

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 09-20-2019 CLOSED: 05-10-2020 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Central Loaner NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Information | Warranty Loaner Approval | |
DEALER NAME: Pat Milliken Ford, Inc.
PA CODE: 02741 DLR SALES CODE: 48024 REGION: G2 ZONE: G2B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: TAURUS MILEAGE: 3,646
BODY STYLE: P2E - TAURUS SEL FWD 4-DR SEDAN
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: CANTON | MI | [REDACTED] | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | UNKNOWN
ANALYST NAME: P Rxa2ap OPEN ANALYST NAME: SYSTEM
COMMENTS:

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

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 05-24-2023 CLOSED: 05-25-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - Repair |
DEALER NAME: Woodhouse Lincoln
PA CODE: 10670 DLR SALES CODE: 63008 REGION: CE ZONE:
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: MKT MILEAGE: 50,039
BODY STYLE: J5A - MKT AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: OMAHA | NE | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Appearance
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: SYSTEM
COMMENTS:
2023-05-24 19:04:47 CSM JEFF 77989 RTL SAYS customer seeking assistance, vehicle 39 miles over bumper to bumper warranty. rear camera is not functioning. found codes for rear camera failure, recommend remove and replace rear camera WSD 6-11-19 MILES 50,039 CLV 93 OBE TO RTL Gavin, Why is this being submitted as a refund instead of a repair ? Thanks. NEXT STEP 5-25 FOR REPLY
2023-05-25 12:30:24 CSM JEFF 77989 CLOSING AS DUPLICATE TO [REDACTED]

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 05-24-2023 CLOSED: 05-25-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - Repair |
DEALER NAME: Woodhouse Lincoln
PA CODE: 10670 DLR SALES CODE: 63008 REGION: CE ZONE:
VIN: ██████████ MODEL YEAR: 2019 MODEL: MKT MILEAGE: 50,039
BODY STYLE: J5A - MKT AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: ██████████
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: OMAHA | NE | ██████████ | USA
HOME PHONE: ██████████
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Appearance
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: SYSTEM
COMMENTS:
2023-05-25 12:33:27 CSM JEFF 77989 RTL SAYS customer seeking assistance, vehicle 39 miles over bumper to bumper warranty. rear camera is not functioning. found codes for rear camera failure, recommend remove and replace rear camera WSD 6-11-19 MILES 50,039 CLV 93 CSM WILL ASSIST REQUESTED AMOUNT P 11 CODE ██████████ 700.00 next step close case

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 06-16-2023 CLOSED: 06-16-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Inquiry NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has not been to Dealer |
DEALER NAME: Ford of Clermont
PA CODE: 05793 DLR SALES CODE: 24542 REGION: S3 ZONE: S3C
[REDACTED] MODEL YEAR: 2019 MODEL: TAURUS MILEAGE: 70,000
BODY STYLE: P2D - TAURUS SE FWD 4-DR SEDAN
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: WINTER GARDEN | FL | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: Emia Hailey OPEN ANALYST NAME: Tamika Durham
COMMENTS:

2023-06-16 14:59:04 Tamika Durham/79468/tdurha10@ford.com IBC From: [REDACTED] VIN# [REDACTED]
[REDACTED] Issue? REAR CAMERA VEH at the Dealership: NO Meets FLP Guidelines: NO Year of VEH: 2019 Taurus Mileage: 70,000 CLV: 20 Transfer to Concern: NO Concern Agent Name: N/A Reason for Concern: Cust says he just spoke with a local Ford DLR: Ford of Clermont (3523946161). His veh has a failed back up camera. Cust was told veh was out of warranty. Cust says there was a camera replacement back on March 2021 at same DLR. Issue started 3 weeks ago. Camera started flickering and now it is black. Message says rear camera not available. What are you seeking from Ford today? Fin Assistance Plan of action: After reviewing my resources, there are no warranties or programs in effect that would provide coverage of your current concern. I recommend that you keep your receipts in case we initiate a program in the future based on your situation. Cust says veh was registered under ESTES EXPRESS LINES as fleet veh OBC to Claremont: (603) 542-9800 Spoke with Eric in Service. Wrong DLR OBC to Ford of Clermont 913523946161 Spoke with Frank in Service. Last repair was 03/2021 Warranty only lasted one year. Cust has Ford Fleet Care program ESP Would need cust to bring veh in for Diag and we can run a claim under ESP CXS let cust know his veh would need to be at DLR and Diagnosed. CXS provided cust with the number for our Ford Pro (Fleet) 1-800-343-5338 for further assistance. Next steps: Closing case Ford Motor Company @ Tamika Durham - Customer Experience Specialist tdurha10@ford.com | www.ford.com office: 866-631-3788 ext. 79468 Office Hours: Monday-Friday 8 am – 4:30

2023-06-16 14:59:24

*** I am not a Concern agent I am on the Inquiry team. If a customer calls back in a concern agent will have to further assist with customers concerns to progress the case. Thank you! ***

2023-06-20 20:22:31

2023-06-20 20:26:55

[REDACTED] told customer we are not able to assist him at this time and sent him to correct department
Emia Hailey Customer Experience Specialist ehailey@ford.com 866-631-3788 ext. 79815 IBC from customer // [REDACTED] Customer stated The vehicle is registered as a fleet but it is not. Customer stated fast path denied him for assistance. the inquiry team sent him to fleet. Cust has 2 CASES [REDACTED] Cust is seeking assistance towards paying for back up camera. Cxs provided denial verbiage. Cust name: [REDACTED] Registered owner: Yes Opt in SMS? N/A Number [REDACTED] Email: [REDACTED] COM CLV : 20 Yr/make: 2019 Ford Taurus Vin: [REDACTED] Mileage: 77,000 Next steps: Document. Cxs provided denial verbiage. NO ASSISTANCE CAN BE PROVIDED. CLV: 20 Ford Motor Company @ Emia Hailey Customer Experience Specialist ehailey@ford.com | www.ford.com Office: 866-631-3788 EXT . 79815

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 06-20-2023 CLOSED: 06-28-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: FAR FastPath NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - Repair |
DEALER NAME: Ford of Clermont
PA CODE: 05793 DLR SALES CODE: 24542 REGION: S3 ZONE: S3C
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: TAURUS MILEAGE: 71,042
BODY STYLE: P2D - TAURUS SE FWD 4-DR SEDAN
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: WINTER GARDEN | FL [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: SYSTEM
COMMENTS:
2023-06-20 16:08:48 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : Home Phone :
[REDACTED] Mobile Phone : LTV Score : 20 Vehicle Purchase Status : Subsequent Owner Ford Credit
Contract Number : Part Number : Dealer Name : Ford of Clermont Dealer P&A : 05793 Dealer phone :
[REDACTED] VIN : [REDACTED] Year : 2019 Make : FORD Model : TAURUS Mileage : 71042
Engine Specification : Transmission Specification : Warranty Start Date : 2018-11-10 Open Recall/FSA: :
ESP : Hotline Contact : Warranty History :

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 09-22-2023 CLOSED: 09-22-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |
DEALER NAME: Tom Masano Lincoln
PA CODE: 09954 DLR SALES CODE: 15221 REGION: N3 ZONE: N3B
VIN: ██████████ MODEL YEAR: 2019 MODEL: MKT MILEAGE:
BODY STYLE: J5A - MKT AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: ██████████
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: KINZERS | PA | ██████████ | USA
HOME PHONE: ██████████
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: Kayla Arnold OPEN ANALYST NAME: Kayla Arnold
COMMENTS:
2023-09-22 13:28:04

CLT SAYS: CLT called in adv that she is having issues with her rear camera. CLT adv she was wondering if there is any recalls on this. CLT adv oh no and I am responsible for that cost? CLT adv okay and where is that RTL. CLT thanked. PER CLT RTL SAYS: CSM ADVISED: CSM apologized adv that I would like to look into this further for her. CSM adv that there is no active recalls on VIN. CSM adv that veh would need to be diagnosed at RTL. CSM adv at this point if they do find an issue it may not be covered, but RTL can determine that. CSM offered to get closest RTL on the line for appointment? OBC to RTL: 6107771371 Provided RTL all information, CLT disconnected. CSM ask RTL to reach out to the CLT. RTL agreed. CSM texted CLT to let them know since the line disconnected. NEXT STEPS: close case

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 10-10-2023 CLOSED: 10-10-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: MKT MILEAGE: 83,000
BODY STYLE: J5N - MKT LIVERY AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: NORCROSS | GA | [REDACTED] | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Appearance
ANALYST NAME: Bertha Carey OPEN ANALYST NAME: Bertha Carey
COMMENTS:
2023-10-10 19:01:34 CLIENT SAYS: Back up camera is showing inverted. The guidelines are not coming up. The left is showing on the right side. Lines/ glitchy when I drive at night. PER CLIENT, RETAILER SAYS: \$200 diagnosis
CRC ADVISED: Csm advised there's no recalls at this time. If for some reason there's any recalls/ clt satisfaction they would be able to send the information via mail. csm advised I'll notate the experience so we can look at it internally Next steps: Close case

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Information Provided
OPEN: 12-05-2023 CLOSED: 12-05-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | CLP / Lincoln Loyalty Criteria | Has been to Dealer
DEALER NAME: Koons Lincoln of Annapolis
PA CODE: 00089 DLR SALES CODE: 28009 REGION: N4 ZONE: NEG
VIN: ██████████ MODEL YEAR: 2019 MODEL: MKT MILEAGE: 73,000
BODY STYLE: J5A - MKT AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: ██████████ |
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: BOWIE | MD ██████████ | USA
HOME PHONE: ██████████

SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: Victoria Seybold OPEN ANALYST NAME: Victoria Seybold

COMMENTS:

2023-12-05 15:59:13 CLT SAYS: Clt part for backup camera repair was 3 months BO and now the rtl is closing down. Clt also asked for fin assist on repair. PER CLT RTL SAYS: Part on BO, rtl closing for business next week. CSM ADVISED: Clt would need an appointment with a new rtl then I can see what programs may be avail for fin assist. I offered to call next closest rtl to clt and he said he preferred a call back after I called rtl. NEXT STEPS: Call rtl

2023-12-05 16:01:52 CSM Victoria EXT 77860 OBC to the RTL KOONS LINCOLN BETHESDA (301) 890-5100 SPOKE TO: Service VM I left a message explaining clt veh concern and providing clt direct line for assistance with apt setting. NEXT STEPS: Call clt.

2023-12-05 16:10:34 CSM Victoria EXT 77860 OBC to Client ██████████ SPOKE TO: ██████████ I adv clt that I left a message with the service department at Koons Lincoln of Bethesda and clt said that it is too far and that he would prefer Koons Lincoln of Annapolis. I adv clt that I would be happy to reach out to them and that if he wouldn't mind waiting on hold it would be preferable that way he can set an appt immediately. Clt agreed. CSM Victoria EXT 77860 OBC to the RTL KOONS LINCOLN OF ANNAPOLIS 888-419-3905 SPOKE TO: ██████████ and ██████████ said she would be happy to assist clt with setting apt for his veh concern and I provided clt with my direct line in case he would like to contact me again. Clt had no further questions for me. NEXT STEPS: Close case.

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Information Provided
OPEN: 02-28-2024 CLOSED: 02-28-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Outside Criteria |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: ██████████ MODEL YEAR: 2019 MODEL: MKT MILEAGE:
BODY STYLE: J5A - MKT AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: ██████████
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: EDMOND | OK | ██████████ | USA
HOME PHONE: ██████████
SYMPTOMS: Driver Aides & Information | Exterior Camera | Not Listed | UNKNOWN
ANALYST NAME: Francis Henrichsen OPEN ANALYST NAME: Francis Henrichsen
COMMENTS:
2024-02-28 16:54:23

CLIENT SAYS:
CLT called in for financial assistance for back up camera concern.
Back camera is inoperative, glitches with lines across the screen. CLT has not been to RTL. CLT states he will call RTL of his own accord.

PER CLIENT, RETAILER SAYS:
N/A

CRC ADVISED:
CSM advised no resources to provide fin assist. CSM referred CLT to RTL and offered to get them on the line.

Next steps:
CLOSE CASE

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 04-16-2024 CLOSED: 04-16-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: ██████████ MODEL YEAR: 2019 MODEL: MKT MILEAGE:
BODY STYLE: J5A - MKT AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: ██████████ |
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: charleston | sc | ██████████ | USA
HOME PHONE: ██████████
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: Samantha Sepeda OPEN ANALYST NAME: Samantha Sepeda
COMMENTS:
2024-04-16 15:15:21

CLT SAYS: clt advised that when she puts the veh in reverse the rear camera is not available but can sometimes wait, put it in park and try again and it will work. Clt asked if there were any recalls for vehicle.

PER CLT RTL SAYS:N/A

CSM ADVISED: CSM advised there are not current recalls for this vehicle and advised to take a rlt for further diagnosis. Clt asked if it would be covered under warranty, CSM advised that the rtl would need to diagnosis and would be able to advise if it is covered or not.

NEXT STEPS: Close case

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 05-22-2024 CLOSED: 05-23-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Inbound NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |
DEALER NAME: McGovern Ford
PA CODE: 04785 DLR SALES CODE: 11032 REGION: N2 ZONE: N2A
VIN: ██████████ MODEL YEAR: 2019 MODEL: TAURUS MILEAGE: 43,224
BODY STYLE: P2K - TAURUS SHO AWD 4-DR SEDAN
LAST NAME FIRST NAME MIDDLE: ██████████
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: SAUGUS | MA | ██████████ | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | UNKNOWN
ANALYST NAME: Maria Sarmiento OPEN ANALYST NAME: Maria Sarmiento
COMMENTS:
2024-05-22 21:17:47 KB REPAIR ASSISTANCE cust says: I have 2019 ford taurus I put in reverse the back up camera is upside down, the view at the back not the screen per cust/dlr says:n/a crc advise: we are not tech inclined, refer cust to dealer still tried to help and advise to POROS and perform keycycle, still upside down, advise to call dealer to set an appt have them check the veh set cust proper expectation that if the issue will not be covered charges may apply offer to transfer to dealer but cust refused

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 07-02-2024 CLOSED: 07-02-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | CCT Criteria |
DEALER NAME: Palmetto Lincoln
PA CODE: 01125 DLR SALES CODE: 26355 REGION: S2 ZONE: NED
VIN: ██████████ MODEL YEAR: 2019 MODEL: MKT MILEAGE: 72,000
BODY STYLE: J5A - MKT AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: ██████████
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: charleston | sc | ██████████ | USA
HOME PHONE: ██████████
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | UNKNOWN
ANALYST NAME: Autumn Lewis OPEN ANALYST NAME: Isiah Daley
COMMENTS:
2024-07-02 19:27:30 CLT Says: CLT calling because she is having back up camera issues. She has an appt with dlr Palmetto Lincoln. CLT has an esp and she notified dlr of this. DLR is saying that loaner will be provided if repair falls under esp after they diagnose vehicle. CLT told me that dlr informed her they are not sure how long diagnosis will take. CLT is asking is this standard practice with Lincoln motors. Per CLT, DLR Says: can provide loaner pending diagnosis. CLT advised: CLT is advised in order to get rental dlr has to diagnose vehicle to make sure concern falls under esp being that she is outside of standard warranty. CLT is advised that if she wishes i can find a new dlr for her if she does not feel comfortable. I gave client information for dlr O.C. Welch Lincoln, but they are too far for her. CLT is advised to take my number if she runs into any issues with dlr. CLT thanked me. next steps: CSM closing case. no further assistance required.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 07-05-2024 CLOSED: 07-05-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | CCT Criteria |
DEALER NAME: White Bear Lincoln, Inc.
PA CODE: 12507 DLR SALES CODE: 43319 REGION: CE ZONE: GLB
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: MKT MILEAGE: 73,000
BODY STYLE: J5A - MKT AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: ROSEVILLE | MN | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | UNKNOWN
ANALYST NAME: Donald Flowers OPEN ANALYST NAME: Elizabeth Mollo
COMMENTS:
2024-07-05 19:27:50

CLT SAYS: Client stated he has a 2019 MKT. Client stated he has had several concerns with his vehicle. Client stated the yellow lines do not come on in his display. Client stated he previously replaced the camera and did repairs on his own. Client stated that the left driver's side mirror was fogging up and client paid \$500 for repairs. Client stated the rear window washer fluid was leaking onto roof and rtl did not replace but did repairs. Client stated that there were blue stains on the roof and client had to pay for repairs. Client stated that the turn signal lights do not turn off after turning. Client stated that his vehicle is not currently at the rtl. Client stated vehicle is a lemon.

PER CLT RTL SAYS: N/A

CSM ADVISED: Csm apologized to the client. Csm offered GFR. Client declined. Client stated he does not want to keep putting money into the vehicle. Call got disconnected.

NEXT STEPS: call client back-7/5

2024-07-05 19:35:59

> | OBC to client | @ [REDACTED]

SPOKE TO: Csm spoke to the client. Csm apologized for call disconnecting. Csm advised client regarding his concerns once his vehicle is diagnosed through ford or lincoln rtl, I can further look into programs to assist with cost of repairs. Csm provided case number and contact information. Client stated he will schedule appt with rtl.

NEXT STEPS: close case

2024-07-10 18:57:50

> | IBC from client | [REDACTED]

Spoke to: Csm spoke to the client. Client stated he was wanting to following up regarding his MKT. Client mentioned concern with camera and turn signal. Client stated he contacted rtl and went to rtl yesterday. Client stated that rtl advised to buy esp. Client stated he does not want to do that. Client was advised to bring his vehicle in next Monday. Csm advised client once rtl has completed diagnosis I can look into programs to assist. Client understood and thanked csm for assistance.

Next steps: Keep case closed.

2024-07-16 13:46:41

CSM Nigel -EXT 77220 >> | IBC to the RTL |(651 483 2631) White bear Lincoln | | SA Bob Spoke to: Bob DLR calling in provided cas number [REDACTED] advised CLT said we are paying diag , calling for confirmation CCSM advised: from what i see looks like we advised we would look into programs , so not a guarantee, offered to relay message, or grab . CSM, SA asked if CSM could call CLT and then him , i advised i will relay the message , SA thanked. Next Steps: update CSM

2024-07-22 13:38:49

> | IBC from client | [REDACTED]

SPOKE TO: Csm spoke to the client. Client stated he took his vehicle to the rtl last week. Client stated he dropped his vehicle off on Tuesday. Client stated rtl repaired camera, but the directional lighting does not work. Client stated he picked his vehicle up on Wednesday. Client stated on Friday the camera was not working again. Csm apologized to the client and advised client will need to bring his vehicle back to the rtl for further diagnosis. Csm advised once his vehicle is at the rtl I can look into further assistance. Client stated he will follow up once his vehicle is at the rtl.

NEXT STEPS: keep case closed.

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: On Hold
OPEN: 07-22-2024 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | CCT Criteria |
DEALER NAME: White Bear Lincoln, Inc.
PA CODE: 12507 DLR SALES CODE: 43319 REGION: CE ZONE: GLB
VIN: ██████████ MODEL YEAR: 2019 MODEL: MKT MILEAGE: 77,309
BODY STYLE: J5A - MKT AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: ██████████
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: ROSEVILLE | MN | ██████████ | USA
HOME PHONE: ██████████
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | UNKNOWN
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Elizabeth Mollo
COMMENTS:
2024-07-22 16:36:27

CLT SAYS: Client stated he is calling regarding previous case number # ██████████. Client stated his vehicle is currently at the rtl for the cameras and rtl is working on diagnosis. Client stated that rtl is providing him a loaner vehicle. Client stated he will follow back up with csm once rtl has diagnosed.

PER CLT RTL SAYS: N/A

CSM ADVISED: Csm advised client as his vehicle is currently at the rtl I can follow up with rtl on diagnosis. Client agreed. Csm advised I do want to allow the rtl time to diagnose. Csm advised client of follow up for Wednesday. Client agreed.

NEXT STEPS: F/U w/RTL- Update on diagnosis?; F/U w/CLT- No later than 5/24

2024-07-22 16:37:03

Previous case ██████████

2024-07-23 16:06:31

> | OBC to retailer | @ ██████████

SPOKE TO: Csm spoke to SA Bob. Bob did advise rtl is still diagnosing for camera and turn signal. Bob did advise rtl is checking modules to see which one pops a fuse. Bob asked if lincoln is assisting. Csm advised once diagnosis is completed I am going to review for assistance with repairs. Bob provided email:bob.osborn@wblincoln.com . Csm advised I will send email shortly.

NEXT STEPS: Send email to rtl

2024-07-23 16:12:16

> | OBE to retailer | @bob.osborn@wblincoln.com

Good Afternoon,

I am reaching out on behalf of Mr. ██████████ regarding his 2019 MKT (VIN: ██████████). Once a diagnosis has been completed please provide the following information:

RO #:
Open Date:
Mileage:
Line Number:

Parts:
Labor:

Thank you for your assistance.

Best Regards,

Next steps: F/U w/RTL- Check for update on diagnosis?; F/U w/CLT-7/24

2024-07-24 21:00:09

> | OBC to client | @ ██████████

SPOKE TO: Csm spoke to the client. Csm advised I did speak to rtl yesterday and they are working on diagnosis and checking modules. Csm advised once rtl has completed diagnosis, I can review for assistance. Csm advised client I will continue to follow up with rtl and will follow up with client no later than Friday. Client agreed.

NEXT STEPS: F/U w/RTL- Update on diagnosis? Parts and Labor for repairs?; F/U w/CLT-7/26

2024-07-26 15:44:31

> | OBC to retailer | ██████████

Spoke to: Csm spoke to Bob in service. Csm requested update on diagnosis. Bob did advise rtl did place fuses on modules and gave vehicle back to client to test drive to see which ones pop as they are trying to isolate to circuits.

Next steps: F/U w/CLT-7/26

2024-07-26 15:50:26

> | OBC to client | @ [REDACTED]

Spoke to: Csm spoke to the client. Client stated that rtl did return his vehicle back to him. Client stated he is going out of town this weekend, but is going to bring vehicle back to the rtl on Tuesday morning. Csm advised I will follow up no later than Wednesday. Client agreed.

Next steps: F/U w/RTL- Has client brought vehicle back into rtl?; F/U w/CLT-7/31

2024-07-31 14:56:11

> | OBC to retailer | [REDACTED]

Spoke to: Csm spoke to Bob in service. Csm inquired if client has brought his vehicle back in. Bob did confirm vehicle is back in and has been assigned to a technician but there is no further update right now. Csm thanked Bob for his assistance.

Next steps: F/U w/CLT-7/31

2024-07-31 14:58:53

> | OBC to client | @ [REDACTED]

Spoke to: Csm attempted to contact the client and left a VM. Csm advised rtl is still working on diagnosis. Csm advised I will follow up on Friday. Csm provided contact information.

Next steps: F/U w/RTL- Update on repairs and diagnosis?; F/U w/CLT-8/2

2024-08-02 16:31:44

> | OBC to retailer | [REDACTED]

Spoke to: Csm attempted to contact SA Bob and left a VM. Csm requested update on diagnosis. Csm provided contact information.

Next steps: F/U w/RTL- Update on diagnosis?; F/U w/CLT-8/2

2024-08-02 17:55:35

> | IBE from retailer | @bob.osborn@wblincn.com

WE HAVE NO UPDATE YET WE ARE STILL IN DIAG PROCESS

BOB OSBORN

Next steps: F/U w/CLT-8/2

2024-08-02 19:57:23

> | OBC to client | [REDACTED]

Spoke to: Csm attempted to contact the client and left a VM. Csm advised client rtl is working on a diagnosis. Csm advised I will continue to follow up with the rtl and will follow up no later than next Wednesday. Csm provided contact information.

Next steps: F/U w/RTL- Update on diagnosis?; F/U w/CLT-8/7

2024-08-07 20:12:02

>> | OBC to RTL | [REDACTED]

Spoke to: SA Bob

Csm advised sa that I was calling regarding James Shuda. Csm inquired if dealership was able to diagnosis Mr. Shuda 2019 Mkt. Bob stated they are still in the process of diagnosing his vehicle. Csm thanked Bob.

Next Steps: F/u w/ clt- update - 8/7/24. Update Csm.

2024-08-07 20:16:36

>> | OBC to clt | @ [REDACTED]

Spoke to: Csm attempted to contact clt. Csm left a vm.

Csm advised clt I was calling on behalf of his case manager Elizabeth. Csm advised clt I was able to get in contact with the rtl. Csm advised clt the rtl do not have a diagnosis for his 2019 mkt at the moment. Csm advised Elizabeth will continue to follow up with the rtl. Csm advised Elizabeth will contact the clt Monday 8/12/24. Csm provided contact information.

Next steps: Update csm. F/u w/ rtl - update? f/u w/ clt - 8/12/24

2024-08-12 16:34:59

> | OBC to retailer | @ [REDACTED]

Spoke to: Csm spoke to Jose in service. Csm was transferred to Bob in service. Csm left a VM. Csm requested update on diagnosis. Csm provided contact information.

Next steps: F/U w/RTL and CLT on diagnosis-8/12

2024-08-12 20:36:59

> | OBC to retailer | [REDACTED]

Spoke to: Csm spoke to service. Csm was advised there is no further update at this time.

Next steps: F/U w/CLT DEL-8/12

2024-08-12 20:44:25

> | OBC to client | @ [REDACTED]

Spoke to: Csm spoke to the client. Client stated he has picked up vehicle from rtl at this time. Client stated camera is working and turn signal is working. Client stated rtl could not find concern, but did notice AC was not working. Client stated it may be related. Csm advised once his vehicle is at the rtl I can provide further assistance. Client stated SM Bob was going to call him. Client stated he may contact rtl tomorrow. Csm advised once vehicle is at rtl I can look into additional assistance. Client agreed.

Next steps: F/U w/CLT- Concern with camera and turn signal still present?-8/19

2024-08-19 17:02:27

> | OBC to client | [REDACTED]

Spoke to: Csm attempted to contact the client and left a VM. Csm advised I did want to follow up to see if concern with camera and turn signal were still present. Csm advised of follow up for Wednesday and provided contact information.

Next steps: F/U w/CLT- Concern with camera and turn signal still present?-8/21

2024-08-21 14:44:08

> | OBC to client | [REDACTED]

Spoke to: Csm spoke to the client. Client stated he is going to lincoln rtl this afternoon. Client stated he is currently busy and requested csm to call back later today. Csm agreed to follow up later today.

Next steps: F/U w/CLT-8/21

2024-08-21 21:08:19

> | OBC to client | [REDACTED]

Spoke to: Csm spoke to the client. Client stated he went to the rtl today and spoke to Bob in service. Client stated rtl did repairs on camera last month, but are still waiting to see if concern with camera comes back, as rtl believes it may. Client stated per rtl it may have to do with heating element in rear seat. Client stated rtl also took out portion of carpeting on passenger side if they have to go back in. Client stated he is going to go to the rtl next week. Client stated that the AC is not working and rtl is aware, but he is going to wait until camera issue is resolved. Client stated rtl was able to resolve turn signal concern. Csm advised client I will follow up next wednesday. Client agreed.

Next steps: F/U w/CLT- Camera concern still present? Has clt brought vehicle to rtl for AC?-8/28

2024-08-28 20:03:53

> | OBC to client | @ [REDACTED]

Spoke to: Csm attempted to contact the client and left a VM. Csm advised I did want to follow up to confirm if client has brought vehicle back into rtl for concern with camera and ac. Csm provided contact information.

Next steps: F/U w/CLT- Camera concern still present? Has clt brought vehicle to rtl for AC?-9/3

2024-09-03 18:38:55

> | OBC to client | @ [REDACTED]

Spoke to: Csm spoke to the client. Client stated so far camera is working, but rtl believes it may malfunction again. Client stated that the AC on the driver's side is not working. Client stated he is going to go to the rtl tomorrow. Csm advised I will follow up Thursday. Client agreed.

Next steps: F/U w/CLT- Concern with Camera and AC?-9/5

2024-09-05 20:07:42

> | OBC to client | @ [REDACTED]

Spoke to: Csm attempted to contact the client and left a VM. Csm advised I did want to follow up regarding his MKT. Csm advised of follow up for tuesday and provided contact information.

Next steps: F/U w/CLT- Has clt brought vehicle into rtl for camera and ac?-9/10

2024-09-10 18:17:08

> | OBC to client | @ [REDACTED]

Spoke to: Csm spoke to the client. Client stated he is going to the rtl tomorrow. Csm advised I will follow up on Friday. Client agreed.

Next steps: F/U w/CLT- Has clt brought vehicle into rtl for camera and ac?-9/13

2024-09-13 17:10:31

> | OBE to client | @ [REDACTED]

Good Afternoon [REDACTED]

I hope this email finds you well.

I am following up to confirm if you have taken your MKT to the dealership at this time. I will be out of the office next week for training, but will follow up on 9/24.

Thank you for being the best part of Lincoln!

Best Regards,

Next steps: F/U w/CLT- Has CLT taken vehicle back to rtl for concerns with AC and camera?-9/24

2024-09-19 17:47:16

> assisting CSM Elizabeth x77456 | IBC from client | [REDACTED]

SPOKE TO [REDACTED]

CLT his vehicle is ready at the RTL and is requesting to speak with his acting CSM. CSM advised that his acting CSM is OOTO this week but would return on 9/23/24. CSM advised he did look into if there was anything he would be able to assist with but unfortunately it would have to wait for his acting CSM to return on 9/23/24 to assist with coverage for the repairs on the vehicle. CSM did apologize that he didn't have a way to assist while his CSM is out. CSM advised he would document and e-mail his CSM.

NEXT STEPS: E-mail CSM

2024-09-24 20:07:58

> | OBC to client | @ [REDACTED]

Spoke to: Csm attempted to contact the client and left a VM. Csm advised client I do apologize I missed his call as I was in training last week. Csm advised I will follow up with rtl and client tomorrow. Csm provided contact information.

Next steps: F/U w/RTL- Repairs?; F/U w/CLT-9/25

2024-09-25 14:20:24

> | OBE to retailer | @bob.osborn@wblincoln.com
Good Morning,

I am reaching out on behalf of [REDACTED] regarding his 2019 MKT. I was advised he brought his vehicle in last week and was wanting to see if there is any further update?

Thank you for your assistance.

Best Regards,

Next steps: F/U w/CLT-9/25

2024-09-25 17:23:42

> | IBE from retailer | @bob.osborn@wblincoln.com

We repaired his vehicle mostly but he will have a issue in the future with one of the modules . customer has his vehicle back

BOB OSBORN
SERVICE ADVISOR

Next steps: F/U w/CLT-9/25

2024-09-25 17:24:31

> | OBE to retailer | @bob.osborn@wblincoln.com

Thank you. [REDACTED] paid for any repairs at this time?

Best Regards,

Next steps: F/U w/CLT-9/25

2024-09-25 20:29:23

> | OBC to client | [REDACTED]

Spoke to: Csm attempted to the client and was unable to leave a VM.

Next steps: F/U w/CLT regarding repairs?-9/30

2024-09-30 16:30:19

> | OBC to client | @ [REDACTED]

Spoke to: Csm spoke to the client. Client stated he went on a trip last week to Milwaukee and cameras and screen would not work. Client stated he call SA Bob and was advised to bring vehicle in today. Client stated he dropped vehicle off today and rtl is going to further diagnose. Client stated rtl believes they know what is wrong. Client stated he paid \$2000 for repairs and hopes lincoln can absorb some of that cost. Csm apologized and advised I will follow up with rtl and will follow up with client no later Wednesday. Client stated he loves his vehicle. Client stated he would like his vehicle to work. Csm apologized and advised I will follow up with rtl and will follow up Wednesday. Client agreed.

Next steps: F/U w/RTL- Diagnosis for camera and screen?-10/1; F/U w/CLT-10/2

2024-10-01 14:15:44

> | OBE to retailer | @bob.osborn@wblincoln.com

Good Morning,

I am following up regarding [REDACTED] and his 2019 MKT. I was wanting to see if there is any update on his MKT at this time?

Thank you for your assistance.

Best Regards,

Next steps: F/U w/CLT-10/2

2024-10-01 18:14:37

> | OBC to retailer | [REDACTED]

Spoke to: Csm spoke to Bob in service. Bob did advise technician is still diagnosing circuitry on vehicle at this time. Csm thanked bob for his assistance.

Next steps: F/U w/CLT- provide update on repairs-10/2

2024-10-02 19:31:05

> | OBC to client | [REDACTED]
Spoke to: Csm spoke to the client. Csm advised client rtl is still working on a diagnosis for infotainment screen going out. Client stated he has already paid rtl \$2000 a few weeks ago and inquired about reimbursement. Csm advised client he can email copy of the invoice and I can review for reimbursement. Csm advised I will send email to client shortly. Csm advised client I will follow up friday. Client agreed. Next steps: email client-10/2; F/U w/RTL- Update on diagnosis for infotainment screen?; F/U w/CLT-10/4

2024-10-02 19:35:45

> | OBE to client | @JIM@ALEXSLAWNANDTURF.COM
Good Afternoon [REDACTED]

I hope this email finds you well.

If you can, please reply to this email with the copy of the invoice for what you have already paid for repairs and I can review for a partial reimbursement.

Thank you for being the best part of Lincoln.

Best Regards,

Next steps:F/U w/RTL- Update on diagnosis for infotainment screen?; F/U w/CLT-10/4

2024-10-04 12:38:34

> | OBE to retailer | @bob.osborn@wblincoln.com

Good Morning,

I am following up regarding [REDACTED] and his 2019 MKT. I was wanting to see if there is any update on his MKT at this time?

Thank you for your assistance.

Best Regards,

Next steps: F/U w/RTL- Update on diagnosis?; F/U w/CLT-10/4

2024-10-04 13:16:10

> | IBE from retailer | @bob.osborn@wblincoln.com

I SHOULD HAVE ONE FOR YOU NEXT WEEK

BOB OSBORN
SERVICE ADVISOR

Next steps: F/U w/CLT-10/4

2024-10-04 13:17:14

> | OBC to client | @ [REDACTED]
Spoke to: Csm attempted to contact the client and left a VM. Csm advised rtl is still working on a diagnosis. Csm advised of follow up for next Wednesday. Csm provided contact information. Next steps: F/U w/RTL- Update on diagnosis?; F/U w/CLT-10/9

2024-10-09 17:02:49

> | IBE from retailer | @bob.osborn@wblincoln.com

Hello,
Here is [REDACTED] estimate. he also paid \$2200 last week. Let me know how you want me to do. this is for wiring repair for the park aid sensor which looked like a factory defect where the wire rubbed on the vehicle. thanks,
Bob

BOB OSBORN
SERVICE ADVISOR

Next steps: F/U w/CLT-10/9

2024-10-09 17:18:20

> | OBC to client | @ [REDACTED]
Spoke to: Csm spoke to the client. Csm advised client rtl has provided estimate for repairs for parking aid sensor. Csm advised total for parts and labor is \$1750. Csm offered to assist with \$1050 and client would be responsible for \$700 plus applicable taxes and/or fees. Client stated he has \$6000 worth of repairs lincoln would need to reimburse for. Csm advised I am not able to reimburse \$6000. Csm advised for repairs done at rtl two weeks ago, client can send copy of invoice and I can review for reimbursement. Client stated vehicle is a lemon. Csm offered GFR. Client stated he may not want to proceed. Client stated these repairs should be warranted for safety. Csm apologized and advised vehicle is outside NVLW. Csm advised repairs outside of warranty are client pay. Client stated he will go to senator for his state. Client stated he is very upset. Client stated he is disconnecting call. Client disconnected call. Next steps: email rtl-10/9

2024-10-09 17:25:36

> | IBC from client | @ [REDACTED]
Spoke to: Csm spoke to the client. Client stated he would like to accept the offer. Csm advised Lincoln would be covering \$1050 and client would be responsible for \$700 plus taxes and/or fees. Client inquired about the warranty. Csm advised SPW 24 months/unlimited miles if same parts are replaced. Client understood. Csm advised I will re-send previous email, as client did not receive previous email. Csm advised I will follow up next Tuesday. Next steps: email rtl and CLT-10/9; F/U w/RTL-Update on repairs?; F/U w/CLT-10/15

2024-10-09 17:33:16

> | OBE to retailer |@bob.osborn@wblincoln.com

Good Afternoon,

I did follow up with Mr. Shuda for repairs for the wiring. I did offer to assist with \$1050 and Mr. Shuda would be responsible for \$700 plus taxes and/or fees. Mr. Shuda did accept the offer for assistance. Once repairs are completed I can provide the P11 code. Unfortunately I am not able to assist with the cost for the rental vehicle. If you can please provide the following RO information:

RO #:
Line Number:
Open Date:
Mileage:

Thank you for your assistance.

Best Regards,
Next steps: email client-10/9

2024-10-09 17:35:11

> | OBE to client | @JIM@ALEXSLAWNANDTURF.COM
Good Afternoon [REDACTED]

I hope this email finds you well.

If you can, please reply to this email with the copy of the invoice for what you have already paid for repairs and I can review for a partial reimbursement. Regarding repairs for the wiring for the parking aid sensor, Lincoln is assisting with \$1050 and you would be responsible for \$700 plus taxes and fees. There is a service parts warranty for any parts replaced of 2 years/unlimited miles.

Thank you for being the best part of Lincoln.

Best Regards,
Next steps: F/U w/RTL-Update on repairs?; F/U w/CLT-10/15

2024-10-11 13:32:11

> | IBE from retailer |@bob.osborn@wblincoln.com

Herer is [REDACTED] invoice

BOB OSBORN
SERVICE ADVISOR

Next steps: cut p11 code-10/11

2024-10-11 14:04:00

2024-10-11 14:04:37

CURRENT CLV SCORE: 80
WARRANTY START DATE: 6/20/2018
MILEAGE: 77309
ESP: No

P&A CODE: 12507
RO NUMBER: 513555
RO OPEN DATE: 9/30/24
RO LINE NUMBER: A

PARTS: \$ 85.81
LABOR: \$ 1659.99
TOTAL REPAIR: \$ 1745.80

CLIENT SHARE: \$ 695.80
RETAILER SHARE: \$ 0
LINCOLN SHARE: \$ 1050

APPROVAL CODE: [REDACTED]

2024-10-11 14:06:51

> | OBE to retailer |@bob.osborn@wblincoln.com

Thank you. The p11 code for repairs is [REDACTED], with Lincoln assisting with \$1050 and [REDACTED] covering \$695.80 plus taxes and fees.

Thank you for your assistance.

Best Regards,

Next steps: F/U w/CLT- Has CLT Picked up vehicle from rtl? Has clt sent invoices for previous repairs?-10/15

2024-10-11 15:25:12

> | IBC from client | [REDACTED]
Spoke to: Csm spoke to the client. Client stated he received email for SPW. Client stated he is needing reassurance repairs will be covered in the future. Csm advised SPW is good for 24 months/unlimited miles for parts replaced. Client del advised he needs more than that. Csm offered to look into ESP, but advised I would not be able to look into reimbursement for previous repairs. Client del advised lincoln needs to come to an agreement. Csm apologized and advised SPW would only covers parts that are replaced. Client del advised lincoln is not standing behind their vehicle and client del advised he is going to disconnect the call. Client del disconnected call.

Next steps: F/U w/CLT- Has clt picked up vehicle from rtl-10/15

2024-10-15 15:26:38

> | OBC to client | @ [REDACTED]
Spoke to: Csm attempted to contact the client and left a VM. Csm advised I am following up to confirm if client has picked up vehicle from rtl. Csm provided contact information.
Next steps: F/U w/CLT-Satisfied w/Repairs?; Has CLT Provided Invoice for previous repair?-10/29

2024-10-29 13:37:57

> | OBC to client | @ [REDACTED]
Spoke to: Csm attempted to contact client and left a VM. Csm advised client I am following up to confirm repair satisfaction. Csm advised I have not received previous invoice. Csm advised I would not be able to reimburse for the entire cost of previous repairs, but can review for potentially reimbursing for a portion of previous repair. Csm advised of follow up for thursday and provided contact information.
Next steps: F/U w/CLT-Satisfied w/Repairs?; Has clt provided previous invoice?-10/31

2024-10-31 14:38:07

> | OBC to client | @ [REDACTED]
Spoke to: Csm attempted to contact the client and left a VM. Csm advised I am following up to confirm satisfaction with repairs. Csm advised I have not received invoice for previous repair. Csm advised of follow up for tomorrow. Csm provided contact information.
Next steps:F/U w/CLT-Satisfied w/Repairs?; Has clt provided previous invoice?-11/1

2024-11-01 14:53:14

> | OBC to client | @ [REDACTED]
Spoke to: Csm attempted to contact the client and left a VM. Csm advised I am following up to confirm repair satisfaction. Csm advised I have not received the invoice for previous repair. Csm advised this is my final attempt to follow up. Csm provided contact information.
Next steps: Send UTC email-11/1

2024-11-01 14:57:09

> | OBE to client | @JIM@ALEXSLAWNANDTURF.COM
11/1/24
Lincoln Motor Company
Case # [REDACTED]
Dear [REDACTED]
We received notice at Lincoln Concierge that you requested support on 7/22/24 regarding your 2019 MKT. I have attempted to contact you by telephone, but have been unable to reach you.
As your Lincoln representative, I would like an opportunity to respond to your contact and address your concerns. Please contact me at 888-214-2155 ext 77456 as we are genuinely interested in assisting clients with their Lincoln concerns or questions. You may also respond to this email if I can still be of any assistance to you.
I am available Monday through Friday 8 AM to 4:30 PM EST.
Sincerely,
Next steps: UTC email sent; If not response review for case closure-11/5

2024-11-01 17:12:56

> | IBC from client | @ [REDACTED]

Spoke to: Csm spoke to the client. Client stated he did receive an email. Client stated he would like to mail invoices. Client stated he would like to know if this is a waste of his time. Client stated vehicle is a lemon. Csm advised I can not guarantee reimbursement without invoice. Csm advised I can not accept being sent via mail. Client stated he would like to send priority. Csm advised client can send via email. Csm provided email. Csm offered GFR. Client agreed to GFR. Client did advise some repairs were done at local mechanic (Tire pros), that worked on camera and parts were on BO. Client stated he spoke to lincoln in Detroit and was advised of several places that have part. Client paid \$350 to get part from TX and provided to local shop and cameras went until May, but then brought vehicle to rtl. Client advised he also replaced windshield, as windshield was not clear and paid \$500 and put in glass repair shop. Csm advised I can not reimburse for repairs done at 3rd party. Client stated to forget about reimbursement and advised he will disconnect call. Client stated back windshield wiper to clean and started to rain blue windshield fluid on roof that is a problem. Client stated he went to White bear lincoln under warranty, and rtl advised they would fix it, but rtl did not fix it. Client stated rtl put bandage and charged \$300 and worked for about a month and did the same thing. Client stated currently the top of the roof has a blue stain. Client stated he went back to the rtl and was advised vehicle is outside of warranty. Client stated rtl quoted \$3000 to fix the line. Client declined and went to Tire pro. Client stated different hose was put in and paid \$400 and still works. Client stated he paid \$1800 to fix AC. Client stated he would like to drive vehicle off bridge. Client stated he would like reimbursement. Csm apologized and advised I can not reimburse for repairs done at 3rd party. Client stated he is going to contact representative in MN. Client disconnected the call.

- 1) Where is the vehicle located? (RTL, client possession, or third party?) Client possession.
- 2) Mileage of vehicle? 77,309 miles
- 3) Is the vehicle leased or purchased? Purchased.
- 4) Is client original owner? Yes
- 4.a) If no, date and mileage purchased? N/A
- 4.b) Who was the vehicle purchased from? (F/L RTL, individual, or 3rd Party?) White Bear Lincoln
- 5) State where the vehicle was purchased? MN
- 6) State where the vehicle is registered? MN
- 7) Is the client in a loaner? If yes, who is paying? If no, do you need a loaner?
- 8) Client's alleged number of repair attempts for the same non-conformity? N/A
- 9) Alleged number of days out of service for warranty repairs? N/A
- 10) All retailers where repair attempts have occurred? White bear lincoln

Next steps: Speak to ACOM on GFR-11/1

2024-11-01 17:19:02

ACOM denying GFR; Vehicle out of B2B by time and miles

2024-11-05 15:10:59

> | OBC to client | [REDACTED]

Spoke to: Csm attempted to contact the client and left a VM. Csm advised I did want to further discuss the GFR. Csm advised of follow up for tomorrow and provided contact information.

Next steps: F/U w/CLT-Discuss GFR; Look into additional GWG-11/6

2024-11-05 15:17:04

ACPM approving 2nd GWG of PCP

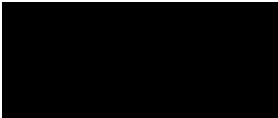
CASE ATTACHMENTS:

2024-10-09 17:03:12

2024-10-11 13:32:34

Elizabeth Mollo

Elizabeth Mollo





WHITE BEAR LAKE, MN 55110

BOB OSBORN PHONE: 651-766-4638 EMAIL: BOB.OSBORN@WBLINCOLN.COM

0

10/4/2024

SUBTOTAL	\$2,350.00
TAX RATE	8.74%
SALES TAX	\$205.27
SHOP SUPPLIES	\$35.00
TOTAL	\$2,590.27

CUSTOMER SIGNITURE

Date _____

CUSTOMER #: [REDACTED]

ACCOUNTING

Randy Lee's
WHITE BEAR
LINCOLN INC.3425 N. HIGHWAY 61 • ST. PAUL, MINNESOTA 55110
(651) 483-2631

ROSEVILLE, MN

PAGE 2

HOME [REDACTED] CONT: [REDACTED] ** PRE-INVOICE **
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 6 BOB OSBORN

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
RED		19	LINCOLN MKT			EEK435	77309/77309		T357
DEL DATE		PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
19FEB20 DD				18:00 30SEP24			199.00	CASH	09OCT24
R.O. OPENED			READY		OPTIONS: SOLD-STK:P28586A DLR:64A497				

10:36 30SEP24	16:12 09OCT24	LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
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CLAIM TYPE:

AUTH CODE:

99

0 45000 TLABOR

VERSION 1 (EMP# 99,09OCT24 10:20): 77309 LCP FOR RENTAL

SHOP CHARGE 0 3581 35.81

*** NO RO PUNCH TIMES ON FILE ***

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
1/57000	165999	22992		1/54300	5000	1100	
1/57300	0	0		1/57200	45000	0	
1/77700	3581	0		1/21500	419	0	
1/77500	0	*****		1/11400	45000	*****	
1/10100	258999	*****					

COST, SALE, & COMP TOTALS 24092 219580 0

4.19

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION	TOTALS
LABOR AMOUNT	1659.99
PARTS AMOUNT	50.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	35.81
TOTAL CHARGES	1745.80
LESS INSURANCE	0.00
SALES TAX	4.19
PLEASE PAY THIS AMOUNT	1749.99

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

ACCOUNTING

Randy Lee's
WHITE BEAR
LINCOLN INC.

3425 N. HIGHWAY 61 • ST. PAUL, MINNESOTA 55110
(651) 483-2631

ROSEVILLE, MN

PAGE 1

HOME [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

** PRE-INVOICE **

SERVICE ADVISOR: 6 BOB OSBORN

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
RED	19	LINCOLN MKT			EEK435	77309/77309		T357
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
19FEB20 DD			18:00 30SEP24			199.00	CASH	09OCT24
R.O. OPENED		READY		OPTIONS: SOLD-STK:P28586A DLR:64A497				
10:36 30SEP24		16:12 09OCT24						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	-----	-------

A C/S PARK ASSIST MESSAGE ON ENTERTAINMENT SCREEN

ELECTRICAL ELETRICAL RELATED REPAIRS

7131 CLM 0.00 8.00 22992 165999

1659.99 1659.99

1 MISC ACUSTM OTHER WIRE

CONNECTORS

1100 5000

0

50.00

50.00

50.00

VERSION 1 (EMP# 7131,09OCT24 10:18): 77309 SHORT TO GROUND HARNESS

14A005 CIRCUIT CBP34 VT-BN NEAR PARK AID MODULE

CONCERN HAS FINALLY REOCCURED AND THE INLINE FUSE FOR THE PARK AID

MODULE IS THE ONE THAT POPPED, SEE HISTORY INTERMITTENT SHORT CAUSING

FUSE F34 10 AMP TO BLOW

THAT CAUSED SEVERAL WARNING MESSAGES FOR DRIVERS ASSISTANCE

SYSTEMS, NOW THERE IS ONLY A LOSS OF COMMUNICATION TO THE PARK AID

MODULE THIS COMPONENT IS LOCATED BEHIND THE PASSENGERS SIDE REAR LOAD

SPACE PANEL, UPON REMOVAL A CLOSE INSPECTION FOUND THAT THE WIRE

HARNESS IS INCORRECTLY MOUNTED IN FRONT OF THE METAL BRACKET MOUNTING

THE FUEL PUMP CONTROL MODULE, CLOSE INSPECTION SHOWS COPER WIRE EXPOSED

IN THE HARNESS AT THIS BRACKET, IT WAS ALSO SEEN THAT THE WIRE HARNESS

RETAINER WAS NOT INSTALLED CORRECTLY DUE TO WIRE HARNESS INCORRECT

ROUTING. OPEN THE HARNESS TO FIND TWO WIRES HAVE RUB THRU DAMAGE DUE TO

CONTACT WITH THAT METAL MOUNT BRACKET

CUT WIRES AND SPICED AT THE CHAFFED LOCATION SEE ATTACHED PHOTOS,

ONCE WIREING WAS REPAIRED I RE WRAPPED THE WIRE HARNESS, CORRECTLY

ROUTED THE HARNESS AND INSTALLED THE HARNESS MOUNTING CLIP. REPLACED

POPPED FUSE AND VERIFIED PARK AID MODULE OPERATION IS RESTORED.

REASSEMBLED VEHICLE ROAD TEST AND RETEST FOR CODES NOW PASS NORMAL

OPERATION IS RESTORED

B CAR WASH

27 CAR WASH

7131 IPOL 0.00 0.00

0

0

0.00

0.00

C** CUSTOMER HAS WBLM LOANER CAR

CAUSE: LCP FOR RENTAL

L LCP FOR RENTAL

99 WLM 0.00 0.00

0

45000

450.00

450.00

FC: PART#: COUNT:

0

0 TPARTS

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DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY
THIS AMOUNT

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

CASE NUMBER: ██████████

STATUS: Information Provided

OPEN: 09-03-2024

CLOSED: 09-04-2024

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Lincoln Concierge NA CRC

COMMUNICATION: Phone

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

DEALER NAME:

PA CODE:

DLR SALES CODE:

REGION:

ZONE:

VIN: ██████████

MODEL YEAR: 2019

MODEL: MKT

MILEAGE: 49,800

BODY STYLE: J5A - MKT AWD 4-DR MPV

LAST NAME FIRST NAME MIDDLE: ██████████

ADDRESS: ██████████

CITY STATE ZIP COUNTRY: LANCASTER | OH | ██████████ | USA

HOME PHONE: ██████████

SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | UNKNOWN

ANALYST NAME: Brianna White

OPEN ANALYST NAME: Brianna White

COMMENTS:

2024-09-03 20:02:37

CLIENT SAYS: CLT asked if it was common for the stabilizer bar control link to break. Informed him that our service dept at RTL would be able to provide him with additional info regarding that. Also asked if there were any recalls in the vehicle for intermittent back up camera. PER CLIENT, RETAILER SAYS: N/A CRC ADVISED: Informed him that our service dept at RTL would be able to provide him with additional info regarding his question with the stabilizer bar control. Also informed the CLT that there are currently no recalls on the vehicle. Recommended that CLT take vehicle into RTL to be diag. Next steps: Close Case

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
 OPEN: 03-28-2016 CLOSED: 04-14-2016 BUSINESS UNIT NAME: Ford
 RESPONSE TEAM: Tier 2 CCT COMMUNICATION: Phone
 CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |
 DEALER NAME: Ford Autoworld, Inc.
 PA CODE: 08385 DLR SALES CODE: 47113 REGION: A1 ZONE:
 VIN: [REDACTED] MODEL YEAR: 2015 MODEL: FLEX MILEAGE: 5,000
 BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
 LAST NAME FIRST NAME MIDDLE: [REDACTED]
 ADDRESS [REDACTED]
 CITY STATE ZIP COUNTRY: FISHERS | IN [REDACTED] USA
 HOME PHONE: [REDACTED]
 SYMPTOMS: Driver Aides & Information | Reverse Camera | Performance | Inaccurate
 ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Kyrsten Brawner
 COMMENTS:

2016-03-28 23:07:00 Contact via: DDDD(317) 849-6868DD [REDACTED] DDDDCust says: DDWhen he goes to back up, there is nothing on the back up camera screen. sometimes it just goes blank and/or he has seen green wavy lines on it. Has happened 10-15 times and the dlr hasn't been able to recreate it. It happened again this morning and he would really like repair assistance cause its kind of frustrating and hard to back out of his garage. DDDDDlr says: DDNADDDDCRC Adv: DDDDI 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]

2016-03-29 13:14:00 Ticket Number: [REDACTED] Customer: [REDACTED] Business phone: [REDACTED]
 DHome phone: [REDACTED] Mobile phone: [REDACTED] Score: 52DDVehicle Purchase Status:
 Original OwnerDDDealer name: Ford Autoworld, Inc.DDDealer P&A: 08385DDDealer phone: (765) 649-3673
 DDVIN [REDACTED] Year : 2015DDMake: FORDDDModel: FLEXDDMileage: 5000DDWarranty
 Start Date: 5/19/2015DDEngines Specification: 3.5L V6 CYCLONE TIVCTDDOpen Recall/FSA: no DDESP:
 NODDHotline Contact: NODDWarranty History: NODDOBC to dealer 3673 left v/m message with contact information. DDOBC to customer [REDACTED] said needs camera fixed, camera will not come on blank screen and red line and green wavy lines. Once it is driven for a while it is ok. Said only acts up after sitting for a day. Advised customer that I will contact the dealer to see if possibly they can keep it overnight. D
 DNext step: speak to s/m at dealer and f/u with customer on 3/30

2016-03-30 14:28:00 OBC to dealer 3673 spoke with Sabrina in service said customer told her they are leaving for Florida. Advised that once they get back FMC will pay for a rental for a couple of days and have the customer leave the vehicle. OBC to customer [REDACTED] left message with wife, she requested to call back tomorrow afternoon. DDNext step: set f/u 3/31

2016-03-31 18:05:00 OBC to customer [REDACTED] said is not leaving town until June advised to call Sabrina at the dealer and she will set him up with a rental for a couple of days to give the dealer a chance to duplicate the concern. D
 DOBC to dealer 3673 spoke with s/m Harold advised customer is still in town. Advised that FMC will pay for a rental for a couple of days. Advised it must be a Ford vehicle. DDNext step: DDSet f/u 4/7

2016-04-07 17:03:00 Email Created On: 4/7/2016 1:03:51 PMDDFrom: [REDACTED] DDTTo: [REDACTED]
 DSubject [REDACTED] Harold, DDHave you had Mr. [REDACTED] come back in yet for his back up camera system? (camera will not come on blank screen and red line and green wavy lines)DD [REDACTED] DSenior Regional Customer Service Manager Great LakesDDPhone 866-631-3788 EXT 77711 DDFax 888-410-3125DD

2016-04-07 17:04:00 E-mailed dealer for an update on customer returning to the dealer. DDNext step: f/u with dealer and customer on 4/12

2016-04-14 19:35:00 obc to cust @ [REDACTED] cust went to his selling dlre and could not duplicate concern cust pu vehj cust if it starts again he will call crc closing case

CASE ATTACHMENTS:

CASE NUMBER [REDACTED] STATUS: Resolved
OPEN: 10-10-2016 CLOSED: 10-10-2016 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: 2015 MODEL: FLEX MILEAGE: 10,000
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: FISHERS | IN [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Reverse Camera | Performance | Inoperative
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Tammy Moore-wilson
COMMENTS:

2016-10-10 14:42:00 CUSTOMER SAYSDDTook vehicle to the dealer in Anderson and has been there 3 times. When backing up at home the camera does not work and says see dealer and then starts to work. Each time he has taken it to the dealer the camera is working. Last time at the dealer was a month ago. The last time the issue happened was Friday and seems to happen more often in the morning. DDDDPER CUSTOMER, DEALER SAYSDDD DCRC ADVISEDDDDAvised customer that it has been over a month since the last inspection and that he needs to get a diagnosis and that the dealer needs to be able to duplicate the issue before making a repair. Advised to see the SM if there are any questions he may have in regards to the repair. Advised customer that he can take his vehicle to any FL dealer for repairs. Also advised to provide any details to the dealer that may assist with duplicating the issue.

2016-10-10 17:43:00 I helped the caller with information about the master reset.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 01-06-2018 CLOSED: 02-06-2018 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 2 CCT COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle | CCT Criteria
DEALER NAME: Rountree Ford
PA CODE: 00766 DLR SALES CODE: 12053 REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2015 MODEL: FLEX MILEAGE: 58,912
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: WASKOM | TX [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Start/Run/Move | Moving | OTHER | OTHER
ANALYST NAME: P Rxsalp2 OPEN ANALYST NAME: Lauren Kendrick
COMMENTS:

2018-01-06 17:18:00

[REDACTED] Been in the shop 3 times now. Crank modular, back up camera, and now unsure what the issue is. To the point will not ever go back to Ford again. Ford Service Good afternoon [REDACTED] do appreciate you taking the time to send us a private message. Could you please send over your VIN and approximate mileage? I'd like to look into things on my end. Lauren Ford Service Team [REDACTED] just put it back in the shop today. Don't have the vin number right now. Ford Service The VIN can also be found in your vehicle documentation (registration, title, insurance policy, lease, or promissory note) if you happen to have any of that documentation on hand. Lauren Ford Service Team Kelly Johnson [REDACTED] 588xx, Don't know exact mileage. Ford Service Great, thanks for sending over your VIN and mileage. Before moving forward, I do just need you to confirm a few details. Could you please provide your full name, the owner's name, your relation if you're not the owner, zip code, and best method of contact? Lauren Ford Service Team [REDACTED] Owners name is [REDACTED] zip [REDACTED] is best method of contact [REDACTED] Owner is my husband. Ford Service Thank you. I'm not seeing any outstanding safety recalls or field service programs associated with your VIN. What issues were you experiencing that prompted you to bring your vehicle to the dealership? Lauren Ford Service Team [REDACTED] Back up camera stopped working, wasn't cranking all the time, a.c. would turn off, car would turn off while driving down the road, have taken it and it's still not fixed. We are to the point we want to let it go back. Too expensive of a vehicle to have that much issues. We bought it brand new. Ford Service Has any information been communicated to you regarding your vehicle concerns since you dropped it off at the dealership? Lauren Ford Service Team [REDACTED] No. They said they will get to me when they can. Last time they had it almost 2 weeks. Who do I need to contact to get it under lemon law?? This being the 3rd time being in shop for issues. We don't want to keep driving it, esp if it is electrical issues. It scares me to drive it like that. Is it best to contact ford corporate or lawyer? Ford Service Good morning [REDACTED] If you'd like, I can create a buyback request case for you regarding your vehicle concerns. Please let me know if you'd like for me to proceed with creating the case. Lauren Ford Service Team [REDACTED] Yes I would like for you to, Ford Service In order to do so, could you please provide the name/location of the dealership your vehicle is currently being serviced at? Lauren Ford Service Team [REDACTED] Rountree Ford in Shreveport, La. Ford Service [REDACTED] 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. Lauren Ford Service Team

2018-01-08 15:54:00

Ticket Number: [REDACTED] Customer: [REDACTED] Business phone: [REDACTED]
Home phone: [REDACTED] Mobile phone: N/A LTV Score: 58 Vehicle Purchase Status: Original Owner
Dealer name: Rountree Ford Lincoln Dealer P&A: 08158 Dealer phone: (318) 798-3673 VIN: [REDACTED]
Year : 2015 Make: FORD Model: FLEX Mileage: 58800 Warranty Start Date: 6/8/2015
Engines Specification: 3.5L V6 CYCLONE TIVCT Open Recall/FSA: None ESP: 0968 - USA 2016
NEW 72/100000 PREMIUMCARE W/ROADSIDE Hotline Contact: No Warranty History: 11/06/17. 52,047 miles. Cust: 1. Vehicle will not start. 2. Message on navigation says navigation not working properly. Tech: Ran IDS test and pinpoint test. Found RFA module bad. Replaced RFA module and programmed; retest ok. 2. Test circuits to camer and access BCM and access BCM and replaced camera.

2018-01-08 16:49:00

CSM Ashley x77787 OBC to Rountree Ford @ (318) 798-3673. Spoke to Olivia in Service. Veh was just dropped off today. They haven't had a chance to look at it yet/no diag. R/O: 419508 Open: 1/8/18 Mileage: 58,912

2018-01-08 16:56:00

CSM Ashley x77787 OBC to delegate [REDACTED] @ [REDACTED] No answer. LM on VM. Next steps: 1/9--CUST--2nd attempt on initial

2018-01-09 19:58:00

CSM Ashley x77787 OBC to delegate [REDACTED] She said she's been having issues for a while now. She was told by another dealer that concerns were not under warranty. Now it's at Rountree. She is upset that they have not provided her with a rental. Back up camera isn't working again. The other night, while driving, the speedometer went to 0 and all indicator lights came on. It hasn't been repaired and not in a timely manner. She feels that the dealership doesn't care. She feels it's something with the computer. She is requesting a buyback. Advised I will complete a GFR for buyback request. It does not guarantee that Ford will buyback the vehicle, but it is a review done in good faith. CSM explained the GFR process; we look at complete repair history of the veh, any ongoing repairs, and we do review the state's guidelines. Advised if approved, RAV will handle and can answer any questions he has about the process. If denied, we can discuss goodwill assistance from FMC to help restore faith in our brand. I will have a decision by 1/16. I will have a decision by 1/16. I provided my contact info.

2018-01-09 20:00:00

Next steps: 1/12--complete GFRW 1/16--GFR decision

2018-01-15 15:00:00

[REDACTED] How can I get the number to call the lady that is in charge of my case??? Ford Service Good morning, [REDACTED] I do see that your CSM has scheduled a follow-up for tomorrow, January 16th, to speak with you regarding your case. I will add these notes to your case as well. Thank you. Lauren Ford Service Team

2018-01-15 19:39:00

CSM Dave x77716 assisting Ashley x77787 OBC to DLR spoke to Madison SA(318) 798-3673, Madison advised no problem found and veh was returned to cust about week and half ago. **After review, it appears this vehicle does not meet for repurchase or replacement under state guidelines**

2018-01-16 18:13:00 CSM Ashley x77787 OBC to delegate [REDACTED] I have completed the GFR for your buyback request taking into consideration the complete repair history of your vehicle along with the state guidelines. At this time, FMC will not be able to honor your request for a buyback. I'm sorry. I know this is not the answer you wanted to hear. She said how can she get rid of this car? Because right now it's sitting in the driveway dead. She said the crank module is out again and that was just replaced. I asked if she plans to take it back to Rountree and she said they told her she should consider taking it elsewhere. She has called several other dealerships in the area and cannot get in for a 1-1.5 weeks. I agreed to F/U with her on 1/23 to see if appt has been made. She said she was told she'd have to have it towed and that is \$240 plus she just paid her \$100 for the repairs a month ago. Provided my contact info again.

2018-01-16 18:14:00 Next steps: 1/23--CUST--appt made at another DLR?

2018-01-16 19:00:00 IBC from cust [REDACTED] He wanted to status of his case. He knows I spoke to his wife earlier. I have completed the GFR for your buyback request taking into consideration the complete repair history of your vehicle along with the state guidelines. At this time, FMC will not be able to honor your request for a buyback. He is very frustrated because he took the car in on a Thursday and according to him the dealer closed his ticket on Friday and didn't call him until Tuesday. He said they did nothing to repair his vehicle, saying they couldn't duplicate it and the day after he took it home, it died and has been sitting in his driveway. He has to be able to get it started to get it to the dealer. I agreed to F/U next Tuesday to see if it's at a dealer.

2018-01-24 17:28:00 CSM Ashley x77787 OBC to delegate [REDACTED] Busy x2

2018-01-24 17:31:00 Next steps: 1/31--CUST--appt made at another DLR?

2018-01-24 17:31:00 CSM Ashley x77787 OBC to cust [REDACTED] Busy (tried twice).

2018-01-31 20:41:00 CSM Ashley x77787 OBC to delegate [REDACTED] No answer. LM on VM. Next steps: 2/5--CUST--appt made at another DLR? 3rd attempt

2018-02-05 16:00:00 CSM Ashley x77787 OBC to Rountree Ford @ (318) 798-3673. Was on hold for Service for over 5 minutes. Disconnected call.

2018-02-05 20:03:00 CSM Ashley x77787 OBC to delegate [REDACTED] Spoke to delegate. She took the veh to Marshall Ford in Marshall, TX. Something totally difference wrong with it and they fixed it--as far as the no start concern--but now her back-up camera has stopped working. She is not pursuing further repairs at this time. I asked her to keep my contact info and let me know if she needs assistance in the future.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 05-08-2018 CLOSED: 05-14-2018 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Central Loaner COMMUNICATION:
CASE CLASS LV 1234: Dealer - Information | Warranty Loaner Approval | |
DEALER NAME: Cutter Ford, Inc.
PA CODE: 07908 DLR SALES CODE: 72204 REGION: W1 ZONE: W1C
VIN: [REDACTED] MODEL YEAR: 2016 MODEL: FLEX MILEAGE: 32,747
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: WAIANAE | HI | [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Reverse Camera | Display | Appearance
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: P Rxsalp
COMMENTS:
2018-05-08 17:38:00 "By JOAN ISHIKI" - Customer states reverse camera doesn't come on, if it does it has squealy lines.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 06-12-2018 CLOSED: 08-14-2018 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Pro Customer NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle | CCT Criteria
DEALER NAME: Unique Ford, Inc.
PA CODE: 06982 DLR SALES CODE: 11586 REGION: N2 ZONE: N2V
VIN: [REDACTED] MODEL YEAR: 2016 MODEL: FLEX MILEAGE: 32,500
BODY STYLE: K6D - FLEX LTD AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: AMHERST | NH | [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Start/Run/Move | Noise | Moving/Driving | Always
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Tiffanee Gregory
COMMENTS:

2018-06-12 13:47:00

CONTACT VIA: Phone Cust Stated: The vehicle has been in the dlr for at least 60 days in the last 2 1/2 years. The door/trim didn't fit, sunroof/moon roof was installed incorrectly/Driving over 70mph there's a wind noise coming through the vehicle/There's an engine smell coming from the vehicle/The back-up camera would not go off so we could not use the touchscreen. The vehicle has been at the dlr at least 10 times for repair attempts for the noise issue. I don't have any confidence this issue can be fixed. I would like to get rid of the vehicle. Per Cust, Dlr Stated: 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]

2018-06-12 16:45:00

Ticket Number [REDACTED] Customer: [REDACTED] Business phone: [REDACTED]
Mobile phone: [REDACTED] LTV Score: 98 Vehicle Purchase Status: original Dealer name: Unique Ford, Inc. Dealer P&A: 06982 Dealer phone: (603) 641-8400 VIN: [REDACTED] Year : 2016 Make: FORD Model: FLEX Mileage: 32500 Warranty Start Date: 6/29/2016 Engines Specification: 3.5L-4V DOHC T/C V6 GAS 350HP Open Recall/FSA: no ESP: no Hotline Contact: yes J6DDX011 06/04/2018 28752 wind noise J2PDI006 02/16/2018 28355 wind noise sunroof Warranty History: 09453401 25-JUL-2016 Mile):1165 PERFORM DOOR ALIGNME NT BOTH DRIVERS SIDE DOOR ROAD TEST OPERATING AS DESIGNED 09607003 19-OCT-2016 Mile):5607 SUNROOF GLASS OUT OF ADJUSTMENT ADJUST FOR TIGHTER FIT

2018-06-12 20:05:00

6/12/18 CSM Casey x77786, OBC to DLR SA Sean @ (603) 641-8400. CSM inquired about repair status, DLR advised that vehicle there. CSM left contact info to have return call from Bill. CSM Casey x77786, OBC to DLR SM Bill @ (603) 641-8400. DLR advised that duplicated wind noise one time. DLR advised that drove it for general wind noise. DLR advised that it sounded like on the left of the vehicle for fixed glass on left front of roof, DLR reset glass road test showed no issues. DLR advised that not a wind whistle, it's just wind. DLR advised that CUST would like to talk to a rep face to face, DLR advised that this is not something that happens. DLR advised that Tech Assist is for DLR not for CUST to make these decisions. CSM inquired about RO not in AWS. DLR advised that has one that is not in there. Open RO 4/19/18, # 14735, mileage:28752, sync blacking and noise. DLR advised that CUST drops off vehicle and leaves it at the DLR when he takes trips to FL. 11/21/17 RO 12457 miles; 24352. wind noise. DLR advised that estimated total of 15 days for days down. CSM Casey x77786, OBC to CUST [REDACTED] CSM provided role and contact information with extension and case number. CUST states the doors and trim were out of alignment at the time of purchase. CUST states DLR stated to him that they heard the noise on multiple occasions. CUST states the services that have been done to the vehicle up to this point. CUST states this has been going on for 2.5 years as well as in his estimation he has been to the dealer 10 times. CSM inquired about the times when the CUST states he left the vehicle at the DLR for 3 weeks at one time and a month the other time. CSM inquired about was that when the CUST was on vacation? CUST states yes, he left the vehicle with them while he was out of the country or state. CUST states he is frustrated with the vehicle as he is unsure as to what the issue is. CUST states the DLR advised that if Ford cannot duplicate the concern, then they cannot fix it. CUST states he has not been treated fairly. CUST states he does not trust the vehicle. Taking the vehicle to the DLR is a waste of time. CSM advised that Ford does not own dealerships. CSM inquired about is CUST interested in taking his vehicle to different DLR to see if he can have the electrical concerns looked at? CUST states we are trying to run the Warranty out. CUST will not let the CSM speak, CUST consistently cuts the CSM off and CSM cannot make advisements to CUST. CSM inquired about as I see you have requested FORD look into a repurchase or replacement of your vehicle is that correct? CUST states he is in a vehicle that he does not feel safe driving, CUST continues to say what his issues are, CUST states that there are too many problems. CSM advised that there are options of getting the vehicle in for service to be diagnosed and repaired or does the CUST desire to go into the repurchase/replacement process. CUST states he wants to know if there is a Lemon policy. CSM inquired about what state is the vehicle registered and purchased in. NH. CSM advised that here at FORD we perform a Good Faith Review: this review is based off your State's Guidelines, and your Repair History. The review takes 3-5 business days. CUST states that he has been in multiple times for the same issue, he wants to be sure that he is in a safe vehicle. CUST states he would like a copy of the recorded call. CSM advised that will look into it. CSM advised that will F/U with CUST with results of GFR by 6/19/18.

2018-06-12 20:09:00

6/12/18 *** After Review, it appears that this vehicle DOES NOT qualify for repurchase/replacement, pertaining to days out of service and/or repairs made for the primary non-conformity have not been satisfied. ***

2018-06-13 12:00:00

Email Created On: 6/12/2018 9:50:13 AM From: CRM01 Email1 (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 2016 FLEX. 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: Casey Earl CSM Phone: 866-631-3788 x77786 CSM Email: CEARL5@ford.com Sincerely, Ford Motor Company Customer Care Team

2018-06-13 14:19:00

Email Created On: 6/13/2018 10:19:41 AM From: To: Subject: [REDACTED]
[REDACTED] Mr. [REDACTED] I am sorry to have missed your call. Your Case Number is referenced in the Subject Line. My contact information is below. Also, I wanted to briefly get back to you on the request for a copy of our phone conversation. I made the request and was informed that recorded calls are the property of Ford Motor Company and are not available upon request. As mentioned, we have a follow up regarding the results of your Good Faith Review on 6/19/18. Kind Regards, Ford Motor Company (r) Casey Earl | Customer Service Manager | FCSO 866-631-3788 x 77786 | eFax: 866-934-3061 CEARL5@ford.com | www.ford.com

2018-06-13 14:20:00

6/13/18 Voicemail from CUST stating his email is [REDACTED] and he wants an email with his case number. OBE to CUST. NEXT STEPS: CSM will need to F/U as scheduled 6/19/18

2018-06-13 14:44:00

Email Created On: 6/13/2018 10:44:04 AM From: To: Subject: 2016 Ford Flex - Re: [REDACTED]
[REDACTED] CRM:01603000000168 Hi Casey, thanks for the prompt response. Would make things a lot easier if we were all working from the same information base and thus would like to know who could authorize the release of our recorded conversation, conversation yesterday? Also Casey you mentioned that you were reviewing / would be reviewing service records on the vehicle and again would be helpful if you provided me with copies of what you have. It facilitates timely solutions when all sides are working from the same data and appreciate your help / Ford's in that regard. As indicated yesterday, like the vehicle, but concerned about the random electrical issues and ongoing wind noise and have tried to be more than patient but believe it's time to resolve, interested in buying the vehicle at lease end, but can't / purchase option negated if it has continuing electrical / safety / noise issues. Again thanks for your help and look forward to receiving above. Will be in the White Mountains of NH (spotty cell service) thru Friday PM and best way to reach me in the interim is via email. [REDACTED]

2018-06-13 14:50:00

Email Created On: 6/13/2018 10:50:13 AM From: To: Subject: RE: 2016 Ford Flex - Re: [REDACTED]
[REDACTED] Hi [REDACTED] I appreciate your desire to assist me in the Good Faith Review Process. The recorded/monitored calls are for quality and training and are not available for release. Regrettably, I will not be able to send you records of service either. If you would like your records you may receive those per request from your servicing dealer(s). The Good Faith Review is an internal Ford process and the access to your service records are part of a closed system. I will be able to provide you with the results of the Good Faith Review, as scheduled on 6/19/18. Ford Motor Company © Casey Earl | Customer Service Manager | FCSO 866-631-3788 x 77786 | eFax: 866-934-3061 CEARL5@ford.com | www.ford.com

2018-06-18 15:23:00

Email Created On: 6/18/2018 11:23:08 AM From: To: Subject: Re: 2016 Ford Flex - Re: [REDACTED]
[REDACTED] CRM:01603000000169 - SAFETY ISSUES - ELECTRONIC & ELECTRICAL - Wind Noise. Good afternoon Casey, Thank you for your email providing information on some of the constraints your operating under associated with the Ford "Good Faith Review Process". Fully understand that you are only the emissary, but did want to make sure the file / process, included factual information from the client side. As indicated in previous communication with Ford, we like the design of the vehicle very much. It's as close to a Country Squire - Grand Marquis Colony Park (we've owned both), also better / superior in our opinion to any similar type vehicle on the market today. We utilize the vehicle as an all-wheel drive station wagon and frequently have one or more of our three grandchildren in it (two to 11) - The continuing problem we have is that as this particular vehicle ages in time and miles (currently, approximately 2.5 years old and 32,500 miles) the electronic and electrical issues with it, become more frequent and varied and significantly more distracting / increasingly concerning with every subsequent event, regarding the ability to safely operate the vehicle, now and in the future. We have also had wind noise issues (again distracting) with the vehicle since it was delivered (passengers have told us, when were on the highway, that they think we have a window open a bit when we don't). At time of delivery, the doors and trim were not properly installed which the dealer, Unique Ford said contributed to the wind noise issues. They sent the vehicle to a local body shop to have addressed. Subsequent efforts by Unique Ford to try to address wind noise, identified additional uninspected factory work related to improper installation of power sunroof and most recently, this Spring, that the moonroof also was not installed properly and Unique Ford, made arrangements for us to take vehicle to Portland Glass in Nashua, NH to have them remove and install correctly at Ford expense. SAFETY ISSUES: (Identified A thru E for reference purposes only) #A -ENGINE SMELL IN PASSANGER COMPARTMENT - On several occasions we have had the climate system suddenly turn from the setting it was on and suddenly fill the passenger compartment with the heat and smell of the engine and then after a period of time, the system would revert to providing what it had been set for. In the interim have to open the windows in the vehicle, regardless of the weather. The most recent events were on Saturday May 19th, around 10:30 AM when my wife and I were on RT 101 heading West toward Portsmouth, NH with my 9 year old Grandson. Called the dealership to advise Bill Freeman, the Service Manager and left message shortly after the event. Had to open the windows at 75 MPH, put flashers on, abort passing a slow moving vehicle and get in inside lane. Last event Tuesday June 5th, driving to Portsmouth, NH again on RT 101, late afternoon on conference call, when same event, had to abort call / open windows. Called Bill Freeman immediately after the event to express my continuing frustration, safety concerns. When this happened in the past, Bill originally suggested that I photo the screen setting when this happened and send to him which I did. When this event did occur prior to above, the screen froze and NO driver control of Climate system / anything controlled by the screen interface / displayed on the screen. #B - FLASHING RED LIGHT BAR ON DRIVER'S SIDE OF DASH GOING OFF FOR NO REASON - Driving on Route 101 in Amherst on Sunday 5/20, when the Red Light Bar started flashing for no reason, NO other vehicles anywhere in sight. Very serious distraction, safety concerns. #C - INTERIOR LIGHTS STAYING ON WHILE DRIVING - May 1st, distraction, safety concerns. #D - HORN BEEPING BY ITSELF UNAIDED WHEN DIRECTIONAL SIGNAL TURNED ON TO MAKE A RIGHT HAND TURN. - Distraction, safety concerns #E - BACKUP CAMERA WON'T GO OFF WHEN DRIVING FORWARD AND FREEZES CONTROL OF SCREEN ALL ASSOCIATED INTERFACES - Distraction, safety concerns. (Supplied Bill Freeman, Service Manager of Unique Ford with a video of this event which lasted quite a while as I had been taking pictures with my IPAD of properties and had it camera ready in the front seat, readily accessible). Bill Freeman the Service Manager of Unique Ford, has repeatedly advised that Ford requires a problem(s) such as those identified above, to be replicated in the dealership on Ford diagnostic equipment / software before it will allow the problem to be addressed and since the randomly occurring problems above have not been replicable under those conditions, Ford despite his best efforts, has not acknowledged the severity of the problems and the safety issues associated with them. It appears that Ford needs to revisit the software issues and update the vehicle programs and diagnostic software ability to record random events such as those that pose real safety concerns for the occupants of the vehicle. As indicated on one of the calls that Ford recorded, our intent was to buy the vehicle at the end of the lease, but the unresolved issues identified make the purchase increasingly difficult, unviable. Don't know what else could, will go wrong, but after writing this, reflecting on same, don't believe it prudent to drive a vehicle with such myriad / random safety issues much longer. Ford is going to have to address the identified vehicle's specific issues before any future use, so why not do it now and reduce the current inherent risks to me and my family? [REDACTED] CC - Ford Motor Company Bill Freeman, Service Manager, Unique Ford

2018-06-19 19:04:00 Email Created On: 6/19/2018 3:04:42 PM From: To: Subject: [REDACTED]
Hi [REDACTED] I attempted a call to you today to follow up on the results of the Good Faith Review. The phone line went to static. I wanted to get you the results here through email as I had told you that I would follow up with you by today. To remind you, the Good Faith Review is based off your State Guidelines (NH) as well as service history. I have been in contact with your servicing dealer, reviewed your repair history, and all applicable state guidelines. At this time, regrettably, your vehicle does not meet eligibility for a buyback and I apologize for the frustration you have experienced. Based on my review, it appears that the state guidelines pertaining to days out of service and/or repairs made for the primary non-conformity have not been satisfied. In the event you feel this decision was reached in error, you may elect to pursue independent arbitration through the Better Business Bureau. Although, my goal moving forward will be to facilitate repairs and ensure the vehicle is operating as designed. As you have stated you feel the vehicle is operating outside of normal operation; that being noted, are you planning to take your vehicle in again for service? If so, are you planning to return to Unique Ford or a different dealership? Please advise so that I can assist and follow up on repairs as needed. I will look to follow up with you on this communication by 6/26 unless we speak sooner. Kind Regards, Ford Motor Company (r) Casey Earl | Customer Service Manager [FCSD 866-631-3788 x 77786] eFax: 866-934-3061 CEARL5@ford.com | www.ford.com

2018-06-19 19:05:00 6/19 CSM Casey x77786, OBC to CUST [REDACTED] call went directly to static. OBE to CUST NEXT STEPS: CSM will need to F/U with CUST on whether appointment set for service by 6/26

2018-06-20 16:45:00 Email Created On: 6/20/2018 12:45:10 PM From: To: Subject: 2016 Ford Flex - SAFETY ISSUES - Follow - Up - Re: [REDACTED] CRM:01603000000197 Hi Casey, tried reaching you a few minutes ago and left word on your VM to give me a return call. Was out of the office yesterday when your attempted call failed and was also out of the office this morning and just saw your email before I placed a call to you. Then placed a call to Bill Freeman at Unique Ford right after I called you, but was told he was occupied and could not take the call. Asked Sean in Service Dept of dealership to have him call me back. Have commitments the rest of the day, but will try to take your call and Bill's if I can, but email probably a better option today. Would appreciate knowing what the process is to facilitate repairs to ensure that the vehicle is operating as designed and how you can assist in the process. [REDACTED]

2018-06-20 18:26:00 Email Created On: 6/20/2018 2:26:43 PM From: To: Subject: RE: 2016 Ford Flex - SAFETY ISSUES - Follow - Up - Re: [REDACTED] CRM:01603000000197 Hi Justin, Scheduling your vehicle for service is the first step. Once the vehicle is there, Ford will work toward the repair of your vehicle. Ford Motor Company @ Casey Earl | Customer Service Manager [FCSD 866-631-3788 x 77786] eFax: 866-934-3061 CEARL5@ford.com | www.ford.com

2018-06-26 15:45:00 6/21 CSM Casey x77786, OBC to DLR SM Bill @ (603) 641-8400. CSM advised that DLR may use IWL for this CUST. NEXT STEPS: CSM will need to F/U with DLR/CUST when is appointment set for 6/26 (DLR advised that may try to have vehicle in service by 6/25)

2018-06-26 15:48:00 6/26 CSM Casey x77786, OBC to DLR SM Bill @ (603) 641-8400. CSM inquired about repair status. DLR advised that vehicle is there. Bill is driving to see if can duplicate the concern. DLR advised that CUST had a sunroof wind deflector ordered. CSM advised that will F/U next week to see if able to duplicate. OBE to CUST. NEXT STEPS: CSM will need to F/U DLR on repair status and update CUST. 7/3

2018-06-26 15:52:00 Email Created On: 6/26/2018 11:52:05 AM From: To: Subject: [REDACTED] [REDACTED]
[REDACTED] I spoke to Bill this morning and he informed me that your vehicle is in for service and he is working to see if the sounds can be duplicated and diagnosed. I am writing also, to inform you that I am still following the case and recognize that the DLR will be providing you with updates along the way. I will continue to assist as I can. I have a follow up set with Bill for July 3, I can email you again at that time as well for ongoing communication. Best, Ford Motor Company (r) Casey Earl | Customer Service Manager [FCSD 866-631-3788 x 77786] eFax: 866-934-3061 CEARL5@ford.com | www.ford.com

2018-06-26 16:42:00 Email Created On: 6/26/2018 12:42:45 PM From: To: Subject: Ford Flex - Re: [REDACTED]
[REDACTED] CRM:01603000000233 Thanks for the update, appreciate your follow up and Bill's.

2018-07-03 15:42:00 7/3 CSM Casey x77786, OBC to DLR SM Bill @ (603) 641-8400, CSM inquired about repair status. DLR advised that been driving it to replicate concern. Have not yet duplicated concern. DLR advised that they cannot get into their cases in FMC360. CSM advised that DLR make calls to IT to get this fixed, also advised that need to know in advance about the rental days needed if system is malfunctioning that day. CSM advised that will assist with rental. CSM advised that DLR fill out FLL for 8 days of rental at 30.00/day and CSM will approve code. Rental opened on 6/21 DLR advised that could not get into FMC360 to add IWL, CSM advised that this time only will assist with rental on FLL. DLR advised that calling CUST today to update. CSM advised that will email F/U accordingly. OBE TO CUST NEXT STEPS: CSM will need to F/U repair status and e-update CUST 7/10

2018-07-03 15:42:00 Email Created On: 7/3/2018 11:42:13 AM From: To: Subject: [REDACTED]
Hi [REDACTED] I am writing simply to follow up with you on the current status of your vehicle at Unique Ford. As I understand it, Bill is going to call you with updates. He, after all, is the best to ask as he has hands on the vehicle and can explain what he found. I will continue to follow the case as the vehicle is in for service. My next follow up scheduled is for July 10. Have a Nice Holiday, Ford Motor Company (r) Casey Earl | Customer Service Manager [FCSD 866-631-3788 x 77786] eFax: 866-934-3061 CEARL5@ford.com | www.ford.com

2018-07-10 13:24:00 7/10 CSM Casey x77786, OBC to DLR SM Bill @ (603) 641-8400, DLR advised that going to do software update on SYNC and will get vehicle back to CUST. DLR advised that unable to duplicate CUST concern. DLR advised that this will hopefully be finished this week. NEXT STEPS: CSM will need to F/U with CUST to see about case inactive 7/12

2018-07-12 15:23:00 7/12 CSM Casey x77786, OBC to DLR SM Bill @ (603) 641-8400. OBE to CUST NEXT STEPS: CSM will need to F/U with CUST appointment or case inactive 7/19

2018-07-12 15:23:00 Email Created On: 7/12/2018 11:23:32 AM From: To: Subject: [REDACTED]
[REDACTED] I spoke to Bill at Unique Ford on Tuesday, 7/10, he mentioned that he would be calling you to return your vehicle. What are your plans at this time in regards to the vehicle? Are you planning to schedule for a second opinion at a different Dealership or are you going another way with it? Please advise so that I may be of assistance. Ford Motor Company (r) Casey Earl | Customer Service Manager [FCSD 866-631-3788 x 77786] eFax: 866-934-3061 CEARL5@ford.com | www.ford.com

2018-07-12 17:50:00 rental prior IWL dlr FMC360 down

2018-07-12 17:52:00 7/12 IBC from DLR SM Bill @ (603) 641-8400, DLR advised that they are updating the sync system. DLR cleaned out air filter box and hepa filter area. DLR advised that never verified any of the concerns for the road test. IWL complete, CSM entered FLL for 5 days rental @30/day = 150.00 P99 MSPA531414 OBE to CUST NEXT STEPS: CSM will need to F/U with CUST(email) repair satisfaction 7/19

2018-07-13 19:46:00

Email Created On: 7/13/2018 3:46:52 PM From: To: Subject: Re: 2016 Ford Flex - SAFETY ISSUES - Follow - Up - Re: [REDACTED] CRM:01603000000197 - July 13, 2018 Hi Casey, just got off the phone with Bill Freeman regarding the 2016 Flex and will be meeting with Bill in the morning at the dealership in Goffstown NH. (At our summerhouse in Moultonborough, NH. My wife and I are taking care of our 3 grandchildren, their parents arrive later today). Went thru the list with Bill, regarding what showed up in their driving the vehicle versus the list of issues. Listed below are my notes from the call: #1 – ENGINE SMELL IN PASSANGER COMPARTMENT – Bill advised that the event didn't occur during his test drives, the longest of which was a little over an hour and I believe at highway speeds. Bill did say that they found the filters dirty that had been replaced in January 2018 and that they recleaned, also that they found some seeds in one of the filters and degreased the engine, replaced a wire in the engine compartment that went to one of the O2 sensors and was resting on exhaust manifold with outer covering partially burned thru. Reviewed with Bill the fact that on the occasions when we suddenly got the engine smell and heat in the passenger compartment that we were locked out of the screen controls etc. until the problem corrected itself several minutes later and went back to the controls we had it set for. Based on above, while work done a good idea, don't believe the work outlined would address the electronic, electrical safety concern of Engine Smell and heat arbitrarily invading the passenger compartment for several minutes, appreciate your input, regarding same. #2 – BACKUP CAMERA WON'T GO OFF WHEN DRIVING FORWARD – Bill said that they upgraded the SYNC software to a current three series from a one series that was covered in a recent service bulletin, so I guess that this particular issue was not unique to our vehicle as originally thought. (This problem also did not reoccur during Bill's test drives either). #3 – FLASHING RED COLLISION WARNING LIGHT BAR ON DRIVERS SIDE OF DASH GOING OFF FOR NO REASON – This electronic, electrical safety issue did not reoccur during Bill's test drives and no service bulletins regarding same. Issue appears unique to vehicle at this point. Again appreciate your thoughts regarding. #4 – HORN BEEPING BY ITSELF UNAIDED WHEN DIRECTIONAL SIGNAL TURNED ON TO MAKE A RIGHT HAND TURN – Issue did not reoccur during Bill's test drives and no service bulletin regarding. Issue also evidently unique to vehicle at this point. Again appreciate your thoughts. #5 – INTERIOR LIGHTS STAYING ON WHILE DRIVING – Again did not reoccur during Bill's test drives and no service bulletin regarding same, appears unique to vehicle at this point. Once again, appreciate your thoughts. Casey, none of the electronic, electrical safety issues above occurred when my wife was driving, but she was a passenger in the car for three of the events (1,3 5) and only one of our grandchildren was in the vehicle when one of the above occurred (#1). Brought her up to speed after my conversation with Bill this afternoon and she advised that she has concerns based on current state of vehicle, driving it or having grandchildren in it if one of these issues or a new one arises that distracts the driver from focus on safe driving could be result in the unthinkable. Casey, know that you and Bill are limited in what can do to ensure that we are not put at risk because of electronic, electrical safety issues that may be unique to this vehicle. Please forward this correspondence to the appropriate level / person at Ford who can assist in a timely resolution. At this point, a very timely / early termination of the lease and lease or purchase of a new vehicle is what needs to be done. Please advise next step. [REDACTED]

2018-07-17 18:03:00

Email Created On: 7/17/2018 2:03:31 PM From: To: Subject: [REDACTED] I spoke to Bill Service Manager of Unique Ford in regards to your repairs and ongoing appointments there. I was informed that at this time there are no additional repairs that can be made. According to Bill at the dealership, your vehicle is operating within Ford specifications. Your dealership has factory trained technicians, comprehensive service information and specialized equipment to resolve your concerns. I support the dealership's assessment. If you require further explanation or the conditions change, please contact the Service Manager. Regrettably, the CRC (Customer Relationship Center) does not dictate warranty repair procedures or warranty repair requirements. This determination is up to the dealer and its Ford Resources. If the dealer suspects damage then they should pose this question to Ford to see if they agree with the labor required to check the parts which do not currently show any signs of damage. At this time, I'll move your case into an inactive status, and if you feel the need to reach back out to Ford we can revisit your concern. In regards to your lease, the Sales Department at any Ford Dealer is the best point of contact in regards to any trades or early lease terminations. Thank you and Warm Wishes, Ford Motor Company @ Casey Earl | Customer Service Manager | FCSO 866-631-3788 x 77786 | eFax: 866-934-3061 CEARL5@ford.com | www.ford.com

2018-07-17 18:10:00

7/17 CSM Casey x77786, OBC to DLR SA @ 603) 641-8400. DLR advised that vehicle is done and gone NPF. OBE to CUST NEXT STEPS: CSM will need to case inactive 7/17 7/17 NEXT STEPS: CSM will need to see that IWL closes and case inactive 7/24

2018-07-17 19:33:00

Email Created On: 7/17/2018 3:33:06 PM From: To: Subject: 2016 Ford Flex Safety Issues - Re: CAS-[REDACTED] CRM:01603000000330 Hi Casey, as indicated in earlier correspondence, would appreciate your forwarding the file to the appropriate level at Ford with the authority to deal with the safety issues in a timely and responsible manner. It defies logic that the Safety Issues covered in previous correspondence whereby the electronic / electrical systems in our 2016 FORD FLEX randomly and arbitrarily assume control of the vehicle, lock the HVAC control screen and send engine smell and heat into the passenger cabin, activate - set off the collision warning system without another vehicle in sight, activate the horn when using the right turn signal and assume control of the interior passenger lights and keep them on despite all efforts to turn them off are "operating within Ford specifications". When we had the issue with the backup camera assuming control of the screen, it is my understanding that at the time, that also was something that Ford could not replicate at the dealership and yet I had a video of the screen showing what was happening. Bill advised that Ford has now recognized that problem and addressed it with the latest Sync update which was recently installed in the Flex. It is also my understanding that this is the first update to the Sync system in our 2016 Ford Flex, since it was delivered. Because Ford software cannot currently replicate a "safety issue" that occurs randomly, does not mean that it does not exist. We know from the vehicle history that the vehicle fit and finish at delivery were not up to standard. It's also not unreasonable to assume that the electronic and electrical systems received a similar level of attention at the factory. This vehicle has unresolved safety issues that need to be addressed in a timely and responsible manner. Casey this obviously falls outside the scope of your position and would appreciate as requested, your forwarding to someone with the appropriate authority without delay. Justin

2018-07-17 20:01:00

Email Created On: 7/17/2018 4:01:06 PM From: To: Subject: [REDACTED] As the Regional Customer Service Manager for this region I am empowered to make decisions based upon Ford's guidelines. The dealership has endeavored now to duplicate your concerns. At this point, as Bill has informed you as well, there is no problem found that can be repaired other than those things the dealer has already done. If the you are able to duplicate the concerns again then it is critical that additional information is obtained regarding the conditions that led up to the vehicle behavior to aid with duplicating the symptom and making an accurate repair to prevent unnecessary component replacement. Additional information to be noted includes but is not limited to driving conditions which would include inclement weather, bumpy roads, shifting into gear, hard acceleration, abrupt braking, or left and right turns. In addition, any other details that seem consistent or important. Thank You, Ford Motor Company @ Casey Earl | Customer Service Manager | FCSO 866-631-3788 x 77786 | eFax: 866-934-3061 CEARL5@ford.com | www.ford.com

2018-07-18 15:08:00

Email Created On: 7/18/2018 11:08:55 AM From: To: Subject: 2016 Ford Flex - Safety Issues - Re: [REDACTED]
CRM:01603000000332 Good morning Casey, wasn't questioning your ability to make decisions based on "Ford's guidelines", but have some experience at the Corporate level working with them. Held positions in sales, marketing and management with several Fortune 500 Companies and also wrote the Real Estate Guidelines for NY stock exchange company. The Real Estate Guidelines while an internal management document, clearly defined the decision making limits of management levels and the more unique / unanticipated the issue the higher the level of management involvement required to evaluate, address and resolve. My request was simply to get that in process quickly given the randomly occurring safety issues involved. As regards my ability to "duplicate the (randomly occurring safety issues) concerns again" and obtain critical information "regarding the conditions that led up to the vehicle behavior, to aid with duplicating the symptom", it's apparently a difficult task even with Ford's design, engineering and technological expertise, knowhow and while I've tried to provide information (video of backup camera assuming control, photo of setting of HVAC screen when control temporarily frozen and engine smell directed into cabin, plus call to Gary at Unique Ford Service when event in process). Since the events are so random, unexpected, unanticipated and require substantially increased focus while driving on dealing with the distraction of alarms, horn going off, engine smell in passenger compartment etc, it's simply not possible, safe to try to capture the level of information that you are requesting while driving, even if I could. Casey, this is a vehicle that is obviously prone to electronic, electrical issues that are evidently currently unique with multiple safety issues and not something I created or can address. As regards conditions relating to the safety issues outlined in previous correspondence, listed below are conditions (from memory) during each event: #1 - Backup Camera - Believe you have a copy of video that I supplied Bill after the incident, that shows weather conditions, type and condition of roads. #2 - Engine Smell - Both recent incidents occurred on NH RT 101 east on Manchester and West of Seacoast, in clear weather. RT 101 is a 55 to 65MPH four lane highway in good condition. Was in outside lane driving at normal highway speeds, no sudden acceleration. Had been in car one hour plus both times. Have provided Bill with a photo of the screen settings at his request of one of the events. #3 - Interior Lights, drove from Unique Ford later in the day with interim stops to restaurant, weather good. #4 - Collision Alarm, mid-day, good weather on NH RT 101, good road, speed Limit 50MPH, two lane highway. Had been in the car for close to an hour. #5 - Horn Going Off With Turn Signal - Morning, on Walnut Hill Rd, Amherst NH, 30 MPH Rd, normal secondary road condition. Casey, I can't provide any more info than above, it's a Ford issues and needs a Ford solution. Thanks for your help and please see that this file is expedited to the appropriate management level with the authority to resolve.

2018-07-18 15:31:00

Email Created On: 7/18/2018 11:31:03 AM From: To: Subject: [REDACTED]
[REDACTED] You have reached the appropriate authority to handle your current situation. According to Bill at the dealership, your vehicle is operating within Ford specifications. Your dealership has factory trained technicians, comprehensive service information and specialized equipment to resolve your concerns. I support the dealership's assessment. If you require further explanation or the conditions change, please contact the Service Manager. The process exists to assist you by repairing defects in your vehicle. The same issues have been gone over with the Service Manager at a Ford Authorized Dealer, in this case Unique Ford. At this time our assistance is limited to the dealership being able to identify what specific repairs need to be done in order to remedy your vehicle concerns. If you are looking for a discount to into a New vehicle I can talk with the Sales department to see if there are options there. Ford Motor Company © Casey Earl | Customer Service Manager | FCSO 866-631-3788 x 77786 | eFax: 866-934-3061 CEARL5@ford.com | www.ford.com

2018-07-23 17:01:00

Email Created On: 7/23/2018 1:01:18 PM From: To: Subject: 2016 Ford Flex - Re: [REDACTED]
CRM:01603000000334 Hi Casey, had company at our summer house last week, but back in the office today catching up on email. Would appreciate your talking to the sales department to see how they may be of assistance, as that is probably the most timely way to get safety concerns addressed. I'm obviously not familiar with Ford internal specifications, diagnostic protocols etc and how they relate to the random issues with this vehicle, that have not been replicable other than the back-up camera issue. All I can do is report the recent events / conditions that we experienced and the safety concerns we have as a result of them. As I see it at this point there are two timely solutions, one being working together to see what we can work out regarding the purchase / lease of a new vehicle or replacing components / those that have the potential to cause the issues referenced in existing vehicle that started the dialogue. I look forward to hearing from you as to next step working together regarding another vehicle. Thanks, [REDACTED]

2018-07-23 18:13:00

Email Created On: 7/23/2018 2:13:18 PM From: To: Subject: [REDACTED]
Heather, As we spoke today, it looks like the Premium Care ESP is the best option for Mr. [REDACTED] I am showing your WSD as 6/29/2016, so this will extend until 6/29/21 or 75k miles. You may seek details on the brochure attached. I hope this helps. In order to attach I need to confirm CUST address. Let me know, Ford Motor Company (r) Casey Earl | Customer Service Manager | FCSO 866-631-3788 x 77786 | eFax: 866-934-3061 CEARL5@ford.com | www.ford.com

2018-07-23 19:46:00

Email Created On: 7/23/2018 3:46:11 PM From: To: Subject: [REDACTED]
Hi [REDACTED] I had a good conversation with the Dealership Principle today, I am going to continue to assist as I am able, however, the dealership is going to take full control over decisions made from this point forward. I have made advisements on what Ford is able to provide and will allow them to be your point of contact and update you accordingly. Your case will remain open for the time being and I will follow up with you as needed. Unique Ford has a great team and is endeavoring to assist you with your concerns. Ford Motor Company © Casey Earl | Customer Service Manager | FCSO 866-631-3788 x 77786 | eFax: 866-934-3061 CEARL5@ford.com | www.ford.com

2018-07-23 19:49:00

7/23 CSM Casey x77786, OBC to DLR SM Bill@ (603) 641-8400, CSM left Voicemail and advised that has CUST been back for service. Left contact info and email. Voicemail from DLR. DLR advised that DLR principle is involved now. CSM Casey x77786, OBC to DLR Principle Rick - assistant Heather@ (603) 641-8400, CSM advised that can offer CUST PremCare ESP. OBE to DLR Assistant to Principle with options OBE to CUST NEXT STEPS: CSM will need to F/U with Heather @ DLR to see what plan is. 7/30

2018-07-23 19:50:00

Please Close IWL activity DLR has access only not CSM

2018-07-24 13:37:00

Email Created On: 7/24/2018 9:37:58 AM From: To: Subject: Re: [REDACTED]
CRM:01603000000362 Good morning Casey, that's good news, look forward to working with Rick. Have talked to him on the phone in the past, comes across as very sincere, willing to help. Will try to meet with him today. Thanks for your help / follow-up. [REDACTED] Sent from my iPad On Jul 23, 2018, at 3:47 PM, Earl, Casey (C.) wrote: Hi [REDACTED] I had a good conversation with the Dealership Principle today, I am going to continue to assist as I am able, however, the dealership is going to take full control over decisions made from this point forward. I have made advisements on what Ford is able to provide and will allow them to be your point of contact and update you accordingly. Your case will remain open for the time being and I will follow up with you as needed. Unique Ford has a great team and is endeavoring to assist you with your concerns. Ford Motor Company © Casey Earl | Customer Service Manager | FCSO 866-631-3788 x 77786 | eFax: 866-934-3061 CEARL5@ford.com | www.ford.com

2018-07-30 12:00:00

IBE from CUST stating has mtg with DLR Monday 10:30a. NS: Will await outcome of meeting, case inactive? 8/7

2018-08-07 13:08:00 Email Created On: 8/7/2018 9:08:23 AM From: To: Subject: RE: [REDACTED] CRM:01603000000361 Hi Heather, What was the result of the meeting with Mr. [REDACTED] Ford Motor Company (r) Casey Earl | Customer Service Manager |FCSD 866-631-3788 x 77786| eFax: 866-934-3061 CEARL5@ford.com| www.ford.com

2018-08-07 13:08:00 Email Created On: 8/7/2018 9:08:44 AM From: To: Subject: RE: [REDACTED] CRM:01603000000361 Hi Heather, What was the result of the meeting with Mr. [REDACTED] Ford Motor Company (r) Casey Earl | Customer Service Manager |FCSD 866-631-3788 x 77786| eFax: 866-934-3061 CEARL5@ford.com| www.ford.com

2018-08-07 13:09:00 Email Created On: 8/7/2018 9:09:11 AM From: To: Subject: FW [REDACTED] CRM:01603000000361 Hi Heather, What was the result of the meeting with Mr. Bielagus? Ford Motor Company (r) Casey Earl | Customer Service Manager |FCSD 866-631-3788 x 77786| eFax: 866-934-3061 CEARL5@ford.com| www.ford.com

2018-08-07 13:11:00 Email Created On: 8/7/2018 9:11:54 AM From: To: Subject: Re: [REDACTED] CRM:01603000000361 Hey Casey! He is very unhappy that ford is not going to help him. Heather Templehof Business DevelopmentManager Unique Ford of GoffstownSent from my iPhone iPhone, iTypos, i Apologize On Aug 7, 2018, at 9:09 AM, Earl, Casey (C.) wrote: Hi Heather, What was the result of the meeting with Mr. [REDACTED] Ford Motor Company @ Casey Earl | Customer Service Manager |FCSD 866-631-3788 x 77786| eFax: 866-934-3061 CEARL5@ford.com| www.ford.com

2018-08-07 13:18:00 Email Created On: 8/7/2018 9:17:48 AM From: To: Subject: RE: [REDACTED] CRM:01603000000361 So... am I giving him an ESP? as we discussed. Ford Motor Company @ Casey Earl | Customer Service Manager |FCSD 866-631-3788 x 77786| eFax: 866-934-3061 CEARL5@ford.com| www.ford.com

2018-08-07 13:24:00 Email Created On: 8/7/2018 9:24:45 AM From: To: Subject: Re: [REDACTED] CRM:01603000000361 I think we should but let me talk to Rick I'll email you Thursday OK thanks :) Heather Templehof Business DevelopmentManager Unique Ford of GoffstownSent from my iPhone iPhone, iTypos, i Apologize On Aug 7, 2018, at 9:18 AM, Earl, Casey (C.) wrote: So... am I giving him an ESP? as we discussed. Ford Motor Company @ Casey Earl | Customer Service Manager |FCSD 866-631-3788 x 77786| eFax: 866-934-3061 CEARL5@ford.com| www.ford.com

2018-08-09 15:33:00 Email Created On: 8/9/2018 11:33:31 AM From: To: Subject: RE: [REDACTED] CRM:01603000000361 Hi, Since the Ford Sales side said there is nothing they can do to help, [REDACTED] did say he is going to pursue whatever he can because Ford isnt doing anything and he will let the CEO of Ford know about this etc. Heather Templehof Dealer Principal Assistant Business Development/Marketing Manager Unique Ford 603-641-8400 Showroom Hours Mon-Thurs 9-7pm Friday 9-5pm Sat 9-5pm Sun 11-5 ----- Original Message ----- Subject: RE: [REDACTED] CRM:01603000000361

2018-08-09 15:34:00 Email Created On: 8/9/2018 11:34:28 AM From: To: Subject: RE: [REDACTED] CRM:01603000000361 still waiting to hear on this :) Heather Templehof Dealer Principal Assistant Business Development/Marketing Manager Unique Ford 603-641-8400 Showroom Hours Mon-Thurs 9-7pm Friday 9-5pm Sat 9-5pm Sun 11-5 ----- Original Message ----- Subject: RE: CAS- [REDACTED] CRM:01603000000361

2018-08-09 15:35:00 Email Created On: 8/9/2018 11:35:36 AM From: To: Subject: RE: [REDACTED] CRM:01603000000361 You're waiting to hear from Rick right? Ford Motor Company @ Casey Earl | Customer Service Manager |FCSD 866-631-3788 x 77786| eFax: 866-934-3061 CEARL5@ford.com| www.ford.com

2018-08-09 15:40:00 Email Created On: 8/9/2018 11:40:32 AM From: To: Subject: RE: [REDACTED] CRM:01603000000361 Got it Ford Motor Company @ Casey Earl | Customer Service Manager |FCSD 866-631-3788 x 77786| eFax: 866-934-3061 CEARL5@ford.com| www.ford.com

2018-08-09 15:40:00 Email Created On: 8/9/2018 11:40:17 AM From: To: Subject: RE: [REDACTED] CRM:01603000000361 No, Rick and I are waiting to see what [REDACTED] says, ?? Heather Templehof Dealer Principal Assistant Business Development/Marketing Manager Unique Ford 603-641-8400 Showroom Hours Mon-Thurs 9-7pm Friday 9-5pm Sat 9-5pm Sun 11-5 ----- Original Message ----- Subject: RE: [REDACTED] CRM:01603000000361

2018-08-09 15:47:00 Email Created On: 8/9/2018 11:47:50 AM From: To: Subject: RE: [REDACTED] CRM:01603000000361 I'm going to make the case inactive here, but we can revisit the ESP at a later date as needed. Ford Motor Company @ Casey Earl | Customer Service Manager |FCSD 866-631-3788 x 77786| eFax: 866-934-3061 CEARL5@ford.com| www.ford.com

2018-08-09 15:57:00 Email Created On: 8/9/2018 11:57:25 AM From: To: Subject: RE: [REDACTED] CRM:01603000000361 great thanks. Heather Templehof Dealer Principal Assistant Business Development/Marketing Manager Unique Ford 603-641-8400 Showroom Hours Mon-Thurs 9-7pm Friday 9-5pm Sat 9-5pm Sun 11-5 ----- Original Message ----- Subject: RE: [REDACTED] CRM:01603000000361

2018-08-09 16:38:00 Email Created On: 8/9/2018 12:38:08 PM From: To: Subject: RE: [REDACTED] CRM:01603000000361 Just wanted to make sure you were aware of this. This is what [REDACTED] said after he spoke to Rick and Rick had to tell him that he reached out to the Ford Sales side and they are unable to do anything in this matter. Heather Templehof Dealer Principal Assistant Business Development/Marketing Manager Unique Ford 603-641-8400 Showroom Hours Mon-Thurs 9-7pm Friday 9-5pm Sat 9-5pm Sun 11-5 ----- Original Message ----- Subject: RE: [REDACTED] CRM:01603000000361

2018-08-13 19:02:00 Email Created On: 8/13/2018 3:02:55 PM From: To: Subject: 2016 Ford Flex - Safety Issues - Solution / Resolution - [REDACTED] CRM:01603000000332 - Re: options Good afternoon Casey and Robert! Would like to propose a timely solution / resolution relating to the 2016 Ford Flex file referenced above, that hopefully, given the dollar amounts involved, is within the "Ford Guidelines" that you gentlemen work with. The proposed solution / resolution addresses the safety concerns we have as a result of what, according to the information provided, are somewhat unique electrical / electronic occurrences. It also provides Ford a fair, cost effective, business friendly resolution opportunity as well. Have worked with Rick and Heather at Unique Ford to locate a new 2018 replacement vehicle (see below). Proposal is that we sign the appropriate lease document(s) tomorrow for the referenced 2018 replacement vehicle, with Ford agreeing to terminate the existing lease on the 2016 vehicle, at the time we take delivery of the 2018 Ford Flex below. Would appreciate an answer at your earliest opportunity, as Heather indicated that the vehicle below is the only one that they located in the area, that has similar equipment to our 2016 and requested I give her an answer regarding leasing the vehicle, in the morning to ensure its availability. Look forward to hearing from you and believe this solution / resolution is in everyone's best interest. Look forward to hearing from you. [REDACTED]

2018-08-13 19:23:00 8/13 CSM x77786, OBC to DLR SA @ (603) 641-8400, CSM left Voicemail and advised that asked DLR to close IWL - talked him through how to do it and asked that it be done. IBE from CUST OBE to CUST NEXT STEPS: CSM will need to need IWL closed in case, 8/22

2018-08-13 19:23:00 Email Created On: 8/13/2018 3:23:57 PM From: To: Subject: [REDACTED]
Hi [REDACTED] I do not have access to see anything regarding your Lease or financial programming. The details of this request should be put forward to Ford Credit or whomever you leased directly from. Regrettably, I am unaware of the 'Ford Guidelines' that you are speaking of. Best Regards, Ford Motor Company® Casey Earl | Customer Service Manager |FCSD 866-631-3788 x 77786| eFax: 866-934-3061 CEARL5@ford.com| www.ford.com

2018-08-13 19:36:00 Email Created On: 8/13/2018 3:36:17 PM From: To: Subject: Re: [REDACTED]
[REDACTED] CRM:01603000000444 Hi Casey, Was referencing information in your 4:01PM, July 17th, 2018 email "I am empowered to make decisions based upon Ford's guidelines". Leased the vehicle thru Unique Ford. [REDACTED]

2018-08-13 19:40:00 Email Created On: 8/13/2018 3:40:41 PM From: To: Subject: RE: [REDACTED]
[REDACTED] CRM:01603000000444 Correct in regards to the issues we were speaking of. I have no input into Leasing or Financial Programming. I understand that after the many service appointments and time spent attempting to duplicate your concerns to have them repaired, you have been dissatisfied with the results. You may pursue this Lease arrangement as you see fit with appropriate parties – regrettably, I am unable to assist you with this request. Ford Motor Company® Casey Earl | Customer Service Manager |FCSD 866-631-3788 x 77786| eFax: 866-934-3061 CEARL5@ford.com| www.ford.com

2018-08-13 20:20:00 Email Created On: 8/13/2018 4:20:45 PM From: To: Subject: Re: [REDACTED]
[REDACTED] CRM:01603000000444 Casey, trying to get this resolved in a timely and fair manner and involved you because of your earlier input. Thank you for the update and will remove you from communication going forward. As regards Ford protocols relating to the random electrical / electronic safety issues we have recently experienced with the vehicle, appreciate the time invested, but as you know, the protocols didn't replicate in house or in limited test drives, the randomly occurring issues we experienced over several months of driving. Also per earlier correspondence, was not at all comfortable with the suggestion in the second paragraph of your 7/17/18, 4:10PM as to what I needed to do. Gave you all of the information that I had, including the video of the random event relating to the backup camera taking control of other vehicle functions which I was told at the time was something that was unique and could not be replicated based on Ford protocols. Realize the challenges of solutions, when you have difficulty replicating random occurring events and am simply looking for a safe, timely resolution of the issue. [REDACTED]

2018-08-13 20:26:00 Email Created On: 8/13/2018 4:26:25 PM From: To: Subject: [REDACTED]
Hi [REDACTED] I'll move your case into an inactive status, and if you feel the need to reach back out to Ford we can revisit your concern. Ford Motor Company® Casey Earl | Customer Service Manager |FCSD 866-631-3788 x 77786| eFax: 866-934-3061 CEARL5@ford.com| www.ford.com

2018-08-13 20:28:00 No Cust Contact. NEED IWL CLOSED. 8/13

2018-08-14 11:49:00 Email Created On: 8/14/2018 7:49:55 AM From: To: Subject: Re: [REDACTED]
[REDACTED] CRM:01603000000446 Thank you Casey, but my goal is to get this resolved for everyone's benefit and hopefully Ford shares this objective. Big believer in solving problems vs managing them. Have a good evening. [REDACTED]

2018-11-16 15:20:00 CSM Matt x77725, IBC from DLR. William (service manager) called. William said the RO Open date is 06/25/2018. William said the previous CSM told him to claim the 4 days self approval, so the DLR needs 15 days IWL. I advised to create a new case, refer to this one, and upload the RO, and Rental Receipt. William said the rental was a Ford. NEXT STEPS: No next steps for CSM.

2019-01-02 12:40:00 Email Created On: 1/2/2019 7:40:57 AM From: To: Subject: 2016 Ford Flex / [REDACTED]
CRM:01603000000265 / Engine Smell From Vents 12/16/18 Good afternoon Casey, as requested am advising of a recurrence of engine smell coming from vents on 12/16/18. I was the sole occupant* which is our normal practice, since we notified FORD of the randomly occurring undiagnosed vehicle malfunctions requesting assistance (refer file # above). Event happened in traffic with climate set to 70 degrees on auto when engine smell started coming from vents, opened windows (NH Winter) to dissipate smell and it stopped several minutes later and returned to normal operation, same as previously experienced. Please advise if any solutions have been identified. Happy New Year, [REDACTED] *Uncomfortable having others in the vehicle given its recent history and use it sparingly.

CASE ATTACHMENTS:

CASE NUMBER [REDACTED] STATUS: Resolved
 OPEN: 07-19-2018 CLOSED: 07-25-2018 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: Randall Reed's Prestige Ford
 PA CODE: 09469 DLR SALES CODE: 67077 REGION: ZONE:
 VIN: [REDACTED] MODEL YEAR: 2016 MODEL: FLEX MILEAGE: 20,196
 BODY STYLE: K5B - FLEX SE FWD 4-DR MPV
 LAST NAME FIRST NAME MIDDLE: [REDACTED]
 ADDRESS [REDACTED]
 CITY STATE ZIP COUNTRY: GARLAND | TX [REDACTED] USA
 HOME PHONE:
 SYMPTOMS: Driver Aides & Information | Reverse Camera | Performance | Inoperative
 ANALYST NAME: P Rxsalp2 OPEN ANALYST NAME: Mark Dumduma
 COMMENTS:

2018-07-19 20:49:00 Ford's commitment is to honor the new vehicle limited warranty this does not guarantee that Ford will buyback your vehicle. "however cust hangup was not able to give the case number cust say; cust called in requesting a buyback for her veh according to cust her veh had a multiple problem and her last problem was the back up camera went black. dlr/per cust say :n/a cust contact number crc advised: 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]

2018-07-19 20:52:00 CUST SAYS: Cust called stating that the line was cut-off while working with another rep. Wasn't able to get the ref number and doesn't want to repeat all the information again PER CUST/DLR SAYS: NA CRC ADVISED: Provided case number [REDACTED] and reiterated to Cust that case has been escalated to Ford Regional CSM and will receive a call 1 business day from now, Cust understood

2018-07-20 12:01:00 Email Created On: 7/19/2018 4:45:26 PM From: CRM01 Email1 (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 2016 FLEX. 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: Dawn Michel CSM Phone: 866-631-3788 x77775 CSM Email: DMICHE25@ford.com Sincerely, Ford Motor Company Customer Care Team

2018-07-20 12:52:00 Ticket Number: [REDACTED] Customer: [REDACTED] Business phone: N/A Home phone: [REDACTED] Mobile phone: [REDACTED] LTV Score: 57 Vehicle Purchase Status: Original Owner Dealer name: Randall Reed's Prestige Ford Dealer P&A: 09469 Dealer phone: (972) 864-3673 VIN: [REDACTED] Year : 2016 Make: FORD Model: FLEX Mileage: 20196 Warranty Start Date: 7/14/2016 Engines Specification: 3.5L V6 CYCLONE TIVCT Open Recall/FSA: N/A ESP: 0968 - USA 2016 NEW 60/60,000 PREMIUMCARE W/ROADSIDE Hotline Contact: N/A Warranty History: 01167001: 16-JUL-2018: back up camera flickers: replace back up camera and initialize LIN network

2018-07-20 14:41:00 CSM Ivy x77726, assisting CSM Shelley x77775 OBC to DLR (3673) CSM was put on extended hold and the line was disconnected. CSM will contact CUST

2018-07-20 14:42:00 CSM Ivy x77726, assisting CSM Shelley x77775 After review, it appears this vehicle does not meet the requirements for repurchase/replacement under the state guidelines: beyond presumption. Buyback denied.

2018-07-20 15:00:00 CSM Ivy x77726, assisting CSM Shelley x7775 OBC to CUST [REDACTED] CUST brought VEH to DLR on Monday 7/16, CUST stated that VEH has a lot of problems and she has cancer so she needs VEH to work correctly for her to get to doctor appointments. CSM understood, CUST states that steering wheel locked up on her while she was driving earlier this year. CUST stated her husband took VEH to DLR and DLR told them it was the battery. CUST said that the same concern happened a few days later and CUST took VEH back to DLR. CALL DISCONNECTED. CSM will try call again. CUST stated DLR put another battery in the VEH. CUST said last month that the backup camera blacked out, CUST took VEH in on Monday and picked VEH back up on Thursday 7/19. CUST expresses frustration that she needs to keep taking VEH to DLR. CUST stated that she doesn't want a brand new VEH, just a replacement. CSM advised that, as per that request, I conducted a Good Faith Review. Please keep in mind, this review does not mean that Ford Motor Company would be buying back or replacing the vehicle; it is to determine if we can proceed with the buyback/replacement process. After review, unfortunately, the vehicle does not meet the requirements for repurchase/replacement under the state guidelines: however, if you wanted more information regarding the guidelines, you are always welcome to research them locally for your state. CUST would like to speak to supervisor. CSM advised that the information, unfortunately, would not change. CUST understood; however, still wanted to speak to supervisor. CSM will escalate to supervisor CSM will F/U 7/25 (result of COM call)

2018-07-23 19:43:00 SUP call performed to cust - Cust not wanting the vehicle. Cust wanting to trade out. COM advised the CSM advised of the appropriate resolution and that will not be able to buy the vehicle back. COM advised she would have to work with dealer in regards to a trade. Cust understanding and advised if it happens again, she will trade it. Next steps: Close case

2018-07-25 17:17:00 CSM Shelley x77775 As per COM next steps CSM is closing case.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
 OPEN: 08-22-2018 CLOSED: 09-10-2018 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: Randall Reed's Prestige Ford
 PA CODE: 09469 DLR SALES CODE: 67077 REGION: ZONE:
 VIN [REDACTED] MODEL YEAR: 2016 MODEL: FLEX MILEAGE: 25,000
 BODY STYLE: K5B - FLEX SE FWD 4-DR MPV
 LAST NAME FIRST NAME MIDDLE: [REDACTED]
 ADDRESS: [REDACTED]
 CITY STATE ZIP COUNTRY: GARLAND | TX | [REDACTED] USA
 HOME PHONE:
 SYMPTOMS: Start/Run/Move | Noise | OTHER | OTHER
 ANALYST NAME: P Rxsalp2 OPEN ANALYST NAME: Mark Rey
 COMMENTS:

2018-08-22 18:12:00 CONTACT VIA (PHONE: [REDACTED] EMAIL: [REDACTED] Cust says: The cust said that he has complains on the veh that he have. As per the cust, they were locked up on the veh twice and the tire has major holes on it then the camera just blank and those were already repaired, however, yesterday he went to the dlr for oil change and rotated the tires and found out that there are hole in the tires banging sound in the back so he is requesting for a buyback again since the veh still has problems after the repair and he does not want the veh anymore and he needs to get rid of the veh. Cust says, per DLR: NA 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.

2018-08-22 19:12:00 Ticket Number [REDACTED] Customer: [REDACTED] Business phone: [REDACTED] Home phone: null Mobile phone: [REDACTED] LTV Score: N/S Vehicle Purchase Status: Original Owner Dealer name: Randall Reed's Prestige Ford Dealer P&A: 09469 Dealer phone: (972) 864-3673 VIN: [REDACTED] Year : 2016 Make: FORD Model: FLEX Mileage: 25000 Warranty Start Date: 7/14/2016 Engines Specification: 3.5L V6 CYCLONE TIVCT Open Recall/FSA: None ESP: 60/60,000 Premium care Hotline Contact: None Warranty History: Related warranty history 5-7-2018 at 19465 miles for trac light and hard to steer, reprogrammed power steering control module, 5-21-2018 at 19587 miles for steering is hard, reprogrammed power steering control module.

2018-08-22 19:48:00 CSM JSaporita Ext, 77727- == OBC to dealer (972) 864-3673 spoke with Sheldon S/A, CSM seeking if veh is currently at veh. S/A advised have an open ticket for an issue with thumping sound from veh. CSM seeking if any steering concerns on current R/O. S/A advised replaced found stick on wheel weight hitting the brake spring, veh repaired, S/A advised comparable loaner was provided for 5/7, 5/21 repair and 7/16. S/A advised no concern for steering on current R/O. Current R/O info, R/O number 15754, R/O open date 8/21, mileage 22,142

2018-08-22 19:49:00 After review; veh does not meet state guidelines for buyback/replacement criteria. Talking points Deny GFR Focus on getting veh repaired.

2018-08-23 12:01:00 Email Created On: 8/22/2018 2:17:49 PM From: CRM01 Email1 (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 2016 FLEX. 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: Dawn Michel CSM Phone: 866-631-3788 x77775 CSM Email: DMICHE25@ford.com Sincerely, Ford Motor Company Customer Care Team

2018-08-23 13:44:00 CSM Shelley x77775 OBC to CUST [REDACTED] SM advised CUST of role and provided contact info. CSM let CUST know did reach out to the DLR in order to obtain more information and was advised the veh is currently there, CSM also acknowledged the CUST's request for a buyback/replacement of the veh and advised the CUST, as per that request, I conducted a Good Faith Review. Please keep in mind, this review does not mean that Ford Motor Company would be buying back or replacing the vehicle; it is to determine if we can proceed with the buyback/replacement process. After review, unfortunately, the vehicle does not meet the requirements for repurchase/replacement under the state guidelines; however, if you wanted more information regarding the guidelines, you are always welcome to research them locally for your state. CSM advised CUST we will continue to honor the NVLW and work towards the repair of the veh. CUST stated the warranty will expire at 30,000. CUST stated got an oil change and the discovered there was a hole in the tire. CUST stated when the veh was fixed, however, there was a banging noise the S/A did not hear due to the radio being so loud. As per CUST, she was told there was a caliper and did not understand why they were going to mess with caliper. CUST mentioned the warranty again. CSM advised CUST the veh is still under the NVLW, has Powertrain and she has the PremiumCare ESP. CUST just wants to get out of the veh and expressed her frustration with Ford. CUST wants to exchange the veh. Apparently, at this point Mr. [REDACTED] got on the phone. CSM advised CUST, the dealerships are independently owned and operated, anything sales related is beyond my scope of assistance. CUST mentioned exchanging the veh again. CSM advised CUST, the veh did not meet requirements for a repurchase or replacement under the state guidelines; on our end, the answer will not change. CUST wanted to know why he had to pay for the tires, CSM advised CUST they would considered maint, and are the cust's responsibility after 12,000 miles; however, regarding the oil change, I can look into purchasing a maint, plan on his behalf, once the veh has been repaired/returned, CUST understood. CSM will F/U 8/27 (cust has veh/review for maint, plan)

2018-08-27 16:28:00 CSM Shelley x77775 OBC to DLR (3673) Spoke with David (S/A). DLR stated the veh shows as ready. CSM inquired if the vehicle was still there or if it had been returned to the customer. DLR stated the tech does not have the keys. CSM will contact CUST

2018-08-27 16:50:00 CSM Shelley x77775 OBC to CUST [REDACTED] CUST stated the seatbelt locked up on her when she went to look if there were any cars coming and the brakes are too low. CUST mentioned silver things, but I had a problem understanding what she was saying. CSM did inquire if the customer planned on taking the veh back into the to have the brakes addressed. CUST stated she has doctors appts this week and this is her only means of transportation. CSM advised CUST will be out of the office on Friday (8/31) and we will be closed Monday (9/3); however, I can contact her again on Tuesday (9/4). CUST wanted to know if there was any word on the buying the back. CSM advised CUST, as previously stated, the veh did not meet the requirements, as per the state guidelines. CUST understood. CSM will F/U 9/4 (veh back to DLR for brakes/maint. plan once repaired)

2018-09-04 15:35:00 CSM Shelley x77775 OBC to DLR (3673) Spoke with Cody (S/A). DLR stated the veh is not currently there and the last time it was there 7/16. CSM will contact CUST

2018-09-04 15:43:00 CSM Shelley x77775 OBC to CUST [REDACTED] CSM inquired if the CUST has had the opportunity to take the veh back to the DLR. CUST stated she has not been feeling well and will see how she feels at the end of the week. CSM understood. CSM will F/U 9/10 (veh back to DLR for brakes/maint. plan once repaired)

2018-09-10 18:47:00 CSM Shelley x77775 OBC to DLR (3673) Spoke with Rick (S/A). DLR stated there is a RO from July and it is in the process of being closed. DLR stated the veh has not brought the veh back into the DLR. CSM will contact CUST

2018-09-10 19:03:00 CSM Shelley x77775 OBC to CUST [REDACTED] CUST stated she is still not feeling well and mentioned the seatbelt are still tight; she will be taking the veh into the dealership. CSM advised CUST would be closing the concern; however, once she takes the veh in, please contact me and the case can be reopened within the next 30 days. CSM provided contact info and CUST agreed to call. CSM is closing case.

2018-09-28 00:01:00 - Customer says: I have a case number [REDACTED] the person that i spoke with they said that they are bgoing to reprocess this case they are very rude, they couldn't help us, -is there anyway that you could stop my request it so we can pay for it ?? per customer dealer says: n/a Crc advised: mny recommendation for you is try to coordinate with your dealership, in regards with your request, -

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 09-07-2018 CLOSED: 09-07-2018 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Inbound COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Outside Criteria |
DEALER NAME: Thomasville Ford
PA CODE: 06987 DLR SALES CODE: 24530 REGION: A1 ZONE: A01
VIN: [REDACTED] MODEL YEAR: 2016 MODEL: FLEX MILEAGE: 50,000
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: THOMASVILLE | GA [REDACTED] USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Reverse Camera | Other | Other
ANALYST NAME: P Rxsalp2 OPEN ANALYST NAME: Ariane Celajes
COMMENTS:
2018-09-07 13:38:00 CUST SAY'S: I am calling abt the back up camera while I am driving it stay on and I cant see what is behind.
I am currently on the dlr. AS PER CUST, DLR SAY'S: they it cost me \$900 to fix it. CRC ADVISE: After
reviewing my resources, there are no warranties or programs in effect that would provide coverage of your
current concern. I recommend that you keep your receipts in case Ford initiates a program in the future
based on your situation.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
 OPEN: 10-23-2018 CLOSED: 11-08-2018 BUSINESS UNIT NAME: Ford
 RESPONSE TEAM: Tier 2 CCT COMMUNICATION: Phone
 CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | CCT Criteria |
 DEALER NAME: Heiser Ford
 PA CODE: 04727 DLR SALES CODE: 47117 REGION: ZONE: K2
 VIN: [REDACTED] MODEL YEAR: 2016 MODEL: FLEX MILEAGE: 50,000
 BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
 LAST NAME FIRST NAME MIDDLE [REDACTED]
 ADDRESS [REDACTED]
 CITY STATE ZIP COUNTRY: NEW BERLIN | WI | [REDACTED] USA
 HOME PHONE [REDACTED]
 SYMPTOMS: Driver Aides & Information | Reverse Camera | Other | Other
 ANALYST NAME: P Rxsalp2 OPEN ANALYST NAME: Neriza Rondilla
 COMMENTS:

2018-10-23 15:09:00 BCM : phone [REDACTED] CUST SAYS: bought a brand new ford and she's having an issue, 8th times she's been to dlr with the issue that she has with the back up camera, there's a glitch and the left blinker doesn't shut off. Said she has all the receipts everytime she brings the veh to dlr. Cust left voice messages. But has not return the call. Very disappointed to Jeffrey don't want this person to handle this case again. wants someone who's higher up than Jeffrey. PER DLR SAYS: N/A CRC ADVISED: I will escalate your case/request to our Ford Regional Customer Service Manager who works daily with your dealership's management team. The Ford Regional Customer Service Manager has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Ford Regional Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Service Manager within 1 business day.

2018-10-24 12:00:00 Email Created On: 10/23/2018 11:12:05 AM From: CRM01 Email1 (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 2016 FLEX. 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: Jeffrey Slone CSM Phone: 866-631-3788 x77717 CSM Email: JSLONE8@FORD.COM Sincerely, Ford Motor Company Customer Care Team

2018-10-24 14:23:00 Ticket Number: [REDACTED] Customer: [REDACTED] Home phone: [REDACTED] Mobile phone: [REDACTED] TV Score: N/S Vehicle Purchase Status: Original owner Dealer name: Heiser Ford Dealer P&A: 06254 Dealer phone: (414) 228-5700 VIN: [REDACTED] Year : 2016 Make: FORD Model: FLEX Mileage: 50000 Warranty Start Date: 3/15/2017 Engines Specification: 3.5L V6 CYCLONE TIVCT Open Recall/FSA: none ESP: none Hotline Contact: none Warranty History: 04/05/2018 43272 Back up camera not working reset 05/27/18 44709 Back up camera not working process signal wrong 08/01/18 51621 Backup camera not working fuzzy image

2018-10-24 15:04:00 cust says: i want to speak with the manager I was speaking with like 15 mins ago. I believe his name is Greg. He said he'll be calling me back but I'm not hearing from him. How do I get a hold of him? per cust/dlr says: n/a crc advise: Provided direct number and also the extension for mr. Greg Ferraro then transferred call over.

2018-10-24 15:04:00 NEXT STEP F/U with CUST on 10/29 CSM Greg 77720 assisting CAM Jeff 77717 OBC to DLR @ (414) 228-5700 Spoke to Ben: Advised the VEH is not their last time VEH was there was 10/20 DLR advised they have replaced the camera twice and they want the customer to set up an appointment so they will have a loaner VEH for the CUST NEXT STEP F/U with CUST

2018-10-24 15:05:00 CSM Greg 77720 assisting CSM Jeff 77717 OBC to CUST @ [REDACTED] Spoke to [REDACTED] Advised that Ford cannot see when VEH has been brought in so she has recipes to show how many times the VEH has been in. Advised she has two VEH from the same DLR and both VEH have issues and only some of the issues have been resolved. Advised she doesn't know why previous case was closed when she wasn't happy. CUST commented that CSM should know about her issues and previous case before calling her. CSM advised as far as current concerns I know what's going on through notes but as far as previous concerns they do not come up unless we research them. CUST asked for a supervisor, CSM advised I will escalate your case it will take until the close of business day tomorrow for CUST to receive a call. Advised that Jeff is the Regional Customer Service Manager for that area and even if escalated he will still be working the case. CUST hung up before CSM could advise CUST to reach out to DLR and set an appointment before bringing VEH to DLR. NEXT STEP F/U with CUST on 10/29

2018-10-25 18:36:00 CSM jen SUP call OBC to cust [REDACTED] Spoke to [REDACTED] who stated the call dropped and he got Greg's phone number and ext but she didn't want a sup call. Stated Jeff closed the case and didn't return her calls. Cust stated dealership is not fixing the veh. Stated dealership is saying the veh is not under warranty. Cust would like me to contact Jeff and see if he can call back tomorrow. NEXT STEPS: 10/29 did cust bring veh in for repair

2018-10-29 18:58:00 OBC to S/A Dan was adv not aware of veh being back to dlr OBC to cust [REDACTED] left message setting 10-30 f/u

2018-10-30 17:49:00 OBC to cust [REDACTED] left message setting 11-2 to allow call back

2018-11-02 20:06:00 no contact allowing additional time 11-8 f/u

2018-11-08 17:43:00 No contact from cust CSM closing case

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 12-11-2018 CLOSED: 12-14-2018 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Central Loaner COMMUNICATION:
CASE CLASS LV 1234: Dealer - Information | Warranty Loaner Approval | |
DEALER NAME: Gosch Ford Hemet
PA CODE: 05418 DLR SALES CODE: 71426 REGION: W1 ZONE: W1C
VIN: [REDACTED] MODEL YEAR: 2015 MODEL: FLEX MILEAGE: 37,996
BODY STYLE: K6D - FLEX LTD AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: HEMET | CA | [REDACTED] USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Reverse Camera | Other | Other
ANALYST NAME: P Rxsalp2 OPEN ANALYST NAME: P Rxsalp
COMMENTS:
2018-12-11 17:33:00 "By alex SAYEGH" - back up camera issues

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 03-08-2019 CLOSED: 03-12-2019 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Central Loaner COMMUNICATION:
CASE CLASS LV 1234: Dealer - Information | Warranty Loaner Approval | |
DEALER NAME: Taylor Ford, Inc.
PA CODE: 05959 DLR SALES CODE: 23432 REGION: C3 ZONE: C3V
VIN: [REDACTED] MODEL YEAR: 2016 MODEL: FLEX MILEAGE: 35,707
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: RIVERVIEW | MI | [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: | | |
ANALYST NAME: P Rxsalp2 OPEN ANALYST NAME: P Rxsalp2
COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 06-12-2019 CLOSED: 06-13-2019 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Outside Criteria |
DEALER NAME:

PA CODE: DLR SALES CODE: REGION: ZONE:
VIN [REDACTED] MODEL YEAR: 2018 MODEL: FLEX MILEAGE: 0
BODY STYLE: K5B - FLEX SE FWD 4DR MPV

LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: VISALIA | CA | [REDACTED] USA
HOME PHONE: [REDACTED]

SYMPTOMS: | | |

ANALYST NAME: P Rxsalp2

OPEN ANALYST NAME: P Rxsalp2

COMMENTS:

2019-06-12 22:30:00

Chat Id: [REDACTED] Says At 6/12/2019 7:15:41 PM [AC] Operator cwesley2 Sent Auto Pickup Request [REDACTED] Says At 6/12/2019 7:15:42 PM [OP] Operator cwesley2 Picked Up Session cwesley2 : Says At 6/12/2019 7:15:44 PM Hello [REDACTED] My name is Carissha. How can I help you? [REDACTED] Says At 6/12/2019 7:16:02 PM My warranty coverage isn't showing online. cwesley2 : Says At 6/12/2019 7:17:23 PM I'll be happy to assist you [REDACTED] Are you referring to your factory warranty or an Extended Service Plan (ESP) warranty? [REDACTED] Says At 6/12/2019 7:17:49 PM Not too sure. cwesley2 : Says At 6/12/2019 7:19:17 PM Ok, the only warranty that should appear online is your New Vehicle Limited Warranty (3 years/36,000 miles). Are you receiving an error message in place of the warranty information? [REDACTED] Says At 6/12/2019 7:19:32 PM Yes cwesley2 : Says At 6/12/2019 7:20:34 PM Can you please provide me with the error message you are receiving? [REDACTED] Says At 6/12/2019 7:21:53 PM If I click back I'll lose the chat. I've only had my vehicle 1 yr and 3 months and the backup camera and the middle seat already went out. Will it be covered? cwesley2 : Says At 6/12/2019 7:23:28 PM If the parts are shown to be defective, the repairs would be covered under warranty. A Ford dealer will need to inspect your vehicle to verify warranty coverage. Can you please also provide me with your approximate vehicle mileage so that I can document your concern? [REDACTED] Says At 6/12/2019 7:24:02 PM I would have to check. I'm not in my car. Ok I will call thank you cwesley2 : Says At 6/12/2019 7:25:02 PM Your're welcome [REDACTED] Did you have any other questions or concerns at this time? cwesley2 : Says At 6/12/2019 7:28:30 PM Did I lose you? cwesley2 : Says At 6/12/2019 7:30:01 PM I will be closing this chat. Please feel free to chat with us again if you need further assistance.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 12-10-2019 CLOSED: 12-11-2019 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Dealer NA US COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | CLP / Lincoln Loyalty Criteria |
DEALER NAME: Koons Silver Spring Ford
PA CODE: 06766 DLR SALES CODE: 27002 REGION: N4 ZONE: N4A
VIN: [REDACTED] MODEL YEAR: 2016 MODEL: FLEX MILEAGE: 92
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: SILVER SPRING | MD | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | UNKNOWN | UNKNOWN
ANALYST NAME: SYSTEM OPEN ANALYST NAME: Paloma Catterson
COMMENTS:

2019-12-10 21:54:10 CUST SAYS: Veh has been at dlrship Koons Ford 4-5 times for the same issue, rearview camera doesn't work, cust wants to have this permanently repaired. PER CUST DLR SAYS: N/A CRC ADVSD: cCREATED CASE [REDACTED] for assistance, stay in contact with SM at dlrship Koons Ford. ***Attention Service Managers: Your CSM (Customer Service Manager) does not see this case. If you are seeking assistance from Ford Motor Company on this case, please reach out to your CSM directly.***

2019-12-10 23:42:03 cus says: cus is calling about [REDACTED] cus said, she spoke with a person named Austin. cus said, she wanted to talk to him again. as per cus dlr says: n/a crc adv: adv can't pull up any record with the reference # she provided. cus provided another reference # [REDACTED] which i was able to pull up. adv i can't see any documentaion from Austin. cus said, she'll call a different number.

2019-12-11 15:30:59 *WEB*car was here on december 3 and we replaced the camera under there esp plan and provided loaner car its all fixed

CASE ATTACHMENTS:

CASE NUMBER [REDACTED] STATUS: Resolved
OPEN: 01-17-2020 CLOSED: 04-13-2020 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 2 CCT NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | CCT Criteria |
DEALER NAME: Don Hinds Ford Inc
PA CODE: 04716 DLR SALES CODE: 47034 REGION: G3 ZONE: G3A
VIN [REDACTED] MODEL YEAR: 2015 MODEL: FLEX MILEAGE: 41,500
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: FISHERS | IN | [REDACTED] USA
HOME PHONE: [REDACTED]

SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative

ANALYST NAME: # fordprodprojectadvocate

OPEN ANALYST NAME: Julie Ann Magano

COMMENTS:

2020-01-17 18:17:27

NOTES: contact via [REDACTED] Preferred time: anytime after 8AM CUST SAYS: cust called in saying that the camera of his veh is inoperative, he said that the veh was inspected today and was told that the camera needs to be replaced. Cust wanted to FMC to pay for the camera replacement. PER CUST, DLR SAYS: The dlrsdp 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 CAS-XXXXXXX.

2020-01-17 18:18:49

NOTES: Please disregard my previous notes.

2020-01-17 18:18:53

NOTES: contact via [REDACTED] Preferred time: anytime after 8AM CUST SAYS: cust called in saying that the camera of his veh is inoperative, he said that the veh was inspected today and was told that the camera needs to be replaced. Cust wanted to FMC to pay for the camera replacement. PER CUST, DLR SAYS: The dlrsdp told him that the camera is bad and needs to be replace. 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 CAS-XXXXXXX.

2020-01-17 18:21:07

SME christian Assisting TL shiela Approved For Tier 2 CCT escalation

2020-01-17 20:03:14

CSM Tori x77801 Case Number [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : n/a LTV Score : 75 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Don Hinds Ford Inc Dealer P&A : 04716 Dealer phone : 3178499000 VIN [REDACTED] Year : 2015 Make : FORD Model : FLEX Mileage : 41000 Engine Specification : 3.5L V6 CYCLONE TIVCT Transmission Specification : 6 SPD AUTO TRANS 6F Warranty Start Date : 2015-05-19 Open Recall/FSA: none ESP : none Hotline Contact : none Warranty History : @13784 intalled new backup camera @19149 intalled new backup camera OBC to DLR @ 3178499000 CSM spoke with service. Service advised the SA Jim Zell is overseeing this VEH. CSM requested to speak with SA Jim and was transferred. CSM reached SA VM. CSM left a message leaving contact information and advised CSM is going to send him an email requesting the estimate at warranty rates. OBE to SA Jim. Jim, This CUST reached out seeking assistance on a backup camera. Can you send me over the parts, labor, and total amounts at warranty rates? Thank you, Ford Motor Company @ Tori Rabea Customer Service Manager, Ford CX Team trabea@ford.com | www.ford.com Office: 866-631-3788 x 77801 eFax: 8663190048 OBC to CUST @ [REDACTED] CSM spoke with CUST. CUST stated that he has already had the back up camera repaired twice and he is seeking assistance. CUST stated that the repair is over \$900. CSM advised once we get the estimate we can review for assistance. CUST sated he has been loyal to FMC since the 50s and really hopes we will assist him. CSM advised we appreciate his loyalty and will do all we can to get his repairs down. CUST understood. CSM provided contact information. CUST wanted to know why this is happening for the third time. CSM advised we can submit to tech resources for further assistance. CSM is submitting information request. Next steps: 1/22 did DLR send estimate/info request?/review for assistance Tori Rabea Customer Service Manager, Ford CX Team trabea@ford.com | www.ford.com Office: 866-631-3788 x 77801 eFax: 8663190048

2020-01-17 21:50:40

*WEB*SENT TORI A EMAIL. WARRANTY PART PRICE \$406.15 LABOR 154.00 CUSTOMER HAS CALLED SEVERAL TIMES

2020-01-22 17:42:01

CSM Tori x77801 OBC to CUST @ [REDACTED] CSM spoke with CUST. CSM advised CUST we can assist with 510.15 of the repairs leaving him a balance of \$50 plus tax. CUST agreed to this offer. CSM advised we will reach out to the DLR to provide the authorization code. CSM advised we will be putting the case into an inactive status. labor: 154.00 parts: 406.15 total: 560.15 OBE to SA Bret. Bret, This CUST agreed to our offer of \$510.15 of the repairs leaving him a balance of \$50 plus tax. Please send over the RO number, RO open date, and line number so I can provide an authorization code. Thank you, Ford Motor Company @ Tori Rabea Customer Service Manager, Ford CX Team trabea@ford.com | www.ford.com Office: 866-631-3788 x 77801 eFax: 8663190048 Next steps: 1/29 did DLR send RO info?/cut code for repairs/close case Ford Motor Company @ Tori Rabea Customer Service Manager, Ford CX Team trabea@ford.com | www.ford.com Office: 866-631-3788 x 77801 eFax: 8663190048

2020-01-28 15:45:23

*WEB*RO 522559 Line A RO open 22Jan2020 Info needed for the code

2020-01-29 21:59:24

Melbourne CSM Shara x77219 assisting CSM Tori x77801 CSM cut code for DLR. CSM is sending portal message with code. Approval code: MSPA448407 Program code: P11 Total: \$510.15 NEXT STEPS: 1/31 Confirm DLR received code. Close case. Ford Motor Company @ Shara Hagans Customer Service Manager, Ford CX Team SHAGANS@ford.com | www.ford.com Office: 866-631-3788 ext 77219 eFax: 888-410-6067

2020-01-30 16:25:52

As per customer says: Cust called in with [REDACTED] and would like to speak with Tori about the veh camera. Customer provide phone no nad extension no for Tori. Per customer dealer says: na CRC Advise : Told customer that there is a scheduled follow up call on 2/120. obc to Tori directed to voicemail set expectation that if unable to contact Tori will notify and document recontact for follow up in 1 business day. Customer agree and provide case no. [REDACTED] that is the latest case no.

2020-01-30 21:50:50

*WEB*Customers vehicle is repaired and claim paid, THANK YOU !!!

2020-01-31 18:12:22 Cust says: Cust called in to follow with [REDACTED] As per cust he got the veh back but the camera went off again, it was repaired but not fixed properly. As per cust supposed to be someone from corporate will be calling him back yesterday but he did not receive any call. As per cust dlr says: Has been to the dlr. Crc says: advs cust to bring back the veh to the dlr and will update this case again and keep lines open for feedback.

2020-01-31 20:50:29 Next steps: 2/4 is VEH back at DLR for backup camera/update CUST

2020-02-04 17:28:04 Melbourne CSM Shara x77762 assisting CSM Tori x77801 OBC to DLR. CSM left VM for SA Jim Zell to call CSM Tori back with a repair update. Ford Motor Company® Shara Hagans Customer Service Manager, Ford CX Team SHAGANS@ford.com | www.ford.com Office: 866-631-3788 ext 77762 eFax: 888-410-6067

2020-02-04 17:40:47 CSM Tori x77801 OBC to CUST @ [REDACTED] CSM reached CUST VM. CSM left a message leaving contact information and requested a call back. OBC to CUST @ [REDACTED] CSM spoke with CUST. CUST stated that they have an apt for tomorrow at 10:30 am. CSM advised we will reach out later in the week to provide them an update on the VEH. CUST understood and thanked CSM for the call. Next steps: 2/7 backup camera repair update Ford Motor Company® Tori Rabea Customer Service Manager, Ford CX Team trabea@ford.com | www.ford.com Office: 866-631-3788 x 77801 eFax: 8663190048

2020-02-05 17:13:07 BCM: [REDACTED] CUST SAYS:want to check an update for the [REDACTED] PER CUS,DLR SAYS: N/A CRC ADVISED: Advised scheduled f/u today 2/5 until EOB from our CSM. Advised we will notify our CSM. Cust understood.

2020-02-07 16:26:05 Cust Says: Cust calling about the case#cas-[REDACTED] Per Cust, Dlr Says: n/a CRC Advised: Informed cust that there's a scheduled follow-up on him today 02/07/2020. Advised to keep his line open.

2020-02-07 16:37:25 CSM Tori x77801 OBE to SA Jim. Jim, Can you send me over the estimate at warranty rates for Mr. [REDACTED] wiring harness. He is seeking some assistance. Thank you, Ford Motor Company® Tori Rabea Customer Service Manager, Ford CX Team trabea@ford.com | www.ford.com Office: 866-631-3788 x 77801 eFax: 8663190048

2020-02-07 16:50:38 [REDACTED] CSM Shara x77762 assisting CSM Tori x77801 OBC to DLR @ [REDACTED] CSM spoke to SA Jim Zell who stated he was getting ready to call the CUST to have him bring the VEH in. SA stated the wiring harness had come in to complete the repair for the camera. SA stated the wiring harness in the tailgate has corrosion I needs to be replaced. OBC to CUST @ [REDACTED] CSM ADV CUST we spoke to DLR and DLRSHIP will be calling him to bring the VEH in to install new wiring harness to repair backup camera. CUST said VEH has been in the shop 3 times and DLR accidentally found the problem was the wiring harness. CUST also ADV he received a fraudulent call this morning from someone pretending to be calling from Ford. They wanted CUST to send them a check regarding his VEH. CSM ADV CUST of f/u. IBVM from DLR. SA Jim ADV DLRSHIP will be handling cost of repair locally. NEXT STEPS: f/u on 2/13. Is VEH repaired? CSAT Ford Motor Company® Shara Hagans Customer Service Manager, Ford CX Team SHAGANS@ford.com | www.ford.com Office: 866-631-3788 ext 77762 eFax: 888-410-6067

2020-02-11 18:42:08 CUST SAYS: He was calling in reference to this case [REDACTED] and [REDACTED] PER CUST, DLR SAYS: N/A AS CRC ADVISED: Upon checking the active case that he have is [REDACTED] and this case is still active and in high priority. Follow up will be on Feb 14. Please call the cust as soon as possible for the updates.

2020-02-13 21:11:40 CSM Tori x77801 OBC to CUST @ [REDACTED] CSM spoke with CUST. CUST stated that the DLR repaired the wiring harness and that still did not repair the VEH. CUST stated the DLR said they need to change the module now and it is \$973. CSM advised we will get with the DLR to review for assistance. CUST understood. CUST is frustrated because they replaced the camera three times as well. CSM apologized for the inconvenience. CSM advised we can review for an ESP at the end for additional coverage. OBE to SA Jim. Jim, I reached out to Mr. [REDACTED] and he advised that he is now needing a module. Can you send over the estimate at warranty rates for me to review for him. Thank you, Ford Motor Company® Tori Rabea Customer Service Manager, Ford CX Team trabea@ford.com | www.ford.com Office: 866-631-3788 x 77801 eFax: 8663190048 Next steps: 2/18 did SA respond with estimate?/review for assistance/ESP

2020-02-18 14:52:01 CUST SAYS: I have a case [REDACTED] I still dont have a callback. They said that they will going to call me today. CUST AS PER DLR SAYS: n/a CRC ADVISED: CRC advised that there is scheduled follow up within the day. advised to wait for the call. Educate cust on the recall 20S04 REAR SUSPENSION TOE LINK REPLACEMENT

2020-02-18 20:40:31 CSM Tori x77801 OBC to DLR @ 3178499000 CSM spoke with SA Jim Zell. SA stated that they heard back from hotline this morning and they advised to run some circuit test. SA stated he will have to get the VEH back in to complete the testing but he can not guarantee he will find anything. OBC to CUST @ [REDACTED] CSM spoke with CUST. CSM advised CUST that the DLR is going to be reaching out to have him bring the VEH back in for testing. CUST believes that the concern has to do with the gear shift because when they shift the gear shift some times the camera works and sometimes it doesn't. CSM advised to make the DLR aware of this. CUST understood. Next steps: 2/25 repair update Ford Motor Company® Tori Rabea Customer Service Manager, Ford CX Team trabea@ford.com | www.ford.com Office: 866-631-3788 x 77801 eFax: 8663190048

2020-02-25 15:28:17 Melbourne CSM Corri x77796 Assisting CSM Tori x77801 OBC to DLR @ 3178499000 - SA Jim Zell - Stated thought he had the appt scheduled but doesn't have it written down. CSM adv will call cust to confirm then send him an email. jzell@donhindsford.com OBC to Cust @ [REDACTED] No response. CSM lvm w/ role/thank/brand Provided contact/FU Tuesday 3/3. wanting to see if Appt has been scheduled for repair. Next Step: Cust - Appt scheduled? 3/3 Ford Motor Company® Corri Embry Customer Service Manager, Ford CX Team CEMBRY4@ford.com | www.ford.com Office: 866-631-3788 x 77796 eFax: 866-638-1186 Hours of Operation 8:30 am to 5 pm M-F

2020-03-03 20:20:30 CSM Tori x77801 OBC to CUST @ [REDACTED] CSM spoke with CUST. CUST stated that he took the VHE over to the DLR today but they could not duplicate the concern since the CAM started working. CUST stated she screen also goes blank. CUST stated it is working at this time. CSM advised we are going to put the case into an inactive status. CUST stated that it was just not working earlier. CSM advised we can keep the case open for one more week and to bring the VEH back to the DLR if it acts up. CUST understood. Next steps: 9/10 did CUST bring VEH back in for repairs?/if no place case inactive Ford Motor Company® Tori Rabea Customer Service Manager, Ford CX Team trabea@ford.com | www.ford.com Office: 866-631-3788 x 77801 eFax: 8663190048

2020-03-09 19:32:58 CUST SAYS: Customer called in to follow the case [REDACTED] PER CUST, DLR SAYS: NA CRC ADVISED: Document recontact the case and provide for possible call back by 03/10

2020-03-10 14:58:30 Melbourne CSM Brendan M. ext.77735 Assisting Tori ext 77801 OBC to CUST @ [REDACTED] CUST states that he took the VEH back to the DLR. The VEH is currently still there. He says his S/A is Jim and the module on the camera needs to be replaced. CUST asked about getting assistance for repair. I advised him I need to gather more information from the DLR before I can advise on any assistance. Ford Motor Company® Brendan Morris Customer Service Manager, Ford CX Team BMORR103@ford.com | www.ford.com Office: 866-631-3788 x77735

2020-03-10 15:06:18 Melbourne CSM Brendan M. ext.77735 Assisting Tori ext 77801 OBC to DLR @ 3178499000 Spoke with Jim S/A. The VEH back at DLR as of 3/9/20. The new RO# is 524851. The VEH concern is the back up camera not working intermittently. The have been diagnosed and the APIM needs to be replaced. The Jim stated that they offered to pay the labor and the CUST pay for the part to eliminate warranty, however the CUST declined and said he wanted to hear from us first. I asked Jim to have the FAR form filled out so we can determine if we can assist and if so with how much. Ford Motor Company © Brendan Morris Customer Service Manager, Ford CX Team BMORR103@ford.com | www.ford.com Office: 866-631-3788 x77735

2020-03-10 15:06:59 Next Step: Have the CUST filled out FAR form? 3/12/20 Ford Motor Company © Brendan Morris Customer Service Manager, Ford CX Team BMORR103@ford.com | www.ford.com Office: 866-631-3788 x77735

2020-03-10 15:18:10 *WEB*Unable to access the financial section- per request Here is the breakdown for parts and labor to replace the APIM.Part \$728.45 at warranty price Labor 2.0 hours \$220.00. Estimated total is \$948.45 Thanks, Bret

2020-03-12 14:28:35 Melbourne CSM Natasha x 77748 assisting Melbourne CSM Tori Ext 77801. Melbourne CSM Natasha x 77748 made OBC to SA Scott on # 3178499000. SA stated SA assigned Jim is not in today. SA provided ro details and SA email. jzell@donhindsford.com Ford Motor Company © Natasha Bailey Customer Service Manager, Ford CX Team NBAILE40@ford.com | www.ford.com Office: 866-631-3788 x77748 eFax: 888-410-0926

2020-03-12 14:29:15 Melbourne CSM Natasha x 77748 assisting Melbourne CSM Tori Ext 77801. Melbourne CSM Natasha x 77748 sent OBE to jzell@donhindsford.com Good morning Jim, May you confirm details below are correct. Mileage:41500 RO Date:02-14-20 RO #: 524851 Line: a Amount:948.45 Parts: \$728.45 Labor: 220.00 Ford Motor Company © Natasha Bailey Customer Service Manager, Ford CX Team NBAILE40@ford.com | www.ford.com Office: 866-631-3788 x77748 eFax: 888-410-0926

2020-03-12 15:43:33 Melbourne CSM Natasha x 77748 made OBC to customer on [REDACTED] CSM stated call is being recorded provided contact information. CSM informed CUST on role. CSM stated did get estimate on repairs and Ford will assist with \$235 which leaves his share at \$713.45. CUST stated he had VEH in before for multiple time for camera doesn't understand why they didn't find issue before. CSM stated we do 2nd review and set up F/U 03-17-20 NEXTSTEP:D-C F/U Business case answer? Is DLR willing to contribute as well? 03-17-20 Ford Motor Company © Natasha Bailey Customer Service Manager, Ford CX Team NBAILE40@ford.com | www.ford.com Office: 866-631-3788 x77748 eFax: 888-410-0926

2020-03-12 15:44:11 Melbourne CSM Natasha x 77748 assisting Melbourne CSM Tori Ext 77801. Melbourne CSM Natasha x 77748 made OBC to customer on [REDACTED] CSM stated call is being recorded provided contact information. CSM informed CUST on role. CSM stated did get estimate on repairs and Ford will assist with \$235 which leaves his share at \$713.45. CUST stated he had VEH in before for multiple time for camera doesn't understand why they didn't find issue before. CSM stated we do 2nd review and set up F/U 03-17-20 NEXTSTEP:D-C F/U Business case answer? Is DLR willing to contribute as well? 03-17-20 Ford Motor Company © Natasha Bailey Customer Service Manager, Ford CX Team NBAILE40@ford.com | www.ford.com Office: 866-631-3788 x77748 eFax: 888-410-0926

2020-03-12 16:18:29 COM review - due to customer loyalty and multiple repairs for same concern FMC offers \$711.34 leaving customer \$237.11 plus tax and fees

2020-03-12 19:14:05 Melbourne CSM Natasha x 77748 assisting Melbourne CSM Tori Ext 77801. Melbourne CSM Natasha x 77748 made OBC to customer on [REDACTED] CSM stated call is being recorded provided contact information. CSM informed CUST on role. CSM stated we have completed second review and Ford will contribute \$711.34 which leaves CUST at \$237.11. CUST accepted offer. CSM stated will call DLR and provided authorization. Ford Motor Company © Natasha Bailey Customer Service Manager, Ford CX Team NBAILE40@ford.com | www.ford.com Office: 866-631-3788 x77748 eFax: 888-410-0926

2020-03-12 19:17:41 Melbourne CSM Natasha x 77748 assisting Melbourne CSM Tori Ext 77801. Melbourne CSM Natasha x 77748 made OBC to SA on # 3178499000. CSM LVM with CUST name CSM contact information and [provided P11 code MSPA153866 in amount of \$711.36 Ford Motor Company © Natasha Bailey Customer Service Manager, Ford CX Team NBAILE40@ford.com | www.ford.com Office: 866-631-3788 x77748 eFax: 888-410-0926

2020-03-12 19:20:11 Melbourne CSM Natasha x 77748 assisting Melbourne CSM Tori Ext 77801. Melbourne CSM Natasha x 77748 sent OBE to banderson@donhindsford.com Good day Bret, Here is p11 code MSPA153866 for customer Edgar Pierce in amount of \$711.34 Ford Motor Company © Natasha Bailey Customer Service Manager, Ford CX Team NBAILE40@ford.com | www.ford.com Office: 866-631-3788 x77748 eFax: 888-410-0926

2020-03-17 17:56:09 CSM Tori x77801 OBC to DLR @ 3178499000 CSM spoke with SA Jim. SA stated that the VEH is repaired and he just called the CUST to pick it up. OBC to CUST @ [REDACTED] CSM spoke with CUST. CUST stated that he just got the call from the DLR and he is going to pick up the VEH. CSM advised we will reach out next week for CSAT. CUST understood. Next steps: 3/24 CSAT Ford Motor Company © Tori Rabea Customer Service Manager, Ford CX Team trabea@ford.com | www.ford.com Office: 866-631-3788 x 77801 eFax: 8663190048

2020-03-24 20:12:36 CSM Tori x77801 OBC to CUST @ [REDACTED] CSM spoke with CUST. CUST stated that he picked up the VEH and the camera did not work at first but when he shifted gears it came on. CUST stated it was on for three days and the camera went out again. CUST stated that Jim is going to reach out to hotline for further assistance because they are not sure what to do next. CUST does not believe that we can fix the VEH. CSM advised that we will continue to work with hotline toward a resolution. CUST understood. Next steps: 3/26 speak with Jim about hotline/update CUST Ford Motor Company © Tori Rabea Customer Service Manager, Ford CX Team trabea@ford.com | www.ford.com Office: 866-631-3788 x 77801 eFax: 8663190048

2020-03-26 17:46:05 CSM Tori x77801 OBC to DLR @ 888-361-6643 CSM spoke with SA Jim. SA stated that he is not sure where to go next with the VEH he has been back and fourth with hotline multiple times. CSM advised to reach out to them again. SA asked about an FSE. CSM advised we need to continue to utilize hotline for that to become an option. SA understood and advised his tech will be back Monday and they will reach out. SA stated that they are very low staffed right now. CSM advised we will also reach out to our tech specialist. CSM submitted tech SME request. OBC to CUST @ [REDACTED] CSM spoke with CUST. CSM advised CUST that the DLR is going to submit a hotline contact and we are also going to submit to our tech specialist. CUST understood. CSM advised they are going to submit the ticket on Monday. Next steps: 4/2 tech sme and hotline response/update CUST Tori Rabea Customer Service Manager, Ford CX Team trabea@ford.com | www.ford.com Office: 866-631-3788 x 77801 eFax: 8663190048

2020-04-01 15:55:53 ***MELBOURNE CSM Xavier x 77725 assisting on case*** OBC to DLR at 888-361-6643: Spoke to SA Ron who advised SA Jim is off for two weeks DLR is waiting for hotline but SA advised VEH is driveable DLR is waiting for hotline direction. SA said that CUST is older gentleman in quarantine. OBC to CUST at [REDACTED] CUST advised that he has VEH. CUST confirmed that DLR is waiting on direction from hotline. CSM advised that hotline has not made contact yet and we would like to give them more time to communicate and we will fu on friday 4/3 for any updates. CUST advised that he started VEH and camera still did not work, sometimes the camer works and sometimes it does not work. CUST advised that he wiggled the gear shift and camer started working but right now VEH does not work. DLR replaced camer 3 times, wiring harness. CUST advised that the gear shift does not seem to make contact then he will hit a bump and it will randomly start working. NEXT STEPS: 4/3 DLR/CUST fu HOTLINE RESPONSE? UPDATE CUST. REOPEN TECH SME ONCE VEH IS BACK AT DLR Xavier Delgado Customer Service Manager, Ford CX Team XDELGAD2@ford.com | www.ford.com Office: 866-631-3788 x 77725 |

2020-04-03 15:47:37 CSM Tori x77801 OBC to DLR @ (317) 849-9000 CSM spoke with service. Service advised that SA Charlie is filling in for SA Jim due to him being out. SA Charlie advised that he is going to get with the tech who is at lunch right now and call CSM back. CSM provided contact information. Tori Rabea Customer Service Manager, Ford CX Team trabea@ford.com | www.ford.com Office: 866-631-3788 x 77801 eFax: 8663190048

2020-04-03 18:26:10 CSM Tori x77801 OBC to DLR @ (317) 849-9000 CSM spoke with SA Charlie. SA stated that they are really short handed so he has not been able to get with his tech at this time. SA stated that he is going to call CSM back with an update. OBC to CUST @ [REDACTED] CSM spoke with CUST. CSM advised CUST that the DLR is going to call back with an update and we will update him on Monday 4/6. CUST understood and thanked CSM for the call. Next steps: 4/6 hotline response?/update CUST Tori Rabea Customer Service Manager, Ford CX Team trabea@ford.com | www.ford.com Office: 866-631-3788 x 77801 eFax: 8663190048

2020-04-06 16:05:07 CSM Tori x77801 OBC to DLR @ (317) 849-9000 CSM spoke with SA Charlie. SA sated that he just wrote the VEH up and the CUST is going to be dropping the VEH off from today until Thursday 4/9. OBC to CUST @ [REDACTED] CSM spoke with CUST. CUST stated that he is upset because he has paid over \$300 with all of these repairs. CSM advised that we can work with the DLR to see if we can assist with repairs if they are needed. CUST understood. Next steps: 4/7 speak with DLR to estimate, 4/9 repair update/review for assistance Tori Rabea Customer Service Manager, Ford CX Team trabea@ford.com | www.ford.com Office: 866-631-3788 x 77801 eFax: 8663190048

2020-04-07 21:05:44 CSM Tori x77801 OBC to DLR @ (317) 849-9000 CSM spoke with SA Charlie. SA advised CSM that he can send over the estimate when he has one. SA stated that they are still looking at the VEH at this time. CSM provided SA email address. Next steps: 4/9 diag?/get estimate/review for assistance Tori Rabea Customer Service Manager, Ford CX Team trabea@ford.com | www.ford.com Office: 866-631-3788 x 77801 eFax: 866319004

2020-04-09 16:53:48 CSM Tori x77801 OBC to DLR @ (317) 849-9000 CSM spoke with service. Service advised CSM that SA Charlie is on lunch at the moment and will call CSM back. CSM left contact number and extension. Tori Rabea Customer Service Manager, Ford CX Team trabea@ford.com | www.ford.com Office: 866-631-3788 x 77801 eFax: 8663190048

2020-04-09 18:11:04 CSM Liz Ext. 77713 assisting assigned CSM Tori Ext. 77801 OBC to Dlr 317-849-9000 SA Charlie, the veh had a wire pinch and the dlr took care of it and customer picked up the veh and the SA also adv telling the customer if any further issues to come back. OBC to Customer [REDACTED] tried to follow up on CSAT and customer disconnected the call. Ford Motor Company Elizabeth Rodriguez Customer Service Manager, Ford CX Team ERODR230@ford.com /www.ford.com Office 866-631-3788 Ext. 77713

2020-04-09 18:16:02 CSM Liz Ext. 77713 assisting assigned CSM Tori Ext. 77801 Next Step: F/U 04/10/20 CSAT/customer. Ford Motor Company Elizabeth Rodriguez Customer Service Manager, Ford CX Team ERODR230@ford.com /www.ford.com Office 866-631-3788 Ext. 77713

2020-04-10 19:31:09 CSM Tori x77801 OBC to CUST @ [REDACTED] CSM reached CUST VM. CSM left a message leaving contact information and requested a call back. Next steps: 4/13 final attempt: CSAT Ford Motor Company ® Tori Rabea Customer Service Manager, Ford CX Team trabea@ford.com | www.ford.com Office: 866-631-3788 x 77801 eFax: 8663190048

2020-04-13 19:41:23 CSM Tori x77801 OBC to CUST @ [REDACTED] CSM spoke with CUST. CUST stated that he got he VEH back and it is operating great at this time. CSM advised that we are going to place the case into an inactive status. CUST understood. CSM confirmed contact information. CSM is closing case, no further action required. Tori Rabea Customer Service Manager, Ford CX Team trabea@ford.com | www.ford.com Office: 866-631-3788 x 77801 eFax: 8663190048

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 01-20-2020 CLOSED: 01-27-2020 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance |
DEALER NAME: Dick Witham Ford
PA CODE: 03454 DLR SALES CODE: 41790 REGION: G1 ZONE: G1Y
VIN: [REDACTED] MODEL YEAR: 2016 MODEL: FLEX MILEAGE: 35,784
BODY STYLE: K5B - FLEX SE FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: EVANS DALE | IA [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: SYSTEM
COMMENTS:

2020-01-20 15:28:29 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : N/A LTV Score : 78 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Dick Witham Ford Dealer P&A : 03454 Dealer phone : 3192344200 VIN : [REDACTED] Year : 2016 Make : Ford Model : FLEX Mileage : 35784 Engine Specification : 3.5L Cyclone V6 Petrol TIVCT Transmission Specification : 6 Speed Auto Transmission 6F50 Warranty Start Date : 2016-03-11 Open Recall/FSA : : VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY ESP : No Hotline Contact : No Warranty History : No

2020-01-20 15:55:17 DXS Rolanda, 79254 ext.,RBrew1@ford.com OBC to SA to advise that based off the LTV score 78 and the miles of 37,784 we are able to assist with 174.00 the approval code is MSPA648646 advised in email the approval code per SA request email attached Next Step: F/U on (01/27). Ford Motor Company Customer Relationship Center ? Dealer Team Rolanda Brew | Dealer Customer Experience Specialist | Houston CRC 866.631.3788 x79254 RBrew1@ford.com |E fax 866-984-3681 Mon-Fri 8:30AM to 5:00PM CST Ford Confidentiality: For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you

2020-01-21 23:09:50 CUST SAYS : \ " My wife bought a Ford Flex a 2016. The back up camera and it's been there 4 times cause it keeps going out. The third time they need to put in a new camera. They have an extend service plan and they said that You're only have to pay \$173 out of the \$500+ charge for a new camera. \ " SEEKING FIN ASSIST , I DON'T THINK I HAVE TO PAY FOR IT .\ " PER CUST/DLR SAYS : NA CRC ADVISED : \ " I was able to see a case that was being handled by our internal dept. and created by your dealership. I suggest for you to stay in contact with your dealership regarding this . (CUST HUNG UP) ** LTV Score : 78 **

2020-01-21 23:11:29 CUST SAYS : \ " We just purchased a Ford Explorer limited from Carmaxx. I am planning to purchase an ESP . \ " PER CUST/DLR SAYS : NA CRC ADVISED : \ " The veh still under the NVLW covers 3 yrs and 36000 miles . We don't have a way to get information on a third party ESP and advised would be best to speak with our Ford protect sales fordprotect.ford.com , Ford Protect Sales: 866-616-6727 (9:00AM – 9:00PM EST) 19B12 ANTI-LOCK BRAKE SYSTEM MODULE SOFTWARE UPDATE : A Customer Satisfaction Program (CSP) is an available upgrade to a specific component or an extension of an existing warranty. Customer Satisfaction Programs are VIN-specific and time and mileage limitations do apply. This CSP requires a proactive repair. \ "

2020-01-21 23:13:05 ** Please disregard the current notes added on 01/21/2020 18:11:30 **

2020-01-27 14:49:52 DXS Rolanda, 79254 ext.,RBrew1@ford.com OBC to Will he advised the customer declined the offer she has a services plan that covered her repairs i will be closing case Ford Motor Company Customer Relationship Center ? Dealer Team Rolanda Brew | Dealer Customer Experience Specialist | Houston CRC 866.631.3788 x79254 RBrew1@ford.com |E fax 866-984-3681 Mon-Fri 8:30AM to 5:00PM CST Ford Confidentiality: For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you

CASE ATTACHMENTS:

2020-01-20 15:56:31

Rolanda Brew





Brew, Rolanda (R.)

Mon 1/20/2020 10:54 AM

To: WRW95440@UCMO.EDU <WRW95440@UCMO.EDU>;

Good Morning , William

Per I conversation here is the approval code for the 174.00 MSPA648646
once you speak with the customer please advise if the customer accepts the amount so we can resolve
the case if you have any question my contact information is below if customer has any question you
can advised them to contact customer services at 800-392-3673 Due to Dealer Experience Specialist
are here for the dealer .

Ford Motor Company®

Rolanda Brew

Dealer Experience Specialist, Ford CX Team

Rolandabrew1@ford.com | www.ford.com

office: 866-631-3788 ext. 79254

EFax: 866-984-3681

Ford Confidentiality:

For security reasons, please do not submit any sensitive personally identifiable information, such as
credit card numbers, driver license number, SSN, DOB, etc. Thank you

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 02-06-2020 CLOSED: 02-07-2020 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 2 CCT NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | CCT Criteria |
DEALER NAME: Don Hinds Ford Inc
PA CODE: 04716 DLR SALES CODE: 47034 REGION: G3 ZONE: G3A
VIN [REDACTED] MODEL YEAR: 2015 MODEL: FLEX MILEAGE: 0
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: FISHERS | IN [REDACTED] USA
HOME PHONE: [REDACTED]

SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Appearance

ANALYST NAME: # fordprodprojectadvocate

OPEN ANALYST NAME: Job Carlo Lumanlan

COMMENTS:

2020-02-06 20:30:36

CONTACT VIA [REDACTED] BEST TIME : ASAP CUST SAYS: I just had this veh repaired for the camera problems and when i took it home its still not working, i want ford to shoulder the repairs this time AS PER CUST/DLR SAYS: repair cost 88 dollars 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]

2020-02-07 14:22:41

CSM is closing case as a duplicate. Please refer to case [REDACTED] Ford Motor Company ®
Tori Rabea Customer Service Manager, Ford CX Team trabea@ford.com | www.ford.com Office: 866-631-3788 x 77801 eFax: 8663190048

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 10-27-2020 CLOSED: 10-27-2020 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Outside Criteria |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2015 MODEL: FLEX MILEAGE: 73,000
BODY STYLE: K5D - FLEX LTD FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS:
CITY STATE ZIP COUNTRY: | | [REDACTED]
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | UNKNOWN
ANALYST NAME: Carissha Wesley OPEN ANALYST NAME: Carissha Wesley
COMMENTS:
2020-10-27 20:49:28

Hello, my name is Carissha. How can I help you today? You 4:28 PM I have a 2015 Ford Flex the rear cameral has flipped upside down. Went to the local dealer and he tells me it can't be fixed I have to buy a new one for \$650 (it still show picture just upside down and still has the hepping noise etc). The happeded the first month we bought it new and they fixed it right away. [REDACTED] 4:30 PM Thank you for reaching out to us [REDACTED] You 4:32 PM First, to make sure your vehicle concern is documented, can you also provide me with your approximate mileage? You 4:33 PM 73,000 [REDACTED] 4:33 PM Thanks for that information. You 4:34 PM Just so you are aware, your vehicle is also affected by Recall 20S04 REAR SUSPENSION TOE LINK REPLACEMENT. You can have this recall performed by any Ford dealer. You 4:36 PM Cool so I take in the above info to them and they will fix? [REDACTED] 4:36 PM Yes, that is correct. I would recommend scheduling an appointment to have the recall completed. At this time, there are no field service actions available that are related to the problem you are experiencing with your vehicle. You 4:37 PM Thank you so much as we are in no position to replace. What do you mean by field service actions [REDACTED] 4:38 PM To clarify, a field service action is a recall or a Customer Satisfaction Program (CSP). These are both programs/repairs related to a particular concern that are covered by Ford. You 4:40 PM To be clear (sorry to bother u), that means they will fix my problem? [REDACTED] 4:41 PM Currently, Ford will cover the cost of the recall repair listed above. However, your vehicle is not eligible for any other Ford programs that are related to your camera issue. You 4:42 PM Any suggestion how we can get it repaired as to having to buy a new one? [REDACTED] 4:43 PM You can visit a different Ford dealer to obtain a second opinion. If you like, I can provide you with contact information for a different Ford dealership that can assist? You 4:46 PM Thanks I guess we can always go back to the place we purchased it. [REDACTED] 4:47 PM Sounds good. Would you like me to look up their contact information? You 4:47 PM

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 05-17-2021 CLOSED: 05-17-2021 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Inbound NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehide Concern | FIN Assist Request | Outside Criteria |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2018 MODEL: FLEX MILEAGE: 47,000
BODY STYLE: K5B - FLEX SE FWD 4DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS:
CITY STATE ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: Maica Jewel Lopez OPEN ANALYST NAME: Maica Jewel Lopez
COMMENTS:
2021-05-17 23:26:32 Name: [REDACTED] Zip Code [REDACTED] east [REDACTED] Phone Number: [REDACTED] VIN: [REDACTED]
[REDACTED] millage:47,000 britney miles Cust says: -back up camera is back up down or it was
upside down per cust dlr says: N/A crc advised: -try to check if their is way of trouble shooting for it -
advised cust to visit dlrshp // cust says it will not be covered under warranty -try to check for a clv of the car
owner.. NO CLV agent name: Jewel Lopez

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 06-29-2021 CLOSED: 06-29-2021 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | Has Not Been to Dealership | |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN [REDACTED] MODEL YEAR: 2016 MODEL: FLEX MILEAGE: 100,213
BODY STYLE: K5D - FLEX LTD FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED] PHOENIX AZ [REDACTED]
CITY STATE ZIP COUNTRY: PHOENIX | AZ | [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Diane Niosi
COMMENTS:
2021-06-29 20:30:31

Info At 3:59 PM Jun 29

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

I am wondering if my extended warranty covers my back up camera.

[REDACTED] 4:00 PM

Hi, [REDACTED] Thanks for reaching out to Ford today! My name is Diane. How may I assist you today?

I'll be happy to assist you with this today! First, may I ask for your full name and zip code so I can search for your VIN to access your vehicle's information? My system isn't showing the pre-chat survey information at the moment. My apologies if you've already supplied it. Thanks in advance!

You 4:00 PM

Oops! Nevermind!

It just came up!

You 4:01 PM

[REDACTED] 4:01 PM

I'll be right with you!

You 4:01 PM

Thank you for holding, [REDACTED] May I have the mileage for your vehicle, please? Also, can you describe the issue you're having with the back up camera?

You 4:03 PM

Let me look

it says it is unavailable and is a blue screen.

I tried to trouble shoot but no luck.

[REDACTED] 4:03 PM

Thank you for that information. I'm checking in your plan's specifics on what's covered. I'm standing by for the mileage.

You 4:04 PM

100213.4 miles

[REDACTED] 4:05 PM

Thank you! Do you know if you have the Gold or the Blue CPO Powertrain Plan?

You 4:06 PM

I think it's the Gold since it's for 7 years/100,000 miles.

You 4:08 PM

No. I do not know that.

what is difference between gold and blue

[REDACTED] 4:08 PM

It looks like it's covered under the Gold Plan.

You 4:09 PM

Ok

And If it happens to be the blue plan?

[REDACTED] 4:09 PM

I'm checking that one, as well, but that one is offered for 90 days/4,000 miles, so I don't think that's the one you have.

But I see it's covered under that one, as well.

You 4:11 PM

If you don't have one you use already, I'll be more than happy to locate one for you!

*If you don't have a Ford dealership

You 4:12 PM

Have you been to the dealership yet for them to assess what could be wrong with the camera [REDACTED]

You 4:14 PM

Chat Input

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 09-20-2021 CLOSED: 09-20-2021 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | CLP / Lincoln Loyalty Criteria | Has not been to Dealer
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2018 MODEL: FLEX MILEAGE: 29,000
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: ELLISON BAY | WI | [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | UNKNOWN
ANALYST NAME: Candice Hatchett OPEN ANALYST NAME: Candice Hatchett
COMMENTS:
2021-09-20 13:34:03

Hi [REDACTED] Thank you so much for your patience with our longer than normal hold time. How may I help you today?
You 8:11 AM
2018 Flex backup camera failure
[REDACTED] 8:12 AM
I am happy to help [REDACTED] I can check for any recalls or programs related to this issue. What is the VIN?
You 8:13 AM
[REDACTED]
[REDACTED] 8:14 AM
What is the approximate mileage?
You 8:15 AM
Dealer said no open recalls but I understood that the NTSB required the mfg to have these working if provided as factory installed safety equipment
29000
my 4th FLEX
[REDACTED] 8:15 AM
Have you visited a Ford dealer to have the issue diagnosed?
You 8:16 AM
Just verbal email contact so far as it is a 100 mile round trip to nearest dealer
[REDACTED] 8:17 AM
Thank you for that information. What name is the vehicle's registration?
You 8:19 AM
[REDACTED]
[REDACTED] 8:19 AM
Bear with me for just a moment, [REDACTED] while I review my resources.
You 8:20 AM
Thanks for your patience. I recommend having your vehicle examined and diagnosed by a Ford dealer. Once it has been diagnosed, we can create a case to request assistance with the cost of the repair.
You 8:23 AM
OK, thank you....any way to document this chat for reference to the dealer?
[REDACTED] 8:25 AM
Click the plus sign (+) below and select "Email Transcript". Once you enter your email address, you will receive a full chat transcript shortly after this chat closes.
Please keep in mind, you should reach back out to use after visiting the dealer. Once the provide a diagnosis and repair estimate, we can handle the rest. I will provide a case number to you.
You 8:25 AM
Info At 8:26 AM Sep 20
The chat transcript will be sent to [REDACTED] at the end of your chat.
Thank You
[REDACTED] 8:27 AM
Your case number is [REDACTED]
You 8:28 AM
Info At 8:28 AM Sep 20
The chat transcript will be sent to [REDACTED] at the end of your chat.
You will receive the transcript once the chat closes, be sure to check your spam folder. Is there anything else that I can assist you with today?
You 8:29 AM

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 10-01-2021 CLOSED: 10-01-2021 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Inbound NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Outside Criteria |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN [REDACTED] MODEL YEAR: 2015 MODEL: FLEX MILEAGE: 90,475
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: Tier 1 Inbound NA CRC | Generic Contact |
ADDRESS:
CITY STATE ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | UNKNOWN
ANALYST NAME: Rose Ann Jalova OPEN ANALYST NAME: Rose Ann Jalova
COMMENTS:
2021-10-01 13:05:08 Cust say's My rear camera is lit upside down is there is any recall on the vehicle when i go to revesre the pictures upside down. Per dealer say's/ n/a KB ARTICLE: Vehicle Concern > Financial Assistance > Outside Criteria CRC Advise, 20S04 REAR SUSPENSION TOE LINK REPLACEMENT Inform the customer that the vehicle should be inspected by the local Ford dealer. After reviewing my resources, there are no warranties or programs in effect that would provide coverage of your current concern. I recommend that you keep your receipts in case Ford initiates a program in the future based on your situation."

CASE ATTACHMENTS:

CASE NUMBER [REDACTED] STATUS: Resolved
OPEN: 10-15-2021 CLOSED: 11-29-2021 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford SUV-CUV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria
DEALER NAME: Jones Ford Casa Grande
PA CODE: 20350 DLR SALES CODE: 71475 REGION: W3 ZONE: W3A
VIN: [REDACTED] MODEL YEAR: 2015 MODEL: FLEX MILEAGE: 78,791
BODY STYLE: K6D - FLEX LTD AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: CASA GRANDE | AZ | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Jeadee Guzman
COMMENTS:
2021-10-15 00:52:29

CONTACT VIA CELLPHONE: [REDACTED] (BCM)
Email: [REDACTED]

CUST SAYS:

I have a 2015 flex that I purchased brand new. I have a bad experience with my dlr. There's an intermittent issue with the rear camera on our car. We brought it to them last year to have it check and and there's work needs to be done. I was told its not covered under my ESP and it will cost \$300, because of the pandemic, we can't afford to have the work done. Today we brought it back to them. It got checked again by the dlr. The repair is more expensive now. It will cost up to a thousand dollar. And we figured out that our ESP just got expired last month and the work should be covered under ESP, but the first time we took it in, they're saying its not covered even the ESP warranty is still active.

I'm calling to get help from ford.

AS PER DLR SAYS: n/a

CRC ADVISED:

Thank you for reaching out to Ford Motor Company with this concern. I will be escalating this case to a Customer Experience Specialist on the escalated Truck support team. They will contact you through your preferred/best contact method within 1 business day to assist you. Your case number is [REDACTED]

2021-10-15 21:55:33 Mayra Garza/ext.79585/MGARZA23@Ford.Com OBC Agent called dlr to get speak with SA Chris (ect 214) but their was no answer agent left a detailed vm asking for a call back with details over what needs to be done to cust veh. OBC Agent called cust to get details over veh but their was no answer agent left a detailed vm along with contact info. Next Steps: set follow up with dlr and cust. Mayra Garza Ford Motor Company Customer Experience Specialist, Ford CX Team MGARZA23@FORD.COM / WWW.FORD.COM office: 866-631-3788 ext.79585

2021-10-16 18:07:28 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : N/A LTV Score : 84 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Jones Ford Casa Grande Dealer P&A : 20350 Dealer phone : 520-836-3100 VIN [REDACTED] Year : 2015 Make : FORD Model : FLEX Mileage : 70000 Engine Specification : 3.5L-4V DOHC T/C V6 GAS 350HP Transmission Specification : 6 SPD AUTO TRANS 6F55 Warranty Start Date : 2015-09-11 Open Recall/FSA : N/A ESP : N/A Hotline Contact : N/A Warranty History : YES

2021-10-18 20:16:07 Mayra Garza/ext.79585/MGARZA23@Ford.Com OBC Agent called SA Chris ext (214) but their was no answer agent left a vm requesting a call back to get info over veh and what needs to be done moving forward. OBC agent t called cust wife answered agent explained she has to be a delegate on case wife called cust on 3 way and he added her. Cust explained they had taken veh to dlr for recall work and also told them she was having issues with the back up cam. SA jr. at the time(no longer with dlr) gave cust a estimate on repairs for cam instead of fixing it under cust esp, esp is now expired and cust is having to pay for cam that should have been taken care of under esp. Cust picked veh up from dlr on 10/17 agent explained veh has to be at dlr in order for ford to assist. Next Steps: reach ou to GM or SM and see what they will do on their behalf to make situation better and assist with the repair cost. Mayra Garza Ford Motor Company Customer Experience Specialist, Ford CX Team MGARZA23@FORD.COM / WWW.FORD.COM office: 866-631-3788 ext.79585

2021-10-20 19:41:48

Good Afternoon,

Reaching out to see if you were able to take your vehicle back to dealership? Per our last conversation I did explain to you that the only way Ford could assist is if vehicle was at the dealership. If you could reach back out at you earliest convenience it would be appreciated.

Thank you,

Mayra Garza
Ford Motor Company
Customer Experience Specialist, Ford CX Team
MGARZA23@FORD.COM / WWW.FORD.COM
office: 866-631-3788 ext.79585

2021-10-20 19:43:35

Mayra Garza/ext.79585/MGARZA23@Ford.Com OBC Agent called cust to see if they took veh back to dlr but their was no answer agent left a detailed vm. OBC Agent called other number provided on case but it was a non working number. Next Steps: set follow up with cust to see if they took veh back to dlr. Mayra Garza Ford Motor Company Customer Experience Specialist, Ford CX Team MGARZA23@FORD.COM / WWW.FORD.COM office: 866-631-3788 ext.79585

2021-10-21 18:42:43

I understand it needs to go back to the dealership and I'm OK with that however I need to know how long they're going to have it because it is my primary source of transportation so I can't just leave it for days at a time without knowing anything also are they going to be able to give me a rental if I do that so I have a vehicle to be able to drive and get back-and-forth to what I need to be doing please let me know

Sent from Yahoo Mail for iPhone

2021-10-21 18:50:32

Mayra Garza/ext.79585/MGARZA23@Ford.Com OBC Agent called cust to assure Ford would reimburse them for rental agent explained once again that yes ford would do so. Cust wanted to know how long the repairs would take agent told cust their is no way of know till veh is at dlr, agent advised case would be closed if veh is not taken back to dlr asap cust said she would take veh today. Next Steps: set follow up with cust. Mayra Garza Ford Motor Company Customer Experience Specialist, Ford CX Team MGARZA23@FORD.COM / WWW.FORD.COM office: 866-631-3788 ext.79585

2021-10-21 22:05:13

*WEB*DIAGNOSIS HAS BEEN COMPLETED. VEHICLE NEEDS A BACK UP CAMERA . REPAIR COST AT WARRANTY RATES IS \$530.17 PLUS TAX AND SHOP SUPPLIES. RETAIL VALUE IS \$861.93. PART IS OUT OF STOCK AND MUST BE ORDERED FROM FOMOCO

2021-10-21 23:13:16

IBC CXS (Samuneisha Davidson/extension #79573) IBC from CUST Cust is pissed that he has to get a rental for his car cut says he isnt paying a hundred dollars a day. cust is upset that he hasnt heard about repairs. advised cust that he has to wait for approval, Cust says that dealer is waiting on financial assistance approval. NEXT STEPS: F/u requested from customer. Ford Motor Company @ Customer Experience Specialist – Car/SUV Team Samuneisha Davidson

2021-10-21 23:40:55

LIVE SUP ESCALATION

CXS: Sam
EXT: 79573

-CUST can't find rental for \$35 per day
-CUST told agent he could only find a rental for \$100 per day and up

-I told her to let the CUST know I will approve the agent handling the case to reimburse the cost of the rental up to the agent's DOA of \$2,000 regardless of daily price
-I told her to let the CUST know the lower the price of the rental, the longer we can continue covering the rental

-She said she'd let him know

Next Steps: I will be adding safety net on the case, agent handling case should check back in w/ CUST to find out cost of rental and work to escalate the part

Ford Motor Company ®
Vince Gonzales
Lead Experience Specialist, Ford SUV Team
vgonza78@ford.com | www.ford.com
Office: 866-631-3788 ext. 79227
Hours: MON-FRI 1:30pm-10:00pm CST

2021-10-21 23:42:39

SAFETY NET

-CXS can provide rental reimbursement to the CUST for up to her DOA of \$2,000 regardless of the daily cost
-CUST should be reminded that the lower the daily cost, the longer we'll be able to cover the rental VEH

Next Steps: CXS should reach out to CUST to determine if rental was obtained and to determine daily cost

Ford Motor Company ®
Vince Gonzales
Lead Experience Specialist, Ford SUV Team
vgonza78@ford.com | www.ford.com
Office: 866-631-3788 ext. 79227
Hours: MON-FRI 1:30pm-10:00pm CST

2021-10-22 00:24:56

Mayra Garza/ext.79585/MGARZA23@Ford.Com OBC Agent called cust back cust is upset stating they cant find rental for lower then 135 a day and said dlr told them they are waiting on ford for help. OBC Agent spoke with old sa chris he stated cust went in their yelling saying they need to fix their veh asap. Chris mentioned that cust had not made it known that the cam was not working when they took veh in originally. New SA Ben said veh needs a new back up cam and no other repairs are needed agent advised she would send over email with needed cost details. Next Steps: send over email and set follow up also call cust and let them know they can get rental at the price they found. Mayra Garza Ford Motor Company Customer Experience Specialist, Ford CX Team MGARZA23@FORD.COM / WWW.FORD.COM office: 866-631-3788 ext.79585

2021-10-23 01:02:06

The repair order number is incorrect it should be 6 numbers, I am unable to start fin assist till I get correct one.

Mayra Garza
Ford Motor Company
Customer Experience Specialist, Ford CX Team
MGARZA23@FORD.COM / WWW.FORD.COM
office: 866-631-3788 ext.79585

2021-10-25 21:39:20

OBC to DLR 5208363100 SA is Ben. RO #: 095127 RO line #: B Open Date: 10/21/21 Open Mileage Date: 78791 SA said he already emailed the agent all the info on the cost breakdown for parts and labor. SA said maybe an ETA of Thursday. No parts are on B/O. OBC to CUST [REDACTED] CUST did not answer. Left her a VM that her agent will be reaching out with FAR info and letting her know how much Ford can assist. Ford Motor Company ® Rashif Shah Customer Experience Specialist, Ford CX Team rshah48@ford.com | www.ford.com office: 866-631-3788 ext. 79696 Mon-Fri 12:30PM to 9:00PM

2021-10-26 20:32:21

Margaret Phillips /Ext.79483/MPHIL202@ford.com IBC DLR Ben DLR on the line calling about CAS- [REDACTED] Was calling to speak to new Agent on the case. Provided him with new Agent contact info and advised a follow up is scheduled for 10/27 Next Step CXS will send email and update case notes. Ford Motor Company ® Margaret Phillips Customer Experience Specialist, Ford CX Team MPHIL202@ford.com | www.ford.com office: 866-631-3788 ext. 79483 efax: 833-430-0246

2021-10-26 20:39:54

Good Afternoon,

I sent an email last week requesting the correct Repair Order Number so we could move forward with assisting the customer the repair order number you previously sent me contained 5 number when it should contain 6 number. If you could please send over the correct number at you earliest convenience it be would be greatly appreciated.

Thank you,

Mayra Garza
Ford Motor Company
Customer Experience Specialist, Ford CX Team
MGARZA23@FORD.COM / WWW.FORD.COM
office: 866-631-3788 ext.79585

2021-10-27 01:14:57

Please disregard last email, I am working on the fin assist and will reach out to cust and you when done.

Thank you,

Mayra Garza
Ford Motor Company
Customer Experience Specialist, Ford CX Team
MGARZA23@FORD.COM / WWW.FORD.COM
office: 866-631-3788 ext.79585

2021-10-27 01:15:34

Okay, no worries. Customer has called again and came down wanting updates. And didn't know what to tell her. She will be calling you as I was told.

2021-10-27 01:22:59

I was not in yesterday otherwise I would have had it done for you all I will get it done asap.

Mayra Garza
Ford Motor Company
Customer Experience Specialist, Ford CX Team
MGARZA23@FORD.COM / WWW.FORD.COM
office: 866-631-3788 ext.79585

2021-10-27 20:12:52

Good Afternoon,

For customer fin assist we do not cover diagnostics fee's, I did the fin assist for the part and labor coming out to a total of 585.10. Ford is willing to assist with \$ 351.06 and the customer would pay the remaining balance \$ 234.04.

Thank you,

Mayra Garza
Ford Motor Company
Customer Experience Specialist, Ford CX Team
MGARZA23@FORD.COM / WWW.FORD.COM
office: 866-631-3788 ext.79585

2021-10-27 22:26:36

IBC CXS (Zequincia Gonzales/extension #79245) IBC from CUST [REDACTED] CUST Calling bec he want to speak with the CXS. CUST stating he want a little more help with repairs. He has a rental and is not being paid for entirely for it. The CUST stating he wouldn't never took the VEH to the DLR if he would've know how much it will cost up front. CUST stating he doesn't want to pay the diagnosis fee. CUST stating he want more FAR %75 bec he have to pay all the extra stuff on rental. CUST is upset bec he can't speak with Mayra feels like Ford should've provided someone in the same time zone. CUST is not happy with the outcome of the case. CUST unsure on how much the CRC will reimburse the CUST. The customer wife will be on the plane at 9:30-3:14 MSD (Arizona Time) and [REDACTED] will be at work an cannot answer the phone. 10/14/2021-10/30/2021 NEXT STEPS: Document Customer Recontact. CUST requesting a call-back before Saturday when he is scheduled to pick the VEH up. Ford Motor Company ® Customer Relationship Center – Car/SUV Team Zequincia Gonzales zgonza15@ford.com Office: 1-866-631-3788 ext. 79245

2021-10-27 23:30:50

Good Evening,

The customer reached out and is requesting for more assistance, I went back and adjusted it the most Ford will assist with is \$380.32 leaving customer with a balance of \$204.79.

Mayra Garza
Ford Motor Company
Customer Experience Specialist, Ford CX Team
MGARZA23@FORD.COM / WWW.FORD.COM
office: 866-631-3788 ext.79585

2021-10-28 00:05:40

Mayra Garza/ext.79585/MGARZA23@Ford.Com OBC Agent called cust back because he was upset and stating Ford needs to provide more assistance agent told cust the most Ford will assist with is \$380.32 leaving them with a total of \$204.79. Agent also reminded cust Ford is going to reimburse him for the rental as well. Cust is upset because he is being charged a diagnostics fee of \$140.00. Agent advised she would reach out to dlr abut the fees. Next Steps: set follow up with dlr. Mayra Garza Ford Motor Company Customer Experience Specialist, Ford CX Team MGARZA23@FORD.COM / WWW.FORD.COM office: 866-631-3788 ext.79585

2021-11-02 21:59:34

Hello Mayra, the repairs are completed now. The service manager is needing a commitment authorization code so we can close this repair order and call the customer that the vehicle is ready.

2021-11-02 22:34:03

Mayra Garza/ext.79585/MGARZA23@Ford.Com OBC Agent received a email from Ben stating veh is done and they are needing the approval code agent asked them to send over proof of completion so she can send over code. OBC Agent called cust to let them know veh is ready wife is out of town and asked to call her husband and let him know. Next Steps: call dlr tomorrow and cust as well to make sure veh is picked up. Mayra Garza Ford Motor Company Customer Experience Specialist, Ford CX Team MGARZA23@FORD.COM / WWW.FORD.COM office: 866-631-3788 ext.79585

2021-11-03 20:17:13

Mayra Garza/ext.79585/MGARZA23@Ford.Com OBC Agent called cust but they were unable to hear agent and hung up call. OBC Agent called cust back and got husbands number to call him. Cust said he has not picked up veh yet because he is working. OBC Agent called cust kary to let him know veh was ready. Next Steps: follow up with cust to make sure veh is running as should and offer a esp. Mayra Garza Ford Motor Company Customer Experience Specialist, Ford CX Team MGARZA23@FORD.COM / WWW.FORD.COM office: 866-631-3788 ext.79585

2021-11-05 22:30:44

OBC to DLR 5208363100 No one was picking up in the Service Dept. OBC to CUST [REDACTED] CUST says they picked up VEH. CUST was upset because the DLR charged her \$400 with all the upselling that they do. I told them their agent will reach out next week and look into offering an ESP to make up for it. Next Steps: F/U with CUST to offer them an ESP. Ford Motor Company ® Rashif Shah Customer Experience Specialist, Ford CX Team rshah48@ford.com | www.ford.com office: 866-631-3788 ext. 79696 Mon-Fri 12:30PM to 9:00PM

2021-11-05 22:34:18

IBC to CXS

CUST called to say he was charged an amount more that what was told him. Said DLR said Ford told them to charge the diagnostic fee. Also said he will only be available the next 30 minutes to receive agent call. Would like a call back within 30 minutes.

Advised CUST I would let agent know and a f/u is scheduled for today.

Ford Motor Company
Linda Paley
Customer Experience Specialist
866-631-3788x79695
11:30 am - 8:00pm central standard time
lpaley@ford.com/www.ford.com

PE24-030 000098 GCCT PV

2021-11-11 02:52:19

Mayra Garza/ext.79585/MGARZA23@Ford.Com OBC cust said the dlr charged him a total of \$ 418.00 for the repairs including miscellaneous, taxes, fee,s and diagnostics fee. Cust stated dlr told him agent told dlr to add diagnostics fee's agent advised she would be reaching out to the dlr to get the details. Next Steps: set follow up with dlr and cust look over documents sent from cust. Mayra Garza Ford Motor Company Customer Experience Specialist, Ford CX Team MGARZA23@FORD.COM / WWW.FORD.COM office: 866-631-3788 ext.79585

2021-11-15 21:27:40

Mayra Garza/ext.79585/MGARZA23@Ford.Com OBC Agent called dlr to get details over the charges SM stated he was unsure of what charges agent started telling him and when it got to diagnostics fee's he stated its BS and we do not tell him what to do and what to charge. OBC Agent called dlr and spoke with the office manager because GM was out till Wednesday agent explained about the charges she said she could not do much with out authorization but let gm know of what is going on and have him reach out to me as well agent left contact info for gm and also left contact info on his vm. Next Steps: follow up with GM and office manager, Mayra Garza Ford Motor Company Customer Experience Specialist, Ford CX Team MGARZA23@FORD.COM / WWW.FORD.COM office: 866-631-3788 ext.79585

2021-11-17 01:58:30

Renter Information

Renter Name

[REDACTED]

Renter Address

CASA GRANDE, AZ [REDACTED]
USA

Vehicle Information

C15C

License # [REDACTED]

State/Province: IA

Unit # [REDACTED]

Vehicle #: [REDACTED]

Vehicle Class Driven

Pickup

Vehicle Class Charged

Pickup

Odometer Mileage/Kilometers

Starting: 45061 Ending: 45264

Total: 203

Fuel

Starting: 7/8 Ending: FULL

Thank you for renting

with Enterprise Rent-A-Car

We appreciate your business!

This email was automatically generated
from an unattended mailbox, so please
do not reply to this e-mail.

If you have any questions about your
rental, please view our Frequently
Asked Questions or send us a secured
message by visiting our Support Center

Trip Information

Pickup

Friday, October 22, 2021 9:45 AM

[REDACTED]

CASA GRANDE, AZ [REDACTED]
USA

Return

Wednesday, October 27,
2021 9:35 AM

[REDACTED]

CASA GRANDE, AZ [REDACTED]
USA

Renter Charges

Rental Rate Time & Distance 5 Day at \$49.00 / Day \$245.00

Taxes and Fees Trans Privilege Tax (9.00%) \$22.05

Vehicle License Surcharge (5.00%) \$12.25

Total \$279.30

(Subject to audit)

Amount charged on October 27, 2021 to VISA (0448) (\$279.30)

APN: VISA CREDIT

AID: [REDACTED]

Verified: Signature

Entry: Chip

TSI: 6800

Amount Due \$0.00

2021-11-17 02:15:26

Morley case number: 649232

2021-11-17 02:35:06

MORLEY CASE NUMBER: 649232

2021-11-18 05:25:01

Morley Transmission CXS Ops Sup | Anthony Ramirez |Ext 79894 Morley Case# 649232
****REJECTED**** Please include the debit card template. Upload submitted on: 11/17 Sup Transmitted on:
11/17 CLV: 84 Time&Mile: 2015 Flex 78,791 Template and/or receipt attached: y Debit Card Amount: \$
245.00

2021-11-19 20:23:37

Morley Case #:649232
Primary Reason for Reimbursement Offer(s):Enter primary reason for the reimbursement(s)cust was not provided with loaner and had to pay out of pocket
Is this reimbursement due to parts delay: NO
Part Name/Number:
Date of Expected Vehicle Repair:cust picked up on 10/18.
Is there a risk for a Buyback Request: Enter yes/no
GCCT Case # [REDACTED]
Customer Information
Name [REDACTED]
Mailing Address [REDACTED] CASA GRANDE AZ, [REDACTED]
Mailing Address Verified: Enter YES
Is the customer a Citizen of India: NO
VIN: Enter VIN# [REDACTED]
Reimbursement Information (fill in each payment type entered in Morley Case)
Consequential Expense Reimbursement: N/A
Amount: N/A
Vehicle Payment Reimbursement: N/A
Amount: N/A
Rental Reimbursement: YES
Amount: \$279.30
(#13 in Morley Submission Form) Reason for Customer Reimbursement, Rentals = RENTAL
Causal Part Number: N/A
Amount: N/A
Additional Comments: Cust paid for rental while veh was down and was also charged extra charges from dlr.

2021-11-24 01:20:39

Good Evening,

Just wanted to follow up with you advise you that your reimbursement has now been Accepted and the Payment is Pending. I will keep you updated till I know it has gone threw if you have any questions please don't hesitate in reaching out to me.

Warmest Regards,

Mayra Garza
Ford Motor Company
Customer Experience Specialist, Ford CX Team
MGARZA23@FORD.COM / WWW.FORD.COM
office: 866-631-3788 ext.79585

2021-11-26 23:19:35

Good Evening,

Your reimbursement has been confirmed and you should be receiving it in the mail within the next couple of weeks if you have any questions or concerns please feel free to reach back out to me.

Thank You,

Mayra Garza
Ford Motor Company
Customer Experience Specialist, Ford CX Team
MGARZA23@FORD.COM / WWW.FORD.COM
office: 866-631-3788 ext.79585

2021-11-26 23:26:41

Hello Mr [REDACTED]

Thank you for contacting Ford Motor Company and allowing us to assist you with your 2015 Ford Flex. Partnering with Jones Ford Casa Grande I am glad we were able to address your concern, get the part expediated while keeping you updated throughout the process.

The repair was completed by one of the factory trained technicians using Ford authorized parts. Moreover – since the vehicle was down for a long period of time – I was happy to reimburse you for your rental because you are such a loyal customer.

If you have any further questions or concerns regarding this repair / issue (s) – any additional comments or feedback – please do not hesitate to reach out to me. Thank you for being a valued customer and a part of the Ford family.

Respectfully,

Mayra Garza
Ford Motor Company
Customer Experience Specialist, Ford CX Team
MGARZA23@FORD.COM / WWW.FORD.COM
office: 866-631-3788 ext.79585

2021-11-26 23:31:00

CASE CLOSURE TEMPLATE FOR SAFETY NETS

CLV: 84

WSD: 9/11/2015

Mileage: 78,791

What problem did the customer have? Veh needed a new back up cam

What assistance did Ford provide? REPAIR ASSISTANCE AND FINANCIAL ASSISTANCE

(What CSAT was offered to the customer? (Core Plan, Maintenance Plan, Vehicle Payment) YES USED

36/36,000 PREMCARE W/ROADSIDE

Is the vehicle repaired and returned to the customer? YES

Is the customer satisfied with Ford's participation? YES

Was a recap email sent to the customer? YES

FAILURE TO COMPLY WILL RESULT IN CORRECTIVE ACTION.

2021-11-26 23:40:36

CXOS – Sharlethia Muldrew
smuldrew@ford.com
866-631-3788

Clear to close the case

Sharlethia Muldrew
Customer Experience Operation Supervisor

CASE ATTACHMENTS:

2021-11-17 01:58:30

Mayra Garza





Rental Agreement # 4RHQNP

Renter Information

Renter Name

[REDACTED]

Renter Address

CASA GRANDE, AZ [REDACTED]
USA

Vehicle Information

C15C

License #: [REDACTED]

State/Province: IA

Unit #: 7TY61X

Vehicle #: [REDACTED]

Vehicle Class Driven

Pickup

Vehicle Class Charged

Pickup

Odometer Mileage/Kilometers

Starting: 45061 Ending: 45264

Total: 203

Fuel

Starting: 7/8 Ending: FULL

Trip Information

Pickup

☐ Friday, October 22, 2021 ☒ 9:45 AM

CASA GRANDE

[REDACTED]
CASA GRANDE, AZ [REDACTED]
USA

Return

☐ Wednesday, October 27, 2021 ☒ 9:35 AM

CASA GRANDE

[REDACTED]
CASA GRANDE, AZ [REDACTED]
USA

Renter Charges

Rental Rate	Time & Distance 5 Day at \$49.00 / Day	\$245.00
Taxes and Fees	Trans Privilege Tax (9.00%)	\$22.05
	Vehicle License Surcharge (5.00%)	\$12.25
Total		\$279.30
(Subject to audit)		
Amount charged on October 27, 2021 to VISA (0448)		(\$279.30)
APN: VISA CREDIT		
AID: A0000000031010		
Verified: Signature		
Entry: Chip		
TSI: 6800		
Amount Due		\$0.00

Thank you for renting
with Enterprise Rent-A-
Car

We appreciate your business!

This email was automatically generated
from an unattended mailbox, so please
do not reply to this e-mail.

If you have any questions about your
rental, please view our Frequently
Asked Questions or send us a secured
message by visiting our [Support Center](#)

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 01-11-2022 CLOSED: 02-09-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford SUV-CUV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria
DEALER NAME: Shults Ford Harmarville
PA CODE: 06338 DLR SALES CODE: 44002 REGION: G4 ZONE: G4C
VIN: [REDACTED] MODEL YEAR: 2015 MODEL: FLEX MILEAGE: 92,311
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: PITTSBURGH | PA | [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Alyece Walker
COMMENTS:
2022-01-11 14:21:36

IBC: Cust [REDACTED] states that her Flex camera went bad and it went upside down for three years. Cust states that there is times that it is black, but it does beep if she is close to an object. Cust states that she believes that this is a manufacturers issue due to the information that she is seeing online. Cust believes this should be under recall. Cust states that her SA is Bailey Cabacheck.

VIN: [REDACTED]
Mileage: 92311

Next Steps: I advised the cust that I will need to gather additional information from her service adviser regarding the vehicle and the repair costs for the replacement camera. Once the information is received I can advise if FMC can cover a portion of the repair costs.

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

2022-01-11 14:22:53

Case Number : [REDACTED]
Customer : [REDACTED]
Business Phone : [REDACTED]
Home Phone : [REDACTED]
Mobile Phone : N/A
LTV Score : 82
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : N/A
Part Number : N/A
Dealer Name : Shults Ford Harmarville
Dealer P&A : 06338
Dealer phone : 4128282300
VIN : [REDACTED]
Year : 2015
Make : Ford
Model : Flex
Mileage : 92311
Engine Specification : 3.5L V6 CYCLONE TIVCT
Transmission Specification : 6 SPD AUTO TRANS 6F
Warranty Start Date : 2016-02-29
Open Recall/FSA: :N/A
ESP :N/A
Hotline Contact :N/A
Warranty History :N/A

2022-01-11 14:37:26

OBC: I contacted the dlr to speak with Bailey. Bailey confirmed that the repair would be warrantable under B2B. Bailie stated that the veh is in for service now and she will provide me with the repair costs once she has them available. I emailed Bailie a copy of the FAR form

Email: bailieh@shultsford.com

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

2022-01-11 14:38:39

IBC: I advised cust that FMC offers a rental reimbursement program that cover \$35 a day for the cost of a rental veh in Bailie is unable to place her in a rental or loaner veh.

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

2022-01-12 14:56:39

OBC: I contacted the cust to advise that the FMC will cover \$1,404.25, leaving the remaining balance of \$468.08 as the cust responsibility. Cust accepted the offer. I will follow up Bailie via email to advise.

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

2022-01-25 18:58:09

OBC: I contacted cust to advise that veh should be completed today. Once repairs are complete I email the approval code to her SA. I advised cust I will follow up with her once she has pick up her veh for a repair sat check.

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

2022-01-26 14:32:43

From: Walker, Alyece (A.)
Sent: Wednesday, January 26, 2022 8:32 AM
To: 'Balie Hazlett'
Subject: RE: RE: 0809818 CRM:0809821

Good morning Baile,

I would the following information for both repairs to proceed with the fin assist request:

Diagnosis / Customer Concern / Vehicle Failure:
Warranty Price for PARTS: \$ 0.00
Warranty Price for LABOR: \$ 0.00
Total Repair Cost: \$ 0.00

Repair Order Number (6 digits please):
Open Date:
Open Miles:
Line Number for possible financial contribution:

Thank you for your partnership,

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

2022-01-26 18:49:49

OBC: I contacted the cust to review the fin assistance offer with for the two additional repairs. I was not able to speak with her, I left a vm and sent a follow up email.

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

2022-01-26 19:50:50

From: Walker, Alyece (A.)
Sent: Wednesday, January 26, 2022 1:50 PM
To: 'Balie Hazlett'
Subject: RE: RE: RE: [REDACTED]

Hi Balie,

FMC will contribute the following amount towards the additional repairs:

REPLACE BLEND DOOR ACTUATOR MOTOR
Total Cost: \$240.99
FMC Share: \$192.79
Customer Share: \$48.20

REPLACE FRONT CONTROL ARMS AND LINKS
Total Cost: \$1180.43
FMC Share: \$885.32
Customer Share: \$295.11

Please reach out to me once the repairs are complete for the approval codes.

Thank you for your partnership,

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

2022-01-28 15:20:53

OBC: I contacted the dlr to speak with Balie to confirm if repairs were complete on the cust veh. I was connected with a VM, I sent a follow up email for a status update.

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

2022-01-28 20:12:40

OBC: I contacted the cust to advise that FMC cannot assist with additional repair that the tech noticed. I advised the cust that there is a part delay for a part needed for the repair.

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

2022-01-30 00:29:24

*** CASE REASSIGNMENT

2022-02-08 17:31:19

*WEB*THIS IS A COPY OF THE EMAIL SENT TO ('DADAM227@FORD.COM') Ro#238793 Line 01: Parts \$1136.63 Labor \$243.86 Total \$1380.48 Line 02: Parts \$375.23 Labor \$116.62 Total \$491.85 Line 04: Parts \$35.83 Labor \$201.44 Total \$237.27 Line 05: Parts \$803.99 Labor \$371.07 Total \$1175.06 Total for all repairs \$3284.66 As per previous emails with ('Walker, Alyece (A.)' <AWALK207@ford.com (Customer total for above repairs \$811.39 Ford total assistance \$2473.27

2022-02-08 18:15:51

4128282300 ext 2822 IBC from DLR Hazlett Bailie wanting to get 4 approval codes for repairs that have been completed. States veh has been repaired for 5 days and still have not been provided an approval code. Advised that if only 1 approval code was needed I would be happy to generate for her but since 4 were needed, I would reach out to agent and sup to get approval codes generated. Upon review of case 3 codes have been generated already. Line 1 Ford Share \$1404.25 MSPA335643 Line 4 Ford Share \$192.79 MSPA335892 Line 5 Ford Share \$881.30 MSPA452292 Dealer is needing an approval code generated for line 2 Parts \$375.23, Labor \$116.62, Total \$491.85 Next Steps: document cust recontact Ford Motor Company @ Maria Flannagan Customer Experience Specialist - SUV/PV Team Mflanna1@ford.com | www.ford.com office: 1-866-631-3788 ext. 79662 Mon-Wed, Fri-Sat 8:00-4:30pm CST

2022-02-08 18:19:22

Spoke w/ Dealer, Gave financial assistance approval Code. Will Call Cstmr for Satisfaction Call on 2/10 .

Ford Motor Company ®
CXS Darylnisha Adams
Customer Experience Specialist/Dealer Experience Specialist, Ford CXS Team
Dadam227@ford.com |www.ford.com
office: 866-631-3788 ext. 79838

2022-02-08 18:22:19

Spoke w/ Dealer, Gave financial assistance approval Code. Will Call Cstmr for Satisfaction Call on 2/10 .
Ford Motor Company ® CXS Darylnisha Adams Customer Experience Specialist/Dealer Experience Specialist, Ford CXS Team Dadam227@ford.com |www.ford.com office: 866-631-3788 ext. 79838

2022-02-09 20:35:06

Followed up w/ Customer w/ satisfaction call , Cstmr states he in very satisfied w/ his vehicle after repairs & is having no other issues.

Ford Motor Company ®
CXS Darylnisha Adams
Customer Experience Specialist/Dealer Experience Specialist, Ford CXS Team
Dadam227@ford.com | www.ford.com
office: 866-631-3788 ext. 79838

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
 OPEN: 02-10-2022 CLOSED: 02-10-2022 BUSINESS UNIT NAME: Ford
 RESPONSE TEAM: US Ford SUV-CUV NA CRC COMMUNICATION: Phone
 CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria
 DEALER NAME: Stoneham Motor Co. Inc.-Fleet
 PA CODE: 09054 DLR SALES CODE: 11750 REGION: N2 ZONE: N2A
 VIN: [REDACTED] MODEL YEAR: 2018 MODEL: FLEX MILEAGE: 38,110
 BODY STYLE: K5B - FLEX SE FWD 4DR MPV
 LAST NAME FIRST NAME MIDDLE: [REDACTED]
 ADDRESS: [REDACTED]
 CITY STATE ZIP COUNTRY: PEPPERELL | MA [REDACTED] USA
 HOME PHONE: [REDACTED]
 SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Appearance
 ANALYST NAME: Sandra Longoria-fortner OPEN ANALYST NAME: Emia Hailey
 COMMENTS:

2022-02-10 16:24:49 CXS E'mia Hailey/ Extension#79815/Ford Email: ehailey@ford.com / IBC from Cust-, Cust said they had the rear view camera fixed 4 times and its still not operating. The cust said the dealership said he have to pay for his camera to get fixed. Cust wants ford to pay for the costs. I informed the customer that when he get his vehicle into the dealership I will be able to further assist him then. Obc to dealer- Service Advisor Richie. The customer Scheduled an appointment for March 8. Cust name: [REDACTED] CLV : 82 Yr/make: 2018 Ford Flex Vin [REDACTED] Mileage: 38,110 Dealership: Stoneham Ford Vehicle Concern: Cust is having issues with his rear view camera. He has had it replaced 4 times. The dealership told him He has to pay for the repair. He Thinks Ford should pay for it. what are you seeking from the Ford Motor Company: Financial assistance with getting his rear view camera replaced. Next steps: document and close the case until the customer recontact me Ford Motor Company CXS/Emia Hailey Customer Experience Specialist ehailey@ford.com | www.ford.com office: 866-631-3788 ext 79815

2022-02-10 16:25:11 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 82 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : [REDACTED] Part Number : [REDACTED] Dealer Name : Stoneham Motor Co. Inc.-Fleet Dealer P&A : 09054 Dealer phone : 8772042822 VIN : [REDACTED] Year : 2018 Make : FORD Model : FLEX Mileage : 38110 Engine Specification : 3.5L V6 CYCLONE TIVCT Transmission Specification : 6 SPD AUTO TRANS 6F Warranty Start Date : 2017-10-06 Open Recall/FSA: : ESP : n/a Hotline Contact : n/a Warranty History : n/a

2022-09-14 13:14:47 Sandra L ext 79307 slongori@ford.com IBC [REDACTED] he was speaking with Alexia and got disconnected last name [REDACTED] case in Feb due to illness he could not take the vehicle he is [REDACTED] CLV under his wife vin is under his name no CLV his vehicle went in on Stoneham Motor Co Inc yesterday it was determined that the rear camera was defective and he wants financial assistance but, his vehicle is not at the dealer he will take it in and have them request financial assistance Sandra Longoria Customer Experience Specialists Bilingual\NPT Team slongori@ford.com 1 866 631 3788 extension 79307 7am-3:30 pm Mon-Thursday and Saturday

2022-09-14 14:09:55 *WEB*Good Morning, reaching out regarding custome [REDACTED] above closed case id). The customer brought the vehicle in for diag of their back up camera which has already been replaced. After performing the diagnosis the back up camera is faulty and needs replacement again. Per customer we are to supply you with warranty pricing for assistance consideration. Labor: \$ 390.66 Parts: \$384.78 Total: \$ 775.44. RO# 830877 Line: A Mileage: 43,629 RO open date: 9/12/22. Thx Steve

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 02-16-2022 CLOSED: 02-21-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria
DEALER NAME: Puente Hills Ford
PA CODE: 07543 DLR SALES CODE: 71072 REGION: W1 ZONE:
VIN: [REDACTED] MODEL YEAR: 2018 MODEL: FLEX MILEAGE: 51,600
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: HACIENDA HTS | CA | [REDACTED] USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Rachel Wells-Booker
COMMENTS:
2022-02-16 18:20:55

CONTACT VIA: PHONE [REDACTED]

CUST SAYS: Good morning we own a 2018 Ford Flex and I dropped it off at the first dealer to have the back up camera checked as it no longer connects consistently. The vehicle has 51600 miles. I received a call from the dealer and the repair cost will be \$1200 minus the 180 diagnostic fee. Is there anything that can be done to assist with these costs. Good will ir discount codes. Due to the effects of COVID on our home. I cannot afford 1200. Thank you in advt for any assistance you may be able to provide

CUST SAYS, DLR SAYS: I received a call from the dealer and the repair cost will be \$1200 minus the 180 diagnostic fee.

CRC ADVISED: Escalate for financial assistance. A specialist will be reaching out within 1 business day from an 800-toll-free number.

2022-02-16 19:00:37 OBC to DLR @ [REDACTED] serv 2 SM -Dave Okamoto dave@puentehillsford.com PM- SA- Shannon smcdowell@puentehillsford.com RO# 193985 Diagnosis? Rear Camera Mileage? 51,600 VOR? 2/16/2022 OBC to Cx @562 6651621 Interested in Fin Assist Cxs email DLR for Fin Assist Info DaJon C. Customer Relationship Center-SUV Team Ford Motor Company ® dcole124@ford.com | www.ford.com Office: 866-631-3788 Ext. 79521 Mon-Fri 8am-4:30pm CST

2022-02-17 18:55:33 OBC to Cx @ [REDACTED] No Answer ** Left a VM** OBC to DLR @ [REDACTED] xt 3034 SMCOWELL@PUENTEHILLSFORD.COM Ask for Shannon McDowell Spoke to Shannon informed him waiting to get in contact with Client to present Fin Assist Veh is already repaired DaJon Customer Relationship Center-SUV Team Ford Motor Company ® dcole124@ford.com |www.ford.com Office: 866-631-3788 Ext. 79521 Mon-Fri 8am-4:30pm CST

2022-02-17 19:06:45 OBC to Cx@ [REDACTED] Customer Share \$482.28 Ford/Lincoln Share \$723.42 Client Accepted Fin Offer Client was very pleased OBC to DLR @ [REDACTED] xt 3034 email dave@PUENTEHILLSFORD.COM Cxs Email DLR for Verification of Fin Assist before providing approval Code DaJon Customer Relationship Center-SUV Team Ford Motor Company ® dcole124@ford.com |www.ford.com Office: 866-631-3788 Ext. 79521 Mon-Fri 8am-4:30pm CST

2022-02-17 20:48:40 OBC to DLR @ [REDACTED] Spoke to Dave SM Says he received email & information is accurate Cxs Generated approval Code MSPA244362 DaJon Customer Relationship Center-SUV Team Ford Motor Company ® dcole124@ford.com |www.ford.com Office: 866-631-3788 Ext. 79521 Mon-Fri 8am-4:30pm CST

2022-02-18 19:52:38 Cust already picked up vehicle, DRL already got approval code. Cust is satisfied with repairs.

2022-02-19 20:39:35

Close Case: Case approved to close.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 03-09-2022 CLOSED: 04-14-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Exec Liaison NA CRC COMMUNICATION: Email
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | CCT Criteria |
DEALER NAME: Signature Ford of Perry
PA CODE: 01645 DLR SALES CODE: 48526 REGION: A1 ZONE: G2B
VIN: [REDACTED] MODEL YEAR: 2015 MODEL: FLEX MILEAGE: 103
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: HASLETT | MI | [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Lynn Arledge
COMMENTS:
2022-03-09 17:18:57

Executive Liaison
Email addressed to EL
GA request EL contact customer directly about issue identified with back-up camera
**OBC to the customer. Customer says the back-up camera in his vehicle intermittently goes black, flips upside down etc.. The customer says the vehicle has exhibited this issue for months. The customer is seeking to have the concern resolved a final time.
EL apologized for the issue with the vehicle. EL advised the customer we will contact the dlr and f/u with the customer.

OBC to the dlr. Spoke with the SM, Glenn. The dlr confirmed they reviewed this issue before, but the camera did not need to be replaced at the time. The dlr agreed to diagnose the vehicle. Dlr says they diagnose vehicles on Mondays and Tuesdays. EL advised dlr we will contact the customer and request he schedule an appt for Monday or Tuesday.
EL to cover cost of camera and rental.

2022-03-15 18:51:12

OBC to the customer. Left detailed msg to schedule appt and f/u with EL.

IBVM from the customer. Vehicle scheduled for 3/16.
EL to f/u with dlr on status of repairs.

2022-03-17 20:38:18

Approved Cost of Repair:
MSPA663011
Program Code: P53

EL to f/u to ensure repairs are complete.

2022-03-31 18:59:45

OBC to the customer to ensure repairs are complete.

EL to f/u to close the case.

2022-04-07 17:47:39

4/1- IBC from the customer. The customer says he is scheduled to bring the vehicle in the week of 4/4 for repairs.
EL to f/u to ensure repairs are complete.

2022-04-14 21:11:29

OBC to the dlr. The dlr says repairs were completed and the vehicle was returned to the customer.
EL is closing the case at this time, but will f/u as appropriate.
No further action required.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 05-03-2022 CLOSED: 05-27-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria
DEALER NAME: Woodland Ford
PA CODE: 09283 DLR SALES CODE: 72424 REGION: W2 ZONE: W2V
VIN: [REDACTED] MODEL YEAR: 2017 MODEL: FLEX MILEAGE: 24,619
BODY STYLE: K5B - FLEX SE FWD 4DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: WOODLAND | CA | [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Micchandra White
COMMENTS:
2022-05-03 20:56:09 IBC customer is seeking financial assistance for his repair. car is in shop for rear view camera.
2022-05-03 21:10:02

Case Number: [REDACTED]
Customer: [REDACTED]
Business Phone: [REDACTED]
Home Phone: [REDACTED]
Mobile Phone: [REDACTED]
LTV Score: 72
Vehicle Purchase Status: Original Owner
Ford Credit Contract Number: n/a
Part Number: n/a
Dealer Name: Woodland Ford
Dealer P&A: 09283
Dealer phone: 5306622817
VIN: [REDACTED]
Year: 2017
Make: FORD
Model: FLEX
Mileage: 25400
Engine Specification: 3.5L V6 CYCLONE TIVCT
Transmission Specification: 6 SPD AUTO TRANS 6F
Warranty Start Date: 2017-03-24
Open Recall/FSA: :

18M02CALIFORNIA EMISSION WARRANTY PARTS COVERAGE
18L02CALIFORNIA EMISSION WARRANTY PARTS COVERAGE ESP :0984 - USA 2017 7 YEAR
SURFACECARE-EXTERIOR & INTERIOR
Hotline Contact: N/A
Warranty History: N/A

2022-05-03 21:10:46 CXS Laura ext 79112/ Shandra [REDACTED] -His car in the shop for a rear view camera- vehicle is currently in the dealership for repairs. He had it checked out this morning, He just wonder if there is invoice or repair yet. Since we told him three weeks ago, we would take care of, we would take care of the whole thing. SA/SM: Woodland Ford They are suppose to already put in for a request to cover repair. OBC to DLR [REDACTED] Spoke with receptionist she transferred me to service- attempt to speak with them twice, they did not answer, could not leave message. SM: Jim Gathnick They sent him the estimate already, they did the estimate already. They were going to fax it in or something. See what we say on this, on helping on the repair. NEXT STEPS: Send email to SM for updated info on cusotmer's vehicle, And ff/u with cust on 5/4/2022 Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 efax: 888-445-8602

2022-05-03 21:19:07 From: Myerscough, Laura (L.) Sent: Tuesday, May 3, 2022 4:18 PM To: JIM@WOODLANDFORD.COM
Subject: [REDACTED] VIN: [REDACTED] Good afternoon, Mr. [REDACTED] reached out to us asking for assistance for his rear camera repair. Please verify if this repair is warrantable, if it is please fill out the following. RO#: [REDACTED]
RO date: [REDACTED] RO Line: [REDACTED] Mileage In: [REDACTED] Parts: [REDACTED] Labor: [REDACTED] Total: [REDACTED] Thank you. Kindest regards, Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 efax: 888-445-8602

2022-05-04 16:01:52 CXS Laura ext 79112/ OBC to CUST [REDACTED] customer answered, spoke with [REDACTED] I advised that I did get the breakdown for the cost of repair for the rear camera, the shock abosorbers is not too good on around the vehicle its a tiny O ring. He would have to research on this to see if he wants to get it repaired. It will last longer, if we relocate it on the roof. He wants to research it more, he will call back, He wants to call other manufactures, other dealers to see what they say about it. FMC: 448,20 CUST: 149,40 plus tax
NEXT STEPS: f/u with cust on 5/9/2022 to verify if he accepts the offer.

2022-05-09 16:02:46 CXS Laura ext 79112/ OBC to CUST [REDACTED] line just rang and rang, did not provide option to leave a VM. CXS disconnected the call, and sent email to customer. EMAIL SENT: From: Myerscough, Laura (L.) Sent: Monday, May 9, 2022 11:01 AM To: [REDACTED] Subject: [REDACTED] Good morning Mr. [REDACTED] I am reaching out to see if you accept the offer Ford has provided to you. The rear camera that needs to be replaced cost \$597.60. Out of that cost Ford is willing to cover \$448.20, leaving your out-of-pocket expense \$149.40 plus tax. Please let me know if you accept this offer. Kindest regards, NEXT STEPS: f/u with cust on 5/11/2022 to verify if he accepts the offer we have provided. Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 efax: 888-445-8602

2022-05-11 13:52:40 From: jim@woodlandford.com Sent: Tuesday, May 10, 2022 2:15 PM To: Myerscough, Laura (L.) Subject: RE: [REDACTED] My word our jobs are tough! [REDACTED] was just here wanting to talk about something on his car. I asked what his decision was on the back up camera. What a mistake, We re-engineered His Flex 3 different ways before he decided to agree to your offer. I saved you from talking to him again unless you want to. Would you like me to email you again when the job is completed for authorization?

2022-05-11 13:53:14 From: Myerscough, Laura (L.) Sent: Wednesday, May 11, 2022 8:42 AM To: jim@woodlandford.com
Subject: Re: [REDACTED] Good morning, Thank you for getting him to accept. Yes, please reach out once complete and I will process the approval code. When will the vehicle be complete with repairs? Kindest regards, Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 efax: 888-445-8602

2022-05-11 16:18:56 CXS Laura ext 79112/ OBC to DLR [REDACTED] Spoke with Jim he advised that the part came in this morning, schedule him in for Next week on Wednesday 5/18/2022. The customer has his vehicle. He was in yesterday, he asked him Maintenance contract in his hand, it expired, he is done with this, throw it away so he doesn't have to worry about it. NEXT STEPS: f/u with cust on 5/11/2022 with update on vehicle status. Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 efax: 888-445-8602

2022-05-11 16:25:32 CXS Laura ext 79112/ OBC to CUST [REDACTED] Customer did not answer, left message advising, that SM Jim did order parts for his repair, he will call them once they are received to schedule them in for repair. NEXT STEPS: f/u with dlr and cust on 5/18/2022 to confirm if repairs are complete. Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 efax: 888-445-8602

2022-05-18 18:14:01 CXS Laura ext 79112/ OBC to DLR [REDACTED] Spoke with Jim, he did get the camera in, he doesn't know when it will be. Schedule him Thursday or Friday next week to get back up camera complete. NEXT STEPS: F/u with cust on 5/18/2022 to confirm with customer if he can take his vehicle to the dealership for repairs on Thursday or Friday next week. Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 efax: 888-445-8602

2022-05-18 18:36:18 CXS Laura ext 79112/ OBC to CUST [REDACTED] Spoke with [REDACTED] I advised that the part is in, and that we need to get 10AM Thursday. Spoke with customer I advised to go to the dealership on Thursday at 10AM. NEXT STEPS: advised the dealership he will be coming in on Thursday 10AM. Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 efax: 888-445-8602

2022-05-18 18:39:28 From: Myerscough, Laura (L.) Sent: Wednesday, May 18, 2022 1:37 PM To: jim@woodlandford.com
Subject: Re: [REDACTED] Good afternoon Jim, [REDACTED] will be at the dealership on Thursday 5/26/2022 at 10 AM. Thank you for your assistance. Kindest regards, Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 efax: 888-445-8602

2022-05-25 18:14:26 CXS Laura ext 79112/ OBC to DLR [REDACTED] Spoke with Jim I advised I wanted to confirm if he got my email on Mr. [REDACTED] coming into the dealership tomorrow, he advised yes. I advised I would touch base with him Friday to confirm repair is complete and to provide the approval. NEXT STEPS: f/u with cust on 5/25/2022 to confirm he is going to his appt tomorrow. Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 efax: 888-445-8602

2022-05-25 18:21:38 CXS Laura ext 79112/ OBC to CUST [REDACTED] he did not answer, left message advising that this is a reminder that he has appt tomorrow at woodland Ford at 10am. NEXT STEPS: f/u with dlr and cust on 5/27/2022 to confirm repair is complete and provide approval code. Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 efax: 888-445-8602

2022-05-25 21:08:48 CXS Francesca Adames/79539/fadames@ford.com IBCC - Client called in and stated that they missed a call from there agent and they wanted to know if the part had come in so repair could be complete. Next Steps: Sent message to agent through webx and added a recontact to case. Ford Motor Company @ Francesca Adames Customer Experience Specialist fadames@ford.com / www.ford.com Office: 1.866.631.3788 Ext. 79539

2022-05-27 15:02:05 CXS Laura ext 79112/ OBC to DLR [REDACTED] Spoke with Jim, he advised that the vehicle is repaired and released back to [REDACTED] NEXT STEPS: send email to dlr with the approval code and then f/u with cust on 5/27/2022 to check on satisfaction of repair. Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 efax: 888-445-8602

2022-05-27 15:03:03 From: Myerscough, Laura (L.) Sent: Friday, May 27, 2022 10:02 AM To: jim@woodlandford.com Subject: Re: [REDACTED] Hi Jim, Thank you so much for your assistance with this customer. Here is the approval code, let me know if you need anything else! MSPA777244 Kindest regards, Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 efax: 888-445-8602

2022-05-27 17:06:42 CXS Laura ext 79112? OBC to CUST [REDACTED] spoke with customer he said everything is good, it is working as intended. It helps if they put it on the corner or hatch back or trucks put it on the roof so the shocks don't ruin it. He said for every car they sell when the change happens he should get a \$1. I advised we cannot do that, but appreciate the recommendation NEXT STEPS: Close case Ford Motor Company @ Laura Myerscough Customer Experience Specialist LMYERSCO@ford.com | www.ford.com office: 866-631-3788 ext. 79112 efax: 888-445-8602

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 06-15-2022 CLOSED: 06-17-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - VehPay; ConExp; Refund |
DEALER NAME: Woltz & Wind Ford, Inc.
PA CODE: 07467 DLR SALES CODE: 44021 REGION: G4 ZONE: G4D
VIN [REDACTED] MODEL YEAR: 2016 MODEL: FLEX MILEAGE: 77,362
BODY STYLE: K6D - FLEX LTD AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: IMPERIAL | PA | [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Appearance
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: SYSTEM
COMMENTS:

2022-06-15 14:43:30

Case Number : [REDACTED] Customer : [REDACTED] Business Phone : Home
Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 65 Vehicle Purchase Status : Subsequent
Owner Ford Credit Contract Number : Part Number : Dealer Name : Woltz & Wind Ford, Inc. Dealer P&A :
07467 Dealer phone : 4122794551 VIN [REDACTED] Year : 2016 Make : Ford Model : FLEX
Mileage : 77362 Engine Specification : 3.5L Cyclone V6 Petrol TIVCT Transmission Specification : 6 Speed
Auto Transmission 6F50 Warranty Start Date : 2016-03-18 Open Recall/FSA : : NA ESP : COVERAGE
CATEGORY: CPCLIGHT 0968 - EXPIRED STANDARD DEDUCTIBLE:100 USDOWNER NAME: [REDACTED]
[REDACTED] OPTIONS:KEYSVCRDSD.LIGHTING,1STDAYRENT EXPIRATION
DATE:03/18/2022DISTANCE:100000RENTAL:35 UP TO 10 DAYS TOWING:0 USDCONTRACT SOLD
BY:USA 07467ESP CONTRACT START DATE: 03/18/2016 ESP CONTRACT START DATE: 03/18/2016
Hotline Contact : NA Warranty History : NA

2022-06-15 14:44:53

DXS IBPM: Customer requesting financial. Customer is a long-time customer here with other vehicles also
and family member cars also. Car was purchased here, is serviced here on a regular basis.

2022-06-15 14:46:20

DXS OBPM: Good morning, Please advise the unit concern and if the repair would have been covered
under B2B Warranty for further support. Thank you for your partnership, Ford Motor Company @ Dealer
Experience Specialist, Ford DX Team Kourtnei Martin kmart232@ford.com | www.ford.com office: 1-866-631-
3788 ext. 79353 efax:

2022-06-15 14:47:13

SA Richard Huntley rhuntley@woltzwindford.com

2022-06-16 17:34:48

DXS OBC to DLR [REDACTED] DXS verified unit would have been covered under B2B Warranty DXS was
advised DLR submitted case to CRC and was unable to re-submit to generate approval through Dealer
Empowerment DXS provided Share recommendations and DLR advised he would review case for approval
code \$329.41 \$219.60 Approval code: MSPA502773 Next Steps: Call complete

2022-06-16 18:29:23

DXS JAMIE IBPM FROM DLR: Camera inop, no it is not covered by warranty due to mileage

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 06-21-2022 CLOSED: 06-21-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Recall NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | CLP / Lincoln Loyalty Criteria | Has not been to Dealer
DEALER NAME: Webb Ford, Inc.
PA CODE: 01892 DLR SALES CODE: 41075 REGION: G1 ZONE: G1D
VIN [REDACTED] MODEL YEAR: 2016 MODEL: FLEX MILEAGE: 80,000
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: CROWN POINT | IN | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | UNKNOWN
ANALYST NAME: Helen Joy Borromeo OPEN ANALYST NAME: Helen Joy Borromeo
COMMENTS:

2022-06-21 18:27:12

CUST SAYS Cust has a 2016 ford flex, a couple of years after the back up camera went out, was outside the warranty. It was repaired and FMC assisted with the repair but it is broken again, asking if there is a recall on it. This is the second time is has broken. It would show a blue screen when veh is put in reverse. Saw online that PER CUST, DLR SAYS CRC ADVISED Asked for the VIN. There are no recalls on the veh. ART HILL FORD 06-DEC-2019 The National Highway Traffic Safety Administration (NHTSA) investigates safety defects in motor vehicles. Ford Motor Company and NHTSA work together to proactively identify areas of concern through investigation of consumer and dealer feedback. During an investigation, Ford co-operates fully with NHTSA not all issues result in recall. There are no recalls on the veh. FIN ASSIST CRITERIA MET but has not been to dlr. VEHICLE DESCRIPTION:2016 Flex VIN [REDACTED] MILEAGE 80,000 WARRANTY START DATE:07-March-2016 CLV 87 Explain to cust that her concern can be escalated for review regarding the assistance she is seeking however veh has to be diagnosed first. Provided case number for reference [REDACTED] Called Art Hill Ford using (219) 738-5300, they have no availability until July 5. Contacted Webb Ford, no appointment needed, they do first come first served. Conference cust with dlr. She will have her husband take veh in, there are no loaners available but they have shuttle service. Webb Ford, Inc. 9809 Indianapolis Highland, IN 46322-2622 Tel: (219) 924-3400

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 08-01-2022 CLOSED: 08-25-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Ford Employee Customer Support NA CRC COMMUNICATION: Email
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | CCT Criteria |

DEALER NAME:

PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2016 MODEL: FLEX MILEAGE:
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV

LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: WOODHAVEN | MI | [REDACTED] USA
HOME PHONE [REDACTED]

SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality

ANALYST NAME: Elizabeth Mccarty OPEN ANALYST NAME: P Rxsalp

COMMENTS:

2022-08-01 16:31:47 FEFFS Rena 76018 OBC CUST @ [REDACTED] LVM w/contact information and that I need the Dealers name she plans on taking the vehicle to so we can get a diagnosis. FEFFS w/F/U 8/2/2022 for 2nd initial. Ford Motor Company @ Rena Moretti Ford Employee Friends and Family Support Manager RMORETT1@ford.com | www.ford.com office: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern

2022-08-01 16:37:53 Case Number: [REDACTED] Customer: [REDACTED] Business Phone: Home Phone: [REDACTED] Mobile Phone: [REDACTED] LTV Score: [REDACTED] Vehicle Purchase Status: Subsequent owner per NAVIS Ford Credit Contract Number: NA Part Number: NA Dealer Name: Not available at this time Dealer P&A: Not available at this time Dealer phone: Not available at this time VIN: [REDACTED] Year: 2016 Make: Ford Model: FLEX Mileage: 9833 Engine Specification: 3.5L V6 CYCLONE TIVCT Transmission Specification: 6 SPD AUTO TRANS 6F Warranty Start Date: 2016-11-30 Open Recall/FSA: 20S04 REAR SUSPENSION TOE LINK REPLACEMENT ESP: 0968 - USA 2019 NEW 96/100000 PREMIUMCARE W/ROADSIDE Hotline Contact: NONE Warranty History: NONE

2022-08-01 16:38:15 FEFFS Rena 76018 OBC CUST @ [REDACTED] LVM w/contact information and that I need the Dealers name she plans on taking the vehicle to so we can get a diagnosis. FEFFS w/F/U 8/2/2022 for 2nd initial. Ford Motor Company @ Rena Moretti Ford Employee Friends and Family Support Manager RMORETT1@ford.com | www.ford.com office: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern

2022-08-02 13:04:58 FEFFS Rena EXT 76018 FEFFS OBC to CUST [REDACTED] LVM. FEFFS OBE to CUST: Dear Ms. [REDACTED] My name is Rena Moretti. My contact information is below and your case # is above. I have called you twice but it goes straight to Voicemail. I do need to talk to you about your case. I would need you to go to a dealership to have the vehicle diagnosed so we can review if we can help you get that done by perhaps putting an emergency order on parts, etc. I look forward to hearing from you soon. You may contact me either way. Thank you so much for being a part of the Ford family. BEST, Ford Motor Company @ Rena Moretti Ford Employee Friends and Family Support Manager RMORETT1@ford.com | www.ford.com office: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern Ford Confidentiality: 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 FEFFS w/F/U 8/4/2022 for 3rd initial w/CUST. Need DLR info. Ford Motor Company @ Rena Moretti Ford Employee Friends and Family Support Manager RMORETT1@ford.com | www.ford.com office: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern

2022-08-04 16:29:30 FEFFS Rena EXT 76108 FEFFS OBC to CUST [REDACTED] ADV call is recorded. ADV CSM's contact information. ADV CSN's role Spoke to CUST regarding her vehicle and that I need her to get the vehicle to a DLR and let me know where she has brought it in so I can F/U. FEFFS W/F/U 8/9/2022 w/DLR name, etc. Ford Motor Company @ Rena Moretti Ford Employee Friends and Family Support Manager RMORETT1@ford.com | www.ford.com office: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern

2022-08-09 15:41:32 FEFFS Rena ext 7618 FEFFS OBC to CUST @ [REDACTED] LVM to call/email me with the DLR info so we can get her case moving forward. ADV if her vehicle doesn't get to e DLRSHIP in 2 weeks, I would have to close the case. FEFFS w/F/U 8/11/2022 w/CUST for DLR's name. Ford Motor Company @ Rena Moretti Ford Employee Friends and Family Support Manager RMORETT1@ford.com | www.ford.com office: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern

2022-08-11 15:17:45 FEFFS Rena EXT 76018 FEFFS OBC to CUST/stating I still need her to get her vehicle to a DLR. FEFFS w/F/U 8/13/2022 to try to get DLR's information so we can move this case along. Ford Motor Company @ Rena Moretti Ford Employee Friends and Family Support Manager RMORETT1@ford.com | www.ford.com office: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern

2022-08-16 16:32:56 FEFFS Rena Ext 76018 FEFFS OBC to CUST [REDACTED] LVM that I would really like to help her. had she brought her vehicle t a DLR yet? Went straight to VM. FEFFS w/F/U 8/23/2022 and then do a UTC. Ford Motor Company @ Rena Moretti Ford Employee Friends and Family Support Manager RMORETT1@ford.com | www.ford.com office: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern

2022-08-24 15:20:43 FEFFS Rena Ext 76018 FEFFS w/F/U 8/25 as scheduled Ford Motor Company @ Rena Moretti Ford Employee Friends and Family Support Manager RMORETT1@ford.com | www.ford.com office: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern

FEFFS Elizabeth assisting FEFFS Rena, UTC emails/close case:

Mccarty, Elizabeth (E.)
Dear Ms [REDACTED]

This correspondence is in response to a contact you or a Ford employee made on your behalf with the Ford Customer Relationship Center on 1 August, 2022 regarding your 2016 Ford Flex. I attempted to reach you three times between 11 August - 23 August, 2022, but was unable to make contact.

As your Ford Customer Service Manager, I would like the opportunity to address your concerns and assist in providing a resolution for them.

Please contact me at 1-866-631-3788, ext. 76018. I am available Monday through Friday between 8:30 am - 5:00 pm Eastern Standard Time. Please disregard this correspondence if we have had the opportunity to discuss your case.

Sincerely,

Ford Motor Company ®
Rena Moretti
Ford Employee Friends and Family Support Manager
RMORETT1@ford.com | www.ford.com
office: 866-631-3788 ext. 76018
Monday - Friday 8:30 AM to 5:00 PM Eastern

Ford Motor Company ®
Elizabeth McCarty
Ford Employee Friends and Family Support
EMCCAR32@FORD.COM | www.ford.com
office: 866-631-3788 ext. 76025
efax: 8662559162
Monday - Friday 8:00 AM to 4:30 PM Eastern

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.

Ford Motor Company ®
Elizabeth McCarty
Ford Employee Friends and Family Support
EMCCAR32@FORD.COM | www.ford.com
office: 866-631-3788 ext. 76025
efax: 8662559162
Monday - Friday 8:00 AM to 4:30 PM Eastern

Mccarty, Elizabeth (E.)
This notification is to advise you that the Ford Employee Friends and Family request you submitted is now closed. Thank you for being an advocate for the Ford Motor Company.

Ford Motor Company ®
Rena Moretti
Ford Employee Friends and Family Support Manager
RMORETT1@ford.com | www.ford.com
office: 866-631-3788 ext. 76018
Monday - Friday 8:30 AM to 5:00 PM Eastern

Ford Motor Company ®
Elizabeth McCarty
Ford Employee Friends and Family Support
EMCCAR32@FORD.COM | www.ford.com
office: 866-631-3788 ext. 76025
efax: 8662559162
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CASE ATTACHMENTS:

CASE NUMBER [REDACTED] STATUS: Resolved
OPEN: 08-16-2022 CLOSED: 08-26-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Ford Employee Customer Support NA CRC COMMUNICATION: Email
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance |
DEALER NAME: Dean Sellers Inc
PA CODE: 02694 DLR SALES CODE: 48039 REGION: G2 ZONE: G2A
VIN: [REDACTED] MODEL YEAR: 2015 MODEL: FLEX MILEAGE:
BODY STYLE: K5D - FLEX LTD FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: TROY | MI | [REDACTED] USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Appearance
ANALYST NAME: Sheri McCrary OPEN ANALYST NAME: P Rxsalp
COMMENTS:
2022-08-16 19:45:39

Case Number : [REDACTED]
Customer : [REDACTED]
Business Phone : [REDACTED]
Home Phone : [REDACTED]
Mobile Phone : N/A
LTV Score : 99
Vehicle Purchase Status : Original Owner PER NAVIS
Ford Credit Contract Number : N/A
Part Number : N/A
Dealer Name : Dean Sellers Inc
Dealer P&A : 02694
Dealer phone : 2486437500
VIN : [REDACTED]
Year : 2015
Make : FORD
Model : FLEX
Mileage : 103037
Engine Specification : 3.5L V6 CYCLONE TIVCT
Transmission Specification : 6 SPD AUTO TRANS 6F
Warranty Start Date : 2015-05-20
Open Recall/FSA: N/A
ESP : NONE
Hotline Contact : NONE
Warranty History : REVIEWED, NONE RELATED

Sheri McCrary
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efax: (866) 255-9162
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2022-08-16 19:52:49

FEFFCS OBC CSM Sheri to CUST [REDACTED]
Left V M message:

Advised CUST of [REDACTED]
Name, role, contact info
And need to verify/confirm:
Verify address
Need DLR name

F/U second attempt @ initial 8/17/2022

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2022-08-17 15:05:38

FEFFCS IBE CSM Sheri (77737) from CUST [REDACTED]

From: [REDACTED]
Sent: Wednesday, August 17, 2022 8:47 AM
To: McCrary, Sheri (S.)
Subject: Case # [REDACTED]

Hi Sheri,
Thank you for the quick call back! I am very surprised as I submitting something 2 years ago and got no response!

Are you asking me what dealership I purchased the Vehicle from?

Royal Oak Ford Royal Oak Michigan
Are you asking me where I would like the Vehicle Repairs done?

Dean Sellars in Troy Michigan
My mailing address is 3552 Paddington Drive, Troy Michigan, 48104

Best Regards,

[REDACTED]
Primary Designer – Seat Structures
FECDS & GDT TC Rep.
TCO 1BF23 [REDACTED]
[REDACTED]

Sheri McCrary
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2022-08-17 15:58:19

FEFFCS OBC CSM Sheri (EXRT 77737) to DLR Dean Sellers Ford @ 912486437500
Brandon in Service
Verified last eight of VIN
Need to charge a \$140.00 DIAG Fee- will go toward cost of repair- may be a wiring issue, need a replacement camera
Tentative appointment for Tuesday, August 23, 2022 at 8:00 a.m. – will need to drop off

RO#/open date:
Mileage:
VIN [REDACTED]
Vehicle down/where? no

Repair status: TBD
CSAT status: repair assistance
Next steps: DIAG
Case to be resolved upon repair completion
Customer in rental: no

F/U after app't for DIAG

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2022-08-17 16:33:35

FEFFCS OBC CSM Sheri (EXRT 77737) to DLR Dean Sellers Ford @ 912486437500
Brandon in Service- left VM message:
Cancel DIAG app't for Tuesday- have F/U questions for DLR
Gave CUST name [REDACTED] & last eight of VIN

Cancel à Tentative appointment for Tuesday, August 23, 2022 at 8:00 a.m.
VIN: [REDACTED]

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PE24-030 000126 GCCT PV

2022-08-17 16:34:34

FEFFCS OBC CSM Sheri to CUST [REDACTED]
Camera issues started within a three year period, expected that the flex would be included in the recall
Washed Flex recently and the camera started working again!
CUST had sent in email about the situation and never heard a thing from Ford
Situation is dizzying
Need to charge a \$140.00 DIAG Fee- will go toward cost of repair- may be a wiring issue

CUST said he had already paid for a DIAG when he had the suspension fixed a while back the DLR said he needs a replacement camera, may be
Tentative appointment for Tuesday, August 23, 2022 at 8:00 a.m. – will need to drop off
Wants the Flex to be a starter car for his now 12 year old daughter
Tons of articles for this camera modules per CUST
Could also be a PIA part number (no traceability on it) could continually use bad parts and not know it due to the part numbers not being documented for traceability

[Follow up – August 26, 2022- info from DLR & F&F]

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2022-08-26 13:01:32

FEFFCS OBC CSM Sheri (EXT 77737) to DLR Dean Sellers Ford @ 912486437500
Randy said he would have to run another DIAG/ will hold for thirty days—DIAG done August 03, 2020- too old to be reliable- need new DIAG
All else since then routine oil changes- can replace it based on old DIAG but will not honor anything but the work they actually do

VIN: [REDACTED] Randy confirmed last eight

CUST had already paid for a DIAG for camera 8/03/2020

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efax: (866) 255-9162

2022-08-26 15:25:13

FEFFCS OBE CSM Sheri to CUST [REDACTED]

From: McCrary, Sheri (S.)
Sent: Friday, August 26, 2022 11:24 AM
To: [REDACTED]
Subject: Friends & Family case [REDACTED] regarding VIN [REDACTED]

Dear Mr [REDACTED]

Thank you for contacting Ford Motor Company and allowing us to assist you with your 2015 Ford Flex.

I am sorry that we couldn't move forward with the back-up camera repair review. As you requested, I am in the process of closing your case, placing it in an inactive status for the next thirty days. If, during this time, you have a question, concern, or reconsideration, please let me know. After thirty days this case will be closed. If you wish further assistance, please contact us, referring to this case number: [REDACTED]

You may receive an email survey from Ford Motor Company. We ask that you take a few minutes to respond to the survey and provide us with your feedback regarding my handling of your concern. If you have any further questions or concerns regarding this case, please let us know via telephone, noting your case number [REDACTED]

Thank you for being a valued customer and a part of the Ford family. We sincerely appreciate your business. I hope that we can assist you in the future.

Respectfully;
Sheri McCrary
Ford Employee Friends & Family Support Manager
Ford Motor Company ®
(866) 631-3788 Extension: 77737
smccra10@ford.com /www.ford.com
efax: (866) 255-9162
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Thank you for your cooperation and compliance.

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PE24-030 000127 GCCT PV

FEFFCS IBE/OBE CSM Sheri (EXT 77737) from/to CUST [REDACTED]

From [REDACTED]
Sent: Friday, August 26, 2022 12:40 PM
To: McCrary, Sheri (S.)
Subject: RE: Friends & Family case [REDACTED] regarding VIN [REDACTED]

Dear Mrs. McCarty,

Thank you for attempting to assist us with our 2015 Ford Flex by creating [REDACTED]

From a Customers perspective, having already paid for a diagnosis of the problem to a Ford Dealership in 2020, in which they have already indicated the camera needs replacement, there is really no need for me, as the valued customer, to have now have to pay an additional diagnosis fee, for a second opinion by the same dealership, just to meet the friends and family rules of diagnosis within 30 days to even move forward for a review.

This is not actually my request to close, but rather a clear message to me that for this matter, the Customer is not Valued enough for even a review.

It's like going to a restraint and getting served a dirty fork and then the restraint refusing to give the customer a clean fork to eat the food.

The reverse Camera was advertised as a Safety feature and it does not work.
There are multiple historic issues as far back as 2007 (why was it not included in the scope? Same parts)

Thank you again for help!

From: McCrary, Sheri (S.) smccra10@ford.com >
Sent: Friday, August 26, 2022 11:24 AM
To: [REDACTED]
Subject: Friends & Family case [REDACTED] regarding VIN [REDACTED]

Dear Mr [REDACTED]

Thank you for contacting Ford Motor Company and allowing us to assist you with your 2015 Ford Flex.

I am sorry that we couldn't move forward with the back-up camera repair review. As you requested, I am in the process of closing your case, placing it in an inactive status for the next thirty days. If, during this time, you have a question, concern, or reconsideration, please let me know. After thirty days this case will be closed. If you wish further assistance, please contact us, referring to this case number: [REDACTED]

You may receive an email survey from Ford Motor Company. We ask that you take a few minutes to respond to the survey and provide us with your feedback regarding my handling of your concern. If you have any further questions or concerns regarding this case, please let us know via telephone, noting your case number [REDACTED]

Thank you for being a valued customer and a part of the Ford family. We sincerely appreciate your business. I hope that we can assist you in the future.

Respectfully;
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2022-09-09 15:51:59

FEFFCS OBE CSM Sheri (EXT 77737) to CUST [REDACTED]

From: McCrary, Sheri (S.)
Sent: Friday, September 9, 2022 11:50 AM
To: [REDACTED]
Subject: Friends & Family case [REDACTED]

Dear Mr. [REDACTED]

I did see your WebX messages, but we are not allowed to use that method to communicate for our cases- I did mean to contact you after the first WebX and apologize for the delay. I am very glad that you were able to get the repair completed and sorry that Friends & Family couldn't be of more assistance to you.

And your disappointment in not being able to have our help as you expected is understandable. I am truly sorry that your experience was not as anticipated but appreciate your kind words regarding my efforts. You are a valued Ford Motor Company Family member- and I appreciate you greatly.

Please keep my contact information (below) and if we can help you in the future feel free to send an email—take care and have a great weekend!

Sincerely;
Sheri McCrary
Ford Employee Friends & Family Support Manager
Ford Motor Company ®
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PE24-030 000129 GCCT PV

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 11-16-2022 CLOSED: 12-17-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Parts Issue | Not Unit Down (drivable) |
DEALER NAME: Chapman Ford
PA CODE: 06067 DLR SALES CODE: 71174 REGION: W3 ZONE: W3A
VIN: [REDACTED] MODEL YEAR: 2015 MODEL: FLEX MILEAGE: 94,000
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: TEMPE | AZ | [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: Cierra Palmer OPEN ANALYST NAME: Cierra Palmer
COMMENTS:

2022-11-16 22:44:26

IBC from cust : VIN [REDACTED] CHAPMAN Ford / put veh in review and warning message states take the veh to dealer. •Vehicle Concern: back camera / part delay issue screen is inoperable, and error message. •Has this issue happened before? If so, how many times? No •What the customer is seeking from Ford? seeking repair assistance •Where is the vehicle located: with customer •Are you in a loaner? •Repair Cost Estimate provided by DLR? •Any Ford or 3rd Part ESP? Yes 3rd party •Mileage: 94,000 •WSD: 04/19/2016 •Is your vehicle Maintenance Current? •Dealership Servicing: •Is this the purchasing dealership? •Dealership Contact: Matthew : service advisor phone : 4802124778 email : •Verify if customer meets FLP just in case: CLV : 93 WSD : 04/19/16 MILES : 94000 Cxs advised she will need to call dealer to discuss this case and advised call w/ take 10 minutes. OBC to dealer ; Joel : Appointment scheduler Scheduler states that he can not get a hold of the service advisor, but he spoke with parts and they have ordered the part and it is on backorder w/ no eta. Cxs asked to SA Matt email and to be transferred to parts. Cxs was advised she can not get an email from SA Matt and the schedule will attempted No ETA ON PART Matthew : service advisor phone : 4802124778 Cxs asked to speak w/ parts. Cxs was transferred to whole sale parts and requested a copis case be file and collect pm email Dealer PA Code: Part Number #: Part Order System Reference #: Part Ordered Date: Parts Manager (First & Last): Parts Manager Email: COR/DOR# Parts Manager name : email : robertrose@chapmanchoice.com phone : Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813

2022-11-16 22:48:47

IBE from cust : Cxs return to line w/ cust and advised we will need to continue to partner w/ dealer to make sure a copis has been filed. Cxs confirmed a new f/u date as well for cust and advised she will send an email w/ her case number and contact information. next step : send email to cust 11/16 by 7 : send email to parts 11/16 by 7 Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813

2022-11-16 22:49:09

OBE to cust : agent contact and case number From: Palmer, Cierra (C.) Sent: Wednesday, November 16, 2022 4:49 PM To: [REDACTED] Subject: CRM [REDACTED] Good evening, Hi, this is Cierra Palmer your customer experience specialist with Ford Motor Company. I have attached your new case number and my contact information on this email. I have also schedule an appointment for November 19, 2022 to provide you with an update regarding the part delay concern. Thank you for your incredible patience throughout this process. Please let me know if you have any questions or concerns regarding this case. Thank you for being a part of the Ford family and have a great day! Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday, Wednesday-Saturday 10:30 am -7:00 pm Central Standard time

2022-11-16 22:52:58

OBE to dealer ; From: Palmer, Cierra (C.) Sent: Wednesday, November 16, 2022 4:53 PM To: robertrose@chapmanchoice.com Subject: customer : [REDACTED] VIN : [REDACTED] Good evening, Hi, I am Cierra Palmer customer experience specialist with Ford Motor Company. I will be partnering with your dealership regarding this customer vehicle concern. I have been advised the external back camera for this customer is on backorder with no eta. Please file a VOR copis case to expedite this customer part concern. Please also include the following information : Dealer PA Code: Part Number #: Part Order System Reference #: Part Ordered Date: Parts Manager (First & Last): Robert Rose Parts Manager Email: robertrose@chapmanchoice.com COR/DOR# Thank you for being a part of the Ford family and have a great day! Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday, Wednesday-Saturday 10:30 am -7:00 pm Central Standard time

2022-11-19 20:17:45

IBE from dealer : From: Rocky Gray Sent: Thursday, November 17, 2022 9:31 AM To: Rose, Robert ; Palmer, Cierra (C.) Cc: Matthew Gerber Subject: RE: customer : [REDACTED] VIN : [REDACTED] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Part#ga8z-19g490-a Part Order System Reference #: 22361 Part Ordered Date:8/22/22 Dealer code 06067 Copis case number [REDACTED]

2022-11-19 20:19:05

IBE from dealer ; From: Robert Rose Sent: Thursday, November 17, 2022 7:45 AM To: Palmer, Cierra (C.) Cc: Rocky Gray ; Matthew Gerber Subject: RE: customer : [REDACTED] VIN : [REDACTED] Cierra, I am not the parts manager but can provide you with some info: Dealer PA Code: 06067 Part Number #: GA8Z 19G490A Part Order System Reference #: I don't know what this is Part Ordered Date: 08/23/2022 Parts Manager (First & Last): Rocky Gray Parts Manager Email: NelsonRockyGray@chapmanchoice.com [REDACTED]

2022-11-19 20:30:17

Cxs was advised SA Matt was off today. Cxs collect RO info for customer and confirmed copis has been filed for part. •Vehicle Diagnostic: •RO# 100442 •RO LINE#: 505 •RO open date : 08/22/2022 •Mileage: 90790 •Where is the vehicle located: with cust •Dealership Contact: Email : matthewgurber@chapmanchoice.com •Hotline contacted: (Y/N) •Tech SME Engaged/Parts COPIS Case: Yes / [REDACTED] •Repair warrant-able? – If vehicle were to be within B2B, would warranty have covered the repairs? 3rd part extended warranty •Is this an insurance case? Has there been an ins claim? Are repairs from a previous insurance claim or an existing insurance claim? No •Is this case a SSSC Case?No •Is Customer Loyal to the Dealer •P&A Code: 06067 Byron : Service Advisor / Cxs spk w/ SA Byron how provided case information. next step : contact cust 11/19 by 7 Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813

2022-11-19 22:40:11

OBC to cust : Cxs was prompted to voicemail and left a message advising we have escalated the part concern w/ a copis case and that the agent will monitor this case and provide update as they are received. Cxs also confirmed a new f/u date for the customer. next step schedule new f/u date 11/26 by 7 Thank you for being a part of the Ford family and have a great day! Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday, Wednesday-Saturday 10:30 am -7:00 pm Central Standard time

2022-11-19 22:46:44 Robert Rose Service MGR Matthew Gerber Parts MGR IBE from dealer : From: Robert Rose Sent: Wednesday, November 16, 2022 5:24 PM To: Palmer, Cierra (C.) Subject: Re: [EXTERNAL] customer : [REDACTED] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. You have me listed as parts manager, I am service manager

2022-11-19 22:47:03 IBE from dealer : From: Rocky Gray Sent: Thursday, November 17, 2022 9:31 AM To: Rose, Robert ; Palmer, Cierra (C.) Cc: Matthew Gerber Subject: RE: customer : [REDACTED] VIN : [REDACTED] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Part#ga8z-19g490-a Part Order System Reference #: 22361 Part Ordered Date: 8/22/22 Dealer code 06067 Copis case number [REDACTED] From: Robert Rose Sent: Thursday, November 17, 2022 7:45 AM To: Palmer, Cierra (C.) Cc: Rocky Gray ; Matthew Gerber Subject: RE: customer : [REDACTED] Cierra, I am not the parts manager but can provide you with some info: Dealer PA Code: 06067 Part Number #: GA8Z 19G490A Part Order System Reference #: I don't know what this is Part Ordered Date: 08/23/2022 Parts Manager (First & Last): Rocky Gray Parts Manager Email: NelsonRockyGray@chapmanchoice.com COR/DOR# 22361

2022-11-19 22:47:22 OBE to dealer : From: Palmer, Cierra (C.) Sent: Saturday, November 19, 2022 4:46 PM To: Robert Rose Subject: RE: [EXTERNAL] customer : [REDACTED] Good afternoon, Thank you for the fast reply. I will make the proper corrections. Can you please provide the following information : •Vehicle Diagnostic: •RO# •RO LINE# •RO open date : •Mileage: •Where is the vehicle located: •Dealership Contact: •Does Dealer have a clear path to repair the vehicle: (Y/N) •Hotline contacted: (Y/N) •Multiple Past Repairs for same issue? (Y/N) How Many? •Tech SME Engaged/Parts COPIS Case: (Y/N) •Repair warrant-able? – If vehicle were to be within B2B, would warranty have covered the repairs? •Is this an insurance case? Has there been an ins claim? Are repairs from a previous insurance claim or an existing insurance claim? •Is this case a SSSC Case? •Maintenance up to date? •Signs of Neglect/ Poor Maintenance? Did customer cause the issue? •Verify it's NOT a regular wear and tear item or part of maintenance. •Is Customer Loyal to the Dealer? •P&A Code: Thank you for being a part of the Ford family and have a great day! Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday, Wednesday-Saturday 10:30 am -7:00 pm Central Standard time

2022-11-19 22:58:09 OBE to dealer : From: Palmer, Cierra (C.) Sent: Saturday, November 19, 2022 4:46 PM To: Robert Rose Subject: RE: [EXTERNAL] customer : [REDACTED] Good afternoon, Thank you for the fast reply. I will make the proper corrections. Can you please provide the following information : •Vehicle Diagnostic: •RO# •RO LINE# •RO open date : •Mileage: •Where is the vehicle located: •Dealership Contact: •Does Dealer have a clear path to repair the vehicle: (Y/N) •Hotline contacted: (Y/N) •Multiple Past Repairs for same issue? (Y/N) How Many? •Tech SME Engaged/Parts COPIS Case: (Y/N) •Repair warrant-able? – If vehicle were to be within B2B, would warranty have covered the repairs? •Is this an insurance case? Has there been an ins claim? Are repairs from a previous insurance claim or an existing insurance claim? •Is this case a SSSC Case? •Maintenance up to date? •Signs of Neglect/ Poor Maintenance? Did customer cause the issue? •Verify it's NOT a regular wear and tear item or part of maintenance. •Is Customer Loyal to the Dealer? •P&A Code: Thank you for being a part of the Ford family and have a great day! Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday, Wednesday-Saturday 10:30 am -7:00 pm Central Standard time

2022-11-26 22:58:02 IBE from dealer : From: Robert Rose Sent: Monday, November 21, 2022 8:25 AM To: Palmer, Cierra (C.) Subject: RE: [EXTERNAL] customer : [REDACTED] •Vehicle Diagnostic: pinpoint test showed camera inop •RO# 100442 •RO LINE# 5 •RO open date : 8/22/2022 (its closed now and new one will be written when part arrives) •Mileage: 90790 •Where is the vehicle located: Customer has it •Dealership Contact: Matt Gerber matthewgerber@chapmanchoice.com •Does Dealer have a clear path to repair the vehicle: (Y/N) Y •Hotline contacted: (Y/N) N •Multiple Past Repairs for same issue? (Y/N) How Many? N •Tech SME Engaged/Parts COPIS Case: (Y/N) Y copis •Repair warrant-able? – If vehicle were to be within B2B, would warranty have covered the repairs? Yes •Is this an insurance case? Has there been an ins claim? Are repairs from a previous insurance claim or an existing insurance claim? No •Is this case a SSSC Case? No •Maintenance up to date? Yes •Signs of Neglect/ Poor Maintenance? Did customer cause the issue? No •Verify it's NOT a regular wear and tear item or part of maintenance. Not wear item •Is Customer Loyal to the Dealer? Yes •P&A Code: 06067

2022-11-26 22:59:12 IBE from dealer : From: Rocky Gray Sent: Thursday, November 17, 2022 9:31 AM To: Rose, Robert ; Palmer, Cierra (C.) Cc: Matthew Gerber Subject: RE: customer : [REDACTED] VIN : [REDACTED] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Part#ga8z-19g490-a Part Order System Reference #: 22361 Part Ordered Date: 8/22/22 Dealer code 06067 Copis case number [REDACTED] From: Robert Rose Sent: Thursday, November 17, 2022 7:45 AM To: Palmer, Cierra (C.) Cc: Rocky Gray ; Matthew Gerber Subject: RE: customer : [REDACTED] Cierra, I am not the parts manager but can provide you with some info: Dealer PA Code: 06067 Part Number #: GA8Z 19G490A Part Order System Reference #: I don't know what this is Part Ordered Date: 08/23/2022 Parts Manager (First & Last): Rocky Gray Parts Manager Email: NelsonRockyGray@chapmanchoice.com COR/DOR# 22361

2022-11-26 23:03:27 OBC to dealer :
Cxs called to get an update.
Cxs was advised that the rear camera has been received and that a note will be left for service to schedule an appointment for the cust to come in. Kyle at the dealer states that he will make a note that the dealership needs to call the cust to schedule an appointment for vehicle repair next week.

Kyle : dealer
11/22/2022 : rear camera came in/ Part#ga8z-19g490-a

next step: call cust 11/26 by 7

Cierra Palmer
Customer Experience Specialist, Ford CX
Office : 866-631-3788 Ext. 79813
Operation hours : Monday, Wednesday-Saturday 10:30 am -7:00 pm Central Standard time

2022-11-26 23:23:16

OBC to the cust :

Cxs called and advised she has spoken with the dealership regarding veh concern. Cxs informed the customer he should expect a call next week from the dealer to schedule a new appointment for rear camera that was just received. The cust states he would prefer an appointment on a Tuesday or Wednesday next week because he will be off. Cxs advised she will send a message to the dealer of the appointment preference and confirmed a new f/u date.

next step : set new f/u date for 12/1 by 7

Cierra Palmer
Customer Experience Specialist, Ford CX
Office : 866-631-3788 Ext. 79813
Operation hours : Monday, Wednesday-Saturday 10:30 am -7:00 pm Central Standard time

2022-12-01 19:02:06

Cierra is OOO due to network outage. F/U moved to help with service levels.

2022-12-05 16:48:04

OBC to dealer : Cxs called get an update on the cust vehicle. Cxs was prompted to a vmail and left a message. Dealership Contact: Matt Gurber Email : matthewgurber@chapmanchoice.com COPIS CASE : Hi , Thank you for submitting a COPIS Parts Order Status case, Good news, your backorder for Service Part Number: GA8Z19G490A, Shipper Next step : call dealer back 12/5; call cust 12/5 by 7 OBC to dealer : (Parts) Cxs called the part to confirm cust part has been received. Cxs asked to be transferred to service for an update. Vehicle repair has been completed and cust has picked up the veh as of 11/29/2022. Name : John Netx step call cust 12/5 by 7 Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday, Wednesday-Saturday 10:30 am -7:00 pm Central Standard time

2022-12-06 02:01:47

OBE to cust : From: Palmer, Cierra (C.) Sent: Monday, December 5, 2022 8:01 PM To: [REDACTED] Subject: RE: CRM: [REDACTED] Good evening [REDACTED] Hi, this is Cierra Palmer your customer experience specialist with Ford Motor Company. How is your vehicle performing after the recent repairs ? I have been looking into goodwill gestures and want to offer a Limited maintenance plan that coverage oil and filter changes (may include synthetic oil), tire rotations and multi-point inspections. I will attach the brochure to this email and also schedule an appointment to further discussion of this goodwill gesture for December 9, 2022. If this date does not work with your schedule, please let me know. Thank you for being a part of the Ford family and have a great day! Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday, Wednesday-Saturday 10:30 am -7:00 pm Central Standard time

2022-12-09 22:50:43

OBC to cust : Cxs called the cust to see how the veh is performing after it's recent repairs. The cust states that his veh is driving great and that he is pleased. Cxs offered gwg for LMP and advised she will need to process it and take a few days. The cust accepted the offer and verified his address. next step : 12/15/22 by 7 (new f/u date) Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday, Wednesday-Saturday 10:30 am -7:00 pm Central Standard time

2022-12-09 22:57:04

Case Number: 815144 Limited Maintenance45,000Policy36\$0.00synthetic oil (may apply Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday, Wednesday-Saturday 10:30 am -7:00 pm Central Standard time

2022-12-14 17:04:57

Morley Case Progression Specialist
Morley activity:815144
ESP Has been transmitted.

Ford Motor Company ®
Jelishia Joiner
Lead Agent
Email: JJoiner12@ford.com | www.ford.com
Mon- Fri 8:00am-4:30pm CST (Central)

2022-12-15 23:05:04

OBC to cust : Cxs was prompted to voicemail and left a message, Cxs advised a survey will be sent and also that the cust ESP has been added to his vin and is active and ready for use. Cxs confirmed her final f/u date. next step: safety net for close , final f/u 12/17 Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday, Wednesday-Saturday 10:30 am -7:00 pm Central Standard time

2022-12-16 04:36:27

Supervisor review: Approve to close case.

2022-12-17 17:20:19

OBE to cust (recap) From: Palmer, Cierra (C.) Sent: Saturday, December 17, 2022 11:20 AM To: [REDACTED] Subject: FW: [REDACTED] Dear [REDACTED] Thank you for contacting Ford Motor Company and allowing us to assist you with your 2015 Ford Flex vehicle concerns. We are pleased that your vehicle has been repaired. We hope you find great use of the Limited Maintenance plan, and see it adds value to be a loyal Ford customer. Our goal is to assist our customers in supporting the Ford brand. It was a pleasure to be able to partner with our dealership and resolve your concerns and we hope that your experience with Customer Care met your expectations. If there were any delays in your repair, we sincerely apologize as we are working against some tough times and appreciate your patience. At this time we will proceed with closing your case. As previously provided in your introduction email; you may receive an email survey from Ford Motor Co. We ask that you take a few minutes to respond to the survey and provide us with your feedback regarding our handling of your concern. The survey is entirely predicated to your experience with me. A separate survey will be sent out regarding dealership issues and parts. Please take your time fill it out. If you want to express about Ford products, express your opinion in the feedback section instead of the ratings section. Utilize the star rating system based upon your experience with me. I did utilize all resources the company has to assist you. If you have any further questions or concerns regarding this repair, please let us now by contacting us via phone within the next 30 days with your case #. Thank you for being a part of the Ford family and have a great day! Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday, Wednesday-Saturday 10:30 am -7:00 pm Central Standard time

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 02-17-2023 CLOSED: 02-17-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2016 MODEL: FLEX MILEAGE: 70,000
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: LAND O LAKES | FL | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | UNKNOWN
ANALYST NAME: Wendy Gonzales OPEN ANALYST NAME: Wendy Gonzales
COMMENTS:
2023-02-17 15:34:23

UNABLE TO ESC TO FIN ASSISTANCE - PAST 7 YEAR CRITERIA
WARRANTY START DATE:09-April-2017
CONTACT VIA: (OPT-IN TEXT)
CUST SAYS:my camera turns on intermittently when in reverse, sometimes on and works fine and other times the screen doesnt even change over from the radio.there are recalls related to the back up camera on other makes/models, can I submit my issue to be reviewed for a potential recall?
CUST SAYS, DLR SAYS:70K miles, and no because the dealer charges \$250 just to look at it. cant afford it
CRC ADVISEDAnytime, and thank you for allowing me to review the VIN. There aren't any Field Service Actions like Recalls or Customer Satisfaction Programs related to the rear camera, you can enter VIN through link below to cross-reference:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 03-27-2023 CLOSED: 03-27-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Owner Website | Account Maintenance | |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2017 MODEL: FLEX MILEAGE: 79,000
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: NORTH TONAWANDA | NY | [REDACTED] USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | UNKNOWN | UNKNOWN
ANALYST NAME: Janelle Suniga OPEN ANALYST NAME: Janelle Suniga
COMMENTS:
2023-03-27 16:52:01

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

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

Janelle 10:34 AM
Hello [REDACTED] My name is Janelle. How can I assist you today?

[REDACTED] 10:34 AM
Hi there, I am just tryin to see what electrical services were made to my car on the services report

Janelle 10:35 AM
Thank you for chatting in today! I would be happy to assist you. May I please have the vehicle VIN?

[REDACTED] 10:36 AM
[REDACTED]

Janelle 10:36 AM
Please give me 2-3 minutes to pull up the vehicle information.

[REDACTED] 10:36 AM
Ok thank you. It was just saying I wasn't the owner so I couldn't view them but I am in fact the owner lol

Janelle 10:37 AM
You are welcome! I am checking into this now.

Janelle 10:39 AM
To confirm, your vehicle is the 2017 Flex?

Janelle 10:41 AM
I haven't heard from you in a few minutes. Do you need more time?

[REDACTED] 10:41 AM
yes

[REDACTED] 10:41 AM <div class="bubble" style="background:white; border-color:initial; border-image-outset:initial; border-image-slice:initial; border-style:none; border-width:initial; box-shadow:none; color:#444444; font-family:Sego

[REDACTED] 10:51 AM

Awsome. I was only curious what the services were for the car bc I'm having rear camera issues and was wondering if it was a previous issue

Janelle 10:53 AM

I am not seeing any open or closed issue for the rear camera. Also, Can you please verify for me your Phone number and mailing address so I can make sure its correct in our case notes today. Thank you!

[REDACTED] 10:53 AM

[REDACTED] :53 AM

[REDACTED] 0:54 AM

North Tonawanda, NY. [REDACTED]

[REDACTED] 10:54 AM

Janelle 10:54 AM

Thank you, [REDACTED] What is the mileage on your vehicle?

[REDACTED] 10:55 AM

around 79,000

Janelle 10:55 AM

Thank you! What issues are you having with the rear camera?

[REDACTED] 10:56 AM

It give me a camera not available screen with a yellow triangle and ! In the middle

Janelle 10:57 AM

Thank you for that information! Can you tell me if you have had your vehicle inspected by your local Ford dealer for this concern? If so, when?

[REDACTED] 10:58 AM

no I haven't bc it is intermittently happening

<div class="name" style="background-attachment:initial; background-clip:initial; background-color:initial; background-image:initial; background-origin:initial; background-position:center center; background-repeat:no-repeat !important; background-size:initial

CASE ATTACHMENTS:

CASE ATTACHMENTS:

CASE NUMBER [REDACTED]

STATUS: Resolved

OPEN: 08-17-2023

CLOSED: 09-14-2023

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Correspondence NA CRC

COMMUNICATION: Letter

CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Outside Criteria |

DEALER NAME:

PA CODE:

DLR SALES CODE:

REGION:

ZONE:

VIN [REDACTED]

MODEL YEAR: 2015

MODEL: FLEX

MILEAGE:

BODY STYLE: K6D - FLEX LTD AWD 4-DR MPV

LAST NAME FIRST NAME MIDDLE:

ADDRESS [REDACTED]

CITY STATE ZIP COUNTRY: SIMPSONVILLE | SC | [REDACTED] USA

HOME PHONE: [REDACTED]

SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | UNKNOWN

ANALYST NAME: Chelsea Bellis

OPEN ANALYST NAME: P Rxsalp

COMMENTS:

2023-08-29 14:10:12

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

LETTER DATED 8/8/23

CUST SAYS:

Dear Ford-Team

I am writing to you because I would like to share an unfortunate situation and really hope to receive some positive feedback and support.

My wife and I have put away money for almost 3 years to save for a Ford Flex. This was always our dream to get a roomy vehicle and have enough space, especially with our 7-month-old daughter.

On 8/22/23 we finally had saved enough money and purchased a 2015 Ford Flex Limited AWD with VIN# [REDACTED]

Before the purchase, we were test driving the vehicle and everything appeared to be just working fine. Even within the first week we did not experience any issues. Just last week, however, we experienced issues with the rear camera not functioning every time we put the Flex in reverse. Additionally, all of a sudden the radio randomly stops working and it does not play any music from the radio nor from the CD player. If the sound system is working, we can hear static noises, which makes listening to the music unenjoyable.

Some of the buttons on the steering wheel have the same behavior, especially for the cruise control. At my local Ford dealership, we were told that they can look at it and made us aware that in the worst case the entire sound and control system along with the rear-view camera has to be installed, which is very costly.

We are a one-income household and due to the current situation, where everything has got and is still getting more expensive, we really can't afford these additional expenses for our dream vehicle.

Please understand our situation and we would really appreciate it if company Ford could have my local Ford dealership find the root cause of the issues and have it repaired free of charge.

We really do love this car and would like to enjoy the things that are now not functioning the way they should be.

Look forward to hearing back from you.

CRC SAYS:

Dear [REDACTED]

We have received your correspondence requesting coverage for repairs to your 2015 Ford Flex. I am grateful for the opportunity to evaluate your request.

Thank you for taking the time to write to us. We appreciate you informing us about your issues with the rearview camera and audio system; your input is valuable and helps us identify problems that may lead to a Customer Satisfaction Program (CSP) or recall in the future. We certainly understand the difficulties this situation has caused and have documented your concerns for further review.

To locate the exact cause of your concerns, we recommend that you schedule a diagnosis with your Ford dealership, as your dealer has specialized equipment and the most comprehensive service information. For your convenience, you may locate nearby Ford dealers at www.owner.ford.com > FIND A DEALER.

Upon careful consideration, we have thoroughly examined our resources and determined that there are no programs that provide coverage for your repair at this time. If you decide to move forward with your repairs, we encourage you to retain your receipts in case Ford launches a program that may allow for reimbursement of your concerns.

If you have further questions or concerns, you can reach our Customer Relationship Center via chat Monday - Friday 8:30 AM - 10:00 PM EST and Saturday/Sunday 11:00 AM - 7:00 PM EST. You will find our chat option on www.ford.com/support, look for a blue LIVE CHAT bubble near the bottom right-hand corner of the screen. You can also reach our inbound phone team Monday - Friday 8:00 AM - 11:00 PM EST and Saturday 8:00 AM - 8:00 PM EST (closed Sunday) at 1-800-392-3673. Hearing and speech-impaired callers can contact the Telecommunication Relay Service by dialing 711 [REDACTED]

family:Arial,Arial_Embedded;font-size:10pt;font-style:normal;font-variant-ligatures:norm

2023-08-29 14:14:59

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

PE24-030 000143 GCCT PV

CASE ATTACHMENTS:

2023-08-29 14:10:12

Carissha Wesley

2023-08-29 14:14:59

Carissha Wesley



August 29, 2023

[REDACTED]
[REDACTED]
Simpsonville, SC [REDACTED]
[REDACTED]

Dear [REDACTED]

We have received your correspondence requesting coverage for repairs to your 2015 Ford Flex. I am grateful for the opportunity to evaluate your request.

Thank you for taking the time to write to us. We appreciate you informing us about your issues with the rearview camera and audio system; your input is valuable and helps us identify problems that may lead to a Customer Satisfaction Program (CSP) or recall in the future. We certainly understand the difficulties this situation has caused and have documented your concerns for further review.

To locate the exact cause of your concerns, we recommend that you schedule a diagnosis with your Ford dealership, as your dealer has specialized equipment and the most comprehensive service information. For your convenience, you may locate nearby Ford dealers at www.owner.ford.com > FIND A DEALER.

Upon careful consideration, we have thoroughly examined our resources and determined that there are no programs that provide coverage for your repair at this time. If you decide to move forward with your repairs, we encourage you to retain your receipts in case Ford launches a program that may allow for reimbursement of your concerns.

If you have further questions or concerns, you can reach our Customer Relationship Center via chat Monday - Friday 8:30 AM - 10:00 PM EST and Saturday/Sunday 11:00 AM - 7:00 PM EST. You will find our chat option on www.ford.com/support, look for a blue LIVE CHAT bubble near the bottom right-hand corner of the screen. You can also reach our inbound phone team Monday - Friday 8:00 AM - 11:00 PM EST and Saturday 8:00 AM - 8:00 PM EST (closed Sunday) at 1-800-392-3673. Hearing and speech-impaired callers can contact the Telecommunication Relay Service by dialing 711.

Thank you again for reaching out to us. Please know that we value your business and hope this matter has not wavered your confidence in the Ford brand.

Sincerely,



Carissha
Customer Service Representative
Ford Motor Company

August 29, 2023

[REDACTED]
[REDACTED]
Simpsonville, SC [REDACTED]
[REDACTED]

Dear [REDACTED]

We have received your correspondence requesting coverage for repairs to your 2015 Ford Flex. I am grateful for the opportunity to evaluate your request.

Thank you for taking the time to write to us. We appreciate you informing us about your issues with the rearview camera and audio system; your input is valuable and helps us identify problems that may lead to a Customer Satisfaction Program (CSP) or recall in the future. We certainly understand the difficulties this situation has caused and have documented your concerns for further review.

To locate the exact cause of your concerns, we recommend that you schedule a diagnosis with your Ford dealership, as your dealer has specialized equipment and the most comprehensive service information. For your convenience, you may locate nearby Ford dealers at www.owner.ford.com > FIND A DEALER.

Please note that your vehicle is currently affected by **Recall 20S04 - REAR SUSPENSION TOE LINK REPLACEMENT**. We urge you to contact a Ford dealer to schedule an appointment for this repair.

Upon careful consideration, we have thoroughly examined our resources and determined that there are no programs that provide coverage for your repair at this time. If you decide to move forward with your repairs, we encourage you to retain your receipts in case Ford launches a program that may allow for reimbursement of your concerns.

If you have further questions or concerns, you can reach our Customer Relationship Center via chat Monday - Friday 8:30 AM - 10:00 PM EST and Saturday/Sunday 11:00 AM - 7:00 PM EST. You will find our chat option on www.ford.com/support, look for a blue LIVE CHAT bubble near the bottom right-hand corner of the screen. You can also reach our inbound phone team Monday - Friday 8:00 AM - 11:00 PM EST and Saturday 8:00 AM - 8:00 PM EST (closed Sunday) at 1-800-392-3673. Hearing and speech-impaired callers can contact the Telecommunication Relay Service by dialing [711](tel:711).

Thank you again for reaching out to us. Please know that we value your business and hope this matter has not wavered your confidence in the Ford brand.

Sincerely,



Carissha
Customer Service Representative
Ford Motor Company

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 08-30-2023 CLOSED: 09-07-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: FAR FastPath NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - Repair |
DEALER NAME: Gosch Ford Temecula
PA CODE: 05432 DLR SALES CODE: 71424 REGION: W1 ZONE: W1C
VIN: [REDACTED] MODEL YEAR: 2018 MODEL: FLEX MILEAGE: 80,959
BODY STYLE: K5B - FLEX SE FWD 4DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: MENIFEE | CA | [REDACTED] | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | UNKNOWN
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: SYSTEM
COMMENTS:

2023-08-30 23:29:37 Case Number [REDACTED] Customer : [REDACTED] Business Phone : Home Phone : Mobile
Phone : LTV Score : 83 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part
Number : Dealer Name : Gosch Ford Temecula Dealer P&A : 05432 Dealer phone : 951-699-1302 VIN :
[REDACTED] Year : 2018 Make : FORD Model : FLEX Mileage : 80959 Engine Specification :
Transmission Specification : Warranty Start Date : 2017-12-10 Open Recall/FSA: : ESP : Hotline Contact :
Warranty History :
2023-08-30 23:30:31 Backup camera INOP. Pinpoint testing led to backup camera having and internal fault and must be replaced.
2023-08-30 23:46:10 ford \$400.40 customer \$600.60 approval p11 MSPA551868

CASE ATTACHMENTS:

CASE NUMBER [REDACTED] STATUS: Resolved
OPEN: 09-05-2023 CLOSED: 10-09-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Dealer NA US COMMUNICATION: Phone
CASE CLASS LV 1234: Feedback | Dealer | Negative - Service |
DEALER NAME: Norm Reeves Ford Lincoln
PA CODE: 05401 DLR SALES CODE: 54015 REGION: W1 ZONE: WEA
VIN: [REDACTED] MODEL YEAR: 2016 MODEL: FLEX MILEAGE: 78,506
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: LAKEWOOD | CA [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | UNKNOWN | UNKNOWN
ANALYST NAME: InfoConnector-Prod OPEN ANALYST NAME: Mariah Owens
COMMENTS:

2023-09-05 22:21:42 Customer stated vehicle was taken into the dealership for vehicle concerns. initial concern was related to back up camera in which customer thought his vehicle was diagnosed for. Dealership completed diagnosis, customer contacts Ford Motor Company for assistance with this repair financially due to vehicle being outside of all warranty. SA sent over information for repair: -Technician findings/notes on the results of the diagnosis verified concern. inspect, BCE test DTC Side obstacle module L U3000:48 software failure. workshop manual. pinpoint test traced to failed side obstacle module. necessary remove rear bumper cover, remove and replace module, program and retest. This repair was completed and vehicle was returned to customer. Customer stated concern has not been addressed. Customer then had additional concerns with his vehicle and needed fin assist again from FMC. customer is not happy that he stated he had told his SA more than once about his back up camera concern and this is now an out of pocket cost for him.

2023-09-06 00:23:13 I originally brought my vehicle in for my back up camera , cross traffic , and blind spot sensor. My chief complaint was the back up camera . I had the diagnostic done on my vehicle and they informed me that it would cost a little over a grand to fix . Ford motor company stepped in and assisted me , Unfortunately for me , my advisor left out my chief complaint for the back up camera . So when I come to pick up my vehicle and return home. I go to back in my driveway and my camera still does not work . I call my advice Francisco where he tells me I never told him about the back up camera . I was called a liar . Francisco and I have an argument over the matter . A few hours later after checking his paperwork he sees that I did mention the back up camera and it's in ink . Now I am having a financial hardship again with my vehicle. I contact ford Cerritos where they apologize for the inconvenience and agree to work with me and figure out a solution . Now this week august 2023 I'm told I'm responsible for the payment for the back up camera which is Around \$1,000. If you review all the problems my vehicle has had , I'm pretty sure I have a lemon . I've had close to 10k in parts and labor for my vehicle . Lastly , I do appreciate everything ford had done for me with financial assistance . Unfortunately an employee dropped the ball where I the customer am effected . More recently I was told my my services advisor I need to put in another 3k into my vehicle for parts and labor , that's a story for another day . Thank you [REDACTED]

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 11-01-2023 CLOSED: 11-01-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Recall NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Outside Criteria |
DEALER NAME: Sam Galloway Ford, Inc.
PA CODE: 04845 DLR SALES CODE: 24480 REGION: S3 ZONE: S3B
VIN [REDACTED] MODEL YEAR: 2015 MODEL: FLEX MILEAGE: 66,300
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: FORT MYERS | FL [REDACTED] USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | UNKNOWN
ANALYST NAME: Querol Angelil Mobe OPEN ANALYST NAME: Querol Angelil Mobe
COMMENTS:
2023-11-01 14:30:07

CUST SAYS: CUST would like to file a claim for rear camera sometimes it works fine but mostly it comes on upside down and turns black sometimes and he understand ford has a recall on it but his VEH not part of it. CUST saw online the recall and he went to DLR 3 yrs ago about it. PER CUST, DLR SAYS: DLR told him to hold on there might be a recall. CRC ADVISED: I advised the CUST that the VEH is not involved in a recall program. I advised that recalls are VIN specific and not all VEH's even with the same yr, make and model can be included in a recall. If a VEH is not affected it might because it was built at the different time, plant or part than the affected ones. We recommend that your vehicle be inspected by a Ford/Lincoln dealership to determine the cause of any symptoms your vehicle may be experiencing. After reviewing my resources, there are no warranties or programs in effect that would provide coverage of your current concern. I recommend that you keep your receipts in case Ford initiates a program in the future based on your situation. Informed repairs and services would be your responsibility. Informed if VEH is affected by recall you will be notified via mail. Ford Motor Company (FMC) and NHTSA work together to proactively identify areas of concern through investigation. During an investigation, Ford cooperates fully with NHTSA.

CASE ATTACHMENTS:

CASE NUMBER [REDACTED] STATUS: Resolved
OPEN: 01-15-2024 CLOSED: 01-29-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Correspondence NA CRC COMMUNICATION: Letter
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Outside Criteria |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2016 MODEL: FLEX MILEAGE:
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: FRANKLIN | VA [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Appearance
ANALYST NAME: Chelsea Bellis OPEN ANALYST NAME: P Rxsalp
COMMENTS:
2024-01-22 21:01:58

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

letter dated 1-3

CUST SAYS: My name is [REDACTED] My family and I are a Ford family. My dad work for Ford dealerships for most of his life in the Parts department as manager. The reason for my email is to inquire about the poor quality of the backup camera on my 2016 Ford Flex. The Flex has been my favorite model Ford has made. I wish Ford would begin making this SUV again. When I purchased my used 2016 Flex in 2019 I had to replace the backup camera soon after purchasing. I was told by the dealer about the poor quality and the amount of issues Ford has with backup cameras. I asked then about why Ford does not fix the widespread problem and have a recall on the issue. The dealer had no answer for me. The dealership was able to help us. The \$600 replacement was brought down to \$100 under a warranty. Now three years later, in December of 2023 the second replacement camera in my Flex needs to be replaced. The same issue occurred as before with either a "camera unavailable message" or an inverted picture displays when in reverse. We have been quoted at the same dealer for \$350 replacement this time. They claim we are no longer under a warranty, not even for the newly installed camera in 2019. Can you please help? This seems like a returning issue for us. Something in the camera system must be defective. Does Ford have any recalls on this part or any assistance to customers with defective parts? Two cameras in five years are unacceptable. Thank you for your willingness to help! I spoke to Nathan on January 2, 2024 at 7:20 pm with your Corporate Customer Service, although Nathan was kind, he was unable to help me with a resolution. I look forward to hearing from you soon.

CRC ADVISED: denial

CASE ATTACHMENTS:

2024-01-22 21:06:32

Marsha Wojewski-Boyd



November 14, 2024

[REDACTED]
[REDACTED]
Franklin, VA [REDACTED]

Case # [REDACTED]

Dear [REDACTED]

Thank you for contacting Ford Motor Company to inquire about financial assistance with replacing the backup camera in your 2016 Ford Flex. We are happy to hear that you are a Ford family.

I appreciate the opportunity to investigate this matter for you, as the satisfaction of Ford owners is one of our highest objectives. We value your business and thank you for bringing your concern to our attention.

Ford Motor Company's number one responsibility to its customers is to ensure repairs are made to your vehicle while under the provisions of the manufacturer's warranty, or the protection of a Ford Extended Service Plan. Customer Satisfaction Programs (CSP) are also sometimes initiated by Ford to assist customers with the cost of repair beyond the original warranty (extending warranty on parts involved). There are no programs we can utilize to assist you in this case.

I would recommend that you hold onto your receipt, so that if Ford Motor Company issues a recall or a CSP relating to your specific vehicle and concern, you may be eligible for a refund at that time. CSPs are VIN specific and time and mileage limitations do apply.

If you have further questions or concerns, you can reach our Customer Relationship Center via chat Monday - Friday 8:30 AM - 10:00 PM EST and Saturday/Sunday 11:00 AM - 7:00 PM EST. You will find our chat option on www.ford.com/support, look for a blue LIVE CHAT bubble near the bottom right-hand corner of the screen. You can also reach our inbound phone team Monday - Friday 8:00 AM - 11:00 PM EST and Saturday 8:00 AM - 8:00 PM EST (closed Sunday) at 1-800-392-3673. Hearing and speech-impaired callers can contact the Telecommunication Relay Service by dialing 711.

Again, thank you for contacting Ford Motor Company.

Sincerely,



Marsha
Customer Service Representative
Ford Motor Company

CASE NUMBER [REDACTED] STATUS: Resolved
OPEN: 03-19-2024 CLOSED: 03-19-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Inbound NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Outside Criteria |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN [REDACTED] MODEL YEAR: 2017 MODEL: FLEX MILEAGE: 65,000
BODY STYLE: K5D - FLEX LTD FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: MILTON | DE | [REDACTED] USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | UNKNOWN
ANALYST NAME: Marvin Geronimo OPEN ANALYST NAME: Marvin Geronimo
COMMENTS:
2024-03-19 18:17:02

CUST SAYS
Cust have an problem with the volume and camera of her veh sometimes it works sometimes not.Could you
check what was missing to fix my issues and if there was recall related to my veh.
DEALER CUST/DLR SAYS:
N/A
CRC ADVISED
There was no recall on your veh.
I advised the cust sync system is not updated
I walk-through to the ford.com website about installation and requirements .dload of software is for free.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 08-30-2024 CLOSED: 08-31-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: IVT (In-Vehicle Technology) NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: SYNC | Functionality | SYNC Inoperative | Other
DEALER NAME: Tuttle-Click Ford
PA CODE: 05556 DLR SALES CODE: 71069 REGION: W1 ZONE: W1C
VIN [REDACTED] MODEL YEAR: 2018 MODEL: FLEX MILEAGE:
BODY STYLE: K5B - FLEX SE FWD 4DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: ORANGE | CA | [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: Megan Krall OPEN ANALYST NAME: Megan Krall
COMMENTS:
2024-08-30 20:10:20

CUST SAYS: Agent Lori from CRC warm transferred the customer over to me. Customer said that she has always been having issues with the rear view camera and she said that the dealership replaced the camera for about 3 times.
Customer said that she got into the vehicle and put it in reverse but got a message saying "Rear view camera not available" but it also is showing upside down.
She was able to perform all the resets that I walked her through and the camera was still upside down. She had to re pair her iPhone back to the vehicle's Bluetooth she tried the first time but that didn't work because she had to forget this device on her iPhone settings. Then the second pairing attempt finally worked.

Per Cust DLR SAYS: N/A

CRC ADVISED: First checked Ford website to make sure the customers vehicle doesn't need a software which it doesn't and she is fully up to date.
First troubleshooting we performed a SYNC reboot on radio settings and after that was done we went straight a key cycle for about 2 minutes. Headed back into the vehicle to test the rear view camera to see if it's working but it wasn't. We then performed a master reset on the vehicle. Then I helped her re pair her phone back to the vehicle's Bluetooth. Advised her that there is no other troubleshooting I can do on my side and she would need to reach back out to the dealership for more help.

RESOURCES USED: OASIS//ford.com /support// Performing a SYNC Master/Factory Reset// Performing a Key Cycle// Pairing a Phone with SYNC

RESOLUTION/Next Steps: Closed Case

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 11-01-2024 CLOSED: 11-01-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Recall NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Outside Criteria |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2016 MODEL: FLEX MILEAGE:
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: RINGGOLD | GA [REDACTED] USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | UNKNOWN
ANALYST NAME: Faith Zaulda OPEN ANALYST NAME: Faith Zaulda
COMMENTS:
2024-11-01 17:57:32

Cust says
im calling about the rear camera and is not recalled yet and
im calling if ford can help me to get it fixed, my camera inverted and sometimes it gets
blue screen and i don't see any recalls on 2016 models just for 2019
dealer told me \$472 and \$172 to put in

Per Cust, DLR SAYS: N/A
Dealer info: N/A

CRC advised:
After reviewing my resources I have found out that there is no recalls or program that would provide the
coverage of your current concern, however ford is not closing our doors when it
comes to this opportunity this is the best i can do for you we have this documented and this call is
also recorded and i'll have
it raised to fmc so they can review and investigate this issue for you and if this will become a known issue,
program will be having a extended warranty that might be related to your veh issues. a recall/program will be
put in to place and Ford will be sending you a letter if this recall/please keep the receipt in case ford initiates a
recall/program in the future that might be eligible for reimbursement. NHTSA is the department who identify or
determine what components, parts or VIN that will have the recall.
Advised cust that recalls are VIN specific and not all veh with the same year make and model will have the
same recall. Your vehicle may have been built at a different
plant using a different part than those vehicles involved in recalls or CSP' cust hangs up

CASE ATTACHMENTS:

CASE NUMBER [REDACTED]
OPEN: 04-09-2024 CLOSED: 04-09-2024
RESPONSE TEAM: Tier 1 Chat NA CRC
CASE CLASS LV 1234: Vehicle Concern | |
DEALER NAME:

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Chat

PA CODE: DLR SALES CODE:
VIN: [REDACTED] MODEL YEAR: 2016
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: SAN DIEGO | CA | [REDACTED] | USA
HOME PHONE: [REDACTED]

REGION:
MODEL: FLEX ZONE:
MILEAGE:

SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: Terrence Thompson OPEN ANALYST NAME: # FordTCC-DSUnknow-Prod-GCCT
COMMENTS:

OK

Bot CU said:

Hello

Customer - 7:54 PM

You said:

Hi, [REDACTED] Thank you so much for your patience with our longer than normal hold time. My name is Terrence.

How may I help you?

Sent - 7:54 PM

Bot CU said:

I am having a problem with my back up camera and sensors on my mirrors not working

Bot CU said:

Are you there

Customer - 7:56 PM

You said:

Thanks for that information [REDACTED] can look into this vehicle concern for you.

Sent - 7:57 PM

Bot CU said:

Yes please do

Customer - 7:57 PM

You said:

Are they not working at all, or is sometimes?

Sent - 7:58 PM

Bot CU said:

it just started not working this afternoon

Customer - 7:58 PM

You said:

This is for your 2016 Flex correct?

Sent - 7:58 PM

Bot CU said:

yes

Bot CU said:

We have turned the car off then started it up again and still doing the same thing.

Customer - 8:00 PM

You said:

Give me a few minutes to look into this for you.

Sent - 8:01 PM

Bot CU said:

ok thank you

Customer - 8:01 PM

You said:

You're very welcome.

You said:

Thanks for your patience.

You said:

There's troubleshooting method called the Key Cycle that could possibly help with this issue. Here are the steps: 1. Turn the vehicle completely off.

Notes:

- The vehicle's engine should not be running, and the vehicle should not be in accessory mode. Many newer vehicles will keep the radio on (even when the car is turned off) until a door is opened.
- If the vehicle has physical keys, make sure the customer removes the keys from the ignition.
- 2. Open the driver's door, lock the door, and exit the vehicle with the keys (or key faab).

Note: If their vehicle is equipped with an Intelligent Access System with push-button start, they must exit the vehicle with their keys before locking the door.

3. Close the driver's door.

4. Wait two minutes and ensure the radio display turns off completely.

5. Open the door and enter the vehicle.

6. Restart the vehicle.

You said:

If the Key Cycle does not work, I recommend taking the vehicle to a dealer and having it diagnosed. Here's a list of dealers in your area: <https://www.ford.com/dealership> [REDACTED]

Sent - 8:08 PM

Bot CU said:

Thank you we have already done that

Bot CU said:

how do we get updates for the sync navigation

Customer - 8:09 PM

You said:

You would go to the Ford Support website to check for updates for SYNC. According to your VIN, your SYNC is completely updated.

Sent - 8:12 PM

Bot CU said:

ok thank you for your talking with me this evening

Customer - 8:12 PM

You said:

You're very welcome. Is there anything else I can assist you with?

Sent - 8:13 PM

Bot CU said:

is there any kind of warranty on my vehicle

Customer - 8:14 PM

You said:

Currently there is no warranty coverage for your vehicle.

Sent - 8:14 PM

Bot CU said:

ok Thank you

Bot CU said:

Have a good evening

Customer - 8:15 PM

You said:

You're very welcome. Thank you for contacting Ford Motor Company. At the end of this chat, there will be a survey that appears regarding your experience with my performance today. We appreciate any feedback you may have. You have a great day.
Sent - 8:15 PM
Connectivity Status: Connected

CASE ATTACHMENTS:

CASE NUMBER [REDACTED] STATUS: Resolved
OPEN: 06-03-2024 CLOSED: 06-04-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | Financial Assistance |
DEALER NAME: Way Scarff Ford Auburn
PA CODE: 29571 DLR SALES CODE: REGION: W5 ZONE: A01
VIN: [REDACTED] MODEL YEAR: 2018 MODEL: FLEX MILEAGE: 45,381
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: FEDERAL WAY | WA [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: Priciliana Avendano OPEN ANALYST NAME: # fordprodprojectadvocate
COMMENTS:

Hi [REDACTED] My name is Priciliana. How can I help you today?

Sent-4:07 PM

Bot CU said: My backup rear camera has been out for months. When I asked the dealer if it was covered by my warranty they would not give me a straight answer. how can i find out if the camera is covered?

CU

Bot CU said:

My backup rear camera has been out for months. When I asked the dealer if it was covered by my warranty they would not give me a straight answer. how can i find out if the camera is covered?

Customer-4:07 PM

You said: It will be my pleasure to look into this for you, [REDACTED] Can you please tell me how many miles the vehicle has?

You said:

It will be my pleasure to look into this for you, [REDACTED] Can you please tell me how many miles the vehicle has?

Sent-4:08 PM

Bot CU said: 45,381. I first registered the complaint when the vehicle was around 42,000 miles

CU

Bot CU said:

45,381. I first registered the complaint when the vehicle was around 42,000 miles

Customer-4:10 PM

You said: Thank you so much for letting me know! Can you please verify your best contact method and physical address?

You said:

Thank you so much for letting me know! Can you please verify your best contact method and physical address?

Sent-4:10 PM

Bot CU said: cell, [REDACTED] email

CU

Bot CU said:

cell, [REDACTED]

Bot CU said: mailto:[REDACTED] One or more links in the message.

CU

Bot CU said:

mailto:[REDACTED]

Bot CU said: [REDACTED] Federal Way WA [REDACTED]

CU

Bot CU said:

[REDACTED] Federal Way WA [REDACTED]

Customer-4:11 PM

You said: Thank you so much [REDACTED] Can you please tell me what you are experiencing with the rear camera?

You said:

Thank you so much, [REDACTED] Can you please tell me what you are experiencing with the rear camera?

Sent-4:12 PM

Bot CU said: for the first couple of months it would just blink in and out, for the last 3 months its completely out with the camera unavailable m.essage

CU

Bot CU said:

for the first couple of months it would just blink in and out, for the last 3 months its completely out with the camera unavailable m.essage

Customer-4:13 PM

You said: Thank you so much for those details! Has a Ford dealership diagnosed the vehicle yet?

You said:

Thank you so much for those details! Has a Ford dealership diagnosed the vehicle yet?

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

You said:

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

Sent-4:16 PM

Bot CU said: they just ordered a new camera, they said it is a common problem with with the rear cameras and I would need to be replaced. was told camera was on back order from 6 to 9 months. today when I went for a oil change they had the camera for \$500 and I was told it would be \$1000 plus tax for the repair.

CU

Bot CU said:

they just ordered a new camera, they said it is a common problem with with the rear cameras and I would need to be replaced. was told camera was on back order from 6 to 9 months. today when I went for a oil change they had the camera for \$500 and I was told it would be \$1000 plus tax for the repair.

Bot CU said: still no direct answer from them if its covered by my warranty. Also I believe the repair cost is inflated.

CU

Bot CU said:

still no direct answer from them if its covered by my warranty. Also I believe the repair cost is inflated.

Customer-4:17 PM

You said: I hear what you are saying! Just to clarify the vehicle has not been diagnosed yet correct?

You said:

I hear what you are saying! Just to clarify the vehicle has not been diagnosed yet correct?

Sent-4:19 PM

Bot CU said: no, they outright said I needed new camera without diagnosis.

CU

Bot CU said:

no, they outright said I needed new camera without diagnosis.

Customer-4:19 PM

You said: I value that information! [REDACTED] I see that your vehicle has safety restraint and powertrain for 5 years/60,000 miles which ever occur first. However, once the vehicle is properly diagnosed at the dealership and begins repair, we can have your case escalated for assistance, [REDACTED]

You said:

I value that information [REDACTED] I see that your vehicle has safety restraint and powertrain for 5 years/60,000 miles which ever occur first. However, once the vehicle is properly diagnosed at the dealership and begins repair, we can have your case escalated for assistance, [REDACTED]

Sent-4:22 PM

Bot CU said: will the camera be covered under the warranty??

CU

Bot CU said:

will the camera be covered under the warranty??

Customer-4:23 PM

You said: I can not speculate on that with out a diagnoses. However, once he vehicle is diagnosed we can escalate your case for assistance with costs!

You said:

I can not speculate on that with out a diagnoses. However, once he vehicle is diagnosed we can escalate your case for assistance with costs!

You said: You are outside of your warranty.

You said:

You are outside of your warranty

Sent-4:26 PM

Bot CU said: the backup camera is not covered under the safety 5 year/60000 warranty?

CU

Bot CU said:

the backup camera is not covered under the safety 5 year/60000 warranty?

Customer-4:27 PM

You said: Your vehicle warranty start date is on 03/17/2018 and it has expired the time. The warranty is for 5 years/60,000 miles which ever occur first.

You said:

Your vehicle warranty start date is on 03/17/2018 and it has expired the time. The warranty is for 5 years/60,000 miles which ever occur first.

Sent-4:29 PM

Bot CU said: okay, thank you for the info.

CU

Bot CU said:

okay, thank you for the info.

Customer-4:30 PM

Bot CU said: Customer has ended the conversation. 4:30 PM

Bot CU said:

Customer has ended the conversation. 4:30 PM

CASE ATTACHMENTS: