

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 01-10-2018 CLOSED: 01-17-2018 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 2 CCT COMMUNICATION: Phone

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

DEALER NAME: Newins Bay Shore Ford Inc

PA CODE: 03609 DLR SALES CODE: 13096 REGION: N1 ZONE: N1A
VIN: [REDACTED] MODEL YEAR: 2018 MODEL: F-SERIES MILEAGE: 1,400

BODY STYLE: X1E - F150 4X4 SUPERCAB STYLESIDE

LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]

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

CITY STATE ZIP COUNTRY: LINDENHURST | NY [REDACTED] USA

HOME PHONE [REDACTED]

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

ANALYST NAME: P Rxsalp2

OPEN ANALYST NAME: Sabrina Lopez

COMMENTS:

2018-01-10 00:20:00

BC# [REDACTED] CUST SAYS: 2018 Day picked it up was not satisfied with the vehicle, sales person was horrendous, asked sales person how to turn the lights on and Greg berry said didn't need lights switched on they are automatic, sales people aren't that good either, complained to manager and said will go over it with him on another day during the daytime since he picked it up at night and that was the only opinion they had available, only 1400 miles on it his first ford, most unpleasant thing ever bought in his life, engine light came on, bucking like crazy, did some adjustments on it, picked it up today and vehicle was shaking very bad, sent him out with car that was working right so brought it back very next day and kept it, said it have no gas, every two mins saying pull over and get gas, changed fuel pump with the gas gage, already loss three days from work because of this. purchased a car 11/28 at night, told the guy something is wrong and it said it was empty, vehicle rode nice, when stop at light and accelerate doesn't accelerate right and hesitation PER CUST, DLR SAYS: don't know what's wrong with it and cant fix it CRC ADVISED: I will escalate your case/request to our Ford Regional Customer Service Manager who works daily with your dealership's management team. The Ford Regional Customer Service Manager has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Ford Regional Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Service Manager within 1 business day. The case number that I have established for you today is [REDACTED] Ford's commitment is to honor the new vehicle limited warranty this does not guarantee that Ford will buyback your vehicle.

2018-01-10 18:26:00

Ticket Number: [REDACTED] Customer: [REDACTED] Business phone: (718) 423-8100
Home phone: [REDACTED] Mobile phone: null LTV Score: 69 Vehicle Purchase Status: Original Owner
Dealer name: Newins Bay Shore Ford Inc Dealer P&A: 03609 Dealer phone: (631) 665-1300 VIN: [REDACTED]
Year : 2018 Make: FORD Model: F-SERIES Mileage: 1400 Warranty Start Date: 11/28/2017 Engines Specification: 5.0L DOHC NA PFDI GAS - COYOTE Open Recall/FSA: ESP: 5 Year Tire Care, Etchcare, surface care, 84/75 Premiumcare and 72/60 Prem Maintenance Hotline Contact: None
Warranty History: yes (11/30/2017—115—replaced fuel tank) OBC to dlrsdp at 1300 spoke to Michelle the vehicle isn't at the dlrsdp. He has an appointment for today. We performed a TSB on the 01/08 and he is supposed to drop this off at 2:30 today. RO NUMBER 6001417 RO OPEN DATE 01/08/2018 RO CLOSE DATE 01/09/2018 MILEAGE 1375 COMPLAINT checke engine light, bucking when accelerating REPAIR perform TSB—17-2272 DAYS DOWN 1 RENTAL/LOANER

2018-01-10 18:33:00

obc to [REDACTED] at [REDACTED] spoke to customer I will be dropping the vehicle of today. The check engine light is on and it is bucking. They serviced the vehicle and it isn't good at all. I can feel the vehicle idle and when I accelerate it bucks. It was running great before they did the adjustment. I want you to fix the vehicle, so I don't have to keep taking it in. If they can't fix it. I am losing pay. CSM advised is the vehicle at the dlrsdp? What is going on with the vehicle? What are you seeking from Ford Motor Company? Are you seeking a buyback from Ford? I can complete the GFR that consist of us reviewing the warranty history and the state laws. NEXT STEP: 01/17 follow up with customer and dlrsdp on buyback

2018-01-17 15:39:00

DOES NOT MEET: After review, it appears this vehicle does not meet the requirements for a repurchase/replacement under the state Lemon Law

2018-01-17 15:57:00

CSM CARRIE EXT 77702 OBC to dlrsdp at 1300 spoke to Louisa in service we weren't able to verify any concern at this time. We told him the vehicle is operating as designed. obc to [REDACTED] at [REDACTED] spoke to customer the car still has a rough idle and they said that they couldn't fix it. I was told that it is normal. I will just deal with the rough idle. They were very nice to me when I went over there. It only ran rough after I got is back. CSM advised that i understand that the vehicle is operating as designed. We did complete the GFR and it has determined that we will not be replacing or repurchasing the vehicle. It is our commitment to repair the vehicle. If they did reprogram the PCM or TCM then that could effect the idle. NEXT STEP: CSM to close case

2018-01-17 15:58:00

Email Created On: 1/9/2018 7:21:08 PM From: CRM01 CRM (Prod) User To: [REDACTED] Subject: Contact to Ford Motor Company RE: [REDACTED] Dear [REDACTED], This email is to confirm your recent contact to Ford Motor Company regarding your 2018 F-SERIES. You will receive contact from our regional Customer Service Manager (CSM) within 1 business day to introduce themselves and develop an action plan to address your concern. Your case number, along with the contact information for the regional Customer Service Manager is listed below. Case Number: [REDACTED] CSM Name: Carrie Boehm CSM Phone: 866-631-3788 x77702 CSM Email: CBOEHM2@FORD.COM Sincerely, Ford Motor Company Customer Care Team

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 03-14-2018 CLOSED: 04-11-2018 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Ford COMMUNICATION:
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Vehicle Loyalty Allowance |
DEALER NAME: Moss Motor Co Inc
PA CODE: 00228 DLR SALES CODE: 21436 REGION: S1 ZONE: S1W
VIN: [REDACTED] MODEL YEAR: 2018 MODEL: F-SERIES MILEAGE: 561
BODY STYLE: W1E - F150 4X4 SUPERCREW STYLESIDE
LAST NAME FIRST NAME MIDDLE [REDACTED] | No Name |
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: SPARKS | MD | [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Start/Run/Move | Running | Not Listed | OTHER
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: P Rxsalp

COMMENTS:

2018-03-14 15:12:00 "By [REDACTED] - Travelling owner broke down and had to be towed to our dealership. Owner obtained Ford rental vehicle from Enterprise RAC on 03/06/2018, (Since F150 was not available, owner accepted car and continued home--about 300 miles away) Owner is supposed to return to Moss Motors today to pick up his vehicle. Vehicle symptom of no throttle response and misfire was intermittent and difficult to diagnose. Root cause was determined to be fuel pressure sensors shorting VREF. We are asking for rental from 3/6/18 to 3/14/18 (8 days @ 30. per day) Owner asked us if we could deliver vehicle to him; but we were not able to accommodate him due to distance. Due to the low mileage failure a field concern report will be sent. Phil Rodman

2018-03-14 18:30:00 Ticket Number: [REDACTED] Customer [REDACTED] Home phone: [REDACTED]
[REDACTED] TV Score: FL1 Vehicle Purchase Status: Original Owner Dealer name: Moss Motor Co Inc Dealer P&A: 00228 Dealer phone: (423) 837-7114 VIN: [REDACTED] Year : 2018 Make: FORD Model: F-SERIES Mileage: 588 Warranty Start Date: 2/23/2018 Engines Specification: 3.3L DOHC TIVCT DAMB NA GAS Open Recall/FSA: None ESP: None Hotline Contact: None Warranty History: None listed

2018-03-14 18:33:00 Hello Phil, Can you please attach the rental agreement to the case so that i can review it. In the near future we would need to open an in warranty loaner request if the repairs would be over 4 days . Thank You

2018-03-14 18:37:00 Next Step: f/u 3/20 Did dlr attach rental agreement

2018-03-20 13:40:00 CSM Antoinette Ext 77755 Made OBC to Dlr (423) 837-7114 Spoke with Service who stated that Phil will be back Monday and SM will be back Monday . Next Step: f/u 3/26 Have Dlr attach rental receipt

2018-03-22 16:40:00 Sorry for the delay in adding portal message. (due to death in family) Phil

2018-03-26 17:31:00 csm lisette xt 77738 assisting csm antoinette Ext 77755 obc to dlrs (423) 837-7114, no answer in service

2018-03-26 17:31:00 Email Created On: 3/26/2018 1:31:34 PM From: To: Subject: [REDACTED] Phil, I am following up on behalf of your CSM Antoinette regarding Element Fleet , [REDACTED] Can you please complete the FLP form in the case or the rental assistance request. Has the vehicle been completed and picked up? Sorry for your loss. Kind Regards, Lisette Estrada Regional Customer Service Manager Ford Customer Service Division 866.631.3788 ext. 77738 (direct) | 888.322.0991 (fax) |lhodgin@ford.com Ford Confidentiality: This email may contain privileged communications. If you have received it in error, please delete it immediately and notify the sender. For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

2018-03-27 15:25:00 travelling owner---vehicle died while driving on interstate...towed in. Owner in enterprise rental for 8 days during repair. Symptom was intermittent and difficult to diagnose. both fuel pressure sensors appeared to be shorting VREF signals from PCM.

2018-04-02 18:56:00 Next Step: f/u 4/6 Did dlr attach rental bill.

2018-04-03 15:57:00 Here's rental bill for Element (driver was Michael E Sumrow)

2018-04-03 15:57:00 Here's rental bill for Element (driver was Michael E Sumrow)

2018-04-04 13:33:00 Email Created On: 4/4/2018 9:33:05 AM From: To: Subject: RE: [REDACTED]
CRM [REDACTED] Thanks for your kind words FLP form is filled out , Phil Rodman

2018-04-04 15:20:00 Hello Phil, The rental is not showing can you please send it to my email ascott99@ford.com Thank You

2018-04-06 14:30:00 Email Created On: 4/6/2018 10:30:06 AM From: To: Subject: RE: [REDACTED]
[REDACTED] Phil, Your P99 approval code for rental is MSPA138528 for \$240. Have a great weekend. Kind Regards, Lisette Estrada Regional Customer Service Manager Ford Customer Service Division 866.631.3788 ext. 77738 (direct) | 888.322.0991 (fax) |lhodgin@ford.com Ford Confidentiality: This email may contain privileged communications. If you have received it in error, please delete it immediately and notify the sender. For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

2018-04-06 14:30:00 next steps: close case if no dlrs response code provided

2018-04-11 16:12:00 No response from dealer, closing case.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
 OPEN: 05-09-2018 CLOSED: 05-22-2018 BUSINESS UNIT NAME: Ford
 RESPONSE TEAM: Tier 2 CCT COMMUNICATION:
 CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Parts Assistance |
 DEALER NAME: McRee Ford, Inc.
 PA CODE: 04443 DLR SALES CODE: 52052 REGION: C2 ZONE: C2B
 VIN [REDACTED] MODEL YEAR: 2018 MODEL: F-SERIES MILEAGE: 500
 BODY STYLE: W1E - F150 4X4 SUPERCREW STYLESIDE
 LAST NAME FIRST NAME MIDDLE: HERTZ CORPORATION | No Name |
 ADDRESS [REDACTED]
 CITY STATE ZIP COUNTRY: OKLAHOMA CITY | OK | [REDACTED] | USA
 HOME PHONE: [REDACTED]
 SYMPTOMS: Start/Run/Move | Fluids | Fuel | OTHER
 ANALYST NAME: P Rxsalp2 OPEN ANALYST NAME: P Rxsalp
 COMMENTS:
 2018-05-09 09:28:00 [PACO Problem Number] :5891652 [Requestedid] :rbeeman@mcreeford.com
 [Dealerpacode] :04443 [DOR#] :82425 [ServicePart] [REDACTED] [VIN] [REDACTED]
 [Model] :FC F150 [ModelYear] :2018 [Make] : [DatesubmittedinPACO]:03-MAY-18 [DateOfAnswerinPACO]
 :07-MAY-18 [ProblemDescription] :hertz rental need there unit please assist thanks [Answer] :Rob, I have
 sent an email checking on a possible expedite from the Packager. I will advise once I hear from them,
 Regards [EstimatedDate/ExpectedShipDate] :25-MAY-18 [UnitDown] :Y
 2018-05-09 12:13:00 CSM Wendy ext. 77748 Ticket Number: [REDACTED] Customer: HERTZ CORPORATION
 Business phone: [REDACTED] Home phone: [REDACTED] Mobile phone: null LTV Score: FLT Vehicle
 Purchase Status: Original Dealer name: McRee Ford, Inc. Dealer P&A: 04443 Dealer phone: (281) 337-1529
 VIN: [REDACTED] Year : 2018 Make: FORD Model: F-SERIES Mileage: 500 Warranty Start Date:
 3/31/18 Engines Specification: 5.0L DOHC NA PFDI GAS - COYOTE Open Recall/FSA: none ESP: none
 Hotline Contact: none Warranty History: none
 2018-05-09 12:14:00 PART NUMBER COR ORDERED SC DESCRIPTION ----- JL3Z
 9H307L 82425 04/25 MDSR, HANDLING PART #: JL3Z 9H307L ENG #: JL349H307RD
 PART NAME: SENDER AND PUMP ASY DATE OFF B/O: 06/20/18 50918 1PC WILL BE RECEIVED AT
 NPД BY 05/16 50918 4PCS EXPECTED TO ARRIVE AT PACKAGER 50918
 SUPPLIER IS DUE TO SHIP 4PCS ON 5/14 & 4PCS ON 5/21
 2018-05-09 12:19:00 Next steps: Check for Parts SME update/check part status F/U 5/16
 2018-05-09 12:47:00 Part # JL3Z9H307L Replacing Part#N PACO reads: I have sent an email checking on a possible expedite
 from the Packager. I will advise once I hear from them SME verified part is E/O Y Prior level
 Asy:JL3Z9H307B Next level Asy:N D2D indicates 1 dlr shows on hand HVBOM Part #:JL3Z9H307B ETA
 for part escalated :6/20/2018 Etracker SubmittedN
 2018-05-09 13:05:00 Next steps: Check part status F/U 5/16/18
 2018-05-16 13:13:00 PART NUMBER COR ORDERED SC DESCRIPTION ----- JL3Z
 9H307L 82425 04/25 MDSR, HANDLING PART #: JL3Z 9H307L ENG #: JL349H307RD
 PART NAME: SENDER AND PUMP ASY DATE OFF B/O: 06/20/18 51418 4PCS EXPECTED TO
 ARRIVE AT PACKAGER 51418 SUPPLIER PROMISES TO SHIP 4PCS ON 5/14 & 4PCS ON
 5/21
 2018-05-16 13:14:00 Next steps: Check for part shipment F/U 5/23
 2018-05-22 19:59:00 PART NUMBER COR ORDERED SC DESCRIPTION SHP DATE SHIPPR CARRIER -----
 123724 FDE ----- JL3Z 9H307L 82425 04/25 1A REFD/DIRECT SHIP S 05/18
 2018-05-22 20:00:00 OBC to dlr @ (281) 337-1529 - part department. Dlr confirms that they do have part. No further action
 needed by CCT

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: [REDACTED] CLOSED: [REDACTED] BUSINESS UNIT NAME: [REDACTED]
RESPONSE TEAM: [REDACTED] COMMUNICATION:

CASE [REDACTED] [REDACTED]: Dealer - Vehicle Concern | CSM Assistance Request | Parts Assistance |

DEALER NAME: [REDACTED] REGION: [REDACTED]
[REDACTED] CODE: [REDACTED] SALES CODE: [REDACTED] MODEL: [REDACTED] MILEAGE: [REDACTED]
VIN: [REDACTED] MODEL YEAR: [REDACTED]

BODY STYLE: [REDACTED] SUPERCREW STYLESIDE

LAST NAME [REDACTED] MIDDLE: | |

ADDRESS:
[REDACTED] ZIP COUNTRY: | | |

HOME PHONE:
SYMPTOMS: Driving Performance | Lack/Loss of Power | Acceleration | Always

ANALYST NAME: [REDACTED] OPEN ANALYST NAME: [REDACTED]

COMMENTS:

