able to resolve the concern. I will contact hotline. Next Steps: Advised cust we are working on resolving the concern with his veh and also processing the buyback review. Advised his CXS has f/u today. Breanna Page Customer Experience Specialist, Ford CX Team
Bpage22@ford.com | www.ford.com office: 866-631-3788 ext. 79865

2022-12-06 20:49:26

OGC VIN List Check:

None

NAVIS owner status: New

**** 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

2022-12-06 20:49:46

BRT Michelle Ebinger x77785
OBC to dealer – 915867525500
BRT left message on Service voicemail

BRT seeking vehicle location and to discuss repair history.

BRT emailed SD Brian:

From: Ebinger, Michelle (M.)
Sent: Tuesday, December 6, 2022 3:48 PM
To: Brian Moore
Subject: Buyback Review for [REDACTED]

Hello,

Feel free to reach out by phone or email, whichever is most convenient for you.

I'm doing a buyback review for [REDACTED] 2022 Mustang Mach E. My understanding is that the vehicle is currently at your dealership with a main concern of a rattling noise in the cabin while driving. 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
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
Specialized Buyback Handling Team Specialist, Ford CX Team

2022-12-07 14:19:22

Email response from SM Brian:

From: Brian Moore
Sent: Tuesday, December 6, 2022 3:56 PM
To: Ebinger, Michelle (M.)
Subject: RE: Buyback Review for [REDACTED] | [REDACTED]

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

From: Ebinger, Michelle (M.) mebinger@ford.com>
Sent: Tuesday, December 6, 2022 3:48 PM
To: Brian Moore brianmoore@lithia.com>
Subject: Buyback Review for [REDACTED]

Caution: External Sender

Hello,

Feel free to reach out by phone or email, whichever is most convenient for you.

I'm doing a buyback review for [REDACTED] 2022 Mustang Mach E. My understanding is that the vehicle is currently at your dealership with a main concern of a rattling noise in the cabin while driving. For the purpose of this review, please provide the information requested below.

Is the vehicle currently at your dealership?
YES
Is customer in something to drive through the dealership?
YES
Are there any aftermarket modifications?
NO
Is Concern a Safety Concern?
NO, NOISE

If there is a current RO please provide the information below.

RO: 515652
Date: 11/11/22
Mileage:3037
of days vehicle has been at the dealership:26 DAY
Customer Comments: CUSTOMER SATATES RATTLE NOISE FROM REAR
Tech Notes: HAVE NOT BEEN ABLE TO PINPOINT NOISE, INTERMITTENT

Are there any parts on B/O? NO
If so, what is the ETA?

*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

2022-12-07 14:20:14

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

Talking Points:

- Review note in milestone
- VEH is at the DLR
- Continue working with DLR and CUST towards repair
- Focus on getting VEH repaired
- Follow Repair Assistance Procedures Per Process

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

PE24-012 000283 SUBJ GCCT

2022-12-09 15:25:20

CXS Laura ext 79112/ OBC to DLR5867525500-

Spoke with SA- Rachel she transferred to SA-Chris- he advised the technician was suppose to reach out to him. Not sure if he has reached out.

The vehicle is there I advised good don't release the vehicle because we have TAC escalated. He will get with him to get hotline submitted.

NEXT STEPS: F/u with cust on 12/9 with update on vehicle status.

Ford Motor Company ®
Laura Myerscough
Customer Experience Specialist
LMYERSCO@ford.com | www.ford.com
office: 866-631-3788 ext. 79112
eFax: 888-445-8602

2022-12-09 15:37:51

CXS Laura ext 79112/ OBC to CUST [REDACTED] -

Spoke with customer I advised that the GFR is denied due to enough repair or days downs. I advised that we can always to refile.

The noise was coming when he was driving, it was all different speeds typically 70-75 and sometimes 40-45. Its inside there's a rattling noise, something loose its something weird noise.

How much does he get a rental a day I advised \$40 per day if it is higher he will be paying the difference unless the escalation I complete is approved. I advised to send me the rental agreement and I will escalate and see what I can get approved for him.

NEXT STEPS: F/u with cust and dlr on 12/16 to check on repair status of vehicle.

Ford Motor Company ®
Laura Myerscough
Customer Experience Specialist
LMYERSCO@ford.com | www.ford.com
office: 866-631-3788 ext. 79112
eFax: 888-445-8602

2022-12-16 16:09:25

CXS Laura ext 79112/ OBC to DLR 5867525500- Spoke with Martin in sales, I advised I wanted to sure that they were open. He transferred me back to service- spoke with no one in service. was in a continued loop for 5 minutes CXS disconnected the call and will call DLR at a later time. NEXT STEPS: Call DLR to get update on vehicle status 12/16 Ford Motor Company ® Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-12-16 17:51:41

CXS Laura ext 79112/ OBC to DLR 5867525500- Spoke with SA-Chris- he know the tech has contacted Hotline, he doesn't have anything further from the technician as the dealer is waiting for a response from TAC and hotline at this time about the noise that intermittently happening. NEXT STEPS: F/u with cust on 12/16 with update on vehicle status. Ford Motor Company ® Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-12-16 18:49:19

CXS Laura ext 79112/ OBC to CUST [REDACTED] - Customer wants to refile for buyback he feels that is should be approved given the fact that it has been down for 35 days waiting on technical assistance. NEXT STEPS: F/u with DLR and CUST on 12/21 to get update on vehicle status Ford Motor Company ® Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-12-19 21:09:21

OGC VIN List Check:

None

NAVIS owner status: New

** 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

2022-12-19 21:32:07

BRT Michelle Ebinger x77785
OBC to dealer – 915867525500
BRT left message for SM Brian

BRT seeking update on RO: 515652.

BRT emailed SM Brian:

From: Ebinger, Michelle (M.)
Sent: Monday, December 19, 2022 4:08 PM
To: Brian Moore
Subject: RE: Buyback Review for [REDACTED]

Hi Brian,

I hope this email finds you well.

Mr [REDACTED] has requested for us to do another buyback review on his 2022 Mustang. For the purpose of this review I need an update on your side to see if you've been able to duplicate and or diagnose next steps for the rattle noise concern.

Is the vehicle still currently at your dealership?
Is customer still in something to drive through the dealership?

I have that your team is working under the RO below. Please let me know if a new RO has been created for this concern.

RO: 515652
Date: 11/11/22
Mileage:3037
of days vehicle has been at the dealership:
Customer Comments: CUSTOMER STATES RATTLE NOISE FROM REAR

Tech Notes:

Thank you,

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

2022-12-21 17:13:26 CXS Laura ext 79112/ OBC to DLR 5867525500- Spoke with service- they placed me on hold to speak with SA- Chris- the engineers are working on it currently. He advised to call back tomorrow to see what type of information we have for the vehicle. NEXT STEPS: F/u with cust on 12/21/2022 with update Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-12-21 17:15:39 CXS Laura ext 79112/ OBC to CUST [REDACTED] - Spoke with customer advised that some engineers are at the dealership working on the diagnosis of the vehicle at this time. I advised the GFR is still on going no decisions has been made. NEXT STEPS: F/u with DLR and CUST 12/22 Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-12-22 18:11:32 CXS Laura ext 79112/ OBC to DLR 5867525500- Spoke with SA- Chris the FSE were out here yesterday working with the tech but he has not heard of any direction or repair at this time and there is no new update. I asked if he knows if they will be coming back out he advised he wasn't sure. Read Hotline report- FSE test drove the vehicle no rattling noise verified, they decided to lift the car and noticed brackets loose that could be causing rattling fixed the loose brackets and test drove again, No rattling noise. Suggested to SM to return the vehicle. NEXT STEPS: F/u with cust on 12/26 to check on vehicle . Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

PE24-012 000285 SUBJ GCCT

2022-12-22 19:04:34

BRT Michelle Ebinger x77785
OBC to dealer – 915867525500
BRT spoke with AS Rachel

BRT left contact for SM Brian to call back.

*BRT will try back later

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

2022-12-23 14:50:49

BRT Michelle Ebinger x77785
OBC to dealer – 915867525500
BRT spoke with AS Andrew

BRT left contact for SM Brian to call back.

*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

2022-12-23 20:18:30

VOR triage for VP sent

2022-12-26 15:35:28

CXS Laura ext 79112/ OBC to DLR 5867525500- Vehicle was released back to customer, customer was in a lightening loaner. No gas bill. NEXT STEPS: F/u with cust to check on vehicle status Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-12-26 15:39:16

CXS Laura ext 79112/ OBC to CUST [REDACTED] - Customer is going to pick up the vehicle today. I advised that we would like to reimburse him one vehicle payment to send his statement to me. I advised the BB review is still on going at this time. NEXT STEPS: F/u with cust to check on vehicle status 12/29 Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-12-28 13:55:42

CXS Laura ext 79112/ IBC [REDACTED] The same noise keeps coming, he is really mad at this point. They didn't fix nothing on the vehicle. It didn't work, he is not going back and forth with the dealership thats not what he wants. This is not the customer's fault at all its Ford. He took it back to the dealership yesterday, they are saying its a ghost noise, he doesn't understand. The vehicle is still at the dealership, he took the vehicle back yesterday 12/27. Customer is paying on a vehicle for nothing. There is an issue with the car, the buyback its been a month an half at this time. He takes the car, same noise NEXT STEPS: F/u with DLR to get update on vehicle. Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2022-12-28 14:50:04

BRT Michelle Ebinger x77785
OBC to dealer – 915867525500
BRT spoke with SM Chris

VIN verified? Yes
VEH is at the DLR
Best Contact: SM Chris
Aftermarket modifications: None
Is Concern a Safety Concern: No

Current RO:

RO: 517935
Date: 12/27/22
Mileage: 3504
Loaner: yes
Days Down: 2 cal. days

Customer Comments: rattle noise still present

Tech Notes: still in diagnosis

RO History:

RO: 515652B
Days Down: 46 cal. days

*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

2022-12-28 14:52:30

After review, VEH may meet state guidelines for buyback/replacement criteria for MI.

Talking Points:

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

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

2022-12-29 13:43:07

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.

2022-12-29 14:53:32

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 ***

2022-12-29 17:11:13

CXS Laura ext 79112/ OBC to CUST [REDACTED] -

advised customer that his BB has been approved and that the RAV team will make contact with him within 3-5 business days. I advised I would follow up next week to make sure they make contact.

NEXT STEPS: F/u with cust on 01/04/2023 with update on vehicle status.

Ford Motor Company ®
Laura Myerscough
Customer Experience Specialist
LMYERSCO@ford.com | www.ford.com
office: 866-631-3788 ext. 79112
eFax: 888-445-8602

2023-01-04 20:09:52

Elisa Taveras/ Ext.79750/ ETAVERAS@ford.com

IBC CUST called in stated RAV hasnt contacted him yet i advised to giv it until Friday 1/6

Ford Motor Company ®
Customer Experience Operations
Elisa Taveras
ETAVERAS@Ford.com | www.ford.com
Office: 1-866-631-3788 ext. 79750

2023-01-05 18:06:03

RAV has received and accepted the case. Customer contact is forthcoming

2023-01-06 19:36:55

CXS Laura ext 79112/ OBC to CUST [REDACTED] The RAV agent did make contact with customer. NEXT
STEPS: Close case Ford Motor Company ® Laura Myerscough Customer Experience Specialist
LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 eFax: 888-445-8602

2023-01-06 21:05:30

Safety Net*

NEXT STEPS: FOR CXS: Approved to Close Case

Ford Motor Company ®
Charles Casiano
Business Operations Supervisor - BEV Passenger Vehicle
CCASIANO@Ford.com | www.ford.com

2023-01-07 00:14:42

RAV has made contact and RAV is moving forward.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 12-07-2022 CLOSED: 12-07-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: IVT (In-Vehicle Technology) NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Inquiry | Vehicle Hardware/Software | BlueCruise |
DEALER NAME: Heller Ford Sales Inc
PA CODE: 20054 DLR SALES CODE: 41224 REGION: G1 ZONE: G1E
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: MUSTANG MACH-E MILEAGE:
BODY STYLE: K3S - MUSTANG MACH-E PREMIUM AWD 4DR
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: COLORADO SPGS | CO [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Inoperative
ANALYST NAME: P Rxcrmp OPEN ANALYST NAME: Kylie Nestler
COMMENTS:
2022-12-07 22:59:26 CUST SAYS:Customer said his bluecruise recognizes him but not his wife. PER CUST, DRL SAYS: N/A
CRV SAYS:Customer had two profiles. cust activated all the features on his wives as it was not activated.
Cust tried to drive the vehicle and see if the lane centering was working. customer said it was not working he
said usually on his when driving down a road with lanes (country road) it would be grayed out but its not
showing up at all. Did a key cycle and customer said the blue cruise was still working. This was a dealer
referral. PORSO and case number provided. Dealership:Heller Ford Sales. Mileage: 1,622.7
RESOURCES USED:BlueCruise Troubleshooting, gcct, oasis NEXT STEPS: Go to dealership

BUYBACK EVALUATION MILESTONES
No Record Found.

GOOD FAITH REVIEW

No Record Found.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Canceled
OPEN: 12-12-2022 CLOSED: 12-13-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Tallahassee Ford
PA CODE: 04044 DLR SALES CODE: 24527 REGION: S3 ZONE: S3E
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 17,000
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: TALLAHASSEE | FL | [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Not Listed | UNKNOWN
ANALYST NAME: Debra Clay OPEN ANALYST NAME: Natalia Clapp
COMMENTS:
2022-12-12 21:06:06

Customer: Just had a brief error pop up with BlueCruise saying some fault with the driver monitoring system that went away quickly and did that a couple times before infinitely displaying "Resume Control" while making the alert sound it does. It's not forcing me to slow down nor does taking control actually make it go away. Fun times.

Also, not the first time the driver monitoring fault alert has come up and usually does it in quick succession with BlueCruise. Very annoying.

Ford: Hi there, I'd be happy to look into your Mach-E concerns on my end. Will you send us a message with your VIN and dealership info? I can look into things on my end.

Customer: From the thread: <https://www.macheforum.com/site/threads/6562553>

Here's my VIN: [REDACTED]

My closest dealer is the one in Tallahassee, FL - Tallahassee Ford.

I move back to Orlando, FL at the end of January, where I'll be using Peacock Ford primarily, which is where I purchased the vehicle originally.

Ford: Good afternoon, 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 document your Mach-E concerns. To get things started I have to verify some information. Can you send over these details?

-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: Hello, [REDACTED]

Owner: [REDACTED] (self)

Zip Code: [REDACTED]

Email: [REDACTED]

Mobile: [REDACTED]

Mileage: 17,381

Ford: Thanks for the info [REDACTED]. After running your VIN through our system, I'm currently seeing an outstanding recall associated with your vehicle (21S42 PANORAMIC ROOF GLASS RESEAL and 21C22 WINDSHIELD GLASS RESEAL). If you would ever like to check for recalls yourself, you may do so at the following link: <https://owner.ford.com/recalls> [REDACTED].html.

To clarify, do you have any other concerns with your Mach-E?

[REDACTED]

Ford Social Media Team

Customer: Just the issue I was complaining about in the thread. On multiple occasions I've gotten "Driver monitoring system fault. See manual" or something along those lines. When it does happen, it happens multiple times and goes from that error, to turning off BlueCruise, and then a few seconds later BlueCruise comes back, and it repeats this cycle a handful of times. Sometime it has stopped after a few, and sometimes it has stopped BlueCruise completely for the entire trip.

Nothing is blocking the driver monitoring camera and it is clean of debris. Seems like a software issue, if anything.

Ford:

I appreciate the info, [REDACTED]. Thanks for reaching out to us about your Mach-E concerns. I will escalate this case to our EV support team. The EV 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].

[REDACTED]

Natalie

Ford Social Media Team

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: Inquiry | Vehicle Hardware/Software | BlueCruise |
DEALER NAME: Tasca Ford
PA CODE: 06048 DLR SALES CODE: 11222 REGION: N2 ZONE: N2B
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 17,388
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: BERLIN | CT | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Not Listed | UNKNOWN
ANALYST NAME: Val Eric Velasquez OPEN ANALYST NAME: Val Eric Velasquez

COMMENTS:

2022-12-14 22:52:01

Cust Says: The hands-free lane centering feature using the Bluecruise was becoming on and off and he wondered why, the said dealer fix it but the same issue is re-occurring. The hands-free still require him to put the hands on the steering wheel. Per Cust, DLR Says: NA Crc Advised: Notes: BlueCruise can be switched off by pressing either the Lateral Support or Adaptive Cruise Control button when the system is active or in standby mode. The feature will only work on dedicated Blue Zone Highways. The customer's hands must be on the steering wheel with their eyes on the road for BlueCruise to remain active. Key Features Hands-Free Highway Driving on prequalified sections of divided highways called Hands-Free BlueZones which make up over 130,000 miles of North American roads. Driver Facing Camera tracks eye gaze, head position, and has the ability to recognize when the driver is distracted. Note: If Ford BlueCruise recognizes that the driver is distracted it sends visual prompts to the instrument cluster reminding them to "Watch the Road". Lane Centering Technology works on any road with lane markings and helps keep the vehicle centered between the dividing lines but requires drivers to keep their hands on the steering wheel. When Hands-Free BlueZones are not available, the customer has access to the Lane Centering Mode. Note: In either mode, a visual prompt on the instrument cluster notifies the customer when they need to return their attention to the road or resume control of the vehicle. I warm transferred the cust to OTA for further of assistance. End of call.

2022-12-14 22:57:38

I warm transferred the cust to Elisa, OTA department.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN: 01-17-2023

CLOSED:

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US BEV NA CRC

COMMUNICATION: Phone

CASE CLASS LV 1234: | | |

DEALER NAME:

PA CODE:

DLR SALES CODE:

REGION:

ZONE:

VIN:

MODEL YEAR:

MODEL:

MILEAGE:

BODY STYLE:

LAST NAME FIRST NAME MIDDLE: [REDACTED] |

ADDRESS: [REDACTED]

CITY STATE ZIP COUNTRY: LEAWOOD | KS | [REDACTED] | USA

HOME PHONE: [REDACTED]

SYMPTOMS: | | |

ANALYST NAME:

OPEN ANALYST NAME: Shawnta Radford

COMMENTS:

2023-01-17 16:57:18

CXS Shawnta/ext 79303/sradfor2@ford.com IBC from [REDACTED], # [REDACTED] 2021 Mach-E, 14k miles, VIN [REDACTED] vehicle in DLRSHF several times for blue-tooth, PAAK, SYNC navigation, currently at DLRSHF, drivetrain malfunction alert, modules are being replaced and nothing is fixed, DLRSHF is great, the vehicle is just having issues with connectivity and OPERATIONAL FUNCTIONS, cust IS REQUESTING A bb CUST was given loaner OBC to Rob Sight, # 8169411200, spoke with Sam, advised VOR 1/2/2023, modules not updating, SA out today, SA Dave Bryant, email dave@robsight.com NEXT STEPS: set next f/u 1/20, check BB and repair status Ford Motor Company @ Shawnta' Radford Customer Experience Specialist, Ford Passenger Vehicle BEV/Concern Team sradfor2@ford.com | ford.com office: 866-631-3788 ext. 79303 efax : 888-521-9685

2023-01-17 16:59:18

Case Number : [REDACTED] Customer : [REDACTED] Business Phone : N/A Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 64 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Rob Sight Ford Dealer P&A : 12805 Dealer phone : 816-941-1200 VIN : [REDACTED] Year : 2021 Make : FORD Model : Mustang Mach-E Mileage : 14000 Engine Specification : ELECTRIC MOTOR #5 Transmission Specification : 1 Speed Transmission Warranty Start Date : 2022-01-29 Open Recall/FSA: 22B28 REPROGRAM HVAC CONTROL MODULE ESP : 0968 - USA 2022 NEW 72/100000 PREMIUMCARE W/ROADSIDE Hotline Contact : YES Warranty History : YES

2023-01-26 17:43:29

IBC from CUST/
Initial Call Check list CUSTOMER:

[REDACTED]

[REDACTED]

Called in today because he was trying to reach out to Shawnta in regards to his buyback request. He also wanted to confirm that the correct email was on file stated he hasn't received any emails.

[REDACTED]

NEXT STEPS Advise him she will reach out to him and read to him email on 1/24/22 .

CHELSEA MANNING
SheHer Hers
Customer Experience Specialist, Ford CX
O: (866) 631- 3788 ext. 79620)

2023-01-27 17:41:09

CXS Shawnta/ext 79303/sradfor2@ford.com OBC to Rob Sight, # 8169411200, spoke with Curt in service, advised SA Dave was off today, but was able to verify vehicle still being worked on. NEXT STEPS: set next f/u 1/31, check BB status and repair status Ford Motor Company @ Shawnta' Radford Customer Experience Specialist, Ford Passenger Vehicle BEV/Concern Team sradfor2@ford.com | ford.com office: 866-631-3788 ext. 79303 efax : 888-521-9685

2023-01-27 21:31:46

IBC from CUST/

[REDACTED] called in to get an update on buyback request. Advise Cust that Shawnta have a follow up scheduled on Monday 1/30/22 at 12pm.

NEXT STEPS [REDACTED] will wait until Monday to speak with Shawnta

(CHELSEA MANNING
SheHer Hers
Customer Experience Specialist, Ford CX
O: (866) 631- 3788 ext. 79620

2023-01-30 21:07:49

CXS Shawnta/ext 79303/sradfor2@ford.com OBC to Rob Sight, # 8169411200, spoke with SA Dave, different programmings of module attempted, nothing is working, technician is working with Ford engineer directly, currently still waiting to hear back from FSE, advised should have an update by end of week, advised ill monitor ad f/u NEXT STEPS: set next f/u 2/1, check BB status and repair status Ford Motor Company @ Shawnta' Radford Customer Experience Specialist, Ford Passenger Vehicle BEV/Concern Team sradfor2@ford.com | ford.com office: 866-631-3788 ext. 79303 efax : 888-521-9685

2023-01-30 21:29:32

{CXS Peyton Hinshaw}/Ext. {CXS 79697}/{CXS phinshaw@ford.com}:
IBC from CUST, [REDACTED], CUST is wanting an update on their case and GFR. Advised the CUST of the status of repairs from the notes left by CXS. Advised of the F/U date the CXS placed. CUST is upset the GFR and repair are not done fast enough. CUST wants to speak with SUP. Advised CUST SUP will be unable to give updates on the GFR due to them not being on the case. CUST still wanted to talk with a SUP.

Ford Motor Company ®
Peyton Hinshaw
BEV Passenger Vehicle
office: 1-866-631-3788 ext. 79697
phinshaw@ford.com | www.ford.com

2023-02-01 17:28:33

CXS Shawnta'/ext 79303/sradfor2@ford.com OBC to Rob Sight, # 8169411200, spoke with SA Dave, FSE currently out this morning working with technician, CUST advised when vehicle was being worked on, it was sending CUST notification that his FordPass acct was being deleted, module now communicating correctly, hoping for eta by end of week if not later today, SA has spoken with CUST, advised will reach back out when vehicle is ready, advised I will f/u end of week to verify completion OBC to [REDACTED] # [REDACTED], verified info with CUST from SA, CUST was happy, had no further questions, advised of next f/u to reach back to very vehicle back with CUST and repairs satisfactory. NEXT STEPS: set next f/u 2/3, check repair status / completion Ford Motor Company ® Shawnta' Radford Customer Experience Specialist, Ford Passenger Vehicle BEV/Concern Team sradfor2@ford.com | ford.com office: 866-631-3788 ext. 79303 efax : 888-521-9685

2023-02-02 13:51:30

Per FSE, repair complete

2023-02-03 22:17:24

CXS Shawnta'/ext 79303/sradfor2@ford.com OBC to Rob Sight, # 8169411200, to speak with SA Dave, no one was available in service. OBC to [REDACTED], no answer, left vm to advised saw repairs were complete, wanting to verify all is well, advised of next f/u to check back NEXT STEPS: set next f/u 2/7, check repair satisfaction Ford Motor Company ® Shawnta' Radford Customer Experience Specialist, Ford Passenger Vehicle BEV/Concern Team sradfor2@ford.com | ford.com office: 866-631-3788 ext. 79303 efax : 888-521-9685

2023-02-07 20:02:50

CXS Shawnta'/ext 79303/sradfor2@ford.com IBC from [REDACTED], CUST advise no Bluetooth having issue, tried BlueCruise, worked intermittently, CUST feels it is not fixed, CUST asked about BB, advised I escalated it for an update, currently nothing, advised I will reach to SA and have him reach back to CUST for current issue, advised OOO tomorrow, 2/8, advised back 2/9, advised I will f/u, CUST had no further questions OBC to Rob Sight, # 8169411200, to speak with SA Dave, not available, left vm to advised of CUST current issues, asked to please reach back to CUST. NEXT STEPS: set next f/u 2/9, check BB (email from Rose) Ford Motor Company ® Shawnta' Radford Customer Experience Specialist, Ford Passenger Vehicle BEV/Concern Team sradfor2@ford.com | ford.com office: 866-631-3788 ext. 79303 efax : 888-521-9685

2023-02-08 19:49:01

BB Milestone has been cancelled;

BB Template must be in case in order to complete BB review. Please verify the state the veh was sold in and is registered in and then resubmit for review.

Ford Motor Company ®
Jennifer Falls
Specialized Buyback Handling Team Specialist, Ford CX Team

2023-02-09 20:21:28

my apologies, template must did not save

2023-02-10 23:22:00

Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 Plan of action: IBC: Customer is concerned that his Bb has taken quite some time. He was informed that sometimes these BBs can take longer to come to a decision. He was informed that the BB has been escalated and is still pending. He was also informed that his agent will follow up as scheduled. Next Step: CXS has messaged the agent on the case. 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.

2023-02-13 16:19:07

*Checked VIN and Report Historicals: None

*Original Owner per Navis

*Verified VIN in Oasis

Ford Motor Company ®
Jennifer Falls
Specialized Buyback Handling Team Specialist, Ford CX Team

2023-02-13 16:39:48

After review; veh may meet state guidelines for buyback/replacement criteria for MO.

- GFR Sent over for second review
- 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 ®

Jennifer Falls

Specialized Buyback Handling Team Specialist, Ford CX TeamFord Motor Company ®

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

2023-02-14 13:57:33

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.

2023-02-14 17:58:23

IBC from Cust wanting update on case, advised that RAV specialist should reach out within 5-7 business days. Ford Motor Company ® Maria Flannagan Customer Experience Specialist, Ford BEV Team Mflanna1@ford.com | www.ford.com office: 1-866-631-3788 ext. 79662 Mon-Fri 7:00-3:30pm CST

2023-02-15 14:37:56

Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXS Maria spoke with the customer on 02/14/23 and informed the customer that the BB was approved and he will be contacted by the RAV Team within the next 5-7 business days. As of 02/15/23, the RAV team has not been notified by the BB team. Next Step: CXS will place a follow up on the case for 02/22/23 to see if the customer has made contact with the RAV Team. 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.

2023-02-15 17:34:57

BRT uploaded to Morley Ford RAV Case Transmission CASE NUMBER: [REDACTED] 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 Ford CX Support 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 **

2023-02-17 17:42:08

RAV has received and accepted the case. Customer contact is forthcoming

2023-02-22 21:31:43

CXS Shawnta/ext 79303/sradfor2@ford.com OBC to [REDACTED], CUST advised RAV has been in contact, advised CUST he will now be in their hands, advised CUST I will f/u with recap email, advised o survey regarding experience with me, CUST advised he was happy with me and I did provide 5 start service. NEXT STEPS: safety net to resolve Ford Motor Company ® Shawnta' Radford Customer Experience Specialist, Ford Passenger Vehicle BEV/Concern Team sradfor2@ford.com | ford.com office: 866-631-3788 ext. 79303 efax : 888-521-9685

CASE ATTACHMENTS:
2023-02-09 20:21:28

Shawnte Radford

[Buyback \[REDACTED\].docx](#)

CASE NUMBER: ██████████

STATUS: Resolved

OPEN: 01-30-2023

CLOSED:

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Tier 1 Inbound NA CRC

COMMUNICATION: Phone

CASE CLASS LV 1234: | | |

DEALER NAME:

PA CODE:

DLR SALES CODE:

REGION:

ZONE:

VIN:

MODEL YEAR:

MODEL:

MILEAGE:

BODY STYLE:

LAST NAME FIRST NAME MIDDLE: ██████████

ADDRESS: ██████████

CITY STATE ZIP COUNTRY: DANVILLE | CA | ██████████ | USA

HOME PHONE: ██████████

SYMPTOMS: | | |

ANALYST NAME:

OPEN ANALYST NAME: Lowenly Balasabas

COMMENTS:

2023-01-30 22:56:56

"contact Via" Cust Says: When I use adapted cruise control my speed would accelerate to 20 miles per hour faster than speed limit, i just bought the car and pretty new, and I went to the dealer ask about it they said they dont know what's the problem As Per Cust, Dlr Says: n/a Crc Adv: Inform customer that if they feel that they are not safety then they should coordinate with the dealer service department for further assistance, transfer the call to dealership so that he could disclose the issue.

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 02-17-2023 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: | | |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: MODEL YEAR: MODEL: MILEAGE:
BODY STYLE:
LAST NAME FIRST NAME MIDDLE: ██████████
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: WINCHESTER | CA | ██████████ | USA
HOME PHONE ██████████
SYMPTOMS: | | |
ANALYST NAME: OPEN ANALYST NAME: Giselle Griffin
COMMENTS:
2023-02-17 00:10:26

01/30/2023 01:09PM SERGIO RANGEL MSS - FCSD - TECH ASSIT CENTER
Web Form Data(119829156) Customer
s description of vehicle concern 1. Customer states pre-collision assist not available error message displays
2.Customer states front camera fault service required error message displayes 3.Customer states rear belt
monitor fault service required error message display ,this is a new concern since last visit 4. while it is here it
set a new code in the abs. Please list any diagnostics already performed, including results of any TSB, GSBS
or Pinpoint Test completed the tsb reprogramming .performed pinpoint test for the codes set Parts Replaced,
including service part number if available IPMA What is the level of the scan tool being used? Are any error
messages noted? 34.5.3 Your Question: this is a intermitant concern , have you run into this before? what
direction should i go in. Thanks for any help you can give.
RECOMM01/30/2023 01:09PM SERGIO RANGEL MSS - FCSD - TECH ASSIT CENTER
Good morning Peter, To ensure programming has been performed correctly, it
s advised to follow the programming listed under TSB 22-2295. It
s imperative all the other modules listed in the TSB to be updated to the latest level. Perform the Reset the
IPMA learned values app, then running the IPMA alignment app right after its completed. After the alignment
procedure is completed, reprogram the IPMA and perform the FDRS IPMA alignment procedure. The camera
alignment should be conducted and the IPC configuration APP should be completed. Once the programming
listed under TSB 22-2295 has been completed in the same order shown in the TSB, re-evaluate the customer
s concern. Sergio Ford Technical Assistance Center
ADD-ON01/30/2023 01:09PM SERGIO RANGEL MSS - FCSD - TECH ASSIT CENTER
Article TSB 22-2295 2021-2022 F-150/Mustang Mach-E, 2022 Expedition/Navigator - Various Driver Assis
tance Feature Concerns And/Or IPMA DTCs B1578:78, U3000:49, U3000:89, U2107:68, C1001:54 And/Or
C1001:78 ,Transferred from MODPROG to BODY - Intermittent IPMA concerns continue after successful
replacement/programming.,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st
Contact, SWIS Comments : First contact
CONCER02/16/2023 02:45PM
performed repairs as listed above and in the tsb 22-2295 and every thing was working ok,released vehicle.
the vehicle has returned agin with codes in the ██████████ . when i look at the
connected vehicle history everything was ok until the OTA was done then the codes returned.
RECOMM02/16/2023 03:36PM DEVON MOYERS MSS - FCSD - TECH ASSIT CENTER
Peter, Thank you for the update that this vehicle has returned with U3000:89 setting in the IPMA. U2107:68
sets alongside other faults and the U3000:89 will need to be diagnosed first. It is noted that the concern
appears to have only returned after an OTA update was performed, however this is not suspected to be the
cause since it only affects the APIM. With this in mind, perform PPT BJ in WSM 419-07 and inspect the
coaxial cables between the IPMA and IPMA Camera for any signs of damage. Pay particular attention to the
connection at the IPMA Camera as well as where the Headliner and LH A-Pillar meet. If any damage is
identified visually or if the resistance values change during wiggle testing, replace the Coaxial Cables and
overlay them next to the existing cables. Cut off the existing cable connectors and reevaluate the concern. If
the PPT directs to replace the IPMA once again, first verify the power and ground circuits as shown in Wiring
Cell 146-1. Disconnect C4242A and temporarily connect the minor filament of a 9004 Headlamp bulb to pins
1 and 13 using flex probes. Measure voltage dropped across the bulb with the ignition in Run and ensure it
measures within 0.5 volts of the source voltage. As your dealership is equipped with the See What I See
(SWIS) headset, if additional technical assistance is required and a SWIS session would be beneficial (live
video or picture would help), clickScheduleto book a SWIS call with the TAC. After booking an appointment a
TAC representative will reach out to you at the appropriate time. Verify the following prior to your
appointment:

Your See What I See (SWIS) headset is charged, the headset is turned on, and is updated with the latest
software level.
Ensure TeamViewer login card is ready to scan (Contains unique dealer code & dealership name)
The vehicle you are working on is in a bay with good Wi-Fi connectivity
If the bullet points above are met the TAC can be reached at (800) 826-4694, from 9am to 6pm Monday thru
Friday Eastern Time to perform a SWIS call.

Headset software/hardware concerns

Initial headset setupThank you, Devon M Ford Technical Assistance Center
ADD-ON02/16/2023 03:36PM DEVON MOYERS MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact

CXS- Giselle Griffin ggriff98@ford.com 866-631-3788 ext 79849 IBC from Cust dlrshp can not figure out
whats going on with the vehicle , told customer to give fmc a call, vehicle was rear restrain error, it would
keep shutting off the cruise control, not available, front camera fault , whenever got the vehicle back from the
dlrshp it would not happen for a couple days. the having issues with the rear tire, they are wearing out and
they are bald ██████████ ford of temecula joseph britton obc to dlrshp- service joseph -
service trying to get more information on the customers vehicle and how we can escalate this information to
have the vehicle service and back to the customer no answer left voicemail next steps call back on
monday

2023-02-17 00:18:29

2023-02-23 00:36:12 CXS- Giselle Griffin ggriff98@ford.com 866-631-3788 ext 79849 obc to dlrshp- service joseph - service trying to get more information on the customers vehicle and how we can escalate this information to have the vehicle service and back to the customer no answer left voicemail

2023-03-01 00:34:51 CXS- Giselle Griffin ggriff98@ford.com 866-631-3788 ext 79849 obc to dlrshp- service joseph - service trying to get more information on the customers vehicle and how we can escalate this information to have the vehicle service and back to the customer left vm will follow up on thursday

2023-03-02 20:41:34 CXS- Giselle Griffin ggriff98@ford.com 866-631-3788 ext 79849 obc to dlrshp- service joseph - service trying to get more information on the customers vehicle and how we can escalate this information to have the vehicle service and back to the customer left vm next steps send portal message and emails

2023-03-06 16:50:39 CXS- Giselle Griffin ggriff98@ford.com 866-631-3788 ext 79849 obc to dlrshp- service joseph - service trying to get more information on the customers vehicle and how we can escalate this information to have the vehicle service and back to the customer no answer

2023-03-06 17:03:10 CXS- Giselle Griffin ggriff98@ford.com 866-631-3788 ext 79849 obc to customer advising the customer i have not been able to get more information on the customers vehicle but i will escalate this information so my over heads can look into this information customer recived the vehicle and the tire issues - bald offer gwg

2023-03-10 18:01:46

Good afternoon [REDACTED]

I hope this message finds you well. I am following up with you in our recent conversation. I would like to offer an extended warranty plan that would be a zero cost to you to add this to your vehicle. I will attach everything below of what it includes and covers. Furthermore, I have exhausted all my Ford resources in regards of covering the tires. As much as I would love to assist, at this time there are not any Ford Programs that would be able to continue the conversation for assistance at this time.

As an offer of goodwill, I would like to offer you a Ford Protect Premium Maintenance Plan that offers a \$0.00 deductible. It is valued at \$345.00.

Coverage begins on the original warranty start date, and you will be covered for up to 3 years/45,000 miles (17,240 miles).

This plan covers all of your scheduled maintenance like brake pad/linings, shock absorbers/struts, wiper blades, tire rotations, and cabin air filter.

Do you approve of this offer? Upon your approval, I will begin the process to purchase this service plan on your behalf.

Sincerely,
Giselle Griffin
Ford Motor Company ®
Customer Relationship Center – BEV team
Giselle Griffin
ggriff98@ford.com | www.ford.com
office: 866-631-3788 ext. 79849

2023-03-16 18:06:00

Dear [REDACTED]

Thank you for contacting Ford Motor Company and allowing us to assist you with your 2021 FORD mustang Mach-e. We hope that your experience was both pleasurable and valuable we would still love to assist you if you have any further questions, comments or concerns. 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 you have any further questions or concerns regarding this repair please let us know by contacting us via phone within the next 30 days with your case number isC [REDACTED]. Also I wanted to inform you that you have 30 days as well to accept the complimentary Goodwill gesture that was offered.

I hope that I have provided you with satisfactory customer service and, if so, feel free to share your feedback regarding your experiences with my service and our interactions on your next communication with Ford. I'll be completing your case and Ford will be sending you an email within the next few days with a brief survey regarding your experience with me and only me. On 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. 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. We sincerely appreciate your business. It has been my pleasure serving you.

Sincerely,
Giselle Griffin
Ford Motor Company ®
Customer Relationship Center – BEV team
Giselle Griffin
ggriff98@ford.com | www.ford.com
office: 866-631-3788 ext. 79849

CASE ATTACHMENTS:

CASE NUMBER: ██████████
OPEN: 02-26-2023 CLOSED:
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC
CASE CLASS LV 1234: | | |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: MODEL YEAR: MODEL: MILEAGE:
BODY STYLE:
LAST NAME FIRST NAME MIDDLE: ██████████ |
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: Oakley | CA | ██████████ | USA
HOME PHONE: ██████████
SYMPTOMS: | | |
ANALYST NAME: OPEN ANALYST NAME: Shelby Donovan
COMMENTS:
2023-02-26 23:15:39

a.) CONTACT VIA: phone
b.) CUST SAYS: The "Drive Modes Not Available" has occurred 4 times. This has occurred at freeway speeds and slower speeds. While driving in Whisper Mode, the car suddenly accelerated while switching to ENGAGED mode and on the center screen, indicated "drive modes not available." This was concerning initially and then happened a few times. The charging fault has happened twice, once the car did not charge at all and another I received a message from FordPass that there was a fault.after taking for service
c.) PER CUST, DLR SAYS:
d.) CRC ADVISED: Will document feedback and send to dealership.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 03-09-2023 CLOSED: 04-11-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |
DEALER NAME: Surprise Ford
PA CODE: 08371 DLR SALES CODE: 71183 REGION: W3 ZONE: W3B
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE:
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: PEORIA | AZ | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Inoperative
ANALYST NAME: Giselle Griffin OPEN ANALYST NAME: Yvette Garcia
COMMENTS:
2023-03-09 16:12:41

Name: [REDACTED]
Vehicle: 2021 Mustang Mach-E
VIN: [REDACTED]
Address: [REDACTED]
Mileage: 21,659
Phone #: [REDACTED]
Case #: [REDACTED]
Dealer: Ford Surprise AZ, 85388
Issues with Mach-e, been in shop for 30 days, dlr sd to us to seek compensation. Cust called in wanting reimbursement for rental gas, td him we only do reimbursements for rentals. Cust seeking cust retention and wants to know what options are available to him?
Dropped if off and 2 wks. sd it was fixed, fault issue happened sent back in feb 8th and had since then. has had rental since feb 8th but more concern abt car pymts being made on car without driving and says there is continuing issue with veh. Cust says he Gave up 250 for this veh but these pymts are 700\$ mth and just keeps having issues.
-Called dlr (833)-817-1775
What services are having to be done? Is there an estimate time?
Waiting on trim piece and head liner, harness for IPM replacing, blue cruise isn't working right, camera fault, dissemble parts in veh finding glue on parts not supposed to be there.
Head liner will arrive this wk. then they must put parts bk tog & retest.
If a rental/loaner is provided and covered under warranty, we would not provide vehicle payments. The customer isn't without a vehicle and the customer is responsible for upholding the contract they signed.
Cust is under warranty we would not provide veh pymts
Cust seeking buyback

Register owner: [REDACTED] co-signer: [REDACTED]
State reg: AZ
Date purchased: March 11,2022
State purchased: AZ
Dir: Ford Surprise AZ, 85388
Current concern: camera failing
Repair status: no time estimate

Trans to concern
NEXT STEPS: case notated

Yvette Garcia
Customer Experience Specialist, Ford Passenger Vehicle Team

O: (866) 631-3788 ext. 79783

2023-03-09 16:36:40

CXS- Giselle Griffin ggriff98@ford.com 866-631-3788 ext 79849 [REDACTED] there has been manchial issues, 1/25/2023 sent in for front camera error, system ussue. had it for two weeks and then 3/4 days the vehicle stop working. the bluecruise handsfree stopped working properly. went into the next lane. huge safety issue. took the vehicle in 2/8/2023. the dlrshp keeps finding issues with the vehicle. submit bb

2023-03-09 16:38:39

Name(s) on the Title [REDACTED]
Address [REDACTED] Arizona
Email Address [REDACTED]
Customer is purchased the vehicle.
Vehicle Information
VIN [REDACTED] Current Mileage: 21,197
Ownership Status/ Type of Purchase: Used
Purpose of vehicle personal # Vehicles registered to the business. (If yes to business)
Purchase Date: 3/11/2022 Mileage at Time of Purchase: 5,000
State Information
State Where Purchased: Arizona
State Where Registered: Arizona
Dealer Information
Purchased from Dealer Yes Dealership (if yes) Jones Ford Wickenburg
Primary Reason for Repurchase: there has been mechanical issues, 1/25/2023 sent in for front camera error, system issue. had it for two weeks and then 3/4 days the vehicle stop working.
Is there a current concern with the vehicle? Waiting on trim piece and head liner, harness for IPM replacing, blue cruise isn't working right, camera fault, dissemble parts in veh finding glue on parts not supposed to be there.
What is the repair status of the vehicle? Waiting on the head liner to be repaired
Were repairs completed for this concern at multiple dealerships? (If yes): Yes Surprise Ford/Peoria 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

2023-03-09 16:40:23

Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED]
Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 84 Vehicle Purchase Status :
Subsequent Owner Ford Credit Contract Number : [REDACTED] Part Number : [REDACTED] Dealer Name : Surprise Ford Dealer P&A :
08371 Dealer phone : 6233444700 VIN : [REDACTED] Year : 2021 Make : FORD Model :
Mustang Mach-E Mileage : 21659 Miles Engine Specification : Transmission Specification : 1 SPD AUTO
TRANS Warranty Start Date : 2021-12-11 Open Recall/FSA : ESP : n/a Hotline Contact : n/a Warranty
History : 641305/6413 [REDACTED]

2023-03-10 17:09:11

OGC/DPS6 VIN LIST RESULTS = NO RETURN

AZ
LTV Score : 84
Vehicle Purchase Status : Sub Owner
Purchase Date: 3/11/2022
Mileage at Time of Purchase: 5,000

2023-03-10 17:09:56

Melbourne BRT Nikki made obc to dlr # 6233444700 left a message for service 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

2023-03-20 18:13:16

CXS- Giselle Griffin ggriff98@ford.com 866-631-3788 ext 79849 obc to dlrshp-zach to see if they were able to extend warranty through SSSC and what the eta for the vehicle repair sent information in no eta, the vehicle is in progress they will submit through sssc to see if there is any ext next steps sms cust

2023-03-21 18:12:26

CXS – Tiffany Washington
twashi67@ford.com
866-631-3788 Ext 79653

IBC FROM CUST / Customer calling in for an update on his case.

CXS AGENT INFORMED CUSTOMER OF UPDATE IN NOTES FROM 3/20/23 FROM HIS AGENT
GISELLE.

CLV: 84

Dealership: Surprise Ford

VIN: [REDACTED]
MILEAGE:
NEXT STEPS/ NOTE 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

2023-03-21 18:36:09

Melbourne BRT Nikki made obc to dlr # 6233444700 left a message zach 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

2023-03-22 20:14:24

Melbourne BRT Nikki made obc to dlr # 6233444700 left a vm zach 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

2023-03-23 18:16:08

Melbourne BRT Nikki made obc to dlr # 6233444700 left a vm zach 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

2023-03-23 18:18:37

Melbourne BRT Nikki

BRT has made several attempts to reach the dealer for RO info to complete the buyback review. At this time BRT will be closing the milestone. Please continue to contact the dealer for the RO info below. Once you have obtained the info and updated the case please open a new milestone for the review.

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

2023-03-27 16:34:28

CXS- Giselle Griffin ggriff98@ford.com 866-631-3788 ext 79849 Obc to dlrshp- Zach trying to collect all of the information to continue the conversation of the repurchase of the vehicle 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?) no answer

2023-03-28 20:01:44

CXS- Giselle Griffin ggriff98@ford.com 866-631-3788 ext 79849 Obc to dlrshp- Zach/ julian service manager trying to collect all of the information to continue the conversation of the repurchase of the vehicle RO number:642228 RO open/close date:02/08/2023- waiting on rental invoice RO mileage:21659 Concern Repair (still diagnosing, Parts on Order, working with hotline, etc) issue with the wiring harness
Rental/Loaner, How long? (if the customer is in a rental/loaner, what was the start date) 02/08/2023 Is the vehicle still currently at the dealer? (If not, what date did it leave?) no vehicle left 03/25/2023 next steps reopen milestone

2023-03-28 20:05:53

CXS- Giselle Griffin ggriff98@ford.com 866-631-3788 ext 79849 obc to cust advising i did not have an end result b/c there was difficulty getting the information from the dealership, i have finally received that information and i have resubmitted the information. i will follow up with you on friday to let you know where we are on everything no answer left vm. did not go into details. next steps sms the cust

2023-03-28 21:41:46

IBC CUST @ [REDACTED]

customer is calling about his repurchase status advise customer that agent will reach out to him Friday as of right now there is no update but she has gotten the information necessary from the dealership to proceed

Ford Motor Company
Customer Relationship Center - BEV Team
Justin Goodlow
Jgoodlo4@ford.com|www.ford.com
office: 866-631-3788 EXT: 79524
Monday - Friday 10:30 am -7:00 pm cst

2023-03-29 12:39:16

After review; veh may meet state guidelines for buyback/replacement criteria for AZ

Talking Points:
-GFR sent over for second review
-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

2023-03-30 12:53:38

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.

2023-03-30 17:52:00

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 ***

2023-03-31 16:10:45

CXS- Giselle Griffin ggriff98@ford.com 866-631-3788 ext 79849 obc to cust advising that the vehicle has been repurchased and that they will be getting into contacts with the customer to go over more information next steps follow up tuesday

2023-04-03 22:48:58

RAV has received and accepted the case. Customer contact is forthcoming.

2023-04-08 16:24:24

Dear [REDACTED]

Thank you for contacting Ford Motor Company and allowing us to assist you with the repurchase of your vehicle 2021 Ford Mustang Mach-e. We hope that your experience was both pleasurable and valuable. We would still love to assist you if you have any further questions, comments or concerns. 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 you have any further questions or concerns regarding this repair please let us know by contacting us via phone within the next 30 days with your case number is [REDACTED]

I hope that I have provided you with satisfactory customer service and, if so, feel free to share your feedback regarding your experiences with my service and our interactions on your next communication with Ford. I'll be completing your case and Ford will be sending you an email within the next few days with a brief survey regarding your experience with me and only me. On 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. 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. We sincerely appreciate your business. It has been my pleasure serving you.

Sincerely,
Giselle Griffin
Ford Motor Company ®
Customer Relationship Center – BEV team
Giselle Griffin
ggriff98@ford.com | www.ford.com
office: 866-631-3788 ext. 79849

2023-04-08 16:30:40

Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED]
Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 84 Vehicle Purchase Status :
Subsequent Owner Ford Credit Contract Number : [REDACTED] Part Number : [REDACTED] Dealer Name : Surprise Ford Dealer P&A :
08371 Dealer phone : 6233444700 VIN : [REDACTED] Year : 2021 Make : FORD Model :
Mustang Mach-E Mileage : 22452 Engine Specification : Transmission Specification : 1 SPD AUTO TRANS
Warranty Start Date : 2021-12-11 Open Recall/FSA : ESP : n/a Hotline Contact : Warranty History : 641305/

2023-04-11 15:26:08

Safety Net [REDACTED] Clear to close SHANTELE BROOKS SheHerHers Business
Operations Supervisor - Battery Electric Vehicles - O: 866.631.3788

2023-06-01 00:00:06

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

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
 OPEN: 03-16-2023 CLOSED: 03-27-2023 BUSINESS UNIT NAME: Ford
 RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
 CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
 DEALER NAME: Larry H. Miller Ford Mesa
 PA CODE: 08972 DLR SALES CODE: 71175 REGION: W3 ZONE: W3A
 VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 17,944
 BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
 LAST NAME FIRST NAME MIDDLE: [REDACTED]
 ADDRESS: [REDACTED]
 CITY STATE ZIP COUNTRY: MESA | AZ | [REDACTED] | USA
 HOME PHONE: [REDACTED]
 SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Disengage/Dropout
 ANALYST NAME: Alexandre Filho OPEN ANALYST NAME: Billy Hicks
 COMMENTS:
 2023-03-16 22:58:52 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 Plan of action: IBC: Customer has spoken with the dealer as the vehicle has been at the dealer since 03/15/23. When in adaptive cruise control disengages and traveling at 75 miles per hour and some one is 2 foot off the bumper, sometimes the one pedal will disengage and cause the vehicle to take a deep nose dive. The dealer stated that they can't duplicate the concern. Customer believes this is a safety concern. SA Mel - CXS attempted to contact the dealer and left a detailed voice mail for Mel. Larry H. Miller Ford Mesa - 08972 - [REDACTED] GCB # [REDACTED] IPMA TSB - 23-2040 Collision Mitigation By Braking Next Step: CXs will message the original agent on the case. 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.
 2023-03-16 23:14:12 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : [REDACTED] LIV Score : 97 Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Larry H. Miller Ford Mesa Dealer P&A : 08972 Dealer phone : 4805697709 VIN : [REDACTED] Year : 2021 Make : FORD Model : Mustang Mach-E Mileage : 17944 Engine Specification : ELECTRIC MOTOR #5 Transmission Specification : 1 SPD AUTO TRANS Warranty Start Date : 2021-04-10 Open Recall/FSA : ESP : 0968 - USA 2021 NEW 72/100000 PREMIUMCARE W/ROADSID 0968 - USA 2021 NEW 24/30K PREM MAINT(M&W) 10K INTERVAL 1309 - USA 2023 3 YR TRIPLECARE-GROUP 1-INCLUDE 1ST DAY RNTL Hotline Contact : n/a Warranty History : yes
 2023-03-17 18:13:01 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: SA Mike BDC transferred the agent to SA Mel's voice mail and he agent left him a detailed message with the customer's concern. Next Step: CXs will follow up with the dealer/customer on next MOB. 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.
 2023-03-17 20:47:38 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXs left another voice mail for the SA Mel to speak about the customer's vehicle. CXs left the customer a detailed voice mail with an update on the customer's vehicle. Next Step: CXs will follow up with the customer on 03/20/23 with a repair status update. 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.
 2023-03-20 20:36:55 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: SA Mel stated that a new camera is being placed on the vehicle. The camera may resolve the concern but he will look into the TSB 32-2040. CXs left a detailed voice mail for the customer giving him an update on his repair status. Next Step: CXs will follow up with the customer on 03/22/23 with a repair status update. 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.
 2023-03-22 17:19:26 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXS was transferred to another employee's voice mail, but a message was still left for SA Mel seeking a repair status update. Next Step: CXS will follow up again on his next MOB. 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.
 2023-03-22 20:47:22 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXs left a voice mail and sent an email to the SA Mel seeking a repair status update. Next Step: CXS will follow up again before end of day. 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.
 2023-03-22 22:46:06 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXs left a message for the SA Mel seeking and update on the customer's repair status. Next Step: CXs will follow up again with Mel on 03/23/23 to get a repair status update and follow up with the customer at that time. 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.

2023-03-23 14:52:06

Hello Billy,

I am sorry that it has taken me so long to return to you. We are extremely busy at our facility, so it does take time to respond.

██████████ vehicle is done and was returned to him yesterday.

Thank you.

MEL LEWIS
SERVICE ADVISOR
LHM FORD
mel.lewis@lhmauto.com
480-530-9621

2023-03-23 18:02:18

Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXs left a detailed voice mail for the customer asking if he had retrieved his vehicle on 03/21/23 and was he satisfied with the repair. Next Step: CXs will follow up with the customer on 03/24/23 checking for satisfaction. 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.

2023-03-24 20:26:53

Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXS left a voice mail for the customer checking for satisfaction after his vehicle has been returned to him. Next Step: Case ready for closure. Ford Motor Company @ Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com | www.ford.com Office: 866-631-3788 ext. 79395

2023-03-24 22:48:55

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)? n/a Do you have documentation to support the customer reimbursement attached to the case? no 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) no Did you complete final repair satisfaction check? yes and no attempted to. 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? Did you complete the following prior to closing (i.e. enter symptom codes, ensure VIN is attached to case, etc.)? Yes

2023-03-27 18:56:36

Safety Net*

NEXT STEPS: FOR CXS: Approved to Close Case

Ford Motor Company @
Charles Casiano
Business Operations Supervisor - BEV Passenger Vehicle
CCASIANO@Ford.com | www.ford.com

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 03-28-2023 CLOSED: 06-13-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | IWL Support | |
DEALER NAME: Steven's Jersey City Ford
PA CODE: 09019 DLR SALES CODE: 13060 REGION: N1 ZONE: N1A
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: MUSTANG MACH-E MILEAGE: 1,928
BODY STYLE: K2S - MUSTANG MACH-E CAL RT1 AWD 4DR
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: BROOKLYN | NY | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Start/Run/Move | EV Charging | UNKNOWN | UNKNOWN
ANALYST NAME: Janice Morehouse OPEN ANALYST NAME: Creg Givens
COMMENTS:

2023-03-28 21:44:55 IBC- inquiry call (CXS) Creg Givens/ext. 79720 IBC from CUST [REDACTED] VIN [REDACTED] 2 EMAIL: [REDACTED] MILEAGE:1900 CXS was advised by CUST SEEKING RENTAL ASSISTANCE CUST NEXT STEPS: NOTATE IN GCCT / ADVISE CUST THAT REIMBURSEMENT WOULD BE PROVIDED BEING THAT VEH IS UNDER IWL FOR UP TO 10 DAYS & 35\$ PER DAY CUST STATES HE CAN NOT PURCHASE RENTAL FOR 35 PER DAY AND REQUESTS SUP ESCALATION CXS THEN ATTEMPTED TO DEESCALATE BY ADVISING CUST THAT WE WOULD DEFINITELY BE ABLE TO ASSIST JUST WITH A CERTAIN PERCENTAGE Inquiry Call Template: VIN# [REDACTED] Issue?RENTAL VEH.at the Dealership: YES Meets FLP Guidelines: YES Year of VEH: 2022 Mileage:1900 CLV:80 Meets FLP Guideline: YES Transfer to Concern: YES Concern Agent Name: Reason for Concern: Ford Motor Company @ Customer Experience Specialist – PV Team Creg Givens CGIVENS9@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79720

2023-03-30 21:23:18 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: Customer's vehicle has been at the dealer for a week and a half with no diagnosis. SA Gary SHIKHMAN CXS was informed that the only way to get information from the SA is to email him. CXS sent the SA Gary SHIKHMAN an email seeking a diag/repair status update. There isn't a COPIS case opened on the customer's vehicle. gary@bayridgeford.com Next Step: CXS will follow up with the dealer/customer on 03/31/23 with a repair status update. 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.