[REDACTED] [Problem Number] : [REDACTED] [Requestedid] : [REDACTED]
[Dealerpacode] : [REDACTED] [DOR#] : [REDACTED] [ServicePart] : [REDACTED] [VIN] : [REDACTED]
[Model] : [REDACTED] [ModelYear] : [REDACTED] [Make] : [REDACTED] [Datesubmittedin] : [REDACTED] [DateOfAnswerin] : [REDACTED]
[ProblemDescription] : We need an ETA on the fuel pump for our customers vehicle down in shop please thanks for your help [Answer] : [REDACTED]. I have sent an email checking on a possible expedite from the Supplier. I will advise once I hear from them. Regards [EstimatedDate/ExpectedShipDate] : [REDACTED]
[UnitDown] :Y

Ticket Number: [REDACTED] Customer: [REDACTED]
Business phone: null Home phone: null Mobile phone: null LTV Score: [REDACTED] Vehicle
Purchase Status: [REDACTED] Dealer name: [REDACTED] P&A: [REDACTED] Dealer phone: [REDACTED]
VIN: [REDACTED] Year : [REDACTED] Make: [REDACTED] Model: [REDACTED] Mileage: null
Warranty Start Date: [REDACTED] Engines Specification: [REDACTED] NA PFDI GAS - COYOTE Open
Recall/FSA: none ESP: none Hotline Contact: none Warranty History: none

[REDACTED] MDSR. HANDLING CSM [REDACTED] to dlr [REDACTED]
to verify mileage. [REDACTED] NEXT STEP - Ck status of escalated part [REDACTED]

Part [REDACTED] Replacing Part#N [REDACTED] reads: I have sent an email checking on a possible expedite from the Packager. I will advise once I hear from them SME verified part is E/O Y Prior level
Asy: [REDACTED] Next level Asy:N D2D indicates 1 dlr shows on hand HVBOM Part #: [REDACTED] ETA for part escalated : [REDACTED] Etracker SubmittedN

[REDACTED] [Problem Number] : [REDACTED] [Requestedid] : [REDACTED]
[Dealerpacode] : [REDACTED] [DOR#] : [REDACTED] [ServicePart] : [REDACTED] [VIN] : [REDACTED]
[M del] : [REDACTED] [ModelYear] : [REDACTED] [Make] : [REDACTED] [Datesubmittedin] : [REDACTED] [DateOfAnswerin] : [REDACTED]
[ProblemDescription] : We need an ETA on the fuel pump for our customers vehicle down in shop please thanks for your help [Answer] : [REDACTED]. Ive contacted the supplier to request dealer direct shipments. However, they do not have any stock on hand at this time. There is currently stock intransit to the packager. ETA is week of [REDACTED]. I apologize for the delay and inconvenience.
[EstimatedDate/ExpectedShipDate] : [REDACTED] [UnitDown] :Y

CUSTOMER: [REDACTED] EMR BACKORDER STATUS ONLINE: [REDACTED] COMMAND: [REDACTED]
NEXT KEY: [REDACTED] PART [REDACTED]
NUMBER COR ORDERED SC DESCRIPTION SHP DATE SHIPPR CARRIER [REDACTED]
[REDACTED] ALLOCATED BY PDC A [REDACTED]

CSM [REDACTED] to dlr [REDACTED] parts. No answer. Redial dlr [REDACTED] Sender and pump asy. Received.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 05-17-2018 CLOSED: 06-04-2018 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Pro Customer NA CRC COMMUNICATION:
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Parts/Technical Assistance |
DEALER NAME: Bondy's Ford in Dothan AL
PA CODE: 00469 DLR SALES CODE: 21524 REGION: S1 ZONE: S1C
VIN: [REDACTED] MODEL YEAR: 2018 MODEL: F-SERIES MILEAGE: 13,487
BODY STYLE: W1E - F150 4X4 SUPERCREW STYLESIDE
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | OTHER
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: P Rxsalp

COMMENTS:

- 2018-05-17 21:56:00 "By ROBERT BRADEN" - cust purchases a lot of fleet vehicles. We have there 2018 f150 with 13487 miles in our shop and has a bad fuel pump. the fuel pump is on back order. Cust is requesting for faster expedition of parts for repair as vehicle is down in the shop.
- 2018-05-18 12:32:00 Email Created On: 5/18/2018 8:32:07 AM From: [REDACTED] To: [REDACTED] Subject: COUCH AGGREGATES [REDACTED] Hello [REDACTED] I will need the following to escalate the part: PART #: COR/DOR # EMERG ORDER DATE: PACO Ticket #: UNIT DOWN?: CUSTOMER IN RENTAL?: DATE CUSTOMER WAS PLACED IN RENTAL?: HOW IS RENTAL BEING PAID?: PRICE OF RENTAL PER DAY?: Thank you and warm wishes! Ford Motor Company (r) Gabrielle Colimon | Customer Service Manager |FCSD 866-631-3788 ext. 77739| eFax: 855-906-1115 gcolimon@ford.com| www.ford.com
- 2018-05-18 12:33:00 Ticket Number: [REDACTED] Customer: COUCH AGGREGATES LLC Home phone [REDACTED] LTV Score: FLT Vehicle Purchase Status: Original Per Navis Dealer name: Bondy's Ford Lincoln Dealer P&A: 00469 Dealer phone: (334) 792-5171 VIN: [REDACTED] Year : 2018 Make: FORD Model: F-SERIES Mileage: 13487 Warranty Start Date: 1/22/2018 Engines Specification: 5.0L DOHC NA PFDI GAS - COYOTE Open Recall/FSA: OASIS DOWN ESP: OASIS DOWN Hotline Contact: NONE Warranty History: NONE
- 2018-05-18 16:55:00 Email Created On: 5/18/2018 12:55:16 PM From: [REDACTED] To: [REDACTED] Subject: RE: COUCH AGGREGATES | CAS- [REDACTED] CRM:00132000004012 Part# JL3Z-9H307-L Cor/dor# 14860 Order Date 5-14-18 Paco# 5901044 Rental they are currently not in a loner, it would need to be a truck, but it would be helpful to authorize extended rental our max is ten days. And we don't know how long this will take Rental rate 30.00
- 2018-05-18 20:33:00 Email Created On: 5/18/2018 4:33:26 PM From: [REDACTED] To: [REDACTED] Subject: RE: COUCH AGGREGATES | CAS- [REDACTED] CRM:00132000004012 You will need to open an IWL activity for the rental. Ford Motor Company (r) Gabrielle Colimon | Customer Service Manager |FCSD 866-631-3788 ext. 77739| eFax: 855-906-1115 gcolimon@ford.com| www.ford.com
- 2018-05-18 20:34:00 Email Created On: 5/18/2018 4:34:44 PM From: [REDACTED] To: [REDACTED] Subject: COUCH AGGREGATES | [REDACTED] What day did you place them in a rental? Make sure you do the IWL activity. Thank you and warm wishes! Ford Motor Company (r) Gabrielle Colimon | Customer Service Manager |FCSD 866-631-3788 ext. 77739| eFax: 855-906-1115 gcolimon@ford.com| www.ford.com
- 2018-05-18 20:36:00 PA CODE: 00469 JL3Z 9H307L 14860 05/14 MDSR, HANDLING Part Name: SENDER AND PUMP ASY Date Off B/O: 06/20/18 51418 SUPPLIER PROMISES TO SHIP 4PCS ON 5/14 & 4PCS ON 5/21 Ticket #: 5901044 Next Steps: CSM will need to check DOES II/PACO for updates, and check whether the dealership has received the part, 5/25/2018
- 2018-05-18 20:40:00 Part # JL3Z9H307L Replacing Part#N PACO reads:I have sent an email checking on a possible expedite from the Packager. I will advise once I hear from them SME verified part is E/O Y Prior level Asy:JL3Z9H307B Next level Asy:N D2D indicates 1 dlr shows on hand HVBOM Part #:JL3Z9H307B ETA for part escalated :6/20/2018 Etracker SubmittedN
- 2018-05-21 13:13:00 Email Created On: 5/21/2018 9:13:13 AM From: [REDACTED] To: [REDACTED] Subject: RE: COUCH AGGREGATES | CAS- [REDACTED] CRM:00132000004027 As states in my last email I have not put them in a loner/rental as of 5/21/2018. I just really really need the part ASAP!
- 2018-05-21 13:16:00 Email Created On: 5/21/2018 9:16:12 AM From: [REDACTED] To: [REDACTED] Subject: RE: COUCH AGGREGATES | CAS- [REDACTED] CRM:00132000004027 Although we have a PACO# we still cant get a response from them.
- 2018-05-23 22:11:00 "By ROBERT BRADEN" - 5-23-2018 5:07 we still have not heard from crm or paco on this request for parts escalation, Vehicle is still down! Really need some input/update on time frame or what we can do to get a part here.
- 2018-05-24 14:18:00 Sme requested etracker will advise
- 2018-05-24 14:24:00 CSM Debbie Ext. 77761 ASSISTING CSM Adam Ext 77703 CSM dmadelon Ext. 77761- == IBC from dealer. Robert S.M advised placed PACO ticket on May 17th and there still is no response. CSM advised will seek information from Parts SME and call dealer back. CSM dmadelon Ext. 77761- == OBC to dealer (334) 792-5171 CSM L/M for Robert. S/M advising spoke to Parts SME. CSM advised 8 are in transit and Part SME will request to see if part can be directly shipped to dealer. CSM advised will keep follow up for tomorrow to see if direct shipment request was approved or denied. CSM left contact information for CSM and Adam. Next steps check DOES II for part, Follow up on direct shipment request with Parts SME, call dealer Friday 5/25
- 2018-05-24 20:41:00 PA CODE: 00469 JL3Z 9H307L 14860 05/14 MDSR, HANDLING Part Name: SENDER AND PUMP ASY DATE OFF B/O: 06/25/18 52218 8PCS EXPECTED TO ARRIVE AT PACKAGER BY 05/28 Thank you for submitting your reply for Ticket # 5901044. OBE to Dealer Next Steps: CSM will need to check DOES II/PACO for updates, and check whether the dealership has received the part. 6/1/2018
- 2018-05-24 20:43:00 Email Created On: 5/24/2018 4:43:35 PM From: [REDACTED] To: [REDACTED] Subject: RE: COUCH AGGREGATES | [REDACTED] CRM:00132000004027 Robbie, I have requested updates from PACO on whether they are able to expedite. I have already submitted an escalation. This is the information that I have from the system JL3Z 9H307L 14860 05/14 MDSR, HANDLING Part Name: SENDER AND PUMP ASY DATE OFF B/O: 06/25/18 52218 8PCS EXPECTED TO ARRIVE AT PACKAGER BY 05/28 Regrettably, I do not have anyone that you can contact for the delay in response. This is the PACO ticket number I have 5901044. Thank you. Ford Motor Company (r) Gabrielle Colimon | Customer Service Manager |FCSD 866-631-3788 ext. 77739| eFax: 855-906-1115 gcolimon@ford.com| www.ford.com

2018-05-31 14:35:00 AHDR2501 DOES II SYSTEM 05/31/18 10:34:58 (EST) CUSTOMER: 00469
 EMR BACKORDER STATUS ONLINE: 000 MIN COMMAND: NEXT KEY:
 PART NUMBER COR ORDERED SC DESCRIPTION SHP DATE SHIPPR CARRIER -----
 ----- JL3Z 9H307L 14860 05/14 1A REFD/DIRECT SHIP S
 05/30 141211 FDE

2018-06-01 13:53:00 Email Created On: 6/1/2018 9:53:13 AM From: To: Subject: FMC 360 Case-Couch Aggregates LLC Good Morning Robert, Im assisting your CSM Gabby today while she is out of the office. The Sender and Pump Asy, has been direct shipped on 5/31/2018. Please confirm part delivery by replying to all so this case can be closed. Ticket Number: [REDACTED] Customer: COUCH AGGREGATES LLC VIN: [REDACTED] JL3Z9H307L SENDER AND PUMP ASY Thanks and Have a Great Weekend J Ford Motor Company (r) Michele Paramore | Customer Service Manager [FCSD 866-631-3788 x 77796] eFax: 866-319-0059 MPARAMO3@ford.com| www.ford.com

2018-06-01 13:54:00 Next Step Close case 06/06/2018

2018-06-01 15:14:00 Email Created On: 6/1/2018 11:14:51 AM From: To: Subject: FMC 360 Case-Couch Aggregates LLC CRM:08302000006227 Good Morning Robert, Im assisting your CSM Gabby today while she is out of the office. The Sender and Pump Asy, has been direct shipped on 5/31/2018. Please confirm part delivery by replying to all so this case can be closed. Ticket Number: [REDACTED] Customer: COUCH AGGREGATES LLC VIN: [REDACTED] JL3Z9H307L SENDER AND PUMP ASY Thanks and Have a Great Weekend J Ford Motor Company (r) Michele Paramore | Customer Service Manager [FCSD 866-631-3788 x 77796] eFax: 866-319-0059 MPARAMO3@ford.com| www.ford.com

2018-06-04 15:47:00 Email Created On: 6/4/2018 11:47:31 AM From: To: Subject: RE: FMC 360 Case-Couch Aggregates LLC CRM:08302000006227 Thank you we received the part Friday, install the fuel pump, and verify concern and returned to customer. Thank you

2018-06-04 16:12:00 Email Created On: 6/4/2018 12:12:45 PM From: To: Subject: RE: FMC 360 Case-Couch Aggregates LLC CRM:08302000006227 Thanks for the update

2018-06-04 16:13:00 Email Created On: 6/4/2018 12:13:36 PM From: To: Subject: RE: FMC 360 Case-Couch Aggregates LLC CRM:08302000006227 Thanks for the update

2018-06-04 16:27:00 Per dealer the vehicle is done. Next Steps: Close Case

2018-06-04 16:49:00 none

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN: [REDACTED]

CLOSED: [REDACTED]

BUSINESS UNIT NAME: [REDACTED]

RESPONSE TEAM: [REDACTED] Escalation

COMMUNICATION: Phone

CASE [REDACTED] [REDACTED]: Vehicle Concern | Parts Issue | Unit Down (not drivable) |

DEALER NAME: [REDACTED] in [REDACTED]

[REDACTED] CODE: [REDACTED] SALES CODE: [REDACTED]

REGION: [REDACTED]: [REDACTED]

VIN: [REDACTED] MODEL YEAR: [REDACTED]

MODEL: [REDACTED] MILEAGE: [REDACTED]

BODY STYLE: [REDACTED] SUPERCREW STYLESIDE

LAST NAME [REDACTED] MIDDLE: | |

ADDRESS:

[REDACTED] ZIP COUNTRY: | | |

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Hard Start/Long Crank | Always

ANALYST NAME: [REDACTED]

OPEN ANALYST NAME: [REDACTED]

COMMENTS:

[REDACTED]

[REDACTED] Customer: PHONE CONTACT The truck wouldn't start [REDACTED]. It has been at the [REDACTED] for [REDACTED]. They said they can't get this fuel pump, #13z9h4071. The [REDACTED] can't tell me how long this part will take. Meanwhile we need a truck for our company. [REDACTED] of operations [REDACTED] Customer [REDACTED] advised: n/a [REDACTED] Advised: Provided case number and gave a [REDACTED] call back expectation from a fleet escalation specialist.

[REDACTED]

0/0

[REDACTED]

purchasing under [REDACTED] [REDACTED]

[REDACTED]

Case Assigned to [REDACTED] - [REDACTED]

[REDACTED]

[REDACTED] to [REDACTED] and spoke to [REDACTED] in pts. The part # for the fuel pump is [REDACTED]. The part is on emergency order and a [REDACTED] ticket has been placed on the part. [REDACTED] they could not determine if the part could be expedited so I opened an etracker on this case. [REDACTED]. Will hold for response from veh down team.

[REDACTED]

[REDACTED] to [REDACTED] and adv that there aren't any parts that are currently avail. Adv that I sent notice

[REDACTED]

Cont'd - to our veh down team. Adv that I am now holding for a reply.

[REDACTED]

[REDACTED] our vehicle down team: Shipped [REDACTED] to dealer. ([REDACTED]) ([REDACTED])

[REDACTED]

[REDACTED] to [REDACTED] and spoke to [REDACTED] who adv that the part came in and veh has been released. Will be closing this case.

CASE ATTACHMENTS:

[REDACTED]

[REDACTED]

[REDACTED]

Fleet Escalation Template:

Case #: [REDACTED]

Company name: [REDACTED]

Contact Person: [REDACTED]

Phone Number: [REDACTED]

VIN: [REDACTED]

Year: [REDACTED]

Make: [REDACTED]

Model: [REDACTED]

Warranty Start Date: [REDACTED]

Vehicle Issue: The truck wouldn't start [REDACTED]. It has been at the [REDACTED] for [REDACTED]. They said they can't get this fuel pump, #jl3z9h307l. The [REDACTED] can't tell me how long this part will take. Meanwhile we need a truck for our company

Mileage: [REDACTED]

[REDACTED] Hours (if needed):

Engine Type: [REDACTED] Coyote

Did the vehicle have ESP (Y/N): N

What Kind:

FIN Code: purchasing under [REDACTED]

How big is the Fleet:

1 year: 26

5 year: 128

Cost to Repair:

Retail:

Warranty:

Dealer:

Name: Bondy's [REDACTED]

Phone Number: [REDACTED]

Contact Person: [REDACTED] and [REDACTED]

What you think we should do to assist: Assisted with part/Part arrived at dealer.

CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN: [REDACTED]

CLOSED: [REDACTED]

BUSINESS UNIT NAME: [REDACTED]

RESPONSE TEAM: [REDACTED]

COMMUNICATION: Phone

CASE CLASS [REDACTED]: Vehicle Concern | FIN Assist Request | CCT Criteria |

DEALER NAME: [REDACTED]

[REDACTED] CODE: [REDACTED] SALES CODE: [REDACTED]

REGION: [REDACTED]

VIN: [REDACTED] MODEL YEAR: [REDACTED]

MODEL: [REDACTED] MILEAGE: 0

BODY STYLE: [REDACTED] SUPERCREW STYLESIDE

LAST NAME [REDACTED] NAME MIDDLE: [REDACTED]

ADDRESS: [REDACTED]

[REDACTED] COUNTRY: [REDACTED]

HOME PHONE: [REDACTED]

SYMPTOMS: Start/Run/Move | Noise | Moving/Driving | Always

ANALYST NAME: [REDACTED]

OPEN ANALYST NAME: [REDACTED]

COMMENTS:

[REDACTED]

"CONTACT VIA: [REDACTED] cust says; dlr didnt provide any loaner veh. He said veh has [REDACTED] after checking on the program and it has rattle on the motor. [REDACTED] has the veh just [REDACTED] as per cust, [REDACTED] says; they're not sure until when they will have the veh for the repair. [REDACTED] advised; I will escalate your case/request to our [REDACTED] Customer [REDACTED] Manager who works daily with your dealership's management team. The [REDACTED] Customer [REDACTED] Manager has access to all [REDACTED] resources and will use these resources to assist you and your dealership regarding your situation. The [REDACTED] Customer [REDACTED] Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer [REDACTED] Manager within [REDACTED]. The case number that I have established for you [REDACTED] is [REDACTED]."

[REDACTED]

Ticket Number: [REDACTED] Customer: [REDACTED] Business phone: [REDACTED]
Home phone: [REDACTED] LIV Score: [REDACTED] Vehicle Purchase Status: Original owner Dealer name: [REDACTED]
&A: [REDACTED] Dealer phone: [REDACTED] VIN: [REDACTED] Year : [REDACTED]
Make: [REDACTED] Model: [REDACTED] Mileage: [REDACTED] Warranty Start Date: [REDACTED] Engines Specification: [REDACTED]
DOHC NA PFDI GAS - COYOTE Open Recall/FSA: none ESP: none Hotline Contact: none Warranty History: none that apply

[REDACTED]

Email Created On: [REDACTED] From: [REDACTED] Email1 (Prod) User To: [REDACTED]
Subject: Contact to [REDACTED] RE: [REDACTED] Dear [REDACTED] This email is to confirm your recent contact to [REDACTED] regarding your [REDACTED]. You will receive contact from our regional Customer [REDACTED] Manager ([REDACTED]) within [REDACTED] to introduce themselves and develop an action plan to address your concern. Your case number, along with the contact information for the regional Customer [REDACTED] Manager is listed below. Case Number: [REDACTED]
[REDACTED] Name: [REDACTED] Phone: [REDACTED] Email: [REDACTED]
Sincerely, [REDACTED] Customer Care Team

[REDACTED]

[REDACTED] EXT [REDACTED] to [REDACTED] @ [REDACTED] spoke with [REDACTED]; [REDACTED] advised the [REDACTED] to get the customer in a rental ASAP [REDACTED] advised to give him [REDACTED] to see if it can be fixed [REDACTED] if not he will put the customer in a rental by the COB Next Steps: [REDACTED] will FU with the customer for the initial call

[REDACTED]

[REDACTED] EXT [REDACTED] from customer [REDACTED] left VM with case and contact information Next Steps: FU with customer on [REDACTED] for [REDACTED] initial call

[REDACTED]

Email Created On: [REDACTED] From: [REDACTED] To: [REDACTED] Subject: [REDACTED] F [REDACTED] Hello Per our conversation, here is my contact information, assisting your regular Customer [REDACTED] Manager [REDACTED] Regards, [REDACTED] (r) [REDACTED] | Customer [REDACTED] Manager |FCSD [REDACTED] eFax: [REDACTED]

[REDACTED]

[REDACTED] Ext 7777 assisting [REDACTED] EXT [REDACTED] to [REDACTED] in service advised that [REDACTED] and [REDACTED] are out to lunch. [REDACTED] with service advising to update case with repair eta and if the customer is in a rental. [REDACTED] Ext. 7777 assisting [REDACTED] ext. [REDACTED] to customer [REDACTED] states that the veh is still doing the something [REDACTED] advised will follow up with additional information [REDACTED] after contact with the dealer. The customer advised dealer is waiting on ford for direction on the repair. Next step contact DEALER what is going on do they have a Diag. Do they need to reach out to [REDACTED]? [REDACTED] looked for any inquiries that are none. Call customer with next steps or give updates from dealer.

[REDACTED]

[REDACTED] Ext. 7777 assisting [REDACTED] ext. [REDACTED] to customer [REDACTED]. Mr [REDACTED] states that the veh is still doing the something [REDACTED] advised will follow up with additional information [REDACTED] after contact with the dealer. The customer advised dealer is waiting on ford for direction on diag. Next step contact DEALER what is going on do they have a Diag. Do they need to reach out to [REDACTED]. [REDACTED] looked for any inquiries that are none. Call customer with next steps of give up dates from dealer.

[REDACTED]

there is a hotline request in for this vehicle. it has not been responded to yet therefore no contact id # has been assigned.

[REDACTED]

[REDACTED] EXT [REDACTED] to customer [REDACTED] left VM with case and contact information Next Steps: FU with the customer on [REDACTED] for [REDACTED]

[REDACTED]

[REDACTED] EXT [REDACTED] to customer [REDACTED] spoke with [REDACTED]; [REDACTED] advised that the [REDACTED] is work with hotline and is awaiting a response. [REDACTED] advised that she will look into a good will Offer for the customer for his frustration. Next Steps: FU with th customer on [REDACTED] with a [REDACTED] update

[REDACTED]

** [REDACTED] **

[REDACTED]

[REDACTED] from the customer [REDACTED] advised that she has not spoken with the [REDACTED] yet and will call back within the hour

[REDACTED]

[REDACTED] EXT [REDACTED] to Dealer @ [REDACTED] spoke with [REDACTED]; [REDACTED] advised that once a loaner is available they will contact the customer to bring the [REDACTED] in Next steps: [REDACTED] will FU with the customer for [REDACTED] update

[REDACTED]

[REDACTED] EXT [REDACTED] to customer [REDACTED] spoke with [REDACTED]; [REDACTED] advised the customer that once the [REDACTED] has a loaner available they will call the customer to have him bring the [REDACTED] brought back to the [REDACTED]. Customer advised that he would even be happy with trade assistance. [REDACTED] advised that once the [REDACTED] is fully diagnose she will into a BB and speak with the [REDACTED] Next Steps: FU with customer on [REDACTED] to see if the [REDACTED] has been brought back (if loaner was available)

██████████ to ██████████ @ ██████████ unavailable ██████████ will try the ██████████ cell ██████████ to ██████████ @ ██████████) ██████████ spoke with ██████████ advised that the customer has not brought the ██████████ back to the ██████████ yet Next Steps: ██████████ will F/U with the customer

██████████ to customer ██████████ spoke with ██████████; Customer advised that he has not been able bring the ██████████ in to ██████████ explained the issue with airbag recall that has effected ██████████ in regards to loaner ██████████ customer was very understanding but he is still frustrated. Next Steps: F/U with customer on ██████████ to see if he has brought the ██████████ back to the ██████████

██████████ to ██████████ @ ██████████ unavailable ██████████ to ██████████ @ ██████████) ██████████ spoke with ██████████; ██████████ advised the ██████████ to get this customer in as soon as possible Next Steps: ██████████ will F/U with the customer with ██████████ update

██████████ to ██████████ @ ██████████

██████████ to customer ██████████ spoke with ██████████; ██████████ advised the customer that the ██████████ will call the customer ██████████ to get him into a loaner. Next Steps: ██████████ will F/U with the customer on ██████████ for ██████████ diagnosis and update

██████████ to ██████████ @ ██████████) ██████████ left ██████████ for ██████████ Next Steps: ██████████ will F/U with the customer on ██████████ as planned

██████████ assisting ██████████ ██████████ to ██████████ @ ██████████. Got voicemail for ██████████. No message left.

██████████ assisting ██████████ ██████████ to cust ██████████ Spoke to cust. He said he was finally able to get his truck to ██████████ and they have him in a rental vehicle. He said he told them they want him to call him before they do anything because he's not comfortable with them tearing it down. Advised I'm glad he was able to get it to the dealership. We will F/U on ██████████. Confirmed he has ██████████'s contact info and I provided mine.

Next steps: ██████████ -diag complete?

██████████ to ██████████ @ ██████████) ██████████ LVM with ██████████ ██████████ to ██████████ @ ██████████) ██████████ LVM with ██████████

██████████ to ██████████ @ ██████████) ██████████ spoke with ██████████ ██████████ advised there is an isolated noise ██████████ advised that they don't feel that anything wrong is ██████████ but it could be the fuel pump. ██████████ advised the ██████████ to communicate with hotline Next steps: ██████████ will F/U with the customer for ██████████ update

██████████ to customer ██████████ LVM with case and contact information Next Steps: ██████████ will F/U with Customer on ██████████ for ██████████ for ██████████ update

TECH HAS COMPARED WITH LIKE VEHICLE. NOISE IS CONSISTANT WITH ██████████ VEHICLES. CUSTOMER THEN STATES IT MAKES LOUD NOISE WHEN TOWING. WE HAVE NOT BEEN ABLE TO TEST VEHICLE WITH A TRAILER ATTACHED. TECH IS UPDATING HOTLINHE CASE. NEXT STEP IS TO TEST WITH TAILER ATTACHED

TECH HAS COMPARED WITH LIKE VEHICLE. NOISE IS CONSISTANT WITH ██████████ VEHICLES. CUSTOMER THEN STATES IT MAKES LOUD NOISE WHEN TOWING. WE HAVE NOT BEEN ABLE TO TEST VEHICLE WITH A TRAILER ATTACHED. TECH IS UPDATING HOTLINHE CASE. NEXT STEP IS TO TEST WITH TAILER ATTACHED

██████████ assisting ██████████ ██████████ to customer ██████████ spoke with ██████████; ██████████ advised the customer that ██████████ is working with Hotline to get this issue resolved Next Steps: ██████████ will F/U with Customer on ██████████ for ██████████ update

██████████ assisting ██████████ ██████████ to ██████████) ██████████ attempted to get repair update for ██████████ not available. ██████████ to ██████████) ██████████ reached out to ██████████ to give repair update. ██████████ advised that ██████████ was not available but will have case manager follow up ██████████ was updated by ██████████ that he was out of town and would be back on ██████████ but needed a ██████████ to repair ██████████ requests follow up call w/ update on ██████████. NEXT STEPS: ██████████ Get repair update/Update ██████████

██████████ to ██████████ @ ██████████) ██████████ spoke with ██████████; ██████████ advised that the ██████████ issue with his truck the customer states it was normal. The other concern the ██████████ could not duplicate and the customer has the ██████████ he will drive for ██████████ to see if oil leaks or becomes low Next Steps: ██████████ will F/U with the customer for ██████████ update

██████████ assisting ██████████ ██████████; ██████████ to Mr. ██████████ ██████████ - Left message adv calling to t/u concern. Adv of t/u for ██████████ Next step: t/u ██████████ to confirm veh is back in cust possession and that he has been adv to contact dlr back for status in ██████████

██████████ Customer is bringing the truck back ██████████ with a recording.. PLEASE open a hotline ticket as soon as possible Thanks guys

██████████ to customer ██████████ spoke with ██████████; Customer advised that he is driving it when towing his boat and he it occurred last night. Customer is bring the ██████████ back ██████████ and the customer also stated that the oil. Customer just wants his truck fixed and he just wants to enjoy it. ██████████ advised that the ██████████ will utilize hotline for the repair. Customer is very happy with the ██████████ Next Steps: ██████████ will F/U with the customer on ██████████ for ██████████ update

██████████ to customer ██████████ spoke with ██████████; Customer advised that he has a video of the issue and would like to send it to ██████████. Next Steps: ██████████ will F/U with the customer on ██████████ for ██████████ update

██████████ to customer ██████████ spoke with ██████████; ██████████ advised the customer that hotline just responded ██████████ and the ██████████ will keep scheduled F/U

██████████ to customer ██████████ spoke with ██████████; customer advised that he wants see if ██████████ can buyback the ██████████. ██████████ advised she will perform a GFR to see if the ██████████ would qualify. Customer is just unhappy with all the work that has been done in ██████████ Next Steps: ██████████ will F/U with the customer on ██████████ for ██████████ update

██████████ to ██████████ ██████████ left ██████████ with ██████████ Next Steps: ██████████ will F/U with the customer by ██████████

██████████ to ██████████ @ ██████████) ██████████ spoke with ██████████; ██████████ advised they have updated hotline and they are waiting on a response. ██████████ advised the ██████████ to open ██████████ request for the customer ██████████ opened on ██████████ was only at the ██████████ for ██████████ with ██████████ main noise and rattle in the motor

██████████ assisting ██████████ ██████████ ██████████ made ██████████ to ██████████ at ██████████ was transferred to ██████████ left ██████████ ask ng dealer to update case notes with repair progress. Next Steps: ██████████ will F/U with the customer on ██████████ for ██████████ update

Next Steps: ██████████ will F/U with the customer on ██████████ for ██████████ update

██████████ to ██████████ @ ██████████) spoke with ██████████ advised after hotline response ██████████ still cannot duplicate the concern. But the ██████████ is still running test. ██████████ advised the ██████████ to open a ██████████ request for this customer. Since BB is denied Next Steps: ██████████ will FU with the CUST with the customer with the ██████████ update

██████████ to customer @ ██████████ spoke with ██████████ advised the customer that the ██████████ s still diagnosis. ██████████ advised once the ██████████ is diagnosed ██████████ will be able to finish GFR Next Steps: ██████████ will FU with the customer on ██████████ for ██████████ update

██████████ to customer @ ██████████ spoke with ██████████ advised the customer that the ██████████ s still diagnosis. ██████████ advised once the ██████████ is diagnosed ██████████ will be able to finish GFR Next Steps: ██████████ will FU with the customer on ██████████ for ██████████ update

██████████ to customer @ ██████████ spoke with ██████████ advised the customer that the ██████████ s still diagnosis. ██████████ advised once the ██████████ is diagnosed ██████████ will be able to finish GFR Next Steps: ██████████ will FU with the customer on ██████████ for ██████████ update

Hot line test require us to be able to duplicate the noise. we have made numerous attempts to duplicate the noise with no success. What do you suggest is our next step.

██████████ Approved ██████████

██████████ to ██████████ @ ██████████) ██████████ with ██████████ that ██████████ has been approved for ██████████ Next Steps: ██████████ will FU with the Customer for ██████████ update

██████████ to the Customer@ ██████████ spoke with Ex Husband ██████████ no longer together information ██████████ to the Customer@ ██████████ spoke with Ex Husband ██████████ no longer together Next Steps ██████████ will FU with the customer on ██████████ for ██████████ initial call

Please Disregard previous note

██████████ to the Customer ██████████ spoke with ██████████; Customer advised that the ██████████ called the customer and advised that they heard s knocking noise. Customer asked for ██████████ to call back so customer can give ██████████ Cell phone number ██████████ to the Customer @ ██████████ spoke with ██████████ Customer provided ██████████ s phone number Next Steps: ██████████ will FU with the customer by ██████████

██████████ to ██████████ @ ██████████ spoke with ██████████; ██████████ advised that there was a knocking noise but the noise keeps going away. ██████████ does not feel a need to tear down engine and neither does hotline. ██████████ advised that ██████████ was approved for ██████████ ██████████ will call customer ██████████ Next Steps: ██████████ will FU with customer by ██████████

██████████ to the Customer @ ██████████ spoke with ██████████; Customer advised that he has talked to the GM at the ██████████ and advised that ██████████ ff ed trade assistance towa d he ██████████. ██████████ advised the customer again that the ██████████ does not qualify for a BB at this time. Customer is just tired of the issue and he just wants out of the ██████████ but is not sure if he will trade it or not. Next Steps: ██████████ will FU with the customer on ██████████ for customer's next steps

██████████ from the Customer ██████████ spoke with ██████████; Customer called to ask about what goes on when trading the ██████████ in. ██████████ advised the customer to speak with the GM. Next Steps: ██████████ will FU with the Customer on ██████████

Customer was trying to seek for more assistance by calling ██████████. Advised that his concern has already been escalated to the department who can give any further assistance, he must to stay in contact with ms. ██████████ also advised that there is a FU by ██████████.

VIN: ██████████ Dealership Name: ██████████ Address: ██████████
State Zip: ██████████ Parts (P&A) Code: ██████████ Dealer Sales Code: ██████████
Contact: ██████████ Email address: ██████████ Phone #: ██████████ We have received your Vehicle Loyalty Allowance (██████████) approval for the above unit in the amount of ██████████. Please be sure to complete the ██████████ process in the required timeframe of ██████████ from the approval date of ██████████. As a reminder, ██████████ only issues the Vehicle Loyalty Allowance payment via the dealer parts statement to the dealership once the following terms are met: 1.) The dealership trades the original customer out of the vehicle approved for ██████████ 2.) The ██████████ vehicle is disposed of using ██████████ of the approved options below: Approved ██████████ Vehicle Disposal Options: 1.) RETAIL SALE – Sell the vehicle at your dealership and complete the ██████████ disclosure to the next retail buyer. Send in the completed disclosure form to ██████████ (██████████) within ██████████ from the ██████████ approval date. If unable to sell vehicle within this timeframe, an extension will need to be requested through ██████████ and reviewed. Extensions are normally granted and are good for another ██████████. 2.) RETAIN VEHICLE – Register and title the vehicle in your dealership name and send proof of the vehicle's registration to ██████████. Once proof of registration is received, ██████████ will process the ██████████ payment to the dealership. It is expected the vehicle will be kept in dealer usage for a minimum of ██████████. Retained vehicles are commonly used as loaner, shuttle, or dealership delivery units. 3.) AUCTION PROCESS - Sell ██████████ vehicle through the ██████████ Auction Process. You will need to initiate this process by responding to this e-mail with your approval to sell unit in ██████████. The ██████████ payment will be made to your dealership once the vehicle is sold at the auction. If your dealership is currently enrolled in ██████████ a Vehicle Notification template with instructions will be forwarded to you via e-mail. This template must then be completed and sent back to ██████████ (██████████). All ██████████ Vehicle Notifications must be entered in the ██████████ website by ██████████. If your dealership is not enrolled in ██████████, an ██████████ representative will contact you directly to assist with the enrollment process. NOTE: There is a maximum ██████████ sale period of ██████████. If the vehicle does not sell within this timeframe, it must be picked up by the dealership and you will then have the option of returning it to the auction after a ██████████ wait period. Please respond back to this e-mail ASAP if you are choosing the ██████████ Auction Process so that a Vehicle Notification template and instructions can be forwarded to you. If you have any further questions or concerns, please do not hesitate to contact me at ██████████ or ██████████.

██████████ to the Customer ██████████ spoke with ██████████; Customer advised that he is going to trade. Customer was happy with everything the ██████████ has done for him.

Rec'd email that dealer wants to sell vehicle at auction. Email to dealer requesting that he send original title ASAP, and advising ██████████ that dlr is opting for auction option.

rec'd email

rec'd email from ██████████ and adv me to send back title because the dealer is keeping the car at the dealer. Sent title back via ██████████ and will wait to have it signed to submit for payment.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN: [REDACTED] CLOSED: [REDACTED]

BUSINESS UNIT NAME: [REDACTED]

RESPONSE TEAM: [REDACTED] CCT

COMMUNICATION: Phone

CASE [REDACTED] [REDACTED]: Vehicle Concern | Parts Issue | Unit Down (not drivable) | CCT Criteria

DEALER NAME: [REDACTED]

[REDACTED] CODE: [REDACTED] SALES CODE: [REDACTED]

REGION: [REDACTED]: [REDACTED]

VIN: [REDACTED] MODEL YEAR: [REDACTED]

MODEL: [REDACTED] MILEAGE: 1

BODY STYLE: [REDACTED] SUPERCAB STYLESIDE

LAST NAME [REDACTED] MIDDLE: [REDACTED] | [REDACTED] | P

ADDRESS: [REDACTED]

[REDACTED] COUNTRY: [REDACTED] IN | [REDACTED] | [REDACTED]

HOME PHONE: [REDACTED]

SYMPTOMS: Start/Run/Move | Fluids | Fuel | OTHER

ANALYST NAME: [REDACTED]

OPEN ANALYST NAME: [REDACTED]

COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: [REDACTED] CLOSED: [REDACTED] BUSINESS UNIT NAME: [REDACTED]
RESPONSE TEAM: [REDACTED] CCT COMMUNICATION: Phone

CASE [REDACTED] [REDACTED]: Vehicle C [REDACTED] m | Parts Issue | Unit Down (not drivable) | CCT Criteria

DEALER NAME: [REDACTED]
[REDACTED] CODE: [REDACTED] SALES CODE: [REDACTED] REGION: [REDACTED]
VIN: [REDACTED] MODEL YEAR: [REDACTED] MODEL: [REDACTED] MILEAGE: [REDACTED]

BODY STYLE: [REDACTED] SUPERCREW STYLESIDE

LAST NAME [REDACTED] MIDDLE: [REDACTED] | [REDACTED] | A

ADDRESS: [REDACTED]
[REDACTED] COUNTRY: [REDACTED] || [REDACTED] | [REDACTED]

HOME PHONE: [REDACTED]

SYMPTOMS: Driving Performance | Engine Surge | Not Listed | OTHER

ANALYST NAME: [REDACTED] OPEN ANALYST NAME: [REDACTED]

COMMENTS:

[REDACTED]

*****CONTACT VIA PHONE**** [REDACTED] cust says: brand new [REDACTED] / its in the dealership for [REDACTED] now/ diagnosed the problem but they dont know what to do/ [REDACTED] you park it/ fuel pump and it runs and completly runs out the battery i have a small rental car, but the reason i bought a truck cus i want a truck to do a truck bussiness/ ive been in the dealership for [REDACTED] now/ i havent enjoyed my veh yet/ i need someone to help me with my d [REDACTED] m now [REDACTED] says: crc adv: how do you want ford to assit you with your d [REDACTED] m right now? I will escalate your case/request to our [REDACTED] Customer Manager who works daily with your dealership's management team. The [REDACTED] Customer Manager has access to all [REDACTED] resources and will use these resources to assist you and your dealership regarding your situation. The [REDACTED] Customer Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Manager within [REDACTED]. The case number that I have established for you [REDACTED] is [REDACTED]

[REDACTED]

Email Created On: [REDACTED] From: [REDACTED] Email1 (Prod) User To: [REDACTED]
Subject: Contact to [REDACTED] RE: [REDACTED] Dear [REDACTED]: This email is to confirm your recent contact to [REDACTED] regarding your [REDACTED]. You will receive contact from our regional Customer Manager ([REDACTED]) within [REDACTED] to introduce themselves and develop an action plan to address your c [REDACTED] m. Your case number, along with the contact information for the regional Customer Manager is listed below. Case Number: [REDACTED]
Name: [REDACTED] Phone: [REDACTED] Email: [REDACTED] Sincerely, [REDACTED]
Customer Care Team

[REDACTED]

Ticket Number: [REDACTED] Customer: [REDACTED] Business phone: [REDACTED]
Home phone: [REDACTED] Mobile phone: [REDACTED] LIV Score: [REDACTED] Vehicle Purchase Status: [REDACTED]
Original Owner Dealer name: [REDACTED] Dealer P&A: [REDACTED] Dealer phone: [REDACTED]
VIN: [REDACTED] Year: [REDACTED] Make: [REDACTED] Model: [REDACTED] Mileage: [REDACTED] Warranty Start Date: [REDACTED]
Engines Specification: [REDACTED] DOHC NA PFDI GAS - COYOTE Open Recall/FSA: None ESP: No
ESP Hotline Contact: [REDACTED] Warranty History: [REDACTED] STEERING WHEEL NOT BEING STRAIGHT AND BEING TILTED TO THE RIGHT WHEEL ALIGNMENT STEERING WHEEL IS STRAIGHT NOW

[REDACTED]

[REDACTED] to [REDACTED] @ [REDACTED] LVM for [REDACTED] to make contact. [REDACTED] waiting on [REDACTED] response.

[REDACTED]

[REDACTED] to Cust [REDACTED] LVM - Initial - No contact. Next step [REDACTED] / Cust ; Diagnosis/Repair status update

[REDACTED]

[REDACTED] Customer called the [REDACTED] and left voice mail. [REDACTED] calling back [REDACTED] to Cust [REDACTED] VEH has been in the [REDACTED] for [REDACTED]. Customer says he's having sensor p oblems [REDACTED] and [REDACTED] s Customer was late for work total of [REDACTED]. The battery goes dead in the truck. They sent the video to the technicians at the [REDACTED] Customer is in a rental - Fusion - Customer does pull a trailer. Customer works [REDACTED] Customer feels like the dealership is not taking him seriously. Silent follow up [REDACTED] ; Diagnosis

[REDACTED]

[REDACTED] to [REDACTED] @ [REDACTED] Still under diagnosis. Customer will have the VEH at home or overnight, something the vehicle's batter to drain. Verified the c [REDACTED] m [REDACTED] has not been able to duplicate yet. No TSB's yet. [REDACTED] will hold on to the VEH until they can duplicate again.

[REDACTED]

[REDACTED] to [REDACTED] @ [REDACTED] Customer picked up the VEH. [REDACTED] only duplicated issue [REDACTED] performed. In the shop the battery only failed [REDACTED]. New battery was placed into the VEH. Could be due to a bad battery... [REDACTED] to Cust [REDACTED] Customer confirmed he picked up the truck, he's only driven it home. [REDACTED] advised we will give him another week to see how everything goes. Next [REDACTED] Cust; Repair satisfaction/Close case.

[REDACTED]

[REDACTED] to Cust [REDACTED] LVM - Next [REDACTED] Cust; Repair satisfaction/Close case.

[REDACTED]

[REDACTED] to Cust [REDACTED] Customer says its running fine. But says [REDACTED] of the [REDACTED] keeps going off. Customer wants to know if the [REDACTED] keeps going on and off. Only happens on highway. Customer hasn't experienced loss of power yet. Everything is good. Customer gave [REDACTED] permission to place case into an inactive state. [REDACTED] closing case.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
 OPEN: 08-23-2018 CLOSED: 09-07-2018 BUSINESS UNIT NAME: Ford
 RESPONSE TEAM: Tier 2 CCT COMMUNICATION:
 CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Parts/Technical Assistance |
 DEALER NAME: Ferman Ford
 PA CODE: 06785 DLR SALES CODE: 24205 REGION: S3 ZONE: S3B
 VIN: [REDACTED] MODEL YEAR: 2018 MODEL: F-SERIES MILEAGE: 5,892
 BODY STYLE: W1C - F150 4X2 SUPERCREW STYLESIDE
 LAST NAME FIRST NAME MIDDLE: | |
 ADDRESS:
 CITY STATE ZIP COUNTRY: | | |
 HOME PHONE:
 SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | Always
 ANALYST NAME: P Rxsalp2 OPEN ANALYST NAME: P Rxsalp
 COMMENTS:
 2018-08-23 19:39:00 "By TONY DECASTO" - Vehicle came in, would not start Verified guest concern, perform pinpoint test. needs fuel pump. need to expedite. Thank you. Part number# JL3Z 9H307 L Order# 18218 PACO# 5963205
 2018-08-23 20:56:00 Ticket Number [REDACTED] Customer: ENTERPRISE HOLDINGS INC ENTERPRISE HOLDINGS INC Business phone: N/A Home phone: N/A Mobile phone: N/A LTV Score: FLT Vehicle Purchase Status: Original owner Dealer name: Ferman Ford Dealer P&A: 06785 Dealer phone: (727) 797-2277 VIN: [REDACTED] Year : 2018 Make: FORD Model: F-SERIES Mileage: 5892 Warranty Start Date: 6/18/2018 Engines Specification: 5.0L DOHC NA PFDI GAS - COYOTE Open Recall/FSA: None ESP: None Hotline Contact: No Warranty History: None
 2018-08-23 20:58:00 Part Name: SENDER AND PUMP A Date parts were ordered: 8/21/18 Part #: JL3Z9H307L COR/DOR#: 18218 PACO#: 5963205 P&A: 06785 Emergency order? Yes Order thru DOES or FAD? DOESII
 2018-08-23 20:58:00 CUSTOMER: 06785 EMR BACKORDER STATUS ONLINE: 001 MIN COMMAND: PART
 NEXT KEY:
 NUMBER COR ORDERED SC DESCRIPTION SHP DATE SHIPPR CARRIER -----
 ----- JL3Z 9H307L 18218 08/21 MDSR. HANDLING
 2018-08-23 20:59:00 CUSTOMER: 06785 MERCHANDISER REMARKS ONLINE: 001 MIN. COMMAND:
 NEXT KEY: PART #: JL3Z
 9H307L ENG #: JL349H307RD PART NAME: SENDER AND PUMP ASY DATE
 OFF B/O: 09/18/18 B/O RANKING: DATE MERCHANDISER REMARKS
 1. 2. 3.
 2018-08-23 21:00:00 PACO 5963205: OPEN PACO ticket was opened on 8/23 @ 11:36am
 2018-08-23 21:01:00 Good afternoon, I will escalate the part tomorrow, once the PACO ticket has been opened for 24 hours. Ashley
 2018-08-24 12:56:00 Good morning, I have escalated the part and will continue to monitor. Ashley
 2018-08-24 12:57:00 Next steps: 8/31--DLR--part status?
 2018-08-24 13:04:00 Part #JL3Z9H307L Replacing Part#N PACO Reads61PCS EXPECTED TO ARRIVE AT PACKAGER BY 08/20 SME verified part is E/O Y Prior level Part#:N Next level Asy:N D2D indicates 5 DLRs HVBOM Part #JL3Z9H307L ETA for part escalated 09/18/18 Etracker Submitted N
 2018-08-31 14:32:00 Remarks on DOW: 83118 61PCS WILL BE RECEIVED AT NPD BY 09/07
 2018-08-31 14:34:00 Good morning, After checking DOW, 61pcs should be received at NPD by 09/07. I will continue to monitor & follow up. Thank you, Kelsey
 2018-08-31 14:35:00 Next Steps: 09/07--DLR--parts status?
 2018-09-04 07:48:00 [PACO Problem Number] :5963205 [Requestedid] :michael.marty@ferman.com
 [Dealerpacocode] :06785 [DOR#] :18218 [ServicePart] :JL3Z9H307L [VIN] [REDACTED]
 [Model] :FC F150 [ModelYear] :2018 [Make] : [DatesubmittedinPACO]:23-AUG-18 [DateOfAnswerinPACO] :31-AUG-18 [ProblemDescription] :ETA [Answer] :Hello Michael, We have stock in transit to selling location. Your order will be filled by 09/07. I am sorry for any inconvenience. Kind Regards, Ladislav [EstimatedDate/ExpectedShipDate] :07-SEP-18 [UnitDown] :Y
 2018-09-07 15:05:00 CUSTOMER: 06785 EMR BACKORDER STATUS ONLINE: 000 MIN COMMAND:
 NEXT KEY: PART
 NUMBER COR ORDERED SC DESCRIPTION SHP DATE SHIPPR CARRIER -----
 ----- JL3Z 9H307L 18218 08/21 ALLOCATED BY PDC A 09/04
 2018-09-07 15:08:00 PACO: Shipper Date: 09/04/2018
 2018-09-07 15:18:00 CSM Ashley x77787 OBC to Ferman Ford @ (727) 797-2277. Spoke to Larry in Parts. Provided part #: JL3Z9H307L. Part came today and has been sent over to Service.

CASE ATTACHMENTS:



CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN: [REDACTED]

CLOSED: [REDACTED]

BUSINESS UNIT NAME: [REDACTED]

RESPONSE TEAM: [REDACTED] CCT

COMMUNICATION: Letter

CASE [REDACTED] [REDACTED]: Vehicle Concern | Buyback Request | Non-[REDACTED] Vehicle | CCT Criteria

DEALER NAME: [REDACTED]

[REDACTED] CODE: [REDACTED] SALES CODE: [REDACTED]

REGION: [REDACTED]

VIN: [REDACTED]

MODEL YEAR: [REDACTED]

MODEL: [REDACTED]

MILEAGE: [REDACTED]

BODY STYLE: [REDACTED]

LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED] | [REDACTED]

ADDRESS: [REDACTED]

[REDACTED] [REDACTED] [REDACTED]

HOME PHONE: [REDACTED]

SYMPTOMS: Start/Run/Move | Starting | Hard Start/Long Crank | Cold

ANALYST NAME: [REDACTED]

OPEN ANALYST NAME: [REDACTED]

COMMENTS:

[REDACTED]

LETTER DATED [REDACTED] [REDACTED] OMER SAYS: Have had continuous problems with vehicle since purchase. When you mash the button key, it would not come on. Went into service [REDACTED]. The tires to be rotated, the lug nuts were locked and could not be removed. I finally got another set of lug nuts. The truck is hard starting in the morning. Before I even brought it back, the check engine light came on. The low oil pressure light came on. I left the light on to show the service dept. the truck was still not starting in the mornings. Problem still exist [REDACTED]. A new truck should never have this many issues. Somebody at [REDACTED] or dealer should pay the truck off and give me something close to what I traded in. CRC ADVISED: Escalated to [REDACTED] for review/handling.

[REDACTED]

Ticket Number: [REDACTED] [REDACTED] Omer: [REDACTED] Business phone: [REDACTED]
Home phone: [REDACTED] Mobile phone: n/a LTV Score: [REDACTED] Vehicle Purchase Status: original Dealer name: [REDACTED] Dealer P&A: [REDACTED] Dealer phone: [REDACTED] VIN: [REDACTED]
Year: [REDACTED] Make: [REDACTED] Model: [REDACTED] Mileage: [REDACTED] Warranty Start Date: [REDACTED]
Engines Specification: [REDACTED] TIVCT DAMB [REDACTED] GAS Open Recall/FSA: [REDACTED] DOOR LATCH FREEZING CONCERNS ESP: [REDACTED] Hotline Contact: none Warranty History: none related

[REDACTED]

[REDACTED] TO [REDACTED] Phone answered no on on line [REDACTED] TO [REDACTED]
[REDACTED] Phone answered no on on line

[REDACTED]

[REDACTED] TO [REDACTED] Left vm with contact info and is requesting a call back. [REDACTED] will follow up back on [REDACTED] for [REDACTED] initial

[REDACTED]

NEXT STEP [REDACTED] F/U [REDACTED] INITIAL

[REDACTED]

[REDACTED] TO [REDACTED] Number has been disconnected [REDACTED] TO [REDACTED]
[REDACTED] said [REDACTED] truck is unable to start and is unable to duplicate concern. [REDACTED] will transfer me over to the primary [REDACTED] said last time [REDACTED] was at dlr was on [REDACTED]

[REDACTED]

[REDACTED] TO [REDACTED] [REDACTED] said he is [REDACTED] and he wants to get rid of his veh, [REDACTED] said his vehicle is parked in his garage and he is currently driving another veh. [REDACTED] said he is too old to have these problems with his veh. [REDACTED] adv we will review to get him out thee veh and will follow back up with him on [REDACTED]

[REDACTED]

NEXT STEP [REDACTED] COMPLETE GFR [REDACTED] F/U [REDACTED] ON DECISION OF BB

[REDACTED]

[REDACTED] Ext. [REDACTED] == [REDACTED] to dealer [REDACTED] spoke to [REDACTED] in Service, who stated that [REDACTED] is [REDACTED] w t ansf d t [REDACTED] i for d [REDACTED] that [REDACTED] was l t at [REDACTED] on [REDACTED], RO [REDACTED] opened on [REDACTED] and mileage in was [REDACTED] for no crank concern. [REDACTED] was unable to d plica e concern and [REDACTED] has [REDACTED].

[REDACTED]

[REDACTED] Ext. [REDACTED] == [REDACTED] to dealer [REDACTED] spoke to [REDACTED] [REDACTED] informed [REDACTED] that [REDACTED] was drivable and not down for repair for key fob on [REDACTED]. [REDACTED] stated that [REDACTED] was driving [REDACTED] and had to order key fob, so repair was only [REDACTED].

[REDACTED]

After review, veh does not meet state guidelines for buyback/replacement criteria for [REDACTED]. Talking Points: - [REDACTED] -Review note in milestone [REDACTED] is not currently at the dealer, if there is a current concern, recommend [REDACTED] contact dealer for an appt. to have veh diag -Focus on getting veh repaired

[REDACTED]

[REDACTED] TO [REDACTED] Left vm with contact info and is requesting a call back. [REDACTED] will follow up back on [REDACTED]

[REDACTED]

NEXT STEP [REDACTED] F/U [REDACTED] ON BB DECISION

[REDACTED]

[REDACTED] TO [REDACTED] [REDACTED] appreciated csm looking into bb. [REDACTED] said he will go a head and let dlr bb veh because it was their fault. [REDACTED] said there is no other assistance needed on this case. [REDACTED] adv [REDACTED] will place inactive and made sure [REDACTED] has contact info.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN: [REDACTED]

CLOSED: [REDACTED]

BUSINESS UNIT NAME: [REDACTED]

RESPONSE TEAM: [REDACTED] CCT

COMMUNICATION: Phone

CASE [REDACTED]: Vehicle Concern | Repair Assistance | CCT Criteria |

DEALER NAME: [REDACTED]

[REDACTED] CODE: [REDACTED] SALES CODE: [REDACTED]

REGION: [REDACTED]

VIN: [REDACTED] MODEL YEAR: [REDACTED]

MODEL: [REDACTED] MILEAGE: [REDACTED]

BODY STYLE: [REDACTED] SUPERCAB STYLESIDE

LAST NAME [REDACTED] NAME MIDDLE: | |

ADDRESS:

[REDACTED] COUNTRY: | | |

HOME PHONE:

SYMPTOMS: Driving Performance | Stalls/Quits | OTHER | OTHER

ANALYST NAME: [REDACTED]

OPEN ANALYST NAME: [REDACTED]

COMMENTS:

[REDACTED]

CONTACT VIA PHONE # [REDACTED]. I AM EXPECTING A CALL BACK WITHIN THE DAY FROM [REDACTED]. STATES: I have a case [REDACTED] but i want to speak to a Manager right now. my veh died on me [REDACTED] and called [REDACTED] and towed to All [REDACTED] but was being told they can't look at the veh for another week and i have no loaner. I called [REDACTED] in [REDACTED] and was told they can look my veh [REDACTED] and i did scheduled a veh appointment and reach out [REDACTED] to tow my veh but just got a phone call from this dr telling me they can't look at it for another week. maybe [REDACTED] Towing truck is already at All [REDACTED] to transfer my veh to [REDACTED]. I still don't have veh to use and i want solution now, i want rental veh to use right now. I was so being patience but this is not right. I want to speak to a Manager right now and want solution right now. I want loaner veh, I want my veh to fix or I want my money back. STATES/PER [REDACTED] SAYS: N/A CRC ADVISED: I will escalate your case/request to our [REDACTED] Customer Manager who works daily with your dealership's management team. Th [REDACTED] Customer Manager has access to all [REDACTED] resources and will use these resources to assist you and your dealership regarding your situation. The [REDACTED] Customer Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Manager within [REDACTED]. The case number that I have established for you [REDACTED] is [REDACTED].

[REDACTED]

"By [REDACTED]" - Vehicle was towed from our shop [REDACTED] at the customers request.

Ticket Number: [REDACTED] Delegate: [REDACTED] - Owner Customer: [REDACTED] Home phone: [REDACTED] LIV Score: [REDACTED] Vehicle Purchase Status: Original (business) Dealer name: [REDACTED] Dealer P&A: [REDACTED] Dealer phone: [REDACTED] VIN: [REDACTED] Year: [REDACTED] Make: [REDACTED] Model: [REDACTED] Mileage: [REDACTED] Warranty Start Date: [REDACTED] Engines Specification: [REDACTED] DOHC NA PFDI GAS - COYOTE Open Recall/FSA: [REDACTED] ESP: None Found. Hotline Contact: None Found. Warranty History: None Found.

[REDACTED]

update: Veh is at Dealer name: [REDACTED] Dealer P&A: [REDACTED] Dealer phone: [REDACTED]

[REDACTED]

>> [REDACTED] to [REDACTED] inquired about is vehicle there? [REDACTED] advised that vehicle not there yet. >> [REDACTED] to [REDACTED] Delegate [REDACTED] @ [REDACTED] provided role and contact information with extension. [REDACTED] states he is outside at a construction job. [REDACTED] inquired about where is vehicle being towed to. [REDACTED] states it is at [REDACTED] states his v h i l e is at [REDACTED] now. [REDACTED] states he took the vehicle to All [REDACTED] states his vehicle is a corporate vehicle in construction field, he uses the vehicle to move supplies back and forth. [REDACTED] states he does not have a loaner vehicle currently. [REDACTED] advised that [REDACTED] can reimburse [REDACTED] also dealership can potentially provide him with a vehicle. [REDACTED] states he has been speaking with a [REDACTED] or [REDACTED] at the dealership. [REDACTED] states he does not need a pickup truck, but a sedan will not work. [REDACTED] advised that [REDACTED] or [REDACTED] will get back to him >> [REDACTED] to [REDACTED] Front Desk@ [REDACTED] advised that need to assist [REDACTED] with getting a rental vehicle. Truck or SUV. [REDACTED] advised that tries to do rentals with Enterprise. [REDACTED] advised that vehicle is there. [REDACTED] for this case is [REDACTED] - she is not in [REDACTED] advised that [REDACTED] can use [REDACTED] for [REDACTED] for ge i g this customer into a rental vehicle - truck or SUV is needed. [REDACTED] transferred to [REDACTED] Manager [REDACTED]. [REDACTED] advised that [REDACTED] can use [REDACTED] for [REDACTED]. Seeking to get a rental for the [REDACTED] advised that they don't use the [REDACTED] program to get rentals for customers. [REDACTED] advised that [REDACTED] can rent a vehicle and seek for reimbursement after. >> [REDACTED] to [REDACTED] @ [REDACTED] advised that [REDACTED] is the primary. [REDACTED] advised that [REDACTED] can get a rental that is a [REDACTED] and we will provide reimbursement [REDACTED] for that at completion of the RO. [REDACTED] advised that to [REDACTED] that [REDACTED] is your [REDACTED] technician would be best to ask for ongoing service updates, as they have hands on the vehicle and can explain what they found. [REDACTED] advised that will follow [REDACTED] with [REDACTED] in [REDACTED]. NEXT STEPS: [REDACTED] will need to [REDACTED] repair status and update [REDACTED].

[REDACTED]

[REDACTED] to [REDACTED] @ [REDACTED] was advised the vehicle is repaired and the customer picked [REDACTED] to [REDACTED] delegate [REDACTED] @ [REDACTED] was advised the vehicle ouldn't tart nd dashboard gauges went to the left side. [REDACTED] was advised the customer tried the vehicle again and it started back [REDACTED] was advised the vehicle is not fully fixed. NEXT STEPS: [REDACTED] will check on appointment and loaner vehicles. [REDACTED]

[REDACTED]

[REDACTED], assisting [REDACTED] - [REDACTED] @ [REDACTED]. Spoke to [REDACTED] advised that vehicle repaired - fuel pump replaced. Vehicle is gone. - [REDACTED] to [REDACTED] Delegate [REDACTED] @ [REDACTED] states he is still having issues with the vehicle. [REDACTED] states vehicle is still experiencing concerns with it not turning on. [REDACTED] states he has had to have it jumped a [REDACTED] states he needs a vehicle as a loaner. [REDACTED] states the manager of [REDACTED] states they will call him when they have a rental. [REDACTED] states he needs a rental and needs [REDACTED] the [REDACTED] advised that the Warranty exists to repair the vehicle not to [REDACTED] provide you with a rental. [REDACTED] advised that contact the [REDACTED] to schedule for service. [REDACTED] states he is upset and wants to drop the vehicle off for service and have a guarantee to receive [REDACTED] back for a rental. [REDACTED] advised that vehicle [REDACTED] needs to be in for diagnosis and service on the dealership's schedule - then [REDACTED] can assist as a goodwill gesture toward rental vehicle for [REDACTED] as a refund. [REDACTED] advise tha [REDACTED] to set appointment. NEXT STEPS: [REDACTED] will need to [REDACTED] only; has [REDACTED] scheduled for service?

[REDACTED]

[REDACTED] assisting [REDACTED] to cust@ [REDACTED] states he feels like he is getting the run around. The dr has not scheduled him yet but they have contact and [REDACTED] as well, States he needs the loaner. Advised [REDACTED] previously advised we can reimburse [REDACTED] to [REDACTED] if a ford vehicle. Cust states that isnt' enough. Cust requested call back. Advised will Fu on [REDACTED] NEXT: [REDACTED] Appt scheduled [REDACTED]

██████████ to ██████████ @ ██████████. ██████████ was advised the customer is on a wait list for a loaner at the dealership and is ██████████ in line. ██████████ was advised the customer is waiting on a call from the ██████████ to see when one will be coming available. ██████████ to ██████████ @ ██████████ with contact information requesting a call back regarding case. NEXT STEPS: ██████████ will check on loaner status.

██████████ to ██████████ @ ██████████. ██████████ was advised the ██████████ is expecting a F series loaner to becoming available ██████████ sometime. ██████████ was advised this loaner, once its returned, will be provided to the customer. NEXT STEPS: ██████████ will keep f/u with customer ██████████

██████████ to ██████████ @ ██████████. ██████████ advised the ██████████ is expecting the loaner to be back ██████████ sometime and customer is ██████████ on the list and will be provided with this F series. NEXT STEPS: ██████████ will f/ ██████████ to check ETA on loaner return and when it will be provided to customer. ██████████ will update customer.

██████████ to ██████████ @ ██████████. ██████████ was advised they're expecting the loaner to come in by ██████████ or ██████████. ██████████ was advised the ██████████ will make arrangement's and contact the customer. NEXT STEPS: ██████████ will keep f/u with customer.

██████████ to ██████████ @ ██████████. ██████████ left VM advising we will attempt to contact again. NEXT STEPS: ██████████ will make ██████████

██████████ to ██████████ @ ██████████. ██████████ was advised the ██████████ loaner is having concerns and will need to be taken off the road. ██████████ was advised the ██████████ will be putting a new ██████████ on the road hopefully ██████████ or ██████████ and the customer is ██████████ in line for the loaner. ██████████ was advised ██████████ will call customer to advise about loaner vehicle. NEXT STEPS: ██████████ will check if new ██████████ loaner is on road and provided to customer ██████████

██████████ to ██████████ @ ██████████. ██████████ advised about the ██████████ being taken off the road but a new ██████████ will be put on the road and the customer will be provided with this vehicle. We are expecting the new loaner to be available for the customer by either ██████████ or ██████████. Customer advised he wants an ██████████ but if its too much trouble he can try an ██████████ until a ██████████ is available. NEXT STEPS: ██████████ will check if loaner was provided to the customer ██████████

██████████ (██████████) assisting ██████████ (██████████) to dlr @ ██████████. ██████████ states the vehicle is being worked on but ██████████ or ██████████ should have loaner for cust per the SM ██████████ to cust ██████████. ██████████ left VM advising sorry unable to reach. Dlr should have loaner ██████████. Will FU on ██████████ for update. NEXT: ██████████ - cust in loaner? ██████████

██████████ assisting on case: Note: Followup was scheduled for ██████████ not ██████████ to ██████████ at ██████████ is gone for the day, another ██████████ unavailable. ██████████ to DELEGATE at ██████████. Left voicemail with case ID and ██████████ contact info. ██████████ advised that this call is to determine whether cust was provided with a loaner. NEXT: ██████████ - Cust in a loaner?

██████████ asst ██████████ ██████████ made obc to ██████████ dept ██████████. SVC MGR INFORMED ██████████ THAT THE VEH CAME IN ON TUES FOR A CHECK ENG LIGHT, TECH IS CURRENTLY WORKING ON THE VEHICLE, NEXT: VERIFY IF REPAIRED

██████████ asst ██████████ ██████████ made obc to customer @ ██████████. ██████████ LM Next: repair update

██████████ ASST ██████████ ██████████ Csm made obc to ██████████ dept ██████████. csm lm on vm for ██████████ mgr / ██████████ in regards to the case (csm left the vm on a previous case for all ██████████). ██████████ ASST ██████████ Csm made obc to ██████████ dept @ ██████████. csm lm on vm for many perez in ██████████ next: repair update regarding the veh

██████████ ASST ██████████ ██████████ Csm made obc to customer @ ██████████. ██████████ LM ON ██████████ Next: repair update with dlr and cust

██████████ asst ██████████ ██████████ Csm made obc to ██████████ dept @ ██████████. ██████████ informed csm that the veh is NOT in ██████████, the veh is with the cust ██████████ informed csm that they are waiting on any rental to come in, ██████████ mgr informed csm a veh will be provided to the cust ██████████ Next: verify that the customer is in a rental and the veh is in ██████████

██████████ asst ██████████ ██████████ made obc to customer @ ██████████. ██████████ LM ON ██████████ NEXT: VERIFY ██████████ HAS THE RENTAL VEH AND ██████████ HAS THE VEH AT THE DSHIP

██████████ made obc to ██████████ dept @ ██████████. ██████████ mgr ██████████ informed csm that the veh is repaired and back with the cust, the veh needed a battery

██████████ made obc to customer @ ██████████. ██████████ LM ON ██████████ Final call to this number

From: ██████████ Sent: ██████████ To: ██████████
Subject: ██████████ / unable to contact Mr. ██████████. This correspondence is in response to the contact that you made with the ██████████ on ██████████ gardi g y ur ██████████. Several attempts have been made to reach you regarding your vehicle concern. As your ██████████ Customer Service Manager, we would like an opportunity to address your concerns. Please contact your ██████████ Customer Service Manager ██████████ at ██████████, ext. ██████████ or myself at extension ██████████, we can be reached ██████████ through ██████████ between ██████████, Eastern Standard Time. Thank you, ██████████ Customer Service Manager ██████████ Customer Service Division ██████████ ext. ██████████ (direct) / ██████████ (fax)

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: [REDACTED] CLOSED: [REDACTED] BUSINESS UNIT NAME: [REDACTED]
RESPONSE TEAM: [REDACTED] CCT COMMUNICATION: Phone

CASE [REDACTED] [REDACTED]: Vehicle Concern | Repair Assistance | CCT Criteria |

DEALER NAME: [REDACTED]
[REDACTED] CODE: [REDACTED] SALES CODE: [REDACTED] REGION: [REDACTED]
VIN: [REDACTED] MODEL YEAR: [REDACTED] MODEL: [REDACTED] MILEAGE: [REDACTED]

BODY STYLE: [REDACTED] SUPERCREW STYLESIDE

LAST NAME [REDACTED] MIDDLE: [REDACTED] | [REDACTED] |

ADDRESS: [REDACTED]
[REDACTED] COUNTRY: [REDACTED] AL | [REDACTED] | [REDACTED]

HOME PHONE: [REDACTED]

SYMPTOMS: Start/Run/Move | Noise | Running/Standing | Intermittent

ANALYST NAME: [REDACTED] OPEN ANALYST NAME: [REDACTED]

COMMENTS:

[REDACTED]

CONTACT VIA: [REDACTED] (mobile) CUST SAYS: [REDACTED] purchased an [REDACTED] back in [REDACTED]. The dlrshp tried different things. When the truck sits, it stays for [REDACTED] to [REDACTED]. It makes a loud noise. When he opens the door or shut, it will make the noise. PER CUST/ DLR SAYS: Call [REDACTED] for assistance. It may be the fuel pump recharging. They replaced it already before. CRC ADVISED: I will escalate your case/request to our [REDACTED] Manager who works daily with your dealership's management team. The [REDACTED] Manager has access to all [REDACTED] resources and will use these resources to assist you and your dealership regarding your situation. The [REDACTED] Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your [REDACTED] Manager within [REDACTED]. The case number that I have established for you [REDACTED] is [REDACTED].

[REDACTED]

Ticket Number: [REDACTED] LTV Score: [REDACTED] Vehicle Purchase Status: Original Dealer name: [REDACTED] Mobile phone: [REDACTED] Dealer P&A: [REDACTED] Dealer phone: [REDACTED] VIN: [REDACTED] Year: [REDACTED] Make: [REDACTED] Model: [REDACTED] Mileage: [REDACTED] Warranty Start Date: [REDACTED] Engines Specification: [REDACTED] DOHC NA PFDI GAS C YOTE Open Recall/FSA: [REDACTED] DOOR LATCH FREEZING CONCERNS no [REDACTED] Hotline Contact: [REDACTED] THUMPING RATTLE NOISE FROM PASSENGER REAR AREA Warranty History: [REDACTED] RL Cmpl Date: [REDACTED] DIST(Mile): [REDACTED] noise when opening door

[REDACTED]

Email Created On: [REDACTED] From: To: Subject: [REDACTED] CRM: [REDACTED] Good morning, [REDACTED] Thumping/rattling noise from passenger rear area. Is this vehicle at the dealer now? Please update me with the dealers findings and repair path for this issue. Is the customer in alone vehicle? What are the hotline recommendations for this concern? Please advise on ETA for completion of repairs. Thanks, [REDACTED] Regional [REDACTED] Manager PH: [REDACTED] ext. [REDACTED] Fax: [REDACTED]

[REDACTED]

Email Created On: [REDACTED] From: To: Subject: Re: [REDACTED] CRM: [REDACTED] Replaced fuel pump per techline. Almost all of the trucks make this sound and I explained it to him. He said it was unacceptable. Sent from my [REDACTED] On [REDACTED] [REDACTED] wrote: Good morning, [REDACTED] Thumping/rattling noise from passenger rear area. Is this vehicle at the dealer now? Please update me with the dealers findings and repair path for this issue. Is the customer in alone vehicle? What are the hotline recommendations for this concern? Please advise on ETA for completion of repairs. Thanks, [REDACTED] Regional [REDACTED] Manager PH: [REDACTED] ext. [REDACTED] Fax: [REDACTED]

[REDACTED]

[REDACTED] --obc to dlr [REDACTED] advising csm veh was released to the cust, obc to cust, [REDACTED] no answer, lvm with csm contact info. NEXT STEP: f/u on [REDACTED] call cust and discuss veh concerns.

[REDACTED]

[REDACTED] --obc to cust, [REDACTED] cust states when the drivers door is opened after the veh sits for [REDACTED] there is noise that sounds like a machine gun. cust states the dlr replaced the fuel pump. cust states after replacing the fuel pump the noise is still present. cust states hw is going out of town until [REDACTED] and would like to schedule an appt for [REDACTED] csm provided cust with csm contact info. csm to call dlr and advise of appt. obc to dlr, [REDACTED] advising csm that the trigger to re-prime the fuel pump is touching the door handle. the fuel pump will prime and the noise is present. [REDACTED] advised csm the concern is a normal characteristic of the veh. csm advise [REDACTED] cust wants to schedule appt for [REDACTED]. NEXT STEP: f/u on [REDACTED] call dlr and get update with their findings. call cust and update with info provided by the dlr. NEXT STEP:

[REDACTED]

Email Created On: [REDACTED] From: To: Subject: RE: [REDACTED] CRM: [REDACTED] Good morning, [REDACTED] Thumping/rattling noise from passenger rear area. Is this vehicle at the dealer now? Please update me with the dealers findings and repair path for this issue. Is the customer in alone vehicle? What are the hotline recommendations for this concern? Please advise on ETA for completion of repairs. Thanks, [REDACTED] Regional [REDACTED] Manager PH: [REDACTED] ext. [REDACTED] Fax: [REDACTED]

[REDACTED]

[REDACTED] --obc to dlr, [REDACTED] advising csm veh is at the dlr. cust was placed in a loaner [REDACTED] --obc to cust, [REDACTED] no answer, lvm acknowledging veh is at the dlr and cust was provide a loaner veh. NEXT STEP: f/u on [REDACTED] call dlr and get update with their findings. call cu st and update with info provided by the dlr.

[REDACTED]

Email Created On: [REDACTED] From: To: Subject: RE: [REDACTED] CRM: [REDACTED] Good morning, [REDACTED] Thumping/rattling noise from passenger rear area. Please update me with the diagnose and repair path for this vehicle. Is there an ETA for completion of repairs? Thanks, [REDACTED] Regional [REDACTED] Manager PH: [REDACTED] ext. [REDACTED] Fax: [REDACTED]

[REDACTED]

Email Created On: [REDACTED] From: To: Subject: RE: [REDACTED] CRM: [REDACTED] Mr [REDACTED] is experiencing fuel pump rattle noise. Vehicle had fuel pump replaced prior to my arrival. Technicians have not been able to find any issues with the vehicle. Operating as designed at this time. ETA [REDACTED] we will contact customer to pick up vehicle

[REDACTED]

[REDACTED] --obc to cust, [REDACTED] no answer, lvm advising cust, that the dlr has not been able to find an issue with the fuel pump rattle noise. advised cust dlr will call cust to go pick up the veh [REDACTED]. NEXT STEP: f/u on [REDACTED] call dlr verify veh was released to cust. call cust and advise of normal characteristics.

[REDACTED]

[REDACTED] ---obc to dlr [REDACTED] [REDACTED] advising csm veh was released to cust. [REDACTED] had cust try to duplicate the concern while at the dlr, cust was unable to do so. [REDACTED] asked cust to monitor the issue to see if there is a specific routine that causes the noise to occur. [REDACTED] ---obc to cust, [REDACTED]. csm advised cust dlr was unable to duplicate the concern with the noise when the drivers door is opened. cust states the issue occurred [REDACTED], after the veh sat overnight. csm acknowledged that the dlr advised cust to monitor the situation and try to determine when the concern is present. csm advised cust to contact csm once the veh is back at the dlr. csm will reopen case at that time. no further action at his time, NPF. csm provided cust with csm contact info.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: [REDACTED] CLOSED: [REDACTED] BUSINESS UNIT NAME: [REDACTED]
RESPONSE TEAM: [REDACTED] CCT COMMUNICATION: Phone

CASE [REDACTED] [REDACTED]: Vehicle Concern | Repair Assistance | CCT Criteria |

DEALER NAME: [REDACTED]
[REDACTED] CODE: [REDACTED] SALES CODE: [REDACTED] REGION: [REDACTED]
VIN: [REDACTED] MODEL YEAR: [REDACTED] MODEL: [REDACTED] MILEAGE: [REDACTED]

BODY STYLE: [REDACTED] SUPERCREW STYLESIDE

LAST NAME [REDACTED] MIDDLE: [REDACTED] | [REDACTED] |

ADDRESS: [REDACTED]
[REDACTED] COUNTRY: [REDACTED] AL | [REDACTED] | [REDACTED]

HOME PHONE: [REDACTED]

SYMPTOMS: Start/Run/Move | Noise | Running/Standing | Intermittent

ANALYST NAME: [REDACTED] OPEN ANALYST NAME: [REDACTED]

COMMENTS:

[REDACTED]

CONTACT VIA: [REDACTED] (mobile) CUST SAYS: [REDACTED] purchased an [REDACTED] back in [REDACTED]. The dlrshp tried different things. When the truck sits, it stays for [REDACTED] to [REDACTED]. It makes a loud noise. When he opens the door or shut, it will make the noise. PER CUST/ DLR SAYS: Call [REDACTED] for assistance. It may be the fuel pump recharging. They replaced it already before. CRC ADVISED: I will escalate your case/request to our [REDACTED] Manager who works daily with your dealership's management team. The [REDACTED] Manager has access to all [REDACTED] resources and will use these resources to assist you and your dealership regarding your situation. The [REDACTED] Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your [REDACTED] Manager within [REDACTED]. The case number that I have established for you [REDACTED] is [REDACTED].

[REDACTED]

Ticket Number: [REDACTED] LTV Score: [REDACTED] Vehicle Purchase Status: Original Dealer name: [REDACTED]
Mobile phone: [REDACTED] Dealer P&A: [REDACTED] Dealer phone: [REDACTED] VIN: [REDACTED] Year: [REDACTED]
Make: [REDACTED] Model: [REDACTED] Mileage: [REDACTED] Warranty Start Date: [REDACTED] Engines Specification: [REDACTED]
DOHC NA PFDI GAS C YOTE Open Recall/FSA: [REDACTED] DOOR LATCH FREEZING CONCERNS
no [REDACTED] Hotline Contact: [REDACTED] THUMPING RATTLE NOISE FROM PASSENGER REAR
AREA Warranty History: [REDACTED] RL Cmpl Date: [REDACTED] DIST(Mile): [REDACTED] noise when opening door

[REDACTED]

Email Created On: [REDACTED] From: To: Subject: [REDACTED]
CRM: [REDACTED] Good morning, [REDACTED] Thumping/rattling noise from passenger rear area. Is this vehicle at the dealer now? Please update me with the dealers findings and repair path for this issue. Is the customer in alone vehicle? What are the hotline recommendations for this concern? Please advise on ETA for completion of repairs. Thanks, [REDACTED] Regional [REDACTED] Manager PH: [REDACTED] ext. [REDACTED] Fax: [REDACTED]

[REDACTED]

Email Created On: [REDACTED] From: To: Subject: Re: [REDACTED]
CRM: [REDACTED] Replaced fuel pump per techline. Almost all of the trucks make this sound and I explained it to him. He said it was unacceptable. Sent from my [REDACTED] On [REDACTED] [REDACTED] wrote: Good morning, [REDACTED] Thumping/rattling noise from passenger rear area. Is this vehicle at the dealer now? Please update me with the dealers findings and repair path for this issue. Is the customer in alone vehicle? What are the hotline recommendations for this concern? Please advise on ETA for completion of repairs. Thanks, [REDACTED] Regional [REDACTED] Manager PH: [REDACTED] ext. [REDACTED] Fax: [REDACTED]

[REDACTED]

[REDACTED] --obc to dlr [REDACTED] [REDACTED], advising csm veh was released to the cust, obc to cust, [REDACTED] no answer, lvm with csm contact info. NEXT STEP: f/u on [REDACTED] call cust and discuss veh concerns.

[REDACTED]

[REDACTED] --obc to cust, [REDACTED] cust states when the drivers door is opened after the veh sits for [REDACTED], there is noise that sounds like a machine gun. cust states the dlr replaced the fuel pump. cust states after replacing the fuel pump the noise is still present. cust states hw is going out of town until [REDACTED] and would like to schedule an appt for [REDACTED]. csm provided cust with csm contact info. csm to call dlr and advise of appt. obc to dlr, [REDACTED] [REDACTED], advising csm that the trigger to re-prime the fuel pump is touching the door handle. the fuel pump will prime and the noise is present. [REDACTED] advised csm the concern is a normal characteristic of the veh. csm advise [REDACTED] cust wants to schedule appt for [REDACTED]. NEXT STEP: f/u on [REDACTED] call dlr and get update with their findings. call cust and update with info provided by the dlr. NEXT STEP:

[REDACTED]

Email Created On: [REDACTED] From: To: Subject: RE: [REDACTED]
CRM: [REDACTED] Good morning, [REDACTED] Thumping/rattling noise from passenger rear area. Is this vehicle at the dealer now? Please update me with the dealers findings and repair path for this issue. Is the customer in alone vehicle? What are the hotline recommendations for this concern? Please advise on ETA for completion of repairs. Thanks, [REDACTED] Regional [REDACTED] Manager PH: [REDACTED] ext. [REDACTED] Fax: [REDACTED]

[REDACTED]

[REDACTED] --obc to dlr, [REDACTED] [REDACTED] advising csm veh is at the dlr. cust was placed in a loaner [REDACTED] --obc to cust, [REDACTED] no answer, lvm acknowledging veh is at the dlr and cust was provide a loaner veh. NEXT STEP: f/u on [REDACTED] call dlr and get update with their findings. call cu st and update with info provided by the dlr.

[REDACTED]

Email Created On: [REDACTED] From: To: Subject: RE: [REDACTED]
CRM: [REDACTED] Good morning, [REDACTED] Thumping/rattling noise from passenger rear area. Please update me with the diagnose and repair path for this vehicle. Is there an ETA for completion of repairs? Thanks, [REDACTED] Regional [REDACTED] Manager PH: [REDACTED] ext. [REDACTED] Fax: [REDACTED]

[REDACTED]

Email Created On: [REDACTED] From: To: Subject: RE: [REDACTED]
CRM: [REDACTED] Mr [REDACTED] is experiencing fuel pump rattle noise. Vehicle had fuel pump replaced prior to my arrival. Technicians have not been able to find any issues with the vehicle. Operating as designed at this time. ETA [REDACTED], we will contact customer to pick up vehicle

[REDACTED]

[REDACTED] --obc to cust, [REDACTED] no answer, lvm advising cust, that the dlr has not been able to find an issue with the fuel pump rattle noise. advised cust dlr will call cust to go pick up the veh [REDACTED]. NEXT STEP: f/u on [REDACTED] call dlr verify veh was released to cust. call cust and advise of normal characteristics.

██████████

██████████—obc to dlr ██████████ ██████████ advising csm veh was released to cust. ██████████ had cust try to duplicate the concern while at the dlr, cust was unable to do so. ██████████ asked cust to monitor the issue to see if there is a specific routine that causes the noise to occur. ██████████—obc to cust, ██████████. csm advised cust dlr was unable to duplicate the concern with the noise when the drivers door is opened. cust states the issue occurred ██████████, after the veh sat overnight. csm acknowledged that the dlr advised cust to monitor the situation and try to determine when the concern is present. csm advised cust to contact csm once the veh is back at the dlr. csm will reopen case at that time. no further action at his time, NPF. csm provided cust with csm contact info.

CASE ATTACHMENTS:



CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN: [REDACTED]

CLOSED: [REDACTED]

BUSINESS UNIT NAME: [REDACTED]

RESPONSE TEAM: [REDACTED] CCT

COMMUNICATION: Phone

CASE [REDACTED] [REDACTED]: Vehicle Concern | FIN Assist Request | CCT Criteria |

DEALER NAME: [REDACTED] [REDACTED]

[REDACTED] CODE: [REDACTED] SALES CODE: [REDACTED]

REGION: [REDACTED] [REDACTED]

VIN: [REDACTED] MODEL YEAR: [REDACTED]

MODEL: [REDACTED] MILEAGE: [REDACTED]

BODY STYLE: [REDACTED] SUPERCREW STYLESIDE

LAST NAME [REDACTED] NAME MIDDLE: [REDACTED] [REDACTED]

ADDRESS: [REDACTED] [REDACTED]

[REDACTED] COUNTRY: [REDACTED]

HOME PHONE: [REDACTED]

SYMPTOMS: Driving Performance | Engine Surge | Not Listed | OTHER

ANALYST NAME: [REDACTED]

OPEN ANALYST NAME: [REDACTED]

COMMENTS:

[REDACTED]

CONTACT VIA PHONE/EMAIL. CUST SAYS: im not driving the vehicle its in the dlr. the motor needs to be replaced. I don't want you guys to charge me for the monthly payment of my car since im not using the vehicle. The best time that you can call me is after [REDACTED] PER CUST, [REDACTED] SAYS: crc advised: I will escalate your case/request to our [REDACTED] Customer [REDACTED] Manager who works daily with your dealership's management team. The [REDACTED] Customer [REDACTED] Manager has access to all [REDACTED] resources and will use these resources to assist you and your dealership regarding your situation. The [REDACTED] Customer [REDACTED] Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer [REDACTED] Manager within [REDACTED]. The case number that I have established for you [REDACTED] is [REDACTED].

[REDACTED]

Email Created On: [REDACTED] From: [REDACTED] Email1 (Prod) User To: [REDACTED] Subject: Contact to [REDACTED] RE: [REDACTED] Dear [REDACTED]. This email is to confirm your recent contact to [REDACTED] regarding your [REDACTED]. You will receive contact from our regional Customer [REDACTED] Manager ([REDACTED]) within [REDACTED] to introduce themselves and develop an action plan to address your concern. Your case number, along with the contact information for the regional Customer [REDACTED] Manager is listed below. Case Number: [REDACTED] Name: [REDACTED] Phone: [REDACTED] Email: [REDACTED] Sincerely [REDACTED] Customer Care Team

[REDACTED]

[REDACTED] OBC to [REDACTED] spoke with [REDACTED] (SA) [REDACTED] verified looking to replace engine. Customer in an [REDACTED] loaner. [REDACTED] will F/U [REDACTED] /CUST check repair status and update customer

[REDACTED]

[REDACTED] Don [REDACTED] F/U [REDACTED] out due to training upcoming.

[REDACTED]

Email Created On: [REDACTED] From: To: Subject: [REDACTED] payment issue CRM: [REDACTED] Dear Mr. [REDACTED], I am the [REDACTED] Customer [REDACTED] Manager for your area. It is my responsibility to work with you and your dealership to facilitate a resolution to your concern. I just reviewed your case and I am sorry about the concerns you are experiencing with your [REDACTED] [REDACTED]. I understand your concern regarding the issue of making a payment while the vehicle is being repaired. You will need to contact your finance company directly regarding any payment arrangements as I do not have access or control over those issues. Once we have ensured your vehicle has been repaired we can discuss any possible good will gestures from [REDACTED]. I will follow up with you and the dealership on [REDACTED] regarding the repair. I will be out of the office for training part of [REDACTED] so I may be able to follow up sooner once the training has been completed. Please find my contact information below. I am available M-F from [REDACTED] to [REDACTED] e-fax: [REDACTED] [REDACTED] (r) [REDACTED] Customer [REDACTED] Manager |FCSD [REDACTED]

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]

STATUS: In Progress

OPEN: [REDACTED] CLOSED:

BUSINESS UNIT NAME: [REDACTED]

RESPONSE TEAM: [REDACTED] Chat

COMMUNICATION: Chat

CASE CLASS [REDACTED] ehicle Concern | Repair Assistance | CLP / [REDACTED] |

DEALER NAME: [REDACTED]

PA CODE: [REDACTED] SALES CODE: [REDACTED]

REGION: [REDACTED]: [REDACTED]

VIN: [REDACTED] MODEL YEAR: [REDACTED]

MODEL: [REDACTED] MILEAGE: [REDACTED]

BODY STYLE: [REDACTED] REG CAB STYLESIDE

LAST NAME [REDACTED] MIDDLE: [REDACTED] | [REDACTED] | [REDACTED]

ADDRESS: [REDACTED]

[REDACTED] COUNTRY: [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED]

HOME PHONE: [REDACTED]

SYMPTOMS: | | |

ANALYST NAME: [REDACTED]

OPEN ANALYST NAME: [REDACTED]

COMMENTS:

[REDACTED]

"By " - [REDACTED] contacted Service Advisor [REDACTED] [REDACTED] [REDACTED] in regards to the process of [REDACTED] engine replacement. Conversation was such that we thought the job would finish possibly by [REDACTED] technician has advised the necessary bolts to reattach the flywheel are not available. Parts department currently trying to find these parts.

CASE ATTACHMENTS:

CASE NUMBER [REDACTED]

STATUS: Resolved

OPEN: 04-29-2019

CLOSED: 04-29-2019

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Tier 1 Inbound

COMMUNICATION: Phone

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

DEALER NAME:

PA CODE:

DLR SALES CODE:

REGION:

ZONE:

VIN: [REDACTED]

MODEL YEAR: 2018

MODEL: F-SERIES

MILEAGE: 11,000

BODY STYLE: W1C - F150 4X2 SUPERCREW STYLESIDE

LAST NAME FIRST NAME MIDDLE: [REDACTED]

ADDRESS: [REDACTED]

CITY STATE ZIP COUNTRY: WILLIS | TX | [REDACTED] USA

HOME PHONE: [REDACTED]

SYMPTOMS: | | |

ANALYST NAME: P Rxsalp2

OPEN ANALYST NAME: P Rxsalp2

COMMENTS:

2019-04-29 20:44:00

CUST SAYS: there's a grinding noise underneath of the veh. The last time that they go to the dlr was last 6 months ago. They said it's the transmission fuel pump and it's a normal sound but he knows it's not. AS PER CUST DLR SAYS: The dlr said it's fine. CRC SAYS : I recommend that your vehicle be inspected by a Ford dealership to determine the cause of any symptoms your vehicle may be experiencing. Your local Ford dealership has factory-trained technicians, the most current engineering service information, and the specialized equipment required to resolve your vehicle concerns. If there is no coverage under applicable warranties, recalls, or ESPs, repairs and services would be your responsibility. Your next step is to make an appointment with your servicing dealership to have your vehicle diagnosed.

CASE ATTACHMENTS:



CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN: [REDACTED]

CLOSED: [REDACTED]

BUSINESS UNIT NAME: [REDACTED]

RESPONSE TEAM: [REDACTED] NA CRC

COMMUNICATION: Phone

CASE [REDACTED] [REDACTED]: Vehicle Concern | Parts Issue | Unit Down (not drivable) |

DEALER NAME: [REDACTED]

[REDACTED] CODE: [REDACTED] SALES CODE: [REDACTED]

REGION: [REDACTED] [REDACTED]

VIN: [REDACTED] MODEL YEAR: [REDACTED]

MODEL: [REDACTED] MILEAGE: [REDACTED]

BODY STYLE: [REDACTED] SUPERCREW STYLESIDE

LAST NAME [REDACTED] NAME MIDDLE: [REDACTED] | [REDACTED] |

ADDRESS: [REDACTED]

[REDACTED] COUNTRY: [REDACTED] | [REDACTED] | [REDACTED]

HOME PHONE: [REDACTED]

SYMPTOMS: Start/Run/Move | Fluids | Fuel | UNKNOWN

ANALYST NAME: [REDACTED]

OPEN ANALYST NAME: [REDACTED]

COMMENTS:

[REDACTED]

CONTACT VIA PHONE: [REDACTED] CUST SAYS: Cust fuel pump broke down and still waiting for parts availability. [REDACTED] contact other [REDACTED] dealer branch and still cannot provide parts for the fuel pump. Cust wants to have a rental veh while waiting. PER CUST/DLR SAYS: N/A CRC ADVISED: Thank you for reaching out to [REDACTED] with this concern. I will be escalating this case to a Customer Experience Specialist on the escalated Truck support team. They will contact you through your preferred/best contact method within [REDACTED] to assist you. Your case number is [REDACTED]

[REDACTED]

Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : [REDACTED] Vehicle Purchase Status : [REDACTED] Subsequent Owner : [REDACTED] Credit Contract Number : [REDACTED] Part Number : [REDACTED] Dealer Name : [REDACTED] Dealer P&A : [REDACTED] Dealer phone : [REDACTED] VIN : [REDACTED] Year : [REDACTED] Make : [REDACTED] Model : [REDACTED] Mileage : [REDACTED] Engine Specification : [REDACTED] DOHC NA PFDI GAS - COYOTE Transmission Specification : [REDACTED] AUTO TRANSMISSION: [REDACTED] Warranty Start Date : [REDACTED] Open Recall/FSA: [REDACTED] POWERTRAINCARE WTY W/ROADSIDE-EXPIRATION DATE: [REDACTED] DISTANCE: [REDACTED] USED PREMIUMCARE WARRANTY-EXPIRATION DATE: [REDACTED] DISTANCE: [REDACTED] Hotline Contact : [REDACTED] Warranty History : 4 since [REDACTED] [REDACTED] NEXT STEPS- Contact cust/dlr to verify concern.

[REDACTED]

INITIAL [REDACTED] Customer: Vehicle been off road [REDACTED] for fuel problem. Vehicle is [REDACTED] away and not in their home town. States dlr said [REDACTED] that the part is on B/O and had no arrival date. Stated the dlr found a pump in [REDACTED] and would have the vehicle part by [REDACTED] and the vehicle would be ready [REDACTED]. Cust says the delayed diagnosis is very disappointed in the [REDACTED] for the late. Don't need a rental at this time. Will need reimbursement for Towing: [REDACTED] email: [REDACTED] NEXT STEPS: Verify details relayed by cust from dlr. F/U Set for [REDACTED]

[REDACTED]

[REDACTED] to [REDACTED] Left VM for [REDACTED] requesting return call. Provided contact information and customer name. Expressed cust concern and requested return call from SM.

[REDACTED]

[REDACTED] to [REDACTED] states All repairs complete and the cust. picked up the vehicle on [REDACTED]. NEXT STEPS: Contact cust to gauge satisfaction. [REDACTED] [REDACTED]

[REDACTED]

[REDACTED] Customer: Confirmed that Cust has the vehicle and are satisfied. Advised that I would need cust to email me with the receipt for their towing expense for refund. Cust. agreed to send via email. NEXT STEPS: Awaiting towing receipt to process for refund. F/U [REDACTED] [REDACTED]

[REDACTED]

EMAIL FROM CUST: [REDACTED] FR: [REDACTED] TO: [REDACTED] Towing Invoice [REDACTED] - Attached is the towing invoice for \$65. Thank you for all your help in expediting the repair of our truck. Whatever your message to [REDACTED] was seemed to have worked! Regards, [REDACTED]

[REDACTED]

[REDACTED] to [REDACTED] Spoke with [REDACTED] in service to process FAR for towing reimbursement. Total: [REDACTED] Approval Code: [REDACTED]. NEXT STEPS: Advising the customer of refund and closing the case. [REDACTED]

[REDACTED]

[REDACTED] Customer Advised of refund and that I will be closing this case. Let her know she can contact me if this issue returns or for any new issue that arises in the future. Thanked her for being the best part of [REDACTED] CLOSING CASE

CASE ATTACHMENTS:

[REDACTED]

[REDACTED]

[REDACTED] [Invoice](#) [REDACTED]

[REDACTED]



Tic Tac Towing
 38612 W Kentucky Ave
 Woodland, CA 95695
 Tel: (530) 662-7394
 CA# 506827

ROAD SERVICE

0638

DATE 13 - June	TIME	A.M. P.M.	REQUESTED BY	RD #
NAME [REDACTED]			PHONE	
ADDRESS [REDACTED]		CITY Pleasantville	STATE CA	[REDACTED]
LOCATION OF VEHICLE				
YEAR, MAKE, MODEL F150	COLOR Grey	TAG # Maddhtr	STATE	
VIN# [REDACTED]	REGISTERED OWNER			
MILEAGE	SERVICE TIME		EXTRA PERSON	
FINISH _____	FINISH _____		FINISH _____	
START _____	START _____		START _____	
TOTAL _____	TOTAL _____		TOTAL _____	
REASON FOR SERVICE			EXTRA EQUIPMENT	
<input type="checkbox"/> ACCIDENT	<input type="checkbox"/> ABANDONED	<input type="checkbox"/> FLAT TIRE	<input type="checkbox"/> SINGLE LINE	<input type="checkbox"/> _____
<input type="checkbox"/> ARREST	<input type="checkbox"/> STOLEN	<input type="checkbox"/> OUT OF GAS	<input type="checkbox"/> DUAL LINE	<input type="checkbox"/> _____
<input type="checkbox"/> UNREGISTERED	<input type="checkbox"/> BREAK DOWN	<input type="checkbox"/> IMPOUNDED	<input type="checkbox"/> SNATCH BLKS	<input type="checkbox"/> _____
<input type="checkbox"/> TOW ZONE	<input type="checkbox"/> LOCK OUT	<input type="checkbox"/> _____	<input type="checkbox"/> DOLLY	<input type="checkbox"/> _____
<input type="checkbox"/> SNOW REMOVAL	<input type="checkbox"/> NO START	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____
TYPE OF TOW		TOWED PER ORDER OF		VEHICLE TOWED TO
<input type="checkbox"/> SLING HOIST TOW	<input type="checkbox"/> STATE POLICE	FIRST TOW		
<input type="checkbox"/> FLAT BED/RAMP	<input type="checkbox"/> LOCAL POLICE	SECOND TOW		
<input type="checkbox"/> WHEEL LIFT	<input type="checkbox"/> OWNER			
<input type="checkbox"/> _____	<input type="checkbox"/> DEALER			
STORAGE FROM			TOWING CHARGE 65.00	
_____ TO _____ DAYS AT \$ _____			MILEAGE CHARGE	
PAID BY			EXTRA PERSON	
<input type="checkbox"/> CASH	<input type="checkbox"/> CHECK	DL# _____	SPECIAL EQP.	
<input type="checkbox"/> CREDIT CARD	<input type="checkbox"/> MC	<input type="checkbox"/> VISA	<input type="checkbox"/> AMEX	<input type="checkbox"/> _____
CC# _____	EXP _____	CVV# _____	LABOR CHARGE	
OPERATOR'S NAME	DATE			
OPERATOR'S SIGNATURE	TRUCK #			
AUTHORIZING SIGNATURE	DATE			
VEHICLE RELEASED TO	DATE			
NAME	DL#			
[REDACTED]	[REDACTED]			
SUB-TOTAL			65.00	
TAX			[REDACTED]	
TOTAL			65.00	

1999-045-0081 - also registered under Ag 1991 or 1992

responsible for any loss or damage to vehicle in case of fire, theft or any cause beyond our control

Thank You!

CASE NUMBER [REDACTED] STATUS: Information Provided
OPEN: 07-30-2019 CLOSED: 08-22-2019 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Truck NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Griffin Phillis Ford, LLC
PA CODE: 05138 DLR SALES CODE: 44405 REGION: G4 ZONE: G4C
VIN [REDACTED] MODEL YEAR: 2018 MODEL: F-SERIES MILEAGE: 2,000
BODY STYLE: W1E - F150 4X4 SUPERCREW STYLESIDE
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: OIL CITY | PA | [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Start/Run/Move | Noise | Running/Standing | Always
ANALYST NAME: Phillus Lee OPEN ANALYST NAME: Alex Enderson Mendoza

COMMENTS:

- 2019-07-30 15:39:18 Cstmr Says: Customer said that she is hearing a noise on the veh. Dealership replaced 3 parts on the veh already. Customer said that they can only hear the noise on the veh when the fuel pump starts. As per cstmr, dlrrship says: N/A Crc Advised: Advised the customer that "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." Provided the case number to the customer.
- 2019-07-30 16:47:28 Case Number : [REDACTED] Customer [REDACTED] Home Phone : [REDACTED] LTV Score : 91 Vehicle Purchase Status : Original Owner Dealer Name : Griffin Phillis Ford, LLC Dealer P&A : 05138 Dealer phone : 8146769295 VIN [REDACTED] Year : 2018 Make : FORD Model : F-SERIES Mileage : 2000 Engine Specification : 5.0L DOHC NA PFDI GAS - COYOTE Transmission Specification : Warranty Start Date : 2019-02-12 Open Recall/FSA : 12-FEBRUARY-2019 ESP : NO ESP INFORMATION AVAILABLE Hotline Contact : Customer states when opening drivers door there is a loud tapping noise 06/06/2019 Warranty History : Details 5545856 S07 4 2,3 GRIFFIN PHILLIS FORD, LLC 1486 05-JUN-19 JL3Z 9H307 J 0890401 Customer Comments CHECK CONCERN WHEN OPENING DRIVERS DOOR YOU CAN HEAR A RAPPING NOISE AT TIMES Tech Comments CHECKED/VERIFIED CONCERN OF NOISE WHEN OPENING DRIVERS DOOR, FOUND FUEL PUMP PRIMING MAKING NOISE, CHECKED FOR PAST REPORTS, NONE FOUND, EMAILED FORD, NECESSARY TO REPLACE FUEL PUMP, REPLACED FUEL PUMP, VERIFIED REAPIR
- 2019-07-30 16:51:16 Phyl Lee ext 79038 plee100@ford.com OBC TO DEALERSHIP: SM is the owner and not available OBC TO CUSTOMER: customer has vehicle, not at dealership NEXT STEPS: Follow up with dealership
- 2019-07-31 14:07:24 Phyl Lee ext 79038 plee100@ford.com OBC TO DEALERSHIP: when vehicle sits overnight or a couple hours, knocking sound for a couple seconds when the driver's door is open. when you open the door it primes up fuel pump. swapped fuel pump and still had the same issue. found 2 trucks same year, same engine, they made same noise. tech hotline says there is nothing else to do. classified as normal concern OBC TO CUSTOMER: no answer NEXT STEPS: follow up with customer, offer csat, no esp because she already has one
- 2019-07-31 14:22:14 IBC from cust via [REDACTED] Customer returning your call. Requesting a callback. Michael P mpoellni@ford.com 866-631-3788 x79051
- 2019-07-31 16:14:43 IBC from cust via [REDACTED]
- 2019-07-31 16:17:26 IBC from cust via [REDACTED] Customer calling back again and looking for Phillus Lee and wanted to speak with him. Offered to the customer to make a follow up but cust said she wil just call back. Rudy Mar C, rcruz84@ford.com ext 73222
- 2019-07-31 16:23:01 IBC from customer , transferred to ext 79038 Shannon Almestica SALMESTI@FORD.COM EXT.79073
- 2019-08-02 14:22:23 Phyl Lee ext 79038 plee100@ford.com OBC TO CUSTOMER: Advised customer that the noise the vehicle is making is normal operating characteristic of the vehicle's engine. Also explained to customer the reason why the vehicle is making the sound. Advised customer that the dealership has tested two exact trucks and noticed the same noise. Customer is not happy with the decision to not move forward with case. Could not offer esp as a csat because customer already has one on this vehicle NEXT STEPS: Closing case because there is nothing to do moving forward
- 2019-08-13 18:57:35 Received inbound call from dealer S/M Jay Perry. Cust very upset that Ford is stating the noise is normal. When open the door they is a loud noise. Happens when vehicle has been sitting for awhile. Dealer contacted hotline and they had them replace fuel pump and then the Driver module for the fuel pump and neither stopped the noise. Hotline had them compare with like vehicle. They didn't have a like vehicle but a similar truck with same engine. They made the noise but no where as the same as customers. Dealer agrees that noise is not normal. Hotline stating it is normal so will not sent out engineer. Cust wants to speak to supervisor and wants someone from Ford to come and listen to vehicle- Advised cust that I will reopen the case and submit supervisor request.
- 2019-08-19 17:30:15 Spoke with SM Jay and he stated the customer vehicle was no longer there. I mentioned the hotline contact and he stated the recommendations were performed and it was classified as normal however he don't have an exact comparable like vehicle to compare the vehicle to but he did compare it to one but the sound was not as bad as the customer. Advised the only recommendation would be for the customer to get a second opinion. He stated he did not want his customer to go to another dealership. Mentioned the VLA and he stated he would get with the dealer team regarding a possible VLA and update the customer.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: [REDACTED] CLOSED: [REDACTED] BUSINESS UNIT NAME: [REDACTED]
RESPONSE TEAM: [REDACTED] NA CRC COMMUNICATION: Phone
CASE [REDACTED] [REDACTED]: Vehicle Concern | Buyback Request | [REDACTED] Vehicle | [REDACTED] Years or Newer
DEALER NAME: [REDACTED]
[REDACTED] CODE: [REDACTED] SALES CODE: [REDACTED] REGION: [REDACTED]
VIN: [REDACTED] MODEL YEAR: [REDACTED] MODEL: [REDACTED] MILEAGE: [REDACTED]
BODY STYLE: [REDACTED] SUPERCREW STYLESIDE
LAST NAME [REDACTED] MIDDLE: [REDACTED] | LETICIA |
ADDRESS: [REDACTED]
[REDACTED] COUNTRY: [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED]
HOME PHONE: [REDACTED]
SYMPTOMS: Start/Run/Move | Noise | Moving/Driving | UNKNOWN
ANALYST NAME: [REDACTED] OPEN ANALYST NAME: [REDACTED]
COMMENTS:

[REDACTED]

contact via: [REDACTED] cust says: calling for the buyback of his veh since that it undergone already multiple repairs and he doesnt feel like keeping it anymore. if possible he wanted to have it replaced with a new one by [REDACTED] due to its issue having noise when driving it coming out on the engine. dlrshp cant fix it as per cust. as per dlr: n/a crc says: Thank you for reaching out to [REDACTED] with this concern. I will be escalating this case to a Customer Experience Specialist on the escalated Truck support team. They will contact you through your preferred/best contact method within [REDACTED] to assist you. Your case number is [REDACTED].

[REDACTED]

Customer's vehicle is not a truck. CXS will assign it to [REDACTED] and then he can assign to the truck team. Assigning case to car team

[REDACTED]

Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile P o e n/a LTV Score : n/a Vehicle Purchase Status : subsequent Owner [REDACTED] Credit Contract Number : n/a Part Number : n/a Dealer Name : [REDACTED] &A : [REDACTED] Dealer phone : [REDACTED] VIN : [REDACTED] Year : [REDACTED] Make : [REDACTED] Model : ESCAPE Mileage : [REDACTED] Engine Specification : [REDACTED] DITC SIGMA A Transmission Specification : [REDACTED] AUTO TRANS 6F MID-RANGE Warranty Start Date : [REDACTED] Open Recall/FSA: none ESP : none Hotline Contact : no Warranty History : [REDACTED] miles - CUSTOMER [REDACTED] CHECK [REDACTED] LIGHT IS ON

[REDACTED]

[REDACTED] to cust [REDACTED] adv of role and provided contact information. Cust states veh at Dlr on [REDACTED] and not in rental. Cust states veh in wife's name she bought truck for her husband's birthday. Cust states veh purchased at [REDACTED] on [REDACTED]. Wrong VIN on case [REDACTED] in [REDACTED]. Delegate ver email address and wants me to email him to validate VIN. [REDACTED] adv of f/u on [REDACTED]. Next steps: Dlr repair status/cust update obem to cust Mr. [REDACTED]. Here is the VIN I pulled from your wife's record in our old system. [REDACTED] [REDACTED] @ [REDACTED] | Customer Service Manager | [REDACTED] ext.77718

[REDACTED]

Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile P o e n/a LTV Score : n/a Vehicle Purchase Status : original owner [REDACTED] Credit Contract Number : n/a Part Number : n/a Dealer Name : [REDACTED] &A : [REDACTED] Dealer phone : [REDACTED] VIN : [REDACTED] Year : [REDACTED] Make : [REDACTED] Model : [REDACTED] Mileage : [REDACTED] Engine Specification : [REDACTED] Coyote Transmission Specification : [REDACTED] Auto Transmission ([REDACTED]) Warranty Start Date : [REDACTED] Open Recall/FSA: [REDACTED] ESP : [REDACTED] NEW PREMIUMCARE W/ROADSIDE Hotline Contact : no Warranty History : [REDACTED] - FACTORY RECALL OR PROGRAM [REDACTED] TRANSMISSION SELECTOR LEVER CABLE [REDACTED] - FACTORY RECALL OR PROGRAM [REDACTED] CARPET SHIELDING AND INSULATION REWORK [REDACTED] - CUSTOMER [REDACTED] CUST [REDACTED] HAS NO MOTOR OIL.

[REDACTED]

To [REDACTED] for Review

[REDACTED]

email chain with [REDACTED] [REDACTED], I am already working this case and updated the VIN on the case and also new copy key data that is in the notes. [REDACTED] @ [REDACTED] | Customer Service Manager | [REDACTED] ext.77718

[REDACTED]

mailto: [REDACTED] Sent: [REDACTED] To: [REDACTED]; (C.) Cc: [REDACTED]; Subject: [REDACTED] Hi [REDACTED], I am re-assigning this case back to you as cases are based on a vehicle and per the notes this case is not a [REDACTED] as was pulled into the case. We will need the correct [REDACTED] and vehicle to process this. I am not sure if you need to start a new case or just change the vin. You will have to ask a supervisor. Once this has been fixed feel free to send the case back to us. Thank You [REDACTED] | Case Coordinator Phone: [REDACTED]

[REDACTED]

Re-assigning; assigned to intended [REDACTED]

[REDACTED]

Agent has been coached and actions will be taken.

[REDACTED]

[REDACTED] to [REDACTED] to [REDACTED] lvm wanting update on case. [REDACTED] to [REDACTED] lvm wanting update on case. [REDACTED] to [REDACTED] states waiting on pump assembly and [REDACTED] AJ on case, but not in [REDACTED] gave information for part escalation and rental detail; cust in rental [REDACTED] SENDER AND PUMP ASY [REDACTED] MDSR. HANDLING Date Off B/O: [REDACTED] adv F/u on [REDACTED] to cust [REDACTED] delegate [REDACTED] adv of part escalation. Cust states that cust got rental. [REDACTED] adv f/u on [REDACTED] next steps: Dlr part status/cust update bb

[REDACTED]

Part [REDACTED] Replacing Part#N [REDACTED] Reads "This supplier is past due and experiencing capacity constraints. A Firm ETA for shipping more parts hasn't been determined. Unfortunately we are not able to pull from production or expedite from the supplier. I apologize for the inconvenience and delay. Regards " SME verified part is E/O Y Prior level Part#: [REDACTED] Next level Asy:N D2D indicates 7 dlrs HVBOM Part [REDACTED] ETA for part escalate [REDACTED] RACKLITE submittedN

[REDACTED]

[REDACTED] to [REDACTED] returning vm [REDACTED] lvm that [REDACTED] gave information to get part escalated.

[REDACTED]

[REDACTED] to [REDACTED] lvm adv that eta is [REDACTED] for part escalation and will f/u on [REDACTED] to cust [REDACTED] delegate mailbox full. next steps: Dlr part arrive/cust update on bb

[REDACTED]

Pending CCA Recommendation At this time, [REDACTED] does believe this vehicle qualifies for repurchase/replacement.

[REDACTED]

██████████ to ██████████ mailbox is full. obc to ██████████
in parts states that part is not in yet there are still orders coming in ██████████. csm adv will cb later.
ALLOCATED BY PDC A ██████████
Customer Service Manager | ██████████ through ██████████

██████████ obc to ██████████ in parts states part came in. csm adv f/u
for repair status. ██████████ to cust ██████████ delegate ██████████ adv part came in ██████████ and bb team
still working case. ██████████ adv f/u ██████████ next steps: dlr repair status/cust update ██████████
@ ██████████ | Customer Service Manager | ██████████ through ██████████

██████████ RECOMMENDATION: Assign to TL/COM to review for approval.

COM approves, assigning to ██████████ to process approval letter

Approval Letter sent ██████████ uploaded to Portal tracking ██████████

██████████ made ██████████ to ██████████. Spoke with ██████████ ██████████ advised part was
received and repair will be completed by ██████████

██████████ made ██████████ to Cust ██████████. Left VM. NEXT STEPS: F/U ██████████ on repair and
update cust on repair and see if case handler contacted cust about buyback

██████████ made ██████████ to ██████████. Left VM for ██████████.

██████████ made ██████████ to Cust ██████████. Left VM. ██████████ made ██████████ to Delegate. Mail
box is full. NEXT STEPS: F/U ██████████ on repair and see if case handler contacted cust ██████████ attempt

██████████ made ██████████ to ██████████. Spoke with ██████████ ██████████ advised they replaced
fuel pump and cust has picked up vehicle.

██████████ made ██████████ to Cust ██████████. Left VM. ██████████ made ██████████ to Cust
Spoke with Cust and he requested ██████████ rep. ██████████ made ██████████ call to Language line
with ██████████ ID ██████████. Cust dropped and he call ██████████ to cust at ██████████ Spoke
with ██████████ dad. Asked if case handler had contacted cust about buyback. Left Message for Cust to call
back.

██████████ Ms. ██████████ I am following up by email as I was unable to reach you by phone. I wanted
to verify that the repair for y ██████████ ██████████ was satisfactory. Also, it appears that the Good Faith review
was approved for a buyback and I wanted to confirm that your case handler has contacted you to discuss
this. Please advise. Respectfully, ██████████ ██████████ Customer Service Manager
██████████ eFax: ██████████ ██████████ ██████████

NEXT STEPS: Close Case

NEXT STEPS: F/U on rental activity to close the case ██████████

██████████ made ██████████ to ██████████. Left VM for ██████████.

NEXT STEPS: F/U ██████████ on rental to close case

██████████ reviewed the rental activity- it is a rental detail activity an not a rental IWL activity.

NEXT STEPS: Close Case ██████████ ██████████ | Customer Service Manager | ██████████
██████████ eFax: ██████████ ██████████ ██████████

CASE ATTACHMENTS:

[REDACTED]
[REDACTED]

[REDACTED]

[CAS-](#) [REDACTED] [REDACTED] [REDACTED] [REDACTED]

[REDACTED] [REDACTED]

From: [REDACTED] (C.)
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED]; [REDACTED]; [REDACTED]

Ms. [REDACTED],

I am following up by email as I was unable to reach you by phone. I wanted to verify that the repair for your [REDACTED] [REDACTED] [REDACTED] was satisfactory. Also, it appears that the [REDACTED] review was approved for a buyback and I wanted to confirm that your case handler has contacted you to discuss this. Please advise.

Respectfully,

[REDACTED]
[REDACTED] | Customer Service Manager | FCSD
[REDACTED] | eFax: [REDACTED]
[REDACTED]

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