2023-03-30 21:27:15 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Sc re 80 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Premier Ford of Bay Ridge Dealer P&A : 06742 Dealer phone : 3475787900 VIN : [REDACTED] Year : 2022 Make : FORD Model : MUSTANG MACH-E Mileage : 1928 Engine Specification : ELECTRIC MOTOR #5 Transmission Specification : 1 SPD AUTO TRANS Warranty Start Date : 2022-12-27 Open Recall/FSA : N/A ESP : 1968 - USA 2023 NEW 120/100,000 PREMIUMCARE EV W/ROADSIDE Hotline Contact : N/A Warranty History : N/A

2023-03-31 16:10:46 RO NUMBER: 129454
RO DATE: 03/23/23
RO LINE NUMBER:
REPAIR MILEAGE: 1948
PA CODE: 06742

2023-03-31 16:18:40 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: The vehicle may be looked at today at best, 04/03/23 at the least. The dealer only has one tech and is just finishing up with another vehicle. CXs spoke with the customer and gave him an update on his diagnosis status. Next Step: CXs will follow up with the customer on 04/03/23 with a diagnosis status update. 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.

2023-04-03 17:22:22 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: SM Jim stated that the diagnosis is ongoing and should be completed by end of day. CXS spoke with the customer and gave him an update on his diagnosis. Next Step: CXs will follow up with the customer on 04/04/23 with a diagnosis/repair status update. 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.

2023-04-04 16:04:26 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: SM Jim stated that the vehicle has been diagnosed. The vehicle's diag may be completed by 04/05/23. CXS will follow up with the dealer on 04/06/23. CXS spoke with the customer and gave him an update on his repair status. Next Step: CXS will follow up with the customer on 04/05/23 with a repair status update. 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.

2023-04-05 16:43:01 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXS sent the SM Jim (JAMES SAKELLIS) an email seeking a repair status update on the customer's vehicle. jsakellis@bayridgeford.com Next Step: CXS will follow up again on his next MOB unless the SM replies to the email. 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.

2023-04-05 20:23:04 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXS left his information for SM Jim seeking a repair status update. he is to contact the agent once he is done with the customer. Next Step: CXs will wait to hear back from the customer. 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.

2023-04-05 21:57:08 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: SM Jim left a voice mail to be contacted back about the customer's vehicle. CXS was on another call with a customer, and when he attempted to call the SM back, he was gone for the day. CXs spoke with the customer who spoke with the dealer, the diagnosis is still undetermined. He is quite frustrated with the process and is threatening to leave the vehicle at the dealer if not repaired. CXS made mention of a lemon law and that the customer would need to look into his state's lemon laws to determine if a BB is warranted. Next Step: CXS will reach out to the dealer to offer assistance via SME and follow up with the customer on 04/06/23. 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.

2023-04-06 21:01:13 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXS left a detailed voice mail for the SM Jim after the called was dropped/hung up on multiple occasions. CXS left the customer a voice mail giving him an update on his case. Next Step: CXS will follow up with the customer/dealer on 04/07/23. 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.

2023-04-07 16:24:28 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXs was informed to contact the SM Jim back around 3. CXS also sent an email to both the SM and SA. Next Step: CXS will follow up with the dealer again on his next MOB. 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.

2023-04-07 20:53:30 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 Plan of action: IBC: CXS spoke with the SM Jim, stated that the vehicle has been diagnosed and they are waiting on 2 parts. He stated that the repairs should be completed by 04/11/23. CXS sent the customer an email with an update on his repair status. Next Step: CXs will follow up with the customer on 04/12/23 with a repair status update. 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.

2023-04-11 15:36:39 IBC from CUST CUST called and requested to speak to his agent. CUST says his VEH has been at the DLR since 3/23 and wanted to know more about the BB process, so I told him it is all dependent on his state's lemon laws. CUST said his VEH hasn't been down for 30 days yet, so he doesn't know if it will qualify. I told him I cannot say either, but all we can do is submit the request as we have no authority over the decision. CUST said he will wait for his agent to reach out to get more info. Next Steps: Notify agent Ford Motor Company @ Rashif Shah Passenger Vehicle Concern Advocate rshah48@ford.com | www.ford.com office: 866-631-3788 ext. 79696 Mon-Fri 8:00AM to 4:30PM

2023-04-11 18:03:19 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXs left a voice mail for the SM Jim seeking an update on the customer's vehicle. CXs left a voice mail for the customer giving him an update on his Case and answered Bb questions. Next Step: CXs will follow up as scheduled with the customer. 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.

2023-04-11 19:16:28 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 Plan of action: IBC: Customer called back in to proceed with his BB. CXS submitted a BB request on behalf of the customer. Next Step: CXS will follow up with the customer on 04/18/23 with a repair/BB status update. 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.

2023-04-11 19:26:25

Customer Information
Name(s) on the Title [REDACTED]
Address [REDACTED] BROOKLYN NY [REDACTED]
Email Address [REDACTED]
Customer isSelect purchasing the vehicle.
Vehicle Information
VIN [REDACTED] Current Mileage:1900
Ownership Status/ Type of Purchase:Select New,
Purpose of vehicle:Select personal
#Vehicles registered to the business.(If yesto business)
Purchase Date:12/27/2022Mileage at Time of Purchase:8
State Information
State Where Purchased:KY
State Where Registered:NY
Dealer Information
Purchased from Dealer?Select Yes Dealership (if yes):BOB SWOPE FORD INC.
Primary Reason for Repurchase:Customer stated that the vehicle is not operating properly. The vehicle has been out f service since 03/22/23 and the customer feels as if the dealer has done nothing for him. The customer had an appointment with Premier Ford who couldn't assist him due to not having anEV Tech to work on his vehicle. The vehicle is currently at Premier Ford of Bay Ridge.
Is there a current concern with the vehicle? Enter Yes
What is the repair status of the vehicle? SM Jim has been very vague on the diagnosis of the vehicle and he and the SA Gary are hard to get in contact with pertaining to the customer's vehicle 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? Enter Yes or No

2023-04-11 22:36:38

Hi Billy,

I hope all is well. Please be advised Bayridge premier ford just dropped off the vehicle at my home and the vehicle is not repaired and has some scratches the car was clean before. I can be reached at 917-318-7498. Please not I will not be able to communicate with you Wednesday and Thursday.

Thank You

Hi Billy,

In addition there is a panel in the trunk which was not put back, I am not sure where it is from.

Thank You

2023-04-13 15:49:47

Melbourne SBHT Alex: [REDACTED]: ORIGINAL PER NAVIS KY/NY OGC VIN list report: None Melbourne SBHT Alex made OBC to DLR Premier Ford of Bay Ridge @ 3475787900 #2 BRT spoke with SM Jim. Veh is back with the customer. Veh was delivered back to the cust on 4/11/2023. SM stated the vehicle is not completely repaired. The puddle light is not coming on. SM stated the veh needed more diagnosis but the cust was calling everyday for the veh. Cust accused dealer of scratching the veh upon delivery. SM requested an email and he will forward a copy of the RO to SBHT. SM also stated the cust ha a copy of the RO. From: Filho, Alexandre (A.) Sent: Thursday, April 13, 2023 11:48 AM To: jsakellis Subject: [REDACTED]
[REDACTED] = BUYBACK

2023-04-14 14:40:55

From: Filho, Alexandre (A.) Sent: Friday, April 14, 2023 10:41 AM To: jsakellis Subject: FW: [REDACTED]
[REDACTED] = BUYBACK

2023-04-14 20:28:50

From: Filho, Alexandre (A.) Sent: Friday, April 14, 2023 10:41 AM To: jsakellis Subject: FW: [REDACTED]
[REDACTED] = BUYBACK

2023-04-17 14:33:14

Melbourne SBHT Alex: AWS

2023-04-17 14:33:15

Melbourne SBHT Alex:

AWS was updated

2023-04-17 14:34:52

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

2023-04-18 21:47:50

Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXS spoke with the customer and gave him his denied BB verbiage. He is upset about the decision and according to him the vehicle still doesn't work. He is to schedule an appointment with the dealer to have his vehicle serviced again. Next Step: CXS will follow up with the customer on 04/21/23 to see if he scheduled an appointment. 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.

2023-04-21 16:39:02

Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXS spoke with the customer who stated that he will drop his vehicle off on 04/24/23. Next Step: CXS will follow up with the customer on 04/25/23 with a diagnosis status update. 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.

2023-04-25 16:16:41

Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: Dawn stated that there is no open ticket on the customer's vehicle. CXS left a voice mail for the customer asking if he has plans on taking his vehicle to the dealer, what are our next steps. Next Step: CXS will follow up with the customer on 04/26/23 asking what his intentions are going forward with his case. 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.

2023-04-26 16:34:43

Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: Customer stated that she tried to take the vehicle back to Premier Ford of Bay Ridge, who stated they don't have a way to figure out the repair. He was informed to call Dana Ford for assistance who doesn't have any shop capacity until December. Premier Ford Inc - 03635; 7182587200 CXS was placed on hold and she never returned. Koeppel Ford - 07948; 7188858000 The earliest date is on the week of 07/10/23. Ford of Queens Boulevard - 05173; 7186578888 Service department hung up and never answered on the 2nd attempt. Steven's Jersey City Ford - 09019; 5512420160 Next Wednesday 05/03/23, 2 day process, VHL will have to be left. \$175 per concern if not covered under warranty. Judy Appt. 05/03/23 @ 8:30 a.m. Next Step: CXs will follow up with the customer on 05/03/23 to see if he has dropped his vehicle off at the dealer. 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.

2023-05-04 17:04:24

Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXs left a voice mail for the SA seeking a repair status update. CXS spoke with the customer and he stated that the vehicle was dropped off on 05/03/23. Next Step: CXS will follow up with the customer with a repair status update on 05/08/23. 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.

2023-05-08 16:31:37

05/04/2023 11:21AM DEVON MOYERS (FSE) MSS - FCSD - NORTHEAST REGION
Web Form Data(119973226) Description of Vehicle Concern: puddle lights inop and mirrors do not open when approach veh Please list any diagnostics already performed: pinpoint tests p1 yes p2 no p3 says to replace master window switch then i performed pinpoint tests g1 no says repair is complete re scanned veh and no codes compared to another veh found fold does occur on known good veh but puddle lights cant seem to get to work on both veh Parts Replaced: none Your Question: need help with puddle lamps and when approach veh does not unlock
RECOMM05/04/2023 11:21AM DEVON MOYERS (FSE) MSS - FCSD - NORTHEAST REGION
Hello Rocco, It is understood that the mirrors do not open when approaching the vehicle and the puddle lamps also remain inoperative. Page 117 of the Owners Guide indicates that the Puddle lamps will only be on if the mirrors are folded and turn off when the mirrors unfold. Since the auto folding mirrors should unfold when the vehicle is unlocked, the walk away lock and approach detection features must operate for the puddle lamp to turn on. First, please verify that the approach lighting, walk away lock and auto fold features are all turned on in the settings. Note that if the exterior mirrors are folded by pressing the fold switch, the auto fold feature will be disabled until the mirrors are unfolded by pressing the switch once again. Verify that the mirrors fold when the keyfob is removed far enough away from the vehicle and wait 30 minutes. After 30 minutes have passed, approach the vehicle with the keyfob and verify that the approach lighting works, and check to see if the puddle lamps illuminate while the mirrors are folded. If this is the case, the system is operating as designed and it is likely that the customers Phone as a key or Keyfob is not being removed far enough from the vehicle for the walk away feature to work or they are not waiting the full 30 minutes after the vehicle is locked. If the approach detection feature does not unlock the vehicle, please perform PPT AN in WSM 501-14 under Diagnosis and Testing. Thank you, Devon M Ford Technical Assistance Center
ADD-ON05/04/2023 11:21AM DEVON MOYERS (FSE) MSS - FCSD - NORTHEAST REGION
Similar Report: N6CCV003. Suspect required inputs for puddle lights have not been met.,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact
CONCER05/04/2023 02:22PM
THE WALK AWAY AND APPROACH IS OPERATING BUT MIRRORS STAY FOLDED AND PUDDLE LAMPS ON BOTH SIDES STILL INOP
RECOMM05/04/2023 03:22PM LAWRENCE NEWSOM MSS - FCSD - TECH ASSIT CENTER
Hello Rocco, Thank you for updating that approach lighting is operational but the mirrors do not power un-fold and the puddle lamps are inoperative with the mirrors folded closed. A review of Workshop Manual 501-09 Rear View Mirrors > Description and Operation > System Operation - Exterior, Power Fold indicates: when the driver turns the automatic folding feature on or off in the IPC message center, the personality data message containing the selection is sent from the IPC to the DDM , with the GWM acting as a gateway. When automatic folding is turned on, the DDM monitors the ignition status and vehicle lock status messages from the BCM as well as the gear position message from the PCM. When the transmission is placed in park, ignition is turned off, driver door is opened and closed and the vehicle is locked using the passive key or door switch, the DDM supplies voltage to the LH exterior mirror folding motor and sends the passenger mirror command message to the PDM, which supplies voltage to the RH exterior mirror folding motor. The exterior mirrors remain folded until the vehicle is unlocked and the driver door is opened and closed. After the door is closed, the DDM reverses the polarity of the voltage supplied to the LH exterior mirror folding motor and sends the passenger mirror command message to the PDM , which reverses the polarity of the voltage supplied to the RH exterior mirror folding motor. Recommend verifying operation of the mirrors during unlocking of the vehicle as outlined per workshop manual information. If the mirrors unfold and the puddle lamps illuminate, then it is suspected that the vehicle is operating properly. If the vehicle does not operate properly under these conditions, advise testing the PDM, DDM and BCM for codes and address as necessary. Lawrence N. Ford Technical Assistance Center

2023-05-08 16:32:07

RO NUMBER: 450648
RO DATE: 05/03/23
RO LINE NUMBER: A
REPAIR MILEAGE: 2154
PA CODE: 09019

2023-05-08 16:38:49

Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: SA Sam stated that the vehicle has been diagnosed, the vehicle has an issue with the side mirrors not folding and the puddle lights not coming on. The tech is working with hotline who hasn't responded since 05/04/23. the notes have been documented on my timeline. CXs spoke with the customer and gave him an update on his repair status. He is not happy with knowing they don't have a solution as of yet. He fears the vehicle will be down for another 3 weeks. Steven's Jersey City Ford - 09019; 5512420160 Next Wednesday 05/03/23, 2 day process, VHL will have to be left. \$175 per concern if not covered under warranty. Judy Appt. 05/03/23 @ 8:30 a.m. Next Step: CXS will follow up with the customer on 05/10/23 with a repair status update. 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.

2023-05-09 14:54:05

Safety Net

NEXT STEPS: FOR CXS: Approved offering 1 VHL payment and gas reimbursement

Ford Motor Company @
Charles Casiano
Business Operations Supervisor - BEV Passenger Vehicle
CCASIANO@Ford.com | www.ford.com

2023-05-10 16:29:34

Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 Plan of action: IBC: SA Sam stated that the technician is at lunch at this time and will call the agent back when he returns with an update. Next Step: CXs will follow up again on his next MOB. 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.

2023-05-10 17:11:54 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXS returned the SA Sam's voice mail with his own voice mail. Next Step: CXs will follow up with the customer on his next MOB. 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.

2023-05-10 20:05:49 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXs left another voice mail for SA Sam seeking information on the customer's repair status. Next Step: CXs will attempt one more call before they close. 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.

2023-05-10 20:54:53 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXS called the SA Sam once again, however she was unavailable. Her hours are between 8 a.m. - 4 p.m. CXs gave the customer the update on his case. Sam - 2014327272 Next Step: CXs will follow up again on 05/11/23. 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.

2023-05-11 16:09:32 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXs left a detailed voice mail for SA Sam seeking a repair status update. Sam - 2014327272 Next Step: CXs will follow up with the customer on his next MOB. 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.

2023-05-11 20:12:03

CONCER05/11/2023 02:00PM

I HAVE PERFORMED UPDATES AND ACTIVATED WALK AWAY AND APPROACH FEATHER NOW IS OPERATING BUT MIRRORS WONT FOLD OR PUDDLE LAMPS ARE STILL OUT SCANED BCM AND DDM AND PDM ALL HAVE NO CODES AND ALL OTHER MODULES PASS
RECOMM05/11/2023 02:44PM JACOB SHIPLEY (FSE) MSS - FCSD - NORTHEAST REGION
Rocco, With the power fold mirrors and the puddle lamps still inop, it would be recommended to in the IPC message center setting ensure the automatic folding feature is enabled. If enabled and the mirror still not not fold out when the doors are unlocked, then opened and closed, it would be recommended to monitor the drivers door ajar PID to verify it reads correctly. If no concerns are found then a DDM concern would be suspected. For the Puddle lamps, it would be recommended to follow PPT G in WSM 417-02. Thank you, Jacob S Ford Technical Assistance Center

2023-05-11 20:19:00 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXs left another voice mail for the SA Sam seeking a repair status update. Hotline has given an update, which will be added to the timeline. CXs left a detailed voice mail giving him an update on his repair status. Sam - 2014327272 Next Step: CXs will follow up with the customer on 05/16/23 with a repair status update. 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.

2023-05-12 22:17:39

Hi Billy,

I hope all is well. This is to give Ford notice. Please let me know within 24 hours if Ford is buying back the vehicle including all expenses I had related to the car including but not limited to shipping cost, warranty, Ford home charging station and installation taxes registration DMV charges Ford Mustang rubber mats and cargo mats. I will be filing a lemon law claim in both New York and Kentucky.

Thank You

██████████

2023-05-16 16:38:34

05/16/2023 11:38AM

ran self tests found codes in abs code u0140 lost communication with bcm and u023a lost communication with ipma module a / Both in abs performed pinpoint tests bq1 yes bq2 no system working properly but still having problem with mirrors both wont auto fold or auto unfold setting is enabled if suspect is ddm would that affect the passenger mirror also or could the lost communication codes be the issue if not can the ddm cause pass side not to operate. ?

RECOMM05/16/2023 11:59AM JACOB SHIPLEY (FSE) MSS - FCSD - NORTHEAST REGION

Rocco, If there are no other concerns present other than the power fold mirrors being inop, and no modules failing a network test, referring to the description and operation of the power fold mirrors in WSM 501-09, it is seen that the DDM controls the power fold mirror operation as it sends the fold request message to the PDM, and therefore it would be recommended to verify the PIDs for the inputs used for the auto fold mirror function correctly, being the ignition status, driver door ajar status, and if they read correctly then the DDM would be suspected and replacement would be recommended. Thank you, Jacob S Ford technical Assistance Center

ADD-ON05/16/2023 11:59AM JACOB SHIPLEY (FSE) MSS - FCSD - NORTHEAST REGION

SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Technical, SWIS Comments : -

2023-05-16 16:55:07

Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXS left a voice mail for SA Sam seeking a repair status update on the customer's vehicle. Per the hotline notes, they are to run more test to determine if a specific part has malfunctioned and if so, order a new part. CXS was sent an email giving him an update on his repair and addressing his concern about a BB which was given to him a month ago. Next Step: CXS will follow up with the customer on 05/19/23 with a repair status update. 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.

2023-05-16 19:44:56 CXS Laura ext 79112/ IBC [REDACTED] Customer looking for Billy Hicks [REDACTED] Customer wanted to know what was the last date he took the vehicle to Bay Ridge dealership I advised per the notes it shows his appt was 4/24/2023. He asked for Ford Motor company's address provided CRC Address Ford Motor Company Customer Relationship Center P.O. Box 6248 Dearborn, MI 48126 NEXT STEPS: Notate case

2023-05-16 22:48:14 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXs left a voice mail for the customer returning his call. Next Step: CXs will follow up again as scheduled. 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.

2023-05-17 15:59:15

Customer Information
Name(s) on the Title: [REDACTED]
Address [REDACTED] BROOKLYN NY [REDACTED]
Email Address [REDACTED]
Customer is Select purchasing the vehicle.
Vehicle Information
VIN [REDACTED] Current Mileage: 1900
Ownership Status/ Type of Purchase: Select New,
Purpose of vehicle: Select personal
#Vehicles registered to the business. (If yes to business)
Purchase Date: 12/27/2022 Mileage at Time of Purchase: 8
State Information
State Where Purchased: KY
State Where Registered: NY
Dealer Information
Purchased from Dealer? Select Yes Dealership (if yes): BOB SWOPE FORD INC.
Primary Reason for Repurchase: Customer stated that the vehicle is not operating properly. The vehicle has been out of service since 03/22/23 and the customer feels as if the dealer has done nothing for him. The customer had an appointment with Premier Ford who couldn't assist him due to not having an EV Tech to work on his vehicle. The vehicle is currently at Premier Ford of Bay Ridge. Customer believes that when the initial BB was submitted that the dealer reached out to him to pick up his vehicle before the vehicle was repaired. The vehicle is back at the dealer for the same repair and he is afraid the dealer will repeat the same practice. He wants his vehicle repaired as intended or repurchased. He has sent me this email of what he is seeking, "I hope all is well. This is to give Ford notice. Please let me know within 24 hours if Ford is buying back the vehicle including all expenses I had related to the car including but not limited to shipping cost, warranty, Ford home charging station and installation taxes registration DMV charges Ford Mustang rubber mats and cargo mats. I will be filing a lemon law claim in both New York and Kentucky."
Is there a current concern with the vehicle? Enter Yes
What is the repair status of the vehicle? SM Jim has been very vague on the diagnosis of the vehicle and he and the SA Gary are hard to get in contact with pertaining to the customer's vehicle 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? Enter Yes or No

2023-05-17 16:02:57 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: The customer stated that since his previous BB submission, the dealer had him pick up his vehicle during the investigation of the vehicle. The repairs were still not made and he really only wants his vehicle repaired. He is afraid that the dealer may stop trying to repair the vehicle if it is known that he is filing for another BB. He has asked the agent to pursue a BB once again and a BB has been submitted. Next Step: CXS will follow up as scheduled. 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.

2023-05-18 15:57:25 Melbourne SBHT Alex: [REDACTED]: ORIGINAL PER NAVIS KY/NY OGC VIN list report: None Melbourne SBHT Alex made OBC to DLR Steven's Jersey City Ford @ 5512420160. BRT spoke with service, VIN provided. SA Sam is the SA for the veh. == SA Sam. BRT was advised of the following: RO #: [REDACTED] Last 6 of the VIN: A59152 RO open/close dates: 5/3/2023 Mileage in: 2154 miles. Concern: -Puddle lights INOP and mirrors do not open when approach veh; -Veh is not following departure instructions; -Unable to set memory for the seats; -Unable to set phone as key; -Screen in center of the veh turns blank; -Screen will present the veh to the front, camera, while is in drive; -When in reverse phone will not work; -When in blue cruise veh will speed up when behind the another vehicle; -When on the phone, cust hears an echo. Repair: -Tech has been working with Hotline for the concern. Door control module replaced but did not work. FSE will be coming tomorrow to look at the vehicle. -Reset all modules to factory setting. -APIM update -PCM reset and reconfigured all modules. -NO notes for this repair. -APIM update -No story cause for that concern -Updated the module for the concern -Cleared all modules. Has the vehicle been modified in any way? No. Rental/Loaner: No.

2023-05-18 16:02:01 Melbourne SBHT Alex: 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 -Focus on getting vehicle repaired

2023-05-19 13:22:20

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.

2023-05-22 16:56:44 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXs left a voice mail for the dealer seeking information on his vehicle repair status. CXs left a voice mail for the customer informing him of his repair status as well as his approved BB. Next Step: CXS will follow up with the customer on 05/26/23 to see if he has spoken with the RAV team. 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.

2023-05-22 17:08:28 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXs spoke with the customer and gave him the update on his repair/BB status. Next Step: CXs will follow up as scheduled. 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.

2023-05-24 18:51:17 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXs left a voice mail for the dealer seeking a repair status update as well as an IWL for the customer. An email was sent to the customer replying to his email. RO NUMBER: 450648 Next Step: CXs will follow up as scheduled. 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.

2023-05-24 18:51:34

Hello Mr. Einhorn,

Thank you for your well wishes. I have left a voice mail with the dealer seeking a repair status update on your vehicle as well as asking them for an in-warranty loaner while your vehicle is being repaired. I have also sent an email to the Service Managers also asking the same inquiries within the voice mail. You can obtain a rental on your own in which I can reimburse you. Rental assistance is \$40/day for non-Ford rentals and \$45/day for Ford rentals. I can always look in my programs to see if I can offset additional expenses with the rental. I will follow up with you as scheduled on 05/26/23.

Warmest Regard,

2023-05-26 17:25:46 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: SA Sam stated that the vehicle is not repaired and the technician is waiting for a FSE. No hotline steps worked for the vehicle. NO ETA. this time. CXs left a voice mail and sent an email to the customer giving him an update and asking if RAV has been in contact. RO NUMBER: 450648 Next Step: CXs will follow up with the customer on 05/30/23 to check for RAV contact. 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.

2023-05-30 15:03:01

Hi Billy,

I hope all is well. The Reacquired vehicle team has not gotten in touch with me.

Thank You

2023-05-30 16:42:10 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: Customer sent an email stating that he has not spoken with RAV as of yet on 05/27/23. He also left a voice mail to day seeking a call back in which he as left a voice mail in return. Next Step: CXs will follow up with the customer on 05/31/23 to see if he has spoken with RAV. 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.

2023-05-30 17:23:19 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: Customer stated that he hasn't heard back from the RAV Team. Customer stated that they were reaching to the FSE> He stated that he has yet to hear from RAV as he also stated in his email sent on Sat. CXs sent an email to Michel asking about the customer's RAV Morley upload. Next Step: CXs will follow up as scheduled. 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.

2023-05-31 16:32:23 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXs left a voice mail for the SA Sam seeking a repair status update on the customer's vehicle. There has not been any new notes since 05/25/23. SA Sam stated that the tech has reached back out to hotline because the steps taken that were instructed did not work. CXS has reached out to his SME to get assistance with an FSE. CXS left a voice mail for the customer giving him an update on his repair/BB status. RO NUMBER: 450648 Next Step: CXs will follow up with the customer on 06/05/23 with an update on his case. 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.

2023-05-31 17:57:57 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 Ford CX Support 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 **

2023-06-02 13:47:42

RAV has received and accepted the case. Customer contact is forthcoming

2023-06-05 18:22:06 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 OBC: CXs spoke with the customer and he stated that the RAV team has reached out to him. He had reservations on the next steps as he was informed that the RAV team will take over his case and keep him updated throughout the process. He wasn't happy with that statement and may be a problem with the NPS. Ford [REDACTED] 45:11.537FE - Supporting Document Collection2023-05-31 12:19:41.96FordMustang Mach-[REDACTED] Next Step: Case ready for closure. 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.

2023-06-06 17:57:19 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

CASE ATTACHMENTS:

2023-04-11 19:26:25	Billy Hicks	 Buyback Request Template Update 6-15-21.docx
2023-05-17 15:59:15	Billy Hicks	 2.0 Buyback Request Template Update 6-15-21.docx

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] BROOKLYN NY 11230	
Email Address: [REDACTED]	
Customer is ☐ Select purchasing the vehicle.	
Vehicle Information	
VIN: [REDACTED]	Current Mileage: 1900
Ownership Status/ Type of Purchase: ☐ Select New,	
Purpose of vehicle: ☐ Select personal	# Vehicles registered to the business. (If yes to business)
Purchase Date: 12/27/2022	Mileage at Time of Purchase: 8
State Information	
State Where Purchased: KY	
State Where Registered: NY	
Dealer Information	
Purchased from Dealer? ☐ Select Yes	Dealership (if yes): BOB SWOPE FORD INC.
Primary Reason for Repurchase: Customer stated that the vehicle is not operating properly. The vehicle has been out of service since 03/22/23 and the customer feels as if the dealer has done nothing for him. The customer had an appointment with Premier Ford who couldn't assist him due to not having an EV Tech to work on his vehicle. The vehicle is currently at Premier Ford of Bay Ridge. Customer believes that when the initial BB was submitted that the dealer reached out to him to pick up his vehicle before the vehicle was repaired. The vehicle is back at the dealer for the same repair and he is afraid the dealer will repeat the same practice. He wants his vehicle repaired as intended or repurchased. He has sent me this email of what he is seeking, "I hope all is well. This is to give Ford notice. Please let me know within 24 hours if Ford is buying back the vehicle including all expenses I had related to the car including but not limited to shipping cost, warranty, Ford home charging station and installation taxes registration DMV charges Ford Mustang rubber mats and cargo mats. I will be filing a lemon law claim in both New York and Kentucky."	
Is there a current concern with the vehicle? ☐ Enter Yes	

What is the repair status of the vehicle? SM Jim has been very vague on the diagnosis of the vehicle and he and the SA Gary are hard to get in contact with pertaining to the customer's vehicle 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? **Enter Yes or No**

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 04-11-2023 CLOSED: 07-13-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Dwayne Lane's Skagit Ford
PA CODE: 00971 DLR SALES CODE: 74533 REGION: W5 ZONE: W5V
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: MUSTANG MACH-E MILEAGE: 4,570
BODY STYLE: K4S - MUSTANG MACH-E GT AWD 4DR
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: EVERETT | WA [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Instrumentation/Display | Entire Cluster | UNKNOWN
ANALYST NAME: Martina Asonganyi OPEN ANALYST NAME: Rebecca Davenport
COMMENTS:
2023-04-11 16:30:22

Cust-
Yesterday while driving, the dash screen went through a shut down, turn off, and turn back on repeatedly for a half an hour or so. I exited freeway to turn off car for a minute, but the cycling continued. Eventually, it resumed normal functioning (still while driving...literally when my husband picked up the phone to hear the report of the malfunction!).

Has this happened to you? Any idea what's going on?

Ford-
Hi [REDACTED] Can you send us a DM with your VIN an dealership info? I can look into this for you.

Cust-
Thank you reaching out about NY IPC/dash screen continuously rebooting while driving and the restraint lamp indicator notification.

ViN: [REDACTED]

We purchased through Skagit Dwayne Lane's Ford, but the nearest dealership is Snohomish Bickford Ford. Our zip code is [REDACTED].

Thank you. If you need video or pictures, I have them available.

Take care,
[REDACTED]

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-
Thank you, Rebecca.
[REDACTED] is also on the car loan - spouse)

[REDACTED]
Text or email is best contact
4,570 miles

Thanks, again.

Ford-
I appreciate you sending that info over, [REDACTED] 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 either dealership regarding this screen concern?
Rebecca
Ford Social Media Team

Cust-
Thank you, Rebecca.

I contacted four dealerships last week to try to schedule an appointment but didn't since they were so far out. Should I go ahead and schedule at this point or wait until you all have looked into it? I prefer Snohomish since it is closer, but Skagit has significantly sooner appointment availability. What is your recommendation?
Thanks.

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 Electric Vehicle 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

2023-04-13 13:28:37

Cust-
Hello, happened again this afternoon. The screen resumes functioning at the same place on the highway each time right after I have crossed over a freeway expansion joint

Ford-
Good morning, [REDACTED] Thank you for reaching out and keeping me in the loop. I will be sure to add these notes to your case so that we have your entire experience documented.
Rebecca
Ford Social Media Team

2023-04-13 23:57:31

OBC DLR Called to get the soonest appointment before calling customer. VLM left with OBC CUST Has happened three times and stops at the same Happens after she started driving. Comes back on during an overpass Has had it happen for 10-30 minutes Says she has called other dealerships and the earliest appointment was very far. Current appoint is 1.30 away. Informed customer i will call other DLR to see if they have earlier appointments. with vehicle rental. Customer opted into text Informed her someone from Bickford will be giving her a call OBC DLR- Ford of Kirkland I called to schedule an appointment and the advisor said she didnt buy it here, tell her to call the DLR she bought it from if they sold her a broken car. And then he hungup NEXT: Wait for customers response

2023-04-14 13:26:00

Cust-
Thank you, Rebecca!

When can I expect to hear from someone?

[REDACTED]

Thank you Rebecca. It happened again Thursday on the way home from work. Someone from Ford did contact me this afternoon.

[REDACTED]

Ford-

Good morning, [REDACTED] Thank you for keeping me updated.
Rebecca
Ford Social Media Team

2023-04-14 19:56:37

SMS with customer, advised her to stay with current appoint and hold on to gas receipts

2023-04-14 21:47:19

IBC CUST Says the vehicle appointment is two weeks out and they wont provide her with a rental. Bluecrusie is off and on. Restraint warning and cant use Bluetooth. Doesn't know if the airbag. Appointment is on Monday April 24 Dwayne Lane's Skagit Ford Is concerned it is a safety issue. Informed customer she can get a rental and I will be able to reimburse her. 45/day cap. NEXT: Call the customer on the 25th after speaking with DLR

2023-04-17 13:15:22

Cust-
Thank you, Rebecca. I don't know it is appropriate to message yo about things or not; please advise if there's another process.

Text messaging cam through, and they advised that I save my gas receipts. This makes me question if the person or bot has read any of the file.

Local dealer called to schedule and said they can get me in in October. Yes, October.

Yesterday's incident happened when Blue Cruise was engaged. When screen cycled off, it said to take control, but when screen cycled on, it took over. Good thing I was paying attention because it resumed the prior speed. But then it quickly shut down as the screen rebooted.

Resumed normal functioning at same place, again!

[REDACTED]

Ford-
Good morning, [REDACTED] I did check on your case that we have on file and it does appear to still be in progress. I do recommend keeping in contact with your dealer as they'll be able to give you the most precise updates. However, if you would like, you can also reach out to our phone team at 1-800-392-3673 8:00 a.m. to 11:00 p.m. EST (Monday-Friday).
Rebecca
Ford Social Media Team

2023-04-27 20:58:30

OBC DLR No answer OBC CUST VML Informing her I tried to reach the DLR and havent been able to. Infomed her that I will continue to try to get a hold of them and will update her when i can. NEXT: Call DLR n CUST

2023-04-27 22:47:12

Miss [REDACTED] called in today saying she wanted to leave a message for the representative she was working with, Miss [REDACTED], stating that unexpected events came up and she won't be able to bring her car in until next week. Wednesday at 1:00 PM went ahead and told her that I'll go ahead and leave this information in the account and Miss [REDACTED] will get in contact with you as soon as she can.
Next steps Documents notes.

Al'Deshon Brooks
HeHimHis
Customer Experience Specialist
Ford Concern Truck Team
(866) 631-3788 ext. 79627
Abroo105@ford.com

2023-05-05 22:34:47 OBC DLR Service advisor: Kendra VML Letting advisor know I need an update on the repair and diagnosis of customer vehicle. RO number and diagnosis OBT CUST NEXT: Call DLR n update CUST

2023-05-09 01:31:42 OBC DLR Mark- Harris Lincoln says customer has to call them to see if there are appts avail Dean - Pierre Ford of Seattle - says there may be appts for end of May Text sent to CUST NEXT: Wait for customer response

2023-06-09 02:25:49 OBC DLR No answer, I was placed on hold and noone answer several times NEXT: Call CUST

2023-06-15 00:43:17 OBC CUST Says the technician did some updates. Say all the videos, she has the navigation on. Whenever she uses waze to navigator on her way home going one direction. Has used other navigation systems and it doesn't happen. Has installed and uninstalled Waze and has sent an email to Waze about this concern. Customer said she tested out other navigation systems and they dont happen. it occurs when she is using the Waze navigation system going back home where the screen shuts down and then reports after some time. Customer states she has been using Waze just fine before the update on April 4th. NEXT: SME Response

2023-07-07 22:14:37 OBC CUST Advised customer since the screen only malfunctions when she is using the Waze app and in a specific area then there is nothing further we can do. She said shes contacted Waze via email nad hasnt heard anything back form them. Cust says When using bluecrusie, it drops to 50 miles an hour in a specific location for about a mile. Wanted to let us know that just in case anyone else is experiencing it. 204 i5 going south. Informed customer of survey. NEXT: Safety Net to Close

2023-07-13 18:39:28

****Safety Net*****

NEXT STEPS: FOR CXS: Approved to Close Case

Ford Motor Company ®
Charles Casiano
Business Operations Supervisor - BEV Passenger Vehicle
CCASIANO@Ford.com | www.ford.com

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 05-01-2023 CLOSED: 05-01-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Inquiry | Features/Benefits | General/Other |
DEALER NAME: Jim Vreeland Ford
PA CODE: 05409 DLR SALES CODE: 71454 REGION: W1 ZONE: W1V
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 11
BODY STYLE: K2R - MUSTANG MACH-E CAL RWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: SANTA BARBARA | CA | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Inoperative
ANALYST NAME: Deanna Files OPEN ANALYST NAME: Olivia Richards
COMMENTS:
2023-05-01 14:58:15

Cx- [REDACTED] VIN
Vreeland Ford, Buellton, CA. Service rep: Jamie

Thanks
[REDACTED]

regarding

My husband and I drove from Santa Barbara to Sonoma yesterday In our 2021 CA RT 1 MachE. He does not drive it very much. The BlueCruise and Active Driving Assist works fine for me. However, after my husband drives for a few minutes, the warning for keeping your eyes on the road and all the alert sounds go off and he has to totally turn off driver assist. Kind of a pain not to use cruise control on the highway. He tried adjusting the seat, the steering wheel and taking off his sunglasses and it continued to happen. I looked for reports of something similar and did not see anything..... driving back tomorrow and will work on turning off blue cruise from software screen before he drives, but it seems strange that it just won't work. He does have narrow eyes but I keep thinking it is more the angle of his eyes to the infrared sensors. ideas? Thanks!

Ford-Thanks for the details. To get things started I have to verify some information. Can you send over these details?

- The vehicle owner's full name and your relation to them (if applicable)
- Your zip code
- Email
- Mileage

Cx-

Hi

car is under my name - [REDACTED]

Zip Code [REDACTED]

email [REDACTED]

mileage: 11,555

also a few more details

on our drive back we tried a few things. When my husband starts driving, it works okay for the first 10 minutes and then he has the issue. First it sends him a warning to keep eyes on the road, then it starts the alerts coming and the only way to turn them off is to turn off cruise control. So we turned off active lane assist and he could use the other features.

Ford-Thank you for the info! Just for your awareness, after running your VIN through our system, I'm currently seeing an outstanding recall associated with your vehicle (21C22 WINDSHIELD GLASS RESEAL). If you would ever like to check for recalls yourself, you may do so at the following link: [https://owner.ford.com/tools/\[REDACTED\]](https://owner.ford.com/tools/[REDACTED]). For clarification, are you experiencing any other concerns with your Mach-E?

Cx-Hi Olivia, the recall was done over a year ago at Vreeland Ford. I have called them multiple times about the fact that it still is showing up . I speak with Jamie in the service department and she says there is nothing she can do about the fact that it is still there.....

Ford-Thank you for the details! Regarding that recall, I would keep in touch with your service manager, as they are in the best position to assist. I went ahead and created a case for you, and will have the case escalated to the EV support team. They will fully review your file, and reach out to you via the email or phone number that you provided here to assist. Your case number is [REDACTED]. Thanks again for reaching out and have a great day!

Deanna Files/Ext79848/dfiles1@ford.com

OBC to CX- To adv if cx has concerns with blue cruise not working for her husband the best course of action would be to take veh to the dlr. Cx stated she only wanted to book the apt with SA JAMIE since she had prior knowledge of cx issues.

NEXT STEPS- OBC to DLR- Got the vm requested a call back to schedule service apt.

Adv cx that dlr didn't answer but the best course of action to take in regards to her bc concern would be to follow up with the dlr.

Cx stated she believed the dlr wouldn't be of help so got cx to the ford power up software team to verify if cx has the latest bc software version.

N/A

Ford Motor Company ®
Deanna Files
Customer Experience Specialist, Ford CX Team
dfiles1@ford.com | www.ford.com
1-866-631-3788 | 79848

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 05-13-2023 CLOSED: 07-31-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Livermore Ford
PA CODE: 06085 DLR SALES CODE: 72435 REGION: W2 ZONE: W2B
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 13,124
BODY STYLE: K4S - MUSTANG MACH-E GT AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: LIVERMORE | CA | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Inoperative
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Mesha Vigne
COMMENTS:

2023-05-13 00:59:43 [REDACTED] 2021 MACH- E [REDACTED] LIVERMORE FORD in TSB: 22-2178 1268 Analfr Common LIVERMORE CA [REDACTED] Customer says he brought vehicle to dealer for service. Customer says that service vehicle soon and had a loss of power. Customer was encouraged to open a case to have BEV team assist. CXS was able to create case and provided customer with case number to reference and informed him to allow 24 to 48 hours before a Bev specialist makes contact. Customer also said that his vehicle is currently at dealer and will get to vehicle either Monday or Tuesday. NEXT STEPS: CXS will assign case to Bev Team. Mesha Vigne Passenger Vehicle Team mvigne@Ford.com | Office: 866-631-3788 ext. 79968 1:30 pm-10:00 pm CST Mon-Fri

2023-05-13 20:17:10 OBC to Cust No Answer left voicemail Next Steps: F/u with email to Cust Ford Motor Company @ Maria Flannagan SheHerHers Customer Experience Specialist - Ford BEV Team Mflanna1@ford.com | www.ford.com office: 1-866-631-3788 ext. 79662 Mon-Wed, Fri & Sat 7:00-3:30pm CST

2023-05-13 20:25:57 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 : [REDACTED] Part Number : [REDACTED] Dealer Name : Livermore Ford Dealer P&A : 06085 Dealer phone : 925-294-7700 VIN : [REDACTED] Year : 2021 Make : FORD Model : Mustang Mach-E Mileage : [REDACTED] Engine Specification : [REDACTED] Transmission Specification : 1 SPD AUTO TRANS Warranty Start Date : 2022-01-18 Open Recall/FSA : 22B28, 22P31 ESP : N/A Hotline Contact : N/A Warranty History : N/A Ford Motor Company @ Maria Flannagan SheHerHers Customer Experience Specialist - Ford BEV Team Mflanna1@ford.com | www.ford.com office: 1-866-631-3788 ext. 79662 Mon-Wed, Fri & Sat 7:00-3:30pm CST

2023-05-13 23:13:23 CXS- Giselle Griffin ggriff98@ford.com 866-631-3788 ext 79849 IBC from Cust [REDACTED] miles no esp vehicle has not been diagnosed 80 clv hvbj failure , well know issues vehicle , customer is needing a rental vehicle , he can not be without vehicle . the dlrshp said if he would made an appointment it would be a month to look at the vehicle , so he just drive through straight to the vehicle advised the customer that the vehicle has to be diagnosed before we are able to exhaust resource for rental program customer states if the dlrshp does not diagnose the vehicle on monday he will tow it another dlrshp that will be able to diagnose the vehicle , b/c he can not be able w/ o a vehicle for longer than 24hrs-48hrs , until tuesday. after that he would needs vehicle. customer also states would you be able to find a dlrshp that has loaner vehicles and diagnose the vehicle in a timely manner next steps message cxs

2023-05-16 17:54:39 OBC to Cust who stated veh is at DLR, and does not have a rental available for him. Advised that he can obtain a rental and be reimbursed \$45/day ford, \$40/day non ford and be reimbursed once repairs are completed and receipt is submitted. Next Steps: f/u with DLR Ford Motor Company @ Maria Flannagan SheHerHers Customer Experience Specialist - Ford BEV Team Mflanna1@ford.com | www.ford.com office: 1-866-631-3788 ext. 79662 Mon-Wed, Fri & Sat 7:00-3:30pm CST

2023-05-16 17:59:55 OBC to DLR spoke to SA/Brandon who stated part was ordered and it is expected to arrive in 3 days. Also states that he should be able to get Cust into rental. Next Steps:f/u with DLR and Cust 5/23 Ford Motor Company @ Maria Flannagan SheHerHers Customer Experience Specialist - Ford BEV Team Mflanna1@ford.com | www.ford.com office: 1-866-631-3788 ext. 79662 Mon-Wed, Fri & Sat 7:00-3:30pm CST

2023-05-25 19:58:20 OBC to DLR 9252947700 SA Brandon: VEH is still getting worked on. Will have it done either late today or tomorrow. OBC to CUST [REDACTED] Told the CUST that the VEH will be completed either later today or tomorrow. CUST said he was notified exactly that by his SA. I told him to let his agent know once he picks up the VEH so she can look into next steps. Next Steps: F/U with SA to get updates on repairs. F/U with CUST to check his satisfaction with repairs and look into GWGs. Ford Motor Company @ Rashif Shah Passenger Vehicle Concern Advocate rshah48@ford.com | www.ford.com office: 866-631-3788 ext. 79696 Mon-Fri 8:00AM to 4:30PM

2023-05-31 21:00:46 Rescheduling due to being scheduled on my off day Ford Motor Company @ Maria Flannagan SheHerHers Customer Experience Specialist - Ford BEV Team Mflanna1@ford.com | www.ford.com office: 1-866-631-3788 ext. 79662 Mon-Wed, Fri & Sat 7:00-3:30pm CST

2023-06-02 17:26:37 OBC to Cust for repair satisfaction and offer Premcare ESP, no Answer left voicemail Next Steps: f/u with email to Cust Ford Motor Company @ Maria Flannagan SheHerHers Customer Experience Specialist - Ford BEV Team Mflanna1@ford.com | www.ford.com office: 1-866-631-3788 ext. 79662 Mon-Wed, Fri & Sat 7:00-3:30pm CST

2023-06-02 17:46:45 IBC from Cust stating that his Ford Pass and hands free for blue cruise is not working since the repairs were completed. States he will be contacting DLR today to get veh scheduled back in. Next Steps f/u with Cust 6/6 Ford Motor Company @ Maria Flannagan SheHerHers Customer Experience Specialist - Ford BEV Team Mflanna1@ford.com | www.ford.com office: 1-866-631-3788 ext. 79662 Mon-Wed, Fri & Sat 7:00-3:30pm CST

2023-06-06 16:29:36 OBC to Cust to confirm whether or not he has been able to drop veh back in to the DLR for repairs to be completed. No Answer left voicemail. Next Steps: f/u with email to Cust Ford Motor Company @ Maria Flannagan SheHerHers Customer Experience Specialist - Ford BEV Team Mflanna1@ford.com | www.ford.com office: 1-866-631-3788 ext. 79662 Mon-Wed, Fri & Sat 7:00-3:30pm CST

2023-06-13 19:48:03 OBC to Cust to get update in regards to veh, No Answer left voicemail Next Steps: f/u with email to Cust Ford Motor Company @ Maria Flannagan SheHerHers Customer Experience Specialist - Ford BEV Team Mflanna1@ford.com | www.ford.com office: 1-866-631-3788 ext. 79662 Mon-Wed, Fri & Sat 7:00-3:30pm CST

2023-06-16 17:51:32 OBC to DLR to get update on diagnosis of veh, No Answer Next Steps: F/U with portal msg to DLR Ford Motor Company @ Maria Flannagan SheHerHers Customer Experience Specialist - Ford BEV Team Mflanna1@ford.com | www.ford.com office: 1-866-631-3788 ext. 79662 Mon-Wed, Fri & Sat 7:00-3:30pm CST

2023-06-20 20:26:01 OBC to DLR to get update on veh, Spoke to Receptionist Anita who took msg for SA/Brandon. Next Steps: f/u with DLR 6/26 Ford Motor Company @ Maria Flannagan SheHerHers Customer Experience Specialist - Ford BEV Team Mflanna1@ford.com | www.ford.com office: 1-866-631-3788 ext. 79662 Mon-Wed, Fri & Sat 7:00-3:30pm CST

2023-06-26 20:18:05 OBC to DLR to get update, No Answer left voicemail for Sa/Brandon. Next Steps: f/u with portal msg to DLR Ford Motor Company @ Maria Flannagan SheHerHers Customer Experience Specialist - Ford BEV Team Mflanna1@ford.com | www.ford.com office: 1-866-631-3788 ext. 79662 Mon-Wed, Fri & Sat 7:00-3:30pm CST

2023-06-26 20:20:02 OBC to Cust to see if SA/Brandon had provided an update. No Answer left voicemail Next Steps: f/u with email to Cust Ford Motor Company @ Maria Flannagan SheHerHers Customer Experience Specialist - Ford BEV Team Mflanna1@ford.com | www.ford.com office: 1-866-631-3788 ext. 79662 Mon-Wed, Fri & Sat 7:00-3:30pm CST

2023-06-30 20:17:30 OBC to DLR spoke to Todd who states that Hotline is still investigating and has no current update at the moment. Next Steps: f/u with Cust Ford Motor Company @ Maria Flannagan SheHerHers Customer Experience Specialist - Ford BEV Team Mflanna1@ford.com | www.ford.com office: 1-866-631-3788 ext. 79662 Mon-Wed, Fri & Sat 7:00-3:30pm CST

2023-07-07 17:54:45 Inbound call from cust: [REDACTED] Cust stated that BLUE CRUISE is not working and Fordpass is also not working / DLR is not on a clear path to repair the veh and he is seeking a Buyback CXS: Ford will conduct a good faith review of your vehicle's repair history. If your vehicle is approved, you will receive an email from your assigned RAV agent who will work with you to complete the buyback. If your vehicle does not qualify, you will receive an email or letter in the mail. Also let cust know CXS has FU for tomorrow Next Step: DOCUMENT RECONTACT Ford Motor Company @ Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530

2023-07-07 17:55:06 Customer Information Name(s) on the Title: [REDACTED] Address: [REDACTED] LIVERMORE, CA [REDACTED] Email Address: [REDACTED] Customer is purchasing the vehicle. Vehicle Information VIN: [REDACTED] Current Mileage: 12,844 Ownership Status/ Type of Purchase: NEW Purpose of vehicle: Personal# Vehicles registered to the business No Purchase Date: 01/18/2022 Mileage at Time of Purchase: 16 State Information State Where Purchased: CA State Where Registered: CA Dealer Information Purchased from Dealer? Yes Dealership (if yes): Fremont Ford Primary Reason for Repurchase: Customer stated that he feels as though his vehicle cannot be repaired. His BLUECRUISE and the Fordpass app is not properly working. Is there a current concern with the vehicle? Yes What is the repair status of the vehicle? Vehicle is at the dealership, and they are working with hotline for repair assistance. 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 @ Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530

2023-07-08 20:09:29 OBC to Cust to advise that BB was processed and will f/u once review has been completed Next Steps: f/u with Cust 7/14 Ford Motor Company @ Maria Flannagan SheHerHers Customer Experience Specialist - Ford BEV Team Mflanna1@ford.com | www.ford.com office: 1-866-631-3788 ext. 79662 Mon-Wed, Fri & Sat 7:00-3:30pm CST

2023-07-10 11:26:50

2023-07-10 13:37:42 TO LISA C

2023-07-10 13:40:50 Started GFR /Working on Review

2023-07-13 18:21:05 Sent an email to Mike -Service Manager with Livermore Ford requesting the RO History

2023-07-18 14:07:48 Working on Review

2023-07-18 14:08:10 Called and spoke with Mike in Service @ Livermore Ford to get info on a couple RO's, gave me info I needed, updated the GFR

2023-07-18 14:09:48 Attached DMV Report & Claims List to the GFR

2023-07-18 22:36:16 Case Analyst Review Complete. Transferring to TL for Review.

2023-07-19 14:06:19 TL Review Complete. Transferring to COM for Final Review & Processing.

2023-07-19 19:34:08 APPROVAL UPLOADED TO PORTAL, TRACKING IS [REDACTED] LETTER WILL BE SENT WITHIN THE NEXT 3 BUSINESS DAYS

2023-07-26 19:57:22 OBC to Cust to confirm that he has received Buyback Letter. Cust stated that he did. Advised of Recap email and Survey Prompted Next Steps: Safety to Close Ford Motor Company @ Maria Flannagan SheHerHers Customer Experience Specialist - Ford BEV Team Mflanna1@ford.com | www.ford.com office: 1-866-631-3788 ext. 79662 Mon-Wed, Fri & Sat 7:00-3:30pm CST

2023-07-31 18:10:07

****Safety Net*****

The customer stated he works for Mercedes and knows all about the surveys, was happy with Maria and we're all good.....

NEXT STEPS: FOR CXS: Approved to Close Case

Ford Motor Company ®
Charles Casiano
Business Operations Supervisor - BEV Passenger Vehicle
CCASIANO@Ford.com | www.ford.com

2023-07-31 19:12:01

Resolving Case Ford Motor Company ® Maria Flannagan SheHerHers Customer Experience Specialist -
Ford BEV Team Mflanna1@ford.com | www.ford.com office: 1-866-631-3788 ext. 79662 Mon-Wed, Fri & Sat
7:00-3:30pm CST

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
 OPEN: 05-18-2023 CLOSED: 08-30-2023 BUSINESS UNIT NAME: Ford
 RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
 CASE CLASS LV 1234: Vehicle Concern | Buyback Request | California Vehicle |
 DEALER NAME: AutoNation Ford Valencia
 PA CODE: 01864 DLR SALES CODE: 71491 REGION: W1 ZONE: W1A
 VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 40,049
 BODY STYLE: K1S - MUSTANG MACH-E SEL AWD 4DR LHD
 LAST NAME FIRST NAME MIDDLE: [REDACTED] |
 ADDRESS: [REDACTED]
 CITY STATE ZIP COUNTRY: CANYON COUNTRY | CA [REDACTED] | USA
 HOME PHONE: [REDACTED]
 SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Collision Avoidance | Flashes
 ANALYST NAME: Kiara Williams OPEN ANALYST NAME: Kiara Williams
 COMMENTS:
 2023-05-18 21:10:22 Inbound call from cust: [REDACTED] 2021 FORD MACH E 40049 [REDACTED]
 Cust stated that the last time his veh was at the dlr was 3 weeks ago due to error messages and a camera collision fault/ He stated that the veh randomly braked on the highway over a month ago, but it has not happened since then /Cust does not feel safe in the veh and is seeking a Buyback DR: Autonaton of Valecia CXS: Cust was not sure what kind of error messages he was receiving on the veh he stated his wife took a picture / I informed the cust I will contact the dlr to get additional information about most recent diagnosis Outbound call to dlr: 6612556600 Spoke to Ashley in service who stated the cust veh has not been there since November of 2022 BACK TO CUST: I informed the cust I would need additional information about whats wrong with his veh and to send me his service invoices via email / Cust also did not know any details about questions needed for his Buyback Next Step: FU with cust on 5/22 to ask questions need for BB / see if he still wants to take his veh to the dlr Ford Motor Company @ Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530
 2023-05-18 21:20:59 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 : NA Part Number : NA Dealer Name : AutoNation Ford Valencia Dealer P&A : 01864 Dealer phone : 661-255-6600 VIN : [REDACTED] Year : 2021 Make : FORD Model : Mustang Mach-E Mileage : 40049 Engine Specification : BATTERY ELECTRIC MOTOR #3 Transmission Specification : 1 SPD AUTO TRANS Warranty Start Date : 2021-07-25 Open Recall/FSA : NA ESP : USA 2021 NEW 72/100K PREM MAINT(M&W) 10K INTERVAL/USA 2023 3 YR TRIPLECARE-GROUP 1- INCLUDE 1ST DAY RNTL Hotline Contact : NA Warranty History : [REDACTED] 1AUTONATION FORD VALENCIA2213625-JUN-2022***374697A Customer CommentsCUST REQ FSA 21C22 WINDSHIELD RESEA L Tech Comments Details446592121P22121.3AUTONATION FORD VALENCIA2213625-JUN-2022*RECAL*374697B Customer CommentsCUST REQ FSA 21P22 SOFTWARE UPDATE Tech CommentsPERFORMED FSA 21P22 REPROGRAMMED, PCM, BCM, OBCC, RFA, AND ALL SEAT MODULES Details44659760968S121AUTONATION FORD VALENCIA2213625-JUN-2022*MAINT*374697D Customer CommentsPLEASE PERFORM FACTORY SCHEDULED MA INTENANCE Tech CommentsPERFORMED TIRE ROTATION Details446582421G01128AUTONATION FORD VALENCIA2213625-JUN-2022*14G647*374697C Customer CommentsCUST REQ FSA 21G01 BLUE CRUISE Tech CommentsPERFORMED FSA 21G01 REPROGRAMMED ALL BLUE CRUISE MODULES, APIM, IPC, BCM, RFA, TCU. GWM IPMA AND VERIFIED OPERATION OF BLUE CRUISE Details5806876PRENT150AUTONATION FORD VALENCIA2814129-SEP-2022*RENTAL*379847C Customer CommentsCUST STATES RENTAL Tech CommentsRENTLFOR CUOSMER Details[REDACTED] UTONATION FORD VALENCIA2814129-SEP-2022*5403100*379847B Customer CommentsCUST STATES AIR LEAK PASS SIDE TOP OFF WINDSHIELD AREA WHILE DRIVING AFTER RECALL GLASS SHOP Tech CommentsCUSTOMER CONCERN OF AIR WHISTLE/AIR LEAK NOISE AT 50-5
 2023-05-22 22:17:37 Outbound call to cust: [REDACTED] Ford will conduct a good faith review of your vehicle's repair history. If your vehicle is approved, you will receive an email from your assigned RAV agent who will work with you to complete the buyback. If your vehicle does not qualify , you will receive an email or letter in the mail. Next Step; FU with cust on 5/25 to provide BB update Ford Motor Company @ Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530
 2023-05-22 22:19:02 Customer Information Name(s) on the Title: [REDACTED] Address: [REDACTED] CANYON COUNTRY, CA [REDACTED] Email Address: [REDACTED] Customer is purchasing the vehicle. Vehicle Information VIN: [REDACTED] Current Mileage: 40,105 Ownership Status/ Type of Purchase: NEW Purpose of vehicle: Personal# Vehicles registered to the business No Purchase Date: 07/2021 Mileage at Time of Purchase: 60 State Information State Where Purchased: CA State Where Registered: CA Dealer Information Purchased from Dealer? YesDealership (if yes): AutoNation Ford Valencia Primary Reason for Repurchase: Customer stated that his vehicle has so many safety issues especially with the camera. His wife does not feel safe in the vehicle. He stated that the vehicle randomly braked on the highway over a month ago, but it has not happened since then. Is there a current concern with the vehicle? Yes, front camera error message, pre-collision fault. What is the repair status of the vehicle? Vehicle is not 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 Ford Motor Company @ Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530
 2023-05-25 23:19:06 John Lazo He/Him/His Customer Experience Specialist/ Ford BEV Team O: 866-631-3788 ext. 79639 Jlazo2@ford.com OBC to customer Let customer know that the buyback decision has not been received yet. Per Kiara, set new follow up for 5/31
 2023-05-30 18:53:14 Outbound call to cust: [REDACTED] Cust stated that he had a collision error message come on over the weekend / I let him know to take a picture of it and send to me / Also let him know his BB is still processing Next Step; FU with cust on 6/2 to provide BB update Ford Motor Company @ Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530
 2023-06-02 22:04:02 Outbound call to cust: [REDACTED] No answer / Left a vm stating BB is processing and if the cust is still having error message to take his veh back to the dlr / I will FU Wednesday Next Step: FU with cust on 6/7 to provide BB update Ford Motor Company @ Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530
 2023-06-05 12:08:43

2023-06-05 19:39:09 Started GFR /Working on Review

2023-06-05 20:53:25 Sent an email to Nikki-Service Manager with AutoNation Ford Valencia requesting the RO history

2023-06-06 18:56:09 Received RO history from Nikki with AutoNation Ford Valencia

2023-06-06 18:57:48 Attached ESP Coverage to the GFR

2023-06-06 19:49:04 Sent an email to the CXS asking them to reach out to customer to see if they are going to take their vehicle back in to the dealership for the camera issue

2023-06-06 19:51:35 Attached RO history to the GFR

2023-06-06 19:52:11 Called and spoke with Nicole in Service to get information on a couple Ro's, gave me info I needed, updated GFR

2023-06-06 19:54:18 Case Analyst Initial Review Complete. Transferring to TL for Initial Review.

2023-06-07 16:54:06 Outbound call to cust: [REDACTED] I called and offered to get an appointment scheduled and the cust declined/ He stated that he keeps having the same issue and he does not think it can be fixed / I let him know his BB is still processing and I will FU on Monday Next Step: FU with cust on 6/12 to provide BB update Ford Motor Company ® Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530

2023-06-12 21:48:26 OBC to cust: [REDACTED] Informed the cust that his BB is still processing / I will FU Thursday Next Step: FU with cust on 6/15 to provide BB update Ford Motor Company ® Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530

2023-06-15 14:29:45 Outbound call to cust: [REDACTED] Informed the cust that his BB is still processing / I will FU Monday Next Step: FU with cust on 6/19 to provide BB update Ford Motor Company ® Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530

2023-06-15 23:21:46 Transferred to CCA for review

2023-06-16 12:33:51 CCA review in progress

2023-06-17 17:50:20 Returning to CA. Unable to make a recommendation at this time.

2023-06-19 12:45:56 Case Analyst Review Complete. Transferring to CCA for Review.

2023-06-19 14:22:34 Final CCA review in progress

2023-06-19 15:42:53 Outbound call to cust: [REDACTED] Let cust know his BB is on its final review and I will FU with him Friday Next Step: FU with cust on 6/23 to provide BB update Ford Motor Company ® Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530

2023-06-21 13:57:07 CCA review in progress

2023-06-21 23:08:36 OBC to AutoNation Ford Valencia service dept. (661) 255-0066. Spoke with SA Sam W. Updated GFR.

2023-06-23 17:27:38 CCA review in progress

2023-06-23 19:44:52 OBC to cust: [REDACTED] Informed the cust that his BB is still processing Next Step: FU with cust to provide update for Buyback request Ford Motor Company ® Kiara Williams Customer Experience Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530

2023-06-27 14:21:25 CCA review in progress

2023-06-30 12:40:03 CCA review in progress

2023-07-03 14:55:21 CCA Review Complete. Transferring to COM for Final Review & Processing.

2023-07-03 15:16:05 COM Review Complete. Assigning to Veronica to process

2023-07-03 20:44:52 OBC to cust: [REDACTED] Informed the cust that his BB is still processing/ Cust stated that over the weekend he charged his veh to 95% the veh stated he had 200 miles of range but it only had 130 miles of range while on a trip and they had to get the veh towed to a charger which took 4 hours / The roads were not hilly and they didn't use the a/c Next Step: FU with cust to provide update for Buyback request Ford Motor Company ® Kiara Williams Customer Experience Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530

2023-07-05 13:08:21

2023-07-11 22:43:26 DNQ UPLOADED TO PORTAL, TRACKING IS [REDACTED] LETTER WAS EMAILED TO CUSTOMER AT EMAIL ADDRESS PROVIDED AT INTAKE OF VEHICLE
OBC to cust: [REDACTED] Provide BB denial verbiage/ Cust did not have much feedback /Cust does not want to take veh back to the dlr at this time / I let him know I will look into a GWG for him and apologized for any inconvenience Next Step: FU with cust to see if he accepts GWG Premium Care Ford Motor Company ® Kiara Williams Customer Experience Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530

2023-07-18 21:57:40 NOTE: I will email the cust Next Step: FU with cust to see if he accepts GWG Premium Care / If no response safety net to close Ford Motor Company ® Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530

2023-07-21 15:41:52 NOTE: Uploaded Premium Care on 7/21 CASE NUMBER [REDACTED] Next Step: FU with cust to provide Morley update Ford Motor Company ® Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530

2023-07-21 15:49:04 OBC to cust: [REDACTED] Informed the cust that his ESP has been submitted / I will FU in 3-5 business days to provide an update Next Step: FU with cust to provide Morley update Ford Motor Company ® Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530

2023-07-27 18:20:24

Case Progression Specialist

Morley activity 867795 for ESP has been transmitted.

Olaseni Magreola
FORD MOTOR COMPANY
Lead Agent/Ford Truck Team
omagreol@ford.com

2023-07-28 14:08:52 NOTE: ESP Premium care is not yet showing in OASIS / I will email the cust Next Step: FU with cust to provide Morley update Ford Motor Company ® Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530

2023-08-04 16:54:48 OBC: [REDACTED] Informed tyhe cust that his ESP is now on his VIN and I will email the details/ Cust stated that he was happy with me but not with his Buyback decision / Cust wants to write a letter so I let him know I will send the info in a email / Also told him about the survey Next Step: CLOSE CASE Ford Motor Company ® Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530

2023-08-04 18:45:39 NOTE: Incorrect ESP was put on VIN/ Emailed Bill Billups for assistance to change to Premium Care instead of Extra care Sent email to cust Next Step: Check email to see if ESP issues was corrected/ update cust Ford Motor Company ® Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530

2023-08-11 18:45:20 OBC to cust: [REDACTED] Informed the cust that the correct ESP has been added to his VIN and I will email the details/ I also told the cust about the survey again and he stated he will fill it out Next Step: Safety net to close Ford Motor Company ® Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530

2023-08-11 19:27:27

Safety Net*

NEXT STEPS: FOR CXS: If we haven't already I would like to look into having a discretionary buyback submitted for this customer.

Ford Motor Company ®
Charles Casiano
Business Operations Supervisor - BEV Passenger Vehicle
CCASIANO@Ford.com | www.ford.com

2023-08-18 18:22:31 OBC to cust: [REDACTED] Informed the cust Ford is looking to see if any additional assistance can be provided/ I will FU next week NOTE: Submitted Business request per sup Next Step: Check email for business Ford Motor Company ® Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530

2023-08-24 21:26:05 CXS JARQUITA H (79749) OBC TO [REDACTED] CXS calling cust to inform business case is being review by our team to confirm if there is any additional assistance to provide. At this time no new updates on this request. PER CUST Cust stated no additional questions thank you for the follow up. NEXT STEPS CXS will schedule f/u for 8/30 for CXS to provide updates on business case. Ford Motor Company ® Jarquita Harris Battery Electric Vehicle Agent SheHerHers jharr678@ford.com | www.ford.com O: 866-631-3788 Ext. 79749 HOOP: M-F 11:00AM-7:30PM

2023-08-29 16:08:40 OBC to cust: [REDACTED] Informed the cust that Ford does not currently have any additional programs to assist/ Cust does not want to take his veh back to the dlr / I let him know he can work with the dlr to see what his trade in options are / I will send a recap email and he will receive a survey based on my services Next Step: Safety net to close Ford Motor Company ® Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530

2023-08-29 20:03:49

Safety Net*

NEXT STEPS: FOR CXS: Approved to Close Case

Ford Motor Company ®
Charles Casiano
Business Operations Supervisor - BEV Passenger Vehicle
CCASIANO@Ford.com | www.ford.com

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
 OPEN: 05-22-2023 CLOSED: 06-16-2023 BUSINESS UNIT NAME: Ford
 RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
 CASE CLASS LV 1234: Vehicle Concern | Buyback Request | California Vehicle |
 DEALER NAME: Future Ford Lincoln
 PA CODE: 29546 DLR SALES CODE: REGION: W2 ZONE: W2A
 VIN: [REDACTED] MODEL YEAR: 2022 MODEL: MUSTANG MACH-E MILEAGE: 16,120
 BODY STYLE: K4S - MUSTANG MACH-E GT AWD 4DR
 LAST NAME FIRST NAME MIDDLE: | |
 ADDRESS:
 CITY STATE ZIP COUNTRY: | | |
 HOME PHONE:
 SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Charging System | Inoperative
 ANALYST NAME: Chelsea Manning OPEN ANALYST NAME: Chelsea Manning
 COMMENTS:
 2023-05-23 20:29:16 OBC to CUST *notes didnt save on 5/22/23 reached back out to the CUST to get buyback details* Called Mr. [REDACTED] to obtain details needed for buyback. He would like a Buyback request because he have had multiple repair the most alarming one is the self driving and the CUST doesn't think his battery is functioning like it should he stated it will never charge to 100 % although there is no setting preventing the battery to charge to 100 % he also have range concerns advise CUST that the range on the car is a potential he stated but he is not reaching 75% of the range . advise CUST to take the Car in for service he has a appointment next week next steps : Submit buyback also follow up w/ CUST in 5 days (CHELSEA MANNING SheHer Hers Customer Experience Specialist, Ford CX O: (866) 631- 3788 ext. 79620)
 2023-05-23 20:32:31 Customer Information Name(s) on the Title: [REDACTED] Address: [REDACTED] Roseville, CA [REDACTED] Email Address: Email: [REDACTED] Customer is Purchase Vehicle Information VIN: [REDACTED] Current Mileage: 15,650 Ownership Status/ Type of Purchase: NEW Purpose of vehicle: Purchased # Vehicles registered to the business. (If yes to business) 1 Purchase Date: May 24, 2022 Mileage at Time of Purchase: 13 State Information State Where Purchased: CA State Where Registered: CA Dealer Information Purchased from Dealer? Yes Dealership (if yes): Future Ford Lincoln Primary Reason for Repurchase: Self driving will turn on by itself 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): Obtain names of dealerships and location. 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 NO
 2023-05-23 20:36:08 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : Home Phone : Mobile Phone : LTV Score : 87 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : Future Ford Lincoln Dealer P&A : 29546 Dealer phone : 916-786-3673 VIN : [REDACTED] Year : 2022 Make : FORD Model : MUSTANG MACH-E Mileage : 16120 Engine Specification : Transmission Specification : 1 SPD AUTO TRANS Warranty Start Date : 2022-05-24 Open Recall/FSA : ESP : Hotline Contact : Warranty History : 28-APRIL-2023 DEALER:Future Ford LincolnODOMETER:000015650M WARRANTY CLAIM NUMBER:[REDACTED] CONDITION CODE31 CONDITION DESCSEWING FAILURE/SPLIT SEAMS LABOR OP63100AL, 63100A5L PART NUMBERPART DESCRIPTIONQUANTITY [REDACTED] AA 001 VERIFIED CUSTOMER CONCERN, FOUND SEAMS COMING APART FROM DRIVER SEAT LOWER CUSHION, CHECKED FOR MESSAGES, FOUND GSB 22-7022 RELATED TO CONCE RN, CONCERN IS COMPARABLE TO FIGURE 1 IN GSB, SEAT CUSHION ON HAND, RE MOVED DRIVER LOWER SEAT CUSHION BY FOLLOWING WSM PROCEDURES IN SECTION 501-10A, INSTALLED NEW CUSHION BY REVERSING PROCEDURES, CHECKED OPERATION, ALL GOOD AT THIS TIME 06-MARCH-2023 DEALER:Future Ford LincolnODOMETER:000014450M WARRANTY CLAIM NUMBER:[REDACTED] CONDITION CODE42 CONDITION DESCDOES NOT OPERATE PROPERLY LABOR OP12651D, 12651D54, 12651DX1 PART NUMBERPART DESCRIPTIONQUANTITY [REDACTED] TEST DROVE AND COULD NOT VERIFY THE WRENCH LIGHT OR THE MESSAGE ON THE SCREEN. PULLED CODES AND RECEIVED CODES P0D11:00 AND P013:00 FROM THE BECM AND P0E56 13 AND P0E56:00 FROM THE DC/DC CONVERTER. LOOKS LIKE A PROBLEM BETWEEN THE BECM AND THE HIGH VOLTAGE JUNCTION BOX, BUT CAN T GET IT TO ACT UP TO CHECK THE WIRING. WROTE FORD. FORD SAID TO REMOVE THE BATTERY, INSPECT THE CONNECTORS AT THE HIGH V 06-DECEMBER-2022 DEALER:Future Ford LincolnODOMETER:000011157M WARRANTY CLAIM NUMBER:[REDACTED] CONDITION CODE04 CONDITION DESCSOFTWARE REVISION/FLASH MODULE LABOR OP22B28B
 2023-05-24 12:35:44 To Lisa curtis
 2023-05-25 17:27:25 Started GFR /Working on Review
 2023-05-25 17:33:40 Attached DMV Report & Claims List to the GFR
 2023-05-26 15:10:21 Sent an email to the CXS to reach out to customer to ask customer if they have nay modifications on their vehicle
 2023-05-26 18:10:26 Received email from Robert Ingersoll with Future Ford Roseville containing RO history
 2023-05-26 18:20:28 OBC toCUST Called CUST per RAV request to ask if any modification has been made to the car he stated NO. email RAV agent back Next Steps None at this time
 2023-05-31 14:25:03 Called and Spoke with Olga Trishin in Service @ Future Ford Roseville to get information on a couple of RO's , gave me information I needed..updated GFR

2023-06-01 22:51:54

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

2023-06-02 13:23:58

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

2023-06-05 18:13:00

OBC to CUST

Called CUST to make sure RAV have made contact with the CUST in regards to his buyback request. No answer LVM for the CUST

Next Steps : send recap email close case

(CHELSEA MANNING
SheHer Hers
Customer Experience Specialist, Ford CX
O: (866) 631- 3788 ext. 79620)

2023-06-05 18:36:13

RAV has received and accepted the case. Customer contact is forthcoming.

2023-06-10 17:08:48

OBC to CUST

Called CUST he have made contact with RAVv team stated process is almost complete

Next Steps : Send Recap email

Thank you for contacting Ford Motor Company and allowing us to aid you with your 2022 Ford Mustang Mach-E . 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 Future Ford Lincoln we provided up-to-date contacts with you throughout the repair process and the reimbursement process.

We hope that your experience with Ford Motor Company was able to meet your expectations. If there are any delays, we apologize as we are working against some tough times and appreciate your patience.

If you have any further questions or concerns about this repair, please let us know by contacting us via phone with your case number [REDACTED]

P.S. You'll be receiving a brief survey regarding your experience with me as your dedicated Customer Experience Specialist (sometimes it may go to your spam/junk folder.) The question asking "How likely would you be to recommend Ford" is based off your experience me and the service I provided; your honest feedback is greatly appreciated. There will be a separate survey regarding your experience with the dealer.

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

Respectfully,

CHELSEA MANNING
SheHer Hers
Customer Experience Specialist, Ford CX
O: (866) 631- 3788 ext. 79620

2023-06-13 18:51:43

Thank you for contacting Ford Motor Company and allowing us to aid you with your 2022 Ford Mustang Mach-E . 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 Future Ford Lincoln we provided up-to-date contacts with you throughout the repair process and the reimbursement process. We hope that your experience with Ford Motor Company was able to meet your expectations. If there are any delays, we apologize as we are working against some tough times and appreciate your patience. If you have any further questions or concerns about this repair, please let us know by contacting us via phone with your case number [REDACTED]. P.S. You'll be receiving a brief survey regarding your experience with me as your dedicated Customer Experience Specialist (sometimes it may go to your spam/junk folder.) The question asking "How likely would you be to recommend Ford" is based off your experience me and the service I provided; your honest feedback is greatly appreciated. There will be a separate survey regarding your experience with the dealer. Thank you for being a valued customer and a part of the Ford family. We appreciate your business. It has been my pleasure serving you. Respectfully, CHELSEA MANNING
SheHer Hers Customer Experience Specialist, Ford CX O: (866) 631- 3788 ext. 79620

2023-06-13 18:57:52

1. Has the vehicle been repaired & returned to the customer? Buyback 2. Is the customer satisfied with the repair, if NOT, why? Buyback approved 3. Did we resolve all the customers concerns, both initial and subsequent. If not, why? Yes 4. What was the repair and/or issue? Camera issues 5. Did we offer any goodwill, if YES, what, if NO, why not? no buyback approved 6. Was the customer pleased with the offer? n/a 7. Did you complete final repair satisfaction check? n/a 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?: Detractor (1-3) Neutral (4) Promotor (5)? Why? 5 he was happy that process went easy and the buyback was approved

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 05-25-2023 CLOSED: 07-13-2023 BUSINESS UNIT NAME: UK
RESPONSE TEAM: GBR - Data Team COMMUNICATION: Phone
CASE CLASS LV 1234: Concern | Warranty | Base Warranty | Courtesy Car/Vehicle Hire
DEALER NAME: Perrys - Aylesbury
PA CODE: 43336 DLR SALES CODE: 43336 REGION: ZONE: ###
VIN: ██████████ MODEL YEAR: 2022 MODEL: MUSTANG MACH-E MILEAGE: 8,895
BODY STYLE:
LAST NAME FIRST NAME MIDDLE: ██████████ | . |
ADDRESS:
CITY STATE ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Collision Avoidance | UNKNOWN
ANALYST NAME: Alexandra Billingsley OPEN ANALYST NAME: Bradley Harris
COMMENTS:

2023-05-25 08:48:04 New request raised by dealer for approval :25/05/2023 09:22 LSTOTT43336AA Customer owns vehicle, thought his own company V5 in in company name Flegg Projects. customer requires a like for like size vehicle. in for diagnostics for electrical faults :25/05/2023 09:22 LSTOTT43336AA Hire start : 25/05 Hire expires : 31/05 Date Checked : YES Dealer liable : 0 CRC days : 7 Please update Hire on the : 31/05, Please update hire accordingly OR use the OFF-HIRE button on sapphire to OFF-HIRE this vehicle. Thanks. Vehicle hire is given on warranty repairs only and dealership liable if non warranty. You will need to ensure that live vehicle hire bookings are managed through the sapphire system and kept up to date at all times. The CRC will no longer contact you to update/extend/off hire any outstanding vehicle hire. Failing to update sapphire will lead to the dealership being liable for hire charges.

2023-05-25 11:02:04

tech tracker raised

2023-05-25 11:02:11

RECOMM05/22/2023 04:30AM DAVID HARAS MSS - FOB - MSX - UK HOTLINE
Good morning, Thank you for the update. We have noted that the PTU is unable to communicate with the CCM. Please answer the following: 1) Have you attempted the CCM Alignment procedure with a different VCI and lead? 2) Have you attempted the CCM Alignment procedure with a different PTU? 3) Are there any DTCs associated with this concern? Once we have this information we will advise you further. Kind regards, IDS Helpdesk United Kingdom - Ford
ADD-ON05/22/2023 04:30AM DAVID HARAS MSS - FOB - MSX - UK HOTLINE
Dealer is unable to align the CCM: FDRS reports - It has not been possible for the diagnostic tester to communicate with the vehicle. ,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : N.A
CONCER05/22/2023 11:09AM
good afternoon. ive have tried another ptu and vcmm and cables . i just done a drive on a motorway aswel but only got to 2%complete . no dtcs present apart from alignment not complete . there was no dtcs when vehicle first come into us thanks dean
RECOMM05/23/2023 03:55AM DAVID HARAS MSS - FOB - MSX - UK HOTLINE
Good morning, Thank you for your patience. We have now escalated this issue to the software engineers. As soon as they respond we will contact you again with an update. Kind Regards, IDS Helpdesk United Kingdom - Ford

2023-05-31 10:25:12 Hire start: 25/05 Hire expires: 02/06 Date Checked: YES Dealer liable: 0 CRC Approved: 9 days Please update on: 02/06

2023-06-01 10:31:09

Please ask Dealer if not already to review the HAR for further guidance from Technical added on 31.05.23

2023-06-02 08:27:45

RECOMM05/31/2023 10:12AM DAVID HARAS MSS - FOB - MSX - UK HOTLINE
Good afternoon, Thank you for your patience. The software engineers have now advised: 1) The current battery level is 22%. 2) Please charge the battery to 80% or over. 3) Reattempt Cruise Control Radar Alignment G1934616 Please let us know the outcome. Kind Regards, IDS Helpdesk United Kingdom - Ford
ADD-ON05/31/2023 10:12AM DAVID HARAS MSS - FOB - MSX - UK HOTLINE
SE comments for FBC 15109: Jefferd, Adam (A.) (5/31/2023 9:41 AM): Hello, please advise the dealer to charge battery to 80% or over then reattempt the Cruise Control Radar Alignment G1934616 as this is failing on comms, current battery level is 22%. regards Adam,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : N.A

2023-06-05 07:42:20

still with software engineering waiting for next step dor diagnostics :02/06/2023 11:12 ██████████
please review HAR comments from 31/5 and update the HAR with the outcome following this advice.
Hire start: 25/05
Hire expires: 06/06
Date Checked: YES
Dealer liable: 0
CRC Approved: 13 days
Please update on: 06/06

2023-06-06 13:46:43

Have gone back to software engineering - awaiting response :06/06/2023 14:06 [REDACTED]

Hire start: 25/05
Hire expires: 09/06
Date Checked: YES
Dealer liable: 0
CRC Approved: 16 days
Please update on: 09/06

2023-06-08 08:47:20

RECOMM06/05/2023 07:43AM

Good Afternoon, Thank you for your patience with this escalated case. We have contacted the Ford software engineer with this information. As soon as they reply we will contact you with an update. Kind regards, IDS helpdesk

ADD-ON06/05/2023 07:43AM

Dealer advises will battery full the procedure still fails, SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : n/a

RECOMM06/07/2023 07:29AM

Good Afternoon, Thank you for your patience with this escalated case. The Ford software engineers have advised that the original CCM alignment attempts on 22 May failed on CCM comms and VCI issues. They have also requested the runtime file log, please provide the FDRS runtime log file following the information below: C:\ProgramData\Ford Motor Company\FDRS (this folder is hidden, you may need to copy and paste the above address path into the folder address bar) Please then look for and provide us with the following log file via GTAC attachment: fdrs-runtime.log Please note that this file may not have the extension .log on it, depending on your system set-up. Please ensure you click the Upload button once you have attached the file. Once we have this information, we will advise further. Kind regards, IDS helpdesk

ADD-ON06/07/2023 07:29AM

L2: Hello, can you ask the dealer to provide the runtime log as we are unable to see the data for the latest CCM alignment attempt, please also advise the dealer the original attempts on 22 May failed on CCM comms and VCI issues from the alignment debug data., SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : n/a

2023-06-09 13:59:06

Latest Update on HAR -

CONCER06/09/2023 05:28AM

ive uploaded the file . thanks

RECOMM06/09/2023 05:43AM DAVID HARAS MSS - FOB - MSX - UK HOTLINE

Good morning, Thank you for the log file, this has been forwarded to the Software Engineers. As soon as we receive a response we will update you again. Kind regards, IDS Helpdesk - Ford

ADD-ON06/09/2023 05:43AM DAVID HARAS MSS - FOB - MSX - UK HOTLINE

Updated FBC 15109, SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : N.A

RECOMM06/09/2023 07:20AM DAVID HARAS MSS - FOB - MSX - UK HOTLINE

Good afternoon, Thank you for your patience. The software engineers have now advised: 1) Please carry out IPMA learnt value reset App G2230672. 2) Next run PMA Alignment G2159848. 3) Reattempt the CCM radar alignment G1934616. Please let us know the outcome. Kind Regards, IDS Helpdesk United Kingdom - Ford

ADD-ON06/09/2023 07:20AM DAVID HARAS MSS - FOB - MSX - UK HOTLINE

SE comments for FBC 15109: Notes Jefferd, Adam (A.) (6/9/2023 7:10 AM): Hello, please advise dealer to carry out IPMA learnt value reset App G2230672 then IPMA Alignment G2159848 and reattempt the CCM radar alignment G1934616. , SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : N.A

2023-06-12 08:33:03

awaiting response form technical :09/06/2023 18:08 [REDACTED]

Hire start: 25/05
Hire expires: 13/06
Date Checked: YES
Dealer liable: 0
CRC Approved: 20 days
Please update on: 13/06

2023-06-13 14:36:53

Ongoing - awaiting response from technical :13/06/2023 15:17 [REDACTED]

Hire start: 25/05
Hire expires: 20/06
Date Checked: YES
Dealer liable: 0
CRC Approved: 27 days
Please update on: 20/06

2023-06-15 08:32:27

ADD-ON06/09/2023 07:20AM DAVID HARAS MSS - FOB - MSX - UK HOTLINE
SE comments for FBC 15109: Notes Jefferd, Adam (A.) (6/9/2023 7:10 AM): Hello, please advise dealer to carry out IPMA learnt value reset App G2230672 then IPMA Alignment G2159848 and reattempt the CCM radar alignment G1934616. ,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : N.A
CONCER06/13/2023 06:10AM
good morning . i have tried this before and just tried it again today and still the same .got to 1% and that was it . this vehicle does have aftermarket wheels on and a different size to original . ive set the arch height when doing ipma alignment but im unable to find a tyre size application. i dont know if this would have any impact on it . thanks dean
RECOMM06/13/2023 06:45AM
Thank you for contacting the IDS Helpdesk. Please download and install TeamViewer so that we can remote into the IDS unit and attempt to resolve the concern. You can download TeamViewer here:
https://download.teamviewer.com/download/TeamViewer_Setup_en.exe Once installed using default options, open TeamViewer and send us a reply with the Windows log in password for the PTU (in case we need to reboot the IDS unit) and the displayed TeamViewer Your ID and Password numbers. If you already have TeamViewer, please ensure it is up to date, running the latest software version. Once we see your reply, we will remote in. Kind Regards, IDS Helpdesk United Kingdom - Ford
ADD-ON06/13/2023 06:45AM
Dealer cannot find Runtime Files Requested TV to procure them Runtime log for FBC Ensure to check VIN is present in the log,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : n/a

2023-06-15 08:33:05

RN 07/06 Back with IDS raised again in IDS meeting

2023-06-16 09:52:27

CONCER06/16/2023 04:18AM
windows log in is diag . teamviewer id [REDACTED] and password [REDACTED]
RECOMM06/16/2023 04:48AM DAVID HARAS MSS - FOB - MSX - UK HOTLINE
Good morning, Thank you for the TeamViewer credentials. I have retrieved the fdrs-runtime.log from your PTU and sent it along with an update to the Software Engineers. As soon as we receive a response, we will update you again. Kind regards, IDS Helpdesk United Kingdom - Ford
ADD-ON06/16/2023 04:48AM DAVID HARAS MSS - FOB - MSX - UK HOTLINE
Updated FBC 15109 Carried out remote session and retrieved the latest runtime log.,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : N.A

2023-06-20 08:32:24

RECOMM06/16/2023 06:58AM DAVID HARAS MSS - FOB - MSX - UK HOTLINE
Good morning, Thank you for your patience. The software engineers have now advised: 1) The first IPMA Alignment failed on comms with VCM, then Radar Alignment failed with learning not complete, second IPMA Alignment was successful but CCM Radar Alignment has not been run since. 2) Please run the CCM radar alignment G1934616 again. Please let us know the outcome. Kind Regards, IDS Helpdesk United Kingdom - Ford
ADD-ON06/16/2023 06:58AM DAVID HARAS MSS - FOB - MSX - UK HOTLINE
SE comments for FBC 15109: Jefferd, Adam (A.) (6/16/2023 6:36 AM): Hello, please advise the dealer the first IPMA Alignment failed on comms with VCM, then Radar Alignment failed with learning not complete, second IPMA Alignment was successful but CCM Radar Alignment has not been run since, please ask them run CCM Radar Alignment. ,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : N.A
CONCER06/16/2023 11:21AM
good afternoon . i did run ccm alignment after the second ipma but it stayed at 0%. i have just tried ccm again , first time it got to 13% then failed as didnt go any further . done it again after thta and it stayed at 0%. thanks
RECOMM06/16/2023 11:31AM
Good afternoon, Thank you for letting us know, Weve passed this information onto the software engineers. As soon as we hear back from them, we will contact you. Kind regards, IDS Helpdesk
ADD-ON06/16/2023 11:31AM
Updated FBC with dealers comments,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : n/a
RECOMM06/19/2023 09:32AM
Good afternoon, The software engineers have asked if you could carry out a self test so they can see the fault codes stored on the vehicle. Once this has been done please let us know and we will notify them. Kind regards, IDS Helpdesk
ADD-ON06/19/2023 09:32AM
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : n/a

2023-06-20 08:58:57

NO FURTHER INSTUCTION FROM FORD :20/06/2023 08:26 [REDACTED] PLEASE UPDATE AND CHASE THE TECHNICAL HAR. Hire start : 25/05 Hire expires : 23/06 Date Checked : YES Dealer liable : 0 CRC days : 30 Please update Hire on the : 23/06, Please update hire accordingly OR use the OFF-HIRE button on sapphire to OFF-HIRE this vehicle. Thanks. Vehicle hire is given on warranty repairs only and dealership liable if non warranty. You will need to ensure that live vehicle hire bookings are managed through the sapphire system and kept up to date at all times. The CRC will no longer contact you to update/extend/off hire any outstanding vehicle hire. Failing to update sapphire will lead to the dealership being liable for hire charges.

2023-06-26 08:03:12

RECOMM06/16/2023 11:31AM

Good afternoon, Thank you for letting us know, Weve passed this information onto the software engineers. As soon as we hear back from them, we will contact you. Kind regards, IDS Helpdesk

ADD-ON06/16/2023 11:31AM

Updated FBC with dealers comments,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : n/a

RECOMM06/19/2023 09:32AM

Good afternoon, The software engineers have asked if you could carry out a self test so they can see the fault codes stored on the vehicle. Once this has been done please let us know and we will notify them. Kind regards, IDS Helpdesk

ADD-ON06/19/2023 09:32AM

SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : n/a

2023-06-26 12:27:54

SWAT TASK Dealer: Perrys Aylesbury Reg: AO72SXF Advised I am calling from Ford CRC regarding a vehicle they had on site recently. Requested confirmation as to whether the vehicle was recovered into them by the AA. - DLR unable to confirm

2023-06-27 12:25:17

New request raised by dealer for approval :27/06/2023 13:07 [REDACTED] Customer requires a decent size car but must be AUTO! customer owns vehicle and V5 in his name. vehicle in for diag waiting for software engineering :27/06/2023 13:07 [REDACTED] Hire start : 27/06 Hire expires : 03/07 Date Checked : YES Dealer liable : 0 CRC days : 7 Please update Hire on the : 03/07, Please update hire accordingly OR use the OFF-HIRE button on sapphire to OFF-HIRE this vehicle. Thanks. Vehicle hire is given on warranty repairs only and dealership liable if non warranty. You will need to ensure that live vehicle hire bookings are managed through the sapphire system and kept up to date at all times. The CRC will no longer contact you to update/extend/off hire any outstanding vehicle hire. Failing to update sapphire will lead to the dealership being liable for hire charges.

2023-06-28 07:51:43

CONCER06/27/2023 06:44AM

ccm b1433 54 af forward looking sensor alignment is tbhe only code present

RECOMM06/27/2023 06:52AM

Good morning, Thank you for letting us know this. We have passed this information onto the software engineers. As soon as we hear back from them, we will contact you. Kind regards, IDS Helpdesk

ADD-ON06/27/2023 06:52AM

Updated FBC with dealers comments,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : n/a

RECOMM06/27/2023 10:12AM

Good afternoon, The software engineers have gotten back to us and now advised: Please could you refit the original wheels to the vehicle and then run the following apps in this order: IPMA learnt value reset App G2230672 IPMA Alignment G2159848 CCM radar alignment G1934616 Please let us know the outcome of this. Kind regards, IDS Helpdesk

ADD-ON06/27/2023 10:12AM

Advised dealer on SE comments: please advise the dealer to put the original wheels back on the vehicle, run IPMA learnt value reset App G2230672 then IPMA Alignment G2159848 and then reattempt the CCM radar alignment G1934616. ,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : n/a

2023-07-03 09:58:03

fitting old wheels back to vehicle and doing calibrations as per w/shop control & technical :03/07/2023 10:48 [REDACTED] Hire start : 27/06 Hire expires : 05/07 Date Checked : YES Dealer liable : 0 CRC days : 9 Please update Hire on the : 05/07, Please update hire accordingly OR use the OFF-HIRE button on sapphire to OFF-HIRE this vehicle. Thanks. Vehicle hire is given on warranty repairs only and dealership liable if non warranty. You will need to ensure that live vehicle hire bookings are managed through the sapphire system and kept up to date at all times. The CRC will no longer contact you to update/extend/off hire any outstanding vehicle hire. Failing to update sapphire will lead to the dealership being liable for hire charges.

2023-07-05 12:25:25

still waiting :05/07/2023 12:56 [REDACTED] Please confirm when the vehicle is scheduled into the workshop Hire start : 27/06 Hire expires : 07/07 Date Checked : YES Dealer liable : 0 CRC days : 11 Please update Hire on the : 07/07, Please update hire accordingly OR use the OFF-HIRE button on sapphire to OFF-HIRE this vehicle. Thanks. Vehicle hire is given on warranty repairs only and dealership liable if non warranty. You will need to ensure that live vehicle hire bookings are managed through the sapphire system and kept up to date at all times. The CRC will no longer contact you to update/extend/off hire any outstanding vehicle hire. Failing to update sapphire will lead to the dealership being liable for hire charges.

2023-07-05 12:26:11

still waiting :05/07/2023 12:56 [REDACTED] Please confirm when the vehicle is scheduled into the workshop Hire start : 27/06 Hire expires : 07/07 Date Checked : YES Dealer liable : 0 CRC days : 11 Please update Hire on the : 07/07, Please update hire accordingly OR use the OFF-HIRE button on sapphire to OFF-HIRE this vehicle. Thanks. Vehicle hire is given on warranty repairs only and dealership liable if non warranty. You will need to ensure that live vehicle hire bookings are managed through the sapphire system and kept up to date at all times. The CRC will no longer contact you to update/extend/off hire any outstanding vehicle hire. Failing to update sapphire will lead to the dealership being liable for hire charges.

2023-07-13 07:59:26

What was the concern:when behind a car with cruise control active the car accelerates and brakes constantly and multiple collision alerts

- Has the DLR confirmed the concern is resolved? (if no, why not?): 130 ford vouchers / 100 amazing voucher

/ free service - customer didnt want any

- What goodwill has been given (if none, why not?):

- Hire (Yes /no): y

- VOR (Yes /no):y

- Coded correctly: y

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 06-02-2023 CLOSED: 06-27-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | California Vehicle |
DEALER NAME: Ken Grody Ford
PA CODE: 06800 DLR SALES CODE: 71089 REGION: W1 ZONE: W1B
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 10,404
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: COMPTON | CA | [REDACTED] | USA
HOME PHONE: [REDACTED]

SYMPTOMS: Start/Run/Move | EV Charging | Message/Notification | Always

ANALYST NAME: Breanna Page

OPEN ANALYST NAME: Breanna Page

COMMENTS:

2023-06-02 23:36:44

CXS Breanna Page / Extension 79865 / Ford Email: bpage22@ford.com : IBC from CUST (CUST #) Cust concern for calling CRC today I have a MME that is currently at the dlr. I have taken it 10x since Nov 2021. The veh is currently at the dlr for Powertrain Malfunction. My key stopped working. The app will not connect. The vehicle keeps rebooting and deleting all my stored information. It will brake really hard in reverse while nothing is behind me. Sometimes the bluecruise in my veh will come on on the highway and it will start speeding up. My veh has been at the dlr more than with me. Enterprise knows me at this point. Customer is requesting a buyback review. OBC to SA Austin (ext 1353 austin.butler@kengrodyford.com)- Opened: 05/26/2023 RO #: 518676 Diagnosis: No key detected. Her phone and the key in the veh was not opening. We just did FSA 22B10 because this was the 3rd time she had this issue. Next Steps: Advised cust i am submitting the buyback review and will f/u on Thurs. Breanna Page Customer Experience Specialist, Ford CX Team Bpage22@ford.com | www.ford.com office: 866-631-3788 ext. 79865

2023-06-05 12:09:29

To Lisa Curtis

2023-06-06 12:47:54

Started GFR /Working on Review

2023-06-06 12:50:34

Sent an email to Robert i-Service Manager with Ken Grody Ford requesting Ro history

2023-06-08 16:09:11

From: Page, Breanna (B.) Sent: Thursday, June 8, 2023 11:09 AM To: [REDACTED]
Subject: RE: [REDACTED] Good afternoon, I tried to call you today but was not able to reach you. Your buyback review is still in progress. I will set another follow up for us on Tuesday 06/13/2023. Warm regards, Ford Motor Company @ Mrs. Breanna Page Customer Experience Specialist – BEV CX TEAM office: 866-631-3788 ext.79865 Available 10am-6:30pm CST Monday- Friday Ford Confidentiality:

2023-06-09 14:01:00

Received Ro history from Robert Ingersoll-Service Manager with Ken Grody Ford

2023-06-12 14:25:43

Attached DMV Report and Claims List to the GFR

2023-06-12 14:27:05

Attached ESP Coverage to the GFR

2023-06-12 16:31:40

Called and spoke with Robert @ Ken Grody Ford to get information on a couple RO's and how long vehicle was there , gave me info, updated GFR

2023-06-12 16:33:43

Attached RO history to the GFR

2023-06-12 16:37:50

Case Analyst Review Complete. Transferring to TL for Review.

2023-06-12 21:21:20

{CXS Peyton Hinshaw}/Ext. {CXS 79697}/{CXS phinshaw@ford.com}:
IBC from CUST, [REDACTED] Calling to speak with CXS Breanna, CUST states when they got their VEH back they heard 3 booms and no sound but the booms would come out of the speakers the rest of the time. CUST also states the sync system went black. CUST states they are no longer wanting the VEH. CUST was advised of the F/U date.

Ford Motor Company @
Peyton Hinshaw
BEV Passenger Vehicle
office: 1-866-631-3788 ext. 79697
phinshaw@ford.com | www.ford.com

2023-06-14 21:18:59

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

2023-06-15 13:11:12

COM Review Complete. Assigning Veronica to process.

2023-06-15 13:34:05

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

2023-06-16 16:10:01

IBC from CUST CUST wanted to get an update on her case. She is tired of this VEH because of constantly having to take the it to the DLR for various reasons (lights not working, radio/speakers, electrical issues, BlueCruise turns on randomly). CUST picks it up from the DLR, and the problems are never resolved so she isn't sure if DLRs even know how to fix it. After looking into the case, I told the CUST that her BB was approved, she should receive an approval letter in 3 business days, and someone from RAV should be reaching out to her within 3-5 business days. CUST had a lot of questions about the BB amount and what happens, but I told her to direct those questions to the RAV agent once they reach out. Next Steps: N/A
Ford Motor Company ® Rashif Shah Passenger Vehicle Concern Advocate rshah48@ford.com |
www.ford.com office: 866-631-3788 ext. 79696 Mon-Fri 8:00AM to 4:30PM

2023-06-19 20:33:02

RAV has received and accepted the case. Customer contact is forthcoming.

2023-06-22 17:39:10

Cust did not answer

2023-06-27 21:06:31

Customer has verified RAV has made contact.

CASE ATTACHMENTS:
2023-06-02 23:34:18

Breanna Page

[Buyback Request Template \[REDACTED\].docx](#)

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 06-09-2023 CLOSED: 07-05-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | California Vehicle |
DEALER NAME: Ford of Upland
PA CODE: 08393 DLR SALES CODE: 71106 REGION: W1 ZONE: W1B
VIN: 3FMTK2R79MMA34715 MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 33,826
BODY STYLE: K2R - MUSTANG MACH-E CAL RWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: RCH CUCAMONGA | CA | [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Speed Control | Not Listed | UNKNOWN
ANALYST NAME: Shawnta Radford OPEN ANALYST NAME: John Lazo
COMMENTS:
2023-06-09 00:24:03

Business Phone : [REDACTED]
Home Phone : [REDACTED]
Mobile Phone : [REDACTED]
LTV Score : 80
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : NA
Part Number : NA
Dealer Name : Ford of Upland
Dealer P&A : 08393
Dealer phone : 909-946-5555
VIN : [REDACTED]
Year : 2021
Make : FORD
Model : Mustang Mach-E
Mileage : 30,000
Engine Specification : ELECTRIC MOTOR #4
Transmission Specification : 1 SPD AUTO TRANS
Warranty Start Date : 2021-07-02
Open Recall/FSA : : 21G01 BLUECRUISE MODULE PROGRAMMING
22B28 REPROGRAM HVAC CONTROL MODULE
22P31 REPLACE THE ELECTRONIC PARKING BRAKE HARNESS CONNECTOR
ESP : 0968 - USA 2021 NEW 72/125000 PREMIUMCARE W/ROADSIDE
0968 - USA 2021 NEW 72/125K PREM MAINT(M&W) 10K INTERVAL
Hotline Contact : NA
Warranty History : 544767, 538674, 538674,

2023-06-09 00:31:09

FOR CA REVIEW TEAM

What is your VIN? [REDACTED]
Has the vehicle been to the dealer for the current concern?
What specifically is causing the customer to want the vehicle bought back?
The car has a fault and pre-collision is not working. Some months after the customer had the car he had this fault. It would cause the cruise control to cut out. The customer took the car in to have it checked. The first time, the dealer said they had repaired the car, but the issue happened again. The second time, the dealer said they fixed the car, but the issue happened again. The third time, the dealer said they had to change out modules. About 3 weeks ago the issue started again for the 4th time. The customer wants to be able to use the cruise control and the cruise control cutting out makes the customer feel unsafe. The car has currently been at the dealer for
Where is the vehicle located? Ford of Upland in Upland CA
Is the customer active military stationed in California? No
What is the name of the registered owner of the vehicle? [REDACTED]
In which state is the vehicle currently registered? CA
In which state was the vehicle purchased? CA
What is the name of the dealership where the vehicle was purchased? Colley Ford of Glendora, CA
How many miles were on the vehicle at the time of purchase? (Can also check OASIS if original owner)
50Dealer Questions

Is the vehicle down (not drivable)? Yes
Where is the vehicle located? Ford of Upland
Is it at the dealer for repairs? Yes
Does the customer have a loaner/rental? Yes
Is there a parts delay? No

Why is the part delayed?
What is the timing to receive the part? Expected time of arrival (ETA)?
Is the part delayed beyond 30 days?
Does the customer need to go to the dealership? No
Has the vehicle been diagnosed? No
Do we need Tech/Parts assistance to expedite the repair? No

2023-06-09 00:41:03

John Lazo He/Him/His Customer Experience Specialist/ Ford BEV Team O: 866-631-3788 ext. 79639
Jlazo2@ford.com IBC from customer Customer requesting buyback. Got information and submitted buyback. Next Steps: Set follow ups.

2023-06-09 11:31:55

To Leslie

2023-06-12 13:42:53

GFR in progress.

2023-06-12 13:44:01

Sent an email to (Service Manager) Steven Isip, (S&BSAM) Barbara Schilder & (SP&CFD) Christian Burke with "Ford of Upland" requesting the whole RO History to be sent to me.

2023-06-14 21:18:53

From: Lazo, John (J.) Sent: Wednesday, June 14, 2023 4:17 PM To: [REDACTED] Subject: Ford Case #: [REDACTED] Hello, [REDACTED], I wanted to provide you with an update on your buyback request. The request is in the buyback review queue and has been assigned to a review agent. She has initiated the document request necessary for the review. I will continue to keep an eye on the review progress and keep you updated. John Lazo He/Him/His Customer Experience Specialist/ Ford BEV Team O: 866-631-3788 ext. 79639 Jlazo2@ford.com

2023-06-17 00:21:00

From: [REDACTED] Sent: Friday, June 16, 2023 2:24 PM To: Lazo, John (J.) Subject: Re: Ford Case #: [REDACTED] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Thanks John. They have had the car for over two weeks now and not a peep from the dealership but I'm OK with it as I'm enjoying the loaner they gave me. If Ford buys mine back I would purchase the one I'm driving Cheers, [REDACTED]

2023-06-20 19:36:49

Spoke with (Service Advisor) [REDACTED] with "Colley Ford" inquiring to go over the only RO they have for this customer/VIN #. He provided me with all the information that I needed and I updated the GFR. I thanked him for his time and call ended.

2023-06-20 19:59:28

Spoke with (Service Receptionist) Debbie Lara with "Ford of Upland". I told her why I was calling and she said: "(Service Director) Steven Isip handed her the information to send me the RO History, but they have been short handed." She said: "She will work on my request today and I should have all the information sometime today (Tuesday 06-20-23)." I said: "Okay, sounds good." No one was available to sit on the phone with me to go over the history line by line. I thanked her for her time and call ended.

2023-06-20 20:08:01

From: Lazo, John (J.) Sent: Tuesday, June 20, 2023 3:08 PM To: [REDACTED] Subject: Ford Case #: CAS-[REDACTED] Hello, [REDACTED], Just an update on your buyback review. The review team is gathering the documentation needed for the review and adding it to the case. I will update you as soon as I see more progress. Also, it looks as though my SMS system is working again. Is it OK to opt you in for text messaging at the cell number in your contact? There is no advertising or spam and texts come only from me with updates for you. Just let me know. John Lazo He/Him/His Customer Experience Specialist/ Ford BEV Team O: 866-631-3788 ext. 79639 Jlazo2@ford.com

2023-06-21 00:01:03

From: [REDACTED] Sent: Tuesday, June 20, 2023 4:09 PM To: Lazo, John (J.) Subject: Re: Ford Case #: [REDACTED] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Sure. [REDACTED] Thanks [REDACTED] Sent from my iPhone On Jun 20, 2023, at 1:07 PM, Lazo, John (J.) wrote: Hello, [REDACTED] Just an update on your buyback review. The review team is gathering the documentation needed for the review and adding it to the case. I will update you as soon as I see more progress. Also, it looks as though my SMS system is working again. Is it OK to opt you in for text messaging at the cell number in your contact? There is no advertising or spam and texts come only from me with updates for you. Just let me know.

2023-06-26 16:00:29

"CA review still ongoing."

2023-06-26 17:36:12

Received the RO History from (VIP Concierge) Gabriela Yataco with "Ford of Upland" and attached them to the GFR.

2023-06-26 17:38:22

** CUSTOMER HAS THE VEHICLE IN HIS POSSESSION SINCE (06/21/23) REPAIRED. **

2023-06-26 17:38:48

Case Analyst Review Complete. Transferring to TL for Review.

2023-06-26 22:08:57

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

2023-06-27 13:31:57

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

2023-06-27 20:06:03

John Lazo He/Him/His Customer Experience Specialist/ Ford BEV Team O: 866-631-3788 ext. 79639 Jlazo2@ford.com OBC to customer Left VM that there is a buyback result and let customer know to call me back because result must be delivered via voice. Next Steps: Keep follow up.

2023-06-28 01:58:28

John Lazo He/Him/His Customer Experience Specialist/ Ford BEV Team O: 866-631-3788 ext. 79639 Jlazo2@ford.com OBC to customer Notified of buyback approval and requested that he notify me of RAV contact.

2023-06-28 20:09:06

RAV has received and accepted the case. Customer contact is forthcoming.

2023-06-30 19:41:27

From: Lazo, John (J.) Sent: Friday, June 30, 2023 2:41 PM To: [REDACTED] Subject: Ford Case #: CAS-[REDACTED] Hello [REDACTED], Thank you for contacting Ford Motor Company and allowing us to assist you with your Mustang Mach e. I am glad we were able to address your buyback request. If you have any further questions or concerns, or any additional comments or feedback, please do not hesitate to reach out to me directly at 866-631-3788 Extension 79639 or by email at jlazo2@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, John Lazo He/Him/His Customer Experience Specialist/ Ford BEV Team O: 866-631-3788 ext. 79639 Jlazo2@ford.com

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 06-12-2023 CLOSED: 06-12-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Lexington Park Ford
PA CODE: 07657 DLR SALES CODE: 27423 REGION: N4 ZONE: N4C
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 24,462
BODY STYLE: K1R - MUSTANG MACH-E SEL RWD 4DR LHD
LAST NAME FIRST NAME MIDDLE [REDACTED] |
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: HOLLYWOOD | MD [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Not Listed | UNKNOWN
ANALYST NAME: Jessica Zavala OPEN ANALYST NAME: Jessica Zavala
COMMENTS:
2023-06-12 14:09:53

Case Number : [REDACTED]
Customer : [REDACTED]
Business Phone : [REDACTED]
Home Phone : [REDACTED]
Mobile Phone : n/a
LTV Score : 80
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : n/a
Part Number : n/a
Dealer Name : Lexington Park Ford
Dealer P&A : 07657
Dealer phone : 3018638111
VIN : [REDACTED]
Year : 2021
Make : FORD
Model : Mustang Mach-E
Mileage : 24462
Engine Specification : BATTERY ELECTRIC MOTOR #2
Transmission Specification : 1 SPD AUTO TRANS
Warranty Start Date : 2021-05-13
Open Recall/FSA : :

22B10ADDITIONAL REMOTE CONTROL AND KEY BLANK
22P31REPLACE THE ELECTRONIC PARKING BRAKE HARNESS CONNECTOR : Y
Hotline Contact : n/a
Warranty History : Y

2023-06-12 14:21:36

CXS - Jessica Zavala jzaval28@ford.com 866-631-3788 Ext 79499 IBC Transfer Ronnie vehicle is not at the dealership Front collision assist and cameras not working on the vehicle. Safety features not working Customer has taken to Lexington Park Ford [REDACTED] Cable [REDACTED] adaptive cruise control stop working while she is driving front camera default Ordered part April 8th she was told the part was ordered. Speaking with Charlie She was told they have ordered the part needed but is on Back order. I told her I will call to make sure the part has been escalated with Copis case. Customer opts in SMS OBC to DLR 3018638111 6/12 I spoke with SA Charlie. I asked if Copis case has been opened for part on back order. He said the part came in Friday and they are checking it now. He went ahead and spoke with the customer to schedule an appointment so she can bring vehicle in for repair. SA will stay in communication with the customer once he has a loaner. He told customer to wait until Friday once he has a loaner available. Next step: Resolve case.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: In Progress
OPEN: 07-18-2023 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria
DEALER NAME: Chapman Ford of Lancaster
PA CODE: 03955 DLR SALES CODE: 16505 REGION: N3 ZONE: N3C
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 20,000
BODY STYLE: K1S - MUSTANG MACH-E SEL AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: EAST PETERSBURG | PA | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Message/Notification | UNKNOWN
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Kayla Lynard
COMMENTS:
2023-07-18 00:53:46

CONTACT VIA: EMAIL

CUST SAYS: Hello, I am working with my local Ford dealership on some safety updates to my vehicle and to do that I need a longer service appointment. I was told when I purchased the Ford, loaners are available in some cases, however every time I need to leave my vehicle there for an extended service appointment they are never able to provide a loaner. They said they do not have loaners currently. How am I able to get this worked out? I am unable to go for an extended period without a car but I need the updates to ensure my car is safe

PER CUST, DLR SAYS: They have ordered all the parts and started service but needed the car longer than originally planned so I requested the car back

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. I will establish a case number and provide it to you.

2023-07-26 20:20:39

Ford-

Hello there! We saw your forum post regarding your Blue Cruise concerns and would like to take a closer look at your concerns. To get started, can you please provide some details on what you have been experiencing?

Cust-

I have been trying to work with my local Ford dealership, Chapman Ford in Lancaster Pennsylvania, to resolve my BlueCruise/Adaptive cruise issues and haven't had any luck getting an appointment scheduled due to their lack of loaner car options. I opened a case, [REDACTED], to have a regional manager for the area reach out and I am still waiting.

This is a huge issue for me, this morning over an hour drive, I had the blue cruise cancel over 7 times, 4 times throwing the errors for the front camera and crash detection not working and the other times it just randomly cancels without any warnings or alerts. This is not a good experience or safe in any way and I am at the point of debating if this car is what I need or if I need to find another option.

I know there have been updates to fix the BlueCruise, but the dealership said that I will need an extended appointment to replace some parts. That is where my request for some type of transportation comes in. They do offer to take me home, but on days where I need to be in the office (50 miles from my house) I need a vehicle.

I did try and schedule when I had 2 days back to back available and they were unable to finish by the second day so they had to put everything back together again to give the car back because I needed it. I don't have the schedule that I can have a car in the shop for an extended period, or regularly for that matter. I have only had the car for a year and its been in the shop for recalls regularly and I am getting concerned with the overall reliability of the car.

Please help me get this resolved, my VIN is [REDACTED].

[REDACTED]

Ford-

I appreciate you getting back with me! Before moving forward, I just need you to confirm a few details. Could you please provide:

-The vehicle owner's full name, and your relation to them (if applicable)

-Estimated mileage

and

-Your zip code

Cust-

Thank you Drew - here is the information you are requesting:

I am the owner, [REDACTED]

I am right around 20,800 for mileage

My zip is [REDACTED]

I purchased from Hundru Ford in Manheim Pennsylvania, but use Chapman Ford for service because they are just a little close and they have been the ones doing all the maintenance currently, but am open to both locations.

Ford-

Thanks [REDACTED] Just to clarify, about how long after taking delivery of your Mach-E did you start to notice issues with your Blue Cruise performance?

Cust-

It's been happening for a while, but has been getting much worse since February of this year. I used to only have the issue on a very limited basis, maybe once a month at most, now it is every time I use it. I can't use the BlueCruise for more than 10 minutes or so before the errors start.

Ford-

I have checked on the case you have already had created and according to my resources, it is still being reviewed to ensure all resources are being utilized to solve your Blue Cruise problems. I have added our conversation to the case notes so your most recent comments can be seen as well. Please stay in contact with the Service Manager at Chapman Ford. The case has been assigned to them as well so they will be in the best position to assist and can provide case updates as they develop.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: In Progress
OPEN: 07-26-2023 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | |
DEALER NAME: Towne Ford Sales
PA CODE: 07851 DLR SALES CODE: 72011 REGION: W2 ZONE: W2B
VIN: [REDACTED] MODEL YEAR: 2023 MODEL: MUSTANG MACH-E MILEAGE: 6,744
BODY STYLE: K3S - MUSTANG MACH-E PREMIUM AWD 4DR
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: PALO ALTO | CA | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Stop/Steer/Ride | Noise | UNKNOWN | UNKNOWN
ANALYST NAME: Chelsea Manning OPEN ANALYST NAME: Chelsea Manning
COMMENTS:
2023-07-31 19:27:46

Customer Information
Name(s) on the Title: [REDACTED]
Address: [REDACTED], Palo Alto, CA [REDACTED]
Email Address: [REDACTED]
Customer is purchasing or leasing the vehicle. Purchasing
Vehicle Information
VIN: [REDACTED]
Current Mileage: 4635
Ownership Status/ Type of Purchase: New
Purpose of vehicle: leaseure/personal

Purchase Date: Purchased on to receive Federal Rebate 4/15/2023, picked up on
Mileage at Time of Purchase: 55

State Information
State Where Purchased: California
State Where Registered: California

Dealer Information
Purchased from Dealer? Yes, but pre-ordered through Ford's website
Dealership: Town Ford

Primary Reason for Repurchase: Battery doesn't hold its charge. It is set to the basic driving mode. It has charged to 244 miles approximately 5 times. Most times it is to 233 or 216. I have driven 100 miles in a day but the battery shows the mileage drop over 150 miles. Not safe when driving in areas that do not have charging stations. I was also sold the incorrect battery size. I ordered the long range battery but no one can find my original purchase order. Main touch screen computer freezes to where the maps, phone and all information from the central computer are unable to be used. Blue tooth doesn't work well, it drops calls, creates very loud static, and eventually the caller is unable to be heard. The screen will freeze sometimes when a text comes in. The Ford navigation system continuously informs the driver to "enter the toll lane". There is no way to turn that off unless turning off all tolls in done. Thus being very inconvenient. I need to take the bridges but don't want to pay extra to enter the toll lanes when not needed. The navigation system has repeated itself up to ten times. It will stop when I pass the toll lane entrance but then will tell me to exit the toll lane even if I am not utilizing it. Multiple warnings when driving of "Drive mode not available". When on the freeway and BOTH my hands are on the steering wheel, I receive loud warning to "put hands on wheel". It will flash in one color and then switch to a second color and continue to beep, again, while driving with both hands on the steering wheel in the 10&2/11&1 position. When I take my hands off the wheel and drive with my knee touching the bottom of the wheel, the warning goes off. Cosmetically speaking, the front speaker over compensates for the sound. Side speakers are very low volume. Tailgate only opens with button if car is unlocked otherwise it will crack open but is extremely difficult to open further. Drivers side seat is too close to the door causing the belt clasp to scrape the inside wall. This car has been in the repair shop three times in the first few months I owned it. The dealership will not replace the battery, the speakers, the computer system or tailgate. They continue to tell me they "reset" the computer and battery but it doesn't work. And now, the Mach-E with the same trim and larger battery is less than what I paid for mine.
Is there a current concern with the vehicle? Yes
What is the repair status of the vehicle? Not repairable

2023-08-04 16:30:40

CXS - Jessica Zavala jzaval28@ford.com 866-631-3788 Ext 79499 OBC to customer [REDACTED] 8/4 I called to get the dealership the customer has been working with regarding vehicle. I left message asking for callback. Next step: Agent will follow up with customer Monday 8/7 to get info then submit buyback for customer. Missing DLR name

2023-08-07 20:17:01

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 : [REDACTED] Part Number : [REDACTED] Dealer Name : Towne Ford Sales Dealer P&A : 07851
Dealer phone : 650-366-5744 VIN : [REDACTED] Year : 2023 Make : FORD Model : MUSTANG
MACH-E Mileage : [REDACTED] Engine Specification : [REDACTED] Transmission Specification : 1 SPD AUTO TRANS Warranty Start
Date : 2023-04-15 Open Recall/FSA : [REDACTED] ESP : [REDACTED] Hotline Contact : [REDACTED] Warranty History : DEALER:Towne Ford
SalesODOMETER:000003399M WARRANTY CLAIM NUMBER [REDACTED] CONDITION CODE42 CONDITION
DESCDOES NOT OPERATE PROPERLY LABOR OPNPF PART NUMBERPART
DESCRIPTIONQUANTITY NPF 000 CAN NOT VERIFY CUSTOMER CONCERN AT THIS TIME. NO DTC/
TSB FOUND. RESET THE CHARGING HISTORY. CAN NOT VERIFY CUSTOMER CONCERN AT THIS
TIME. 26-JUNE-2023 DEALER:Towne Ford SalesODOMETER:000003399M WARRANTY CLAIM
NUMBER [REDACTED] CONDITION CODE82 CONDITION DESCFREIGHT/POSTAGE/MAINTENANCE LABOR
OP PART NUMBERPART DESCRIPTIONQUANTITY RENTAL 000 5 DAYS RENTAL 12-JUNE-2023
DEALER:Towne Ford SalesODOMETER:000002495M WARRANTY CLAIM NUMBER [REDACTED] CONDITION
CODE04 CONDITION DESC SOFTWARE REVISION/FLASH MODULE LABOR OPMT19D596 PART
NUMBERPART DESCRIPTIONQUANTITY 19D596 000 VERIFIED CONCERN RECONFIGURED REAR
LIFTGATE MODULE AND SEEMS TO BE WORKING FINE. 15K603 NO OPS IN FMC PTS SLTS
WEBVIEW PAGE FOR COMPONENT 1 9D596 12-JUNE-2023 DEALER:Towne Ford
SalesODOMETER:000002495M WARRANTY CLAIM NUMBER [REDACTED] CONDITION CODE82 CONDITION
DESCFREIGHT/POSTAGE/MAINTENANCE LABOR OP PART NUMBERPART DESCRIPTIONQUANTITY
RENTAL 000 5 DAYS RENTAL 23-MAY-2023 DEALER:Towne Ford SalesODOMETER:000001221M
WARRANTY CLAIM NUMBER [REDACTED] CONDITION CODE42 CONDITION DESCDOES NOT OPERATE
PROPERLY LABOR OPNPF PART NUMBERPART DESCRIPTIONQUANTITY NPF 000 COULD NOT
VERIFY CONCERN EVEN TRIED WITH WRITER NO CODES NO TSBS 23-MAY-2023 DEALER:Towne
Ford Sal

2023-08-08 13:54:24

TO LISA C.

2023-08-08 15:30:46

Started GFR /Working on Review

2023-08-08 15:34:07

Sent an email to Kent-Service Manager with Towne Ford Sales requesting the RO History

2023-08-09 17:16:25

Customer Information [REDACTED] Name(s) on the Title: [REDACTED] Address: [REDACTED], Palo
Alto, CA [REDACTED] Email Address: [REDACTED] Customer is purchasing or leasing the vehicle.
Purchasing Vehicle Information VIN: [REDACTED] Current Mileage:4635 Ownership Status/ Type
of Purchase:New Purpose of vehicle:leisure/personal Purchase Date:Purchased on to receive Federal
Rebate 4/15/2023, picked up on Mileage at Time of Purchase:55 State Information State Where
Purchased:California State Where Registered:California Dealer Information Purchased from Dealer? Yes,
but pre-ordered through Ford's website DealershipTown Ford Primary Reason for Repurchase:Battery
doesn't hold it's charge. It is set to the basic driving mode. It has charged to 244 miles approximately 5 times.
Most times it is to 233 or 216. I have driven 100 miles in a day but the battery shows the milage drop over 150
miles. Not safe when driving in areas that do not have charging stations. I was also sold the incorrect battery
size. I ordered the long range battery but no one can find my original purchas order. Main touch screen
computer freezes to where the maps, phone and all information from the central computer are unable to be
used. Blue tooth doesn't work well, it drops calls, creates very loud static, and eventually the caller is unable
to be heard. The screen will freeze sometimes when a text comes in. The Ford navigation system
continuously informs the driver to "enter the toll lane". There is no way to turn that off unless turning off all
tolls in done. Thus being very inconvenient. I need to take the bridges but don't want to pay extra to enter the
toll lanes when not needed. The navigation system has repeated itself up to ten times. It will stop when I pass
the toll lane entrance but then will tell me to exit the toll lane even if I am not utilizing it. Mutiple warings when
driving of "Drive mode not available". When on the freeway a

2023-08-11 22:09:11

{CXS Peyton Hinshaw}/Ext. {CXS 79697}/{CXS phinshaw@ford.com}:
IBC from CUST [REDACTED] [REDACTED] CUST calling in to get an update. CUST was advised the
GFR is still under review. CUST was advised of the F/U date. CUST states their VEH switched itself to high
performance drive mode on its own and all of their radio station presets reset itself. CUST states they have an
issue with proximity alarm stating check the back seat. CUST also states the VEH will alert to put her hands
on the steering wheel but their hands are already on it.

Ford Motor Company @
Peyton Hinshaw
BEV Passenger Vehicle
office: 1-866-631-3788 ext. 79697
phinshaw@ford.com | www.ford.com

2023-08-11 22:28:36

Inbound call from cust: [REDACTED] [REDACTED] Cust stated that there is a high pitch
whistle noise between 28-33 MPH and she wanted to add this to her BB CXS: Informed the cust her BB
has already been submitted but I will add the notes to her case/ CXS has FU for 8/15 Next Step: Document
recontact Ford Motor Company @ Kiara Williams BEV Specialist kwil492@ford.com | www.ford.com Office:
866-631-3788 ext. 79530

2023-08-16 17:39:57

IBC from customer she was looking to get her rCXS email, i webbed her CXS and asked for the email
provided to the customer as she is sending her CXS some videos of whats wrong with her veh.

customer thanked.

Sammy De Leon
HeHimHis
Customer Experience Specialist/Battery Electric Vehicles (BEV)

Ö: (866)-631-3788 ext. 79113
EMAIL: sdeleo10@ford.com

2023-08-21 15:23:30

IBC FROM CUST

cust requesting callback, dlr is only able to find non ford rentals, cust needs approval to get a non ford vehicle while her vehicle is in the shop

will let agent know to look into it further

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

2023-08-21 15:32:51

IBC- cust called in demanding a Sup as she cannot get to Chelsea Manning at this time. DLRSHR rental is out of Fords and cust needs authorization for something else.

2023-08-21 18:27:57

Called and spoke with Kent in Service to get information on couple RO's and Open RO, gave me info I needed updated the GFR

2023-08-21 19:08:25

Sent an email to the CXS , to send me the video of what her vehicle is doing so I can attach to the GFR

2023-08-21 19:41:34

Called and spoke with Kent in service again at Towne Ford Sales to ask about any modifications on the vehicle, gave me info I needed , updated the GFR

2023-08-21 19:49:50

Case Analyst Review Complete. Transferring to TL for Review.

2023-08-21 20:13:31

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

2023-08-22 12:45:41

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

2023-08-22 17:54:07

OBC to CUST Called the CUST to let know that the RAV will send a letter out 3 days . CUSTS stated she was just upset that she wasnt able to get a rental at first but the CUST was able to get a xxrenatl after some time at the DLR and with helps of CRC sup she is happy at this time she thank CXS for the all the help C XS advise the CUST that once RAV make contact with her in 3 days with the NEXT steps also let the CUST know I would reach out in 5 days after the RAV team have made contact w/ Her (CHELSEA MANNING SheHer Hers Customer Experience Specialist, Ford CX O: (866) 631- 3788 ext. 79620)

2023-08-23 17:41:10

RAV has received and accepted the case. Customer contact is forthcoming.

2023-09-01 16:51:23

OBC to CUST

Called the CUST to see if RAV made contact so that I can close case spoke with the CUST she stated that the rav team have made contact with her and the DLR also the have finally ordered the part that the CAR was needing in order to fix it but she dont want the car anymore . She will be closing with the rav team on the 11th CXS advised CUST that case would be getting closed out asked if she was pleased with the service I provided and she was offered survey

next steps : prepare to close case

(CHELSEA MANNING
SheHer Hers
Customer Experience Specialist, Ford CX
O: (866) 631- 3788 ext. 79620)

2023-09-01 20:25:19

Hello [REDACTED], In reference to Case Number [REDACTED] Thank you for contacting Ford Motor Company and allowing us to assist you with your 2023 MUSTANG MACH-E Partnering with Towne Ford Sales, I am glad we were able to address your buyback concern while keeping you updated throughout the process. Your buyback request has been approved and one of our reacquiring vehicle agents has contacted you with next steps for your request. If you have any further questions or concerns regarding this request or any additional comments or feedback, please do not hesitate to reach out to me directly at 1-866-631-3788 Extension 79620 or by email at cmanni28@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. P.S. You'll be receiving a brief survey regarding your experience with me as your dedicated Customer Experience Specialist (sometimes it may go to your spam/junk folder.) The question asking "How likely would you be to recommend Ford" is based off your experience me and the service I provided; your honest feedback is greatly appreciated. There will be a separate survey regarding your experience with the dealer. Thank you for being a valued customer and a part of the Ford family. (CHELSEA MANNING SheHer Hers Customer Experience Specialist, Ford CX O: (866) 631- 3788 ext. 79620)

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
 OPEN: 08-01-2023 CLOSED: 08-10-2023 BUSINESS UNIT NAME: Ford
 RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
 CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |
 DEALER NAME: Lamarque Ford, Inc.
 PA CODE: 29847 DLR SALES CODE: REGION: C3 ZONE: C3A
 VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 26,506
 BODY STYLE: K3R - MUSTANG MACH-E PRE RWD 4DR LHD
 LAST NAME FIRST NAME MIDDLE: [REDACTED]
 ADDRESS: [REDACTED]
 CITY STATE ZIP COUNTRY: LULING | LA | [REDACTED] | USA
 HOME PHONE: [REDACTED]
 SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Collision Avoidance | Flashes
 ANALYST NAME: Rashif Shah OPEN ANALYST NAME: Rashif Shah
 COMMENTS:
 2023-08-01 18:02:57 IBC from CUST (Jason Bergeron BCN: 504-508-2214) CUST says his Mach-E has gone to the DLR 4 times because of the precollision assist and front camera fault. Every time they supposedly fix it, the same error messages come up. He notified the DLR, and they suggested he do a BB through Ford. SA is Kourtney Kennedy. CUST email: [REDACTED] Next Steps: BB milestone. F/U with CUST to keep him updated on the BB. Ford Motor Company © Rashif Shah Passenger Vehicle Concern Advocate rshah48@ford.com | www.ford.com office: 866-631-3788 ext. 79696 Mon-Fri 8:00AM to 4:30PM
 2023-08-01 18:05:45 Case Number: [REDACTED] Customer: [REDACTED] Business Phone: [REDACTED] Home Phone: [REDACTED] Mobile Phone: [REDACTED] LTV Score: 85 Vehicle Purchase Status: Original Owner Ford Credit Contract Number: N/A Part Number: N/A Dealer Name: Lamarque Ford, Inc. Dealer P&A: 29847 Dealer phone: 5044432500 VIN: [REDACTED] 6 Year: 2021 Make: FORD Model: Mustang Mach-E Mileage: 26506 Engine Specification: ELECTRIC MOTOR #4 Transmission Specification: 1 SPD AUTO TRANS Warranty Start Date: 2021-11-12 Open Recall/FSA: 22P31 REPLACE THE ELECTRONIC PARKING BRAKE HARNESS CONNECTOR ESP: N/A Hotline Contact: https://www.gcqis.de [REDACTED]
 06 Warranty History: Customer CommentsC/S PRETTY MUCH ALL SAFETY FEATURES ARE INOP Customer CommentsC/S FT CAMERA FAULT AND PRE COLLISION ASSIST NOT AVAILABLE COMIN ON AND CAUSING CRUISE CONTROL TONOT WORK. AFTER REPAIRS LAST TIME CAMERA STILL WASNT FULLY WORKIN WOULD GO IN AND OUT AND NOWCAMERA DOESNT WORK AT ALL Customer CommentsC/S STILL HAVING ISSUES WITH VEH LIKE LAST TIME. PRE COLLISION ASSIST POPPIN ON AND OFF EVERY 5-10MINS, CAMERA WARNING, CRUISE CONTROL NOT WORKIN PROPERLY. WHEN USING, DRIVE ASSIST WILL ENGAGE THEN KICK OFF AFTER A FEW M INS. Customer CommentsC/S FT CAMERA FAULT AND PRE COLLISION ASSIST BACK ON WAS GOOD FOR ABOUT 4-5 DAYS AND THEN WARNINGS STARTED COMIN BACK ON BUT NOT AS MUCH NOW THE MSGS ARE ON AND ARE STAYING ON
 2023-08-01 18:06:20
 Customer Information
 Name(s) on the Title: [REDACTED]
 Address: [REDACTED]
 LULING, LA [REDACTED]
 Email Address: [REDACTED]
 Customer is PURCHASING the vehicle.
 Vehicle Information
 VIN: [REDACTED] Current Mileage: 26506
 Ownership Status/ Type of Purchase: NEW
 Purpose of vehicle: PERSONAL
 #Vehicles registered to the business: N/A
 Purchase Date: 11/12/2021 Mileage at Time of Purchase: 8
 State Information
 State Where Purchased: LA
 State Where Registered: LA
 Dealer Information
 Purchased from Dealer? YES Dealership (if yes): LAMARQUE FORD IN KENNER, LA
 Primary Reason for Repurchase: Precollision and front camera fault. CUST brought it to the DLR 4 times for this concern. DLR replaced parts according to Ford engineers, sometimes twice, and CUST is still having the same issue.
 Is there a current concern with the vehicle? YES
 What is the repair status of the vehicle? Currently with the CUST
 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
 2023-08-04 15:10:44 OGC VIN list Check: [REDACTED] Results: nothing returned Per NAVIS: Original Owner Ford Motor Company © Deidra Murdaugh Non-Californian Buyback Review (NCBR) Team Specialist, Ford CX Team
 2023-08-04 15:31:31 After review, VEH does not meet state guidelines for buyback/replacement criteria for LA. 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 -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
 2023-08-08 18:18:24 OBC to CUST [REDACTED] Gave the CUST BB denial. He got upset and said he is going to get a lawyer. He said "thanks for nothing" and hung up on me. Next Steps: Safety net for closure. Ford Motor Company © Rashif Shah Passenger Vehicle Concern Advocate rshah48@ford.com | www.ford.com office: 866-631-3788 ext. 79696 Mon-Fri 8:00AM to 4:30PM

2023-08-09 20:03:32

****Safety Net****

NEXT STEPS: FOR CXS: Approved to Close Case

Ford Motor Company ®
Charles Casiano
Business Operations Supervisor - BEV Passenger Vehicle
CCASIANO@Ford.com | www.ford.com

CASE ATTACHMENTS:
2023-08-01 18:06:20

Rashif Shah

[Buyback Request Template for \[REDACTED\].docx](#)

CASE NUMBER: [REDACTED] STATUS: In Progress
OPEN: 08-26-2023 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | California Vehicle |
DEALER NAME: Ron DuPratt Ford
PA CODE: 26606 DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: MUSTANG MACH-E MILEAGE:
BODY STYLE: K1R - MUSTANG MACH-E SELECT RWD 4DR
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: DAVIS | CA | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: | |
ANALYST NAME: John Lazo OPEN ANALYST NAME: John Lazo
COMMENTS:
2023-08-26 01:07:39

FOR CA BUYBACK TEAM

What is your VIN? [REDACTED]
Has the vehicle been to the dealer for the current concern? Yes
What specifically is causing the customer to want the vehicle bought back? The customer drove the car for 2 months and the Blue Cruise and the car shows a collision and the car has been stopping by itself at freeway speeds. The car has been to the dealer for this but the problem keeps reoccurring. The dealer told the customer it was a programming issue but this also did not fix the car. The customer no longer feels safe in the car with it losing power in the middle of the freeway and he is frustrated with the continuous repairs. The car has now been to the dealer 5 times for repairs and the total off road time is approaching two months.
Where is the vehicle located? Ron DuPratt Ford, Dixon CA
Is the customer active military stationed in California? No
What is the name of the registered owner of the vehicle? [REDACTED]
In which state is the vehicle currently registered? CA
In which state was the vehicle purchased? CA
What is the name of the dealership where the vehicle was purchased? Ron DuPratt Ford, Dixon CA
How many miles were on the vehicle at the time of purchase? (Can also check OASIS if original owner)
10Dealer Questions

Is the vehicle down (not drivable)? Yes
Where is the vehicle located? Ron DuPratt
Is it at the dealer for repairs? Yes
Does the customer have a loaner/rental? Yes
Is there a parts delay? No

Why is the part delayed?
What is the timing to receive the part? Expected time of arrival (ETA)?
Is the part delayed beyond 30 days?
Does the customer need to go to the dealership? No
Has the vehicle been diagnosed? No
Do we need Tech/Parts assistance to expedite the repair? No

2023-08-26 01:12:45

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 : NA
Part Number : NA
Dealer Name : Ron DuPratt Ford
Dealer P&A : 26606
Dealer phone : NA
VIN : [REDACTED]
Year : 2022
Make : Mustang
Model : Mach e
Mileage : 48576
Engine Specification : BATTERY ELECTRIC MOTOR #2
Transmission Specification : 1 SPD AUTO TRANS
Warranty Start Date : 2022-04-22
Open Recall/FSA : NO CAMPAIGN MESSAGE(S) FOUND
ESP : NO ESP INFORMATION AVAILABLE
Hotline Contact : JOHN LEARNING MSS - FCSD
Warranty History : 536755, 534457, 534159

2023-08-28 12:20:57

TO KATHY

2023-08-28 13:51:45

Opened GFR. Beginning investigation/review.

2023-08-28 13:51:52

Attached a copy of DMV Report and Claims List to GFR.

2023-09-15 16:00:16

Reached out to Brian, Service Mgr., Ron DuPratt Ford, regarding RO's for this VIN# at his dealership; states vehicle is currently in his shop; no modifications/aftermarket components; no signs of misuse/abuse.

2023-09-15 16:01:28

Received a copy of RO's for this VIN# from Brian, Service Mgr., Ron DuPratt Ford.

2023-09-15 16:01:44

Updated GFR.

2023-09-15 18:07:10

Reached out to Matthew, SA, Ron DuPratt Ford, regarding RO #534457, and the time frame associated with repairs. Left voice message, with my info, asking Matthew to return my call.

2023-09-18 15:17:37

Reached out to Matthew, SA, Ron DuPratt Ford, regarding RO #534457, and the time frame associated with repairs. Left voice message, with my info, asking Matthew to return my call.

2023-09-18 20:34:52

Reached out to Matthew, SA, Ron DuPratt Ford, regarding RO#534437 and the time associated with the repairs. SA was unable to give any specifics on this RO.

2023-09-18 20:37:12

Reached out to Travis, SA, Ron DuPratt Ford, regarding RO #537938, and the time frame associated with repairs. States that the vehicle was down the whole time due to parts delay.

2023-09-18 20:37:23

Updated GFR.

2023-09-18 20:59:38

Case Analyst Review Complete. Transferring to TL for Review.

2023-09-19 22:38:22

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

2023-09-20 14:26:21

Repurchase Agent, please remember to send the approval letter to the customer

2023-09-20 14:26:34

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

2023-09-20 19:53:10

From: Lazo, John (J.) Sent: Wednesday, September 20, 2023 2:53 PM To: [REDACTED]
Subject: Ford Case #: [REDACTED] Hello, [REDACTED] Your vehicle buyback request has been approved and you should be contacted shortly by our Reacquired Vehicle (RAV) team. A RAV agent will assist you in completing the buyback process. When this contact has been made, I will be making one final satisfaction call to you and sending you a final recap email to close your customer service case. It has been a pleasure assisting you and thank you for being part of the Ford family. John Lazo He/Him/His Customer Experience Specialist/ Ford BEV Team O: 866-631-3788 ext. 79639

2023-09-21 19:24:44

John Lazo He/Him/His Customer Experience Specialist/ Ford BEV Team O: 866-631-3788 ext. 79639
Jlazo2@ford.com OBC to customer Made final call to customer exactly per script. Customer did not have any feedback and I advised of survey. Sending final recap email. Next Steps: Safety net to close

2023-09-21 19:30:56

From: Lazo, John (J.) Sent: Thursday, September 21, 2023 2:30 PM To: [REDACTED]
Subject: Ford Case #: [REDACTED] Hello [REDACTED] Thank you for contacting Ford Motor Company and allowing us to assist you with your buyback request. If you any additional comments or feedback regarding your Battery Electric Vehicle team service, please do not hesitate to reach out to me directly at 866-631-3788, Extension 79639 or by email at jlazo2@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. John Lazo He/Him/His Customer Experience Specialist/ Ford BEV Team O: 866-631-3788 ext. 79639
Jlazo2@ford.com

2023-09-22 21:19:02

RAV has received and accepted the case, Customer contact is forthcoming.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 09-13-2023 CLOSED: 06-24-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 3 Consumer Affairs NA CRC COMMUNICATION: Letter
CASE CLASS LV 1234: Consumer Intervention | State Arbitration | |
DEALER NAME: Grapevine Ford
PA CODE: 06432 DLR SALES CODE: 52018 REGION: C1 ZONE: C1B
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 30,750
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: COLLEYVILLE | TX | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Losses Speed
ANALYST NAME: Anthony Gregory OPEN ANALYST NAME: P Rxsalp
COMMENTS:
2023-09-19 13:37:21

**My Contact Info: agrego40 Ext. 76797
TX ARBITRATION
Case # [REDACTED]
DATE OF LETTER: 9/13/2023
STAMP DATE:
STAMP TIME:
RECEIVED DATE: 9/13/2023
CASE: [REDACTED]
VIN: [REDACTED]
VEHICLE: 2021 Mustang Mach-E
WSD: 4/1/2021
MILEAGE: 30750
DLR: Five Star Ford (06432)
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
Colleyville, TX
[REDACTED]

CUSTOMER CONCERN: After two extensive rounds of repairs including multiple electronic controlmodule and front camera replacements, the vehicle continues to randomly and erratically erase the speed setting in adaptive cruise control and autonomous driving mode (Blue Cruise). This instantly drops the speed setting from between 65-75 MPH that was set to between 24-32 MPH creating a hazardous driving condition immediately requiring the driver to intervene and compensate in order to avoid an accident.

2023-09-19 13:39:22

agrego40 Ext. 76797
09/19: CHECKED VIN LIST. VIN NOT LISTED.

2023-09-19 16:15:11

agrego40 Ext. 76797
9/19: OBC to the customer at [REDACTED]. CALA left voice message, and acknowledged receipt of the Lemon Law Complaint. CALA left my contact information. CALA completed the repair history. The customer's vehicle is beyond the Lemon Law time frame for a repurchase, however the vehicle is still under warranty for repairs.

2023-10-03 13:15:20

agrego40 Ext. 76797
10/3: TFOAM # 30027741 OPENED

2023-10-03 16:02:46

agrego40 Ext. 76797

10/3: CALA received proposed FSE inspection dates of 10/11, or 10/12. OBC to the customer at [REDACTED]. The customer would like to have the vehicle inspected on 10/12/23. The customer advised that he will drop the vehicle off on 10/11/23, in the evening. CALA sent email to FSE Patrick, and confirmed 10/12, as the inspection date.

Very good, Date is set on my Calendar.

Patrick Johnson
Field Service Engineer-Ford Motor Company
Dallas Texas Region
pjohn313@ford.com
Cell: (214) 471-4408

From: Gregory, Anthony (A.) agrego40@ford.com>
Sent: Tuesday, October 3, 2023 11:00 AM
To: Johnson, Patrick (P.) PJOHN313@ford.com>
Subject: RE: [REDACTED] Mac E FRA

Hi Patrick:

The customer would like to have the vehicle inspected on 10/12/23, at Grapevine Ford.

Thanks,

Anthony Gregory
Consumer Affairs Legal Analyst
Ford Motor Company | Lincoln Motor Company
agrego40@ford.com | Phone: 866-567-6518 x76797 | efax: 888-637-2152

From: Johnson, Patrick (P.) pjohn313@ford.com>
Sent: Tuesday, October 3, 2023 11:52 AM
To: Gregory, Anthony (A.) AGREGO40@ford.com>
Subject: [REDACTED] Mac E FRA

Anthony,

I have Oct 11th and 12 open if the vehicle is not already at the dealer ?

Thanks

Patrick Johnson
Field Service Engineer-Ford Motor Company
Dallas Texas Region
pjohn313@ford.com
Cell: (214) 471-4408

2023-10-03 16:06:04

Good Morning [REDACTED]

This serves to confirm today's conversation regarding the Field Service Engineer's inspection of your vehicle. You have confirmed that you would like to have the inspection performed on October 12, 2023, at Grapevine Ford. Please deliver the vehicle to the dealership no later than 9:00AM on October 12, 2023.

Thanks,

Anthony Gregory
Consumer Affairs Legal Analyst
Ford Motor Company | Lincoln Motor Company
agrego40@ford.com | Phone: 866-567-6518 x76797 | efax: 888-637-2152

2023-10-03 17:48:00

agrego40 Ext. 76797

10/3: OBC to Grapevine Ford at (855) 983-8028. CALA left message for a return call from the serv. dept. CALA received call from Mustafa Hasan in the serv. dept. CALA advised Mustafa of the scheduled FSE appointment. CALA emailed the FSE appointment notice to Mustafa.

Good Afternoon:

Mr. [REDACTED] has an appointment with FSE Patrick for inspection/final repair attempt on Thursday, October 12, 2023. He will be dropping his vehicle off on Wednesday evening, October 11, 2023. Please do a test drive with the customer to verify the concerns. The customer will be in need of a rental vehicle.

Please advise if you are able to assist with arranging for a rental? Please use the In Warranty Loaner Program for rental approval. If there is a shortfall, I will generate a P64 approval code to cover the rental.

If your dealership is on OWS, please complete the required activity, if you are not on OWS, please email me the RO#, line# and amount.

Customer concerns: After two extensive rounds of repairs including multiple electronic control module and front camera replacements, the vehicle continues to randomly and erratically erase the speed setting in adaptive cruise control and autonomous driving mode (Blue Cruise). This instantly drops the speed setting from between 65-75 MPH that was set to between 24-32 MPH creating a hazardous driving condition immediately requiring the driver to intervene and compensate in order to avoid an accident.

Thank you for your assistance.

Respectfully,

Anthony Gregory
Consumer Affairs Legal Analyst
Ford Motor Company | Lincoln Motor Company
agrego40@ford.com | Phone: 866-567-6518 x76797 | efax: 888-637-2152

2023-10-30 19:26:43

agrego40 Ext. 76797

10/30: CALA received FSE report. See notation: Inspection/Tests Performed/Result : Verified the customers concern, however FSE identified that the vehicle was operating as designed due to the fact that the customer had a personal preference set on the speed sign recognition system to adjust the vehicle set speed to -19 MPH under the speed limit. This setting is called the Tolerance setting under vehicle systems Cruise control. Every time the vehicle passes a speed limit sign the speed of the vehicle would slow down to -19 MPH under the posted speed.

Conclusion:

FSE educated the service advisor to then educate the customer on how to adjust his cruise speed tolerances for speed sign recognition.

2023-10-30 19:29:27

agrego40

10/30: OBC to the customer at [REDACTED]. CALA left voice message regarding the FSE's findings. The vehicle is operating as designed.

2023-11-09 14:54:39

agrego40 Ext. 76797

11/9: OBC to the customer at [REDACTED]. The customer advised that the speed control concerns have been resolved, however the front camera has gone offline. The customer's vehicle has been at the dealership for approximately a week and a half. The customer was not provided with a loaner vehicle, but advised that he has an additional vehicle to use. CALA advised the customer that we will continue to follow up with the customer.

2023-12-04 20:22:29

agrego40 Ext. 76797

12/4: OBC to the customer at [REDACTED]. CALA left voice message. We need to get an update on the customer's camera concerns. Did the customer take the vehicle to the serv. dept.?

2023-12-21 19:31:30

agrego40 Ext. 76797

12/21: OBC to the customer at [REDACTED]. CALA left voice message. We need to get an update on the customer's camera concerns. Did the customer take the vehicle to the serv. dept.?

2024-01-22 20:26:48

agrego40 Ext. 76797

1/22/24: OBC to the customer at [REDACTED]. CALA left voice message. We need to get an update on the customer's camera concerns. Did the customer take the vehicle to the serv. dept.?

2024-02-29 20:52:44

agrego40 Ext. 76797

2/29: The customer has not responded to our voice messages.

2024-03-18 20:03:12

agrego40 Ext. 76797

3/18: Pending hearing. We have not received responses from the customer.

2024-04-04 20:09:28

agreg040 Ext. 76797
4/4: CALA sent email to Denyse at TxDMV. We need to know of a hearing date as been set.

Hi Ms. Dauphinais:

Has a hearing date been set?

Anthony Gregory
Consumer Affairs Legal Analyst
Ford Motor Company | Lincoln Motor Company
agreg040@ford.com | Phone: 866-567-6518 x76797 | efax: 888-637-2152

From: Dauphinais, Denyse Denyse.Dauphinais@txdmv.gov>
Sent: Friday, March 15, 2024 4:50 PM
To: [REDACTED]
Cc: Garcia, Brandy Brandy.Garcia@txdmv.gov>; Gregory, Anthony (A.) AGREGO40@ford.com>; Shaw, Sue-Ann (S.) ssmellie@ford.com>
Subject: 23-0000293 CAF - PETER POLIT, Complainant v. FORD MOTOR COMPANY, Respondent - Initial letter - Brown

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

Dear Vehicle Owner (Complainant):
To complete your case file and prepare for the hearing, please see the attached letter.
Thank you.

Denyse Dauphinais||Legal Secretary
Office of Administrative Hearings
E:Denyse.Dauphinais@TxDMV.govO:512.465.4220F: 512.465.5656
4000 Jackson Ave||Austin TX 78731||www.TxDMV.gov

2024-04-25 18:10:11

agreg040 Ext. 76797
4/4: CALA sent email to Denyse at TxDMV. We need to know of a hearing date as been set.

Hi Ms. Dauphinais:

Has a hearing date been set?

Anthony Gregory
Consumer Affairs Legal Analyst
Ford Motor Company | Lincoln Motor Company
agreg040@ford.com | Phone: 866-567-6518 x76797 | efax: 888-637-2152

From: Dauphinais, Denyse Denyse.Dauphinais@txdmv.gov>
Sent: Friday, March 15, 2024 4:50 PM
To: [REDACTED]
Cc: Garcia, Brandy Brandy.Garcia@txdmv.gov>; Gregory, Anthony (A.) AGREGO40@ford.com>; Shaw, Sue-Ann (S.) ssmellie@ford.com>
Subject: 23-0000293 CAF - PETER POLIT, Complainant v. FORD MOTOR COMPANY, Respondent - Initial letter - Brown

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

Dear Vehicle Owner (Complainant):
To complete your case file and prepare for the hearing, please see the attached letter.
Thank you.

Denyse Dauphinais||Legal Secretary
Office of Administrative Hearings
E:Denyse.Dauphinais@TxDMV.govO:512.465.4220F: 512.465.5656
4000 Jackson Ave||Austin TX 78731||www.TxDMV.gov

2024-05-13 19:51:57

agreg040 Ext.76797
5/13: Pending hearing date. TxMV advised that they are back logged.

agregado40 Ext. 76797

5/20: CALA received email from John Dufour, TxDMV. The customer advised that he sold the vehicle. Pending dismissal of State Arbitration.

OAH,

Please refer to Mr [REDACTED] email below stating the subject vehicle was sold.

Thank you,

John Dufour || Transportation Investigator
Texas Department of Motor Vehicles
Enforcement Division - Lemon Law Section
E: John.Dufour@TxDMV.gov O: 512-465-4080

This electronic message transmission and any documents, files, graphics, or previous e-mail messages attached to it may contain information that may be legally confidential and/or privileged. The information is intended solely for the individual(s) or entity(s) named above and access by disclosure, copying, distribution, or other use of the contents of this message is prohibited and may be unlawful.

From: BT C [REDACTED] m>
Sent: Friday, May 17, 2024 12:15 PM
To: Dufour, John John.Dufour@txdmv.gov>
Subject: Re: Lemon Law complaint# [REDACTED]

ATTENTION: This email originated from outside of TxDMV. Malicious software, such as viruses, worms, and ransomware can be transmitted via email attachments and links. Do not click any links or open any attachments unless you recognize the sender and have confirmed the content is safe.

Hi John,

Thank you for checking on me.

The car continued frustrating me with the company's inability to fix the issue no matter what they did. When the dealership offered me \$27,000 for the vehicle I quickly sold it.

They were still working on repairing it.

[REDACTED]

On May 17, 2024, at 9:44AM, Dufour, John John.Dufour@txdmv.gov> wrote:

[REDACTED]

I am contacting you for a current vehicle repair status. Please advise.

Thank you,

John Dufour || Transportation Investigator
Texas Department of Motor Vehicles
Enforcement Division - Lemon Law Section
E: John.Dufour@TxDMV.gov O: 512-465-4080

agregado40 Ext. 76797

5/20: CALA received email from John Dufour, TxDMV. The customer advised that he sold the vehicle. Pending dismissal of State Arbitration.

OAH,

Please refer to [REDACTED] email below stating the subject vehicle was sold.

Thank you,

John Dufour || Transportation Investigator
Texas Department of Motor Vehicles
Enforcement Division - Lemon Law Section
E: John.Dufour@TxDMV.gov O: 512-465-4080

This electronic message transmission and any documents, files, graphics, or previous e-mail messages attached to it may contain information that may be legally confidential and/or privileged. The information is intended solely for the individual(s) or entity(s) named above and access by disclosure, copying, distribution, or other use of the contents of this message is prohibited and may be unlawful.

From: BT C [REDACTED] >
Sent: Friday, May 17, 2024 12:15 PM
To: Dufour, John John.Dufour@txdmv.gov>
Subject: Re: Lemon Law complaint# [REDACTED]

ATTENTION: This email originated from outside of TxDMV. Malicious software, such as viruses, worms, and ransomware can be transmitted via email attachments and links. Do not click any links or open any attachments unless you recognize the sender and have confirmed the content is safe.

Hi John,

Thank you for checking on me.

The car continued frustrating me with the company's inability to fix the issue no matter what they did. When the dealership offered me \$27,000 for the vehicle I quickly sold it.

They were still working on repairing it.

[REDACTED]

On May 17, 2024, at 9:44AM, Dufour, John John.Dufour@txdmv.gov> wrote:

[REDACTED]

I am contacting you for a current vehicle repair status. Please advise.

Thank you,

John Dufour || Transportation Investigator
Texas Department of Motor Vehicles
Enforcement Division - Lemon Law Section
E: John.Dufour@TxDMV.gov O: 512-465-4080

agregado40 Ext. 76797

5/20: CALA received email from John Dufour, TxDMV. The customer advised that he sold the vehicle. Pending dismissal of State Arbitration.

OAH,

Please refer to [REDACTED] email below stating the subject vehicle was sold.

Thank you,

John Dufour || Transportation Investigator
Texas Department of Motor Vehicles
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To: Dufour, John John.Dufour@txdmv.gov>
Subject: Re: Lemon Law complaint# [REDACTED]

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CASE ATTACHMENTS:

2023-09-19 16:15:11	Anthony Gregory	TX. [REDACTED] Repair History.docx
2023-10-03 17:49:20	Anthony Gregory	TX. [REDACTED] FSE Notice To Serv. Dept..msg
2023-10-30 19:26:43	Anthony Gregory	FS [REDACTED] ction report Grapevine MAC E Speed Sign .pdf
2024-04-04 20:11:35	Anthony Gregory	TX. [REDACTED] Req. Hearing Date. 4.4.24.msg
2024-04-25 18:10:11	Anthony Gregory	TX. [REDACTED] No Hearing Date Set. 4.4.24.msg
2024-05-20 12:54:29	Anthony Gregory	TX. [REDACTED] Cust. Sold Veh..msg
2024-05-30 19:57:01	Anthony Gregory	TX. [REDACTED] Dismissal.msg
2024-06-24 19:49:17	Anthony Gregory	TX. [REDACTED] Dismissal.msg

DLR	RO NUMBER	DATE	MILEAGE	VEHICLE CONCERN	SERVICES PERFORMED / ACTIONS	DAYS DOWN
TEXAS LEMON LAW PRESUMPTION PERIOD: 24 MONTHS/24,000 MILES						
Grapevine Ford	69790	8/4/21	4892	• 21B36 Phone as a key software update. • The customer says the parking sensor on the bumper is loose on the passenger side. Parking Sensor	• Performed recall 21B36 • No tsb/ssm for concern. Plastic spot welds came off. R&i rock shield to access rear of bumper. Used adhesive to secure park aid sensor to bumper. Retest- park aid sensor fits properly.	1
	88168	1/27 – 2/17/22	11185	• The customer states that when making a sharp turn, the vehicle makes a creaking noise. • 21P22 Software update. • The customer states the washer fluid isn't going onto windshield. He can smell the fluid. Creaking Noise1 Washer Fluid Dispenser Loaner Vehicle	• 1006d & 4462al performed electronic chassis ear diagnosis & verified the concern & pinpointed to the left front knuckle-axle area, inspected & found the l-fr cv axle worn & noisy. Replaced the left front cv axle assembly including new hardware per the wsm. Test drove ok with no concerns. 3b437 • Performed recall 21P22 Configured numerous modules. Rand and cleared codes. • Verified concern. No tsb/ssm for concern. Visual inspection- found washer hose disconnected from first jet. R&i cowl assembly to access washer hose. Re-attached hose to jet. Retest- washers operating normally at this time.	22
BEYOND 24 MONTHS/24,000 MILES						
	330818	3/7 – 3/28/23	26347	• The customer states the rear brakes are grinding. • The customer states the front end creaks severely when turning right or left. • The customer states the front camera goes off-line frequently. Rear Brakes Grinding Creaking Noise2	• 2001bct, 2001b1bb & 2001b3t test drove & verified the concern. R&i front & rear linings for inspection & found the rear linings glazed. Machined rear rotors on-vehicle. Replaced the rear linings. Test drove ok. Before measurements are rr-10.3mm lr- 10.2mm & final are rr-9.8mm lr-9.8mm. 2200 . Kg • Performed electronic chassis ear diagnosis test driving to verify the concern & could hear from the left front wheel area. Replaced the left front cv axle assembly. Performed	22

				Front Camera 1	post repair test drive with no concerns., 3 b437 . Kg • Verified front camera inop at times. Performed bce diagnosis & received code b115e. Performed tsb 23- 2040 & the apim would not accept the software update. Performed pinpoint test d. D1 ipam passes network test. D2 no dtc's in impa. D3 no concerns with the connectors or circuits to the ipma & concerns still present. Replaced the impa. Performed pmi. After 3 attempts the the camera initialization finally passed. After 2 attemptsiali the camera 360 alignment procedure finally passed. Performed lin initialization. Cleared codes & test drove with no concerns & a system pass. 19h406 . Kg	
Five Star Ford	989030	8/26-9/1/23	30744	• 21G01 Blue Cruise Module Programming. • Parking aid fault on cluster. • 22P31 Replace the electronic parking brake harness connector. • The customer states the dash reads front camera off line, then causes Blue Cruise to go off line. • 22B28 Reprogram HVAC Control Module. Blue Cruise Parking Aid Warning Front Camera 2	• Performed 21g01 blue cruise , performed blue cruise module updates and test drove vehicle after complete. Verified blue cruise is now operating correctly and program complete. • Removed lh load space trim panel , scuff plate and rear storage compartment to access ipma. Installed new ipma , performed pmi procedure , ipma camera alignment and 360 camera alignment. • Replaced both parking brake harness pigtails. Recall complete. • Verified customer concern , found cluster reads front camera fault , checked oasis for any tsb or ssms and did not find any. Performed bce diag and found code u3000:89 , performed ppt bj and found ppt lead me to faulty ipma camera. Installed new ipma camera , performed ipma camera alignment and retested. Found code still present and front camera fault message still on cluster , per ppt bj5 (if camera does not fix concern , replace ipma module). Removed	7

				Blue Cruise HVAC Control Module	lh side load space trim panel to access ipma , installed new ipma and reinstalled all trim. Performed 4 hour ipma pmi procedure , performed 360 camera alignment and ipma camera alignment once more. Performed test drive and verified camera fault no longer on cluster but did find park aid fault message after ipma replacement. Ran codes and found multiple park assist codes 13 f3,13f4,b129d,b129c present , found codes would not clear. Referred to similar hot line contacts and as per hot line they suspect incorrect part installed. Found ipma installed in vehicle is the "m" version and the correct part needed is the "k" version. See spw line i for correct ipma installation test drove vehicle after installation and found all codes cleared and vehicle no longer has any fault lights or codes present. • Updated HVAC Module and cleared all codes.	
				•	•	
Beyond Bumper to Bumper Warranty						
				•	• Repair	
				•	•	
Beyond Powertrain Warranty						
				•	•	
TOTAL DAYS						52
NHL and TAR details						
				•	•	

From: Gregory, Anthony (A.)
Sent: Tuesday, October 3, 2023 1:45 PM
To: wblaine@vtaig.com; smartinez@vtaig.com
Cc: mhasan@vtaig.com
Subject: [REDACTED] [REDACTED] [REDACTED]

Good Afternoon:

[REDACTED] has an appointment with FSE Patrick for inspection/final repair attempt on Thursday, October 12, 2023. He will be dropping his vehicle off on Wednesday evening, October 11, 2023. [Please do a test drive with the customer to verify the concerns.](#) [The customer](#) will be in need of a rental vehicle.

Please advise if you are able to assist with arranging for a rental? Please use the In Warranty Loaner Program for rental approval. If there is a shortfall, I will generate a P64 approval code to cover the rental.

If your dealership is on OWS, please complete the required activity, if you are not on OWS, please email me the RO#, line# and amount.

Customer concerns: After two extensive rounds of repairs including multiple electronic control module and front camera replacements, the vehicle continues to randomly and erratically erase the speed setting in adaptive cruise control and autonomous driving mode (Blue Cruise). This instantly drops the speed setting from between 65-75 MPH that was set to between 24-32 MPH creating a hazardous driving condition immediately requiring the driver to intervene and compensate in order to avoid an accident.

Thank you for your assistance.

Respectfully,

Anthony Gregory

Consumer Affairs Legal Analyst

Ford Motor Company | Lincoln Motor Company

agreg40@ford.com | Phone: 866-567-6518 x76797 | efax: 888-637-2152



THE LINCOLN
MOTOR COMPANY



FSE VEHICLE INSPECTION REPORT

Customer Name:	██████████	FMC360 Case#:	████████████████████
Year/Make/Model:	2021 Mustang Mach-E	GCQIS#:	NONE
Dealership Name:	Grapevine Ford Lincoln	VIN:	████████████████████
City/State:	Texas	P&A Code:	06432
Date of Inspection:	10/12/23	Mileage at Time of Inspection:	30984
Inspection by:	Patrick Johnson	Title:	Field Service Engineer

1. Description of Customer's Concerns:

vehicle continues to randomly and erratically erase the speed setting in adaptive cruise control and autonomous driving mode (Blue Cruise). This instantly drops the speed setting from between 65-75 MPH that was set to between 24-32 MPH creating a hazardous driving condition immediately requiring the driver to intervene and compensate in order to avoid an accident.

2. Inspection/Tests Performed/Result (List all of concerns separately):

Verified the customers concern, however FSE identified that the vehicle was operating as designed due to the fact that the customer had a personal preference set on the speed sign recognition system to adjust the vehicle set speed to -19 MPH under the speed limit. This setting is called the Tolerance setting under vehicle systems Cruise control. Every time the vehicle passes a speed limit sign the speed of the vehicle would slow down to -19 MPH under the posted speed.

Repairs Performed (Per Concern):

NONE recommended since vehicle was operating as settings were selected.



3. Conclusion

FSE educated the service advisor to then educate the customer on how to adjust his cruise speed tolerances for speed sign recognition.



Insert pictures here (if requested):

From: Gregory, Anthony (A.)
Sent: Thursday, April 4, 2024 4:08 PM
To: Dauphinais, Denyse; [REDACTED]
Cc: Garcia, Brandy; Shaw, Sue-Ann (S.)
Subject: RE: [REDACTED] CAF - [REDACTED] Complainant v. FORD MOTOR COMPANY, Respondent - Initial letter - Brown

Hi Ms. Dauphinais:

Has a hearing date been set?

Anthony Gregory

Consumer Affairs Legal Analyst
Ford Motor Company | Lincoln Motor Company
agreg040@ford.com | Phone: 866-567-6518 x76797 | efax: 888-637-2152



THE LINCOLN
MOTOR COMPANY

From: Dauphinais, Denyse <Denyse.Dauphinais@txdmv.gov>
Sent: Friday, March 15, 2024 4:50 PM
To: [REDACTED]
Cc: Garcia, Brandy <Brandy.Garcia@txdmv.gov>; Gregory, Anthony (A.) <AGREGO40@ford.com>; Shaw, Sue-Ann (S.) <ssmellie@ford.com>
Subject: [REDACTED], Complainant v. FORD MOTOR COMPANY, Respondent - Initial letter - Brown

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

Dear Vehicle Owner (Complainant):

To complete your case file and prepare for the hearing, please see the attached letter.

Thank you.

Denyse Dauphinais || Legal Secretary
Office of Administrative Hearings

E: Denyse.Dauphinais@TxDMV.gov O: 512.465.4220 F: 512.465.5656



Texas Department of Motor Vehicles
HELPING TEXANS GO, HELPING TEXAS GROW

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

From: Dauphinais, Denyse <Denyse.Dauphinais@txdmv.gov>
Sent: Thursday, April 4, 2024 4:30 PM
To: Gregory, Anthony (A.); [REDACTED]
Cc: Garcia, Brandy; Shaw, Sue-Ann (S.)
Subject: RE: [REDACTED], Complainant v. FORD MOTOR COMPANY, Respondent - Initial letter - Brown

No, a hearing date has not been scheduled yet. We have a very large backlog of cases that we are trying to get to. An initial letter was sent to the Complainant with a list of documents that are required, and that will speed up the hearing process.

We will notify the parties as soon as possible.
Thank you.

Denyse Dauphinais || Legal Secretary
Office of Administrative Hearings

E: Denyse.Dauphinais@TxDMV.gov **O:** 512.465.4220 **F:** 512.465.5656

 **Texas Department of Motor Vehicles**
HELPING TEXANS GO. HELPING TEXAS GROW.
4000 Jackson Ave || Austin TX 78731 || www.TxDMV.gov

From: Gregory, Anthony (A.) <AGREGO40@ford.com>
Sent: Thursday, April 4, 2024 3:08 PM
To: Dauphinais, Denyse <Denyse.Dauphinais@txdmv.gov>; [REDACTED]
Cc: Garcia, Brandy <Brandy.Garcia@txdmv.gov>; Shaw, Sue-Ann (S.) <SSMELLIE@ford.com>
Subject: RE: [REDACTED], Complainant v. FORD MOTOR COMPANY, Respondent - Initial letter - Brown

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MOTOR COMPANY**

From: Dauphinais, Denyse <Denyse.Dauphinais@txdmv.gov>

Sent: Friday, March 15, 2024 4:50 PM

To: [REDACTED]

Cc: Garcia, Brandy <Brandy.Garcia@txdmv.gov>; Gregory, Anthony (A.) <AGREGO40@ford.com>; Shaw, Sue-Ann (S.) <ssmellie@ford.com>

Subject: [REDACTED], Complainant v. FORD MOTOR COMPANY, Respondent - Initial letter - Brown

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Office of Administrative Hearings

E: Denyse.Dauphinais@TxDMV.gov **O:** 512.465.4220 **F:** 512.465.5656



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

From: Dufour, John <John.Dufour@txdmv.gov>
Sent: Monday, May 20, 2024 8:45 AM
To: OfficeAdminHearings (TxDMV)
Cc: BT C; Gregory, Anthony (A.)
Subject: Fw: Lemon Law complaint# [REDACTED]

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

OAH,

Please refer to [REDACTED] email below stating the subject vehicle was sold.

Thank you,

John Dufour || Transportation Investigator
Texas Department of Motor Vehicles
Enforcement Division - Lemon Law Section
E: John.Dufour@TxDMV.gov O: 512-465-4080

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From: BT C [REDACTED] >
Sent: Friday, May 17, 2024 12:15 PM
To: Dufour, John <John.Dufour@txdmv.gov>
Subject: Re: Lemon Law complaint# [REDACTED]

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The car continued frustrating me with the company's inability to fix the issue no matter what they did. When the dealership offered me \$27,000 for the vehicle I quickly sold it.

They were still working on repairing it.

[REDACTED]

On May 17, 2024, at 9:44 AM, Dufour, John <John.Dufour@txdmv.gov> wrote:


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Thank you,

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Texas Department of Motor Vehicles
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From: Garcia, Brandy <Brandy.Garcia@txdmv.gov>
Sent: Thursday, May 23, 2024 1:41 PM
To: BT C; Gregory, Anthony (A.); Shaw, Sue-Ann (S.)
Cc: Dauphinais, Denyse; Hubbard, Kelly
Subject: [REDACTED], Complainant v. FORD MOTOR COMPANY, Respondent
Attachments: [REDACTED] - Order No. 1 Dismissing Case.pdf

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

Good afternoon,

Attached please find a copy of Order No. 1: Dismissing Case issued today by the Hearings Examiner for the above-referenced case.

Thank you.

Brandy Garcia || Legal Secretary
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

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 09-18-2023 CLOSED: 09-18-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Olathe Ford
PA CODE: 05238 DLR SALES CODE: 53717 REGION: C4 ZONE: C4A
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 22,340
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS:
CITY STATE ZIP COUNTRY: | | |
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Collision Avoidance | Flashes
ANALYST NAME: Peyton Hinshaw OPEN ANALYST NAME: Che'Rai Laster
COMMENTS:
2023-09-18 15:25:41

Cust: I dropped me car off for this reason last Thursday. The camera fault and pre-collision assist warnings first started occurring occasionally, sometimes it occurred while BlueCruise was engaged and let me tell you, driving with one pedal feature turned on relaxed, when all of a sudden the front camera acts up and disengages BlueCruise while traveling 70mph on a busy highway IS DANGEROUS!!!!
Anywho, the front camera fault permanently came on a couple of weeks ago which disables most safety features. I checked the wiring and found no issue. So my car sets at the dealer waiting to be fixed. Purchased the car about six weeks ago, have not enjoyed BlueCruise with my limited 90 day trial and suspect that Ford is going to try and charge me \$2100 for a new subscription despite the car being a Job 1 2021 which only has BC 1.0.

Ford: Good afternoon. Could you privately message us with your VIN and dealer info so I can look into this camera fault concern? Thanks!

Cust: Regarding your request from the following post:<https://www.macheforum.com/> [REDACTED]

VIN #: [REDACTED]

Dealership: Olathe Ford

I originally dropped my vehicle off on Thursday 9/7/23. Vehicle was picked back up on 9/15/23 after performing TSB 23-2040 and was deemed fixed by the dealer. Today, 9/17/23, Front camera fault, pre collision assist not available messages started appearing again. I have reached out to my service advisor making him aware and have asked what is next.

I need to point out to Ford a very dangerous situation that has occurred twice as a result of these error message that pop up. In both cases, I had BlueCruise engaged. When BC is engaged, and when these errors pop up on my driver display, BC disengages without warning. I use the one pedal driving feature which engages as well. Today, while driving northbound on [REDACTED] highway in Overland Park, KS. the various error messages popped up which abruptly disengaged BlueCruise. I was on a narrow bend of the highway which resulted in me nearly sideswiping another vehicle. As I was gaining control of the vehicle one pedal was rapidly decelerating the vehicle nearly causing another vehicle to rear end me. I am very concerned about the safety of my family in this vehicle now. I wish not to explore this as a legal concern at this time but I need someone from Ford to understand the seriousness of this situation and work with my dealership to have it corrected as soon as possible.

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 22340
-Your full name [REDACTED]
-Vehicle owner's full name and your relation (if applicable) Same
-Zip code [REDACTED]
-Mobile or home phone number (please specify) Mobile - [REDACTED]
-Email [REDACTED]
-Preferred method of contact: Email

Ford: Thank you for the info, [REDACTED] I'm in the process of creating a case for you in our system. Just for clarification, are you currently experiencing any other concerns with your Mach-E?

Cust: My issue that prompted the forum post as described in my initial DM with you is my only major issue/concern at this time. Regarding the error messages that are popping up:

9/15: No error messages after picking up from dealer.

9/16: No error messages

9/17: Front camera fault, pre collision assist not available, rear brake assist not available error messages popped up about a dozen times. Each time after a few minutes the warning light indicator in the bottom left corner of the driver's display disappeared. Each time this error occurs I also lose BlueCruise, and lane keep assist.

9/18: No error messages so far.

This is how the issue originally started about five weeks ago when I made my initial appointment with Olathe Ford. These errors would pop up and then go away while driving. Around August 20th the error messages stopped going away and simply displayed every time I turned the car on. I suspect what is happening now will eventually end up the same way.

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 EV support team. The EV Team will have the resources needed to best assist you and your dealership regarding your situation. Once the case has been fully reviewed, the EV Team will reach out to you through your preferred contact method within a few business days to assist you.

Your case number is [REDACTED].

2023-09-18 20:36:13

FCR we do not give trials for blue cruise.

2023-09-29 19:48:29

CUST HAS NOT RECEIVED CXS CONTACT:

Cust: I have not heard from anyone at Ford Corporate regarding my case. My local dealer continues to keep me up to date but as of today my car has been in the shop 18 of the last 21 days.

Ford: Thanks for that update [REDACTED]. Please keep in contact with the Service Manager at your local Ford dealer, as they're in the best position to assist at this time. I will also add these notes to your case so your experience is fully documented with us. Thank you for reaching out to us here.

2023-10-02 14:07:38

CUST CONVO FROM DLR IN SCREENSHOT

Cust: Please add the following to my case. Documented communication from this past Monday to today. Little progress on my car. My frustration grows.

Ford: Hi [REDACTED], I will add this note to your case. I do have our entire conversation documented, so your experience will be on record in our system. Please keep in contact with your servicing dealership at this time.

2023-10-05 21:06:34

CUST UPDATE:

Cust: I finally received my car back from the dealership today. We will see over time if the issue was fixed. They replaced a lot of hardware. I did ask the dealership about my BlueCruise trial for which I have missed out on since the camera issue started back in mid- August. My connected services says my trial ends at the end of next month. My app says I have a one year subscription. Either way, I have lost 51 days of my trial, my car has missed two power up software updates while in the shop, and I have just started to experience version 1.0 of BlueCruise.

Ford: Thanks for the update, [REDACTED]. I will also add these notes to your case so your experience is fully documented with us. Thank you for reaching out to us here.

CASE ATTACHMENTS:
2023-10-02 14:07:38

Che'Rai Laster

[Screenshot \[REDACTED\].png](#)

Parts are here for your Mach E. Technician should start on repairs here soon. I will keep you updated.

Okay, thanks

You are welcome.

Tuesday • 3:43 PM

I start vacation tomorrow. Matt Dougan will be covering my tickets, and will contact you once your Mach E is ready.

Ok, thank you.

You are welcome.

Yesterday • 9:21 AM

This is Matt, I checked on your mech e, it is getting worked on right now. I will give you an update as soon as I hear anything from my tech

Okay, thanks

Yesterday • 5:01 PM

Hi Matt. I noticed my car was back outside of the shop. Do you know what the status or progress is?

I'm not sure. I know my was working on it earlier. I have not received any updates or finished paperwork. I will ask in the morning and see what i can find out.

5:35 PM

No progress today and no updates. For some reason my car has been moved to an unsecured shopping mall parking lot. Please advise.

I'm sorry about that. we are still working on getting it fixed correctly. We do have security that patrol our satellite lot as well as the main dealership lot. We had to move it so we

CASE NUMBER: [REDACTED] STATUS: Information Provided
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: Feedback | Product | Negative |
DEALER NAME: South Bay Ford Lincoln
PA CODE: 00359 DLR SALES CODE: 54100 REGION: W1 ZONE: WEA
VIN: [REDACTED] MODEL YEAR: 2023 MODEL: MUSTANG MACH-E MILEAGE:
BODY STYLE: K3S - MUSTANG MACH-E PREMIUM AWD 4DR
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: PLAYA DEL REY | CA | [REDACTED] | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Controls | UNKNOWN
ANALYST NAME: Valerie Gray OPEN ANALYST NAME: Valerie Gray
COMMENTS:
2023-10-04 15:54:31

Valerie Gray/vgray17@ford.com/ ex. 79473

IBC: Ford Pass Guide Rosalyn.
Would like to make compliant.
One issue is the Touch screen control. The interface is slow. Have to wait for seconds for the screen to pop up. It should be fast as lightening. Ford app pass does not work despite having the most recent version. Control dial controls the volume and the A/C. If the vehicle is put in reserve it disables the ability to control your A/C controls.
Blue cruise does not work all the time. Vehicle will make you put your hand on the wheel and there is no rhyme or reason why.

Next steps: none

FCR

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

2023-10-04 15:56:40

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 :
Part Number :
Dealer Name : South Bay Ford Lincoln
Dealer P&A : 00359
Dealer phone : 310-644-0211
VIN : [REDACTED]
Year : 2023
Make : FORD
Model : MUSTANG MACH-E
Mileage :
Engine Specification :
Transmission Specification : 1 SPD AUTO TRANS
Warranty Start Date : 2023-01-31
Open Recall/FSA: :

23P08DOOR CONTROL MODULE UPDATEESP : n/a
Hotline Contact : n/a
Warranty History : 1

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 10-05-2023 CLOSED: 11-20-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria
DEALER NAME: Capital Ford of Hillsborough
PA CODE: 00984 DLR SALES CODE: 21356 REGION: S2 ZONE: S2D
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 59,810
BODY STYLE: K1R - MUSTANG MACH-E SEL RWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: DURHAM | NC [REDACTED] | USA
HOME PHONE: [REDACTED]

SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Inoperative

ANALYST NAME: # fordprodprojectadvocate

OPEN ANALYST NAME: Tiffanie Hudson

COMMENTS:

2023-10-05 19:43:53

CUST: [REDACTED] DURHAMNC # [REDACTED] Email: [REDACTED]
[REDACTED] vin: [REDACTED] dlr: Capital Ford in Hillsboro NC SA:
Joncarlo Concern: Pre collision assist adv that it is going to cost 4K to replace the system. Meets FLP: y clv:
83 wsd: 5/15/2021 m: 59,811 I adv I will need to get the repair order information to know what may be
available. Next Steps: call the DLR Ford Motor Company @ Customer Relationship Center – BEV
Concern Team THUDSO60@ford.com | www.ford.com office: 1-866-631-3788 ext. Mon-Fri | 9:30 AM-
6:00PM

2023-10-05 21:00:26

OBC SA: Joncarlo Email: Gianncarlo.Monterrosa@capitalfordhillsborough.com Warrant able repair: YES
Estimate for parts and labor: \$3,800 including module and camera (NEED WARRANTY RATES) DIAG: TSB
23-2155 Replacing Camera Path to repair: yes ETA: N/A, over 10 days RO number: 185310 RO line: a
Open date : September 20 Mileage repair opened: 59,810 Part number: cords: lj8z14d202w, lj8z14d202u,
camera: ml3z19h406b, Module: lj8z19h405j Does not labor est for warranty rates, SM is out currently be
back tomorrow Next Steps: send recap email to CUST/ SA Ford Motor Company @ Customer
Relationship Center – BEV Concern Team THUDSO60@ford.com | www.ford.com office: 1-866-631-3788
ext. Mon-Fri | 9:30 AM-6:00PM

2023-10-05 21:33:38

Email sent to the CUST: Good Afternoon, This is Tiffanie from Ford Motor Company. I will be your point of
contact throughout this process. I will be partnering with the dealership to resolve your concern. Due to the
repair process having 3 different stages of repair with the vehicle being second process which would be
replacing the camera. If the concern does not resolve the would then replace the module. I will have to get the
final repair cost to know how much Ford can assist with. The dealership is waiting for your approval to
proceed with the repairs. Our follow up is set for Tuesday. I will be communicating with Gianncarlo to get
more financial details.

2023-10-05 21:38:27

Email sent to SA: Good Afternoon, This is Tiffanie from Ford Motor Company. I am recontacting for the
Repair order information. We spoke earlier about [REDACTED] Mach-E pre-collision issues. Needed
information: Warranty Rates for labor and parts: What will the final cost be? I have reached out to
[REDACTED] to inform about the next steps. I also reassured that you are advocating on her behalf to assist.
Thank you for being apart of the Ford Family. Sincerely,

2023-10-09 17:51:25

Reply from the CUST: Hello Tiffanie - thank you for this email! I am not comfortable with going ahead with
the additional repairs until we know how much Ford would be willing to cover. If it's a small amount, we can't
afford to pay the larger part - we're already at \$2100 for the first stage of the repair process and even this is
more than we can afford right now. Unless Ford can pay a significant amount of the total, we don't want to do
the repair at this time. Did Giancarlo give you the updated estimate? He told me that it would be \$300 for the
camera (stage two) and approximately \$1000 for the module replacement (stage 3, if replacing the camera
doesn't work). Thank you [REDACTED]

2023-10-09 18:15:51

Outbound Email to CUST: Good afternoon [REDACTED], I understand the concern with the cost of the
repair can be costly. I would not be able to provide an estimate until the dealership is able to perform the
repair for the camera to know if the module may need to be replaced also, this would determine the final cost
repair. I do apologize for the inconvenience. I as your agent will be with you through this process. I also
have access to text you on your cell phone now if that may be easier for our follow-ups. Thank you for
being apart of the Ford Family. Have

2023-10-09 20:53:36

OBC Capital Ford GiannCarlo: SA LVM about thee warranty rates being needed will send portal message
and email to SM Next Steps: safety net Ford Motor Company @ Customer Relationship Center – BEV
Concern Team THUDSO60@ford.com | www.ford.com office: 1-866-631-3788 ext. Mon-Fri | 9:30 AM-
6:00PM

2023-10-09 21:13:21

Email sent to SA and SM

Good Afternoon,

This is Tiffanie from Ford Motor Company. I am working with Mr [REDACTED] on behalf of a mutual cust Ms.
[REDACTED] for her Mach-E. VIN: [REDACTED] I am trying to get a warranty rate for the labor
and parts. The case number is in the subject. Please reply at your earliest convenience.

Thank you for being apart of the Ford Family. Have a blessed day

CUST REACHED OUT VIA FORUM REGARDING FINANCIAL ASSISTANCE FOR PRE COLLISION ISSUES:

Cust-

Over the past 18 months, I've taken my car to Capitol Ford in Hillsborough, North Carolina, three times. Each time I've had the same issue: when I have the cruise control on and am driving, if I hit a bump, the camera will stop working and the fault alert pops up in my app and on the small screen in the car.

The first time, Capitol had the car for 2-3 weeks and fixed it (I'm not sure what steps they took at this time)... but it started happening again a couple of months later. I did not pay for that service.

The second time, I was told that it was a software issue and they had reset it. It didn't happen for a month or so, but then it started to happen again with increasing frequency, to the point where it would fault out every time I drove it and used the cruise control. I did not pay for that service either.

This third time, the rep (Giancarlo) said that since I was over 36,000 miles, the parts were out of warranty and we would have to pay for them. He said the first step would be to replace the coaxial cables, which would cost \$2100. We approved this and Giancarlo reported that they did that, but it still didn't fix the problem. He said the next step would be to replace the camera, which would cost around \$300; if that didn't work, the final step would be to replace the module, which would be about \$1000. We did not approve that, and reached out to the customer relationship line to see if we could get financial assistance. Tiffanie Hudson at the CRL said that we could, but that until the total cost of the repair was completed, she could not tell me how much they could give us.

At this point, I owe about \$26,000 on the car, and the Kelly Blue Book value is \$19-22,000, so we decided to authorize the camera replacement and ultimately the module replacement if necessary. However, based on the way the rest of this has gone, I expect that the camera replacement "won't work" and we'll be replacing the module too. I'm a teacher, and this amount of money is INSANE for a brand new car that's been having the same issues for 18 months. Giancarlo and Tiffanie have been very nice, and I know they're doing their jobs, but this is ridiculous and all I want to do now is get rid of the car I have loved for two and a half years. I feel ripped off and scammed - there's no reason that a 2021 vehicle should cost this much, even if I do have 59,811 miles on it.

The VIN number is [REDACTED]. Can you help?? You'll be a hero if so!

Ford-

Thanks for getting back with me, [REDACTED]. 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-

I'm the owner, and my full legal name is [REDACTED].

The mileage is 59,811 as of 1:41 PM EST today. It's at Capitol Ford now so they may drive it to test the camera, but I don't know for sure.

My zip code is [REDACTED].

My email address is [REDACTED] and my phone number is [REDACTED]

Ford-

I appreciate you confirming that info. Just to clarify, have any repairs already been performed and paid for in regards to your pre-collision/camera concerns during this third visit?

Cust-

As far as I know, the coaxial cables (step one, according to Giancarlo) have been replaced, but we haven't paid for them yet since that repair didn't solve the problem, so they're moving on to step two and a larger payment when we do finally get the car back.

Ford-

I have checked on the case you have had created with our Phone Team [REDACTED] and I do see that it has been escalated to our EV Team for further review. The EV Team will have the resources needed to best assist with your Mach-E's repairs and will be able to determine if there are any coverage options available for these pre-collision issues. Once your case has been fully reviewed, they will reach out to you with more information. I also have added our conversation to the case notes so it can be seen you spoke with us here about this issue as well.

If you have any further questions, we recommend reaching out to the Service Manager at Capital Ford. The case has been assigned to them as well so they will be in the best position to further assist you, and can provide case updates as they develop.

2023-10-13 21:31:44

OBC Capital Ford of Hillsborough [REDACTED] called 2x SA: Tim will send me the part info via email. I provided my email Email sent to CUST: Good afternoon, Good afternoon, I just want to follow up with you this afternoon as promised. I am still waiting on the pricing from the dealership I did recontact them today. I am still waiting for the service advisor to email me the pricing for the labor and the parts. Thank you so much for your patience and understanding. Our next follow up will be Wednesday 18th if I receive an update earlier, I will most definitely reach out to you again if you have any other questions or concerns in between time feel free to follow back up with me. Also, would you like to opt in to receive text message updates to your cellular device at [REDACTED] Next Steps: FU next wed Ford Motor Company® Customer Relationship Center – BEV Concern Team THUDSO60@ford.com | www.ford.com office: 1-866-631-3788 ext. Mon-Fri | 9:30 AM-6:00PM

2023-10-16 14:19:04

Email reply from CUST: Thank you for your update [REDACTED]. The one thing we know for sure through this process is that you have been extremely helpful and very kind while we grow more and more frustrated with the situation. I'm so glad to have you on our case! Please do text me updates at that number whenever you have them. At this point I just want my car back – it's been weeks now and while I totally support the idea of a vacation, it seems like any active repairs at the dealership should have been handed out to someone else for them to handle while our advisor is away. Like I said, you've been the bright spot in this whole ordeal, and we appreciate you so much. Ford Motor Company® Customer Relationship Center – BEV Concern Team THUDSO60@ford.com | www.ford.com office: 1-866-631-3788 ext. Mon-Fri | 9:30 AM-6:00PM

2023-10-18 22:23:50

obc GianCarlo [REDACTED] DLR was closed will recontact Will send email to both DLR and CUST to reach about inputting the EST and how much ford can assist with. parts amount : LJ8Z*14D202*W - 110.26 LJ8Z*14D202*U -14.04 labor amount: MT 3.0 @162.85 - 488.55 total : 612.85 Ro : 185310 line # A open date : 09/20/2023 mileage: 59810 Next Steps: FU tomorrow Ford Motor Company® Customer Relationship Center – BEV Concern Team THUDSO60@ford.com | www.ford.com office: 1-866-631-3788 ext. Mon-Fri | 9:30 AM-6:00PM

2023-10-18 22:28:49

Email sent to CUST: Good evening, I have received some repair information from [REDACTED]. I will recontacting you tomorrow about the ford share of the repair cost and to speak about any other questions you may have. Warmest regards, [REDACTED]

2023-10-19 20:23:48

OBC
sa:GianCarlo
Gianncarlo.monterrosa@capitalhillsborough.com
RO:
part number: [REDACTED]

total parts: 223.51
total labor:1791.35
total cost: 2210.98 with taxes and supplies
without -2014.86
151.12 taxes
\$45 shop

CUST share 926.94
Ford Share 1132.92

OBC
cust: [REDACTED]
CUST accepts offer
CUST is aware that the repair cost may change in the event that the module will also need to be replaced.

Tuesday 10/24

Next Steps: FU 10/24
Ford Motor Company ®
Customer Relationship Center – BEV Concern Team

THUDSO60@ford.com | www.ford.com
office: 1-866-631-3788 ext.
Mon-Fri | 9:30 AM-6:00PM

2023-10-24 18:38:05 sent email to SA about cust accepting offer and if there is an update currently. OBC sent txt message to CUST about the next steps. Next Steps: FU 10/30 Ford Motor Company ® Customer Relationship Center – BEV Concern Team THUDSO60@ford.com | www.ford.com office: 1-866-631-3788 ext. Mon-Fri | 8:00AM-4:30PM

2023-10-27 21:23:10 obc Capital Ford of Hillsborough 9197328118 Giancarlo will send me the email about the P11 > he could not speak currently when contacting him SMS to CUST about repair Next Steps: FU Tuesday FOR recap Ford Motor Company ® Customer Relationship Center – BEV Concern Team THUDSO60@ford.com | www.ford.com office: 1-866-631-3788 ext. Mon-Fri | 8:00AM-4:30PM

2023-10-27 21:44:36 outbound email sent to cust: I have received some repair information from Mr. GianCarlo. I will recontacting you tomorrow about the ford share of the repair cost and to speak about any other questions you may have.' Ford Motor Company ® Customer Relationship Center – BEV Concern Team THUDSO60@ford.com | www.ford.com office: 1-866-631-3788 ext. Mon-Fri | 8:00AM-4:30PM

2023-10-30 22:14:03 OBC to Offer GWG to CUST and confirm the repair is satisfactory answer LVM Next FU WED #: [REDACTED] Premiumcare offer Next Steps: FU wed Ford Motor Company ® Customer Relationship Center – BEV Concern Team THUDSO60@ford.com | www.ford.com office: 1-866-631-3788 ext. Mon-Fri | 8:00AM-4:30PM

2023-11-06 19:58:48 OBC GianCarlo LVM for CUST P11 trying tp provide and left my contact information ANNA HARRISON [REDACTED] LVM about premium care used GWG and to take the survey regarding her experience with me . Will also send an email. Next Steps: send recap email and safety net Ford Motor Company ® Customer Relationship Center – BEV Concern Team THUDSO60@ford.com | www.ford.com office: 1-866-631-3788 ext. Mon-Fri | 7:30AM-4:00PM

2023-11-06 21:11:18 RECAP email sent to CUST with brochure of the coverage Good Afternoon, I attempted to contact you via phone . I left a Voicemail . I was reaching out to confirm that your repairs are satisfactory and also to offer a PremiumCare plan for your vehicle for service for free. This will be a complimentary program due to you being such a loyal customer. The offer is good for 30 days. Also our case is coming to a resolution there will be a email survey about your experience with me .Would you mind taking it? Next Steps: safety net Ford Motor Company ® Customer Relationship Center – BEV Concern Team THUDSO60@ford.com | www.ford.com office: 1-866-631-3788 ext. Mon-Fri | 7:30AM-4:00PM

2023-11-09 19:55:31 OBC #:9197328118 Sa: GianCarlo MSPA547603 > p11 provided code to SA FU with CUST [REDACTED] I adv to the cust the case will be coming to a close. I asked CUST to take survey regarding her experience with me it will be via email . Offer is good for 30 days for Premiumcare plan. Next Steps: send safety net , close case Ford Motor Company ® Customer Relationship Center – BEV Concern Team THUDSO60@ford.com | www.ford.com office: 1-866-631-3788 ext. Mon-Fri | 7:30 AM-4:00PM

2023-11-09 19:58:14

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 :
Part Number : lj8z14d202w
Dealer Name : Capital Ford of Hillsborough
Dealer P&A : 00984
Dealer phone : 9197328118
VIN : [REDACTED]
Year : 2021
Make : FORD
Model : Mustang Mach-E
Mileage : 59810
Engine Specification :
Transmission Specification : 1 SPD AUTO TRANS
Warranty Start Date : 2021-05-15
Open Recall/FSA :
ESP :
Hotline Contact :
Warranty History :

2023-11-20 14:55:22

Safety Net*

NEXT STEPS: FOR CXS: Approved to Close Case

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

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 10-09-2023 CLOSED: 11-08-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Olathe Ford
PA CODE: 05238 DLR SALES CODE: 53717 REGION: C4 ZONE: C4A
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 22,340
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: OLATHE | KS [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Powertrain Malfunction (wrench image) | Stays On
ANALYST NAME: Shana Noble OPEN ANALYST NAME: Che'Rai Laster
COMMENTS:

NEW CONCERN:service vehicle soon and high voltage battery warning messages.

Cust:I now have a new issue with a service vehicle soon along with a high voltage battery warning message. Do I need a new case opened or can this existing case be used to continue my ongoing issues with my vehicle??

PREV CASE WAS [REDACTED] forFront camera fault, pre collision assist.

Cust: I dropped me car off for this reason last Thursday. The camera fault and pre-collision assist warnings first started occurring occasionally, sometimes it occurred while BlueCruise was engaged and let me tell you, driving with one pedal feature turned on relaxed, when all of a sudden the front camera acts up and disengages BlueCruise while traveling 70mph on a busy highway IS DANGEROUS!!!! Anywho, the front camera fault permanently came on a couple of weeks ago which disables most safety features. I checked the wiring and found no issue. So my car sets at the dealer waiting to be fixed. Purchased the car about six weeks ago, have not enjoyed BlueCruise with my limited 90 day trial and suspect that Ford is going to try and charge me \$2100 for a new subscription despite the car being a Job 1 2021 which only has BC 1.0.Ford: Good afternoon. Could you privately message us with your VIN and dealer info so I can look into this camera fault concern? Thanks!

Cust: Regarding your request from the following post:<https://www.macheforum.com> [REDACTED]

VIN [REDACTED]

Dealership: Olathe Ford

I originally dropped my vehicle off on Thursday 9/7/23. Vehicle was picked back up on 9/15/23 after performing TSB 23-2040 and was deemed fixed by the dealer. Today, 9/17/23, Front camera fault, pre collision assist not available messages started appearing again. I have reached out to my service advisor making him aware and have asked what is next.

I need to point out to Ford a very dangerous situation that has occurred twice as a result of these error message that pop up. In both cases, I had BlueCruise engaged. When BC is engaged, and when these errors pop up on my driver display, BC disengages without warning. I use the one pedal driving feature which engages as well. Today, while driving northbound on US 69 highway in Overland Park, KS. the various error messages popped up which abruptly disengaged BlueCruise. I was on a narrow bend of the highway which resulted in me nearly sideswiping another vehicle. As I was gaining control of the vehicle one pedal was rapidly decelerating the vehicle nearly causing another vehicle to rear end me. I am very concerned about the safety of my family in this vehicle now. I wish not to explore this as a legal concern at this time but I need someone from Ford to understand the seriousness of this situation and work with my dealership to have it corrected as soon as possible.

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 mileage22340
-Your full name [REDACTED]
-Vehicle owner's full name and your relation (if applicable)Same
-Zip code [REDACTED]
-Mobile or home phone number (please specify)Mobile - [REDACTED]
-Email [REDACTED]
-Preferred method of contact:Email

Ford: Thank you for the info, [REDACTED] I'm in the process of creating a case for you in our system. Just for clarification, are you currently experiencing any other concerns with your Mach-E?

Cust: My issue that prompted the forum post as described in my initial DM with you is my only major issue/concern at this time. Regarding the error messages that are popping up:

9/15: No error messages after picking up from dealer.

9/16: No error messages

9/17: Front camera fault, pre collision assist not available, rear brake assist not available error messages popped up about a dozen times. Each time after a few minutes the warning light indicator in the bottom left corner of the driver's display disappeared. Each time this error occurs I also lose BlueCruise, and lane keep assist.

9/18: No error messages so far.

This is how the issue originally started about five weeks ago when I made my initial appointment with Olathe Ford. These errors would pop up and then go away while driving. Around August 20th the error messages stopped going away and simply displayed every time I turned the car on. I suspect what is happening now will eventually end up the same way.

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 EV support team. The EV Team will have the resources needed to best assist you and your dealership regarding your situation. Once the case has been fully reviewed, the EV Team will reach out to you through your preferred contact method within a few business days to assist you. Your case number is [REDACTED]

Cust: I have not heard from anyone at Ford Corporate regarding my case. My local dealer continues to keep me up to date but as of today my car has been in the shop 18 of the last 21 days.

Ford: Thanks for that update, [REDACTED]. Please keep in contact with the Service Manager at your local Ford dealer, as they're in the best position to assist at this time. I will also add these notes to your case so your experience is fully documented with us. Thank you for reaching out to us here.

Cust: Please add the following to my case. Documented communication from this past Monday to today. Little progress on my car. My frustration grows.

Ford: [REDACTED], I will add this note to your case. I do have our entire conversation documented, so your experience will be on record in our system. Please keep in contact with your servicing dealership at this time.

Cust: I finally received my car back from the dealership today. We will see over time if the issue was fixed. They replaced a lot of hardware. I did ask the dealership about my Bluecruise trial for which I have missed out on since the camera issue started back in mid- August. My connected services says my trial ends at the end of next month. My app says I have a one year subscription. Either way, I have lost 51 days of my trial, my car has missed two power up software updates while in the shop, and I have just started to experience version 1.0 of BlueCruise.

Ford: Thanks for the update [REDACTED]. I will also add these notes to your case so your experience is fully documented with us. Thank you for reaching out to us here.

2023-10-09 14:40:01

IBC- BEV CHAT (CXS) Creg Givens/ext. 79720 IBC from CHAT [REDACTED] PHONE [REDACTED] EMAIL [REDACTED] MILEAGE:22340 CXS was advised by CUST I now have a new issue with a service vehicle soon along with a high voltage battery warning message CUST SEEKING NEXT STEPS: NOTATE IN GCCT / CONTACT CUST/DLR VIN# [REDACTED] Issue?HIGH VOLTAGE BATTERY VEH.at the Dealership: YES Year of VEH: 2021 Mileage:22340 CLV:N/A Meets FLP Guideline: NO Transfer to Concern: YES Concern Agent Name: CREG GIVENS Reason for Concern: REPAIR ASSISTANCE Ford Motor Company® Battery Electric Vehicle Concern Advocate – BEV Team Creg Givens CGIVENS9@ford.com | www.ford.com Office: PV-1-866-631-3788 BEV- 5718315352 ext. 79720 ***IF CUSTOMER CALLS BACK PLEASE FURTHER ASSIST WITH CASE PROGRESSION OR GET CUSTOMER OVER TO A CONCERN AGENT***

2023-10-09 14:45:31

EMAIL TO CUST Hello Mr. [REDACTED] Thank you for contacting Ford Motor Company and allowing us to assist you with your VEH. Partnering with DLR, I am glad we were able to address your issues, while keeping you updated throughout the process. Your repair was completed 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 % because you are such a loyal customer. 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 79720 or by email at CGIVENS9@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 in the subject line of this e-mail for a quicker response. Thank you for being a valued customer and a part of the Ford family. Creg Givens Ford Motor Company® Battery Electric Vehicle Team – BEV Agent CGIVENS9@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79720

2023-10-09 15:16:56

Email from cust

I appreciate the email. I was relieved to get my Mach E back from the dealer after spending 28 days at the dealership last Thursday. Sunday at approximately 1:10pm local time, 72 hours after picking it up from the dealer, I received a service vehicle soon message along with a wrench icon and vehicle exclamation icon on my driver's display. My car is operating at reduced power, and I have the following error messages in my Ford Pass App:

Furthermore, communication with other members who have the ability to provide me with any codes that have been generated by my vehicle indicate that code P0ADA has been thrown by my vehicle which calls for TSB 23-2257 to be performed on my vehicle. This would involve the replacement of my HVBJB which I now know is a common occurrence with the Mach E.

I have reached out to my service advisor at Olathe Ford who just indicated to me that he would be talking with his dispatch team to determine the next step.

As you could imagine, my ownership of this vehicle has been nothing short of a nightmare which is so unfortunate as I have been a loyal Ford owner for decades owning eight different Ford models. My family, friends, coworkers and neighbors wonder why I have been coming and going with various Ford vehicles while my car is in the repair shop again is not only embarrassing but I have zero confidence in recommending a Ford product to others at this time.

I do not know what to expect next but my guess is that I will be without my vehicle again for an extended period of time. I'll be making my second car payment soon for a vehicle that I have hardly driven. After getting my car back last week, My dark humorous side was complaining about the fact that I had zero use time of my 90 day trial period for BlueCruise which expires November 26th. The fact that my car still has BlueCruise 1.0 and I had no expectation to try out version 1.3 before Ford asks me for an absurd amount of money to continue the subscription. At this point, I really don't care as I have lost all confidence in the reliability of this particular vehicle. I won't even begin to mention my wife's level of frustration as she has a much lower tolerance for patience. She is the primary driver of the vehicle. I've managed to keep her out of the discussion but this latest issue may send her over the edge.

Best regards,

[REDACTED]

2023-10-09 15:31:42

OBC- BEV call (CXS) Creg Givens/ext. 79720 OBC TO CUST/DLR Olathe Ford Service PHONE:(913) 808-2494 Next Follow up Date: 10/11/2023 VOR Reason: NO CLEAR PATH TO REPAIRS R.O. O/C DATE:N/A CXS was advised by CUST BRET (SA) HAS ADVISE CUST THAT EV TECH WOULD BE OUT FOR TRAINING UNTIL NEXT TUESDAY OBC TO DLR- NO ANSWER NEXT STEPS: NOTATE IN GCCT VIN# [REDACTED] Issue?HIGH VOLTAGE BATTERY VEH.at the Dealership: YES Year of VEH: 2021 Mileage:22,340 CLV:N/A Meets FLP Guideline: NO Concern Agent Name: CREG GIVENS Reason for Concern: REPAIR ASSISTANCE Ford Motor Company® Battery Electric Vehicle Concern Advocate – BEV Team Creg Givens CGIVENS9@ford.com | www.ford.com Office: PV-1-866-631-3788 BEV- 5718315352 ext. 79720 ***IF CUSTOMER CALLS BACK PLEASE FURTHER ASSIST WITH CASE PROGRESSION OR GET CUSTOMER OVER TO A CONCERN AGENT***

2023-10-09 20:52:31

Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : n/a Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : - Part Number : - Dealer Name : Olathe Ford Dealer P&A : 05238 Dealer phone : (913) 808-2494 VIN : [REDACTED] Year : 2021 Make : FORD Model : Mustang Mach-E Mileage : 22340 Engine Specification : ELECTRIC MOTOR #5 Transmission Specification : 1 SPD AUTO TRANS Warranty Start Date : 2021-09-14 Open Recall/FSA : none ESP : 84/75,000 PREMIUMCARE EV W/ROADSIDE Hotline Contact : none Warranty History : GSAR Claim KeyTrx CodeTime In ServiceLabor HoursDealershipDIST (Miles)Repair DatePrefixBaseSuffixDoc Details1536074121.1THOROUGHbred FORD165515-OCT-2021*7627009*704686A Customer CommentsCUSTOMER STATES THAT PASSERNGER REAR DOOR WILL NOT OPEN FROM THE INSIDE Tech CommentsVERIFIED CUSTOMERS CONCERN. RIGHT REAR DOOR WILL OPEN FROM THE EXTERIOR RELEASE, BUT NOT THE INTERIOR. PULLED CODES AND FOUND CODE U300:01 (CONTROL MODULE INTERNAL FAILURE) IN DCME. WAS DIRECTED TO REPLACE MODULE, HOWEVER THIS DOES NOT MAKE SENSE, SEEING AS HOW THE DCME IS FOR THE PASSENGER FRONT DOOR. REMOVED RIGHT REAR DOOR PANEL TO INSPECT CABLE. CABLE ATTACHED TO INTERIOR DOOR HANDLE BUT NOT ATTACHED TO DOOR LATCH. REMOVED DOOR LATCH AND PROPERLY SECURED CABLE TO DOOR LATCH. 27406B5 .6 27406B .3 12651D .2 DOOR NOW OPENS FROM THE INSIDE & OUTSIDE Details1557910TDM20THOROUGHbred FORD515-OCT-2021***698490C Customer CommentsC/S REFINISH PER ESTIMATE Tech CommentsREFINISHED PER ESTIMATE MISC OTHER FOR TOW IN AND OUT Details1557855TDM20THOROUGHbred FORD515-OCT-2021***698490B Customer CommentsC/S REPAIR PER ESTIMATE Tech CommentsREPAIRED PER ESTIMATE MISC OTHER FOR TOW IN AND OUT Details4257797E83104.4THOROUGHbred FORD1569720-JUN-2022*14G490*720075A Customer CommentsCUSTOMER STATES THE VEHICLE WILL SEND A ERROR MES

2023-10-11 16:31:30

OBC- BEV call (CXS) Creg Givens/ext. 79720 DLR Olathe Ford- BRET PHONE:(913) 808-2494 VIN:[REDACTED] EMAIL:N/A MILEAGE:22588 Next Follow up Date: 10/18/2023 CXS was advised by DLR NO ANSWER CXS LEFT DETAILED VOICE MESSAGE NEXT STEPS: NOTATE IN GCCT VIN#:[REDACTED] Issue?REPAIR VEH.at the Dealership: YES Year of VEH: 2021 Mileage:22588 CLV:N/A Meets FLP Guideline: NO Transfer to Concern: NO Concern Agent Name: CREG GIVENS Reason for Concern: REPAIR ASSISTANCE Ford Motor Company ® Battery Electric Vehicle Concern Advocate – BEV Team Creg Givens CGIVENS9@ford.com | www.ford.com Office: PV-1-866-631-3788 BEV- 5718315352 ext. 79720 ***IF CUSTOMER CALLS BACK PLEASE FURTHER ASSIST WITH CASE PROGRESSION OR GET CUSTOMER OVER TO A CONCERN AGENT***

2023-10-18 17:25:46

OBC CUST- BEV call (CXS) Creg Givens/ext. 79720 CUST/DLR [REDACTED] PHONE:(913) 808-2494 Olathe Ford VIN [REDACTED] EMAIL [REDACTED] MILEAGE:22,588 Next Follow up Date: 10-20-2023 CXS was advised by DLR EV TECH IS NOT AVAILABLE TODAY CXS REQUESTED SM WAS PROMPTED TO VOICE MESSAGE CXS LEFT DETAILED VOICE MESSAGE WITH SM ALSO CONTACTS CUST WITH DETAILS RECEIVED NEXT STEPS: NOTATE IN GCCT VIN [REDACTED] Issue?REPAIR UPDATE VEH.at the Dealership: YES Year of VEH: 2021 Mileage:22,588 CLV:N/S Meets FLP Guideline: NO Transfer to Concern: NO Concern Agent Name: CREG GIVENS Reason for Concern: REPAIR ASSISTANCE Ford Motor Company ® Battery Electric Vehicle Concern Advocate – BEV Team Creg Givens CGIVENS9@ford.com | www.ford.com Office: PV-1-866-631-3788 BEV- 5718315352 ext. 79720 ***IF CUSTOMER CALLS BACK PLEASE FURTHER ASSIST WITH CASE PROGRESSION OR GET CUSTOMER OVER TO A CONCERN AGENT***

2023-10-20 14:30:18

OBC - BEV call (CXS) Creg Givens/ext. 79720 DLR Olathe Ford PHONE:(913) 808-2494 VIN:[REDACTED] EMAIL:n/a MILEAGE:22,588 Next Follow up Date: 10/20/23 VOR Reason: tech assistance R.O. O/C DATE:n/a CXS was advised by DLR no answer CXS WILL DOCUMENT AND SEND PORTAL MESSAGE TO DLR LOCATION REQUESTING REPAIR DETAILS NEXT STEPS: NOTATE IN GCCT VIN [REDACTED] Issue?REPAIR UPDATE VEH.at the Dealership: YES Year of VEH: 2021 Mileage:22,588 CLV:N/S Meets FLP Guideline: NO Transfer to Concern: NO Concern Agent Name: CREG GIVENS Reason for Concern: REPAIR ASSISTANCE Ford Motor Company ® Battery Electric Vehicle Concern Advocate – BEV Team Creg Givens CGIVENS9@ford.com | www.ford.com Office: PV-1-866-631-3788 BEV- 5718315352 ext. 79720 ***IF CUSTOMER CALLS BACK PLEASE FURTHER ASSIST WITH CASE PROGRESSION OR GET CUSTOMER OVER TO A CONCERN AGENT***

2023-10-23 22:07:44

OBC to dlr @ (913) 782-0881 noone answered in service Proactive Roadside Customer Dealer Advocate Monica Ramos Mramos81@ford.com Office: 866.631.3788 ext. 79101 Efax:866.348.0500 Monday-Friday 7:00am-3:30pm CST

2023-10-24 15:20:42

EMAIL FROM CUST Good morning Creg, I received a text message from my service advisor this morning indicating that my vehicle would be ready sometime today. I appreciate your help in this matter and I am hopeful that this will be the last major issue that I will have to deal with. Since September 7th, my vehicle has been in possession of my dealership for 40 total days. I originally purchased the car August 12th 2023 from Thoroughbred Ford in Kansas City MO, and on August 19th the front windshield camera failed. For 19 days while I waited for my Sept 7th appointment I had no use of many safety features or BlueCruise as a result of the failure. In total, my vehicle has either been in the shop or has been driven with significant issues for 70 days and counting. I have made two car payments, and continued to pay for my Connected Service subscription without the use of my car. While monetary compensation is not something that I am seeking, I would like Ford to consider two requests: •Provide a BlueCruise subscription at no cost. My trial is set to expire in about 30 days and I have hardly been able to use the feature. My car has BlueCruise version 1.0 and I've not been given any indication that version 1.3 will be installed anytime soon. I'd be insulted if the requirement to continue to use a feature that I've hardly used is to pay Ford. •Extend my current PremiumCARE EV plan to 8 years 100K miles from 7 years 75K miles. I've lost quite a bit of confidence in Ford but reestablishing my trust in the company would begin with honoring these reasonable requests. Thank you, [REDACTED]

2023-10-24 16:47:48

EMAIL TO CUST Dear Mr. [REDACTED] As a loyal Ford customer, we will work diligently to address all concerns. I would like the opportunity to restore your faith in Ford and keep you as a loyal Ford customer. In reference to Case No. [REDACTED] Thank you for contacting and being a valued part of Ford Motor Company. I am you NEW your agent CREG GIVENS, I will work with you to bring the earliest possible resolution to your case, providing you with regular updates. With that mentioned I understand VEH repairs are complete and would like to clarify with you the satisfaction of VEH repairs and also Regarding your request to: Provide a BlueCruise subscription at no cost. My trial is set to expire in about 30 days and I have hardly been able to use the feature. My car has BlueCruise version 1.0 and I've not been given any indication that version 1.3 will be installed anytime soon. I'd be insulted if the requirement to continue to use a feature that I've hardly used is to pay Ford. Extend my current PremiumCARE EV plan to 8 years 100K miles from 7 years 75K miles. We can not extend ESP but can offer Ford Protect Maintenance Plan FOR YOUR INCOVINCES YOU MAY HAVE EXPERIENCED DURING TIME OF REPAIR Should you need to contact me, you may reach me directly at this email address or at 866-631-3788 on my extension 79720 If I'm unavailable, please leave me a detailed voice message and I will return your call as soon as possible. Note: If you do call back, please be prepared to provide your case number to enable quicker service. I appreciate you for contacting Ford and allowing us the opportunity to make this right and keep you as a loyal customer. Thank you again for providing me the opportunity to restore your faith in Ford, and for contacting Ford, we appreciate your loyalty and are committed to resolving your case as soon as possible.

2023-10-24 19:20:46 Thanks for your reply. I accept the offer for the maintenance plan. How long of coverage will Ford offer? I did not see a response regarding my request to provide a complimentary BlueCruise subscription. I hope that Ford will consider that as well. If not, I would kindly ask for some Ford Reward points to offset the \$2100 3 year subscription fee. [REDACTED] EMAIL FROM CUST

2023-10-24 19:21:36 Unfortunately we don't have the ability to manage subscriptions, Maybe try connected services but that's not a GWG that we can offer also we don't disburse Ford Pass Rewards points anymore, so I can Only offer the ESP EMAIL TO CUST

2023-10-24 19:27:04

2023-10-24 20:41:45 OBC to dlr to speak to SA Brett. He was unavailable.
OBC - BEV call (CXS) Creg Givens/ext. 79720 CUST [REDACTED] PHONE [REDACTED]
VIN [REDACTED] EMAIL [REDACTED] MILEAGE:22,588 Next Follow up Date: 10/27/23 VOR Reason: LENGTH OF REPAIR R.O. O/C DATE:N/A- 10-23-23 CXS was advised by CUST REPAIRS HAS BEEN COMPLETE VIA EMAIL NO CORRESPONDENCE FROM DEALER (SA) EMAIL SENT TO CUST CUST HAS EXCEPTED ESP GWG MORLEY 890438 NEXT STEPS: NOTATE IN GCCT VIN# [REDACTED] Issue?UPDATE VEH.at the Dealership: NO Year of VEH: 2021 Mileage:22,588 CLV:97 Meets FLP Guideline: YES Transfer to Concern: YES Concern Agent Name: CREG GIVENS Reason for Concern: REPAIR ASSISTANCE Ford Motor Company® Battery Electric Vehicle Concern Advocate – BEV Team Creg Givens CGIVENS9@ford.com | www.ford.com Office: PV-1-866-631-3788 BEV- 5718315352 ext. 79720 ***IF CUSTOMER CALLS BACK PLEASE FURTHER ASSIST WITH CASE PROGRESSION OR GET CUSTOMER OVER TO A CONCERN AGENT***

2023-10-27 19:08:31 EMAIL TO CUST Great good Evening Mr. [REDACTED] This is Creg Givens with Ford Motor Company As a loyal Ford customer, we are working diligently to address all concerns. I would like the opportunity to restore your faith in Ford and keep you as a loyal Ford customer. In reference to Case [REDACTED] Thank you for contacting and being a valued part of Ford Motor Company. I have submitted for the ESP to be equipped to your vehicles vin that should take affect 4- 5 business days I will contact for f/u on 11/3/23 to confirm Should you need to contact me, you may reach me directly at this email address or at 866-631-3788 on my extension 79720 If I'm unavailable, please leave me a detailed voice message and I will return your call as soon as possible. Note: If you do call back, please be prepared to provide your case number to enable quicker service. I appreciate you for contacting Ford and allowing us the opportunity to make this right and keep you as a loyal customer. Thank you again for providing me the opportunity to restore your faith in Ford, and for contacting Ford, we appreciate your loyalty and are committed to resolving your case as soon as possible.

2023-10-27 19:09:03 EMAIL FROM CUST You may have called me a couple of times today. I apologize, this week is a bit hectic at work and I do not have much free time on my schedule. Email communication will work best for me. If it was not you I apologize. Thanks, [REDACTED]

2023-10-31 14:23:06 MORLEY CASE: 890438

2023-11-08 20:01:50

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

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

2023-12-14 17:39:03 CUST HASN'T RECEIVED CONTACT:

Cust: Good morning. I have been trying to reach Creg Givens (cgivens9@ford.com) regarding an issue with my case referenced in the subject line of this message. I cannot seem to get a response since my original follow up email on December 6th. Ford issued a extended service plan for my car despite me already paying for one when I purchased it from the dealer. This newly issued ESP has less coverage and less features. Below is a screenshot of my original email as well as the attachments that I included in the email. I hope that someone can help me out here.

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:

- VIN
- 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
- Name and location of servicing Ford dealership

Cust: -VIN [REDACTED]
-Current mileage: 25812
-Your full name: [REDACTED]
-Zip code: [REDACTED]
-Mobile or home phone number [REDACTED] (Mobile)
-Email [REDACTED]
-Preferred method of contact: email
-Name and location of servicing Ford dealership: Olathe Ford

Ford: Good morning [REDACTED], thank your confirming that info. I will update the case notes with your most recent message so they're aware you are still attempting to return communication regarding your concern. In the meantime, we strongly recommend that you continue to keep in contact with your Service Manager at Olathe Ford as they are in the best position to assist you moving forward.

Cust: Thank you Rai. I am not having an issue with my car or with my Dealer. I'm also not in contact with my service advisor as there is not an issue with my car. This is an issue that Ford Corporate in Dearborn created when they issued an extended service plan for my vehicle despite that I had previously purchased one when I bought the car.

2023-12-14 19:53:59

Attachment sent by customer

CUST HASN'T RECEIVED CONTACT:

Cust: Thank you Rai. I am not having an issue with my car or with my Dealer. I'm also not in contact with my service advisor as there is not an issue with my car. This is an issue that Ford Corporate in Dearborn created when they issued an extended service plan for my vehicle despite that I had previously purchased one when I bought the car.

Cust: I still have not heard back from anyone at Ford Corporate. To make matters worse, my car has failed again. I am scheduled to take it back for Olathe Ford later this afternoon.

To recap:

Ford Corporate screwed up my previously purchased Extended Service Plan and replaced it with a shorter duration plan with less options.

I have tried for weeks to reach out directly to a Ford Corporate employee with no response.

My car is broken again and going back to the dealership.

Ford: Hi [REDACTED] please remain in contact with your servicing dealer at this time. I will go ahead and add your additional comments to the case so the escalation team is aware that you have reached out and are still awaiting contact. Thank you for reaching out to us here.

CASE ATTACHMENTS:

2023-10-09 14:00:21	Che'Rai Laster	Screenshot [REDACTED].png
2023-12-14 17:39:03	Che'Rai Laster	Screenshot [REDACTED].png



CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 10-13-2023 CLOSED: 10-13-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: IVT (In-Vehicle Technology) NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Inquiry | General/Miscellaneous | |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: MODEL YEAR: 2022 MODEL: MUSTANG MACH-E MILEAGE: 16,970
BODY STYLE: K1S - MUSTANG MACH-E SELECT AWD 4DR
LAST NAME FIRST NAME MIDDLE: |
ADDRESS:
CITY STATE ZIP COUNTRY: SAN PABLO | CA | | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Unintended/Unwanted Action
ANALYST NAME: Luceben Innocent OPEN ANALYST NAME: Luceben Innocent
COMMENTS:
2023-10-13 21:50:43

CUST SAYS - custs veh has received all the OTA updates but is having issues with the software and doesn't know what parts are causing the problems.

Cust is getting some issues with the Adaptive cruise control as it'll slam on the brakes and keeps repeating over and over again.

Cust states that the veh speeds up even though there are no signs stating that the speed has changed.

Custs states that its completely mystifying and he states that he's thankful that there's no rear-ending here. 16970

PER CUST DEALER SAYS - N/A

OTA CSR ADV - Informed the cust that in regard to adaptive cruise control there are ways to disable the feature and that we can also perform a key cycle/module reset in the time being.

Informed the cust that the purpose of the resets is to simply turn the vehicle off and on, like powering down a computer, and this'll most likely be the ones in which can resolve the issues.

RESOURCE USED - Aaf Article: Adaptive Cruise Control Features || OASIS || [ford.com/support/owners manual](https://ford.com/support/owners/manual) || Resetting the SYNC Module ||

RESOLUTION - close issue.

CASE ATTACHMENTS:

CASE NUMBER: STATUS: Canceled
 OPEN: 11-01-2023 CLOSED: 12-14-2023 BUSINESS UNIT NAME: Ford
 RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
 CASE CLASS LV 1234: Vehicle Concern | Buyback Request | California Vehicle |
 DEALER NAME: Serramonte Ford
 PA CODE: 05727 DLR SALES CODE: 72024 REGION: W2 ZONE: W2B
 VIN: MODEL YEAR: 2022 MODEL: MUSTANG MACH-E MILEAGE: 23,804
 BODY STYLE: K2S - MUSTANG MACH-E CAL RT1 AWD 4DR
 LAST NAME FIRST NAME MIDDLE: | |
 ADDRESS:
 CITY STATE ZIP COUNTRY: | | |
 HOME PHONE:
 SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Disengage/Dropout
 ANALYST NAME: SYSTEM OPEN ANALYST NAME: Kiara Williams
 COMMENTS:
 2023-11-01 17:38:01 Case Number : [REDACTED] Customer : KRADLE2 Business Phone : [REDACTED] Home Phone : [REDACTED]
 NA Mobile Phone : [REDACTED] LTV Score : NA Vehicle Purchase Status : Original Owner Ford Credit
 Contract Number : NA Part Number : NA Dealer Name : Towne Ford Sales Dealer P&A : 07851 Dealer phone : 650-366-5744 VIN : [REDACTED] Year : 2022 Make : FORD Model : MUSTANG MACH-E
 Mileage : 23399 Engine Specification : ELECTRIC MOTOR #5 Transmission Specification : 1 SPD AUTO
 TRANS Warranty Start Date : 2022-08-23 Open Recall/FSA : 22B28 REPROGRAM HVAC CONTROL
 MODULE 23B50 CHARGE CORD STUCK REPROGRAM BATTERY CHARGE CONTROL MODULE 23S56
 HIGH VOLTAGE BATTERY JUNCTION BOX HVBJB REPLACEMENT AND POWERTRAIN CONTROL
 MODULE PCM, BATTERY ENERGY CONTROL MODULE BECM, AND SECONDARY ON-BOARD
 DIAGNOSTIC CONTROL MODULE C SOBDMC SOFTWARE UPDATE ESP : USA 2022 NEW 72/85,000
 PREMIUMCARE W/ROADSIDE/USA 2022 6 YEAR DENTCARE Hotline Contact : NA Warranty History :
 76325022S4100.6TOWNE FORD SALES808-JUL-2022***34434301 Customer Comments22S41 MAIN HV
 CONTACTOR WELDING Tech CommentsPERFORMED UPDAT 22S41 REPROGRAMMED PCM, SOBDM,
 BECM AND SOBDMC
 2023-11-01 17:56:16 Inbound call from cust: [REDACTED] 2022 FORD MACH E 23,399 [REDACTED]
 Cust stated that his blue cruise randomly stops working at random times /He uses the one pedal drive and
 turn it off and it still happens/He stated he believes the veh has a safety concern and it has been to 3
 different dealerships /The last time it was at the dlr was a month ago / He is seeking a Buyback / the door
 hinge also has interior damage /He plans to take veh to Saramonte Ford on 11/3 CXS: Asked questions
 needed for Buyback / Provided Buyback verbiage Next Step: FU with cust to provide Buyback update / see
 if he has taken veh to dlr on 11/3 Ford Motor Company @ Kiara Williams BEV Specialist kwill492@ford.com
 | www.ford.com Office: 866-631-3788 ext. 79530
 2023-11-02 11:04:36 TO RICHARD
 2023-11-02 18:17:59 Sent CXS an email asking to get a copy of the sales agreement showing the date the vehicle was purchased.
 2023-11-02 18:30:38 OBE to Kent Inouye (kentinouye@towneford.com) with Towne Ford asking him to send copies of all ROs
 including predelivery inspection. I will update GFR when they have been received.
 2023-11-02 18:31:54 OBE to SM Henry Bueno (HBueno@vtaig.com) @ Serramonte Ford asking that he send copies of all ROs. I
 will update GFR when they have been received.
 2023-11-02 18:34:02 OBE to JULIUS CHAVEZ (SM) jchavez@putnamauto.com> atPUTNAM FORD OF SAN MATEO asking for
 all ROs. I will update GFR when they have been received.
 2023-11-02 18:35:39 OBE to SM KEVIN BETTENCOURT KBETTENCOURT@VTAIG.COM>@ Frontier Ford asking for copies of
 all ROs. I will update GFR when they have been received.
 2023-11-02 18:57:33 Customer states that they have used Capital Ford for work. I called Capital Ford and spoke with SA Abbey.
 She checked every system they had and shows no record of this vehicle or customer ever having been to the
 shop there.
 2023-11-02 19:10:13 IBE fromBettencourt, Kevin v(SD) with Frontier Ford with RO. Updating GFR.
 2023-11-02 19:53:07 OBC to Kent Inouye (SM) @ Towne Ford asking him to send me all ROs he has for the vehicle including the
 predelivery inspection if possible. I left my name, contact # and email address.
 I will update the GFR when they have been received.
 2023-11-02 20:25:15 OBC to SERRAMONTE FORD left a voice mail for HENRY BUENO (SERVICE MANAGER) asked that he
 send me all ROs associated with this vehicle. Left my name, contact # and email address. I will update the
 GFR when ROs have been received.
 2023-11-02 20:39:21 OBC to Putnam Ford and spoke with SA Darryl. He states that the vehicle was not brought in by the
 customer, it was sent in by the body shop. Vehicle was hit in the rear and the auto driver was not functioning
 properly. Updating GFR

2023-11-02 20:52:45 OBE to CXS with accident questionnaire for the customer to complete.

2023-11-03 14:52:52 IBE from (SM) Bueno, Henry @SERRAMONTE FORD.I don't see any repair history in our store. Thank you

2023-11-06 14:58:48 OBE to CXS asking for an update on customer contact and accident questionnaire.

2023-11-06 22:39:14 Frontier Ford, Serramonte Ford and Capital Ford all have no record of this vehicle ever being in their shop

2023-11-07 16:51:20 Sent follow up email to assigned CXS asking if they have been in contact with the customer and verified if the vehicle has been in an accident. If it has, please have the accident questionnaire form completed buy the customer.

2023-11-07 17:28:40 Customer confirmed vehicle has been in an accident. Accident questionnaire attached.

2023-11-07 17:29:34 IBE from CSX with confirmation that vehicle was in an accident. Questionnaire has been attached to the case note.

2023-11-07 17:44:27 Vehicle owned by a business with 1 registered vehicle in CA as per buyback template.

2023-11-07 19:18:10 Case Analyst Review Complete. Transferring to TL for Review.

2023-11-09 21:03:06 OGC DIRECTIVE REGARDING ACCIDENT: PLEASE PROCEED

2023-11-09 21:07:20 Transferred to CCA for review

2023-11-09 21:48:53 OBC to cust: [REDACTED] Informed the cust that his BB is still processing / Cust has not taken his veh to the dlr because he stated the line was too long , but he will recontact them Next Step: FU with cust to provide Buyback update Ford Motor Company @ Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530

2023-11-09 21:56:48 CCA review in process.

2023-11-14 16:04:53 CCA review in process.

2023-11-16 15:36:20 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.

2023-11-16 15:39:17 COM Review Complete. Assigning to Veronica to process

2023-11-16 15:49:17 DNQ UPLOADED TO PORTAL, TRACKING IS [REDACTED] LETTER WAS EMAILED TO CUSTOMER AT EMAIL ADDRESS PROVIDED AT INTAKE OF VEHICLE

2023-11-16 23:19:33 NOTE: Sent email stating BB is still processing Ford Motor Company @ Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530

2023-11-17 20:10:31 Inbound call from cust: [REDACTED] Cust stated that he received Buyback denial letter/ He may be interested in trading in his veh but believes he may lose money / His veh is at Serramonte Ford and they are working with Ford for a resolution OBC to dlr: SA Juan Martin 6507557007 Not available/ left vm with contact info CXS: Informed the cust I will escalate his case and FU with an update Next Step: FU with dlr to get diagnosis and RO info/update cust Ford Motor Company @ Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530

2023-11-17 20:53:02 IBC from Juan at the dealership and he is following up with us to see what we can do but customer is telling them that they cannot drive the vehicle for 400 miles.

Juan at the DLR is just asking the customer to bring their loaner back, he also stated that he will call the customer and tell him to contact us.

2023-11-22 20:11:00 OBC to dlr: SA Juan Martin 6507557007 Called twice no one was available /left vm with email OBC to cust: [REDACTED] No answer /Left vm with email Next Step: FU with cust to see if he has picked up veh from the dlr and returned loaner/ Ford Motor Company @ Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530

2023-12-05 22:54:20 OBC to cust: [REDACTED] Cust verified Bluecruise was working / He did not want to take his veh back to the dlr / Told cust about the survey he stated he feel as though I didn't provide any , which is ok because there are notes that shows otherwise / I will send a closing email Next Step: CLOSE CASE Ford Motor Company @ Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530

2024-01-03 19:50:26

(IBC) [REDACTED] -Would like to know if BB was approved CXS: -Adv cust if he is still experiencing issues, he will need to take the vehicle back to the dealer for additional diagnosis. -Cx states he is still having issues with the vehicle and he has took the vehicle back to the dealer twice and has been working with Jose Santos. Took the vehicle back to the dealer in December. Unable to provide receipt at this time, replaced the mobile charger after he picked up his vehicle. Cx states dealer Test drove the vehicle, unable to duplicate the concern. Dealer completed the short range test drive, but needed to complete a longer distance test drive. Customer declined the extended test drive. This happened when CX picked up the vehicle from the dealer. - While collecting details to assist with concern, customer stopped the call and disconnected. Next Steps: Documented Case. Ford Motor Company ® Shanique Byron Customer Experience Specialist, Ford CXS Team sbyron1@ford.com | www.ford.com Office: 866-631-3788 ext. 79472

2024-02-14 00:11:27

CXS- Giselle Griffin
gggriff98@ford.com
866-631-3788 ext 79849

Name: [REDACTED]
Address: [REDACTED]
[REDACTED]
Vin# [REDACTED]

Customer is very upset b/c he wants to submit another bb and wants to speak to a sup due to customer feels that his voice has not been heard when it comes to the buyback.

Advise:

Advise the customer we will send the information in for escalation and someone will reach out to you

2024-04-12 13:11:20

ATTENTION CSX:
PLEASE CANCEL BUYBACK MILESTONE THIS IS A DUPLICATION OF [REDACTED]
PLEASE REFER CUSTOMER TO THE ABOVE CASE

CASE ATTACHMENTS:

2023-11-01 18:03:18

Kiara Williams

[Buyback California \[REDACTED\].docx](#)

2023-11-07 17:28:40

Richard Grojean

[\[REDACTED\] - Vehicle Accident Questionnaire - Kradle2.pdf](#)

Vehicle Accident Questionnaire

1. HAVE YOU FILED A CLAIM WITH YOUR INSURANCE COMPANY? IF YES, WHAT IS THE STATUS OF THE CLAIM?

Yes paid

2. IS THE VEHICLE REPAIRABLE?

Yes

3. WERE ANY INJURIES SUSTAINED? IF YES, PROVIDE THE FIRST AND LAST NAME OF ALL INJURED PARTIES.

No

4. WHAT ARE YOU SEEKING FROM FORD MOTOR COMPANY?

Car buyback

5. WHAT WAS THE DATE OF THE ACCIDENT?

July 23, 2023

6. WHAT PRODUCT DEFECT IS ALLEGED TO HAVE CAUSED THE ACCIDENT?

Blue Cruise randomly stopped working

7. WHAT IS THE CITY & STATE WHERE THE ACCIDENT OCCURRED?

Healdsburg, CA

8. WAS A POLICE REPORT FILED?

No

9. IF A POLICE REPORT WAS FILED, WHAT WERE THE FINDINGS?

N/A

10. WHAT IS THE POLICE REPORT NUMBER & IN WHAT CITY, COUNTY WAS THE REPORT FILED?

N/A

11. WHAT MAILING ADDRESS WOULD YOU LIKE OUR OFFICE OF GENERAL COUNCIL TO SEND YOUR WRITTEN RESPONSE TO? (PLEASE PROVIDE FULL ADDRESS)

██████████ Millbrae, CA ██████████

12. HAVE YOU RETAINED AN ATTORNEY?

No

IF APPLICABLE, PLEASE PROVIDE ALL REPAIR ORDERS/INVOICES AND ANY OTHER DOCUMENTATION IN RELATION TO THE ACCIDENT.

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 11-08-2023 CLOSED: 12-02-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Rodeo Ford, Inc.
PA CODE: 07846 DLR SALES CODE: 71181 REGION: W3 ZONE: W3B
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 19,407
BODY STYLE: K1R - MUSTANG MACH-E SEL RWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: GOODYEAR | AZ [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Collision Avoidance | Flashes
ANALYST NAME: Kiara Williams OPEN ANALYST NAME: Kiara Williams
COMMENTS:

2023-11-08 22:57:08 Inbound call from cust: [REDACTED] APPROVED SMS 2021 FORD MACH E 19,396
[REDACTED] Cust stated that she has a precollision error message, DC fast charger does not work / Veh has been at the dlr for 2 weeks and they had to do some updates to the veh , cust was not given an ETA / Cust is in a loaner DLR: Rodeo Ford SA Aaron Diagnosis/Vehicle codes :veh was wrapped and trim pieces are lifting (not a manufacturing defect)/Found TSB that was related to the charge port (updated module)/ Not factory glass for the windshield they have to submit warranty /to the charge port (updated module) Is this a manufacturing defect Y/N:Have to submit through Ford Repair Order Number (must be 6 digits):549491 Hotline contact : Not needed Repair Order Open Date:10/13 Mileage at Repair Order Open:17,926 Rental/ loaner:Yes Next Steps: Dlr stated I can FU Friday BACK TO CUST: Provided cust with notes from the dlr / Cust wants Ford to help with gas , I informed her if repairs are warrantable Ford can assist with \$200 a month for gas cost Next Step: FU with dlr to see if repairs are warrantable / update cust (cust in loaner) Ford Motor Company ® Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530

2023-11-10 18:36:30 OBC to cust: [REDACTED] Cust stated that she has not received an update from the dlr / Informed her I will call the dlr to get once , while on hold she hung up OBC to dlr : SA Aaron 6232983900 Dlr stated that the repairs are not warrantable , he will call to update the cust Next Step: FU with cust to see if she is seeking repair assistance, repairs are not warrantable Ford Motor Company ® Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530

2023-11-15 16:46:54 CUSTOMER SAYS: Someone called her last friday and the call is disconnected but no one calls back AS PER CUSTOMER,DEALER SAYS: n/a CRC ADVISE: follow up on 11/17/2023 Provided/connect to : Ford Motor Company Kiara Williams BEV Specialist Office: 866-631-3788 ext. 79530

2023-11-15 17:20:46 Cust says: Cx called in did not received any updates from her case handler. requesting to speak to a different specialist to work with Cust Dlr says: N/A CRC Advice: set cx expectation check the notes ADVISE cx about the follow up contact details of the cxs verified cx insisted for a different cxs follow up on 11/17/2023 Provided/connect to : Ford Motor Company Kiara Williams BEV Specialist Office: 866-631-3788 ext. 79530 advised to follow the prompts AVAYA delay on transferring the call manually dialed the number & ext no.

2023-11-15 19:10:30

Hello Aaron,

I am reaching out to you today to retrieve a status update on RO: 549491. Is the dealer awaiting parts or do we have an estimated date for completing the repairs.

Warmest Regards,

Shanique Byron
Ford Motor Company ®
Customer Experience Specialist, Ford CXS Team
Shanique Byron
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

2023-11-15 19:10:38 (IBC) Shana -Would like to get an update on case. CXS: FASTPATH CASE-[REDACTED] -FastPath rejected financial assistance due to the vehicle still under B2B. Dealer needs to submit warranty claim to begin repairs. If warranty rejects, we can not over turn. -Contacted the dealer SW: ISRAEL -transferred to Aaron and was on hold for 10 minutes. -Created Dealer Task and sent email to SA Aaron for repair update. Next Steps: -Contact dealer for update on repairs. Submit Tech SME if dealer needs assistance with repairs. - Find out if the warranty claim was approved or denied. this may be causing a delay in repairs. Ford Motor Company ® Shanique Byron Customer Experience Specialist, Ford CXS Team sbyron1@ford.com | www.ford.com Office: 866-631-3788 ext. 79472

2023-11-15 22:59:51 OBC to dlr : SA Aaron SM Darren Smith 6232983900 Darren.Smith@earnheart.com No available / left vm with reason for calling and contact OBC to cust: [REDACTED] Charging port issue and pre collision assist has not been fixed / She does not believe the dlr is able to fix her veh because they are not on a clear path / I informed the cust I will escalate her repairs within her case Next Step: FU with dlr to get repair update /update cust (cust in loaner) Ford Motor Company ® Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530

2023-11-16 16:53:44 DXS OBC to DLR - Rodeo Ford, Inc. 6232983900 DXS spoke with SA Israel and provided RO #: [REDACTED] DXS transferred to SA Aaron Klein, DXS provided case info & requested update for mutual custom r, [REDACTED] repair status. SA verified DLR utilizes Level 2 chargers in shop & unit does not show concerns with DLR chargers. DLR has made determination CUST is experiencing issues with Level 3 (DC Fast Charger). SA verified Shop Foreman & Shop Director are scheduled to test unit in field Today, 11/16 with Level 3 charger to duplicate unit concern. **SA advised if DLR is unable to pinpoint fault codes & still experiencing unit concerns, SA will escalate to TAC for additional support. DXS verified FastPath case denied incorrectly due to unit being within warranty. FLP guidelines updated 04/2023. DLR deemed repair warrantable under B2B coverage. DLR SM hesitant to submit for Warranty due to DLR unable to determine if molding concerns are in reference to outside source - previous customer wrap modifications. DXS able to assist with FAR - Repairs for At Risk customer, [REDACTED]. CUST advised DLR, losing faith in Ford purchase & regretting decision for MACH-E. DLR proactively working to ensure CUST satisfaction. DLR created new FAR - Repairs case [REDACTED] in GCCT, approved & provided P11 approval code [REDACTED], Ford Share: \$1,597.81 CUST Share: \$684.77 Next Steps: DXS updated case notes for BEV Team review / Call complete

2023-11-16 19:21:23 VIN: [REDACTED] WSD: 11/4/21 Mileage: 19,402 ESP: N/A CLV: 86 FLP: YES IBC FROM CUST regarding existing case. ADV CUST that roof molding repair was approved for FIN ASST. CUST states she wants to know what is going on because VEH has been at DLR for 2 weeks and she feels they have done nothing. CUST states the repair should be done at no cost for the inconvenience of paying for gas in the rental and how long VEH's been at DLR (2 weeks). CUST states the fact that she has a rental is irrelevant. ADV CUST that agent is at lunch but I will ask her to call at her earliest convenience, as I am not aware of her schedule for the day. NEXT STEPS: Tranfer CUST to leave voice message. Notate case. Ford Motor Company © Ashley Williams She | Her | Hers Customer Experience Specialist/ Ford BEV Team O: 866-631-3788 ext. 79969 M-F 7am-3:30pm cst awill742@ford.com

2023-11-17 23:47:51 NOTE: No MO sent cust an email Next Step: FU with dlr to get an update /update cust Ford Motor Company © Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530

2023-11-17 23:48:15
lkendr16@ford.com
IBC FROM CUST/
NAME: [REDACTED]
PHONE: [REDACTED]
EMAIL: n/a

VIN: n/a
VEH: n/a
MILEAGE: n/a
DLR: n/a
WSD: n/a
CLV: n/a
TRANSFER TO CONCERN: N/a
Cust Stated: wanted to speak with case manager.
CXS Advised: Sent case manager Webex.

Ford Motor Company ©
Inquiry CXS
Latisha Kendrick

2023-11-20 19:38:29 OBC to dlr: SA Aaron 6232983900 Not available so I left a vm asking for repair update OBC to cust: [REDACTED] Informed the cust that I will recontact the dlr Wednesday if I don't hear from anyone / I tried to escalate her repairs within the case but dlr is on clear path/ Cust was still not happy and stated she will visit the dlr for an update Next Step: FU with dlr to get update on repairs/ update cust (cust is in a loaner) Ford Motor Company © Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530

2023-11-22 22:15:54 OBC to dlr: SA Aaron 6232983900 Dlr stated that the part should be allocated within the next 7 days (Charging concern) /(Roof Molding)cust has not agreed to get the repair done, she does not believe she should have to pay anything Cust Share \$684.77 Ford share \$1,597.81/Safety restraint and pre-collision are still on the diagnosis process /Dlr needs to extend rental , provided him with DXS info OBC to cust: [REDACTED] Provided the cust with the notes above from the dlr , cust is upset and feels Ford should cover the full cost to repair molding, Cust is in a laoner and pays for gas / I advised her Ford can cover \$200 month / Cust stated that she is making vehicle payments and she is wanting to speak to a sup and be compensated due to not having her veh /I informed the cust to give SUP 24-48 hours to recontact not including the holiday Next Step: FU with dlr to see if part came in/ Update cust (cust in loaner) Ford Motor Company © Kiara Williams BEV Specialist kwill492@ford.com | www.ford.com Office: 866-631-3788 ext. 79530

2023-11-25 16:41:50 CXS Breanna Page Olubaka / Extension 79865 / Ford Email: bpage22@ford.com : IBC from CUST (CUST #) Cust concern for calling CRC today says she missed sup call and would like a call back. Next Steps: Advised I will notify sup and may receive call back in 2 business days Breanna Page Olubaka Customer Experience Specialist, Ford CX Team Bpage22@ford.com | www.ford.com office: 866-631-3788 ext. 79865

2023-12-03 00:22:26

vehicle is currently out in the field for testing due to charging related issues with DC fast charging, eta as of now to be safe by end of month but no actual date at this time!

AARON KLEIN

SERVICE ADVISOR

E :AARON.KLEIN@EARNHARDT.COM

P :(623) 298-3949

From: Byron, Shanique (S.) sbyron1@ford.com>
Sent: Wednesday, November 15, 2023 12:06:19 PM
To: Aaron Klein
Cc: Williams, Kiara (K.)
Subject: [REDACTED] | RO: [REDACTED]

External Email – Beware of Phishing.
Hello Aaron,

I am reaching out to you today to retrieve a status update on RO: [REDACTED]. Is the dealer awaiting parts or do we have an estimated date for completing the repairs.

Warmest Regards,

Shanique Byron
Ford Motor Company ®
Customer Experience Specialist, Ford CXS Team
Shanique Byron
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

2023-12-15 20:56:27

Uploaded Consequential Expense Reimbursement on 12/15
Morley Case #: [REDACTED]
Amount: \$213.96

2023-12-19 16:53:37

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

CASE ATTACHMENTS:

2023-12-15 20:56:27	Kiara Williams	Comerica Debit Card Reimbursement Template Update [REDACTED].docx
2023-12-15 20:57:06	Kiara Williams	GAS RECEIPTS 1.jpg
2023-12-15 20:57:40	Kiara Williams	GAS RECEIPTS 2.jpg

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): Consequential Expense Reimbursement
Is this reimbursement due to a parts delay: N/A
Part Name/Number: N/A
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], GOODYEAR, AZ [REDACTED]
Mailing Address Verified: Enter Yes
Is the customer a Citizen of: No
VIN: [REDACTED]
Reimbursement Information (fill in each payment type entered in Morley Case)
Consequential Expense Reimbursement: Yes
Amount: \$213.96
Vehicle Payment Reimbursement: N/A
Amount: N/A
Rental Reimbursement: N/A
Amount: N/A
(#13 in Morley Submission Form) Reason for Customer Reimbursement: Consequential Expense Reimbursement
Causal Part Number: N/A
Amount: N/A

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

Welcome to CK-Shell

Circle K
1146 NORTH 35TH
AVENUE
Phoenix AZ 85009

Tran#
7:47:53 AM 12/4/2023
UNL-REG
PUMP NO. 08
GALLONS 3.164
PRICE/GAL \$3.159
FUEL TOTAL \$10.00

TOTAL AMOUNT \$10.00

Mastercard
USD\$10.00
XXXX XXXX XXXX
Chip Read
APPROVED
AUTH
INV #
Mode: Issuer
AID: A00000000041010
TVR: 0000008000
IAD: 0210A0400122000
0000000000000000
0000FF
TSI: E800
ARC: 00

Please come again
THANKS
FOR YOUR BUSINESS

Welcome to CK-Shell

Circle K
1146 NORTH 35TH
AVENUE
Phoenix AZ 85009

Tran#
8:08:21 AM 12/5/2023
UNL-REG
PUMP NO. 08
GALLONS 13.730
PRICE/GAL \$3.059
FUEL TOTAL \$42.00

TOTAL AMOUNT \$42.00

Shell Card
USD\$42.00
XXXXXXXXXXXX
Chip Read
APPROVED
AUTH
INV #
Mode: Issuer
AID: A00000000049999D
TVR: 8000008000
IAD: 0110A0000122000
0000000000000000
0000FF
TSI: 6800
ARC: 00

TOTAL SAVED \$1.37

Fuel Rewards program
Gallon limits vary
Fuel Saving: \$1.37

View fuelrewards.com
or Fuel Rewards App

Please come again

Welcome to CK-Shell
93004138620
Circle K 2706662
1146 NORTH 35TH
AVENUE
Phoenix AZ 85009

Tran#
9:16:20 PM 12/8/2023
UNL-REG
PUMP NO. 08
GALLONS 12.258
PRICE/GAL \$3.059
FUEL TOTAL \$37.50

TOTAL AMOUNT \$37.50

Shell Card
USD\$37.50
XXXXXXXXXXXX
Chip Read
APPROVED
AUTH
INV #
Mode: Issuer
AID: A00000000049999D
TVR: 8000008000
IAD: 0110A0000122000
0000000000000000
0000FF
TSI: 6800
ARC: 00

TOTAL SAVED \$1.23

Fuel Rewards program
Gallon limits vary
Fuel Saving: \$1.23

View fuelrewards.com
or Fuel Rewards App

Please come again

Welcome to CK-Shell
93004138620
Circle K 2706662
1146 NORTH 35TH
AVENUE
Phoenix AZ 85009

Tran#
10:52:30 P11/28/2023
UNL-REG
PUMP NO. 12
GALLONS 13.835
PRICE/GAL \$2.899
FUEL TOTAL \$40.11

TOTAL AMOUNT \$40.11

Shell Card
USD\$40.11
XXXXXXXXXXXX
Chip Read
APPROVED
AUTH
INV #
Mode: Issuer
AID: A00000000049999D
TVR: 8000008000
IAD: 0110A0000122000
0000000000000000
0000FF
TSI: 6800
ARC: 00

TOTAL SAVED \$4.15

Fuel Rewards program
Gallon limits vary
Fuel Saving: \$4.15

View fuelrewards.com
or Fuel Rewards App

PE24-012 000426 SUBJ GCCT
Please come again

WELCOME TO CK-SHELL

Circle K
1146 NORTH 35TH
AVENUE
Phoenix AZ 85009

Tran# [REDACTED]
1:04:54 PM 11/26/2023
UNL-REG
PUMP NO. 09
GALLONS 14.764
PRICE/GAL \$2.999
FUEL TOTAL \$44.28

TOTAL AMOUNT \$44.28

Shell Card
USD\$44.28
XXXXXXXXXXXX [REDACTED]
Chip Read [REDACTED]
APPROVED
AUTH # [REDACTED]
INV # [REDACTED]
Mode: Issuer
AID: A00000000049999D
TVR: 0000000000
IAD: 0110A0000122000
0000000000000000
0000FF
TSI: 6800
ARC: 00

TOTAL SAVED \$4.43

Fuel Rewards program
Gallon limits vary
Fuel Saving: \$4.43

View fuelrewards.com
or Fuel Rewards App

975 N 7th St
Phoenix, AZ 85006
(602) 252-1942

Register: 100
(DUPLICATE RECEIPT)

Pay at Pump Sale
Pump # 1 UNL-REG
5.902 Gallons @ \$3.399/Gal \$20.06
Inner Circle \$0.00
Sub. Total: \$20.06
Tax: \$0.00
Total: \$20.06
Discount Total: \$0.00
Master Card: \$20.06
Change \$0.00

SALE
Master Card
Card Num : (C)
XXXXXXXXXX [REDACTED]
Chip Read [REDACTED]

USD\$ 20.06

Mastercard
AID: [REDACTED]
TVR: [REDACTED]
IAD: [REDACTED]
XXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXX
TSI: E300
ARC: 00
ARQC: [REDACTED]

11/22/2023 11:43:31

I agree to pay the
above Total Amount

FRY'S FUEL #676

GOODYEAR

AZ
(623) 925-4440

PLUS CUSTOMER
*****8618

PUMP# 11
UNL @3.699 /gal
VOLUME 5.410 gal

GAS TOTAL 20.01
UNL

TAX 0.00
****BAL 20.01

GOODYEAR AZ
US DEBIT Purchase
*****0255 - C

REF# [REDACTED]
AID: [REDACTED]
TC: [REDACTED]
VERIFIED BY PIN
DEBIT 20.01
11/21/23 08:26am
676 [REDACTED]

Nov Points=10
Oct Points=42
Each Month Points
Do Not Combine

I agree to pay the
above Total Amount
according to Card
Issuer Agreement.
THANK YOU FOR
SHOPPING FRY'S!
We Appreciate
Customer Loyalty

CASE NUMBER: [REDACTED] STATUS: Resolved
 OPEN: 11-28-2023 CLOSED: 12-12-2023 BUSINESS UNIT NAME: Ford
 RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
 CASE CLASS LV 1234: Vehicle Concern | Proactive Support | |
 DEALER NAME: Wolf Motor Co., Inc.
 PA CODE: 09360 DLR SALES CODE: 58595 REGION: G5 ZONE: G5C
 VIN: MODEL YEAR: MODEL: MILEAGE: 21,358
 BODY STYLE:
 LAST NAME FIRST NAME MIDDLE [REDACTED] |
 ADDRESS: [REDACTED]
 CITY STATE ZIP COUNTRY: BELLE PLAINE | MN | [REDACTED] | USA
 HOME PHONE [REDACTED]
 SYMPTOMS: Start/Run/Move | Moving | Won't Shift Out of Park | UNKNOWN
 ANALYST NAME: Monico King OPEN ANALYST NAME: Dominique Dixon
 COMMENTS:
 2023-12-04 20:52:30 Obc Called dealer for update on diagnosis and repair on veh, spoke to Amanda who states they performed some recalls and performed a tsb. The veh was released to the customer today. [REDACTED] is who is listed for the vehicle. 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
 2023-12-07 22:41:21 Obc Called dealer to verify if this customer is also an employee for the dealership, spoke to Pat who states he is an employee, then transferred me to Troy to be able to provide me a contact number, no answer. Obc Called 1st phone number listed, no answer, left a message. Called secondary phone number listed, no answer, left a message 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
 2023-12-08 19:51:31 Obc Called customer for satisfaction review, no answer, left a message Next Steps: Safety net for closure 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
 2023-12-08 23:01:24 Ibc Barb and Greg calling to state they are satisfied with the repairs completed recently. But he is having an issue with the speed control on his dashboard. For example, the posted speed limit will 55 mph but on his dashboard it will say 35 mph. If he tries to use the cruise control and his dash is different from the posted speed limit, the cruise control will cut off. Advised customer I will speak with the dealership to see what can be done. Customer states he has spoken to them and there was nothing they can do. [REDACTED] 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
 2023-12-11 16:03:34 Obc Called dealer to speak with service manager Pat, advised him of the issue with his vehicle. Pat states that he has already been advised of the issue and they will have the veh brought back in to reprogram it for the customer. Obc Called customer to advise him that I have spoken with the service manager and they will get the veh reprogrammed. Advised customer of case closure, verified email address and mentioned survey gusfordf100@yahoo.com 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
 2023-12-11 20:06:11 Case closure email sent to customer From: King, Monico (M.) Sent: Monday, December 11, 2023 2:05 PM To: [REDACTED] Subject: [REDACTED] Hello [REDACTED], Thank you for contacting Ford Motor Company and allowing us to assist you with your 2021 Ford Mustang Mach-E. Partnering with Wolf Motor Co., I am glad we were able to address your recalls and tsb concern; I was able to expedite the part needed for the repair 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 79213 or by email at mking186@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 @ 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
 2023-12-14 17:21:47 IBC from Barb, delegate of cust. They updated the email on file to [REDACTED] also they stated they called and left vm for Troy at the dlr but haven't heard back in 3 days.
 Ford Motor Company @ Jasmine Brothers
 Customer Experience Specialist, Ford CXS Team
 Jbroth12@ford.com | www.ford.com
 Office: 866-631-3788 ext. 79803
 Office Hours: Monday, Wednesday-Saturday 9:30am- 6:00pm CST
 2023-12-14 19:09:51 Ibc Called dealer to speak with service manager Pat, no answer, left a message Obc Called customer back to let him that I have reached out to the dealership to speak with the service manager and I am waiting for a response back. Customer was also able to provide me him correct email address. [REDACTED] 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

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: In Progress
OPEN: 12-13-2023 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 3 Consumer Affairs NA CRC COMMUNICATION: Email
CASE CLASS LV 1234: Consumer Intervention | Third Party | |
DEALER NAME: Ray Skillman Ford, Inc.
PA CODE: 04728 DLR SALES CODE: 47313 REGION: G3 ZONE: G3A
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: MUSTANG MACH-E MILEAGE:
BODY STYLE: K4S - MUSTANG MACH-E GT AWD 4DR
LAST NAME FIRST NAME MIDDLE [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: McCordsville | IN | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Collision Avoidance | Inoperative
ANALYST NAME: Catherine Donley OPEN ANALYST NAME: P Rxsalp
COMMENTS:
2023-12-13 22:48:32 12/13/2023 cdonley2 x76796 AGENCY: BBB DATED: 12/13/2023 FILE: 20993914 SCANNED: 12/13/2023
RECEIVED: 12/13/2023 C/S: yet another complaint because Ford is probably one of the most careless
companies of all time and they thrive off cheating their customers out of their hard earned finances. I paid
over \$70k for a vehicle that has been nothing short of a nightmare since I purchased it. Despite me having a
long work history on this from the first month I purchased it, they deemed it was not justified for a
replacement. Since the last time this was addressed my car has sinse stopped being able to use the key
features I bought it for. BUT, before that happened, the self driving did the same interim functioning it did
before failing completely. It actually failed just two days ago. but this time I actually did drive off the road when
it failed, the car does not even brake when the system fails, it just drives straight. Luckily I did not hit the
railing or roll my vehicle from panicking. When the system stopped working completely, it was shortly after
that, but on it's way out the steering wheel would not turn as I was trying to correct myself in the center lane...
it pushed so hard you would have though someone was holding the wheel against you, and I had BOTH
HANDS ON THE WHEEL. Ford is terrible for this, in fact if you go search all the recently added used models
online, they are all lemon law titled vehicles. Ford knows that there is a problem with the Mach E, mine is a
2022. This vehicle is unsafe and I have no way to get a working vehicle without going into tremendous debt.
It's so bad, none of their dealers have dates to service it at this moment due to having 1 tech and many
issues currently... it's the same story at every dealership now. I cannot have my family in this vehicle at all
now, my wife does not feel safe with our children in it or herself. We only travel as a family in her vehicle, and
I purchased this vehicle to replace two I owned. It is my ONLY mean
2023-12-13 22:48:38 12/13/2023 cdonley2 X76796 CALA checked VIN is not listed on OGC VIN list
2023-12-19 18:25:26
2023-12-19 18:25:57 12/19/2023 cdonley2 x76796 CALA made OBC to DLR Ray Skillman Ford 3178812541. Spoke with Nick and
he advised the only RO is [REDACTED] Customer [REDACTED] had no other repairs at Ray Skillman Ford.
12/19/2023 cdonley2 X76796 CALA made OBC to DLR Don Hinds Ford 3178499000. Spoke with SA Josh
Franklin. He advised that RO [REDACTED] is for this customer [REDACTED] He advised there is another RO [REDACTED]
Open date 8/22/2023, Mileage 24,709: front camera fault and collision assist faults occurred again. He
advised they removed aftermarket stereo, sub and amplifier and reset and reprogrammed IPMA and concern
was resolved.
2023-12-19 18:26:13 12/19/2023 cdonley2 X76796 CALA made OBC to DLR Don Hinds Ford 3178499000. Spoke with cashier and
she advised she will send copies of repair orders.
2023-12-19 18:28:28 12/19/2023 cdonley2 x76796 CALA received Don Hinds Ford ROs
2023-12-19 18:29:08 12/19//2023: Drafted response to 3rd party agency and copied customer. CALA closing case.

CASE ATTACHMENTS:

2023-12-19 18:28:28	Catherine Donley	DON HINDS FORD ROS.pdf
2023-12-19 18:28:52	Catherine Donley	Checklist for Third Party Agency matters - Copy.docx
2023-12-19 18:29:08	Catherine Donley	BBB.IN [REDACTED].CD.FINAL.12.19.2023.pdf
2023-12-19 18:36:07	Catherine Donley	EMAIL TO BBB.msg

CUSTOMER #: [REDACTED]

[REDACTED]

Don Hinds

INVOICE



12610 Ford Drive * Fishers, IN 46038
Phone (317) 849-9000 * Fax (317) 849-0020
1-800-64HINDS (1-800-644-4637)
www.donhinds.com

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 8566 JOSHUA FRANKLIN

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT	TAG
	22	FORD MUSTANG MACHE				24709/24709	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN22 DD			17:00 22AUG23		0.00	CASH	05SEP23
R.O. OPENED		READY	OPTIONS: DLR:47J034 ENG:Extended Range Battery				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES FRONT CAMERA AND COLISSION ASSIST FAULTS ARE ON
AGAIN, ADVISE

NC NO CHARGE FOR THIS SERVICE
5271 CP

0.00 0.00

24709 VERIFIED CUSTOMER CONCERN . RETRIEVED DTC'S, FOUND CODE U3000
49 2F. FOLLOWED PINPOINT TEST. CODE UNABLE TO CLEAR. NOTICED AFTER
MARKET SUB AND AMPLIFIER . CUSTOMER REMOVED EQUIPMENT .RESET IPMA
LEARNED VALUES, REPROGRAMMED IPMA. POST ROAD TESTED. UNABLE TO
DUPLICATE WARNINGS AND DTC CONCERNS AGAIN .VEHICLE RETURNED TO CUSTOMER
TO VERIFY IF AFTER MARKET EQUIPMENT TO BE THE CAUSE OF CONCERN .

B FORD SERVICE RENTAL ASSISTANCE
S30 GENERAL MAINT WHITE TEAM

5271 CP

0.00 0.00

OUR NIGHT OWL DROP BOX, LOCATED AT THE
SERVICE ENTRANCE, IS AVAILABLE DURING
NON-BUSINESS HOURS.

SERVICE HOURS: MON - FRI 7:30 AM - 5:30 PM
SAT 7:30 AM - 3:30 PM

**Thank
You!**

DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
ANY WARRANTY ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, DON HINDS FORD, INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND DON HINDS FORD, INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.	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 DEDUCTIONS	0.00
	SALES TAX	0.00
	CUSTOMER SIGNATURE	
	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: [REDACTED]

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HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 8566 JOSHUA FRANKLIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	22	FORD MUSTANG MACHE			20085/20085		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN22 DD			17:00 06JUL23		0.00	CASH	06JUL23
R.O. OPENED		READY	OPTIONS: DLR:47J034 ENG:Extended Range Battery				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES FRONT CAMERA FAULT AND COLISSION ASSIST FAULTS ON
DASH, CAME ON AT SAME TIME

CAUSE: 14D202

MT232155 INSPECT AND REPAIR
5271 WP94

(N/C)

FC: A71 B4
PART#: 14D202
COUNT:
CLAIM TYPE:
AUTH CODE:
527120085 VERIFIED CUSTOMER CONCERN . RETRIEVED DTC'S. FOUND CODE
U3000. RAN OSAIS , DISCOVER APPLICABLE TSB 23-2155. PERFORMED STEPS .
ONE YES 2 YES 3 NO. PROCEED WITH STEP 3 TO CONTINUE TO STEP 27 . RESET
IPMA LEARNED VALUES FOLLOWED BY IPMA ALIGNMENT. DTC U300 AND WARNING
MESSAGES NO LONGER PRESENT. VERIFIED REPAIR. OKAY AT THIS TIME.

B CUSTOMER STATES FRONT CLIP BY FRONT CAMERA FELL OFF WHILE CLEANING
CAMERA, IN CUP HOLDER, ADVISENC NO CHARGE FOR THIS SERVICE
5271 CP

0.00 0.00

20085 VERIFIED CUSTOMER CONCERN . REINSTALLED DISMOUNTED CAMERA
SPRAYER TRIM VERIFIED OPERATION. OKAY AT THIS TIME.

C** WARRANTY TRANSPERTATION SERVICE LOANER CAR
CAUSE: .RENTAL TRANSPORTATION ASSISTANCE PROGRAM
REIMBURSEMENT
9999 WP94

(N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
9999

LUBE WARRANTY RENTAL

OUR NIGHT OWL DROP BOX, LOCATED AT THE
SERVICE ENTRANCE, IS AVAILABLE DURING
NON-BUSINESS HOURS.SERVICE HOURS: MON - FRI 7:30 AM - 5:30 PM
SAT 7:30 AM - 3:30 PM**Thank
You!**DISCLAIMER OF WARRANTIES
ANY WARRANTY ON THE PRODUCTS
SOLD HEREBY ARE THOSE MADE BY
THE MANUFACTURER. THE SELLER,
DON HINDS FORD, INC., HEREBY
EXPRESSLY DISCLAIMS ALL
WARRANTIES, EITHER EXPRESSED OR
IMPLIED, INCLUDING ANY IMPLIED
WARRANTY OF MERCHANTABILITY OR
FITNESS FOR A PARTICULAR PURPOSE,
AND DON HINDS FORD, INC. NEITHER
ASSUMES NOR AUTHORIZES ANY
OTHER PERSON TO ASSUME FOR IT
ANY LIABILITY IN CONNECTION WITH
THE SALE OF SAID PRODUCTS.

CUSTOMER SIGNATURE

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

CUSTOMER #: [REDACTED]

INVOICE

Don Hinds



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1-800-64HINDS (1-800-644-4637)
www.donhinds.com

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 8566 JOSHUA FRANKLIN
COLOR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN/OUT TAG
22 FORD MUSTANG MACHE [REDACTED] 20085/20085 [REDACTED]

DEL DATE PROD. DATE WARR. EXP. PROMISED PO NO. RATE PAYMENT INV. DATE
01JAN22 DD [REDACTED] 17:00 06JUL23 [REDACTED] 0.00 CASH 06JUL23

R.O. OPENED READY OPTIONS: DLR:47J034 ENG:Extended_Range_Battery
08:10 06JUL23 15:52 06JUL23

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				WP94			(N/C)

OUR NIGHT OWL DROP BOX, LOCATED AT THE SERVICE ENTRANCE, IS AVAILABLE DURING NON-BUSINESS HOURS.

SERVICE HOURS: MON - FRI 7:30 AM - 5:30 PM
SAT 7:30 AM - 3:30 PM

Thank You!

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CUSTOMER 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 DEDUCTIONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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:

<u>Included</u>	<u>Not applicable</u>	
☒	☐	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.



Ford Dispute Resolution Program
Please only send replies to this Email: fordcad@ford.com

Post Office Box 1270
Melbourne, FL 32902

December 19, 2023

Michelle Brown
Better Business Bureau
20300 W. 12 Mile Rd., Ste. 202
Southfield, MI 48076-6409

Re: [REDACTED]; Complaint: [REDACTED]; VIN: [REDACTED]

Dear Ms. Brown:

A complaint was filed with your office by [REDACTED] regarding his 2022 Ford Mustang. 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 front camera fault and collision assist issue and his request for Ford Motor Company to repurchase or replace the vehicle.

Although we regret not being able to meet [REDACTED] expectations, we believe that our previous response was appropriate. Ford Motor Company has reviewed [REDACTED] vehicle repair history along with all applicable state guidelines. At this time, the vehicle does not meet the criteria for repurchase or replacement based on the state of Indiana lemon law guidelines. Based on this, Ford Motor Company will not be meeting the expectation to repurchase or replace the vehicle.

I spoke with the Service Advisor, Josh Franklin, at Don Hinds Ford today. He advised that the last repair at Don Hinds Ford for the front camera fault and collision assist concern was on August 22, 2023. He advised that an aftermarket stereo, amplifier, and sub were removed from the vehicle to correct the concern. I have attached copies of the repairs for this concern. If [REDACTED] experiences any concerns with his vehicle in the future, we recommend that he contact the dealership immediately for prompt inspection and repair. He may also seek a second opinion at any of our Ford Motor Company authorized dealerships if he chooses.

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,

Catherine Donley

Catherine Donley
Consumer Affairs Legal Analyst

From: Donley, Catherine (C.)
Sent: Tuesday, December 19, 2023 1:35 PM
To: Michelle Brown
Subject: Re: [REDACTED] Complaint: [REDACTED] VIN: [REDACTED]
Attachments: DON HINDS FORD REPAIR ORDERS.pdf; BBB.IN [REDACTED].CD.FINAL.12.19.2023.pdf

Dear Ms. Brown:

A complaint was filed with your office by [REDACTED] regarding his 2022 Ford Mustang. 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 front camera fault and collision assist issue and his request for Ford Motor Company to repurchase or replace the vehicle.

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Thank you for bringing this matter to our attention. Please consider this our closing report.

Sincerely,

Catherine Donley
Consumer Affairs Legal Analyst
Ford Motor Company
Lincoln Motor Company
Cdonley2@ford.com | Phone: 866-567-6518 x76796 | eFax: 866-296-0134

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 12-13-2023 CLOSED: 01-26-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | California Vehicle |
DEALER NAME: Santa Monica Ford
PA CODE: 06246 DLR SALES CODE: 71026 REGION: W1 ZONE: W1A
VIN: [REDACTED] MODEL YEAR: 2023 MODEL: MUSTANG MACH-E MILEAGE: 15,133
BODY STYLE: K3R - MUSTANG MACH-E PREMIUM RWD 4DR
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: BEVERLY HILLS | CA | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Start/Run/Move | Running | Not Listed | UNKNOWN
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Maria Flannagan
COMMENTS:
2023-12-13 18:17:26 IBC from Cust stating that his MME is in at Santa Monica Ford now for the 3rd time. States that while driving with Bluecruise it will say canceled, he has braking and steering but no acceleration. So he has to pull over turn the car off and restart. States also while driving his mirror closes. Sync screen turns off and reloads States that drive modes become unavailable and the re-engage. Says that when using his phone he cant open the door unless he pushes the button 10 times. Bluetooth carplay does not connect OBC to DLR to speak with SA/Kimberly - who was unavailable. Spoke with Brianna who provided email address:Kzepeda@smford.com Attached BB template and Milestone 3109203727 SMS OPT IN Next Steps: email sent to SA to request update on repairs and diagnosis Ford Motor Company @ Maria Flannagan SheHerHers Customer Experience Specialist - Ford BEV Team Mflanna1@ford.com | www.ford.com office: 1-866-631-3788 ext. 79662 Mon-Fri 7:00-3:30pm CST
2023-12-13 18:24:38
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 :
Part Number :
Dealer Name : Santa Monica Ford
Dealer P&A : 06246
Dealer phone : 310-451-1588
VIN : [REDACTED]
Year : 2023
Make : FORD
Model : MUSTANG MACH-E
Mileage : 15132
Engine Specification :
Transmission Specification : 1 SPD AUTO TRANS
Warranty Start Date : [REDACTED]
Open Recall/FSA: :23P08
ESP :
Hotline Contact : N/A
Warranty History : N/A
Ford Motor Company ®
Maria Flannagan
SheHerHers
Customer Experience Specialist - Ford BEV Team
Mflanna1@ford.com | www.ford.com
office: 1-866-631-3788 ext. 79662
Mon-Fri 7:00-3:30pm CST
2023-12-14 12:12:24
TO LESLIE
2023-12-14 13:39:45
GFR re-review in progress.
2023-12-14 22:47:11
"CA review still ongoing."

2023-12-27 20:34:52

CXS BEV – Latisha Dixon
Ldixon72@ford.com
866-631-3788 ext. 79118

IBC FROM CUST/

NAME: [REDACTED]
PHONE: [REDACTED]
EMAIL: [REDACTED]

CUST called stating that he has attempted to reach his CXS on multiple occasions and had been unsuccessful. CUST stated that his VEH has been at the shop 3 times for the same issue and he would like an update on the buyback. CUST stated that he would like to speak with a SUP as no one is following up with him and he doesn't like the CUST service he is receiving from Maria.

CUST was very rude and did not allow me to speak stating that the service is horrible and everyone makes promises they don't keep. CUST was advised that a SUP will contact him within 24 hours.

NEXT STEPS:

- CXS will submit the SUP escalation as requested.
- CXS will notify the assisting CXS of the CUST contact

Ford Motor Company®
Customer Experience Specialist, Ford CXS BEV
Latisha Dixon
ldixon72@ford.com | www.ford.com
office: 800-392-3673

2023-12-28 20:34:06

Cust Says:
calling back since I just missed a call from the FMC. This is about my buyback and its been 2 weeks now. I haven't receive an updated yet. Case provided: [REDACTED].

Per Cust; Dlr Says:
N/A

CRC Advised:
We do not have a direct contact with the supervisor. I can only transfer you with the original case handler. Instead, i'll be documenting this for you so that the case handler will be notified that you called us back regarding the update on your buyback.

cust wanted to be connected to maria. cust already has the number of maria 1-866-631-3788 ext. 79662. successfully transferred.

2023-12-28 21:34:00

Tiffany Cole/ 866-631-3788 ext.79289/tcole49@ford.com **BEV Specialist** IBC-Cust said he hasn't been OBC-DLR: SA Kimberly she just spoke with the Tech, he is doing a update and has to do a electrical draw test for electric drain require sign 12 to test. Lots of the concerns were not duplicated Kim said. VOR 12/11/23 Cust said he will like a call back from his case manager as I advised cust his BB is still being evaluated and his veh is still being worked on at this dealer. Case Manager has been informed. Ford Motor Company® Tiffany Cole She|Her|Hers Customer Experience Center – PV Inquiry Team TCOLE49@FORD.COM | www.ford.com office: 1-866-631-3788 Office Hours: Monday-Friday 7 am - 3:30 pm

2024-01-02 16:19:06

IBC from Cust wanting an update on his BB, advised still under review.

Next Steps: email sent to Julie Scanlon to obtain update

Ford Motor Company®
Maria Flannagan
SheHerHers
Customer Experience Specialist - Ford BEV Team
Mflanna1@ford.com | www.ford.com
office: 1-866-631-3788 ext. 79662
Mon-Fri 7:00-3:30pm CST

2024-01-02 18:40:24

Spoke with (Service Advisor) Kimberly Zepeda with "Santa Monica Ford" inquiring an update on the OPEN RO. She provided me with all the information that I needed and I updated the GFR. I thanked her for her time and call ended.

2024-01-02 18:40:38

Case Analyst Review Complete. Transferring to TL for Review.

2024-01-02 19:16:41

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

2024-01-02 19:51:34

OBC to Cust to advise of update no answer unable to leave voicemail mailbox full.
Cust returned call and advised will be receiving letter in mail within 3-5 days.

Net Steps: f/u with Cust 1/9/24

Ford Motor Company ®
Maria Flannagan
SheHerHers
Customer Experience Specialist - Ford BEV Team
Mflanna1@ford.com | www.ford.com
office: 1-866-631-3788 ext. 79662
Mon-Fri 7:00-3:30pm CST

2024-01-03 15:18:33

RAV has received and accepted the case. Customer contact is forthcoming

2024-01-12 05:35:31

-- Case NOTES

-- case was out of compliance, rescheduled the follow-up to bring the case into compliance.

Ford Motor Company ®
Marchelle McNack
Customer Experience Supervisor

2024-01-15 17:50:50

OBC to Cust to confirm RAV, unable to leave voicemail.

Next Steps: f/u with Cust 1/19

Ford Motor Company ®
Maria Flannagan
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Customer Experience Specialist - Ford BEV Team
Mflanna1@ford.com | www.ford.com
office: 1-866-631-3788 ext. 79662
Mon-Fri 7:00-3:30pm CST

2024-01-19 17:47:11

OBC to Cust to confirm RAV contact No Answer, left voicemail requesting call back.

Next Steps: f/u with email

Ford Motor Company ®
Maria Flannagan
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Customer Experience Specialist - Ford BEV Team
Mflanna1@ford.com | www.ford.com
office: 1-866-631-3788 ext. 79662
Mon-Fri 7:00-3:30pm CST

2024-01-19 21:47:31

IBC CUST @ [REDACTED]

Customer is returning the call from his advisor, looks like his advisor was trying to see if he is in contact with Rav the customer is currently in communication with Rev to proceed to the next step of the buyback agent can try to make a final contact and close out this case

Ford Motor Company
Customer Relationship Center - BEV Team
Justin Goodlow
Jgoodlo4@ford.com|www.ford.com
office: 866-631-3788 EXT: 79524
Monday - Friday 9:30 am -6:00 pm cst

2024-01-26 16:29:18

Safety Net*

NEXT STEPS: FOR CXS: Approved to Close Case

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

2024-01-26 17:05:31

Resolving Case

Ford Motor Company ®
Maria Flannagan
SheHerHers
Customer Experience Specialist - Ford BEV Team
Mflanna1@ford.com | www.ford.com
office: 1-866-631-3788 ext. 79662
Mon-Fri 7:00-3:30pm CST

CASE ATTACHMENTS:
2023-12-13 18:18:33

Maria Flannagan

[CA BUYBACK Intake Questions - \[REDACTED\].docx](#)

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 01-10-2024 CLOSED: 01-10-2024 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: Jim Hudson Ford
PA CODE: 08280 DLR SALES CODE: 21274 REGION: S2 ZONE: S2B
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: MUSTANG MACH-E MILEAGE: 29,036
BODY STYLE: K3S - MUSTANG MACH-E PREMIUM AWD 4DR
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: CHAPIN | SC | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Not Listed | UNKNOWN
ANALYST NAME: Arkeem Scott OPEN ANALYST NAME: Arkeem Scott
COMMENTS:

SUMMARY: The customer is reporting that the Blue Cruise feature has stopped working. They mention that when they turn off and then on the lane-keeping assist, they receive a message stating that Blue Cruise cannot work, followed by a message indicating a front-facing camera fault.

Private Message

Cust-

Blue Cruise stopped working. When I turn off then on lane keeps assist I get the message that Blue Cruise can't work then the message front facing camera fault.

VIN: [REDACTED] 15k miles.

Ford-

Hey there, [REDACTED]. Thanks for reaching out to us regarding these front camera fault/BlueCruise concerns. I'd be happy to see what I can do to assist. Could you please provide me the name/location of your Ford servicing dealer as well? Thank you for your cooperation and understanding.

Keem

Ford Social Media Team

Cust-

I use [REDACTED] Ford in Lexington, SC. I have an appointment this fri for them to pick up my car and diagnose. I hope this can all be resolved the first time.

Ford-

Appreciate your reply, [REDACTED]. Firstly, I would like to confirm a few details. Could you please provide the following:

-Last name

-The vehicle owner's full name and your relation to them (if applicable)

-Your zip code

-Email address

-Phone number

-Best method of contact

Keem

Ford Social Media Team

[REDACTED]
email

Ford-

Thanks, [REDACTED]! How frequently do you get these warning messages?

Keem

Ford Social Media Team

Cust-

Blue Cruise will not work. When cruise control is on (no blue cruise) and I turn off then on lane keep assist a blue cruise control message pops up saying it can enable then immediately the front facing camera fault message pops up. Happens everytime.

Ford-

Thanks for your reply [REDACTED]. Just to clarify, are you experiencing any other concerns with your Mach-E at this time?

Keem

Ford Social Media Team

Cust-

no

Ford-

Appreciate it [REDACTED]. I would like to document your experience for future reference. We do recommend that your vehicle be inspected by a Ford/Lincoln dealership to determine the cause of any symptoms your vehicle may be experiencing. Jim Hudson Ford has factory-trained technicians, the most current engineering service information, and the specialized equipment required to resolve your vehicle concerns. Please kindly note, it is customary that Ford Motor Company asks that you begin working with a Ford dealer and have the most up to date diagnosis (with-in the last 30 days), before we can review your concern, and possibly offer assistance. If there is no coverage under applicable warranties, recalls, or ESPs, repairs and services would be your responsibility. 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. Your next step is to move forward with your appointment this Friday with Jim Hudson Ford to have your vehicle diagnosed. Once your appointment is done, please feel free to reach back out to us.

Keem

Ford Social Media Team

CASE ATTACHMENTS:

CASE NUMBER: ██████████STATUS: Resolved

OPEN: 01-18-2024CLOSED: 01-18-2024BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Tier 1 Inbound NA CRCCOMMUNICATION: Phone

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

DEALER NAME:

PA CODE:DLR SALES CODE:REGION:ZONE:

VIN: ██████████MODEL YEAR: 2021MODEL: Mustang Mach-EMILEAGE: 41,161

BODY STYLE: K1R - MUSTANG MACH-E SEL RWD 4DR LHD

LAST NAME FIRST NAME MIDDLE: ██████████ |

ADDRESS: ██████████

CITY STATE ZIP COUNTRY: COLUMBIA | SC | ██████████ | USA

HOME PHONE: ██████████

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

ANALYST NAME: Justine CruzOPEN ANALYST NAME: Justine Cruz

COMMENTS:

2024-01-18 01:45:36

cust says:I am having issues with car in the last 3 months, safety issue. mustang mach e, there is an unintended acceleration in cruise mode, when i put it in 60 miles per hour , it will put it automatically to go to 70 miles per hour. i took it to the dealership couple of months ago, november last year. even my car is not in the cruise, my vehicle will put it into cruise automatically without click the cruise button. the dlrshp stated that theres no issue on the vheicle that time and theres no dlrshp to assist me. cust wants to get the vehicle checked now and wants to make an appointment with our help . Per cust, dlr says: n/a .crc advised: advise cust about the recall. 23B50 CHARGE CORD STUCK REPROGRAM BATTERY CHARGE CONTROL MODULE. obc to dlrshp but all of them are closed now. advise cust that all the dlrshp the he preferred are close but he can call us back tomorrow so we can talk to the dlrshp and to help him setup an appointment with his preferred dlrshp. dick smith ford is close and open tomorrow at 7 am Classic Ford of Columbia no available agents jim hudson ford is close now and will open tomorrow at 7:30 am provide cust a case number so he can call us back tomorrow as he wants to setup an appointment with the dlrshp with our help tomorrow.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 01-22-2024 CLOSED: 02-13-2024 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: Ken Grody Ford - Redlands
PA CODE: 04114 DLR SALES CODE: 71153 REGION: W1 ZONE: W1B
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: MUSTANG MACH-E MILEAGE: 13,536
BODY STYLE: K4S - MUSTANG MACH-E GT AWD 4DR
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: CALIMESA | CA | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Not Listed | UNKNOWN
ANALYST NAME: Emily Kelly OPEN ANALYST NAME: Olivia Richards
COMMENTS:
2024-01-22 16:36:43

Cx states experiencing HVBJ recall with no solution provided by dealer, and loss of blue cruise front sensors leading to error codes.

Cx-Hello,

My Mache GTPE recently lost is blue cruise front camera (driver) sensor. The sensor is non functional and can't use blue cruise. I tried self diagnosing with disconnecting the battering and restarting sync. The front eye camera sensor are still showing error codes.

My local dealer is fairly small and EV department is even smaller. I was wondering if Ford could support me somehow.

I'm also apart of the recall, which I have not completed yet, for the HVJB.

When I have taken my 22' Edge to this dealer they've held it with no loaner or rental car support.

Ideas?

Ford-Hello there. To get things started, can you please send over your VIN and the name/location of your local Ford dealer so I can start looking into your sensor issues?

Cx-VIN: [REDACTED]

Ken Grody Ford Inland Empire
1121 W Colton Ave, Redlands, CA 92374

Ford-Thank you! To look into your concern, I just need a few more pieces of information. Could you please send over the following?

- The vehicle owner's full name and your relation to them (if applicable)
- Your zip code
- Email
- Mobile phone number
- Mileage

Cx-(Myself) [REDACTED]

[REDACTED]
[REDACTED]
13,536

Ford-Thanks, [REDACTED] Lastly, have you visited a Ford dealer within the last 30 days?

Cx-I have not.

Ford-Thanks! The first step in the repair process will be to bring your car to a Ford dealer for diagnosis. I documented your concerns and updated your info in our system. Once your Mach-E is with the dealer, please reach out here and I can continue the support process. Have a great day!

Cx-I have an appointment scheduled for the 22 of January at 8AM for both this new camera fault and the HVJB recall.

They stated they have never completed the HVBJ swap, hoping Ford can lend a big hand with this dealer....

Ford-Awesome! I will follow up with you on the 22nd and I can continue to support. In the meantime, your dealer will have the most accurate answers for any questions you might have.

Cx-Pretty angry right now.

<br style="color: rgb(29, 29, 29); font-family: "Segoe UI", "Helvetica Neue", Helvetica, Roboto, Oxygen, Ubuntu, Cantarell, "Fira Sans", "Droid Sans", sans-serif; font-size: 15px; font-style: normal; font-variant-caps: normal; font-weight: 400; letter-spacing: normal; text-align: start; text-inde

2024-01-22 16:43:33

Cx-I juist spoke with the BEV team phone #. they cleared it up with the dealership. However support going forward might be needed with the HVJB and the camera fault? Especially if they had miscommunication and needed a rep from Ford calling them this morning to clear up reprogramming a battery module vs. replacing a part.

I have the conversation on a recorded line with the service advisor saying they're going to just reprogram VIA a software update. Then, when the BEV team member put us on a group call, the service advisor changed the story and stated that they were going to replace the HVJB and said they never said software update....even though it's clearly recorded.

Ford-Thank you for clarifying. The EV Team will continue to assist until your concerns can be resolved. In the meantime, if you need any additional assistance, please reach out here. I have our entire conversation documented in my system as well. Have a great day!

2024-01-22 20:22:07

CX-SO, they never ordered the part as instructed in the dealer notes for this recall.

My spouse lost a day of work and now another day will be lost going back, again. Is there any way to get Ford to expedite this part for the dealership?

They stated that it is illegal for them to give me my car back to drive. I had to call Ford, again, to tell them to give me my car back while we are waiting on the part to arrive...

2024-01-25 18:25:52

CXS: Emily Kelly
ekelly45@ford.com
866-631-3788 ext 79231

OBC to CUST (1/25)

- Vehicle Concern: Recall on vehicle, Blue Oval Screen
- Has this issue happened before? If so, how many times?
- What the customer is seeking from Ford?
- Where is the vehicle located: At dealership
- Date taken to dealership: 1/24
- Are you in a loaner? Y
- Repair Cost Estimate provided by DLR? Warranty Repair
- Any Ford or 3rd Part ESP?
- Mileage: 13970
- WSD:
- Is your vehicle Maintenance Current? Y
- Dealership Servicing: Ken Grody Ford- Woodlands
- Is this the purchasing dealership? N
- Dealership Contact: Malikai
- Verify if customer meets FLP just in case: Y
- SMS Opt In: Y

Customer opted into SMS messaging.

Next Steps: Contact dealer to get RO details on vehicle and get status of the repairs 1/26. Contact customer with an update on the status of the repairs 1/26.

Ford Motor Company®

Emily Kelly

BEV Team

Monday-Thursday & Saturday 7-3:30 pm

ekelly45@ford.com| www.ford.com

O: 866-631-3788 Ext. 79231

2024-01-26 17:24:55

CXS: Emily Kelly
ekelly45@ford.com
866-631-3788 ext 79231

OBC to DLR (9097933211) (1/26)

Vehicle Diagnostic: Recall on vehicle

RO# 266095

RO Open Date: 1/22

Mileage: 13859

Where is the vehicle located: At dealer

Dealership Contact: malachi.rosales@kengrodyfordcom

Does Dealer have a clear path to repair the vehicle: Y

Hotline contacted: (Y/N)

Multiple Past Repairs for same issue? (Y/N) How Many?

Tech SME Engaged/Parts COPIS Case: (Y/N)

Part #:

Repair warrant-able? Y

Signs of Neglect/ Poor Maintenance? N

Is this an insurance case? N

Maintenance up to date? Y

Verify it's NOT a regular wear and tear item or part of maintenance: N

Is Customer Loyal to the Dealer? Y

Is pick-up and delivery available? Y

Next Steps: Contact customer to get the customer satisfaction of the repairs of the vehicle 1/29.

Ford Motor Company®

Emily Kelly

BEV Team

Monday-Thursday & Saturday 7-3:30 pm

ekelly45@ford.com| www.ford.com

O: 866-631-3788 Ext. 79231

2024-02-01 21:14:13

CXS: Emily Kelly
ekelly45@ford.com
866-631-3788 ext. 79231
OBC to CUST (2/1)
I contacted the customer to get the customer satisfaction of the repairs of the vehicle. The customer stated that he was told by the dealer to wait for an over the air update for the Blue Oval. I offered the customer a GWG of our PremiumCARE Plan and the customer accepted the offer.
Morely Case #:914583
Morley Case Status: Pending QA.
Next Steps: Contact customer to inform the customer that the GWG has been attached to his VIN 2/6.
Ford Motor Company®
Emily Kelly
BEV Team
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ekelly45@ford.com| www.ford.com
O: 866-631-3788 Ext. 79231

2024-02-02 14:38:37

Cx Update

Cx-Received my vehicle back. I posted in the thread what exactly the dealer told me. Basically going to be without BlueCruise until at least March.

Are we going to be given that time back that we are without BlueCruise being functional?

2022-2023 Mustang Mach-E - Inoperative BlueCruise And Lane Centering After An OTA Update With DTCs U2018:51 Stored In The CMR And U0565:86 Stored In The IPMA
Some 2022-2023 Mustang Mach-E vehicles which recently received an OTA update may exhibit an inoperative BlueCruise and lane centering with diagnostic trouble codes (DTCs) U2018:51 stored in the camera module - rear (CMR) and U0565:86 stored in the image processing module A (IPMA). This may be due to the software level of the CMR. Inform customers that engineering is currently working on a solution for this condition and will be released via Ford Power-Up software updates delivered over-the-air (OTA) expected in March 2024. The software will update automatically if vehicle connectivity is enabled on the vehicle's settings. Schedule a service visit for customers who have disabled vehicle connectivity or who report that they did not receive the update in March 2024. Monitor OASIS for additional information.

Ford-Thank you for that update. For any questions relating to your concerns, I would recommend continuing communication with your dealer, as they will have the most accurate information. I will add this communication to your case notes as well.

2024-02-06 17:56:42

CXS: Emily Kelly
ekelly45@ford.com
866-631-3788 ext. 79231
OBC to CUST (2/6)
I contacted the customer to inform the customer that the ESP has been accepted and will follow up when the ESP has been attached to the VIN 2/8.
Morely Case #:914583
Morley Case Status: Accepted.
Next Steps: Contact customer to inform the customer that the GWG has been attached to his VIN 2/8.
Ford Motor Company®
Emily Kelly
BEV Team
Monday-Thursday & Saturday 7-3:30 pm
ekelly45@ford.com| www.ford.com
O: 866-631-3788 Ext. 79231

2024-02-10 20:40:21

CXS: Emily Kelly
ekelly45@ford.com
866-631-3788 ext. 79231
OBC to CUST (2/10)
I contacted the customer to inform the customer that the ESP has been accepted and will follow up when the ESP has been attached to the VIN 2/8.
Morely Case #:914583
Morley Case Status: Accepted.
Next Steps: Contact customer to inform the customer that the GWG has been attached to his VIN 2/8.
Ford Motor Company®
Emily Kelly
BEV Team
Monday-Thursday & Saturday 7-3:30 pm
ekelly45@ford.com| www.ford.com
O: 866-631-3788 Ext. 79231

2024-02-10 20:40:38

CXS: Emily Kelly
ekelly45@ford.com
866-631-3788 ext. 79231
OBC to CUST (2/10)
I contacted the customer to inform the customer that the ESP has been attached to his VIN.
Morely Case #:914583
Morley Case Status: Accepted.
Next Steps: Contact customer to inform the customer that the GWG has been attached to his VIN 2/8.
Ford Motor Company®
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ekelly45@ford.com| www.ford.com
O: 866-631-3788 Ext. 79231

2024-02-10 20:41:58

CXS: Emily Kelly
ekelly45@ford.com
866-631-3788 ext. 79231
OBC to CUST (REDACTED) (2/10)
I contacted the customer to inform the customer that the ESP has been attached to his VIN.
Morely Case #:914583
Morley Case Status: Accepted.
Next Steps: Safety net to close.
Ford Motor Company®
Emily Kelly
BEV Team
Monday-Thursday & Saturday 7-3:30 pm
ekelly45@ford.com| www.ford.com
O: 866-631-3788 Ext. 79231

2024-02-10 20:42:03

CXS: Emily Kelly
ekelly45@ford.com
866-631-3788 ext. 79231
OBC to CUST (REDACTED) (2/10)
I contacted the customer to inform the customer that the ESP has been attached to his VIN.
Morely Case #:914583
Morley Case Status: Accepted.
Next Steps: Safety net to close.
Ford Motor Company®
Emily Kelly
BEV Team
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ekelly45@ford.com| www.ford.com
O: 866-631-3788 Ext. 79231

2024-02-10 20:42:04

CXS: Emily Kelly
ekelly45@ford.com
866-631-3788 ext. 79231
OBC to CUST (REDACTED) (2/10)
I contacted the customer to inform the customer that the ESP has been attached to his VIN.
Morely Case #:914583
Morley Case Status: Accepted.
Next Steps: Safety net to close.
Ford Motor Company®
Emily Kelly
BEV Team
Monday-Thursday & Saturday 7-3:30 pm
ekelly45@ford.com| www.ford.com
O: 866-631-3788 Ext. 79231

2024-02-10 20:42:19

CXS: Emily Kelly
ekelly45@ford.com
866-631-3788 ext. 79231
OBC to CUST (REDACTED) (2/10)
I contacted the customer to inform the customer that the ESP has been attached to his VIN. I informed the customer that he will receive the brochure in the
Morely Case #:914583
Morley Case Status: Accepted.
Next Steps: Safety net to close.
Ford Motor Company®
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2024-02-10 20:42:39

CXS: Emily Kelly
ekelly45@ford.com
866-631-3788 ext. 79231
OBC to CUST (REDACTED) (2/10)
I contacted the customer to inform the customer that the ESP has been attached to his VIN. I informed the customer that he will receive the brochure in the mail within 4-6 weeks. I also informed the customer of the survey and provided loyalty sta
Morely Case #:914583
Morley Case Status: Accepted.
Next Steps: Safety net to close.
Ford Motor Company®
Emily Kelly
BEV Team
Monday-Thursday & Saturday 7-3:30 pm
ekelly45@ford.com| www.ford.com
O: 866-631-3788 Ext. 79231

2024-02-10 20:42:44

CXS: Emily Kelly
ekelly45@ford.com
866-631-3788 ext. 79231
OBC to CUST [REDACTED] (2/10)
I contacted the customer to inform the customer that the ESP has been attached to his VIN. I informed the customer that he will receive the brochure in the mail within 4-6 weeks. I also informed the customer of the survey and provided loyalty statement.
Morely Case #:914583
Morley Case Status: Accepted.
Next Steps: Safety net to close.
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Emily Kelly
BEV Team
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ekelly45@ford.com | www.ford.com
O: 866-631-3788 Ext. 79231

2024-02-10 20:43:07

CXS: Emily Kelly
ekelly45@ford.com
866-631-3788 ext. 79231
OBC to CUST [REDACTED] (2/10)
I contacted the customer to inform the customer that the ESP has been attached to his VIN. I informed the customer that he will receive the brochure in the mail within 4-6 weeks. I also informed the customer of the survey and provided loyalty statement.
Morely Case #:914583
Morley Case Status: Accepted.
Next Steps: Safety net to close.
Ford Motor Company®
Emily Kelly
BEV Team
Monday-Thursday & Saturday 7-3:30 pm
ekelly45@ford.com | www.ford.com
O: 866-631-3788 Ext. 79231

2024-02-12 14:00:19

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

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

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 01-23-2024 CLOSED: 01-23-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: IVT (In-Vehicle Technology) NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Inquiry | Vehicle Hardware/Software | BlueCruise |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: ██████████ MODEL YEAR: 2023 MODEL: MUSTANG MACH-E MILEAGE:
BODY STYLE: K3S - MUSTANG MACH-E PREMIUM AWD 4DR
LAST NAME FIRST NAME MIDDLE: ██████████ |
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: GILFORD | NH ██████████ | USA
HOME PHONE: ██████████
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Gains Speed
ANALYST NAME: Maria Hammonds OPEN ANALYST NAME: Maria Hammonds
COMMENTS:
2024-01-23 15:01:25 CUST. SAYS: Ronnie from BEV transferring a Cust. ██████████ with a 2023 Mach-e when he sets BC and adaptive cruise control did it numerous times where when going and returning on his trip on a Blue zone highway he would set rate to 70 miles per hour it would then intermittently jump to 90 mph. PER CUST DLR SAYS:n/a CXS ADV:adv. take to DLR to Diagnose and look into. RESOURCES:Oasis, RESOLUTION:Transferred to AutoFar in Manchester, NH per Cust.

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 01-26-2024 CLOSED: 01-26-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: IVT (In-Vehicle Technology) NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Inquiry | Vehicle Hardware/Software | BlueCruise |
DEALER NAME: Robinson Brothers Ford
PA CODE: 08211 DLR SALES CODE: 23203 REGION: C3 ZONE: C3D
VIN: ██████████ MODEL YEAR: 2023 MODEL: MUSTANG MACH-E MILEAGE: 11,104
BODY STYLE: K2S - MUSTANG MACH-E CAL RT1 AWD 4DR
LAST NAME FIRST NAME MIDDLE: ██████████ |
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: PRAIRIEVILLE | LA | ██████████ | USA
HOME PHONE ██████████
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Controls | UNKNOWN
ANALYST NAME: Sasha Blandon OPEN ANALYST NAME: Sasha Blandon

COMMENTS:

2024-01-26 21:32:37 CUST SAYS: Cust Mach-e was having an issue months ago because the BC would activate by itself and so after several visits at the dlr they were supposed to figure it out however now the lane entering features is greyed out and lane change assist will not toggle to on CRC ADV: Walked cust through turning adaptive cruise control to normal and back on adaptive, tried to do the same with lane centering but that's the option that will immediately turn back off , we tried to toggle off and back on the connectivity and we also tried a module reset and key cycle and cust is still having the same issue, advised to go to the dlr so the dlr can work with TAC RESOURCES: OASIS, AAF RESOLUTION: Resolved

2024-02-15 22:02:33 CUST SAYS: I spoke with someone on January 26th, trying to get that case number. I was told I can call this number & the engineers will be able to talk to the dealer regarding fixing this issues. What is the purpose of the case number if they work with the dealer?
CUST DLR SAYS: N/A
CRC ADV: Provided case number to customer. Advised customer since we have went over the rests inside the vehicle this would have to be done at dealer & they would reach out to their TAC team or FSE. Advised customer he called in & asked for the case number so I provided it. The dealer work with the engineers.
RESOURCES USED: GCCT
RESOLUTION: closed

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 01-29-2024 CLOSED: 01-29-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: IVT (In-Vehicle Technology) NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Inquiry | Vehicle Hardware/Software | BlueCruise |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE:
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: REDONDO BEACH | CA | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Inoperative
ANALYST NAME: Kythra Sheldon OPEN ANALYST NAME: Kythra Sheldon
COMMENTS:
2024-01-29 19:16:57

CUST SAYS:
Called friday and keeps getting bounced around, as of January 1st needed to pay for the 3 years subscription for automatic cruise control hands free and got a december notice to pay. Paid it and now they have not had it for the last month. Trying to figure out why it's not coming up. Someone says they see it but there's a recall on it going back to December. Was told to do an appointment at the dlr and he's there too. He said he could see the recall before but now at the dlr and can't see it.
Was told that they payment didn't go through and then they said that oh nevermind it did go through. Then said that he had to get this update recall done or the update wouldn't come through.
Case from previous call;
[REDACTED]

PER CUST, DLR SAYS:
Dlr stated they dont see any recals

CRC ADV:
Agent confirmed cust at the dlr now and confirmed the active safety recall. Dlr stated that update has nothing to do with OTA updates coming in. Agent looked further and saw the prep package and 21G01 which stated that no module updates were completed. Adv work with dlr regarding 21G01 and they can work with TAC since BlueCruise has never worked.

RESOURCES:
OASIS
CVBop
AAF Articles;

RESOLUTION:
Resolved, closed

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 02-27-2024 CLOSED: 02-27-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Tuttle Click's Capistrano Ford
PA CODE: 08700 DLR SALES CODE: 71096 REGION: W1 ZONE: W1C
VIN: [REDACTED] MODEL YEAR: 2023 MODEL: MUSTANG MACH-E MILEAGE: 21,000
BODY STYLE: K1R - MUSTANG MACH-E SELECT RWD 4DR
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS:
CITY STATE ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Driving Performance | Unintended Acceleration | UNKNOWN | UNKNOWN
ANALYST NAME: Jalesa Dismuke OPEN ANALYST NAME: Drew Schlak
COMMENTS:
2024-02-27 14:25:52

NOTE: CUST HAS BEEN EXPERIENCING UNINTENDED ACCELERATION. HAS BEEN TO DEALER.
DEALER HAS/CANNOT DIAGNOSE

Cust-
I've owned my Ford Mach-e for 14 months and driven over 21,000 miles. I am very familiar with the way the car drives and its functions. I drive in Unbridled mode with One Pedal off. 4 times this has happened so far and the dealership will not acknowledge that it is an issue. I have dashcam footage from 2 of the times. In this video, you can see a sudden burst of speed around 7-8 seconds into the video. I had changed from reverse to drive in the parking lot and gently pressed the gas pedal to move forward. Suddenly the car started to accelerate and I pressed on the brakes. I could feel the gas pedal feel like it was pressed down and stuck. I also noticed that the cruise control button had turned on! I've played around with the cruise control buttons to see if I could recreate the problem, and every time I press the cruise control button when traveling in a low speed (5-10 mph), there is an error message that pops up stating speed is too low and it will not activate. So clearly, the car went into cruise control mode on its own during this video!
I've taken my car to Tuttle Click in Irvine multiple times and the service advisor and manager refuse to acknowledge that there is anything wrong with the car as there are no error codes coming up. There have never heard of this problem, even though there was a massive recall in 2021-2022 for this exact issue. I believe my car is experiencing the same problem.
I need some advice since I'm caught in the middle between Ford Buyback and the dealership who refuses to take my car in to escalate to a field engineer.

VIN [REDACTED]

Ford-

I appreciate you 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
- Email and mobile phone number

Cust-

[REDACTED]
Owner [REDACTED] (husband)
21,000 miles
[REDACTED]

Ford-

Thank you, [REDACTED]! Just to clarify, have you had your Mach-E brought to your dealership for this acceleration issue within the last 30 days? If so, can you please tell me what was communicated?

Cust-

Yes, my car was at Tuttle Click Irvine, Ca this month trying to address this issue which has happened 4 times in the past. I sent videos to the Service manager as they denied this was really an issue. They could not replicate the problem and there are no error codes, therefore there is nothing they will do. They will not let me bring in the car to have it dropped off anymore.

The Ford buyback representative informed me that the car must be at the dealership for them to send out a field engineer to check it, so I need to find another dealership who will be willing to check in the car. I'm caught in the middle with the dealership and Ford Buyback. No one answers their phones so it is impossible to do a conference call.

I would appreciate any assistance. If you could also provide me with the Ford BEV department contact, I would appreciate that.

Ford-

I have had a case created and sent to our EV Team for further review. The EV Team will have the resources needed to best assist you and your dealership with your acceleration concerns. Once your case has been fully reviewed, they will reach out to you with more information. Thanks again for messaging us about this, your case number is [REDACTED]

2024-02-27 16:05:11

Hello,

I am sending this email to reconnect with you regarding your repair concerns. Please reach out when you have scheduled your appointment for diag.

Jalesa Dismuke
Customer Experience Specialist Truck
Office:(866) 631-3788 ext.79633
Customer Relationship Center
jdismuk6@ford.com
Hours: M-T,S 7-3:30 PM CST
Ford Motor Company

2024-02-27 16:22:46

obc to customer '

customer will be have to set an appointment for a diagnostic

next steps : close case

Jalesa Dismuke
Customer Experience Specialist Truck
Office:(866) 631-3788 ext.79633
Customer Relationship Center
jdismuk6@ford.com
Hours: M-T,S 7-3:30 PM CST
Ford Motor Company

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: In Progress
OPEN: 04-18-2024 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 3 DRP NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Consumer Intervention | DRP/BBB | DRP-Vehicle Repurchase/Replacement Request |
DEALER NAME: Golf Mill Motor Sales, Inc.
PA CODE: 04626 DLR SALES CODE: 41066 REGION: G1 ZONE: G1C
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: MUSTANG MACH-E MILEAGE: 16,274
BODY STYLE: K1S - MUSTANG MACH-E SELECT AWD 4DR
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: CHICAGO | IL | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Collision Avoidance | Stays On
ANALYST NAME: SYSTEM OPEN ANALYST NAME: Eleftheria Heeney
COMMENTS:
2024-04-18 14:56:45

eheeney
PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR BBB REP.

BBB case opened 4/17/24
signed ccf/registration recvd from cust
dlr call necessary within 48 bus hours - no RO's
not on ogc vin list
cust seeking repurchase plus attorney fees

symptoms (from attorney chart):
pre collision warning on
clicking noise from driver side rear
rotational noise from passenger front tire area
when using blue cruise the car will not stop when traffic comes to a stop
car not taking a charge
battery is draining at a high rate while driving
blue cruise bounces between the lanes when driving will not stay in center
blue cruise vehicle steers into oncoming traffic
highlights stay on even when vehicle is off
driver seat will not move up when seat is all the way back
noise from passenger side while braking
driver front window will not go up at times, goes back down

1 hotline case
1 active buyback request - bb denied no gw

2024-04-18 17:59:46

eheeney
PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR BBB REP.

4/18/24 OBE to Houston CX agent Tiffany Cole
Tier 3 has received a BBB Arbitration case from this customer. Please close your case after any part delay/rental/TAC escalation has been handled. Please advise the customer to reach out to their Dispute Resolution Specialist at the BBB. Please do not provide my contact information to the customer.

2024-04-19 17:44:28

eheeney
PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR BBB REP.

4/19/24 OBC to Golf Mill Motor Sales
need copies of all RO's

spoke w/ dempsey svc adv
was advised last visit was nov 30th 2023
SA will email copies of RO's to me
3 invoices in total

2024-04-19 17:48:19

eheeney
PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR BBB REP.

4/19/24 OBC to Fox Ford
need copies of RO's
no answer, disconnected call

2024-04-22 12:53:44

eheeney
PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR BBB REP.

4/22/24 RO's recvd from customer - dlr call no longer necessary

2024-04-24 16:31:01

eheeney

****PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR BBB REP.****

4/24/24 RAV to COM

2024-04-24 20:23:02

**** 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.

2024-04-24 21:26:07

eheeney

****PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR BBB REP.****

4/24/24 OBE to BBB

Please see the attached documents, which have also been uploaded to the case.

Please advise the customer/attorney that in order to progress the transaction to the Ford RAV team (if accepted), there is a list of necessary documents outlined in the Attorney Settlement Letter. The documents needed to provide the initial preliminary worksheet are:

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

Overnight payoff address

A payment history from the lienholder detailing

Payment amounts

Amounts going to principal and interest

Please ensure Ford's offer of \$1500 in attorney fees is included in the settlement letter if/when drafted.

2024-04-29 16:41:30

eheeney

****PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR BBB REP.****

4/26/24 IBE from BBB

Offer was presented to Attorney. Waiting on their response.

OBE to BBB

Great, thank you!

2024-05-06 13:41:00

eheeney

****PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR BBB REP.****

5/6/24 OBE to BBB

Has there been any response to Ford's offer?
(first follow up after repurchase offer made)

2024-05-10 14:00:56

eheeney

****PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR BBB REP.****

5/10/24 OBE to BBB

Just following up on Ford's offer.
(second attempt)

2024-05-10 18:46:53

eheeney

****PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR BBB REP.****

5/10/24 IBE from BBB

Im reaching out to the Attorney to confirm if their client wants to put case on hold to allow parties work on the repurchase offer. Waiting for their response even though attorney is already sending over documents to RAV.

OBE to BBB

I was not aware that the attorney was already working with OGC. I checked when the case had opened and there were no open claims for the VIN with Ford's Office of General Counsel. I will reach out to them and send you a copy of the signed settlement offer when it is available from RAV.

2024-05-10 18:52:38

eheeney

****PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR BBB REP.****

5/10/24 OBE to OGC

DRP has received a BBB Arbitration case from the customer below. After the case opened, the customer shows to have contacted OGC. Please advise next steps.

2024-05-10 20:34:21

eheeney

****PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR BBB REP.****

5/10/24 settlement letter auto email recvd

OBE to BBB

Since it appears the attorney is working with OGC, we would not be able to settle through BBB Autoline. I am waiting on confirmation from OGC at this time. Once I receive that confirmation and the signed offer letter, I would then recommend closing the BBB claim. This attorney already has an open case with RAV, which we would not duplicate. I will let you know once I receive further documentation from OGC.

attached current settlement letter however will need a revised settlement once attorney/customer are done working with rav and there is a signed offer letter from ogc/rav

2024-05-13 14:29:52

eheeney

****PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR BBB REP.****

5/13/24 IBE from OGC

Our office has an open claim for this customer being handled by Eileen Pawelek. Eileen extended a repurchase offer on 5/1 and the customer's attorney has sent over supporting documents as recently as 5/10. Please advise if you need additional information.

OBE to OGC

Perfect, thank you! Can you please send the signed release once you have it so the BBB can close their case?

2024-05-15 16:40:05

eheeney

****PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR BBB REP.****

5/13/24 IBE from OGC

We will not receive an executed release until the repurchase process is complete, and the vehicle is surrendered at the dealership. Is there another document you would like us to provide in the interim? In the past we have provided the attorneys acceptance email.

OBE to OGC

That will work, thank you!

2024-05-24 13:05:03

eheeney

****PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR BBB REP.****

5/13/24 IBE from OGC

We will not receive an executed release until the repurchase process is complete, and the vehicle is surrendered at the dealership. Is there another document you would like us to provide in the interim? In the past we have provided the attorneys acceptance email.

OBE to OGC

That will work, thank you!

2024-05-24 13:06:08

eheeney

****PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR BBB REP.****

5/13/24 IBE from OGC

We will not receive an executed release until the repurchase process is complete, and the vehicle is surrendered at the dealership. Is there another document you would like us to provide in the interim? In the past we have provided the attorneys acceptance email.

OBE to OGC

That will work, thank you!

2024-05-28 13:01:26

eheeney

****PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR BBB REP.****

5/13/24 IBE from OGC

We will not receive an executed release until the repurchase process is complete, and the vehicle is surrendered at the dealership. Is there another document you would like us to provide in the interim? In the past we have provided the attorneys acceptance email.

OBE to OGC

That will work, thank you!

2024-05-31 12:28:51

eheeney

****PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR BBB REP.****

5/13/24 IBE from OGC

We will not receive an executed release until the repurchase process is complete, and the vehicle is surrendered at the dealership. Is there another document you would like us to provide in the interim? In the past we have provided the attorneys acceptance email.

OBE to OGC

That will work, thank you!

2024-06-07 15:21:49

eheeney

****PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR BBB REP.****

5/13/24 IBE from OGC

We will not receive an executed release until the repurchase process is complete, and the vehicle is surrendered at the dealership. Is there another document you would like us to provide in the interim? In the past we have provided the attorneys acceptance email.

OBE to OGC

That will work, thank you!

2024-06-18 14:40:59

eheeney

****PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR BBB REP.****

5/13/24 IBE from OGC

We will not receive an executed release until the repurchase process is complete, and the vehicle is surrendered at the dealership. Is there another document you would like us to provide in the interim? In the past we have provided the attorneys acceptance email.

OBE to OGC

That will work, thank you!

2024-06-25 14:44:35

eheeney

****PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR BBB REP.****

5/13/24 IBE from OGC

We will not receive an executed release until the repurchase process is complete, and the vehicle is surrendered at the dealership. Is there another document you would like us to provide in the interim? In the past we have provided the attorneys acceptance email.

OBE to OGC

That will work, thank you!

2024-06-27 20:00:47

eheeney

****PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR BBB REP.****

5/13/24 IBE from OGC

We will not receive an executed release until the repurchase process is complete, and the vehicle is surrendered at the dealership. Is there another document you would like us to provide in the interim? In the past we have provided the attorneys acceptance email.

OBE to OGC

That will work, thank you!

2024-07-09 12:18:41

eheeney

****PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR BBB REP.****

5/13/24 IBE from OGC

We will not receive an executed release until the repurchase process is complete, and the vehicle is surrendered at the dealership. Is there another document you would like us to provide in the interim? In the past we have provided the attorneys acceptance email.

OBE to OGC

That will work, thank you!

CASE ATTACHMENTS:

2024-04-24 16:31:01	Eleftheria Heeney	RAV Review - [REDACTED].pdf
2024-05-10 20:34:21	Eleftheria Heeney	SettlementAgreement.pdf

**CASE INFORMATION**

Customer Name: [REDACTED]
Vehicle: 2022 Mustang Mach-E
VIN: [REDACTED]
Warranty Start Date: 6/4/22
Mileage: 16,274

DRS Name: Ellie Heeney
FMC Case Number: [REDACTED]
BBB Case Number: [REDACTED]
BBB Case Handler: Erica Mendez
Lemon Law: WI

Purchased: ☒ New ☐ Used ☐ 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

Wisconsin Lemon Law

The Wisconsin lemon law defines “reasonable attempt to repair” as the occurrence of any of the following within the term of the new vehicle’s express warranty or within one year after the vehicle’s first delivery to a consumer, whichever is sooner:

1. The same nonconformity with the warranty is subject to repair by the manufacturer, motor vehicle lessor or any of the manufacturer’s authorized motor vehicle dealers at least 4 times and the nonconformity continues OR
2. The motor vehicle is out of service for an aggregate of at least 30 days because of warranty nonconformities.

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 Program Summary’s conditions for repurchase state, “[t]he arbitrator may award repurchase or replacement only if the arbitrator finds that the claim meets the following conditions:

- 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
- 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
- The defect(s) substantially impairs the use, value, or safety of the vehicle to the reasonable consumer.”

All three conditions must be met before an award of repurchase is issued as evidenced by the use of the conjunction “and” between the three conditions.



Vehicle Repair History

DLR	RO	DATE	MILES	CONCERN	SERVICES	DAYS
Golf Mill Motor Sales, inc.	867840	9/13/22 - 10/4/22	3,055	- Clicking noise coming from driver's rear tire. - Rotational noise coming from passenger front tire area. - Pre-collision warning will go off for no reason. - When using BlueCruise, the car will not stop when traffic comes to a stop. - When using BlueCruise, the car will jump all over the road. Bounce from street line to street line. - The park brake will engage at random when car is parked.	Verified concern. Checked with stethoscope. Found right rear wheel bearing noisy. Replaced HUB and bearing assembly. Retest drive. See above. - DTC B1578 in IMPA. TSB 22-2295 related. Reset IPMA learned values, then ran IPMA alignment. Road test, all working. Checked DTCs in IPMA, none present. Checked for updates to IPMA, none found. Rechecked, all working. - Performed CCM alignment with FDRS and SSM 51903. Pulled frunk to pull panels and removed front bumper. Checked vertical alignment. Performed CCM with FDRS – won't complete. Checked all connections. Upon removal of clips in bracket, bracket broke. Replaced bracket and reassembled. Reprogrammed PMI and configured. Completed CCM alignment. Test drove and rechecked. See above. NPF	22 LL 22 PS
		Intelligent Adaptive Cruise Control Repair Attempt #1 (IPMA Reset #1)				
BEYOND 12 MONTHS WISCONSON LEMON LAW PRESUMPTION PERIOD						
Golf Mill Motor Sales, inc.	898221	11/28/23 - 11/30/23	13,688	- Charge cord stuck – reprogram battery charge control module. - When plugging in the	- Tried to perform recall, already has latest updates. NPF	3 PS
		Intelligent				



		Adaptive Cruise Control Repair Attempt #2 Headlamp switch repair attempt #1		vehicle, it says it is charging but the car will not take a charge – ends up going down in charge. • When driving, the battery is draining at a very high rate. • BlueCruise bounces between the lanes when driving, will not stay in the center. • When using BlueCruise, the vehicle will steer you into oncoming traffic and then turn off and give control back to the driver. • Headlights will stay on even when the vehicle is off. • Driver seat will not move up when the seat is all the way back. • Noise from passenger side, mostly while braking. • Driver front window will not go up at times, bounces back down on its own.	• NPF • NPF - Vehicle is not equipped with BlueCruise. Vehicle is equipped with adaptive cruise control with lane centering, working properly. • NPF – Vehicle is not equipped with BlueCruise. Vehicle is equipped with adaptive cruise control with lane centering, working properly. • Replaced light switch. • NPF • NPF • NPF	
Golf Mill Motor Sales, inc.	883588	4/28/23 - 5/2/23	7,928	• Vehicle shakes after turning on the AC. • Brakes are making a noise when coming to a stop. Sound like right front.	• NPF • NPF	N/A
BEYOND 18 MONTHS/18,000 MILES BBB PRESUMPTION PERIOD						
Fox Ford Lincoln	15152802	1/8/24 - 2/6/24	14,655	• Vehicle is not getting a full charge.	• Customer sent pictures concerning range %. DTCs – SOBDMC U0412, SOBDM P0D56, OBCC P1A3C. SSM 52130 relates to OBCC DTC but should be disregarded and may be due to level 3 charger concern. Unable to access level 3 tesla charger. Charged vehicle	30 PS Prior Headlamp switch repair TSB 23-2040



		Attempt #3 (IPMA reset #2) Headlamp switch repair attempt #2		- Cruise control is not working accurately, vehicle sways in the lane. - Head lights will not turn off.	on level 1 and 2 and monitored. While testing and trying to verify concern, TSB 24-2010 was released. Performed multi-module update. Continued to road test vehicle to try to duplicate range concern, unable to duplicate any abnormal concern. Retest and cleared codes. Continued to recheck every couple of days. - Road tested to try to verify concern, DTC U3000:89. TSB 23-2040 and TSB 23-2155. Performed reflash on IPMA and PSCM, recalibrate IPMA camera. Performed self-test, cleared all codes. Road tested at least 5-6 times after recalibration. This car was built with lane keeping and does not have bluecruise. Verified concern. SSM 51696. Headlamp module has internal logic concern. Removed headlamp switch to replace. Rechecked operation. Retested, cleared codes.	performed – Superseded prior TSB 22-2295 performed
BEYOND FACTORY BUMPER-TO-BUMPER (BTB) WARRANTY						
BEYOND 5 YEARS/60,000 MILES POWERTRAIN WARRANTY						
TOTAL DAYS						22 LL 55 PS
NHL and TAR details						
N9ZB3027 NHL	9/26/22	3,233	When working, won't stop or slow down with car in front on adaptive cruise or pre collision avoidance warning inoperable comes up, front sensor blocked or obstructed. Reset IPMA and completed alignment procedure for IPMA. Pinpoint test says to align CCM. Cleared alignment specs and now it won't align, just sits at 0% after driving for ½ hour according to FDRS. According to all procedures I did, CCM alignment warranted. Pinpoint test says to replace and align, but I can't get procure to work on old module. Refer to WSM section 419-03A. Make sure that all notes and steps are being followed for correct CCM alignment. Inspect for any damaged components that would prevent the alignment from going through. If there is no damage and all steps have been followed, proceed with replacing the CCM as directed by the PPT.			



Evaluation:

After review, it appears this vehicle may not meet the requirement for repurchase or replacement under W/ LL for days out of service or number of repairs. Within the LL presumption period of 12 months, the vehicle was out of service for 22 calendar days with no more than 1 repair attempt for the same nonconformity. The vehicle does not appear to meet LL guidelines for repurchase.

Evaluation:

After review, it appears this vehicle may meet the requirement for repurchase or replacement under the Program Summary. Within the Program Summary Presumption period of 18 months/18,000 miles, the vehicle has been out of service for 25 calendar days.

Repairs include right rear wheel bearing hub and assembly, IPMA reset and alignment, CCM alignment, clips/brackets replacement, and headlight switch replacement.

Outside of the presumption period, there was a second repair attempt to the headlight switch (replacement) and a third repair attempt to the intelligent adaptive cruise control/advanced driver assistance system features (multi-module updates, IPMA reset), adding an additional 30 days out of service for a total of 55 calendar days out of service.

While it seems the customer is confusing bluecruise with adaptive cruise control, their concern that the adaptive cruise control features are not working is considered a substantial impairment to the use of the vehicle.

The vehicle appears to meet PS guidelines for repurchase.



Info VIN Model Year:2022 Fixed Model Year: 2022

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
	ZE	C/GW	F	C/SA	C/KX	C/F	A2	C/WA	C/RC2	13-APR-2022	04-JUN-2022	141565	USA	4	7X03	*	10C666	*		F3	V54	D16	04

GSAR Claim Key: Doc: 52302501 **FCC Auth:** 3 **Trx Code:** 22S41 **Labor Hrs:** 0 **Labor Cost:** 0 **Material Cost:** 0 **Total Cost:** 5
Dlr Cd-Sub Cd: OTA99-* **Name:** **Ph:** **St:** * **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 10-SEP-2022 **RL Cmpl Date:** 10-SEP-2022 **DIST(Mile):** 2982
Cust Comments: FLARE-PRD-SOFTWARE-FNV2-643795-744185
Tech Comments: FLARE-PRD-SOFTWARE-FNV2-643795-744185

	ZE	C/GW	F	C/SA	C/KX	C/F	A2	C/WA	C/RC2	13-APR-2022	04-JUN-2022	141565	USA	4	5G06	LJ9Z	1104	B		F2	V86	N10	30
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GSAR Claim Key: Doc: 867840B **FCC Auth:** 1 **Trx Code:** 1 **Labor Hrs:** 1.2 **Labor Cost:** 182.07 **Material Cost:** 172.05 **Total Cost:** 354.12
Dlr Cd-Sub Cd: 04626-* **Name:** GOLF MILL 847-470-9800 **Ph:** **St:** IL **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 13-SEP-2022 **RL Cmpl Date:** 04-OCT-2022 **DIST(Mile):** 3055
Cust Comments: C STATES THERE IS A CLICKING NOISE COMING FROM THE DRIVERS REAR TIRE CHECK AND ADVISE
Tech Comments: CHECKED OUT, NVD DIAG ROTATIONAL NOISE ,CHECK WITH STETHOSCOPE, FOUND RIGHT REAR WHEEL BEARING NOISY, REPLACE HUB AND BEARING ASSEMBLY AND RETEST DRIVE

	ZE	C/GW	F	C/SA	C/KX	C/F	A2	C/WA	C/RC2	13-APR-2022	04-JUN-2022	141565	USA	4	7W15	*	14G647	*		F1	V16	A71	04
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GSAR Claim Key: Doc: 867840D **FCC Auth:** 1 **Trx Code:** 1 **Labor Hrs:** 1.8 **Labor Cost:** 273.09 **Material Cost:** 0 **Total Cost:** 273.09
Dlr Cd-Sub Cd: 04626-* **Name:** GOLF MILL 847-470-9800 **Ph:** **St:** IL **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 13-SEP-2022 **RL Cmpl Date:** 04-OCT-2022 **DIST(Mile):** 3055
Cust Comments: C STATES WHEN DRIVING THE PRE COLLISION WARNING WILL GO OFF NO REASON CHECK AND ADVISE
Tech Comments: CHECKED OUT, USE FDRS TO TEST , CODE B1578 IN IPMA, DO TSB 22- 2295, STEP 1 RESET IPMA LEARNED VALUES, THEN RUN IPMA ALIGNMENT, ROAD TEST ALL WORKING , THEN PROCEED TO STEP 2 CHECK DTC IN IPMA , NONE , CHECK FOR UPDATES TO IPMA ,NO , CCM ,NO ,CCR, NO , ALL UPDATES , RECHECK ALL WORKING 222295B1.2 HRS

	ZE	C/GW	F	C/SA	C/KX	C/F	A2	C/WA	C/RC2	13-APR-2022	04-JUN-2022	141565	USA	4	5G06	LJ9Z	1104	B		F2	V86	N10	30
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GSAR Claim Key: Doc: 867840C **FCC Auth:** 1 **Trx Code:** 1 **Labor Hrs:** 1.5 **Labor Cost:** 227.58 **Material Cost:** 172.05 **Total Cost:** 399.63
Dlr Cd-Sub Cd: 04626-* **Name:** GOLF MILL 847-470-9800 **Ph:** **St:** IL **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 13-SEP-2022 **RL Cmpl Date:** 04-OCT-2022 **DIST(Mile):** 3055
Cust Comments: C STATES THERE IS A ROTATIONAL NOISE COMING FROMTHE PASSENGER FRONT TIRE AREA CHECK ANDADVISE
Tech Comments: CHECKED OUT, NVD DIAG ROTATIONAL NOISE ,CHECK WITH STETHOSCOPE, FOUND RIGHT FRONT WHEEL BEARING NOISY, REPLACE HUB AND BEARING ASSEMBLY AND RETEST DRIVE

	ZE	C/GW	F	C/SA	C/KX	C/F	A2	C/WA	C/RC2	13-APR-2022	04-	141565	USA	4	7W15	ML3Z	9E731	C		F1	V16	A29	28
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	ZE	C/GW	F	C/SA	C/KX	C/F	A2	C/WA	C/RC2	13-APR-2022	04-JUN-2022	141565	USA	20	7W15	*	14G647	*		F1	V16	A71	04											
GSAR Claim Key:		Doc:	15152801		FCC Auth:		1		Trx Code:		E83		Labor Hrs:		5.1		Labor Cost:		841.5		Material Cost:		0		Total Cost:		841.5							
Dlr Cd-Sub Cd:		05362-*	Name:		FORD		Ph:		687-		St:		IL		Ctry Cd:		USA		Reg Cd:		NA		Repr Date:		JAN-2024		RL Cmplt Date:		FEB-2024		DIST(Mile):		14655	
Cust Comments:		Other Diagnosis OTHER (NOT SURE WHAT TO PICK) CONCERN - C/S CS TH AT THE CURSE CONTROL IS NOT WORKING ACCURATELY. CS THAT THE VEHICLE SWAYS IN THE LANE. PLEASE CHECK AFTER SPEAKING WITH CUSTOMER OVER PHONE, ROAD TEST TO TRY TO VERIFY CONCERN. PERFORM SELF TEST, IPMA U3000:89. INSPECT PINPOINT TEST BJ, CHECK OASIS FOR TSB OR SSM (SEE 23-2040 23-2155). PERFORM REFLASH ON IPMA AND PSCM, RECALIBRATE IPMA CAMERA. PERFORM SELF TEST, CLEAR ALL CODES. ROAD TEST AT LEAST 5-6 TIMES AFTER RECALIBRATION. THIS CAR WAS BUILT WITH LANE KEEPING AND DOES NOT HAVE BLUECRUISE.																																
Tech Comments:																																		

	ZE	C/GW	F	C/SA	C/KX	C/F	A2	C/WA	C/RC2	13-APR-2022	04-JUN-2022	141565	USA	20	7C01	LK9Z	11654	AB		F7	V70	G33	42											
GSAR Claim Key:		Doc:	15152804		FCC Auth:		1		Trx Code:		E83		Labor Hrs:		1.2		Labor Cost:		198		Material Cost:		52.61		Total Cost:		250.61							
Dlr Cd-Sub Cd:		05362-*	Name:		FORD		Ph:		687-		St:		IL		Ctry Cd:		USA		Reg Cd:		NA		Repr Date:		JAN-2024		RL Cmplt Date:		FEB-2024		DIST(Mile):		14655	
Cust Comments:		C Cs that the head lights will not turn off. please check and advise																																
Tech Comments:		INSPECT AND VERIFY HEADLAMP STAY ON. PERFORM SELF TEST, BCM B1533. INSPECT PINPOINT TEST A, CHECK OASIS SEE SSM 51696. HEADLAMP MODULE HAS INTERNAL LOGIC CONCERN. REMOVE HEADLAMP SWITCH TO REPLACE. RECHECK OPERATION, RETEST CLEAR CODES.																																

May 10, 2024

[REDACTED]

[REDACTED]

Northbrook IL [REDACTED]

Re: [REDACTED] vs Ford [REDACTED]

A settlement has been reached between Ford Motor Company and [REDACTED] regarding their 2022 Ford Mustang Mach-E. Ford Motor Company will extend a repurchase offer following Wisconsin Lemon Law guidelines to resolve the consumer's BBB AUTO LINE claim. Ford will prepare a repurchase worksheet for the consumer to review prior to actual vehicle turn in. The worksheet will include the amounts below:

- (1) The full purchase price, not including any cash rebate. Wisconsin Department of Transportation has advised that "full purchase price" is the purchase price as set out on the contract, without any adjustment for negative equity or trade-in over allowance;
- (2) Sales taxes paid, finance charges, and any other amounts paid by the consumer at the point of sale;
- (3) Collateral costs, which are defined as expenses incurred by a consumer in connection with the repair of a nonconformity, including the costs of obtaining alternative transportation;
- (4) Less a reasonable allowance for the vehicle's use (defined below).

When the manufacturer provides the refund, the consumer must return the nonconforming motor vehicle to the manufacturer and provide the manufacturer with the certificate of title and all endorsements necessary to transfer title to the manufacturer.

A usage fee will be applied to the transaction per the following formula:

$$\frac{\text{miles vehicle driven before nonconformity was first reported to motor vehicle dealer}}{100,000} \times \text{full purchase price}$$

The manufacturer would pay attorney fees and costs totaling \$1,500.00

A final repurchase offer letter will be provided to the consumer to finalize all amounts being returned. The terms of this settlement should be completed 40 days from the date that the consumer approves the repurchase worksheet.

To assist in an accurate and timely worksheet - please start to gather the documents below which will be requested by Ford:

- 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
 - amounts going to principal and interest

Sincerely,

Erica Mendez

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 04-24-2024 CLOSED: 04-25-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: IVT (In-Vehicle Technology) NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Inquiry | Vehicle Hardware/Software | BlueCruise |
DEALER NAME: Sunrise Ford of North Hollywood
PA CODE: 07501 DLR SALES CODE: 71019 REGION: W1 ZONE: W1A
VIN: ██████████ MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 30,527
BODY STYLE: K3R - MUSTANG MACH-E PRE RWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: ██████████ |
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: GLENDALE | CA | ██████████ | USA
HOME PHONE: ██████████
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | UNKNOWN
ANALYST NAME: Sasha Blandon OPEN ANALYST NAME: Sasha Blandon
COMMENTS:
2024-04-24 20:24:41 CUST SAYS: Agent Brandon from Fordpass transferred cust, cust is having issues with the Bluecruise, he keeps getting error messages for the front face camera, while he is looking at the road, he keeps getting constant reminders of looking on the road. He also wants to make sure that he ordered the Tesla Adapter correctly and he is having issues with the navigation since he used to be able to see the options of "show chargers" and "dynamic parking" and they are both grayed out, whenever he clicks on them it tells him to go on the app. PER CUST/DLR SAYS:N/A CRC ADV: Adv cust that I could walk him through resetting the Bluecruise, walked him through changing Adaptive Cruise Control back to Normal Cruise Control and then back to Adaptive, Turned off Lane Centering and turned it back on, adv cust that if the issue persist after me reset the Bluecruise to go to the dlr since he have been getting alerts from the veh in regards the camera, provided him a case #. In regards the Adapter was able to confirm to cust that it was ordered. And in regards to the Nav, per SME Kenny those features are related to the Connected Navigation in which the cust does not have active subscriptions, cust explained how he did renew a cuople months ago so got him transferred to Connected Services so they can look into this for the cust since on their end it does not show as active either.
RESOURCES: OASIS, AAF RESOLUTION: Resolved

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 05-02-2024 CLOSED: 05-03-2024 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: Banner Ford
PA CODE: 29580 DLR SALES CODE: REGION: C3 ZONE: A04
VIN: [REDACTED] MODEL YEAR: 2023 MODEL: MUSTANG MACH-E MILEAGE: 12,000
BODY STYLE: K4S - MUSTANG MACH-E GT AWD 4DR
LAST NAME FIRST NAME MIDDLE [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: COVINGTON | LA | [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Speed Control | Performance | Fluctuates
ANALYST NAME: Arkeem Scott OPEN ANALYST NAME: Arkeem Scott
COMMENTS:
2024-05-02 20:01:04

SUMMARY: The customer is experiencing erratic behavior with the cruise control in their 2023 GT. The issue occurs whenever a vehicle in front of them causes their car to slow down and then resume. When the car resumes, it accelerates at full throttle, leading to a scary situation where it continues to accelerate until the brakes are applied. The customer has not yet visited Banner Ford in Mandeville, LA, where they purchased the vehicle, but they are considering taking it to the dealer located about 70 miles away.

Cust-
RE: cruise control . My 2023 GT cruise control is acting erratic. It happens ANY time that a vehicle in front of me causes my car to slow, then resume. It resumes at FULL THROTTLE and will keep accelerating until I hit the brakes. Downright scary! VIN is: [REDACTED]
PS - [REDACTED]
[REDACTED]

Ford-
Hey, [REDACTED]! Thank you for reaching out to us regarding these cruise control concerns. I'd be happy to see how I can assist. Firstly, could you please provide me the name/location of your Ford servicing dealer? Thanks for your cooperation and understanding.
Keem
Ford Social Media Team

Cust-
I guess that would be Banner Ford in Mandeville La - haven't been there with it yet, but the dealer I bought it from is about 70 miles away.

Ford-
Thank you for your reply, [REDACTED]. Next, I would like to confirm a few details. Could you please provide the following:
-Last name
-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
Keem
Ford Social Media Team

Cust-
[REDACTED] - Owner
12,000 miles approx.
[REDACTED] (repeating this info)
[REDACTED] (repeating this info)
Contact by phone please

Ford-
Thank you [REDACTED]. Finally, are you experiencing any other concerns with your Mach-E?
Keem
Ford Social Media Team

Cust-
That's it - that's enough!

Ford-
Definitely holding space for your cruise control concerns, [REDACTED]. We do 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. Please kindly note, it is customary that Ford Motor Company asks that you begin working with a Ford dealer 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. 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 Banner Ford to have your vehicle diagnosed. Once you have done so, please feel free to reach out to us again.
Keem
Ford Social Media Team

2024-05-03 15:06:10

Cust-

So you wasted my whole day going back and forth asking me for information that I had already given you - to tell me to see the dealer.

I don't mind seeing the dealer - but you were absolutely WORTHLESS, and a waste of my time. You should have just said this with the first correspondence.....

Ford-

Thank you for this feedback, [REDACTED]. I do have our entire conversation documented, so your experience will be on record in our system. Please keep in contact with the Service Manager at your Banner Ford. If you have any questions after your Mach-E has been inspected, please feel free to reach out to us again here for assistance!

Keem

Ford Social Media Team

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 05-13-2024 CLOSED: 06-21-2024 BUSINESS UNIT NAME: UK
RESPONSE TEAM: GBR - Data Team COMMUNICATION: Phone
CASE CLASS LV 1234: Concern | Warranty | Base Warranty | Courtesy Car/Vehicle Hire
DEALER NAME: John Grose - Ipswich
PA CODE: 44200 DLR SALES CODE: 44200 REGION: ZONE: ###
VIN: [REDACTED] MODEL YEAR: 2023 MODEL: MUSTANG MACH-E MILEAGE: 3,672
BODY STYLE:
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: [REDACTED] | [REDACTED] |
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Speed Control | Performance | UNKNOWN
ANALYST NAME: Alexandra Billingsley OPEN ANALYST NAME: Gugu Ndaba
COMMENTS:
2024-05-13 12:04:39

New request raised by dealer for approval :13/05/2024 11:46 [REDACTED]
customer has a concern with the vehicle intelligent cruise not braking on corners- paul dixon has been out
and confirme and we are working with ford technical the customer is talking rejection and will not not Accept
anything apart from an electric vehicle. please supply electric vehicle if poss :13/05/2024 11:46 [REDACTED]

Hire start : 13/05
Hire expires : 16/05
Date Checked : YES
Dealer liable 0
CRC days : 4
Please update Hire on the : 16/05
Please update hire accordingly OR use the OFF-HIRE button on sapphire to OFF-HIRE this vehicle. Thanks.
Vehicle hire is given on warranty repairs only and dealership liable if non warranty. You will need to ensure
that live vehicle hire bookings are managed through the sapphire system and kept up to date at all times. The
CRC will no longer contact you to update/extend/off hire any outstanding vehicle hire. Failing to update
sapphire will lead to the dealership being liable for hire charges.

2024-05-15 11:57:51

For more information on qualification levels please visit <https://www.fordservicecontent.com> -EV-Readiness-
1.pdf

CONCER05/01/2024 09:36AM MARK DURRANT MSS - FOB - MSX - UK HOTLINE
The dealer called to report the PTS workshop manual pin point tests appear inconclusive as the indicated fault codes are not currently reported.

ADD-ON05/01/2024 09:36AM MARK DURRANT MSS - FOB - MSX - UK HOTLINE

CONCER05/02/2024 03:19AM

Looking online a Mach e forums there seems to be multiple people (in the usa) having issues with this system after a OTA update end of march/ early april this year. Please advise Chris

RECOMM05/02/2024 08:52AM DAVE MORRIS MSS - FOB - MSX - UK HOTLINE

NB: calling the Technical Hotline is a prerequisite for an FSE visit.

CONCER05/13/2024 06:29AM

Dealership changed the status changed from Diagnostics/Repair Suggested to Diagnose not complete, we have had Paul Dixon attend & confirmed the fault, he has requested that Dave Clarke attends

RECOMM05/13/2024 09:16AM [REDACTED] MSS - FOB - MSX - UK HOTLINE

Good afternoon, I will contact your Field Engineer and see if he can assist - but I should warn you that due to work load and vacation, [REDACTED] may not be able to visit for at least a couple of weeks, or more.

Case set up correctly - Y
Vehicle attached - Y
Owner correct - Y
Customer added - Y
Mileage - Y
EU Case Data completed - Y
Aged case description - Y
Symptom coding - Y
Case Designation - Y
Case Classification - Y
Follow up on Case - Y
Time/date for next contact given - Y
VOR - Y
Dealer - Y
Dealer Contact - Y

no further update on the HAR - follow up agreed with dlr 21/5pm

** addition to call to dlr, the follow up was agreed for tues pm

no further update on the HAR -agreed follow up with dlr 21/5pm

2024-05-22 11:00:22

please extend as this is not showing up on my sapphire we are waiting for support from ford motor comapany
hotline request :21/05/2024 15:15 [REDACTED]

Reservation No 314555
Hire start : 13/05
Hire expires : 28/05
Date Checked : YES
Dealer liable 5 days 16/05 - 21/05 due to late update
CRC days : 12
Please update Hire on the : 28/05

2024-05-23 08:02:35

please extend as this is not showing up on my sapphire we are waiting for support from ford motor comapany
hotline request :21/05/2024 15:15 [REDACTED]

Reservation No 314555
Hire start : 13/05
Hire expires : 28/05
Date Checked : YES
Dealer liable 5 days 16/05 - 21/05 due to late update
CRC days : 12
Please update Hire on the : 28/05

2024-05-23 09:09:50

please extend as this is not showing up on my sapphire we are waiting for support from ford motor comapany
hotline request :21/05/2024 15:15 [REDACTED]

Reservation No 314555
Hire start : 13/05
Hire expires : 28/05
Date Checked : YES
Dealer liable 5 days 16/05 - 21/05 due to late update
CRC days : 12
Please update Hire on the : 28/05

2024-05-28 10:37:27

please extend as this is not showing up on my sapphire we are waiting for support from ford motor comapany
hotline request :21/05/2024 15:15 [REDACTED]

Reservation No 314555
Hire start : 13/05
Hire expires : 28/05
Date Checked : YES
Dealer liable 5 days 16/05 - 21/05 due to late update
CRC days : 12
Please update Hire on the : 28/05

2024-05-30 11:17:50

please extend as this is not showing up on my sapphire we are waiting for support from ford motor comapany
hotline request :21/05/2024 15:15 [REDACTED]

Reservation No 314555
Hire start : 13/05
Hire expires : 28/05
Date Checked : YES
Dealer liable 5 days 16/05 - 21/05 due to late update
CRC days : 12
Please update Hire on the : 28/05

2024-06-03 09:42:48

please extend as this is not showing up on my sapphire we are waiting for support from ford motor comapany
hotline request :21/05/2024 15:15 [REDACTED]

Reservation No 314555
Hire start : 13/05
Hire expires : 28/05
Date Checked : YES
Dealer liable 5 days 16/05 - 21/05 due to late update
CRC days : 12
Please update Hire on the : 28/05

2024-06-03 10:16:07

please extend as this is not showing up on my sapphire we are waiting for support from ford motor comapany
hotline request :21/05/2024 15:15 [REDACTED]

Reservation No 314555
Hire start : 13/05
Hire expires : 28/05
Date Checked : YES
Dealer liable 5 days 16/05 - 21/05 due to late update
CRC days : 12
Please update Hire on the : 28/05

2024-06-04 13:44:45

please extend as this is not showing up on my sapphire we are waiting for support from ford motor comapany
hotline request :21/05/2024 15:15 [REDACTED]

Reservation No 314555
Hire start : 13/05
Hire expires : 28/05
Date Checked : YES
Dealer liable 5 days 16/05 - 21/05 due to late update
CRC days : 12
Please update Hire on the : 28/05

2024-06-05 08:52:50

please extend as this is not showing up on my sapphire we are waiting for support from ford motor comapany
hotline request :21/05/2024 15:15 [REDACTED]

Reservation No 314555
Hire start : 13/05
Hire expires : 28/05
Date Checked : YES
Dealer liable 5 days 16/05 - 21/05 due to late update
CRC days : 12
Please update Hire on the : 28/05

2024-06-07 10:31:11

please extend as this is not showing up on my sapphire we are waiting for support from ford motor comapany
hotline request :21/05/2024 15:15 [REDACTED]

Reservation No 314555
Hire start : 13/05
Hire expires : 28/05
Date Checked : YES
Dealer liable 5 days 16/05 - 21/05 due to late update
CRC days : 12
Please update Hire on the : 28/05

2024-06-10 08:57:40

please extend as this is not showing up on my sapphire we are waiting for support from ford motor comapany
hotline request :21/05/2024 15:15 [REDACTED]

Reservation No 314555
Hire start : 13/05
Hire expires : 28/05
Date Checked : YES
Dealer liable 5 days 16/05 - 21/05 due to late update
CRC days : 12
Please update Hire on the : 28/05

2024-06-12 08:17:37

please extend as this is not showing up on my sapphire we are waiting for support from ford motor comapany
hotline request :21/05/2024 15:15 [REDACTED]

Reservation No 314555
Hire start : 13/05
Hire expires : 28/05
Date Checked : YES
Dealer liable 5 days 16/05 - 21/05 due to late update
CRC days : 12
Please update Hire on the : 28/05

2024-06-12 08:58:28

please extend as this is not showing up on my sapphire we are waiting for support from ford motor comapany
hotline request :21/05/2024 15:15 [REDACTED]

Reservation No 314555
Hire start : 13/05
Hire expires : 28/05
Date Checked : YES
Dealer liable 5 days 16/05 - 21/05 due to late update
CRC days : 12
Please update Hire on the : 28/05

2024-06-12 08:59:25

please extend as this is not showing up on my sapphire we are waiting for support from ford motor comapany
hotline request :21/05/2024 15:15 [REDACTED]

Reservation No 314555
Hire start : 13/05
Hire expires : 28/05
Date Checked : YES
Dealer liable 5 days 16/05 - 21/05 due to late update
CRC days : 12
Please update Hire on the : 28/05

2024-06-13 09:17:30

please extend as this is not showing up on my sapphire we are waiting for support from ford motor comapany
hotline request :21/05/2024 15:15 [REDACTED]

Reservation No 314555
Hire start : 13/05
Hire expires : 28/05
Date Checked : YES
Dealer liable 5 days 16/05 - 21/05 due to late update
CRC days : 12
Please update Hire on the : 28/05

2024-06-20 09:11:15

please extend as this is not showing up on my sapphire we are waiting for support from ford motor comapany
hotline request :21/05/2024 15:15 [REDACTED]

Reservation No 314555
Hire start : 13/05
Hire expires : 28/05
Date Checked : YES
Dealer liable 5 days 16/05 - 21/05 due to late update
CRC days : 12
Please update Hire on the : 28/05

2024-06-21 09:21:49

please extend as this is not showing up on my sapphire we are waiting for support from ford motor comapany
hotline request :21/05/2024 15:15 [REDACTED]

Reservation No 314555
Hire start : 13/05
Hire expires : 28/05
Date Checked : YES
Dealer liable 5 days 16/05 - 21/05 due to late update
CRC days : 12
Please update Hire on the : 28/05

2024-06-21 10:23:17

please extend as this is not showing up on my sapphire we are waiting for support from ford motor comapany
hotline request :21/05/2024 15:15 [REDACTED]

Reservation No 314555
Hire start : 13/05
Hire expires : 28/05
Date Checked : YES
Dealer liable 5 days 16/05 - 21/05 due to late update
CRC days : 12
Please update Hire on the : 28/05

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]

STATUS: Information Provided

OPEN: 05-13-2024

CLOSED: 05-13-2024

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: IVT (In-Vehicle Technology) NA CRC

COMMUNICATION: Phone

CASE CLASS LV 1234: Technical Assistance | Vehicle Hardware/Software | BlueCruise | Software

DEALER NAME:

PA CODE:

DLR SALES CODE:

REGION:

ZONE:

VIN: [REDACTED]

MODEL YEAR: 2023

MODEL: MUSTANG MACH-E

MILEAGE:

BODY STYLE: K1S - MUSTANG MACH-E SELECT AWD 4DR

LAST NAME FIRST NAME MIDDLE: [REDACTED] |

ADDRESS: [REDACTED]

CITY STATE ZIP COUNTRY: LEANDER | TX | [REDACTED] | USA

HOME PHONE [REDACTED]

SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Inoperative

ANALYST NAME: Melissa Sherman

OPEN ANALYST NAME: Melissa Sherman

COMMENTS:

2024-05-13 16:43:04

Cust Says: Shelby with FordPass. Has a cust with a 23 mach-e bluecruise is active. bluecruise is not working/engaging. used to get a notification to use hands free while driving and haven't gotten that since January. Per Cust. DLR: N/A CRC ADV: Adv cust in their vehicle to go to settings, driver assistance and make sure that adaptive cruise control was turn on and lane centering hands free was turned on. customer confirmed both are on. Adv cust that since both of those are on, there maybe something going on with the software/hardware. Also adv cust that I do not see any software update since march and that they also have quite a few vehicle health alerts. Adv cust to visit their preferred ford dealership for further assistance
RESOURCES USED: oasis, gcct, aaf articles: Troubleshooting Ford BlueCruise Hardware Issues
RESOLUTION/ NEXT STEP: Referred to dealer

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN: 05-20-2024

CLOSED: 05-20-2024

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: IVT (In-Vehicle Technology) NA CRC

COMMUNICATION: Phone

CASE CLASS LV 1234: Technical Assistance | Vehicle Hardware/Software | BlueCruise | Software

DEALER NAME:

PA CODE:

DLR SALES CODE:

REGION:

ZONE:

VIN: [REDACTED]

MODEL YEAR: 2022

MODEL: MUSTANG MACH-E

MILEAGE:

BODY STYLE: K4S - MUSTANG MACH-E GT AWD 4DR

LAST NAME FIRST NAME MIDDLE: [REDACTED] |

ADDRESS: [REDACTED]

CITY STATE ZIP COUNTRY: INDIANAPOLIS | IN | [REDACTED] | USA

HOME PHONE: [REDACTED]

SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Inoperative

ANALYST NAME: Eric Kwechin

OPEN ANALYST NAME: Eric Kwechin

COMMENTS:

2024-05-20 17:23:20

Cust says: Rodrick from fordpass guides, cust says blue cruise stopped working. CRC ADV: Cust has mutiple DTCs on veh that should be addressed by dlr . Resources: GCCT OASIS Resolution; Resolved

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Information Provided
OPEN: 05-28-2024 CLOSED: 05-29-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: IVT (In-Vehicle Technology) NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Inquiry | Vehicle Hardware/Software | BlueCruise |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: ██████████ MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE:
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: ██████████ |
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: PALMER | AK | ██████████ | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Inoperative
ANALYST NAME: Ryan Brown OPEN ANALYST NAME: Ryan Brown
COMMENTS:
2024-05-28 23:33:23

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Merged
OPEN: 05-31-2024 CLOSED: 06-06-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Letter
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle | CCT Criteria
DEALER NAME: Sill-TerHar Motors, Inc.
PA CODE: 07005 DLR SALES CODE: 56012 REGION: W4 ZONE: W4A
VIN: ██████████ MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 64,502
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: ██████████
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: BRIGHTON | CO | ██████████ | USA
HOME PHONE ██████████
SYMPTOMS: Driver Aides & Information | EV Warning Indicators/Messages/Chimes | Not Listed | Unknown
ANALYST NAME: # FordTCC-DS-PROD01-GCCT OPEN ANALYST NAME: Marsha Wojewski-Boyd
COMMENTS:
2024-05-31 13:58:27
2024-06-01 14:55:42
2024-06-01 14:57:05
2024-06-01 15:00:13
2024-06-01 15:03:58
2024-06-01 15:09:00
2024-06-03 14:22:17
2024-06-03 14:24:53
2024-06-03 14:26:47
2024-06-03 18:50:06
2024-06-06 12:38:13
2024-06-06 12:40:10
2024-06-06 12:44:11

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 04-12-2024 CLOSED: 05-01-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Feedback | Dealer | Negative |
DEALER NAME: Fort Mill Ford
PA CODE: 01015 DLR SALES CODE: 21279 REGION: S2 ZONE: S2A
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE:
BODY STYLE: K1R - MUSTANG MACH-E SEL RWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: FORT MILL | SC [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | UNKNOWN
ANALYST NAME: Jessica Zavala OPEN ANALYST NAME: # FordTCC-DSUnknow-Prod-GCCT
COMMENTS:
2024-04-12 15:59:36

CXS - Jessica Zavala
jzaval28@ford.com
866-631-3788 Ext 79499
IBC [REDACTED] - callback number
customer in a bad mood
having issues with service center- Fort Mill Ford
MME 21- [REDACTED]
issuing a formal complaint- customer did ask for sup but I did apologize for having head set issues in the beginning of the call.
Customer stated DLR took vehicle all day and didn't even complete the repair.
Next interaction it went ok
less than 30 days- sometime of battery malfunction
had vehicle over a week.- she got vehicle back and wires on the bottom were hanging out inside by the pedals. She took vehicle back to get those wires fixed. She said now blue cruise isn't working. When she took vehicle back to DLR she asked them for a loaner ready for when she brings back. DLR told her there are 2 people ahead of the diagnosis. DLR then called her later and told her they won't be able to diagnose vehicle until later that day. Customer has issue because they can't diagnose vehicle at the time they told her and they don't have a rental for her. She has speaking with SA Deforest but he has been great with giving her updates. Customer doesn't feel like she is getting the service she deserves. She feels like the DLR is lying to her regarding the vehicle and she doesn't feel its right she is having the same issue but they won't be able to diagnose vehicle in the time they told her.
I told customer I can call the DLR to get an update for her.
OBC to DLRPhone:(803) 948-8202
I called to get info on the vehicle for the customer. Person answered I said hello and he didn't reply. So he hung up line.
OBC to DLR(803) 948-8202again
I called to speak with Deforest he said he is working on getting a loaner for now. He said they should be diagnosing vehicle by the end of the day. He said automatic cruise control not working. RO# 371192
He will call you once is ready loaner.
Next step: Submit case as feedback about DLR.
I will help with repair assistance.

2024-04-15 20:24:09

CXS - Jessica Zavala
jzaval28@ford.com
866-631-3788 Ext 79499
OBC to DLR(803) 948-82024/15
I called to ask SA Deforest if he was able to place the customer in a loaner and get update on diagnosis. He was not available. I left message asking for callback.
Next step: Try calling DLR back again.

2024-04-15 22:06:10

CXS - Jessica Zavala
jzaval28@ford.com
866-631-3788 Ext 79499
OBC to DLR(803) 948-82024/15
I called to ask SA Deforest if he was able to place the customer in a loaner and get update on diagnosis. I spoke with Deforest he said they have ordered the part- ETA for parts 3-5 days. He was able to place customer in a loaner. He asked me to call him Friday to get another update.
OBC to customer [REDACTED] 4/15
I called to ask if the DLR was able to place her in a loaner and inform her that I'm working on getting an update from DLR regarding part arrival. I told her I would call her again on Friday to provide another update.
Next step: Follow up with DLR Friday 4/19 to get update on repair.

2024-04-19 21:08:38

CXS - Jessica Zavala
jzaval28@ford.com
866-631-3788 Ext 79499
OBC to DLR(803) 948-82024/19
I called to get an update from SA Deforest regarding repair. Deforest is not in available at the moment. I will callback later.
Next step: Notate case.

2024-04-19 21:54:48

CXS - Jessica Zavala
jzaval28@ford.com
866-631-3788 Ext 79499
OBC to DLR(803) 948-82024/19

I called to get an update from SA Deforest regarding part arrival. He said the part will arrive tomorrow. He said ETA will be completion at latest Monday.

OBC to customer [REDACTED] 4/19

I called to give the customer update. I did give him the update I received from Monday. Customer stated she is upset that she has not been able to speak with DLR. She said she has been spending money on gas and its upset to her. I told her to keep receipts and send them over to me so I can submit for approval. She said she will try to get receipts moving forward but she does have invoices on debit card.

Next step: Follow up with DLR on Monday 4/22 to get update on repair.

2024-04-22 18:48:45

CXS - Jessica Zavala
jzaval28@ford.com
866-631-3788 Ext 79499

OBC to DLR(803) 948-82024/22

I called to get an update from SA Deforest but he was not available. I did leave a message on his voicemail asking him to call me back with an update. I will callback later on.

Next step: Follow up with DLR on Monday 4/22 to get update on repair.

2024-04-22 21:15:26

CXS - Jessica Zavala
jzaval28@ford.com
866-631-3788 Ext 79499

OBC to DLR(803) 948-82024/22

I called to get an update from SA Deforest he said the part did arrive. The repair has been completed and the customer picked up the vehicle today.

OBC to customer [REDACTED] 4/22

Customer stated she picked up vehicle Saturday, but the vehicle is running well. I told her to drive the vehicle all this week and I will do one final contact with her on Friday. Customer understood and didn't have any other concerns.

Next step: Follow up with customer Friday to 4/26 to confirm repair satisfaction.

2024-04-26 16:33:04

CXS - Jessica Zavala
jzaval28@ford.com
866-631-3788 Ext 79499

OBC to customer [REDACTED] 4/26

Customer stated she picked up vehicle great and is happy with the repairs. She did mention some wires are hanging but she doesn't feel like that's a concern. I offered to call DLR to assist with the wire issue, but customer stated she is fine and doesn't want to take it back to DLR.

Next step: Safety net to close.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 04-25-2024 CLOSED: 04-25-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Inquiry NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Inquiry | |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2023 MODEL: MUSTANG MACH-E MILEAGE: 1,400
BODY STYLE: K3S - MUSTANG MACH-E PREMIUM AWD 4DR
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: CISCO | TX | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Speed Control | Performance | Loses Speed
ANALYST NAME: Patricia Rucker OPEN ANALYST NAME: # fordprodprojectadvocate
COMMENTS:
2024-04-25 17:42:41

IBC/FROM CUST
[REDACTED]
2023 Mach E
[REDACTED]
Miles 1400
Cust keep getting fault while driving
Cruise control cuts off, lane assist not working, TPS sensor
Throwing lot codes
Cust only had veh for 2 weeks
Advised to take veh to dealer for diag
NEXT STEPS: close
Patricia Rucker
SheHerHers
Customer Advocate, Ford Passenger Vehicle Team
O: (866) 631-3788 ext. 79723
I am an inquiry agent. I do not progress cases. Please assist the customer.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Canceled
OPEN: 05-07-2024 CLOSED: 06-14-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | |
DEALER NAME: Midway Ford
PA CODE: 04893 DLR SALES CODE: 24013 REGION: S3 ZONE: S3A
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE:
BODY STYLE: K1S - MUSTANG MACH-E SEL AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: SOUTH MIAMI | FL [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Fluctuates
ANALYST NAME: P Rxcrmp OPEN ANALYST NAME: # fordprodprojectadvocate
COMMENTS:
2024-05-07 19:34:57

CXS: Emily Kelly
ekelly45@ford.com
866-631-3788 ext. 79231
IBC from CUST [REDACTED] (5/7)
•Vehicle Concern: Vehicle doesn't stop on it's own if it senses it will crash, lane assist and cruise control isn't working
•Has this issue happened before? Y If so, how many times? 2 times
•What the customer is seeking from Ford? Buyback
•Where is the vehicle located: With customer
•Date taken to dealership: N/A
•Are you in a loaner? N/A
•Repair Cost Estimate provided by DLR? N/A
•Any Ford or 3rd Part ESP?
•Mileage: 13872
•WSD:12/29/2021
•Is your vehicle Maintenance Current? Y
•Dealership Servicing: Midway Ford
•Is this the purchasing dealership? Y
•Dealership Contact: N/A
•Verify if customer meets FLP just in case:
•SMS Opt In: Y
Customer opted into SMS.
Next Steps: Look out for email from customer 5/9.
Ford Motor Company®
Emily Kelly
BEV Team
Monday-Thursday & Saturday 7-3:30 pm
ekelly45@ford.com| www.ford.com

2024-05-09 17:16:09

CXS: Emily Kelly
ekelly45@ford.com
866-631-3788 ext. 79231
IBC from CUST [REDACTED] (5/7)
I contacted the customer
Next Steps: Look out for email from customer 5/9.
Ford Motor Company®
Emily Kelly
BEV Team
Monday-Thursday & Saturday 7-3:30 pm
ekelly45@ford.com| www.ford.com

2024-05-09 17:16:29

CXS: Emily Kelly
ekelly45@ford.com
866-631-3788 ext. 79231
IBC from CUST [REDACTED] (5/7)
I contacted the customer to inauire about
Next Steps: Look out for email from customer 5/9.
Ford Motor Company®
Emily Kelly
BEV Team
Monday-Thursday & Saturday 7-3:30 pm
ekelly45@ford.com| www.ford.com

2024-05-09 17:29:50

CXS: Emily Kelly
ekelly45@ford.com
866-631-3788 ext. 79231
IBC from CUST [REDACTED] (5/7)
I contacted the customer to inauire about d
Next Steps: Look out for email from customer 5/9.
Ford Motor Company®
Emily Kelly
BEV Team
Monday-Thursday & Saturday 7-3:30 pm
ekelly45@ford.com| www.ford.com

2024-05-09 18:03:20

CXS: Emily Kelly
ekelly45@ford.com
866-631-3788 ext. 79231
IBC from CUST (5/7)
I contacted the customer to inquire about the BB information that was sent to him. The customer stated that he will email me the information.
Next Steps: Look out for email from customer 5/9.
Ford Motor Company®
Emily Kelly
BEV Team
Monday-Thursday & Saturday 7-3:30 pm
ekelly45@ford.com | www.ford.com

2024-05-09 18:04:00

CXS: Emily Kelly
ekelly45@ford.com
866-631-3788 ext. 79231
IBC from CUST (5/7)
I contacted the customer to inquire about the BB information that was sent to him. The customer stated that he will email me the information.
Next Steps: Look out for email from customer 5/11.
Ford Motor Company®
Emily Kelly
BEV Team
Monday-Thursday & Saturday 7-3:30 pm
ekelly45@ford.com | www.ford.com

2024-05-09 18:04:02

CXS: Emily Kelly
ekelly45@ford.com
866-631-3788 ext. 79231
IBC from CUST (5/7)
I contacted the customer to inquire about the BB information that was sent to him. The customer stated that he will email me the information.
Next Steps: Look out for email from customer 5/11.
Ford Motor Company®
Emily Kelly
BEV Team
Monday-Thursday & Saturday 7-3:30 pm
ekelly45@ford.com | www.ford.com

2024-05-09 18:04:07

CXS: Emily Kelly
ekelly45@ford.com
866-631-3788 ext. 79231
IBC from CUST (5/7)
I contacted the customer to inquire about the BB information that was sent to him. The customer stated that he will email me the information.
Next Steps: Look out for email from customer 5/11.
Ford Motor Company®
Emily Kelly
BEV Team
Monday-Thursday & Saturday 7-3:30 pm
ekelly45@ford.com | www.ford.com

2024-05-16 19:55:38

OBC to customer

Customer has a non working number on her profile. I called the number 3xs and it gives a busy dial tone.

Next steps Email customer advising her I have been reassigned to her case

Shacora Wade
Battery Electric Vehicle Specialist
Ford Motor Company ®
Swade34@ford.com | www.ford.com
office: 866-631-3788 ext. 79072
Mon. – Fri 7 a.m. to 3:30 p.m. Central Time

2024-05-16 20:00:03

OBE to customer

Dear [REDACTED]
As a loyal Ford customer, we will work diligently to address all concerns. I would like the opportunity to restore your faith in Ford and keep you as a loyal Ford customer in reference to Case No [REDACTED]. Thank you for contacting Ford Motor Company today. I am now your new Battery Electric Vehicle Specialist. I will work with you to bring the earliest possible resolution to your case, providing you with regular updates in the interim.
Should you need to contact me, you may reach me directly at this email address or at 866-631-3788 on my extension 79072. If I'm unavailable, please leave me a detailed voice message and I will return your call as soon as possible. If you do call back, please be prepared to provide your case number to enable quicker service.
I appreciate you for contacting Ford and allowing us the opportunity to make this right and keep you as a loyal customer. Thank you again for providing me the opportunity to restore your faith in Ford, and for contacting Ford, we appreciate your loyalty and are committed to resolving your case as soon as possible.

Best Regards,

Shacora Wade
Battery Electric Vehicle Specialist
Ford Motor Company ®
Swade34@ford.com | www.ford.com
office: 866-631-3788 ext. 79072
Mon. – Fri 7 a.m. to 3:30 p.m. Central Time

2024-05-17 15:38:54

CASE PROGRESSION TEMPLATE
FLP Recognized: * if no, please explain: No
Follow up set w/urgency within forty-eight hours (Y/N): No

Initial Dealer contact within twenty-four hours (Y/N): No

Focus on addressing customers concern (Y/N): No

If applicable– Case closure safety net completed before offering financial assistance (Y/N/ NA):[NS(1)]
Clear focus on repairing the vehicle (Y/N): No

Buyback Milestone for Buyback cases (Y/N): Yes

Are notes pertinent, concise with next steps (Y/N): Yes

Best method of contact and delegate identified (Y/N): No

Service manager email located in case and contact (Y/N): No

TECH SME/Part SME Task Required: No

Tech SME/Part ME/Completed: No

COPIS required:[NS(2)] No

If applicable, has a GWG been offered & approved (Y/N/ NA):[NS(3)]

Recaps should be present to clarify customers expectations.

[NS(2)]
Identifying Lack of Follow Up & Communication
Sense of Urgency

PMPK (Rental, ESP, GWG)

2024-05-20 15:23:13	OBC TO CUST: CXS in attempt to finish the BB request with the cust. It seems the BB was never officially submitted by original owning agent so cust will need to complete the full BB questionnaire. NO ANSWER** // there was a busy line signal cxs disconnected as it seemed line was not a working line.
2024-06-03 17:13:11	OBC TO CUST: CXS in attempt to finish the BB request with the cust. It seems the BB was never officially submitted by original owning agent so cust will need to complete the full BB questionnaire. NO ANSWER** // there was a busy line signal cxs disconnected as it seemed line was not a working line.
2024-06-05 14:36:02	OBC TO CUST: CXS in attempt to finish the BB request with the cust. It seems the BB was never officially submitted by original owning agent so cust will need to complete the full BB questionnaire. NO ANSWER** // there was a busy line signal cxs disconnected as it seemed line was not a working line.
2024-06-06 20:20:25	OBC TO CUST: CXS in attempt to finish the BB request with the cust. It seems the BB was never officially submitted by original owning agent so cust will need to complete the full BB questionnaire. NO ANSWER** // there was a busy line signal cxs disconnected as it seemed line was not a working line.
2024-06-06 20:21:45	OBC TO CUST: CXS in attempt to finish the BB request with the cust. It seems the BB was never officially submitted by original owning agent so cust will need to complete the full BB questionnaire. NO ANSWER** // there was a busy line signal cxs disconnected as it seemed line was not a working line.
2024-06-06 20:27:54	OBC TO CUST: CXS in attempt to finish the BB request with the cust. It seems the BB was never officially submitted by original owning agent so cust will need to complete the full BB questionnaire. NO ANSWER** // there was a busy line signal cxs disconnected as it seemed line was not a working line.
2024-06-07 20:04:54	OBC TO CUST: CXS in attempt to finish the BB request with the cust. It seems the BB was never officially submitted by original owning agent so cust will need to complete the full BB questionnaire. NO ANSWER** // there was a busy line signal cxs disconnected as it seemed line was not a working line.

2024-06-07 20:17:11 OBC TO CUST: CXS in attempt to finish the BB request with the cust. It seems the BB was never officially submitted by original owning agent so cust will need to complete the full BB questionnaire. NO ANSWER** // there was a busy line signal cxs disconnected as it seemed line was not a working line.

2024-06-07 20:53:01 OBC TO CUST: CXS in attempt to finish the BB request with the cust. It seems the BB was never officially submitted by original owning agent so cust will need to complete the full BB questionnaire. NO ANSWER** // there was a busy line signal cxs disconnected as it seemed line was not a working line.

2024-06-10 20:25:19 OBC TO CUST: CXS in attempt to finish the BB request with the cust. It seems the BB was never officially submitted by original owning agent so cust will need to complete the full BB questionnaire. NO ANSWER** // there was a busy line signal cxs disconnected as it seemed line was not a working line.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 05-09-2024 CLOSED: 05-21-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | |
DEALER NAME: Tropical Ford
PA CODE: 03171 DLR SALES CODE: 24225 REGION: S3 ZONE: S3C
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 41,318
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: ORLANDO | FL | [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Powertrain Malfunction (wrench image) | UNKNOWN
ANALYST NAME: P RXALMProd OPEN ANALYST NAME: # FordTCC-DSUnknow-Prod-GCCT
COMMENTS:
2024-05-09 18:15:52

Reason for Call/Issue: Cust's vehicle has been having multiple issues such as the Front camera (this was serviced but the Cust doesn't feel confident in the repair), High Voltage Battery Junction Box causing the vehicle to not work properly, and the vehicle now randomly accelerates on it's own with the Cust saying he almost recently crashed into another and now he no longer wants to get the vehicle fixed.

Is the vehicle at the dealership? No

What are you seeking from FMC? A Buyback for the vehicle

Reviewed Oasis? Yes

Did you check recalls, warranty, ESP, 3rd Party Warranty & warranty history? Yes

What were your findings? There was a service for the Front Camera back on 9/12/23 and there's an active Safety Recall (23S56) which address the junction box problem

Resolution Provided? Connect him with a BEV Representative so they can proceed with initiating the buyback request for the Cust.

Reason for transfer to Case Manager: Buyback

Case Manager Name: Jessica Zavala

Brandon Rogers

broger68@ford.com

He Him His

Customer Experience Specialist / Truck Inquiry Agent

2024-05-09 18:41:06

CXS - Jessica Zavala

jzaval28@ford.com

866-631-3788 Ext 79499

IBC transfer

Mr [REDACTED]

[REDACTED] to submit buyback due to battery junction box and camera issues

Customer is having issue with vehicle- auto acceleration- customer doesn't have an appointment to take vehicle to DLR. Customer stated he will not take vehicle to DLR. I did tell customer that our main goal is to get the vehicle repaired. Customer stated DLR will not be able to duplicate the concern. He says this is an intermittent issue.

I will submit for customer upon his request. Customer just picked up vehicle from DLR a week ago and high voltage junction box as well as front camera issue. I did recommend to the customer that if he is having issue to take vehicle back to DLR, he said DLR will not give him another appointment since they cannot duplicate the acceleration concern.

Customer hadn't told the DLR about the acceleration concern this past time it was at the shop.

Next step: Submit buyback. Follow up with customer Thursday 5/16 to provide update on buyback.

2024-05-10 14:31:39

NCBR Team, Alex:

After review, vehicle may meet State guidelines for buyback/replacement criteria for NJ.

Talking Points:

-GFR sent over for second review

-Review notes in milestone

-Focus on getting vehicle repaired

2024-05-10 14:31:48

NCBR Team, Alex:

[REDACTED]: ORIGINAL PER NAVIS

NJ/FL

OGC VIN list report: None

2024-05-14 21:21:28

CXS - Jessica Zavala

jzaval28@ford.com

866-631-3788 Ext 79499

OBC to customer: [REDACTED] 5/14

I called to inform the customer that the buyback is still in process. I left that on customers voicemail letting him know the buyback is still in process and I will call him again on Monday.

Next step: Submit buyback. Follow up with customer Monday 5/20 to provide update on buyback.

2024-05-15 21:22:17

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
Non-Californian Buyback ReviewTeam/Ford CX Team

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

2024-05-17 14:21:49

Case has been accepted by Ford RAV team.

2024-05-17 17:22:48

CXS - Jessica Zavala
jzaval28@ford.com
866-631-3788 Ext 79499

OBC to customer [REDACTED] 5/17

I called to inform the customer that the buyback has been approved. I told him RAV team will be speaking with the customer, customer stated he spoke with RAV team today. I did prompt for survey as well.

bozohoho@yahoo.com

Next step: Safety net to close.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 05-10-2024 CLOSED: 05-10-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 61,000
BODY STYLE: K3S - MUSTANG MACH-E PRE AWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: WESTFIELD | IN | [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Inoperative
ANALYST NAME: Victoria Davis OPEN ANALYST NAME: # FordTCC-DSUnknow-Prod-GCCT
COMMENTS:
2024-05-10 19:55:13

CUST SAYS: I have had the Ford Mustang since it has come out. We have never had the Bluecruise working and it still does not change lanes. It's been in services at least 8 times and I am trying to figure out when does Ford get involved to either replaces the vehicle or do something to resolve the issue No Bluecruise crashes about 85 percent of the time which then turns off all cruise control. My wife has dealt with this for years and honestly I though the last 2 times they would resolve it but we are very busy and can't just keep taking our car in We have had it at Tom Wood and I know they have worked with Ford several times to resolve. Also we then have to get rental cars that are not ideal seeing as we bought electric for a reason. Several months ago. I would contact them for all the times it's been in. Like I said we don't have time to keep dealing with this. There was a period it was in 4 or 5 times over 6 months and never resolved So far there is no way it will work anyways as standard cruise control crashes almost every time we use it. We get a fault even when we are not useing. It's always been front camera fault and all shut down. I only decided to contact Ford direct as we cannot keep having issues and do not have time to keep taking it in. We need a resolution.

CUST SAYS, DLR SAYS:
CRC ADVISED: I appreciate you taking the time out of your day to chat with me about this! In order for us to fully assist you, your vehicle must be at your preferred dealership and have a recent diagnosis. Please take your Mustang Mach-E back to the dealership you're working with and once it's there, please give us a call back at: call 800-392-3673 Monday - Friday: 8:00 a.m. - 11:00 p.m. EST Saturday: 8:00 a.m. - 8:00 p.m. EST. I have created this case for you with all of the details we spoke about: [REDACTED]. Please give it to the next Customer Experience Specialist you speak with on the phone.

documenting case. Please create new case to escalate once customer gets diagnosis. This customer has not had a diagnosis.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 05-14-2024 CLOSED: 06-06-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | |
DEALER NAME: Fritts Ford
PA CODE: 05557 DLR SALES CODE: 71155 REGION: W1 ZONE: W1B
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: MUSTANG MACH-E MILEAGE: 21,961
BODY STYLE: K4S - MUSTANG MACH-E GT AWD 4DR
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: RIVERSIDE | CA | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | UNKNOWN | UNKNOWN
ANALYST NAME: Destinei Spotsville OPEN ANALYST NAME: # fordprodprojectadvocate
COMMENTS:
2024-05-14 17:11:46

IBC FROM CUST: cust called in wanting to start BB process says his vehicle is not safe is not safe to drive and are throwing the following warning codes.
stop safely now
park assist not available
warning keep eyes on the road while in blue cruise
Cust Dealer stated they replaced motors in the side mirrors, but they are still folding downwards while driving. Veh was at the dealer April 11th-May 10th, 2024. Dealer couldn't find out what was wrong with the vehicle. The issues are still persistent after veh leaving the dealer.
CXS submitted the BB request and advised cust of timeline.

2024-05-15 11:47:33

TO LISA C

2024-05-15 19:46:23

Started GFR /Working on Review

2024-05-15 19:52:37

Attached DMV Report, Claims List and ESP Coverage to the GFR

2024-05-15 20:11:54

Emailed Kyle Klen-Srvc Mgr with Fritts Ford requesting the RO information

2024-05-21 22:43:35

Ibc from customer

Customer calling for a case update in regard to BB submission.

Customer is scared to drive vehicle due to "Stop safely now "(error message) and mirror folding down while driving.

Adv customer CA buyback can take 30 or more days for a decision. Case manager Destinei will keep him in the loop on next steps.

Delisa Taylor
BEV Specialist
Ford Motor Company

2024-05-22 17:13:12

Received RO information from Kyle-Srvc Mgr with Fritts Ford, updated the GFR

2024-05-22 18:10:03

Called and spoke with Kyle in Srvc at Fritts Ford to get info on an RO, and if any mods , gave me info I needed, updated the GFR

2024-05-22 18:18:16

Case Analyst Review Complete. Transferring to TL for Review.

2024-05-23 22:43:11

Case Analyst Review Complete. Transferring to TL for Review.

2024-05-24 12:30:09

Case Analyst Review Complete. Transferring to TL for Review.

2024-05-24 14:15:52

Case Analyst Review Complete. Transferring to TL for Review.

2024-05-24 14:20:03

Case Analyst Review Complete. Transferring to TL for Review.

2024-05-28 16:00:02

Case Analyst Review Complete. Transferring to TL for Review.

2024-05-31 14:08:11

Case Analyst Review Complete. Transferring to TL for Review.

2024-05-31 14:20:14

Case Analyst Review Complete. Transferring to TL for Review.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 05-15-2024 CLOSED: 05-16-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |
DEALER NAME: Phil Long Ford of Denver, LLC
PA CODE: 06379 DLR SALES CODE: 56002 REGION: W4 ZONE: W4A
VIN: [REDACTED] MODEL YEAR: 2023 MODEL: MUSTANG MACH-E MILEAGE: 5,228
BODY STYLE: K3S - MUSTANG MACH-E PREMIUM AWD 4DR
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: HIGHLANDS RANCH | CO | [REDACTED] | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Unintended/Unwanted Action
ANALYST NAME: Samira Hill OPEN ANALYST NAME: # fordprodprojectadvocate
COMMENTS:
2024-05-15 19:30:11

IBC CUST [REDACTED]

CUST STATES the veh does not recognize when it is at 100% charge. The veh will keep charging. CUST states the charge port is also abnormally warm.

CUST states the blue cruise recently activated & set the speed to 75 mph almost causing an accident. CUST states he has veh at DLR where he is employed.

CUST states he does not feel safe in the veh & wanted to look into the BB request if this is going to continue to be a problem.

CXS explained the BB request process & that it is according to your states LL

CXS offered to contact DLR for veh status updates.
CUST declined & advised that he would contact if he would be interested in pursuing BB request.

> Sami Hill
> Customer Experience Specialist
> Ford BEV CXSC |Shill154@ford.com
> O: 866-631-3788 | Ext: 79414

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 05-17-2024 CLOSED: 06-10-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Financial Assistance | |
DEALER NAME: Earnhardt Ford
PA CODE: 20313 DLR SALES CODE: 71176 REGION: W3 ZONE: W3A
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: Mustang Mach-E MILEAGE: 49,507
BODY STYLE: K2R - MUSTANG MACH-E CAL RWD 4DR LHD
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: MARICOPA | AZ | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Collision Avoidance | Flashes
ANALYST NAME: Jasmine Williams OPEN ANALYST NAME: # fordprodprojectadvocate
COMMENTS:
2024-05-17 17:27:46

transfer from inq

[REDACTED]

CLV:83

ibc from cust states the veh recently had alert popped up effecting bluecrise ,ford collision warning the camera went out he took to dealer because bluecruise wasnt working the dealer fixed and it worked recently the battery went out on veh they had to replace that and when they did a waraning of front camera showed up it flashes the whole time he took to dealer for that concern they reset camera its 200 but if that dont work then it will be 3500 he can pay for the 3500

what are you seeking from ford:fin assist for 3500

2024-05-17 17:41:26

transfer from inq

[REDACTED]

CLV:83

ibc from cust states the veh recently had alert popped up effecting bluecrise ,ford collision warning the camera went out he took to dealer because bluecruise wasnt working the dealer fixed and it worked recently the battery went out on veh they had to replace that and when they did a waraning of front camera showed up it flashes the whole time he took to dealer for that concern they reset camera its 200 but if that dont work then it will be 3500 he can pay for the 3500

obc to dealer to speak with sa kyle 4807636251 got no response got vmail

2nd attempt to dealer to speak with sa kye got his vmail again

3rd attempt to speak with a service manager speaking with sa lenny states i will have to speak directly to the service advisor about the customer a service manager wouldnt know and disconnected the call

advised cust i was unseccfull of speaking with dealer let me reserch further to speak with dealer once i

speak with dealer i will give him call tomorrow

cust states he will leave veh at dealer wait for call

2024-05-17 17:59:54

obc to dealer sa kyle 4807636251 got no response left vm asking for ro details and if warrantable repair lef message with my email address

2024-05-17 19:16:59

obc to dealer to speak with sa kyle speaking with kyle if cust was still in b2b it would have been warratable its having front camera faults its recemmonding tsb#23-2155 sa kyle states the repair is they already did ipm update to see if i fixed which it did not they have to apiliar ima cables 2 cabes.modulae images processing module camera it self zipties needed accorrding open date may 14

OBC to DLR
NAME (SM)
Email:
NAME - SA FOR VEHICLE
Email:
SPOKE TO NAME (Title) *****
CONTACT VIA:

Mechanical Concern:

RO#
RO Line#:A
Open Date:5/14/24
Open Mileage:49507
SA
Email:
Technician's name:
Tech findings & recommendations:
P&A Code
Warranty Price
Parts Cost: \$
Labor Cost: \$
<p class="BC

2024-05-18 15:03:24

obc to cust to advise i spoke with kyle waiting on email back with requested information i need to assist he doesn't work on saturday to gather i will reach back out on monday once i get all details to assit
cust states thats great he is in a loaner veh he will wait for a call back monday
next steps get ro details from dealer

2024-05-20 19:58:32

OBC DLR
Kyle stated he sent over the warranty pricing for parts and labor via email. The labor rates weren't warrantied so he will be sending another email with the correction.
NEXT: Complete FAR

2024-05-24 17:32:05

OBC DLR
Kyle stated he sent over the warranty pricing for parts and labor via email. The labor rates weren't warrantied so he will be sending another email with the correction.
NEXT: Complete FAR

2024-05-24 17:35:35

OBC DLR
Kyle stated he sent over the warranty pricing for parts and labor via email. The labor rates weren't warrantied so he will be sending another email with the correction.
NEXT: Complete FAR

2024-05-24 17:40:23

OBC DLR
Kyle stated he sent over the warranty pricing for parts and labor via email. The labor rates weren't warrantied so he will be sending another email with the correction.
NEXT: Complete FAR

2024-05-30 14:14:51

OBC DLR

Kyle stated he sent over the warranty pricing for parts and labor via email. The labor rates weren't warrantied so he will be sending another email with the correction.

NEXT: Complete FAR

2024-05-30 16:52:21

OBC DLR

Kyle stated he sent over the warranty pricing for parts and labor via email. The labor rates weren't warrantied so he will be sending another email with the correction.

NEXT: Complete FAR

2024-05-31 14:13:00

OBC DLR

Kyle stated he sent over the warranty pricing for parts and labor via email. The labor rates weren't warrantied so he will be sending another email with the correction.

NEXT: Complete FAR

2024-05-31 14:18:27

OBC DLR

Kyle stated he sent over the warranty pricing for parts and labor via email. The labor rates weren't warrantied so he will be sending another email with the correction.

NEXT: Complete FAR

2024-06-03 15:29:16

OBC DLR

Kyle stated he sent over the warranty pricing for parts and labor via email. The labor rates weren't warrantied so he will be sending another email with the correction.

NEXT: Complete FAR

2024-06-03 15:31:05

OBC DLR

Kyle stated he sent over the warranty pricing for parts and labor via email. The labor rates weren't warrantied so he will be sending another email with the correction.

NEXT: Complete FAR

2024-06-05 14:55:34

OBC DLR

Kyle stated he sent over the warranty pricing for parts and labor via email. The labor rates weren't warrantied so he will be sending another email with the correction.

NEXT: Complete FAR

2024-06-05 14:56:41

OBC DLR

Kyle stated he sent over the warranty pricing for parts and labor via email. The labor rates weren't warrantied so he will be sending another email with the correction.

NEXT: Complete FAR

2024-06-05 14:58:55

OBC DLR

Kyle stated he sent over the warranty pricing for parts and labor via email. The labor rates weren't warrantied so he will be sending another email with the correction.

NEXT: Complete FAR

2024-06-05 16:27:16

OBC DLR

Kyle stated he sent over the warranty pricing for parts and labor via email. The labor rates weren't warrantied so he will be sending another email with the correction.

NEXT: Complete FAR

2024-06-05 16:30:00

OBC DLR

Kyle stated he sent over the warranty pricing for parts and labor via email. The labor rates weren't warrantied so he will be sending another email with the correction.

NEXT: Complete FAR

2024-06-05 16:33:16

OBC DLR

Kyle stated he sent over the warranty pricing for parts and labor via email. The labor rates weren't warrantied so he will be sending another email with the correction.

NEXT: Complete FAR

2024-06-06 12:47:54

OBC DLR

Kyle stated he sent over the warranty pricing for parts and labor via email. The labor rates weren't warrantied so he will be sending another email with the correction.

NEXT: Complete FAR

2024-06-06 15:02:21

OBC DLR

Kyle stated he sent over the warranty pricing for parts and labor via email. The labor rates weren't warrantied so he will be sending another email with the correction.

NEXT: Complete FAR

2024-06-08 16:56:49

OBC DLR

Kyle stated he sent over the warranty pricing for parts and labor via email. The labor rates weren't warrantied so he will be sending another email with the correction.

NEXT: Complete FAR

2024-06-08 18:11:52

OBC DLR

Kyle stated he sent over the warranty pricing for parts and labor via email. The labor rates weren't warrantied so he will be sending another email with the correction.

NEXT: Complete FAR

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: In Progress
OPEN: 05-30-2024 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US BEV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Inquiry | |
DEALER NAME: Ken Grody Ford
PA CODE: 06800 DLR SALES CODE: 71089 REGION: W1 ZONE: W1B
VIN: ██████████ MODEL YEAR: 2023 MODEL: MUSTANG MACH-E MILEAGE: 25,625
BODY STYLE: K1R - MUSTANG MACH-E SELECT RWD 4DR
LAST NAME FIRST NAME MIDDLE: ██████████
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: ORANGE | CA | ██████████ | USA
HOME PHONE: ██████████
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Tire | UNKNOWN
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: # FordTCC-DSUnknow-Prod-GCCT
COMMENTS:
2024-05-30 15:12:52
2024-05-30 15:24:17
2024-05-31 11:47:47
2024-06-04 20:54:29

Professional Greeting? yes
Provided genuine empathy and reassurance? yes
Name: ██████████
Company: ██████████
Phone: ██████████
Address: na
Email: na
Reason for Call/Issue: cust is not getting svcs on his veh wants to know what FMC isgoing to do. Cust wants to get refund for all his money as well as ESP feels it is unacceptable.

cxs verified cust,adv cust CXS and will contact CXS. LVM and sent message via webex. CXS provided esp info for cancellation of ESP,adv cust prior of f/u 6/6/
Next Steps: cust recontact
Survey: n
Ford Motor Company ®
Malerie Reyna
CXS- Truck Inquiry Specialist
E: mreyna9@ford.com
O: 800-392-3673 ext. 79610
800-521-4144
Hours: 8:30 a.m. to 7:00 p.m. EST (Monday through Friday)

2024-06-05 12:54:15

Professional Greeting? yes
Provided genuine empathy and reassurance? yes
Name: ██████████
Company: ██████████
Phone: ██████████
Address: na
Email: na
Reason for Call/Issue: cust is not getting svcs on his veh wants to know what FMC isgoing to do. Cust wants to get refund for all his money as well as ESP feels it is unacceptable.

cxs verified cust,adv cust CXS and will contact CXS. LVM and sent message via webex. CXS provided esp info for cancellation of ESP,adv cust prior of f/u 6/6/
Next Steps: cust recontact
Survey: n
Ford Motor Company ®
Malerie Reyna
CXS- Truck Inquiry Specialist
E: mreyna9@ford.com
O: 800-392-3673 ext. 79610
800-521-4144
Hours: 8:30 a.m. to 7:00 p.m. EST (Monday through Friday)

2024-06-05 12:54:44

Attached DMV, Claims List, and ESP coverage in the GFR.

2024-06-05 13:05:02

Attached DMV, Claims List, and ESP coverage in the GFR.

2024-06-05 19:11:37

Attached DMV, Claims List, and ESP coverage in the GFR.

2024-06-05 20:16:20

Attached DMV, Claims List, and ESP coverage in the GFR.

2024-06-05 20:16:41

Attached DMV, Claims List, and ESP coverage in the GFR.

2024-06-06 23:59:38

Attached DMV, Claims List, and ESP coverage in the GFR.

2024-06-10 16:31:51

Attached DMV, Claims List, and ESP coverage in the GFR.

2024-06-11 13:16:25

IBC TRANSFER FROM [REDACTED]
[REDACTED]

Customer called in for an update on his buy back request. He stated that his agent was scheduled to contact him yesterday 6/10 but he did not receive a call. I sent Breanna a message via webex to reach out to him.

2024-06-12 19:50:02

IBC. [REDACTED] calling in to speak with case manager. Advising agent. Advising cust that call back will be within 24 hours.

Ford Motor Company ®
William Stephenson-Cutter
Customer Experience Specialist, Ford CXS Team
wcutter1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79687
E-Fax: 8886359545 79544

2024-06-12 20:07:14

IBC. [REDACTED] calling in to speak with case manager. Advising agent. Advising cust that call back will be within 24 hours.

Ford Motor Company ®
William Stephenson-Cutter
Customer Experience Specialist, Ford CXS Team
wcutter1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79687
E-Fax: 8886359545 79544

2024-06-12 20:10:20

IBC [REDACTED] calling in to speak with case manager. Advising agent. Advising cust that call back will be within 24 hours.

Ford Motor Company ®
William Stephenson-Cutter
Customer Experience Specialist, Ford CXS Team
wcutter1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79687
E-Fax: 8886359545 79544

2024-06-17 18:51:07

OBC to SA Glenn answers says Janie is the SA to check on the hotline ticket - Janie says she doesn't know anything about the hotline ticket. Says SM Barron is the one who I need to speak to but he is not there. His email is bpeoples@villaaford.com

2024-06-17 20:05:00

OBC to SA Glenn answers says Janie is the SA to check on the hotline ticket - Janie says she doesn't know anything about the hotline ticket. Says SM Barron is the one who I need to speak to but he is not there. His email is bpeoples@villaaford.com

2024-06-17 20:07:18

OBC to SA Glenn answers says Janie is the SA to check on the hotline ticket - Janie says she doesn't know anything about the hotline ticket. Says SM Barron is the one who I need to speak to but he is not there. His email is bpeoples@villaaford.com

2024-06-17 20:09:02

OBC to SA Glenn answers says Janie is the SA to check on the hotline ticket - Janie says she doesn't know anything about the hotline ticket. Says SM Barron is the one who I need to speak to but he is not there. His email is bpeoples@villaaford.com

2024-06-17 21:53:11

IBC: Spoke with [REDACTED] at [REDACTED] who states that he is calling to speak with a supervisor. He states that he spoke with agents and is getting nowhere with getting the dealership to address his concern.

Advised I could contact the dealership to discuss the concern he is having and he stated he just want a sup.

Next Steps: Add sup escalation

Sermon Swafford
Ford Motor Company
Electrical Vehicle Specialist
Sermon Swafford
sswaffor@Ford.com | www.ford.com
O: 1-866-631-3788 ext. 79372

2024-06-17 22:02:42

IBC: Spoke with [REDACTED] at [REDACTED] who states that he is calling to speak with a supervisor. He states that he spoke with agents and is getting nowhere with getting the dealership to address his concern.

Advised I could contact the dealership to discuss the concern he is having and he stated he just want a sup.

Next Steps: Add sup escalation

Sermon Swafford
Ford Motor Company
Electrical Vehicle Specialist
Sermon Swafford
sswaffor@Ford.com | www.ford.com
O: 1-866-631-3788 ext. 79372

2024-06-17 22:15:18

LaTasha Cornish/79482/lcomis4@ford.com IBC from CUST [REDACTED]

CUST says: I need to speak with a SUP regarding my car. The person that is handling my case is not doing their job. She is not forcing the DLR to do what they need to do. The VEH is not currently at the DLR. The DLR refuse to take the car because they say there is no issue. But they are not even checking for the issue because they are not test driving it. When I picked it up the mileage was the same.

Concern: Tire pressure sensor light on dashboard. After driving for a while it goes away.

I advised CUST a SUP ESC is already on the case. They will make contact.

NEXT STEPS: Document case

Ford Motor Company ©
LaTasha Cornish
BEV Specialist
lcomis4@ford.com | www.ford.com
office: 866-631-3788 x 79482
Mon-Fri 10AM- 6:30PM CST

2024-06-18 15:19:09

Name: [REDACTED]

Reason for Call/Issue:

- getting approval for loaner
- bought a card from dela ford orange
- have a claim with us
- no other dlr. Wanted to fix cust. Car
- dlr. Isn't able to assist cust.
- dlr from goodie ford
- could give cust. A loaner

What are you seeking from FMC? Wants a loaner

advised cust.: I will take a look at case notes to see what's the status of your case.

-cust. disconnected

next steps: notate

2024-06-18 17:55:27

Name: [REDACTED]

Reason for Call/Issue:

- getting approval for loaner
- bought a card from dela ford orange
- have a claim with us
- no other dlr. Wanted to fix cust. Car
- dlr. Isn't able to assist cust.
- dlr from goodie ford
- could give cust. A loaner

What are you seeking from FMC? Wants a loaner

advised cust.: I will take a look at case notes to see what's the status of your case.

-cust. disconnected

next steps: notate

2024-06-20 18:28:30

Name: [REDACTED]

Reason for Call/Issue:

- getting approval for loaner
- bought a card from dela ford orange
- have a claim with us
- no other dlr. Wanted to fix cust. Car
- dlr. Isn't able to assist cust.
- dlr from goodie ford
- could give cust. A loaner

What are you seeking from FMC? Wants a loaner

advised cust.: I will take a look at case notes to see what's the status of your case.
-cust. disconnected

next steps: notate

2024-06-21 23:40:47

Cust. Says:ibc from cust looking to get in contact with ford in reference to the vehicles cas situation they were expectin a call back from the agent or thier supervisor to confirm whether the vehicle. is ready for pick up.

Per Cust. Dlr Says:

CXS Advised Cust:

cust demanded a supervisor escalation i informed the cust i would try to help them myself but according to the cust it is too late and they just wanna speak to a supervisor in reference to this.

Next Steps:

doc and assign supervisor escalation.

professional Greeting?

Provided genuine empathy and reassurance?

Name:

in case

Phone:

[REDACTED]
Address: in case

Email: in case.

Are there any previous cases, if so, include the CRM case number?

VIN: in case

Vehicle Year/Model:

CLV Score: n/a

Meet CLP?

Is the vehicle at the Ford Dealer?

Name of Service Advisor, if applicable:

Reason for Call/Issue:

What are you seeking from Ford Motor Company?

Review OASIS? What were your findings?

OBC to DLR

Spoke with: gerimey sevice advisor.

Information Received:

Resolution Provided?

Reason to transfer to Case Manager:

Case Manager Name:

Ford Motor Company ®

Abayomi Taylor 12:30pm- 9:00pm M-F

ATAYL289@ford.com | www.ford.com

866-631-3788 | ext79646

2024-06-24 22:54:53

IBC FROM CUSTOMER

Vehicle will be at Ken Grody of Bueno Park, CA (Villa Ford of Orange will not take vehicle-updating dlr on case)

Customer states he can take vehicle in today or tomorrow if need be

Customer requesting a call back from agent and sup Amanda who assisted on case.

Customer was advised we would provide rental assistance and never heard back from sup or agent.

Customer will email sup for assistance.

NEXT STEPS:

Send a message to agent for a call back and send message to sup on case

Delisa Taylor

BEV Specialist

Ford Motor Company

2024-06-25 15:11:08

IBC FROM CUSTOMER

Vehicle will be at Ken Grody of Bueno Park, CA (Villa Ford of Orange will not take vehicle-updating dlr on case)

Customer states he can take vehicle in today or tomorrow if need be

Customer requesting a call back from agent and sup Amanda who assisted on case.

Customer was advised we would provide rental assistance and never heard back from sup or agent.

Customer will email sup for assistance.

NEXT STEPS:

Send a message to agent for a call back and send message to sup on case

Delisa Taylor
BEV Specialist
Ford Motor Company

2024-06-26 20:54:20

OBC to dlr to advise cust is bringing veh in for concern - If not able to duplicate please open hotline and cust is seeking rental/loaner. No answer CXS will attempt in the morning.

2024-06-27 20:10:18

OBC to dlr to speak with service regarding customer's concern - The veh came in a couple days ago and [REDACTED] is the SA. There were several customer's in the office waiting to speak with the SA. CXS was unable to hold on the line. Will send portal message.

2024-06-27 20:13:38

From: Page, Breanna (B.)
Sent: Thursday, June 27, 2024 3:13 PM
To: [REDACTED]
Subject: RE: [REDACTED]

Hello [REDACTED]

I am reaching out to let you know that I am working with the dealership to search for a solution to your vehicle concern.

Warm regards.

Ford Motor Company ®
Mrs. Breanna Page
Customer Experience Specialist – BEV CX TEAM
office: 866-631-3788 ext.79865
Available 7am-3:30pm CST Monday- Thursday (OFF FRIDAY)

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.

2024-07-01 22:36:17

From: Page, Breanna (B.)
Sent: Thursday, June 27, 2024 3:13 PM
Subject: RE: [REDACTED]

Hello [REDACTED],

I am reaching out to let you know that I am working with the dealership to search for a solution to your vehicle concern.

Warm regards.

Ford Motor Company ®
Mrs. Breanna Page
Customer Experience Specialist – BEV CX TEAM
office: 866-631-3788 ext.79865
Available 7am-3:30pm CST Monday- Thursday (OFF FRIDAY)

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.

2024-07-01 22:40:33

From: Page, Breanna (B.)
Sent: Thursday, June 27, 2024 3:13 PM
To: [REDACTED]
Subject: RE: [REDACTED]

Hello [REDACTED]

I am reaching out to let you know that I am working with the dealership to search for a solution to your vehicle concern.

Warm regards.

Ford Motor Company ®
Mrs. Breanna Page
Customer Experience Specialist – BEV CX TEAM
office: 866-631-3788 ext.79865
Available 7am-3:30pm CST Monday- Thursday (OFF FRIDAY)

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.

2024-07-02 20:38:57

From: Page, Breanna (B.)
Sent: Tuesday, July 2, 2024 3:39 PM
To: [REDACTED]
Subject: RE: [REDACTED]

Hi [REDACTED]

I seen your inquiry to see if Ford Motor Company can cover the insurance on your rental vehicle.

Unfortunately, at this time there are no programs for insurance reimbursement but keep your receipts and we can review this when you return the rental.

Also, please be advised the rental must be a Ford brand/make. The amount reimbursed is \$45/day.

Thank you,

Ford Motor Company ®
Mrs. Breanna Page
Customer Experience Specialist – BEV CX TEAM
office: 866-631-3788 ext.79865
Available 7am-3:30pm CST Monday- Thursday (OFF FRIDAY)

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.

2024-07-09 19:31:21

OBC to dlr to speak with SA Luis and check on repair status - Picked up the veh on 07/05 has not called back with any complaints.

2024-07-09 19:39:25

Emailed CA Buyback Delay

2024-07-09 19:39:34

Emailed CA Buyback Delay

2024-07-09 20:26:44

Emailed CA Buyback Delay

2024-07-10 17:54:54

Emailed CA Buyback Delay

2024-07-10 17:56:26

Emailed CA Buyback Delay

2024-07-10 19:20:45

CCA review in progress

2024-07-10 19:43:46

Returning to CA for update. Continuing case as an INITIAL.

2024-07-10 19:44:08

INITIAL CCA Review Complete. TRANSFERRING BACK TO CASE ANALYST TO MONITOR & FINAL REVIEW.

2024-07-11 19:18:17

INITIAL CCA Review Complete. TRANSFERRING BACK TO CASE ANALYST TO MONITOR & FINAL REVIEW.

Case Analyst Review Complete. Transferring to CCA for Review.

CASE ATTACHMENTS: