

CASE NUMBER: [REDACTED] STATUS: In Progress
OPEN: 11-30-2020 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Central Loaner NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Information | Warranty Loaner Approval | |
DEALER NAME: Riata Ford
PA CODE: 08758 DLR SALES CODE: 52740 REGION: C2 ZONE: C2C
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 14,328
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: PFLUGERVILLE | TX | [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Appearance
ANALYST NAME: SYSTEM 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: 03-30-2021 CLOSED: 03-30-2021 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Inbound NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 28,665
BODY STYLE: K5B - FLEX SE FWD 4DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: WAIANAE | HI | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inaccurate
ANALYST NAME: Lia Cilladi OPEN ANALYST NAME: Lia Cilladi
COMMENTS:
2021-03-30 22:00:04

***CUST SAYS:

Doran FP, fully verified yes
Review cam is not working

Cust is experiencing symptoms.
Veh has not been diagnosed.

***CUST SAYS PER DLR:

***CRC ADV TO CUST:

Advised cust to take veh to dlr for diagnosis.
Advised the dlr it is in the best position to determine repairs and coverage.
Offered information for dlr and cust declined.

CASE ATTACHMENTS:

CASE [REDACTED] STATUS: Resolved
 OPEN: 08-30-2021 CLOSED: 09-23-2021 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: Jack Demmer Ford, Inc.
 PA CODE: 02771 DLR SALES CODE: 48016 REGION: G2 ZONE: G2B
 VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 40,976
 BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
 LAST NAME FIRST NAME MIDDLE: [REDACTED]
 ADDRESS: [REDACTED]
 CITY STATE ZIP COUNTRY: CANTON | MI | [REDACTED] | USA
 HOME PHONE: [REDACTED]
 SYMPTOMS: Driver Aides & Information | Exterior Camera | UNKNOWN | UNKNOWN
 ANALYST NAME: Ahrayvia Robinson OPEN ANALYST NAME: Vanessa Dela torre
 COMMENTS:

2021-08-30 18:29:07 BCM [REDACTED] Cust Said; I have called on the 24-Aug with case [REDACTED] and I was not provided any info of the process. I had the veh at the dlr on the 26th-Aug-2021 and pick it up this Saturday 28th-Aug. for the issue back up camera was not working. I was not given a loaner but I was told I can get a reimbursement from FMC, All I need is a case # Dlr Said : N/A CRC Advice : Thank you for reaching out to Ford Motor Company with this concern. I will be escalating this case to a Customer Experience Specialist on the escalated SUV/Truck support team. They will contact you through your preferred/best contact method within 1 business day to assist you. LTV : 92

2021-08-31 17:12:15 Ahrayvia Robinson/Arobi195@ford.com/79466 cust @ [REDACTED] ISSUE/CONCERN: OBCC - I called to speak with cust bt no answer, said number out of srvice. Contact another number . Cust avd she took car in thursday to be repaired, adv repaired back upcamera needed to replace it, adv covered but no laoner, when she called customer care that tuesday said it would be reimbursed. Adv dropped of thursday and got veh and rental saturday. Cust adv rental receipt. Adv total came to \$151.66, got 12% discount, net charge \$148.61. [REDACTED] NEXT STEP: email cust. fu with cust 9/2 ARTICLE(S) USED: Ford Motor Company @ Ahrayvia Robinson Customer Experience Specialist, Ford SUV Team arobi195@ford.com | www.ford.com office: 866-631-3788 ext 79466 Mon – Thur, Sat | 7AM - 3:30PM CST

2021-08-31 17:15:21 OBE Good Morning/Afternoon Mrs. [REDACTED], My name is Ahrayvia and I will be your Customer Experience Specialist assisting with your case regarding your 2019 Ford Flex. I have provided my contact details below should you need to contact me for information on your case. Your case number is CAS-[REDACTED]. I am excited to have the opportunity to work with you and help resolve your vehicle concerns. Please don't hesitate to reach out if you have any questions, concerns or if you are needing an update on your case. We appreciate your commitment to the Ford family and look forward to resolving your concerns! Thanks,

2021-09-02 21:32:20 OBE Hello Mrs. [REDACTED], Thank you for sending the receipt, however the image is blurry on my end and I cannot depict the cost for the rental. May you please resend the receipt ? Thank you for your loyalty to Ford,

2021-09-04 14:02:17 OBE Hello [REDACTED], Thankyou for sending the receipt. The review is currently being conducted. I have a legal requirement as part of this process to ask if you are a citizen of the country of India. Can you please confirm whether you are a citizen of India? Also, I want to make sure I have all the pertinent information correct before I generate this payment request for Comerica Bank to issue a MasterCard debit card to you. Is your mailing address [REDACTED] CANTON, MI [REDACTED]? Please confirm the accuracy. Thank you for your loyalty to Ford,

2021-09-07 15:38:04 Supervisor review: Safety net approved to reimburse customer \$148.61 for rental.

2021-09-08 22:12:11 OBE Hello Mrs. [REDACTED], Great news! I have the approval to reimburse you for \$148.61. Your debit card is currently processing. I know they process every Tuesday and Thursday, so I will follow up with you Tuesday 9/14. Thank you for your loyalty to Ford,

2021-09-14 15:35:59 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED]
 Home Phone : [REDACTED] Mobile Phone [REDACTED] LTV Score : 92 Vehicle Purchase Status : Original
 Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Jack Demmer Ford, Inc. Dealer
 P&A : 02771 Dealer phone : 7347212600 VIN : [REDACTED] Year : 2019 Make : FORD Model :
 FLEX Mileage : 40976 Engine Specification : 3.5L V6 CYCLONE TIVCT Transmission Specification : 6 SPD
 AUTO TRANS 6F Warranty Start Date : 2019-10-09 Open Recall/FSA : n/a ESP : 0968 - USA 2020NEW
 36/45000 RENTALCARE W/PREMCARE WRAP AROUND, 0968 - USA 2020 NEW 24/25K PREM
 MAINT(M&W) 7.5K INTERVAL Hotline Contact :
<https://www.gccjis.dealerconnection.com> [REDACTED]
 2 Warranty History : Checked

2021-09-14 16:09:33 Ahrayvia Robinson/Arobi195@ford.com/79466 cust @ [REDACTED] ISSUE/CONCERN: OBCC - I called to speak with cust but no answer NEXT STEP: email to cust - ARTICLE(S) USED: Ford Motor Company @ Ahrayvia Robinson Customer Experience Specialist, Ford SUV Team arobi195@ford.com | www.ford.com office: 866-631-3788 ext 79466 Mon – Thur, Sat | 7AM - 3:30PM CST

2021-09-14 16:25:28 OBE Hello [REDACTED] I hope all is well today. I wanted to let you know the debit card is still processing on our end at this time. I will check back come Thursday, 9/16 for your card status. Thank you for your loyalty to Ford,

2021-09-14 18:03:16 Supervisor transmitted CXS debit card upload.

2021-09-16 22:28:25 OBE Hello [REDACTED], I hope all is well. I wanted to let you know that the debit card is still processing. I will follow up come Tuesday, 9/21 for any updates. Thank you for your loyalty to Ford,

2021-09-21 20:25:44 OBE Hello [REDACTED] Happy Tuesday! I wanted to let you know that the debit card is still processing here. I will follow up with you on any new status come 9/23. Thank you for your loyalty to Ford,

2021-09-23 19:24:19 OBE Hello [REDACTED], Happy Thursday! I wanted to let you know that the debit card has been processed and is on its way. You can expect the card to arrive within 5-10 business days. Thank you for contacting Ford Motor Company and allowing us to assist you with your 2019 Ford Flex vehicle concerns. We are pleased that your vehicle has been repaired to satisfaction and hope that you find that contacting Ford to advocate for you was valuable. Our goal is to be sure our Ford owners continue to support our brand. It was a pleasure to be able to partner with our dealer and provide your reimbursement for \$148.61 We hope that your experience met your expectations. If there were any delays in your repair we sincerely apologize as we are working against some tough times and appreciate your patience. If you have any further questions or concerns regarding this repair please let us now by contacting us via phone within the next 30 days with your case #. Thank you for your time and loyalty.

2021-09-23 21:26:46

Supervisor review: Ok to close case.

CASE ATTACHMENTS:

2021-09-04 13:54:24	Ahrayviah Robinson	[REDACTED].msg
2021-09-04 13:59:30	Ahrayviah Robinson	[REDACTED] (no morley).docx
2021-09-14 15:43:23	Ahrayviah Robinson	[REDACTED]
2021-09-23 19:25:18	Ahrayviah Robinson	[REDACTED].docx

From: [REDACTED]
Sent: Thursday, September 2, 2021 7:21 PM
To: Robinson, Ahrayviah (A.)
Subject: Re: Your Customer Experience Specialist at Ford Motor Company

Sorry about that.

RENTAL AGREEMENT

YOUR INFORMATION

Customer Name

Budget Corp Disc

Methods Of Payme

YOUR RENTAL

Sent from my iPhone

On Sep 2, 2021, at 5:32 PM, Robinson, Ahrayviah (A.) <arobi195@ford.com> wrote:

Hello [REDACTED]

Thank you for sending the receipt, however the image is blurry on my end and I cannot depict the cost for the rental. May you please resend the receipt ?

Thank you for your loyalty to Ford,

Ford Motor Company®
Ahrayvia Robinson
Customer Experience Specialist, Ford SUV Team
arobi195@ford.com |
<https://clicktime.symantec.com/>
office: 866-631-3788 ext 79466
Mon – Thurs, Sat | 8:30AM - 5PM CST

From: Jessica [REDACTED]
Sent: Tuesday, August 31, 2021 1:19 PM
To: Robinson, Ahrayviah (A.) <arobi195@ford.com>
Subject: Re: Your Customer Experience Specialist at Ford Motor Company

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

Thank you for your help. Attached is the rental receipt.

<image001.jpg>

Sent from my iPhone

On Aug 31, 2021, at 1:50 PM, Robinson, Ahrayviah (A.) <arobi195@ford.com> wrote:

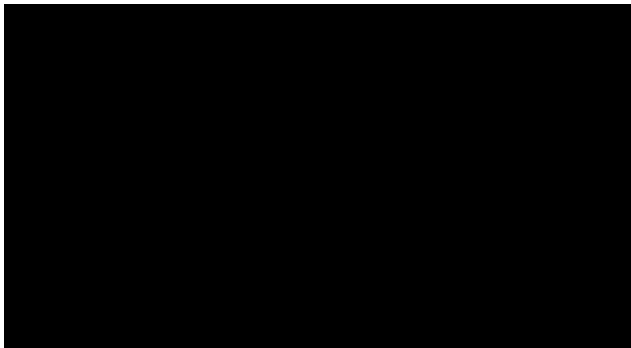
Good Morning/Afternoon Mrs. [REDACTED],

My name is Ahrayviah and I will be your Customer Experience Specialist assisting with your case regarding your 2019 Ford Flex. I have provided my contact details below should you need to contact me for information on your case. Your case number is CAS- [REDACTED]

I am excited to have the opportunity to work with you and help resolve your vehicle concerns. Please don't hesitate to reach out if you have any questions, concerns or if you are needing an update on your case. We appreciate your commitment to the Ford family and look forward to resolving your concerns!

Thanks,

Ford Motor Company[®]
Ahrayvia Robinson
Customer Experience Specialist, Ford SUV Team
arobi195@ford.com |



[qdZy5U3Ia0 UWiGQgm-
LsN5uBk vOlwAOoR-
1RSbSNQ8U EG-8IWeNKGOKoH-jXn-ipQFz6-
eBBNXDqWbtCo08XhkupKpUR1j0bXnSwj zL
6MBZWIT6XZZ2krNMydwiczgOfwtlRxZ1yJ1H
1KmYZkl6DkcjCgiVpQZ3LUokAw10lQ27kg4tc
ZUJOnEkoZd3QTdu H8BR0nprnfO2ETAvDZu
%3D&u=www.ford.com](#)

office: 866-631-3788 ext 79466
Mon – Thurs, Sat | 8:30AM - 5PM CST

Comerica Debit Card Reimbursement Template

Purpose: To be used for each reimbursement processed via Morley Portal and to be attached to GCCT case for review. This information will be reviewed by the supervisor during the approval process. Once completed, the information should be added to the GCCT Case Notes Section by copy/paste function. In addition, the supporting documentation for this request is required to be attached to in the same notes.



NOTES:

- The majority of reimbursements should be processed when the vehicle has been repaired.
- Address confirmation is paramount – please confirm address to mail the debit card to with the customer.

Morley Case #: Enter case number once the processed in Morley Portal
Primary Reason for Reimbursement Offer(s): RENTAL
Is this reimbursement due to a parts delay: NO
Part Name/Number: N/A
Date or Expected Date of Vehicle Repair: 09/28/21
Is there a risk for a Buyback Request: NO
GCCT Case #: [REDACTED]
Customer Information
Name: [REDACTED]
Mailing Address: [REDACTED], CANTON, MI
Is the customer a Citizen of India: NO
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: DOCS ON CASE
Amount: \$148.61
(#13 in Morley Submission Form) Reason for Customer Reimbursement: Consequential Expenses = CONEXP, Vehicle Payment = VEHAPAY, Rentals = RENTAL, Repair Reimbursement = Casual Part Code
Causal Part Number: N/A
Amount: N/A
Additional Comments:



IMPORTANT: Please see below for information about the Delegation of Authority (DOA)

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

Comerica Debit Card Reimbursement Template

Purpose: To be used for each reimbursement processed via Morley Portal and to be attached to GCCT case for review. This information will be reviewed by the supervisor during the approval process. Once completed, the information should be added to the GCCT Case Notes Section by copy/paste function. In addition, the supporting documentation for this request is required to be attached to in the same notes.



NOTES:

- The majority of reimbursements should be processed when the vehicle has been repaired.
- Address confirmation is paramount – please confirm address to mail the debit card to with the customer.

Morley Case #: [REDACTED]
Primary Reason for Reimbursement Offer(s): rental
Is this reimbursement due to a parts delay: no
Part Name/Number:
Date or Expected Date of Vehicle Repair: 8/28/21
Is there a risk for a Buyback Request: no
GCCT Case #: CAS [REDACTED]
Customer Information
Name: [REDACTED]
Mailing Address: [REDACTED] CANTON, M [REDACTED]
Is the customer a Citizen of India: NO
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: DOCS ON CASE
Amount: 148.61
(#13 in Morley Submission Form) Reason for Customer Reimbursement: Consequential Expenses = CONEXP, Vehicle Payment = VEHPAY, Rentals = RENTAL, Repair Reimbursement = Casual Part Code
Causal Part Number: N/A
Amount: N/A
Additional Comments:



IMPORTANT: Please see below for information about the Delegation of Authority (DOA)

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

CASE CLOSURE CHECKLIST**Detailed List to be Completed
Prior To Case Closure**

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

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 10-29-2021 CLOSED: 11-22-2021 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford SUV-CUV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has not been to Dealer |
DEALER NAME: Tri-County Ford
PA CODE: 05780 DLR SALES CODE: 47495 REGION: G3 ZONE: G3D
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 39,055
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: LA GRANGE | KY [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Ashley Draut
COMMENTS:
2021-10-29 16:51:07

Ashley Draut/Ext.79732/adraut@ford.com:

IBC from CUST requesting FIN assist for repairs. CUST Wife drives 2019 Flex, issues with backup camera, image will either be upside down or screen will turn blue. CUST knows other VEH models have recall for similar issue and was wondering if there was any way FMC could cover 100% of repair costs. Informed CUST as he is outside B2B and not under ESP, we could not cover entire cost, but I can contact DLR and determine if we can assist with some of the cost, CUST accepted.

NEXT STEPS: F/U with DLR

Ford Motor Company ®
Ashley Draut
Customer Experience Specialist, Ford Passenger Vehicle Team
adraut@ford.com | www.ford.com
office: 866-631-3788 ext. 79732

2021-10-29 17:01:21

Ashley Draut/Ext.79732/adraut@ford.com:

OBC to DLR to determine if CUST needs to schedule appt for diagnosis. SM Jordan said VEH was diagnosed and needs new back up camera, CUST will not need to come in for diagnosis again.

RO: 888568
RO OPEN: 10/29/21
RO Line 1

PARTS: 356.42
LABOR: 187.50
TOTAL: 544.92

NEXT STEPS: F/U with CUST for mileage and create FAR.

Ford Motor Company ®
Ashley Draut
Customer Experience Specialist, Ford Passenger Vehicle Team
adraut@ford.com | www.ford.com
office: 866-631-3788 ext. 79732

2021-10-29 17:05:59

Ashley Draut/Ext.79732/adraut@ford.com:

Per SAJordan, repairs are warrantable.

Ford Motor Company ®
Ashley Draut
Customer Experience Specialist, Ford Passenger Vehicle Team
adraut@ford.com | www.ford.com
office: 866-631-3788 ext. 79732

2021-10-29 17:17:25

Case Number : [REDACTED]
Customer : [REDACTED]
Business Phone : [REDACTED]
Home Phone : [REDACTED]
Mobile Phone : [REDACTED]
LTV Score : 88
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : N/A
Part Number : N/A
Dealer Name : Tri-County Ford
Dealer P&A : 05780
Dealer phone : 5022417333
VIN : [REDACTED]
Year : 2019
Make : Ford
Model : Flex
Mileage :
Engine Specification : 3.5L V6 CYCLONE TIVCT
Transmission Specification : 6 SPD AUTO TRANS 6F
Warranty Start Date : 2019-12-12
Open Recall/FSA : : N/A
ESP :USA 2020 NEW 24/25K PREM MAINT(M&W) 7.5K INTERVAL
Hotline Contact : N/A
Warranty History : SYNC Screen issues, replace front strut

2021-11-02 17:44:21

Ashley Draut/Ext.79732/adraut@ford.com:

OBC to CUST to make offer of assistance. No answer, left VM.

NEXT STEPS: F/U with CUST with offer of assistance.

Ford Motor Company ®
Ashley Draut
Customer Experience Specialist, Ford Passenger Vehicle Team
adraut@ford.com | www.ford.com
office: 866-631-3788 ext. 79732

2021-11-04 14:00:49

Ashley Draut/Ext.79732/adraut@ford.com:

OBC to SA Jordan to inform of assistance amount for CUST. SA Jordan will order the parts needed and contact CUST.

NEXT STEPS: F/U with CUST to update on case status.

Ford Motor Company ®
Ashley Draut
Customer Experience Specialist, Ford Passenger Vehicle Team
adraut@ford.com | www.ford.com
office: 866-631-3788 ext. 79732

2021-11-10 16:39:06

Ashley Draut/Ext.79732/adraut@ford.com:

OBC to SA Jordan to determine VEH status. SA Jordan was not available, left VM.

NEXT STEPS: F/U with CUST to determine VEH status.

Ford Motor Company ®
Ashley Draut
Customer Experience Specialist, Ford Passenger Vehicle Team
adraut@ford.com | www.ford.com
office: 866-631-3788 ext. 79732

2021-11-12 18:10:42

Ashley Draut/Ext.79732/adraut@ford.com:

OBC to SA Jordan to determine part status. No answer, left VM.

NEXT STEPS: F/U with SA and CUST.

Ford Motor Company ®
Ashley Draut
Customer Experience Specialist, Ford Passenger Vehicle Team
adraut@ford.com | www.ford.com
office: 866-631-3788 ext. 79732

2021-11-16 16:35:13

Ashley Draut/Ext.79732/adraut@ford.com:

OBC to SA Jordan to provide approval code MSPA193991.

NEXT STEPS: F/U with CUST with ESP offer.

Ford Motor Company ®
Ashley Draut
Customer Experience Specialist, Ford Passenger Vehicle Team
adraut@ford.com | www.ford.com
office: 866-631-3788 ext. 79732

2021-11-19 22:00:46

Ashley Draut/Ext.79732/adraut@ford.com:

OBC to CUST to answer questions about ESP offer. CUST wanted to know if it would be any charge to him, I clarified offer and he accepted.

NEXT STEPS: Safety net to close case.

Ford Motor Company ®
Ashley Draut
Customer Experience Specialist, Ford Passenger Vehicle Team
adraut@ford.com | www.ford.com
office: 866-631-3788 ext. 79732

2021-11-22 16:57:03

* ESP has been transmitted in Morley *

Morley Case# [REDACTED]

LTV: 88
Current ESP's: Premium Main
ESP Offered:

PremiumCARE-Used 36,000 Policy 36 \$100.00 Within 12 model years and 100,000 miles
Next Steps: For CXS: Please let the customer know their plan should be attached to the VIN in 5-6 business days and safety net to close.

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

2021-11-22 17:03:10

Safety Net*

NEXT STEPS: FOR CXS: Approved to Close Case

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

CASE ATTACHMENTS:
2021-11-22 17:14:55

Ashley Draut

[Case Closure Checklist \[REDACTED\].xlsx](#)

CASE CLOSURE CHECKLIST

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

CASE NUMBER: [REDACTED] STATUS: In Progress
OPEN: 01-27-2022 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Central Loaner NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Information | Warranty Loaner Approval | |
DEALER NAME: Star Ford
PA CODE: 05537 DLR SALES CODE: 71031 REGION: W1 ZONE: W1A
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 12,376
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: LOS ANGELES | CA | [REDACTED] USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Appearance
ANALYST NAME: SYSTEM OPEN ANALYST NAME: SYSTEM
COMMENTS:
2022-02-07 14:07:03 IBPM and IBE CAN YOU PLEASE EXTEND THE RENTAL THE CLIENT IS OUT OF TOWN UNTIL 2/7/22
2022-02-07 14:08:12 OBPM This has been extended until 2/7. Thank you.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 03-14-2022 CLOSED: 03-30-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford SUV-CUV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | California Vehicle |
DEALER NAME: Santos Ford
PA CODE: 01754 DLR SALES CODE: 72467 REGION: W2 ZONE: W2V
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 21,000
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: LOS BANOS | CA [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Appearance
ANALYST NAME: Unshale Gray OPEN ANALYST NAME: Zhoreah Jones
COMMENTS:

2022-03-14 16:32:33 Zhoreah Jones/Ext.79465/zjones9@ford.com : VIN: [REDACTED] Current mileage: 21,000 CUST stated she bought a 2019 Ford Flex, CUST stated her back up camera is not working, CUST stated the DLR has already repaired this before for the CUST, however she is still having issues with the camera, CUST stated every time she backs up it shows a blue/black screen and the vehicle also makes a loud bang noise as if she has it something, but she hasnt. CUST stated she has also witnessed large amount of smoke coming from the engine. CUST stated DLR advised CUST to pick vehicle up as they do not have the part and it will take a while to get the part. CUST stated when she bought the vehicle it was already damaged, she stated the passenger door was broke, she stated every time she open the door it would hit the finder. CUST stated she also has issues with the seat belts. CUST stated she feels as if the car is a lemon, CUST stated she would like all problems fixed, however if this cannot be done she would like to process BB. CUST stated she was working with SA Mike. NEXT STEP: CXS will contact DLR to gather additional information regarding parts, CXS will process BB for CUST. Ford Motor Company @ Zhoreah Jones Customer Experience Specialist, Ford CX Team Zjones9@ford.com | www.ford.com Office: 866-631-3788 ext. 79465

2022-03-14 16:37:35 Case Number : CAS-[REDACTED] Customer : [REDACTED] Business Phone : N/A Home Phone : [REDACTED] Mobile Phone : N/A LTV Score : 84 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Santos Ford Dealer P&A : 01754 Dealer phone : [REDACTED] VIN : [REDACTED] Year : 2019 Make : FORD Model : FLEX Mileage : 21000 Engine Specification : 3.5L V6 CYCLONE TIVCT Transmission Specification : 6 SPD AUTO TRANS 6F Warranty Start Date : 2020-04-18 Open Recall/FSA: NONE ESP : NONE Hotline Contact : Warranty History : 20-SEP-2021, Claim Key: [REDACTED] Tech notes: 17297 VERIFIED PLASTIC COVER TO 2ND ROW SEAT BELT BUCKLE IS DAMAGED AND NOT CLIPPING. REC NEW SEAT BELT BUCKLE FOR DRIVERS SIDE 2ND ROW CAPTAINS CHAIR. 20-SEP-2021, Claim key: [REDACTED] Tech notes: VERIFY CONCERN, DIAGNOSE AND REPLACED FAULTY CAMERA, RECHECK OK NOW 17-AUG-2020, Claim key: [REDACTED] Tech notes: VERIFIED CLUNK NOISE IN REVERSE. NOISE IS CONSTANT. NO TSB/SSM. PLACED VEHICLE ON LIFT FOR INSPECTION. PLACED VEHICLE IN REVERSE AND DRIVE AND SIMULATED ROAD TEST ON LIFT. FOUND LOUD NOISE COMING FROM THE REAR. FOUND PASSENGER SIDE REAR PARKING BRAKE CABLE WAS RUBBING ON PASSENGER REAR HALF SHAFT. BOOT IS TORN AND NO GREASE INSIDE BOOT. I NEED TO CHANGE PASSENGER REAR HALF SHAFT AND RELATED HARDWARE PLUS REPLACE PASSENGER REAR PARKING BRAKE CABLE AND ROUTE AWAY FROM HALF SHAFT. REMOVED PASSENGER REAR WHEEL KNUCKLE IN ORDER TO REPLACE PASSENGER REAR STUB SHAFT AND PASSENGER REAR PARKING BRAKE CABLE. R/R NEW PASSENGER REAR PARKING BRAKE CABLE AND ROUTED CORRECTLY. R/R NEW SEAL AND STUB SHAFT AND RELATED HARDWARE PER WORK SHOP MANUAL. POST REPAIR ROAD TEST TO SETTLE SUSPENSION. PERFORMED ALIGNMENT CHECK AND SET TO SPECS. ROAD TEST AND VEHICLE IS DRIVING STRAIGHT AS DESIGNED . 27-APR-2020, Claim key: [REDACTED] Tech notes: REFINISH AS PER ATTACHED ESTIMATE. PAINTED HINGES, FEATHER AND BLOCK SAND REPAIRED DOOR. SAND RIGHT FENDER FOR PAINT BL

2022-03-14 16:58:42

Customer Information:
Name(s) on the Title: [REDACTED]
Address: [REDACTED]
Los Banos, CA, [REDACTED]
Email Address: [REDACTED]
Customer is leasing the vehicle

Vehicle Information:
VIN: [REDACTED]
Mileage: 21,000
Ownership Status/ Type of Purchase: Used
Purpose of vehicle: Personal
Purchase Date: April 20, 2021
Mileage at Time of Purchase: 70 miles

State Information:
State Where Purchased: CA
State Where Registered: CA

Dealer Information:
Purchased from Dealer? Yes
Dealership (if yes): Santos Ford
Primary Reason for Repurchase: CUST having issues with back up camera has been repaired by Santos Ford previously however still having issues, CUST having issues with smoke coming from engine, CUST passenger door is broken, CUST stated when she bought vehicle it was broken.
Is there a current concern with the vehicle? Yes, CUST having several issues, smoke coming from engine, passenger door broken
What is the repair status of the vehicle? Vehicle still not repaired, parts needed for repair on back order, no ETA
Were repairs completed for this concern at multiple dealerships? (if yes): No.
(CA Only) Was the vehicle purchased/leased by full time active-duty member of the Armed

2022-03-14 18:54:32 Zhoreah Jones/Ext.79465/zjones9@ford.com : OBC to DLR CXS contacted DLR to get parts arrival status, spoke with SA Mike he stated when CUST brought vehicle into DLR he never witnessed any smoke coming from engine, he stated he had it for a couple days, however he never saw any smoke coming from engine, he stated the parts needed for the repairs have arrived (Seat belt/backup camera). CXS scheduled repair for Wednesday 3/23/22 at 8am. CXS advised CUST. NEXT STEP: CXS will F/U with CUST on tomorrow to confirm DLR has made contact. Ford Motor Company @ Zhoreah Jones Customer Experience Specialist, Ford CX Team Zjones9@ford.com | www.ford.com Office: 866-631-3788 ext. 79465

2022-03-15 12:48:55 To Bonnie

2022-03-15 12:53:21 CA review in progress

2022-03-15 21:37:27 Zhoreah Jones/Ext.79465/zjones9@ford.com : CXS contacted CUST to see if DLR has made contact, CUST stated the DLR has not made contact just yet. CUST stated she is going to reach out to them. CXS advised appointment is scheduled for 3/23/22 NEXT STEP: CXS will F/U with CUST on 3/23/22 before EOD to confirm she was able to bring vehicle to DLR. Ford Motor Company @ Zhoreah Jones Customer Experience Specialist, Ford CX Team Zjones9@ford.com | www.ford.com Office: 866-631-3788 ext. 79465

2022-03-17 14:09:58 Called SANTOS FORD reviewed ROs with Svc Dir, added info to GFR.

2022-03-17 14:11:15 Case Analyst Review Complete. Transferring to RES for Review

2022-03-17 22:52:14 RES Review Complete. Transferring to COM for Final Review & Processing.

2022-03-18 13:48:17 APPROVAL UPLOADED TO PORTAL, TRACKING IS 703878
LETTER WILL BE SENT WITHIN THE NEXT 3 BUSINESS DAYS

2022-03-24 15:01:56 Zhoreah Jones/Ext.79465/zjones9@ford.com : OBC to CUST CXS contacted CUST to advise BB was approved, CUST did not answer, CXS left VM. NEXT STEP: CXS will F/U with CUST on Monday to confirm RAV dept has made contact. Ford Motor Company @ Zhoreah Jones Customer Experience Specialist, Ford CX Team Zjones9@ford.com | www.ford.com Office: 866-631-3788 ext. 79465

2022-03-25 17:14:26 CXS (Crystal Richardson/extension #79731) IBC from CUST [REDACTED] / [REDACTED] Agent Zhoreah cas- [REDACTED] CUST concern part delay VEH not complete and was not offer a rental CUST had questions on how to submit requested docs for BB CXS advise information be scanned or photo copy directly there email inform CUST she has the right to ask for loaner is one is available explained rental reach out to agent via webex CUST request callback [REDACTED] NEXT STEPS: Document CUST recontact Ford Motor Company @ Customer Experience Specialist – PV Team Crystal Richardson crich198@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79731 2091 Oakwood Blvd. Dearborn, MI 48124

2022-03-28 19:35:28 Zhoreah Jones/Ext.79465/zjones9@ford.com : OBC to CUST CXS contacted CUST to advise BB was approved, and also to advise that a RAV agent will be reaching out with further details, CUST understood. NEXT STEP: CXS will F/U with CUST on Wednesday 3/30/22 before EOD to see if RAV dept has made contact. Ford Motor Company @ Zhoreah Jones Customer Experience Specialist, Ford CX Team Zjones9@ford.com | www.ford.com Office: 866-631-3788 ext. 79465

2022-03-30 21:48:33 Zhoreah Jones/Ext.79465/zjones9@ford.com : CXS contacted CUST to see if the RAV dept has made contact, CUST stated they have. CXS advised CUST will continue to work with RAV agent. NEXT STEP: CUST has no further questions, CXS sent recap email, and will close case. Ford Motor Company @ Zhoreah Jones Customer Experience Specialist, Ford CX Team Zjones9@ford.com | www.ford.com Office: 866-631-3788 ext. 79465

2022-03-30 22:12:02 *****SAFETY NET***** Safety to Resolve *****SAFETY NET***** -ok
to close Jonathan Gaddy Ford Motor Company @ Operations Supervisor SUV/CAR Ph. 800-392-3673
jgaddy7@ford.com | www.ford.com

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 03-31-2022 CLOSED: 08-29-2023 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: FLEX MILEAGE: 54,562
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: FARMINGTON HILLS | MI | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Appearance
ANALYST NAME: InfaConnector-Prod OPEN ANALYST NAME: SYSTEM
COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]

STATUS: Information Provided

OPEN: 04-08-2022

CLOSED: 04-08-2022

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: 2019

MODEL: FLEX

MILEAGE: 48,500

BODY STYLE: K5D - FLEX LTD FWD 4-DR MPV

LAST NAME FIRST NAME MIDDLE: [REDACTED] |

ADDRESS: [REDACTED]

CITY STATE ZIP COUNTRY: KINGMAN | AZ | [REDACTED] | USA

HOME PHONE:

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

ANALYST NAME: Wendy Gonzales

OPEN ANALYST NAME: Wendy Gonzales

COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 04-11-2022 CLOSED: 06-05-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Central Loaner NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Information | Warranty Loaner Approval | |
DEALER NAME: All American Ford of Old Bridge
PA CODE: 08741 DLR SALES CODE: 13058 REGION: N1 ZONE: N1D
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 23,218
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: SOUTH AMBOY | NJ [REDACTED] | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: # FordGCCTDynamicsAccount-AutoCaseClosure- OPEN ANALYST NAME: SYSTEM
Prod
COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 05-03-2022 CLOSED: 05-04-2022 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: Downtown Ford
PA CODE: 09614 DLR SALES CODE: 47204 REGION: G3 ZONE: G3C
[REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 29,817
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: SAINT ALBANS | WV [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Mikyla Jackson
COMMENTS:
2022-05-03 21:38:30

VIN# [REDACTED]
Issue? rear camera not working properly at times/intermittently
VEH.at the Dealership: YES
Meets FLP Guidelines: YES
Year of VEH: 2019
Mileage: 29817
CLV: 87
Meets FLP Guideline: YES
Transfer to Concern: YES
Concern Agent Name: IRANISHA BANKS
Reason for Concern:
Mikyla Jackson/ext.79371/mjack318@ford.com / IBC FROM KERRY SMITH- Cust is requesting FIN ASSIST with vehicle due to being outside of B2B. Cust stated that his veh has been to dealer multiple times and they finally were able to duplicate concern once he was out of warranty.
OBC TO TODD JUDY FORD- SA BILLY provided repair order details and adv concern is warrantable.
RO# [REDACTED]
RO Line#: A
Open Date: 05/02/2022
Open Mileage: 29817
SA: BILLY
Email: BILLY.ANDERSON@TODDJUDYFORD.COM
Technician: RAY GREEN - TECH# A08
Tech recommendations: REPLACE CAMERA
Warranty Price: YES.
Parts Cost: \$370.99
Labor Cost: \$216.00
Total Cost: \$ 586.99
SA BILLY have been completed today.
Next Steps: Transfer to Concern.

Ford Motor Company ®
Mikyla Jackson
Customer Experience Specialist, Ford CX Team
mjack318@ford.com | www.ford.com
Office: 866-631-3788 ext. 79371

2022-05-03 21:46:17

Case Number : CAS [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED] Home Phone [REDACTED] Mobile Phone : N/A LTV Score : 87 Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Todd Judy Ford Dealer P&A : 09614 Dealer phone [REDACTED] VIN : [REDACTED] Year : 2019 Make : FORD Model : FLEX Mileage : 29817 Engine Specification : 3.5L V6 CYCLONE IVC1 Transmission Specification : 6 SPD AUTO TRANS 6F Warranty Start Date : 2019-02-13 Open Recall/FSA : None ESP : None Hotline Contact : Null Warranty History : [REDACTED] 15-DEC-2020 VERIFIED CONCERN REAR MOULDING CRACKED UPON REMOVAL OF MOULDING GLASS HAS TO BE REMOVED ALSO TO RPL MOULDING, GLASS CRACKED NECESSARY TO RPL GLASS AND MOULDING VERIFIED OK [REDACTED] 05-AUG-2019 compass dont work be setting still and read off verified concern found compass stuck checked for tsb or ssm found ssm 47571- 2019ford flex- sync3 without nav-compass stuck or does not indicate correct direction connected scan tool ran oasis ran sync update compass working as per designed completed.

2022-05-03 22:23:51

Iranisha "Nisha" Banks/Ext.79047/IBANKS4@ford.com : IBC from CUST IBC from CUST [REDACTED] seeking FIN Assist for camera repair. Advised CUST Ford Motor Company will cover 85% and he is responsible for 15% which is \$88.05 plus any applicable taxes and fees. Cust is currently at the DLR and his veh is repaired. Spoke to his SA Billy to inform him he will be contacted tomorrow with the P11 approval code for the remaining balance. PLAN OF ACTION: Safety Net for P11 code. NEXT STEPS: F/U 5/4/22. Iranisha "Nisha" Banks Passenger Vehicle Concern Advocate ibanks4@ford.com | www.ford.com O: 866.631.3788 ext. 79047 2091 Oakwood Blvd. Dearborn, MI 48124 USA

2022-05-04 17:45:02

Iranisha "Nisha" Banks/Ext.79047/IBANKS4@ford.com : OBE to DLR (3043441601) OBC to DLR to provide SA Billy with P11 approval code [REDACTED]. OBC to CUST [REDACTED] to check CSAT on repair. Cust stated so far he's satisfied with it. Cust also wanted it to be passed along that there should start being updates on the Ford Expedition Hybrid being that Ford is supposed to be making that veh and start selling it. PLAN OF ACTION: No further assistance needed. NEXT STEPS: No further assistance needed. Iranisha "Nisha" Banks Passenger Vehicle Concern Advocate ibanks4@ford.com | www.ford.com O: 866.631.3788 ext. 79047 2091 Oakwood Blvd. Dearborn, MI 48124 USA

2022-05-04 17:45:56

Iranisha \"Nisha\" Banks/Ext.79047/IBANKS4@ford.com : OBE to SA Billy Hello Billy, My name is Nisha. I am a Customer Experience Specialist with Ford Motor Company. I am contacting you regarding our mutual customer VIN [REDACTED]. The P11 approval code is [REDACTED]. Should you need to contact me, you may reach me directly [REDACTED] ext. 79047 or email me @ ibanks4@ford.com . If I'm unavailable, please leave me a detailed message and I will return your email/call as soon as possible. Note: Please be prepared to provide your case number (CAS [REDACTED]) to enable quicker service. Thank you again for assisting Ford Motor Company. We appreciate your loyalty and are committed to resolving this case as soon as possible. Regards Iranisha \"Nisha\" Banks Passenger Vehicle Concern Advocate ibanks4@ford.com | www.ford.com O: 866.631.3788 ext. 79047 2091 Oakwood Blvd. Dearborn, MI 48124 USA

2022-05-05 18:16:01

Iranisha \"Nisha\" Banks/Ext.79047/IBANKS4@ford.com : OBE to DLR Hello, I've double checked to make sure everything is correct. It does show the information entered is correct. This is what I have. Ford/Lincoln Share- \$498.94 Customer Share- \$88.05 RO Line Number- A RO number- [REDACTED] Mileage- 29,817 RO Open Date- 5/2/22 P11 Approval Code- [REDACTED] If you need any additional assistance feel free to reach back out to me. Thank you Iranisha \"Nisha\" Banks Passenger Vehicle Concern Advocate ibanks4@ford.com | www.ford.com O: 866.631.3788 ext. 79047 2091 Oakwood Blvd. Dearborn, MI 48124 USA

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 05-05-2022 CLOSED: 08-11-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Central Loaner NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Information | Warranty Loaner Approval | |
DEALER NAME: Villa Ford of Orange
PA CODE: 09681 DLR SALES CODE: 71053 REGION: W1 ZONE: W1B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 22,481
BODY STYLE: K5C - FLEX SEL FWD 4-DR 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 | Performance | Inoperative
ANALYST NAME: # FordGCCTDynamicsAccount-AutoCaseClosure- OPEN ANALYST NAME: SYSTEM
Prod
COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 05-09-2022 CLOSED: 05-09-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | At Risk of Defection |
DEALER NAME: Cloninger Ford of Hickory
PA CODE: 01046 DLR SALES CODE: 21211 REGION: S2 ZONE: S2A
[REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 47,010

BODY STYLE: K5B - FLEX SE FWD 4DR MPV

LAST NAME FIRST NAME MIDDLE: [REDACTED] |

ADDRESS:

CITY STATE ZIP COUNTRY: | | |

HOME PHONE [REDACTED]

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

ANALYST NAME: # fordprodprojectadvocate

OPEN ANALYST NAME: SYSTEM

COMMENTS:

2022-05-09 20:45:07

Case Number : [REDACTED] Customer : [REDACTED] Business Phone : N/A Home Phone : N/A Mobile Phone : N/A LTV Score : 54 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Cloninger Ford of Hickory Dealer P&A : 01046 Dealer phone : (828) 328-2221 VIN : [REDACTED] Year : 2019 Make : FORD Model : FLEX Mileage : 47010 Engine Specification : 3.5L Cyclone V6 Petrol TIVCT Transmission Specification : 6 Speed Auto Transmission 6F50 Warranty Start Date : 2019-09-26 Open Recall/FSA: : N/A ESP : N/A Hotline Contact : N/A Warranty History : N/A

2022-05-09 21:20:48

Winona Williams/Ext.79111/wwill292@ford.com DXS spoke with receptionist Keldon to deliver the FMC share of financial assistance along with the approval code for repair of back up camera. Approval Code : [REDACTED] Customer Share Amount : 244.14 Dealer Share Amount : 0.00 Ford Share Amount : 366.20 Next Step : Case Resolved Ford Motor Company © Winona Williams Dealer Experience Specialist, Ford DX Team WWILL292@ford.com | www.ford.com office: 866-631-3788 ext. 79111 efax: 866-984-9534 Monday-Friday 8:30am-5:00pm CST

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 05-20-2022 CLOSED: 08-13-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Central Loaner NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Information | Warranty Loaner Approval | |
DEALER NAME: Royal Oak Ford
PA CODE: 05340 DLR SALES CODE: 48005 REGION: G2 ZONE: G2A
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 20,323
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: ROYAL OAK | MI [REDACTED] | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: # FordGCCTDynamicsAccount-AutoCaseClosure-Prod OPEN ANALYST NAME: SYSTEM
COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 05-27-2022 CLOSED: 05-27-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Inquiry | Warranty Coverage | |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 28,277
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: BUENA PARK | CA | [REDACTED] | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: Gabrielle Galbert OPEN ANALYST NAME: Gabrielle Galbert
COMMENTS:

2022-05-27 19:02:02 IBC customer stated that shes having issue with car camera on trunk isnt VIN [REDACTED] 28,276.7 USED Advised customer of available warranty and that dealer would advise if the issues can be covered under warranty after they diagnose the vehicle. Next close case FCR Ford Motor Company @ Gabrielle Foreman gforema8@ford.com | www.ford.com Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788ext.

2022-05-27 19:02:50 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : n/a Home Phone : n/a Mobile Phone : [REDACTED] LTV Score : n/a Vehicle Purchase Status : Ford Credit Contract Number : Part Number : n/a Dealer Name : n/a Dealer P&A : n/a Dealer phone : n/a VIN [REDACTED] Year : 2019 Make : FORD Model : FLEX Mileage : 28277 Engine Specification : 3.5L V6 CYCLONE TIVCT Transmission Specification : 6 SPD AUTO TRANS 6F Warranty Start Date : 2020-01-31 Open Recall/FSA: : no ESP : n/a Hotline Contact : n/a Warranty History : n/a

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 06-17-2022 CLOSED: 10-07-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Central Loaner NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Information | Warranty Loaner Approval | |
DEALER NAME: Huntington Beach Ford
PA CODE: 05547 DLR SALES CODE: 71093 REGION: W1 ZONE: W1C
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 32,783
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: HUNTINGTON BEACH | CA | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: # FordGCCTDynamicsAccount-AutoCaseClosure- OPEN ANALYST NAME: SYSTEM
Prod
COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 06-22-2022 CLOSED: 06-22-2022 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: 2019 MODEL: FLEX MILEAGE:
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: RCH CUCAMONGA | CA | [REDACTED] | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | UNKNOWN
ANALYST NAME: Genevieve Lowerre OPEN ANALYST NAME: Genevieve Lowerre
COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 06-24-2022 CLOSED: 10-15-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Central Loaner NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Information | Warranty Loaner Approval | |
DEALER NAME: Rockwall Ford
PA CODE: 03567 DLR SALES CODE: 52520 REGION: C1 ZONE: C1A
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 27,259
BODY STYLE: K5B - FLEX SE FWD 4DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: MESQUITE | TX | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: Srinivasa Gadde OPEN ANALYST NAME: SYSTEM
COMMENTS:
2022-06-28 17:32:57 *WEB*just updated mileage so claim will pay please provide new approval code, thanks

2022-07-12 17:34:50

Approval code MSPA760654
P11
Thanks

-----Original Message-----
From: Mays, William
Sent: Tuesday, July 12, 2022 12:22 PM
To: Washington, Rosalyn (R.)
Subject: RE: [REDACTED]

WARNING! EXTERNAL email. Exercise CAUTION. This email originated from wmays@rockwallford.com . If you do not recognize the sender and are suspicious of its content, DO NOT open attachments or click on any links. To have IT review, forward to Security@group1auto.com or open a Support Ticket with details

\$240.00
Change to line D please

-----Original Message-----
From: Washington, Rosalyn (R.) rwashi46@ford.com >
Sent: Tuesday, July 12, 2022 11:58 AM
To: Mays, William wmays@rockwallford.com >
Subject: RE: [REDACTED]

WARNING! EXTERNAL email. Exercise CAUTION. This email originated from rwashi46@ford.com . If you do not recognize the sender and are suspicious of its content, DO NOT open attachments or click on any links. To have IT review, forward to Security@group1auto.com or open a Support Ticket with details

For got about the amount. How much?

-----Original Message-----
From: Mays, William wmays@rockwallford.com >
Sent: Tuesday, July 12, 2022 11:49 AM
To: Washington, Rosalyn (R.) rwashi46@ford.com >
Subject: RE: [REDACTED]

WARNING! EXTERNAL email. Exercise CAUTION. This email originated from wmays@rockwallford.com . If you do not recognize the sender and are suspicious of its content, DO NOT open attachments or click on any links. To have IT review, forward to Security@group1auto.com or open a Support Ticket with details

See below thanks :)

-----Original Message-----
From: Washington, Rosalyn (R.) rwashi46@ford.com >
Sent: Tuesday, July 12, 2022 8:45 AM
To: Mays, William wmays@rockwallford.com >
Subject: RE: [REDACTED]

WARNING! EXTERNAL email. Exercise CAUTION. This email originated from rwashi46@ford.com . If you do not recognize the sender and are suspicious of its content, DO NOT open attachments or click on any links. To have IT review, forward to Security@group1auto.com or open a Support Ticket with details

Need the following information

RO # [REDACTED]
Line # c
Miles 27259
Date 6-17-2022
So that I can assist you.

Thanks

-----Original Message-----
From: Mays, William wmays@rockwallford.com >
Sent: Tuesday, July 12, 2022 8:11 AM
To: Washington, Rosalyn (R.) rwashi46@ford.com >
Subject: Re: [REDACTED]

WARNING! EXTERNAL email. Exercise CAUTION. This email originated from wmays@rockwallford.com . If you do not recognize the sender and are suspicious of its content, DO NOT open attachments or click on any links. To have IT review, forward to Security@group1auto.com or open a Support Ticket with details

No it's locked out in gray. I can't make changes.

Buddy Mays
Rockwall Ford
Service Director
972-290-2263
Rockwallford.com

On Jul 12, 2022, at 7:50 AM, Washington, Rosalyn (R.) rwashi46@ford.com > wrote:

WARNING! EXTERNAL email. Exercise CAUTION. This email originated from rwashi46@ford.com . If you do not recognize the sender and are suspicious of its content, DO NOT open attachments or click on any links. To have IT review, forward to Security@group1auto.com > or open a Support Ticket with details

Good morning,

Can you fill out a FAR within the case?

Thanks

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]

STATUS: In Progress

OPEN: 06-25-2022

CLOSED:

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Central Loaner NA CRC

COMMUNICATION: Web

CASE CLASS LV 1234: Dealer - Information | Warranty Loaner Approval | |

DEALER NAME: DCH Ford of Thousand Oaks

PA CODE: 05208

DLR SALES CODE: 71460

REGION: W1

ZONE: W1A

VIN: [REDACTED]

MODEL YEAR: 2019

MODEL: FLEX

MILEAGE: 25,438

BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV

LAST NAME FIRST NAME MIDDLE: [REDACTED] |

ADDRESS: [REDACTED]

CITY STATE ZIP COUNTRY: THOUSAND OAKS | CA [REDACTED] | USA

HOME PHONE: [REDACTED]

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

ANALYST NAME: SYSTEM

OPEN ANALYST NAME: SYSTEM

COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 06-28-2022 CLOSED: 10-14-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Central Loaner NA CRC COMMUNICATION: Web
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: 2019 MODEL: FLEX MILEAGE: 26,466
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: BEAUMONT | CA | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | UNKNOWN
ANALYST NAME: # FordGCCTDynamicsAccount-AutoCaseClosure-Prod OPEN ANALYST NAME: SYSTEM
COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 07-25-2022 CLOSED: 08-05-2022 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: Wiegman Motor Company, Inc.
PA CODE: 08039 DLR SALES CODE: 53292 REGION: C4 ZONE: C4V
VIN [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 45,927
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: 3 [REDACTED]
CITY STATE ZIP COUNTRY: MILLSTADT | IL | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Lokenya McCorvey
COMMENTS:
2022-07-25 14:16:48

Pervious Case Notes: [REDACTED]
Tamika Durham/79468tdurha10@ford.com
Cust: [REDACTED]
VIN# [REDACTED]
Issue? Back up camera
VEH at the Dealership: NO
Meets FLP Guidelines: YES
Year of VEH: 2019 Ford Flex
Mileage: 45,927
CLV: 81
Transfer to Concern: NO
Concern Agent Name: N/A
Reason for Concern: Cust called in because there is an issue with his back up camera. Issue started about 3 months ago. Veh has been taken to DLR: Weignman Ford and they have ordered the part for camera.
What are you seeking from Ford today?
Want to know if there is a recall.
Fin assist with repairs
Plan of action: Wiegman Motor Company, Inc. 6185943121
Spoke with Parts Manager Ryan. Stated that the camera is in and they are waiting to hear from Cust on when he would be available to bring the veh back in.
RO# [REDACTED]
Par# GA8Z19G490A
Camera Costs: \$333.000
Labor: ?
CXS let cust know that there may be a program available to assist, but veh would have to be back at DLR.
Would partner with DLR at that time.
Next steps: Cust given case number. Will call back once veh at DLR.
*** 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! ***
Ford Motor Company @
Tamika Durham - Customer Experience Specialist
tdurha10@ford.com | www.ford.com
office: 866-631-3788 ext. 79468
Office Hours: Monday-Friday 7 am – 3:30:

2022-07-25 14:30:36

IBC- Cust called in requesting a case number as he has an appointment set for repairs to be performed regarding the back up camera

Cust Request: FAR

WSD:9/29/2019
CLV: 80
Mileage:49,468

***CUST CONTACT DETAILS WOULDN'T SAVE ***

[REDACTED]

LINE DISCONNECTED

CXS has called Cust back left a VM advising Cust of the case number to reference for the appointment set for today

Next Steps: Conform if the DLR is correct / Verify if repairs are warrantable not due to abuse/neglect

FU: 7/27/22

Ford Motor Company @
Lokenya McCorvey
Customer Experience Specialist
lmccorv1@ford.com | www.ford.com
Office: 1-866-631-3788 ext. 79435

2022-07-25 14:34:11

Case Number : [REDACTED]
Customer : [REDACTED]
Business Phone : [REDACTED]
Home Phone : [REDACTED]
Mobile Phone : [REDACTED]
LTV Score : 80
Vehicle Purchase Status : Subsequent Owner
Ford Credit Contract Number : n/a
Part Number : GA8Z19G490A
Dealer Name : Wiegman Motor Company, Inc.
Dealer P&A : 08039
Dealer phone : [REDACTED]
VIN : [REDACTED]
Year : 2019
Make : FORD
Model : FLEX
Mileage : 45927
Engine Specification : 3.5L V6 CYCLONE TIVCT
Transmission Specification : 6 SPD AUTO TRANS 6F
Warranty Start Date : 2019-09-29
Open Recall/FSA : No
ESP : No
Hotline Contact : n/a
Warranty History : 9467434

2022-07-27 20:20:06

From: Mccorvey, Lokenya (L.)
Sent: Wednesday, July 27, 2022 3:20 PM
To: 'Wiegamford@hotmail.com'
Subject: [REDACTED] VIN: [REDACTED]

Hi,

Are repairs warrant-able and not due to abuse or neglect?

- 1.RO number:
- 2.RO open date:
- 3.Mileage:
- 4.RO line:
- 5.Is it possible to do the repair at a warranty rate:
- 6.If yes, please provide total labor cost:
- 7.Total part cost:
- 8.Timeline to complete the repair:
9. P&A Code

Up on having all the information, I will confirm, how much Ford can help this customer with the repair cost.

Thank you,
Ford Motor Company @
Lokenya McCorvey
Customer Experience Specialist
lmccorv1@ford.com | www.ford.com
Office: 1-866-631-3788 ext. 79435

2022-07-27 20:20:24

OBCDir: Part Manager Ryan stats the repairs are complete as of SM: NA [REDACTED]
OBCcust: Cust he didn't receive a receipt with proof of payment. Cust stats he'll provide SM with CXS
contact details 7/28/22 Next Steps: attempt to gather RO details CXS has emailed SM Ford Motor
Company @ Lokenya McCorvey Customer Experience Specialist lmccorv1@ford.com | www.ford.com Office:
1-866-631-3788 ext. 79435

2022-07-28 17:20:27

Updated Notes:OBCDir: Part Manager Ryan stats the repairs are complete as of 7/26/22

2022-07-28 17:25:06

From: Mccorvey, Lokenya (L.)
Sent: Thursday, July 28, 2022 12:25 PM
To: Wiegamford@hotmail.com
Subject: [REDACTED] VIN: [REDACTED]

This is Lokenya, Customer Experience Specialist of Ford Motor Company. I'm reaching out regarding [REDACTED] with Ford VIN: [REDACTED] vehicle repair. Could you please provide me the below information to do financial assistance on the customer's vehicle repair.

Are repairs warrant-able and not due to abuse/neglect?

- 1.RO number:
- 2.RO open date:
- 3.Mileage:
- 4.RO line:
- 5.Is it possible to do the repair at a warranty rate:
- 6.If yes, please provide total labor cost:
- 7.Total part cost:
- 8.Timeline to complete the repair:
9. P&A Code

Up on having all the information, I will confirm, how much Ford can help this customer with the repair cost.

Thank you,
Ford Motor Company ®
Lokenya McCorvey
Customer Experience Specialist
lmccorv1@ford.com | www.ford.com
Office: 1-866-631-3788 ext. 79435

2022-07-28 17:29:06

From: Mccorvey, Lokenya (L.)
Sent: Thursday, July 28, 2022 12:29 PM
To: [REDACTED]
Subject: FW: [REDACTED] VIN: [REDACTED]

Hi,

This is Lokenya, Customer Experience Specialist of Ford Motor Company. I'm reaching out regarding [REDACTED] with Ford VIN: [REDACTED] vehicle repair. Could you please provide me the below information to do financial assistance on the customer's vehicle repair.

Are repairs warrant-able and not due to abuse/neglect?

- 1.RO number:
- 2.RO open date:
- 3.Mileage:
- 4.RO line:
- 5.Is it possible to do the repair at a warranty rate:
- 6.If yes, please provide total labor cost:
- 7.Total part cost:
- 8.Timeline to complete the repair:
9. P&A Code

Up on having all the information, I will confirm, how much Ford can help this customer with the repair cost.

Thank you,
Ford Motor Company ®
Lokenya McCorvey
Customer Experience Specialist
lmccorv1@ford.com | www.ford.com
Office: 1-866-631-3788 ext. 79435

2022-07-28 17:31:34

OBCCust: NA, CXS has left a VM informing Cust I wasn't able to reach the SM but has sent over an email requesting the repair order details

PM sent

FU: 8/2/22

Next Steps: verify if SA has responded via email or PM

Ford Motor Company ®
Lokenya McCorvey
Customer Experience Specialist
lmccorv1@ford.com | www.ford.com
Office: 1-866-631-3788 ext. 79435

2022-08-01 14:30:59

From: wiegman ford
Sent: Friday, July 29, 2022 9:38 AM
To: Mccorvey, Lokenya (L.)
Subject: Re: [REDACTED] VIN [REDACTED]

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

Good morning,

Are repairs warrant-able and not due to abuse/neglect? - Yes, warrantable with approval from Ford

1.RO number [REDACTED]
2.RO open date: 5-6-22
3.Mileage: 45927
4.RO line: 1
5.Is it possible to do the repair at a warranty rate: Yes, with approval from Ford
6.If yes, please provide total labor cost: \$146.85
7.Total part cost: \$333.00
8.Timeline to complete the repair: 2 Hours
9. P&A Code: 08039

Please let us know if you have any further questions.

Thank you

Wiegman Ford

1351 William Road
Carlyle, IL 62231
P: 618-594-3121
F: 618-594-8144
E: wiegmanford@hotmail.com

2022-08-02 22:01:32

From: Mccorvey, Lokenya (L.)
Sent: Tuesday, August 2, 2022 4:58 PM
To: wiegman ford
Subject: RE: [REDACTED] VIN [REDACTED]

Please review the RO number as it must be 6 characters

2022-08-05 19:24:24

OBCDLR: RyanWinkeler
Repairs
Cust Share:\$143.95 plus taxes and fees
Ford Share:\$335.90
Approval Code: [REDACTED]

OBCCUST: CXS has advised cust Ford Share was paid and i'll submit the case for closure

8/10/22

Next Steps: Safety Net

Ford Motor Company ®
Lokenya McCorvey
Customer Experience Specialist
lmccorv1@ford.com | www.ford.com
Office: 1-866-631-3788 ext. 79435

2022-08-05 21:05:12

Safe to Resolve

Ford Motor Company ®
Kennedi Martin
Lead Experience Specialist - SUV TL
kmart224@ford.com | www.ford.com
Office: 866-631-3788 ext. 79024
Mon- Fri 1:30 -10:00 pm CST

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 08-04-2022 CLOSED: 10-07-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: SC Vehicle Off Road NA COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Parts | Parts Inquiry | Parts Order Status |
DEALER NAME: Russ Milne Ford, Inc.
PA CODE: 02890 DLR SALES CODE: 48040 REGION: G2 ZONE: G2A
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 31,447
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS:
CITY STATE ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Appearance
ANALYST NAME: P Rxcrmp OPEN ANALYST NAME: SYSTEM
COMMENTS:
2022-10-07 09:35:43

Part order shipped for Case# [REDACTED] Hi , Thank you for submitting a COPIS Parts Order Statuscase. Good news, your backorder forService Part Number:GA8Z19G490A,Shipper Number:UI9071,DOR Number:08044, shipped on 10/04/2022. As the order has now shipped, your COPIS case has been closed. If there is an issue with this shipment, please place a new order as needed. If escalation is required, a new COPIS Parts Order Status case, will need to be submitted. Thank you, COPIS Vehicle Off Road Team

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 08-18-2022 CLOSED: 10-23-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Central Loaner NA CRC COMMUNICATION: Web
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: 2019 MODEL: FLEX MILEAGE: 45,860
BODY STYLE: K5B - FLEX SE FWD 4DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: HEMET | CA | [REDACTED] | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inaccurate
ANALYST NAME: # FordGCCTDynamicsAccount-AutoCaseClosure- OPEN ANALYST NAME: SYSTEM
Prod
COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 08-24-2022 CLOSED: 09-24-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: SC Vehicle Off Road NA COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Parts | Parts Inquiry | Parts Order Status |
DEALER NAME: Sanderson Ford
PA CODE: 20301 DLR SALES CODE: 71171 REGION: W3 ZONE: W3B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 51
BODY STYLE: K5D - FLEX LTD FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS:
CITY STATE ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | UNKNOWN | UNKNOWN
ANALYST NAME: P Rxcrmp OPEN ANALYST NAME: SYSTEM
COMMENTS:
2022-08-25 15:16:03

Good Morning,

Part is currently unavailable, due to a component shortage. ETA is unavailable at this time. Thank you for your patience.

2022-09-24 08:31:22

Part order shipped for Case# [REDACTED] Hi , Thank you for submitting a COPIS Parts Order Statuscase. Good news, your backorder forService Part Number:GA8Z19G490A,Shipper Number:[REDACTED],DOR Number:08231, shipped on 09/21/2022. As the order has now shipped, your COPIS case has been closed. If there is an issue with this shipment, please place a new order as needed. If escalation is required, a new COPIS Parts Order Status case, will need to be submitted. Thank you, COPIS Vehicle Off Road Team

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 08-26-2022 CLOSED: 08-26-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: IVT (In-Vehicle Technology) NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: SYNC 3 | Functionality | SYNC Inoperative | Other
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE:
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: MEMPHIS | TN [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | UNKNOWN
ANALYST NAME: Rachel Wells-Booker OPEN ANALYST NAME: Rachel Wells-Booker
COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 09-01-2022 CLOSED: 09-02-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Social Media NA CRC COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |
DEALER NAME: Butch Oustalet Inc
PA CODE: 06422 DLR SALES CODE: 23071 REGION: C3 ZONE: C3E
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE:
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: GULFPORT | MS | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | UNKNOWN
ANALYST NAME: Chelsea Zuver OPEN ANALYST NAME: Chelsea Zuver
COMMENTS:
2022-09-01 21:12:27

CUSTOMER STOPPED RESPONDING BEFORE CONFIRMING IF THEY'D LIKE A FEEDBACK CASE SET UP

Customer:

This should be a safety recall. This car isn't even 3 years old yet. The camera stops work while backing up. It does it alot. Rainy days, dry days, night-time, day-time & so on.
(Customer shared a video of the back up camera cutting out while reversing)
(Customer shared a photo of their VIN)
This absurd. It has been an intermittent issue for a couple months. It started the week we got 36,000 miles. Now it is a problem nearly 100% of the time the car goes into reverse.

Ford:

Good afternoon [REDACTED]. Thank you for taking the time to send us a message. My name is Chelsea, and I'm a Social Media Specialist for Ford. We can certainly see why you have reached out to us here regarding the camera on your Ford Flex. I would like to look further into this for you to see how I can help. Can you please verify the following details?

Your full name:

Your zip code:

Email address:

Cell phone number:

Best method of contact:

Name and location of local servicing dealership:

Vehicle owner's full name and your relation to them (if applicable):

Chelsea

Ford Service Team

Customer:

[REDACTED]
[REDACTED]
[REDACTED]

Cell

Butch Oustalet Ford is approx 2 miles from home.

My issue with this is Safety. My wife has become dependent on the back camera because all the vehicles she has driver in the last decade have backup camera. So she has become habit dependent on the camera. It's NOT safe for the camera to stop working while she is in reverse. What happens if a kid get behind her in a parking lot. It could be a big issue. I personally don't have the same dependency she does because I've spent most of my life driving without a back up camera so I seldom depend on it. But in 2022 America MOST drivers heavily rely on the backup camera to work! Ford should recall this immediately!

Ford:

I appreciate you sharing this information with me. Just for your awareness, after running your VIN through our system, I'm not seeing any outstanding safety recalls or field service programs relating to this issue. If you would ever like to check for recalls or field service actions yourself, you may do so at the following link: <https://owner.ford.com/tools/account/maintenance/recalls.html>. Going back to your original inquiry, may I ask if your Ford Flex has been physically inspected at Butch Oustalet, or at another authorized Ford/Lincoln servicing dealership within the last 30 days for your camera?

Chelsea

Ford Service Team

Customer:

I've already checked for recall. I was already 100% aware that a recall doesn't already exist. That is why I said Ford Should recall this for Safety reasons. I've already done some research and it is a Common issue for the Ford Flex. No the Flex hasn't been at Butch Oustalet in the past 30 days. It is probably closer to 60 days since it was at Butch Oustalet. All service on that car has been performed at Butch Oustalet. It has never been worked on at any other location

Ford:

Thank you for clarifying this for me. We recommend that your vehicle be inspected by a Ford/Lincoln dealership to determine the cause of any symptoms your vehicle may be experiencing. Your local Ford/Lincoln dealership has factory-trained technicians, the most current engineering service information, and the specialized equipment required to resolve your vehicle concerns. If there is no coverage under applicable warranties, recalls, or ESPs, repairs and services would be your responsibility. Your next step is to make an appointment with your servicing dealership to have your vehicle diagnosed. You can view the contact details for your local Ford/Lincoln servicing dealerships here: <https://owner.ford.com/service/dealer-locator.html>. Regarding a recall for the camera, we can document the situation for future review, if you'd like. Please let us know if you'd like this to be set up for you, and I'll be happy to continue assisting you.

Chelsea

Ford Service Team

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 09-02-2022 CLOSED: 09-08-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | At Risk of Defection |
DEALER NAME: Purvis Ford Inc
PA CODE: 00061 DLR SALES CODE: 27440 REGION: N4 ZONE: N4C
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 19,662
BODY STYLE: K5B - FLEX SE FWD 4DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: Fredericksburg | VA | [REDACTED] | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: Danielle Valentine OPEN ANALYST NAME: SYSTEM
COMMENTS:

2022-09-02 12:41:04 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 : Purvis Ford Inc Dealer P&A : 00061 Dealer phone : [REDACTED] VIN : [REDACTED] Year : 2019 Make : FORD Model : FLEX Mileage : 19662 Engine Specification : 3.5L Cyclone V6 Petrol TIVCT Transmission Specification : 6 Speed Auto Transmission 6F50 Warranty Start Date : 2020-01-18 Open Recall/FSA : : n/a ESP : CPCLIGHT 0968 - USA 2021 NEW 96/75,000 PREMIUMCARE W/ROADSIDE STANDARD DEDUCTIBLE:100 USDOWNER NAME: JULIA HAREOPTIONS:KEYSVCWEPA,LIGHTING,1STDAYRENT EXPIRATION DATE:01/18/2028DISTANCE:75000RENTAL:35 UP TO 10 DAYS TOWING:0 USDCONTRACT SOLD BY:USA 00061ESP CONTRACT START DATE: 01/18/2020 Hotline Contact : n/a Warranty History : n/a

2022-09-02 12:44:51 DXS Brianna 79541 IBPM FROM DLR CLIENT SEEKING REFUND AND ASSISTANCE ON A BASE WARRANTY CAMERA REPAIR. PART ORDERED ON JULY 6TH 2022, HAS BEEN ON BACK ORDER, SOME DEALERS HAVE SMALL STOCK BUT ARE HOLDING FOR THEIR CLIENTS. CLIENT WENT ON SEARCH AND WAS ABLE TO BUY A CAMERA (CORRECT PART NUMBER GA8Z-19G490-A) FROM ANOTHER FORD DEALER SHIP AND HAD SHIPPED TO HER SO WE COULD COMPLETE REPAIR. CLIENT WANTS TO BE REIMBURSED FOR PAYING / GATHERING PART WE HAVE NOT YET BEEN ABLE TO GET. I HAVE ATTACHED HER RECEIPT. THANKS, [REDACTED]

2022-09-02 13:09:34 DXS Brianna 79541 OBPM SENT TO DLR Good Morning, This case is under review I can assure a resolution soon! Can you advise if the part the customer bought was at the warranty rate? Thanks for your partnership. Next Step: Follow Up 9/8 Ford Motor Company @ Dealership Relationship Center-Dealer Team Brianna Archie barchie1@ford.com | www.ford.com Office: 866.631.3788 x79541 eFax: 855.906.1013 Mon-Fri 7am-11:00am/3pm-7:00pm Central time

2022-09-02 16:04:53 DXS Brianna 79541 IBPM FROM DLR THE PART WAS SOLD AT MSRP. CLIENT SAYS SHE WAS ASKED IF THE Y WERE A DEALER OR CUSTOMER AND WOULD ONLY SELL TO A CUSTOMR AS THEY WERE IN HIGH DEMAND.

2022-09-02 22:12:52 DXS Brianna 79541 OBPM SENT TO DLR Good Afternoon, FMC has authorized \$347.60 towards the refund. An approval code has been generated in the FLL Request form based on the following participation: P&A Code: 00061 Mileage: 19,662 RO #: 214733 RO LINE #: B RO OPEN DATE: 7/6/2022 Customer Share: \$86.91 Dealer Share: \$0.00 Ford Share: \$347.60 P11 Approval Code: [REDACTED] Thank you for your partnership. Next Steps: Close Case Please respond to email communicating you received the approval code and that it is working. If there is not a response by 9/8/22 this case will resolve and close. Approval codes are good up to 30 DAYS after the repair order is closed out. If a new approval code is needed after, then a NEW CASE will need to be opened and CURRENT CRITERIA WILL BE REQUIRED. Ford Motor Company @ Dealership Relationship Center-Dealer Team Brianna Archie barchie1@ford.com | www.ford.com Office: 866.631.3788 x79541 eFax: 855.906.1013 Mon-Fri 7am-11:00am/3pm-7:00pm Central time

2022-09-08 12:41:13 DXS Brianna 79541 OBPM/OBE SENT TO DLR Good Morning, As I will be resolving your case, please look for an email within the next 24 hours with a brief survey regarding your experience with me in completing your case – Ford / Lincoln and I value your candid feedback to understand how we can improve in the future. Should you need to contact me again, you may reach me directly at barchie1@ford.com or by phone at 1-866-631-3788, ext. (79541). If I'm unavailable, please leave me a detailed message and I will return your call as soon as possible. Note: for a quicker response, please provide your case number indicated above. Thank you again for contacting Ford, I appreciate your loyalty. Thank you for your partnership. Next Step: Close Case Ford Motor Company @ Dealership Relationship Center-Dealer Team Brianna Archie barchie1@ford.com | www.ford.com Office: 866.631.3788 x79541 eFax: 855.906.1013 Mon-Fri 7am-11:00am/3pm-7:00pm Central time

2022-09-13 17:33:36 QA reviewed case

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 09-09-2022 CLOSED: 12-15-2023 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: Dave Arbogast Ford
PA CODE: 00379 DLR SALES CODE: 47567 REGION: G3 ZONE: G3B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 34,563
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: COVINGTON | OH | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Appearance
ANALYST NAME: Charles Roberts OPEN ANALYST NAME: SYSTEM
COMMENTS:

2022-09-09 17:11:51 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 74 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : [REDACTED] Part Number : [REDACTED] Dealer Name : Dave Arbogast Ford Dealer P&A : 00379 Dealer phone : [REDACTED] VIN : [REDACTED] Year : 2019 Make : FORD Model : FLEX Mileage : 34563 Engine Specification : Transmission Specification : Warranty Start Date : 2019-06-21 Open Recall/FSA: : ESP : Hotline Contact : Warranty History :
2022-09-09 17:12:06 BACK UP CAMERA IS INOP. DIAGNOSED PER WORKSHOP, NEEDS REAR PARK AID CAMERA. KEYLESS PAD IS LOOSE. NEEDS KEYLESS PAD REPLACED.
2022-09-09 17:13:06 FMC has authorized \$776.97 towards repairs. An approval code has been generated in the FLL Request form based on the following participation: •Customer Share: \$332.99 •FPS generated P11 Approval Code [REDACTED] Please contact the customer to advise of the decision.
2023-12-02 17:19:28 IBC FROM DLR: brittany bucket 2022 sept the part just because available in october and the pricing has changed . Adv her the best person to speak with in this matter will be Danita Allison Charniece Coats Ford Motor Company ® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team E: ccoats4@Ford.com O: (866) 631-3788- ext.
2023-12-13 14:23:08

[REDACTED]
FCR

Inbound call from dealer BRETNA WARRANTY CLERK for Patty Angle
BRITTNEY BRETNA WARRANTY CLERK of Dave Argogast Ford called a week ago and have not heard back on 12-2-23 regarding a completed repair in 2022 due to part on back order and vehicle returned WC calling about an old case that repair was approved for rear parking camera,WC requesting amount of \$601.19 and need to provide updated repair ordere details due to original repair order was closed a lower amount and customer paidWC stated previous repair order was never used due to part was on back order and want to provide new ro details for new approval code.
BRETNA WARRANTY CLERK of Dave Arbogast Ford Motor Company requesting call back for new approval code.

Informed agent will be emailed of update.

New ro details

Repair order 695777 new repair order details
Repair open date 10-25-2023
Milage 54,679
Line number A camera and pin and molding

NAME BRETNA WARRANTY CLERK of Dave Arbogast Ford
PHONE 9373392687 DIRECT
ADDRESS
EMAIL B.BECKETT@ARBOGASTFORD.COM

Tina Henderson
Customer Experience Specialist/ Ford CX TEAM
O: 866-631-3788

2023-12-15 15:28:33

Ford Motor Company ®
Charles Roberts
Regional Dealer Team Lead
Mon-Fri 9:00AM to 5:30PM CST
Crope220@ford.com
Ext: 79629

Good afternoon. Dealership requested the costs updated and opened a new case, this case was rejected and noted as a duplicated.

2023-12-15 15:29:08

Ford Motor Company ®
Charles Roberts
Regional Dealer Team Lead
Mon-Fri 9:00AM to 5:30PM CST
Crobe220@ford.com
Ext: 79629

Good afternoon. Dealership requested the costs updated and opened a new case, this case was rejected and noted as a duplicated.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 09-12-2022 CLOSED: 09-12-2022 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: 2019 MODEL: FLEX MILEAGE: 20,000
BODY STYLE: K5B - FLEX SE FWD 4DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: NASHVILLE | TN | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: Diane Niosi OPEN ANALYST NAME: Diane Niosi
COMMENTS:

Info At 4:08 PM Sep 12

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

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

You 4:08 PM

Backup camera not working. Car has less than 20,000 miles on it. Dealer says they don't take appointments to get this fixed. Dealers says I must leave the car there and it will be fixed first come first served and it could be there 2-3 WEEKS. My wife needs the car or I would not have bought the car. She can't be without transportation for 2-3 WEEKS! I paid for the extended warranty and don't think being without a car for 2-3 weeks is a good option

[REDACTED] 4:10 PM

I'll be happy to assist you with this! Please allow me a few moments to access your profile and your vehicle's information. Which dealership are you working with at this time?

Would you like me to locate another for you?

You 4:11 PM

Two Rivers Ford in Mt Juliet Tennessee

[REDACTED] 4:12 PM

Thank you! Would you like me to locate another for you?

You 4:13 PM

Would another dealer want me to leave the car with them for two weeks? I can't be without transportation that long and can't afford to rent a car for that long

[REDACTED] 4:14 PM

I wouldn't be able to know unless you check with them.

I would be happy to check but we cannot make outbound calls, therefore, I'll have to request you contact them directly.

Would you like me to locate one or two more for you to contact, [REDACTED]

You 4:15 PM

I do see that you have a PremiumCARE plan that provides a rental for 10 days at the rate of \$35/day.

In addition, another dealership may have a free loaner for you.

You 4:17 PM

sure, although they will probably tell me to take it to where I bought it

[REDACTED] 4:17 PM

They're provided upon request and availability.

You 4:17 PM

I'm checking now for you [REDACTED]

You 4:19 PM

I found Town and Country Ford located at 101 Anderson Lane, Madison, TN 37115

Phone: (833) 710-7807

I'm checking their hours for you.

You 4:20 PM

Two Rivers keeps saying to check back with them about a loaner car but after 3 tries it does not seem that they will get me taken care of. As far as renting, I can't see why I should pay \$350.00 when the car has less than 20,000 miles. I think Ford should provide a car

[REDACTED] 4:21 PM

I feel like this has been a waste of time. I can look up another dealer

[REDACTED] 4:23 PM

Thanks for holding! The hours at Town and Country Ford are 7:30-6pm Mon-Fri; 8-1pm on Sat.; Closed Sun.

You 4:23 PM

If you'd like to rent a vehicle, we can submit a reimbursement of the out-of-pocket expenses once your vehicle is repaired.

You 4:24 PM

I had hoped Ford could direct the dealer who sold the car to take care of this problem but I guess I had too much faith in something being done

[REDACTED] 4:25 PM

If you'd like to rent a vehicle, we can submit a reimbursement of the out-of-pocket expenses once your vehicle is repaired.

Or you can try contacting Town and Country Ford to see if they can get your vehicle in sooner and provide a free loaner or rental.

You 4:25 PM

Which would you prefer to do [REDACTED]

You 4:29 PM

Is the reimbursement for a rental guaranteed or just a request?

[REDACTED] 4:31 PM

I cannot guarantee a reimbursement. It will be a request.

You 4:33 PM

I haven't heard from you for a few minutes and would like to be sure your needs were met. Do you need more time?

You 4:36 PM

No, I know where I stand so there is no need to keep "chatting". I will just need to escalate my issues with a phone call to someone. Can you give me a phone number where I could speak to someone?

[REDACTED] 4:41 PM

I'll be happy to help you with your concerns over chat. However, I cannot make or receive calls. If you would prefer to speak with someone over the phone, you can do so by calling the Customer Relations Center at 1-800-392-3673. Hearing Impaired callers with access to a TDD may contact 1-800-232-5952. Hours of operation are 8am to 11pm EST Mon-Fri; 8am-8pm EST Sat; Closed Sunday.

If you'd like to email a copy of this transcript to yourself with the information I've provided, simply click on the plus + sign next to the chat box and enter your email address. Did you have any other questions or concerns for me today?

You 4:42 PM

no thank you

[REDACTED] 4:42 PM

Info At 4:43 PM Sep 12

The chat transcript will be sent to: [REDACTED] at the end of your chat.

You're welcome! It was my pleasure assisting you! Thank you for chatting with Ford Motor Company! At the end of this chat, there will be a survey that appears regarding your experience with my performance today.

We appreciate any feedback you may have. Have a great day!

You 4:43 PM

Info At 4:43 PM Sep 12

Thank you for chatting with us.

Chat Input

2022-09-13 20:10:35

IBC: [REDACTED] called in seeking for information and assistance in regards to his vehicle needing back up camera replacement/repairs. He advise that he was chatting with someone online to see what help he can get but does not like the fact that he has to pay out of pocket for rental reimbursement. Also fears that his extended warranty will expire before he can have it repaired. I advise that customer that his extended warranty is currently active and expires until 08/17/2025. But is covered for 75month/100k miles witch ever comes first. He was happy to hear that but wants to hear what ford can do in regards to repairing his vehicle and getting a loaner. He is also aware of the \$35 and 10 day rental but was told by service that it will take more than 10 days. Another option will be reimbursing him once repairs are completed but he does not like the fact that he has to pay out of pocket. CLV: 83 WSD: 8/17/2019 DEALER: Two Rivers Ford 76 Belinda Parkway Mount Juliet, TN 37122 PHONE: 6158899215 OBC DEALER: No answer, LVM in regards to a loaner possibly being scheduled for him and COPIS being made if parts shows to be in back order. Ford Motor Company ® Customer Relationship Center – SUV Team Fernando Saenz Hernandez FSAENZHE@ford.com | www.ford.com office: 1-866-631-3788 ext. 79692 Hours: MON-FRI 9:00am-5:30pm CST

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 09-21-2022 CLOSED: 11-11-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Central Loaner NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Information | Warranty Loaner Approval | |
DEALER NAME: Blackwell Ford, Inc.
PA CODE: 02745 DLR SALES CODE: 48046 REGION: G2 ZONE: G2B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 23,429
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: LIVONIA | MI [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: # FordGCCTDynamicsAccount-AutoCaseClosure- OPEN ANALYST NAME: SYSTEM
Prod

COMMENTS:

2022-09-21 14:02:53 DLR : Hello, Please Extend this has a COPIS case [REDACTED] Thank you. DXS :
Goodmorning, please may you advise of new copis ticket please as previous copis is now resolved. best
regards Ford Motor Company @ Aleecia Daley Dealer Experience Specialist, Ford CX Team
ADaley6@ford.com | www.ford.com hours of operations 8:00a - 4:30p (CST) office: 866-631-3788 ext.
79084 eFax: 8883458132

2022-09-23 17:12:37 dlr : Hello, Please Extend. This has a COPIS Case [REDACTED] . Thank you! DXS : Hello
advised 9/21/22 DLR : Hello, Please Extend this ha C [REDACTED] Thank you.
DXS : Goodmorning, please may you advise of new copis ticket please as previous copis is now resolved.
best regards Ford Motor Company @ Aleecia Daley Dealer Experience Specialist, Ford CX Team
ADaley6@ford.com | www.ford.com hours of operations 8:00a - 4:30p (CST) office: 866-631-3788 ext.
79084 eFax: 8883458132

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
 OPEN: 09-28-2022 CLOSED: 12-01-2022 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: Downtown Ford
 PA CODE: 09614 DLR SALES CODE: 47204 REGION: G3 ZONE: G3C
 VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 28,425
 BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
 LAST NAME FIRST NAME MIDDLE: [REDACTED]
 ADDRESS: [REDACTED]
 CITY STATE ZIP COUNTRY: ELKVIEW | WV | [REDACTED] | USA
 HOME PHONE: [REDACTED]
 SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
 ANALYST NAME: Mariah Carter OPEN ANALYST NAME: Mariah Carter
 COMMENTS:
 2022-09-28 14:24:52 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED]
 Home Phone : [REDACTED] Mobile Phone : n/a LTV Score : 98 Vehicle Purchase Status : Original Owner
 Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Todd Judy Ford Dealer P&A : 09614
 Dealer phone : 3043441601 VIN : [REDACTED] Year : 2019 Make : FORD Model : FLEX Mileage :
 20000 Engine Specification : 3.5L V6 CYCLONE IIVCT Transmission Specification : Warranty Start Date :
 2020-06-10 Open Recall/FSA : n/a ESP : n/a Hotline Contact : n/a Warranty History : n/a
 2022-09-28 15:01:01 (IBC) [REDACTED] (HUSBAND CALLER) PHONE: [REDACTED] VIN: [REDACTED] MILES: 20K
 VOR: wit cust CLV: 98 Dealer: TODD JUDY FORD Dealer contact: WARRANTY START DATE: 10-June-
 2020 CUSTOMER DOES MEET FLP Reason: Had issues w/ back up camera, part has been ordered for
 months now they are saying part is discontinued Ford not making it no more & if Ford can not fix want them to
 buy vehicle back Symptoms:back up camera just wont work Advised cust a BB review is based on your
 state lemon laws, - cust advised if it can be fixed and a part can be placed then we wont pursue BB. Cust just
 want part and veh camera fixed (OBC) Todd Judy Ford RO# 89660 Transfer from part spoke to John ,
 couldn't find info by RO searched by cust name , confirmed need to speak w/ service RO or cust info is not in
 system * transferred to service* Spoke w/ Chris the part number is #GA8Z19G490A ETA will come at later
 day part is on B.O its no obsolete *transferred back to parts Spoke w/ John to do COPIS - refused to do one
 or said its done- explained NO that is not a copis the case on GCCT is my case , Dealer said ok, but refused
 to do one keep saying on b.o nothing going to help P&A 09614 PART #GA8Z 19G490 A DATE ORDERED :
 8/15/22 COR # 81522 Part manager : Justin Chapman email: justin.chapman@toddjudyford.com Actions:
 part SME request Next steps: set cust fu for 10/5 Ford Motor Company @ Customer Experience Specialist -
 Passenger Vehicle Department Mariah Carter Mcart153@ford.com Office: 866-631-3788 ext 79054 eFax:
 866-638-0431
 2022-10-05 18:23:36 *COPIS UPDATE* Hi , Thank you for submitting a COPIS Parts Order Status case. Good news, your
 backorder for Service Part Number: GA8Z19G490A, Shipper Number: TR2259, DOR Number: 81522,
 shipped on 09/29/2022. As the order has now shipped, your COPIS case has been closed. If there is an
 issue with this shipment, please place a new order as needed. If escalation is required, a new COPIS Parts
 Order Status case, will need to be submitted. Thank you, COPIS Vehicle Off Road Team REACHED OUT
 TO PART SME HOUSTON DELIVERED Friday 9/30/2022 at 1:23 pm Signed for by: R.SHEARS FedEx
 tracking number [REDACTED] (OBC) Todd Judy Ford Spoke to : CODY Part has arrived veh is scheduled
 to come in on 10/11 Actions: sent cust sms Next steps; set cust fu for 10/11 Ford Motor Company @
 Customer Experience Specialist - Passenger Vehicle Department Mariah Carter Mcart153@ford.com Office:
 866-631-3788 ext 79054 eFax: 866-638-0431
 2022-10-11 17:26:17 (OBC) Todd Judy Ford Spoke to : CODY veh has arrived today hope to have it completed by end of day for
 this camera issue ACTIONS: SENT CUST SMS Next steps: set cust fu for 10/12 as satif call Ford Motor
 Company @ Customer Experience Specialist - Passenger Vehicle Department Mariah Carter
 Mcart153@ford.com Office: 866-631-3788 ext 79054 eFax: 866-638-0431
 2022-10-12 17:56:25 (OBC) Todd Judy Ford Spoke to : CODY AT LUNCH CALL BACK camera is put in , cust picked up vehicle
 but will bring back b/c we had to order a panel today for back of vehicle dont have part number but its Not on
 back order , cust will bring veh back when part comes in Actions: sent cust SMS Next steps : set fu for
 10/19 to check on panel arrival Ford Motor Company @ Customer Experience Specialist - Passenger Vehicle
 Department Mariah Carter Mcart153@ford.com Office: 866-631-3788 ext 79054 eFax: 866-638-0431
 2022-10-19 16:48:03 (OBC) Todd Judy Ford Spoke to : CODY Left for fam emergency will be back in office tomorrow- please call
 back Next steps set fu for 10/20 Ford Motor Company @ Customer Experience Specialist - Passenger
 Vehicle Department Mariah Carter Mcart153@ford.com Office: 866-631-3788 ext 79054 eFax: 866-638-0431
 2022-10-19 16:52:23 (OBC) Todd Judy Ford Spoke to : CODY Left for fam emergency will be back in office tomorrow please call
 back Next steps set fu for 10/20 Ford Motor Company @ Customer Experience Specialist - Passenger
 Vehicle Department Mariah Carter Mcart153@ford.com Office: 866-631-3788 ext 79054 eFax: 866-638-0431
 2022-10-20 17:34:10 (OBC) Todd Judy Ford Spoke to : Cody waiting on the panel no b.o will speak to parts today , we know cust
 personally, will contact cust. this was due to dlr damages ACTIONS: sent cust sms Next steps; set cust fu
 for 10/26 Ford Motor Company @ Customer Experience Specialist - Passenger Vehicle Department Mariah
 Carter Mcart153@ford.com Office: 866-631-3788 ext 79054 eFax: 866-638-0431
 2022-10-27 16:51:50 (OBC) Todd Judy Ford Spoke to : John in parts panel still on order have not came in asked if this is on b.o
 warehouse that we get them from have 7 of them PART #DA8Z74425A34CA DATE ORDERED 10/11/22
 COR 10112 RO# [REDACTED] Asked to do copis dlr advised off b.o date but no response to do one Searched
 DOW found COR 10112 ACTIONS: PART SME SENT CUST SMS Part manager : Justin Chapman email:
 justin.chapman@toddjudyford.com Next steps: set fu for 11/3 Ford Motor Company @ Customer
 Experience Specialist - Passenger Vehicle Department Mariah Carter Mcart153@ford.com Office: 866-631-
 3788 ext 79054 eFax: 866-638-0431
 2022-11-17 21:05:50 (OBC) Todd Judy Ford Spoke to : isaiah SM RO# [REDACTED] panel is installed it did not come with a logo so thats
 all we are waiting on at this point logo is not on b.o or nothing like that call back monday to speak with SA
 about the logo (OBC) Carrie Cooper veh is not at dlr , just waiting on logo next steps; set dlr call for monday
 Ford Motor Company @ Customer Experience Specialist - Passenger Vehicle Department Mariah Carter
 Mcart153@ford.com Office: 866-631-3788 ext 79054 eFax: 866-638-0431
 2022-11-21 21:06:24 (OBC) Todd Judy Ford Spoke: to Cody logo has arrived, cust knows parts dep personally and they have
 already informed cust about the logo ACTIONS: Sent cust sms Next steps: set fu for 11/23 to check if cust
 went back to get logo put on Ford Motor Company @ Customer Experience Specialist - Passenger Vehicle
 Department Mariah Carter Mcart153@ford.com Office: 866-631-3788 ext 79054 eFax: 866-638-0431

2022-11-23 17:44:24 (OBC) Carrie Cooper yes, picked up logo but not going back to that dlr to install , going to install on my own or diff dealer not sure yet offer cust ESP prem care - cust accepts ACTIONS; Transmitted CASE NUMBER: [REDACTED] Next steps: set fu for 11/30 Ford Motor Company ® Customer Experience Specialist - Passenger Vehicle Department Mariah Carter Mcart153@ford.com Office: 866-631-3788 ext 79054 eFax: 866-638-0431

2022-11-28 19:48:44

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

Ford Motor Company ®
Jelishia Joiner
Lead Agent
Email: JJoine12@ford.com | www.ford.com
Mon- Fri 8:00am-4:30pm CST (Central)

2022-11-30 18:27:25 CL EMAIL TO CUST Hello , Thank you for contacting Ford Motor Company and allowing us to assist you with your 2019 Ford Flex partnering with Todd Judy Ford. I am glad we were able to address your concern and escalated your part and provided you a ESP due to the troubles of the repair. If you have any further questions or concerns regarding this repair, your ESP, or any additional comments or feedback, please do not hesitate to reach out to me. Thank you for being a valued customer and a part of the Ford family. Please look for an email within the next few days that includes a brief survey regarding your experience with me in completing your case. We value your feedback so that we can better understand what we can do to improve in the future. Best regards, Ford Motor Company ® Customer Experience Specialist - Passenger Vehicle Department Mariah Carter Mcart153@ford.com Office: 866-631-3788 ext 79054 eFax: 866-638-0431

2022-11-30 23:47:41 Supervisor review: Approve to close case.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: In Progress
OPEN: 09-28-2022 CLOSED: 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: Miracle Ford, Inc.
PA CODE: 05721 DLR SALES CODE: 23357 REGION: C3 ZONE: C3A
VIN [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 37,000
BODY STYLE: K5D - FLEX LTD FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: WHITE HOUSE | TN | [REDACTED] | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: SYSTEM OPEN ANALYST NAME: Destiny Gallardo
COMMENTS:
2022-09-28 23:21:20

CXS Destiny Gallardo/ ext. 79527/ dgallar4@ford.com

MILEAGE: 37,000 WSD: 11/14/2019 CLV: N/S FLP: N

CUST/PHONE/EMAIL
[REDACTED]

IBC/Situation: July he took his vehicle to, new backup camera. Been waiting and haven't received anything. CX was informed by his dealership to contact us because we can search in the area and find. July 12th is how long they have been waiting for the part arrival.

916154525267 - DLR / PM JR.

OBC: I called the dealership to get the open RO number so that we can also get a Parts Escalation along with checking other dealerships in the area. Advisor informed me she would have to get me over to a Service Advisor's line as she cannot see that open RO number.

Part Number: N/A

- Where is the vehicle located: At the Dealership
- Dealership Servicing: Miracle Ford, Inc.
- Dealership/Contact: 6154525267

CXS said he would reach out to the dealership to gather that information needed to see if they have anything available.

- Next steps: I will reach out again on 10/5 and start reaching out to dealerships to see if they have that part available and request a COPIS be made via Portal Message

Ford Motor Company @
Destiny Gallardo
Customer Experience Specialist
dgallar4@Ford.com www.ford.com
O: 866-631-3788 Ext. 79527

2022-10-13 16:00:35

CXS Destiny Gallardo/ ext. 79527/ dgallar4@ford.com

MILEAGE: 37,000 WSD: 11/14/2019 CLV: N/S FLP: N

CUST/PHONE/EMAIL
[REDACTED]

[REDACTED] DLR / PM JR.

OBC: I called the dealership to speak with the Parts Department for a COPIS case to be made for the part being ordered for the customer. Part Advisor informed me that he would get with the Service Manager to have it completed today. I informed the Parts Advisor that was one was requested prior but they thought my case was a COPIS, I provided him with the case number so that they know it's not a COPIS case and we need one opened.

RO# 254870 / July 20th

Part Number: GA8Z19G490A

- Next steps: I will send out an SMS to the customer.

Ford Motor Company @
Destiny Gallardo
Customer Experience Specialist
dgallar4@Ford.com www.ford.com
O: 866-631-3788 Ext. 79527

2022-10-25 21:50:32

DXS-Pamela sent OBE to [REDACTED] Good Afternoon, I hope your day is going well. CXS Destiny Gallardo is trying to reach you concerning customer [REDACTED] Please reach out to Destiny via email @ dgallar4@ford.com or by phone 866-631-3788. Ext. 79527 Thank you Next Steps: None for DXS Ford Motor Company @ Pamela Jones | Dealer Experience Specialist | Dealer Team 866-631-3788 ext. 79228 | eFax: 888-898-8592 pjone308@ford.com | www.ford.com

2022-10-27 18:12:50

Locate Results

Results for 005721 (49 Total)

Modify Results»

LocationOEMDealer CodeDistance (mi/km)QOHUpdatedLast ReceivedPhone

Ford Lincoln of Columbia
(Columbia, TN)Ford US00661862 / 100110/27/2022 5:25 AM2/23/2022(931) 388-2463

Ray Pearman Lincoln Mercury, Inc
(Huntsville, AL)Ford US012045116 / 187110/27/2022 6:41 AM5/5/2022(256) 536-7451

Harbin Motor Company, Inc.
(Scottsboro, AL)Ford US000378124 / 200110/27/2022 5:50 PM7/1/2022(256) 574-1819

Jacky Jones Ford
(SWEETWATER, TN)Ford US003938124 / 200110/27/2022 5:27 PM10/10/2022(423) 536-1032

Landers McLarty Ford
(Fort Payne, AL)Ford US006631140 / 225110/27/2022 6:11 AM10/1/2022(256) 845-1101

Morlan Ford Lincoln, LLC
(Sikeston, MO)Ford US005199177 / 285110/27/2022 5:02 PM6/1/2022(800) 455-1255

Mike Murphy Ford Inc
(Morton, IL)Ford US008153334 / 537210/27/2022 7:52 AM9/8/2022(309) 263-2311

Sharpnack Ford Inc
(Willard, OH)Ford US001262381 / 613110/27/2022 5:29 PM9/27/2022(419) 935-4571

Bill Grant Ford, Inc.
(Bolivar, MO)Ford US005057393 / 632110/26/2022 9:47 AM(800) 574-7975

AUTONATION FORD MOBILE
(Mobile, AL)Ford US006529406 / 653110/27/2022 10:19 AM7/1/2022(800) 633-6994

2022-10-27 18:21:52

CXS Destiny Gallardo/ ext. 79527/ dgallar4@ford.com

MILEAGE: 37,000 WSD: 11/14/2019 CLV: N/S FLP: N

CUST/PHONE/EMAIL

Ford Lincoln of Columbia - 91(931) 388-2463

OBC: I called the dealership to speak with their Parts Department to see if they have PART NUMBER:GA8Z19G490A for sale. I was transferred over to the Parts Manager about the part. PM informed me that the part is reserved for a customer.

• Next steps: I will inform the customer on the COPIS case and reach out to the next dealership as well.

Ford Motor Company ®
Destiny Gallardo
Customer Experience Specialist
dgallar4@Ford.com www.ford.com
O: 866-631-3788 Ext. 79527

2022-11-02 22:07:47

GCCT CRASHED, NOTES WERE NOT ABLE TO BE SAVED

2022-11-08 00:37:15

Line NumberDateMerchandise Remarks
1FILL EM-ORDS FROM: YX HVCS UPON RECEIPT
2CAUSAL DESCRIPTN1: X7 COMPONENT PART SHORTAGE
3CAUSAL DESCRIPTN2: WO PAST DUE
4110322SUPPLIER PAST DUE, WAITING FOR SEMICONDUCTOR PARTS
51102225 PCS WILL BE RECEIVED AT BACKORDERED HVCS BY 11/09

2022-11-18 23:49:35

Line NumberDateMerchandise Remarks
1FILL EM-ORDS FROM: YX HVCS UPON RECEIPT
2CAUSAL DESCRIPTN1: X7 COMPONENT PART SHORTAGE
3CAUSAL DESCRIPTN2: WO PAST DUE
4111722SUPPLIER PAST DUE, WAITING FOR SEMICONDUCTOR PARTS
5111722SEMICONDUCTOR SHORTAGE, WORKING WITH PRODUCTION ON ALLOCATIO
6111722AVAILABILITY OF THE PARTS IS TBD
7111722WORKING ON WEEKLY MEETING TO EXPEDITE THE ALLOCATION

2022-11-24 00:34:19

Line NumberDateMerchandise Remarks
1FILL EM-ORDS FROM: YX HVCS UPON RECEIPT
2CAUSAL DESCRIPTN1: X7 COMPONENT PART SHORTAGE
3CAUSAL DESCRIPTN2: W2
4112222SUPPLIER PAST DUE, WAITING FOR SEMICONDUCTOR PARTS
5112222SEMICONDUCTOR SHORTAGE, WORKING WITH PRODUCTION ON ALLOCATIO
6112222AVAILABILITY OF THE PARTS IS TBD
7112222WORKING ON WEEKLY MEETING TO EXPEDITE THE ALLOCATION

2022-12-01 00:33:56

Line NumberDateMerchandise Remarks
1FILL EM-ORDS FROM: YX HVCS UPON RECEIPT
2CAUSAL DESCRIPTN1: X7 COMPONENT PART SHORTAGE
3CAUSAL DESCRIPTN2: W2
4112822SUPPLIER PAST DUE, WAITING FOR SEMICONDUCTOR PARTS
5112822SEMICONDUCTOR SHORTAGE, WORKING WITH PRODUCTION ON ALLOCATIO
6112822AVAILABILITY OF THE PARTS IS TBD
7112822WORKING ON WEEKLY MEETING TO EXPEDITE THE ALLOCATION

2022-12-13 00:14:20

COPIS CASE [REDACTED] has been closed, out. I will reach out to the dealership to see if the part has arrived.

2022-12-19 22:50:43

Line NumberDateMerchandise Remarks
1FILL EM-ORDS FROM: YX HVCS UPON RECEIPT
2CAUSAL DESCRIPTN1: X7 COMPONENT PART SHORTAGE
3CAUSAL DESCRIPTN2: W2
4121622SUPPLIER IS PAST DUE, WAITING FOR COMPONENTS
5121622SEMICONDUCTOR SHORTAGE, WORKING WITH PRODUCTION ON ALLOCATIO
6121622AVAILABILITY OF THE PARTS IS TBD
7121622WORKING ON WEEKLY MEETING TO EXPEDITE THE ALLOCATION

2022-12-19 22:51:39

Hi ,
Thank you for submitting a COPIS Parts Order Statuscase. Good news, your backorder forService Part Number:GA8Z19G490A,Shipper [REDACTED], shipped on 11/21/2022. As the order has now shipped, your COPIS case has been closed.
If there is an issue with this shipment, please place a new order as needed. If escalation is required, a new COPIS Parts Order Status case, will need to be submitted.
Thank you,
COPIS Vehicle Off Road Team

2022-12-19 22:59:23

From: Gallardo, Destiny (D.)
Sent: Monday, December 19, 2022 4:59 PM
To: [REDACTED]
Subject: [REDACTED]
Importance: High

Hi,

This is Destiny from Ford, I am reaching out on behalf of mutual customer [REDACTED], he has a 2019 FORD FLEX. I know that this part, GA8Z19G490A, has been ordered from them. I am reaching out because the COPIS case has been closed, and I was wanting to see by chance if that part has arrived?

If you can let me know.

Thank you,

Destiny Gallardo
Ford Motor Company @
Customer Experience Specialist – Passenger Vehicle Concern Team
dgallar4@Ford.com www.ford.com
O: 866-631-3788 Ext. 79527
Hours of Operation: Mon - Fri 9:00 AM to 5:30 PM CST

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2022-12-21 17:26:08

COPIS ESCALATION TEMPLATE:
P&A (Order placed under) 05721
Part# GA8Z19G490A
COR/DOR# 54870
Parts Manager (First & Last) [REDACTED]
Parts manager Email: [REDACTED]
Vehicle Off Rd Date: 7/12/22

2022-12-21 18:01:50

Parts SME is closing escalation - there are no active EMR orders for GA8Z19G490A with COR/DOR 54870 under P&A 05721.

2022-12-22 15:55:17

CXS Destiny Gallardo/ ext. 79527/ dgallar4@ford.com

MILEAGE: 37,000 WSD: 11/14/2019 CLV: N/S FLP: N

CUST/PHONE/EMAIL

[REDACTED] - DLR

OBC: I called the dealership to speak with their Parts Department to have a COPIS made for this customer since the last one closed out. PM WAYNE answered and informed me that he's not seeing this part on back order. CXS explained what was said in the Portal Message about it being on "Critical Back Order". PM said it may have been the SM that made the COPIS initially and will take care of the customer.

• Next steps: I will reach back out to speak with the SM.

Ford Motor Company @
Destiny Gallardo
Customer Experience Specialist
dgallar4@Ford.com www.ford.com
O: 866-631-3788 Ext. 79527

2022-12-22 15:59:07

CXS Destiny Gallardo/ ext. 79527/ dgallar4@ford.com

MILEAGE: 37,000 WSD: 11/14/2019 CLV: N/S FLP: N

CUST/PHONE/EMAIL

[REDACTED]

OBC: I called the dealership to speak with the Service Manager, I was sent to the dealership's VM box.

• Next steps: I will reach out to the customer as well, informing him that I am trying to obtain some information from the Service Manager.

Ford Motor Company @
Destiny Gallardo
Customer Experience Specialist
dgallar4@Ford.com www.ford.com
O: 866-631-3788 Ext. 79527

2022-12-22 16:02:51

CXS Destiny Gallardo/ ext. 79527/ dgallar4@ford.com

MILEAGE: 37,000 WSD: 11/14/2019 CLV: N/S FLP: N

CUST/PHONE/EMAIL

[REDACTED] DLR

OBC: I called the customer to inform him on what's currently going on with his case and that we're looking into obtaining more information about his part. CXS informed the customer that they would send an SMS by the end of today letting them know if any new information was obtained. CX said appreciated the call, and for us staying on top of getting this part in.

- Next steps: I will send a reply back via Portal Message to the Dealership

Ford Motor Company ®
Destiny Gallardo
Customer Experience Specialist
dgallar4@Ford.com www.ford.com
O: 866-631-3788 Ext. 79527

2022-12-29 00:34:25

Advocate is OOO today, and follow-up is being rescheduled.

Ford Motor Company ®
Vince Gonzales
Lead Experience Specialist, Ford SUV Team
vgonza78@ford.com | www.ford.com
Office: 866-631-3788 ext. 79227

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 09-29-2022 CLOSED: 09-29-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |
DEALER NAME: Bob Thomas Ford
PA CODE: 05457 DLR SALES CODE: 48021 REGION: G2 ZONE: G2D
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE:
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS:
CITY STATE ZIP COUNTRY: | | [REDACTED]
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Appearance
ANALYST NAME: Tenele Douglas OPEN ANALYST NAME: Amanda Morley
COMMENTS:
2022-09-29 19:32:21

CONTACT [REDACTED]

CUS: Flex rear camera is suddenly deploying upside down on the screen when in reverse.

DLR: HAS NOT BEEN TO DEALER

CRC: ESCALATE TO PARRENGER FOR REVIEW

2022-09-29 20:41:40

OBC to CUST:

F/U with the cust regarding the concern of his vehicle,

Advised the cust to bring the vehicle into the DLR for further assistance.

Next Steps: FCR

Ford Motor Company
Tenele Douglas
Customer Relationship Center -Truck Team
Tdougl37@ford.com | www.ford.com
Office 1866-631-3788 ext. 79451

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]
OPEN: 09-30-2022 CLOSED: 09-30-2022
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC
CASE CLASS LV 1234: General Inquiry | General/Other | |
DEALER NAME: Bird Kultgen
PA CODE: 02617 DLR SALES CODE: 52457
VIN: [REDACTED] MODEL YEAR: 2019
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: HEWITT | TX [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Start/Run/Move | Moving | UNKNOWN | UNKNOWN
ANALYST NAME: Mallesia Hammond
COMMENTS:

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
REGION: C1 ZONE: C1B
MODEL: FLEX MILEAGE: 5,119

2022-09-30 19:08:15

CXS Mallesia Hammond ext/79600/MHAMMO67@FORD.COM IBC from the customer 5119 miles bird kolgen ford -2546333006 sa [REDACTED] OBC to the dealer spoke to Jessica she stated the camera is on back order with no eta RO-6085947 opened 7-22-22 part number ga8z19g490a -7/22 advised Jessica to send me over to parts spoke to dom he stated copis is [REDACTED] has escalated should be shipped by the end of September 22 Dor/cor number 90722 Next Steps: case documented resolved Ford Motor Company Mallesia Hammond Customer Eperience Specalist MHAMMO67@Ford.com Office: 1.866.631.3788 Ext. 79600

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 10-10-2022 CLOSED: 03-27-2023 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: Spirit Ford, Inc.
PA CODE: 02916 DLR SALES CODE: 48430 REGION: G2 ZONE: G2B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE:
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: TEMPERANCE | MI | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | UNKNOWN
ANALYST NAME: Sheri McCrary OPEN ANALYST NAME: P Rxsalp
COMMENTS:

2022-10-10 13:21:58

FEFFCS OBC CSM Sheri (EXT 77737) to DLR/Spirit @ 917345295521 spoke with David (manager) transferred me to Ethan (Service) Ethan advised: Stephanie/S A will contact CUST in a.m. for appointment for installation—parts are in, APIM ordered/needed [Service contract expected to pay for repair total] R. O. 76276 open August 02, 2022 Mileage in: 71354 Stephanie email: sguyor@spiritforddundee.com August 02 in & out—Service contract paid for everything Service Adviser First and Last name: Stephanie Guyor Service Adviser contact phone/extension/cell [REDACTED] Service Adviser Email Address: sguyor@spiritforddundee.com Date Vehicle Arrived: August 02, 2022 R. O. Number: 76276 R. O. open date: August 02, 2022 Vehicle Mileage- In: 71354 R. O. close date: not yet closed Vehicle Mileage- Out: N/A Is the customer in a Rental or Loaner Vehicle? N/A Who is responsible for the rental cost: N/A What is the vehicle DIAG? Needs APIM Are any parts on back order? Part # N/A COPIS opened? COPIS case # N/A DIAG: SYNC issue, needs APIM, parts at DLR 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 Monday - Friday 8:00 AM to 4:30 PM Eastern

2022-10-10 14:01:34

Key Data:
Case Number : [REDACTED]
Customer : [REDACTED]
Business Phone : N/A
Home Phone : [REDACTED]
Mobile Phone : [REDACTED]
LTV Score : 89
Vehicle Purchase Status : Subsequent Owner per NAVIS
Ford Credit Contract Number : N/A
Part Number : N/A
Dealer Name : Spirit Ford, Inc.
Dealer P&A : 02916
Dealer phone : 7345295521
VIN : [REDACTED]
Year : 2019
Make : FORD
Model : FLEX
Mileage : 71354
Engine Specification : 3.5L V6 CYCLONE TIVCT
Transmission Specification : 6 SPD AUTO TRANS 6F
Warranty Start Date : 2018-09-26
Open Recall/FSA: N/A
ESP : CPCLIGHT 0968 – USA 2020 NEW 72/125 PREMIUMCARE W/ROADSIDE
Hotline Contact : N/A
Warranty History :Reviewed, one related: DLR 02916/Spirit Ford— R. O. 76276—Open 08/02/2022/still open- 71354 miles

2022-10-10 14:17:20

FEFFCS OBC CSM Sheri (EXT 77737) to CUST [REDACTED]
Advised recorded line, explained role, contact info, [REDACTED]
CUST advised DLR told her the Screen on back order—last Thursday (09/29) they said screen was not in— issue started August 03rd—CUST has to call and ask for updates—DLR claimed on the phone that a part was on back order—CUST suspects DLR didn't order both parts needed – took a module and a screen to do the repair—from what CUST was told if they only replaced one part it could cause an issue with the other, make it go bad again
CUST lives thirty minutes away from DLR
CUST was told to bring it back in for them to get number for part order—
CUST loves the sales side of the DLR—really good to buy from

F/U Thursday, 10/13 with DLR & CUST—Repair app't date? Parts in??

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
Monday - Friday 8:00 AM to 4:30 PM Eastern

2022-10-10 14:23:25

FEFFCS OBC CSM Sheri (EXT 77737) to DLR/Spirit @ 917345295521 Ethan in Service CUST stated she was told two parts needed new screen and a module (APIM?)—Ethan agreed, said both parts are in and ready for the repair Advised Ethan I would F/U with both CUST & DLR 10/13/2022 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 Monday - Friday 8:00 AM to 4:30 PM Eastern

2022-10-13 20:44:22 FEEFCS OBC CSM Sheri (EXT 77737) to CUST [REDACTED] Left contact info & F/U date of 10/20 on V M message for CUST Spoke with Stephanie @ DLR today, app't set for 10/24- p/u loaner & 10/25 repairs 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 Monday - Friday 8:00 AM to 4:30 PM Eastern

2022-10-20 16:33:28 FEEFCS OBC CSM Sheri (EXT 77737) to DLR/Spirit @ 917345295521 Spoke with Bob in Service/Stephanie @ lunch From Aug 30th—APIM in shop, screen backordered—Bob checked with Parts—screen is in When is repair app't 10/24/2022 all set/parts are in Loaner arranged for Monday, October 24, 2022 @ 5:45 p.m. Stephanie S. A. CUST in loaner 10/24th & repair 10/25 warranty covers—F/U with DLR/CUST 10/26 Previous info: Service Adviser First and Last name: Stephanie Guyor Service Advisor contact phone/extension/cell: 917345295521 Service Adviser Email Address: sguyor@spiritforddundee.com Date Vehicle Arrived: August 02, 2022 R. O. Number: 76276 R. O. open date: August 02, 2022 Vehicle Mileage- In: 71354 R. O. close date: not yet closed Vehicle Mileage- Out: N/A Is the customer in a Rental or Loaner Vehicle? N/A Who is responsible for the rental cost: N/A What is the vehicle DIAG? Needs APIM Are any parts on back order? Part # N/A COPIs opened? COPIs case # N/A DIAG: SYNC issue, needs APIM, parts at DLR 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 Monday - Friday 8:00 AM to 4:30 PM Eastern

2022-10-20 16:40:13 FEEFCS OBC CSM Sheri (EXT 77737) to CUST [REDACTED] Recorded line Spoke with DLR today, app't set for 10/24- p/u loaner & 10/25 repairs, will F/U 10/26 with DLR & CUST 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 Monday - Friday 8:00 AM to 4:30 PM Eastern

2022-10-26 16:17:08 FEEFCS OBC CSM Sheri (EXT 77737) to DLR/Spirit @ 917345295521 Ethan—said CUST still in loaner still repairs most likely not completed Stephanie is S A Update status for repairs to APIM/Screen?? – Expecting email from Stephanie S A/DLR info 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 Monday - Friday 8:00 AM to 4:30 PM Eastern

2022-10-26 20:27:40 FEEFCS OBC CSM Sheri (EXT 77737) to CUST [REDACTED]
Recorded line
Still in loaner, CUST hasn't heard from DLR yet

F/U DLR for status of repair and then call CUST with updated info

Correct address? [REDACTED], Temperance, MI [REDACTED]

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
Monday - Friday 8:00 AM to 4:30 PM Eastern

2022-10-27 13:32:44 FEEFCS OBC CSM Sheri (EXT 77737) to DLR/Spirit @ 917345295521 Stephanie is S A/spoke with Bob in Service: Service Adviser First and Last name: Stephanie Guyor Service Advisor contact phone/extension/cell: 917345295521 Service Adviser Email Address: sguyor@spiritforddundee.com Date Vehicle Arrived: August 02, 2022 R. O. Number: 76276 R. O. open date: August 02, 2022 Vehicle Mileage- In: 71354 R. O. close date: 10/26/2022 Vehicle Mileage- Out: 76259 Is the customer in a Rental or Loaner Vehicle? Yes Stephanie left message yesterday/vehicle competed— What repair: replaced APIM module & screen Closing mileage 76259 Date closed: 10/26/2022 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 Monday - Friday 8:00 AM to 4:30 PM Eastern

2022-10-27 13:41:54 FEEFCS OBC CSM Sheri (EXT 77737) to CUST [REDACTED] Recorded line Still in loaner, CUST pick up vehicle today Set F/U week out—November 03 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 Monday - Friday 8:00 AM to 4:30 PM Eastern

2022-11-03 18:26:05 FEEFCS OBC CSM Sheri (EXT 77737) to CUST [REDACTED] Recorded line Screen not out completely Hearing clicking sounds and screens keep flipping back and forth—sounds like it's getting interference The clicking not constant but consistent sound—started immediately when CUST picked up Going back in Tuesday—November eighth— will contact DLR on the eighth, CUST F/U on the ninth CUST contacting DLR for loaner while car is in Service 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 Monday - Friday 8:00 AM to 4:30 PM Eastern

2022-11-08 19:43:39 FEEFCS OBC CSM Sheri (EXT 77737) to DLR/Spirit @ 917345295521 Stephanie is S A/spoke with Ethan in Service: Ethan says due in @ five—loaner set up—doing further DIAG tomorrow—F/U Thursday and he will have Stephanie email me the R. O. info Opening new repair order tomorrow Still with Stephanie Service Adviser First and Last name: Stephanie Guyor Service Advisor contact phone/extension/cell: 917345295521 Service Adviser Email Address: sguyor@spiritforddundee.com Date Vehicle Arrived: R. O. Number: R. O. open date: Vehicle Mileage- In: R. O. close date: Vehicle Mileage- Out: Is the customer in a Rental or Loaner Vehicle? Yes, coming in tonight to pick up loaner DIAG/repairs: 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 Monday - Friday 8:00 AM to 4:30 PM Eastern

2022-11-08 19:46:36 FEEFCS OBC CSM Sheri (EXT 77737) to CUST [REDACTED] Recorded line FAST call—CUST in a hurry CUST dropping off Flex today and picking up loaner, will F/U with CUST Thursday 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 Monday - Friday 8:00 AM to 4:30 PM Eastern

2022-11-10 21:24:59

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

From: McCrary, Sheri (S.)
Sent: Thursday, November 10, 2022 4:24 PM
To: [REDACTED]
Subject: Friends & Family case [REDACTED]

Dear Ms. [REDACTED]

I apologize but will have to follow up with you Monday, November 14th. Thank you for your patience and understanding, as well as being a valued Ford Family Member.

Sincerely;

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
Monday - Friday 8:00 AM to 4:30 PM Eastern

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Thank you for your cooperation and compliance.

2022-11-11 14:23:59

FEFFCS OBC CSM Sheri (EXT 77737) to DLR/Spirit @ 917345295521

Bob transferred me to Stephanie/S A

No R. O. info—issue resolved on its own—CUST cancelled her appointment—stated everything on it was working fine & didn't have to bring it in
Stephanie stated CUST described the noise as toning sounds coming through the radioà could be a rock in the tire but has stopped now and all is well— per CUST per Stephanie!

Opening new repair order tomorrow
Still with Stephanie
Service Adviser First and Last name: Stephanie Guyor
Service Adviser contact phone/extension/cell: 917345295521
Service Adviser Email Address: sguyor@spiritforddundee.com
Date Vehicle Arrived:
R. O. Number:
R. O. open date:
Vehicle Mileage- In:
R. O. close date:
Vehicle Mileage- Out:
Is the customer in a Rental or Loaner Vehicle? Yes
DIAG/repairs:

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2022-11-11 14:35:03

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

Left V M message for CUST- Stephanie/S A advised me of good news about Flex being repaired/no further work necessary—and offered choice of PremCare-Used or Ltd. Maint.
Will send email with brochures

F/U NLT 11/28/2022

Sheri McCrary
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Monday - Friday 8:00 AM to 4:30 PM Eastern

2022-11-11 14:58:25

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

From: McCrary, Sheri (S.)
Sent: Friday, November 11, 2022 9:56 AM
To: [REDACTED]
Subject: Friends & Family case [REDACTED]

Dear Ms. [REDACTED]:

It is such good news that your Flex is working well- Stephanie gave me the good news. I am sorry that we did not have a chance to speak this morning, I wish we had so I could have asked you about your extended service plan.

Please find the informational brochure for the Limited Maintenance plan I mentioned in the voice mail attached. I apologize for not realizing you already had a PremiumCare plan, so I am unable to offer that choice- please forgive my oversight.

If you choose to accept the Limited Maintenance Plan, I will need the following information:

Exact name/s on the title:
Confirm VIN:
Current EXACT mileage:
Current mailing address:
Confirm contact phone & email:

If you reply with your choice of plans and the information necessary, I will take care of it as soon as possible, and follow up with you not later than the 28th of November.

Thank you so much for being a Ford Family Member—we appreciate you!

Sincerely;

Sheri McCrary
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Thank you for your cooperation and compliance.

2022-11-28 17:04:17

FEFFCS OBC CSM Sheri (EXT 77737) to DLR/Spirit @ 917345295521 spoke with S A Stephanie-- CUST Needs rental—started again—can DLR call CUST to set up app't & loaner? Stephanie will call CUST NLT close of business tomorrow, if not, CUST to call her Thursday morning to set app't, etc. Service Adviser First and Last name: Stephanie Guyor Service Advisor contact phone/extension/cell: 917345295521 Service Adviser Email Address: sguyor@spiritforddundee.com Date Vehicle Arrived: R. O. Number: R. O. open date: Vehicle Mileage- In: R. O. close date: Vehicle Mileage- Out: Is the customer in a Rental or Loaner Vehicle? Yes DIAG/repairs: 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 Monday - Friday 8:00 AM to 4:30 PM Eastern

2022-11-28 17:07:04

FEFFCS OBC CSM Sheri (EXT 77737) to CUST [REDACTED] Second call to CUST re: Same problem all over again-- has to make app't for another Service attempt at repair— Stephanie/DLR will call CUST today, tomorrow @ latest F/U DLR then CUST 12/04/2022 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 Monday - Friday 8:00 AM to 4:30 PM Eastern

2022-12-05 21:10:52

FEFFCS OBC CSM Sheri (EXT 77737) to CUST [REDACTED] No one called CUST to set App't! Second call to CUST re: Same problem all over again-- has to make app't for another Service attempt at repair— Stephanie/DLR will call CUST today, tomorrow @ latest F/U DLR then CUST 12/08/2022 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 Monday - Friday 8:00 AM to 4:30 PM Eastern

2022-12-05 21:12:31

FEFFCS OBC CSM Sheri (EXT 77737) to DLR/Spirit @ 917345295521 Need rental—started again—can DLR call CUST to set up app't & loaner? Stephanie will call CUST NLT close of business tomorrow, if not, CUST to call her Thursday morning to set app't, etc. Service Adviser First and Last name: Stephanie Guyor Service Advisor contact phone/extension/cell: 917345295521 Service Adviser Email Address: sguyor@spiritforddundee.com Date Vehicle Arrived: R. O. Number: R. O. open date: Vehicle Mileage- In: R. O. close date: Vehicle Mileage- Out: Is the customer in a Rental or Loaner Vehicle? Yes DIAG/repairs: Stephanie will call CUST F/U DLR/CUST Thursday, Dec 08, 2022 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 Monday - Friday 8:00 AM to 4:30 PM Eastern

PE24-030 000100 GCCT SV

2022-12-08 15:57:36

FEFFCS OBC CSM Sheri (EXT 77737) to DLR/Spirit @ 917345295521

Stephanie did call CUST, coming in Tuesday December 20th—has a loaner—running DIAG & replaced APIM & screen, not likely bad/cause of trouble—may be electrical—would be @ DLR for a while—length of time depends on the issue & parts accessibility & so forth

F/U Dec 23rd with DLR first for update/DIAG, R.O. #s, etc. & CUST--

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2022-12-08 16:09:56

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

From: McCrary, Sheri (S.)
Sent: Thursday, December 8, 2022 11:09 AM
To: [REDACTED]
Subject: Friends & Family case [REDACTED]

Dear Ms. [REDACTED] :

Hopefully this email finds you and yours doing well and enjoying the cool fall weather.

I have spoken with Spirit Ford Service Department regarding your appointment on December 20 for your 2019 Flex, and found they do have a loaner available.

I will follow up with you not later than Friday, December 23rd to determine our next steps.

Thank you for your patience while we resolve this issue, and for choosing to be a member of the Ford Motor Company Family.

Sincerely;
Sheri McCrary
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Thank you for your cooperation and compliance.

2022-12-23 15:52:35

FEFFCS OBC CSM Sheri (EXT 77737) to DLR/Spirit @ 917345295521

Bob in Service advised:
Date Vehicle Arrived: December 20, 2022
R. O. Number: 80501
R. O. open date: December 20th
Vehicle Mileage- In: 78163
R. O. close date: TBD
Vehicle Mileage- Out: TBD
Is the customer in a Rental or Loaner Vehicle? Yes
DIAG/repairs: part ordered—pinpoint test—interface module--

[Previous info:

Service Adviser First and Last name: Stephanie Guyor – out several more days/post of recovery
Service Advisor contact phone/extension/cell: 917345295521
Service Adviser Email Address: sguyor@spiritforddundee.com
]

Sheri McCrary
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2022-12-23 15:59:13

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

Recorded line
Updated CUSTà interface module ordered, no ETA
Will F/U with CUST December 30th for status & next steps

Sheri McCrary
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2022-12-30 14:39:27

FEFFCS OBC CSM Sheri (EXT 77737) to DLR/Spirit @ 917345295521

2019 Ford Flex [REDACTED]
71354 miles/WSD: 09/26/2018 @ unknown miles
Spoke with Bob in Service
Part/s ordered:
Clutch panel à Part # EA8Z18842BA à Ordered December 23rd à No ETA as yet
Status of repair? -incomplete to date
COPIS? Bob said yes, opened but no case # shows in GCCT
ETA repair? TBD
Warranty covers? TBD
[Previous info:
Service Adviser First and Last name: Stephanie Guyor – out several more days/post of recovery
Service Advisor contact phone/extension/cell: 917345295521
Service Adviser Email Address: sguyor@spiritforddundee.com
Date Vehicle Arrived: December 20, 2022
R. O. Number: 80501
R. O. open date: December 20th
Vehicle Mileage- In: 78163
R. O. close date: TBD
Vehicle Mileage- Out: TBD
Is the customer in a Rental or Loaner Vehicle? Yes
DIAG/repairs: part ordered—completed pinpoint test—ordered an interface module—no ETA on part]

Sheri McCrary
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2022-12-30 15:00:44

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

From: McCrary, Sheri (S.)
Sent: Friday, December 30, 2022 9:59 AM
To: [REDACTED]
Subject: Friends & Family case [REDACTED]
Importance: High

Dear Mrs. [REDACTED]

Hopefully this email finds you and yours enjoying the holiday season and staying warm.

I spoke with Spirit Ford Service earlier and they advised me the parts are on order for your 2019 Ford Flex/VIN: [REDACTED] repair; regrettably they have no ETA on the parts' arrival.

Everything possible is being done to expedite this repair, and we certainly appreciate your patience at this time. Thank you for that as well as for choosing to be a member of the Ford Motor Company Family.

I will stay in touch with Spirit Ford, and follow up with you not later than January 10th. If you need me in the meantime, do not hesitate to contact me.

Have a safe, peaceful, healthy, and joyous Happy New Year!

Sincerely;
Sheri McCrary
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Thank you for your cooperation and compliance.

2023-01-10 21:07:59

FEFFCS OBC CSM Sheri (EXT 77737) to DLR/Spirit @ 917345295521

Spoke with Joe- sent me to Stephanie

2019 Ford Flex

11354 miles/WSD: 09/26/2018 @ unknown miles

Screen replaced along with APIM and needed to re-replace screen—switching out screen should alleviate the issue—got a bad screen—can't push any buttons then it pushes all the buttons at once—hopefully won't be another bad part—hoping for screen and to have Flex back by end of week

Previous Info:

Part/s ordered:

Clutch panel à Part # EA8Z18842BA à Ordered December 23rd à No ETA as yet

Status of repair? -incomplete to date

COPIS? Bob said yes, opened but no case # shows in GCCT

ETA repair? TBD

Warranty covers? TBD

[Previous info:

Service Adviser First and Last name: Stephanie Guyor – out several more days/post of recovery

Service Adviser contact phone/extension/cell: 917345295521

Service Adviser Email Address: sguyor@spiritforddundee.com

Date Vehicle Arrived: December 20, 2022

R. O. Number: 80501

R. O. open date: December 20th

Vehicle Mileage- In: 78163

R. O. close date: TBD

Vehicle Mileage- Out: TBD

Is the customer in a Rental or Loaner Vehicle? Yes

DIAG/repairs: part ordered—completed pinpoint test—ordered an interface module—no ETA on part]

Sheri McCrary

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FEFFCS OB CSM Sheri (EXT 77737) to CUST

Recorded line

CAS

CUST good in loaner, appreciates follow ups

F/U: January 16th—hopefully have vehicle back then

Sheri McCrary

Ford Employee Friends & Family Support Manager

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Monday - Friday 8:00 AM to 4:30 PM Eastern

2023-01-16 16:23:54

FEFFCS OBC CSM Sheri (EXT 77737) to DLR/Spirit @ 917345295521

Ethan advised R. O. still open, transferring me to Stephanie

Clutch panel à Part # EA8Z18842BA à Ordered December 23rd à came in but didn't fix the issue—not registering correctly,

flipping back and forth through screens, blooming each time, no one is touching—thought it was clutch panel but not

COPIS? Part/s ordered: screen waiting on screen—waiting – not in yet—will check with parts about opening COPIS

Status of repair? -incomplete to date

ETA repair? TBD

Warranty covers? Service part warranty – no charge to CUST

[Previous info:

Service Adviser First and Last name: Stephanie Guyor – out several more days/post of recovery

Service Adviser contact phone/extension/cell: 917345295521

Service Adviser Email Address: sguyor@spiritforddundee.com

Date Vehicle Arrived: December 20, 2022

R. O. Number: 80501

R. O. open date: December 20th

Vehicle Mileage- In: 78163

R. O. close date: TBD

Vehicle Mileage- Out: TBD

Is the customer in a Rental or Loaner Vehicle? Yes

DIAG/repairs: part ordered—completed pinpoint test—ordered an interface module—no ETA on part]

Sheri McCrary

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2023-01-16 16:31:36

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

Recorded line

Checking on screen order/not in yet/rush—working on getting it in
CUST still in loaner- okay with that

F/U—NLT Tuesday, January 24th

Sheri McCrary
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2023-01-24 16:42:03

FEFFCS OBC CSM Sheri (EXT 77737) to DLR/Spirit @ 917345295521
Ethan advised Stephanie not in today—don't see keys on board but R. O. open still
APIM & SCIM ordered/looks like they're in
Ethan will ask Stephanie to email/update tomorrow when she's back

Previous info:

Clutch panel à Part # EA8Z18842BA à Ordered December 23rd à came in but didn't fix the issue—not registering correctly,
flipping back and forth through screens, blooming each time, no one is touching—thought it was clutch panel but not

COPIS? Part/s ordered: screen waiting on screen—waiting – not in yet—will check with parts about opening COPIS

Status of repair? -incomplete to date

ETA repair? TBD

Warranty covers? Service part warranty – no charge to CUST

[Previous info:

Service Adviser First and Last name: Stephanie Guyor – out several more days/post of recovery

Service Advisor contact phone/extension/cell: 917345295521

Service Adviser Email Address: sguyor@spiritforddundee.com

Date Vehicle Arrived: December 20, 2022

R. O. Number: 80501

R. O. open date: December 20th

Vehicle Mileage- In: 78163

R. O. close date: TBD

Vehicle Mileage- Out: TBD

Is the customer in a Rental or Loaner Vehicle? Yes

DIAG/repairs: part ordered—completed pinpoint test—ordered an interface module—no ETA on part]

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2023-01-24 16:48:42

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

Left V M message for CUST – if need me contact/left info

F/U—Tuesday, January 31st—need DLR update first

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2023-01-31 19:23:55

FEFFCS OBC CSM Sheri (EXT 77737) to DLR/Spirit @ 917345295521

S A Stephanie--

Stephanie has paperwork open on her desk—wants to make sure repair is completed—fooled already when part went bad—CUST took car back January 23rd but hasn't reported any issue to Stephanie/DLR

Will F/U with CUST & DLR February 10th for CUST Sat/Closing info

R. O. Number: [REDACTED]

R. O. open date: December 20th

Vehicle Mileage- In: 78163

R. O. close date: TBD

Vehicle Mileage- Out: TBD

Repaired a/o January 23rd—CUST has Flex back—DLR making sure all set before closing R. O.

Will F/U with CUST & DLR February 10th for CUST Sat/Closing info

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2023-01-31 19:27:41

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

Left V M message for CUST – happy back in your Flex, hope all is well

F/U— Friday, February 10th—left contact info if CUST needs me prior to F/U

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2023-02-10 20:55:17

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

Left V M message for CUST – happy back in your Flex, hope all is well

F/U— Friday, February 21st—for last check and determine next steps

Sheri McCrary
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2023-02-21 19:16:33

FEFFCS OBC CSM Sheri (EXT 77737) to DLR/Spirit @ 917345295521

S A Stephanie—advised she did not hear anything from the CUST post repairs; R. O. is now closed
Stephanie has paperwork open on her desk—wants to make sure repair is completed—fooled already when
part went bad—CUST took car back January 23rd but hasn't reported any issue to Stephanie/DLR
Will F/U with CUST & DLR February 10th for CUST Sat/Closing info

R. O. Number: 80501

R. O. open date: December 20th

Vehicle Mileage- In: 78163

R. O. close date: 02/13/23

Vehicle Mileage- Out: 78174

Repaired a/o January 23rd—CUST has Flex back—DLR making sure all set before closing R. O.

Will F/U with CUST & DLR February 10th for CUST Sat/Closing info

Sheri McCrary
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efax: (866) 255-9162

2023-02-21 20:04:04

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

[REDACTED]
Left V M will email re: GWG already accepted by CUST à LtdMaint à will follow up today's call with email, will contact again NLT Friday, 02/24/2023

February 24, 2023 à CUST for info on GWG-LtdMaint [Morley 831014—LtdMaint 45K/36]

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

From: McCrary, Sheri (S.)
Sent: Tuesday, February 21, 2023 2:59 PM
To: [REDACTED]
Subject: Friends & Family case [REDACTED]
Importance: High

Dear Ms. [REDACTED]

Thank you for choosing Ford, and for your patience while we resolved your concerns!

In my notes I have that you accepted our goodwill gesture of the Limited Maintenance Extended Service Plan. In order to attach it to your Flex's vehicle identification number (VIN) I will need you to reply with the following confirmed for our records:
Exact name/s on vehicle title:
Exact current vehicle mileage:
Confirm vehicle VIN:
Confirm mailing address:
Confirm contact phone & email:

Your reply with this information will also serve as permission for me to assign the maintenance plan to your 2019 Ford Flex. I will follow up with you not later than Friday, February 24th, hopefully having received your reply and with your plan in process!

Sincerely;
Sheri McCrary
Ford Employee Friends & Family Support Manager
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Thank you for your cooperation and compliance.

PE24-030 000106 GCCT SV

2023-02-24 19:17:27

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

From: McCrary, Sheri (S.)
Sent: Friday, February 24, 2023 2:12 PM
To: [REDACTED]
Subject: Friends & Family case [REDACTED]
Importance: High

Dear Ms. [REDACTED]

I am re-sending this email (see below) as I have not seen a response in my in box with the information necessary to complete your Limited Maintenance Extended Service Plan attachment to your 2019 Ford Flex. If you would still like to have this, please respond with this information completed before Friday, March 03rd:

Exact name/s on vehicle title:
Exact current vehicle mileage:
Confirm vehicle VIN:
Confirm mailing address:
Confirm contact phone & email:

If you no longer wish to have this for your Flex, simply ignore this email. I do appreciate your time and patience while your Flex was being repaired, and thank you for choosing Ford. I hope to hear from you at your earliest.

Sincerely;
Sheri McCrary
Ford Employee Friends & Family Support Manager
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Thank you for your cooperation and compliance.

From: McCrary, Sheri (S.)
Sent: Tuesday, February 21, 2023 2:59 PM
To: [REDACTED]
Subject: Friends & Family case [REDACTED]
Importance: High

Dear Ms. [REDACTED] :

Thank you for choosing Ford, and for your patience while we resolved your concerns!

In my notes I have that you accepted our goodwill gesture of the Limited Maintenance Extended Service Plan. In order to attach it to your Flex's vehicle identification number (VIN) I will need you to reply with the following confirmed for our records:

Exact name/s on vehicle title:
Exact current vehicle mileage:
Confirm vehicle VIN:
Confirm mailing address:
Confirm contact phone & email:

Your reply with this information will also serve as permission for me to assign the maintenance plan to your 2019 Ford Flex. I will follow up with you not later than Friday, February 24th, hopefully having received your reply and with your plan in process!

Sincerely;
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
Monday - Friday 8:00 AM to 4:30 PM Eastern

Ford Confidentiality Statement:
This email may contain privileged communications. If you have received this information in error, please immediately delete 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 for your cooperation and compliance.

PE24-030 000107 GCCT SV

2023-03-06 20:21:33

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

From: McCrary, Sheri (S.)
Sent: Monday, March 6, 2023 3:20 PM
To: [REDACTED]
Subject: Friends & Family case [REDACTED]

Dear Mr. [REDACTED]

Hope all is well- and you have gotten your reimbursement from Comerica. Please let me know where we are regarding that reimbursement your earliest. And thank you again for your kindness, patience and loyalty to Ford Motor Company!

Just in case, here's Comerica's number should you need it: 1-800-759-9610 EST— I will follow up with you next Monday, March 13th - hope everything will be fine at that time! Take care, be well!

Sincerely;
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
Monday - Friday 8:00 AM to 4:30 PM Eastern

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2023-03-06 20:29:27

FEFFCS CSM Sheri (EXT 77737)

previous notes entered in error on this case
actual case [REDACTED], Joseph Dillon

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
Monday - Friday 8:00 AM to 4:30 PM Eastern

2023-03-06 20:40:41

FEFFCS OBC CSM Sheri (EXT 77737) to CUST [REDACTED] :
Have not received responses to email request for info (Feb 21st & 24th) still want the ESP/LTD Maint? Yes!
Will re-send info/request for info & brochure
Will F/U CUST March 16th—update status on attach to VIN & final CUST Satis

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
Monday - Friday 8:00 AM to 4:30 PM Eastern

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

From: McCrary, Sheri (S.)
Sent: Monday, March 6, 2023 3:48 PM
To: [REDACTED]
Subject: FW: Friends & Family case [REDACTED]
Importance: High

Dear Ms. [REDACTED]

Under this are the previous emails I had sent, but just below, highlighted, is the info necessary to attach your Limited Maintenance Plan to your Flex. Please complete/confirm the following:

Exact name/s on vehicle title:
Exact current vehicle mileage:
Confirm vehicle VIN:
Confirm mailing address:
Confirm contact phone & email:

There is no cost to you, this plan is offered as a good will gesture to you, our valued customer. Thank you very much—and I will check back with you, via email if it's easier, not later than March 17th.

Sincerely;
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
Monday - Friday 8:00 AM to 4:30 PM Eastern

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Thank you for your cooperation and compliance.

From: McCrary, Sheri (S.)
Sent: Friday, February 24, 2023 2:13 PM
To: [REDACTED]
Subject: Friends & Family case [REDACTED]
Importance: High

Dear Ms. [REDACTED]

I am resending this email (see below) as I have not seen a response in my in box with the information necessary to complete your Limited Maintenance Extended Service Plan attachment to your 2019 Ford Flex. If you would still like to have this, please respond with this information completed before Friday, March 03rd:

Exact name/s on vehicle title:
Exact current vehicle mileage:
Confirm vehicle VIN:
Confirm mailing address:
Confirm contact phone & email:

If you no longer wish to have this for your Flex, simply ignore this email. I do appreciate your time and patience while your Flex was being repaired, and thank you for choosing Ford. I hope to hear from you at your earliest.

Sincerely;
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.

From: McCrary, Sheri (S.)
Sent: Tuesday, February 21, 2023 2:59 PM
To: [REDACTED]
Subject: Friends & Family case [REDACTED]
Importance: High

Dear Ms. [REDACTED]

Thank you for choosing Ford, and for your patience while we resolved your concerns!

In my notes I have that you accepted our goodwill gesture of the Limited Maintenance Extended Service Plan. In order to attach it to your Flex's vehicle identification number (VIN) I will need you to reply with the following confirmed for our records:
Exact name/s on vehicle title:
Exact current vehicle mileage:
Confirm vehicle VIN:
Confirm mailing address:
Confirm contact phone & email:

Your reply with this information will also serve as permission for me to assign the maintenance plan to your 2019 Ford Flex. I will follow up with you not later than Friday, February 24th, hopefully having received your reply and with your plan in process!

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

2023-03-06 20:50:43

FEFFCS OBC CSM Sheri (EXT 77737) to CUST [REDACTED]
Have not received responses to email request for info (Feb 21st & 24th) still want the ESP/LTD Maint? Yes!
Will re-send info/request for info & brochure
Will F/U CUST March 16th—update status on attach to VIN & final CUST Satis

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
Monday - Friday 8:00 AM to 4:30 PM Eastern

2023-03-13 13:28:28

FEFFCS CSM Sheri Morley # [REDACTED]—LtdMaint 45K/36- March 13, 2023à transmitted for CUST [REDACTED]
[REDACTED] /2019 Ford Flex

Ford ESP Case Transmission
CASE NUMBER: [REDACTED]
Ford ESP Case Transmission
CASE NUMBER: [REDACTED]
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
Monday - Friday 8:00 AM to 4:30 PM Eastern

2023-03-13 13:53:03

FEFFCS OBE/IBEs CSM Sheri (EXT 77737) to /from CUST [REDACTED] :
From: McCrary, Sheri (S.)
Sent: Monday, March 13, 2023 9:50 AM
To: [REDACTED]
Subject: RE: Friends & Family case [REDACTED]
Importance: High

Good morning Ms. [REDACTED]

Thank you for the prompt reply; your Limited Maintenance plan has been submitted for approval and should be attached to your 2019 Ford Flex by March 22nd. I will follow up with you then.

I appreciate your patience- and your choosing to be a member of our Ford Motor Company Family!

Sincerely;
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
Monday - Friday 8:00 AM to 4:30 PM Eastern

Ford Confidentiality Statement:
This email may contain privileged communications. If you have received this information in error, please immediately delete 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 for your cooperation and compliance.

From: [REDACTED] >
Sent: Friday, March 10, 2023 10:54 AM
To: McCrary, Sheri (S.) smccra10@ford.com >
Subject: Fwd: Friends & Family case [REDACTED]

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

From: "McCrary, Sheri (S.)" smccra10@ford.com >
Date: March 6, 2023 at 3:47:50 PM EST
To: [REDACTED]
Subject: FW: Friends & Family case [REDACTED]

Dear Ms. [REDACTED]

Under this are the previous emails I had sent, but just below, highlighted, is the info necessary to attach your Limited Maintenance Plan to your Flex. Please complete/confirm the following:

Exact name/s on vehicle title: [REDACTED]
Exact current vehicle mileage: 79384
Confirm vehicle VIN: [REDACTED]
Confirm mailing address: [REDACTED] Temperance, MI [REDACTED]
Confirm contact phone & email: [REDACTED]

There is no cost to you, this plan is offered as a good will gesture to you, our valued customer. Thank you very much—and I will check back with you, via email if it's easier, not later than March 17th.

Sincerely;
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
Monday - Friday 8:00 AM to 4:30 PM Eastern

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Thank you for your cooperation and compliance.

From: McCrary, Sheri (S.)
Sent: Friday, February 24, 2023 2:13 PM
To: [REDACTED]
Subject: Friends & Family case [REDACTED]
Importance: High

Dear Ms. Jason:

I am resending this email (see below) as I have not seen a response in my in box with the information necessary to complete your Limited Maintenance Extended Service Plan attachment to your 2019 Ford Flex. If you would still like to have this, please respond with this information completed before Friday, March 03rd:

Exact name/s on vehicle title:
Exact current vehicle mileage:
Confirm vehicle VIN:
Confirm mailing address:
Confirm contact phone & email:

If you no longer wish to have this for your Flex, simply ignore this email. I do appreciate your time and

PE24-030 000111 GCCT SV

patience while your Flex was being repaired, and thank you for choosing Ford. I hope to hear from you at your earliest.

Sincerely;
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
Monday - Friday 8:00 AM to 4:30 PM Eastern

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Thank you for your cooperation and compliance.

From: McCrary, Sheri (S.)
Sent: Tuesday, February 21, 2023 2:59 PM
To: [REDACTED]
Subject: Friends & Family case [REDACTED]
Importance: High

Dear Ms. [REDACTED]

Thank you for choosing Ford, and for your patience while we resolved your concerns!

In my notes I have that you accepted our goodwill gesture of the Limited Maintenance Extended Service Plan. In order to attach it to your Flex's vehicle identification number (VIN) I will need you to reply with the following confirmed for our records:

Exact name/s on vehicle title:
Exact current vehicle mileage:
Confirm vehicle VIN:
Confirm mailing address:
Confirm contact phone & email:

Your reply with this information will also serve as permission for me to assign the maintenance plan to your 2019 Ford Flex. I will follow up with you not later than Friday, February 24th, hopefully having received your reply and with your plan in process!

Sincerely;
Sheri McCrary
Ford Employee Friends & Family Support Manager
Ford Motor Company ®
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smccra10@ford.com /www.ford.com
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Thank you for your cooperation and compliance.

This email, including attachments, may contain information that is private or confidential. If you received this communication in error, please delete it from your system without copying it and notify sender by reply communication. ADT Security Services and its affiliates reserve the right to monitor communications handled by its data communications systems to help ensure compliance with ADT's policies, confidentiality obligations, and applicable laws.

2023-03-22 14:21:49

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

Advised CUST:

Recorded line

Ltd Maint attached: LTD Maint 36 months/45K miles @ 5K mile intervals attached March 13/Exp 03/13/2026 or 125384 miles, whichever occurs first

Hard copy of plan should arrive in four to six weeks

Further concerns? None per CUST & happy with ESP

Close? Yes—send closing emails March 27th—all else completed

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
Monday - Friday 8:00 AM to 4:30 PM Eastern

2023-03-27 14:11:56

FEFFCS OBE CSM Sheri (EXT 77737) to EMPL Roger Calhoun @ ecalhous@ford.com

From: McCrary, Sheri (S.)
Sent: Monday, March 27, 2023 10:08 AM
To: Calhoun, Roger (E.R.)
Subject: Friends & Family [REDACTED]
Dear Roger Calhoun:

This notification is to advise you that the Ford Employee Friends and Family request you submitted is now closed. Thank you for not only being an advocate for the Ford Motor Company, but for all you do for our extended Ford Family every day!

Sincerely;
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
Monday - Friday 8:00 AM to 4:30 PM Eastern

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Thank you for your cooperation and compliance.

+++++
Friends & Family [REDACTED]
FEFFCS OBE CSM Sheri (EXT 77737) to CUST [REDACTED]
From: McCrary, Sheri (S.)
Sent: Monday, March 27, 2023 10:10 AM
To: [REDACTED]
Subject: Friends & Family [REDACTED]
Importance: High

Dear [REDACTED]

Thank you for contacting Ford Motor Company and allowing us to assist you with your 2019 Ford Flex. We hope that your experience was both enjoyable and valuable. Our primary goal is to leave a positive customer experience with you as one of our valued customers.

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

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 candid feedback regarding my handling of your concern. If you have any further questions or concerns regarding this case, please let us know by contacting us via telephone; please include your case number, C [REDACTED] with any communications. And please keep my contact information should I be able to assist you in the future.

Thank you for being a valued customer and an important part of the Ford Motor Company Family. We truly appreciate your business. It has been a pleasure assisting you. I wish you a million safe, comfortable, and informative miles in your Ford Flex!

Sincerely;
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.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 10-10-2022 CLOSED: 10-10-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Inquiry NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Parts Issue | Not Unit Down (drivable) |
DEALER NAME: Galpin Ford
PA CODE: 05536 DLR SALES CODE: 71040 REGION: W1 ZONE: W1A
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE:
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: VAN NUYS | CA [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Appearance
ANALYST NAME: Tiffany Washington OPEN ANALYST NAME: Tiffany Washington
COMMENTS:
2022-10-10 23:13:12

CXS – Tiffany Washington
twashi67@ford.com
866-631-3788 Ext 79653

IBC FROM CUST / Vehicle should have warranty. Backup camera isn't working properly.

CLV: N/A

Dealership: Galpin Ford.

VIN: [REDACTED]
MILEAGE: 28,762
NEXT STEPS/ CXS assisted customer with finding a vehicle with the part to repair her vehicle.
Transfer call to #: 86155354
Legacy/Concern Agent:

Ford Motor Company ®
Tiffany Washington
Customer Experience Specialist, Ford CXS Inquiry Team
MON-FRI 11:30AM- 8:00 PM (CST)
twashi67@ford.com | www.ford.com
office: 866-631-3788 ext. 79653

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 10-14-2022 CLOSED: 10-29-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: SC Vehicle Off Road NA COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Parts | Parts Inquiry | Parts Order Status |
DEALER NAME: Sarchione Ford
PA CODE: 02565 DLR SALES CODE: 44104 REGION: G4 ZONE: G4B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 38,201
BODY STYLE: K6D - FLEX LTD AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS:
CITY STATE ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: P Rxcrmp OPEN ANALYST NAME: SYSTEM
COMMENTS:
2022-10-29 08:53:00

Part order shipped for Case# [REDACTED] Hi , Thank you for submitting a COPIS Parts Order Statuscase. Good news, your backorder forService Part Number:GA8Z19G490A,Shipper Number:BQ1405,DOR Number:00002, shipped on 10/27/2022. As the order has now shipped, your COPIS case has been closed. If there is an issue with this shipment, please place a new order as needed. If escalation is required, a new COPIS Parts Order Status case, will need to be submitted. Thank you, COPIS Vehicle Off Road Team

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 10-17-2022 CLOSED: 10-17-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Inquiry NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Parts Issue | Not Unit Down (drivable) |
DEALER NAME: Key Scales Ford, Inc.
PA CODE: 04984 DLR SALES CODE: 24492 REGION: S3 ZONE: S3C
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 38,000
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: THE VILLAGES | FL | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | UNKNOWN | UNKNOWN
ANALYST NAME: Tiffany Washington OPEN ANALYST NAME: Tiffany Washington
COMMENTS:
2022-10-17 20:05:35

CXS – Tiffany Washington
twashi67@ford.com
866-631-3788 Ext 79653

IBC FROM CUST / 2019 Flex purchased new and have always had problems with vehicle. Ford gave customer a Extended Warranty and customer wants Ford to take the vehicle back. Dealership says vehicle needs another camera and the part is on STOP SALE. Dealership told customer to call Ford to start a Copis Case to try to get the backup camera because it is a safety concern.

VEHICLE IS NOT AT THE DEALERSHIP
CUSTOMER WILL CALL BACK ONCE VEHICLE IS AT DEALERSHIP.

****CASE SHOULD BE ASSIGNED TO CONCERN IF/WHEN CUSTOMER CALLS BACK FOR ASSISTANCE.***

CLV: 90

Dealership: Key Scales Ford

VIN: [REDACTED]
MILEAGE: 38,000
NEXT STEPS/ CLOSE CASE
Transfer call to #: 86155354
Legacy/Concern Agent:

Ford Motor Company ®
Tiffany Washington
Customer Experience Specialist, Ford CXS Inquiry Team
MON-FRI 11:30AM- 8:00 PM (CST)
twashi67@ford.com |www.ford.com
office: 866-631-3788 ext. 79653

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]
OPEN: 10-17-2022 CLOSED: 10-17-2022
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC
CASE CLASS LV 1234: Recall | General/Other | |

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone

DEALER NAME:

PA CODE:

DLR SALES CODE:

REGION:

ZONE:

VIN: [REDACTED]

MODEL YEAR: 2019

MODEL: FLEX

MILEAGE: 61,000

BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV

LAST NAME FIRST NAME MIDDLE: [REDACTED] |

ADDRESS: [REDACTED]

CITY STATE ZIP COUNTRY: CHESHIRE | CT | [REDACTED] | USA

HOME PHONE: [REDACTED]

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

ANALYST NAME: P Rxcrmp

OPEN ANALYST NAME: Nancy Peters

COMMENTS:

2022-10-17 20:11:24

IBC>CUST
2019 Ford Flex
rear camera is not working right
VIN [REDACTED]
[REDACTED]

No open recalls or csp on veh

Cust wanting to know if recall on veh for camera
advised that if there is recall issued and veh is repaired at a Ford dlrshp that if the recall is for the same repair
cust

Nancy Peters
npeter33@ford.com | www.ford.com
office: 866-631-3788 ext. 79439
Hours M,T,W,TH,S 7:15-3:45pm CST

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 10-18-2022 CLOSED: 11-23-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria
DEALER NAME: DCH Ford of Thousand Oaks
PA CODE: 05208 DLR SALES CODE: 71460 REGION: W1 ZONE: W1A
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 42,923
BODY STYLE: K5B - FLEX SE FWD 4DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: OXNARD | CA | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Enrika Andrews
COMMENTS:

2022-10-18 00:34:05 INBC from customer 2019 Flex [REDACTED] 43782 miles the customer stated she had a warranty due to Covid she was not able to bring it in. She stated she needs brakes and her back up camera is not work David SM OBC to dealership CXs called dealership but they had already closed for the day NS: CXS will follow up on 10/18/22 with dealership for RO information Ford Motor Company @ Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 1:00PM-9:00PM CST 866-319-0570 eFax

2022-10-18 00:37:55 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED]
Home Phone : [REDACTED] Mobile Phone : [REDACTED] LIV Score : 76 Vehicle Purchase Status : Original
Owner Ford Credit Contract Number : Part Number : Dealer Name : DCH Ford of Thousand Oaks Dealer
P&A : 05208 Dealer phone : 8054917000 VIN : [REDACTED] Year : 2019 Make : FORD Model :
FLEX Mileage : Engine Specification : 3.5L V6 CYCLONE 11VCT Transmission Specification : 6 SPD AUTO
TRANS 6F Warranty Start Date : 2020-07-14 Open Recall/FSA : : NO CAMPAIGN MESSAGE(S) FOUND
ESP : NO ESP INFORMATION AVAILABLE Hotline Contact : null Warranty History : 11933676

2022-10-18 18:41:56 OBC to dealership CXS spoke with Service CRS and she suggested I email David to get the information I need. He is out on a test drive with a customer EMAIL From: Andrews, Enrika (E.) Sent: Tuesday, October 18, 2022 1:40 PM To: davidpat@dchusa.com Subject: [REDACTED] Good afternoon David per your suggestion [REDACTED] gave Ford Motor Company a call about her rear camera issue. Please provide the information below so I can start a Fin assist case. Vehicle Diagnostic: RO Number: RO Open Date: RO Line Number: Mileage: Is the vehicle at the dealership? Is the customer in a rental? Dealership Contact: David Pat davidpat@dchusa.com Does Dealer have a clear path to repair the vehicle: (Y/N) Hotline contacted: (Y/N) Multiple Past Repairs for same issue? (Y/N) How Many? Tech SME Engaged/Parts COPIS Case: (Y/N) Repair warrantable? Maintenance up to date? Signs of Neglect/ Poor Maintenance? Customers Loyalty to the dealer? 76 Warranty Parts Cost: Warranty Labor Cost: P&A Code: COPIS ticket #: Part number: Ford Motor Company @ Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 1:00PM-9:00PM CST 866-319-0570 eFax

2022-10-19 19:32:39 OBC to dealer CXS spoke with SM David and he will email me the cost of the repair at warranty pricing today Vehicle Diagnostic: RO Number: [REDACTED] RO Open Date: 9/30/22 RO Line Number: 01 Mileage: 42923 Is the vehicle at the dealership? Yes Is the customer in a rental? No Dealership Contact: Ricky Lumbrano Does Dealer have a clear path to repair the vehicle: (Y/N) NY Hotline contacted: (Y/N) Multiple Past Repairs for same issue? (Y/N) How Many? 0 Tech SME Engaged/Parts COPIS Case: (Y/N) Repair warrantable? Yes Maintenance up to date? Yes Signs of Neglect/ Poor Maintenance? No Customers Loyalty to the dealer? 76 Warranty Parts Cost: Warranty Labor Cost: P&A Code: COPIS ticket: Part number:

2022-10-22 00:31:19

From: David Pat
Sent: Thursday, October 20, 2022 11:10 AM
To: Andrews, Enrika (E.)
Subject: RE: [REDACTED]

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

Good afternoon sorry for the delay here is the parts cost as follow warranty
Parts \$ 607.43
Labor \$ 524.88
Total \$1132.31
Please let me know if I can proceed thank you .

David Pat
Service Director|

Office: 805-491-7049 EXT. 1501

2022-10-24 19:05:41 OBC to customer CXS spoke with customer and informed her that ford is willing to cover 60% of the cost of the repair. Customer asked if I could guaranty that this issue will not come back again and i told her no, no one can guaranty that. She asked about the warranty that is on her vehicle, cxs informed her that she still has powertrain coverage and she wanted to know what that covers. CXS sent her the ford protect website to review. She is a nurse and could not write it down. She started to accept the offer and then asked to speak wit a sup because she felt she could not bring her vehicle in when this matter started due to Covid 2 years ago. Sup escal submitted NS: follow up with customer on 10/27/22 Ford Motor Company @ Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 1:00PM-9:00PM CST 866-319-0570 eFax

2022-10-27 18:26:43 obc to dealer CXS spoke with [REDACTED] and he stated they are not in the position to assist with the cost at this time. OBC to customer CXS called customer and asked if she is accepting the FIN Assist and she stated she never spoke with a sup this week. I informed her that a sup called her on 10/24/22 and left a voicemail. Customer still wants to speak with someone today Ford Motor Company @ [REDACTED] Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 1:00PM-9:00PM CST 866-319-0570 eFax

2022-10-27 18:58:26

SUP ESCALATION notes can be found inside the SUP escalation activity

Next Steps: See notes inside SUP escalation activity

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 12:30pm-9:00pm CST

2022-10-27 21:50:46

Marcus.Gieger |Ext.79663(Enter your Ext.) | mgieger@ford.com
*****SAFETY NET*****

Contacted Customer. Customer is stating that she did not bring in car due to covid. Advised customer that dealerships had protocols in place for COVID for safety and that we did not pause warranty during this period. Customer says that she should not have to pay to repair a camera on vehicle that is 3 years old. Stated she feels like the 60% is low. Advised that I will reach reach out to advocate.

Next Steps: Advocate to offer 75% percent max towards repair

Ford Motor Company |
Customer Relationship Center-PVT Concern Team
MARCUS GIEGER | TITLE
Mgieger@ford.com www.ford.com
office:866-631-3788 ext.

2022-10-27 22:41:35

From: Andrews, Enrika (E.)
Sent: Thursday, October 27, 2022 5:38 PM
To: [REDACTED]
Subject: RE: [REDACTED]

I could not get you on the phone
Total:1132.31
Ford:849.23
Customer:283.08

Approval code [REDACTED]

2022-11-01 21:23:08

OBC to dealership CXS sent another

2022-11-01 21:23:09

OBC to dealership CXS sent another

2022-11-01 21:27:06

Email to dealership From: Andrews, Enrika (E.) Sent: Tuesday, November 1, 2022 4:22 PM To: David Pat
Subject: RE: [REDACTED] Subject: RE: [REDACTED]
Mendieta Total:1132.31 Ford:849.23 Customer:283.08 Approval code [REDACTED] Rika OBC to
customer CXS left a message letting the customer know the assistance is in place and we need to get her
vehicle in the shop for repair. The offer is good for 30 days NS: follow up on 11/4/22 with dealer and customer
Ford Motor Company ® Enrika Andrews Customer Experience Specialist, Ford CXS Team
EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 1:00PM-9:00PM CST
866-319-0570 eFax

2022-11-04 22:56:51

OBC to customer CXS customer asking her to return my calls so I can continue to progress her case. email
sent From: Andrews, Enrika (E.) Sent: Friday, November 4, 2022 5:52 PM To: [REDACTED]
Subject: [REDACTED] HI MS. [REDACTED] this is Rika with Ford. I have left several messages trying
to get your vehicle taken care of. The dealership has an appointment set up for you on 11/16/22 at 8:00am If
this needs to be changed please email [REDACTED] Please note we cannot keep
this case open without any progression. After 30 days without progression this case will be closed And this
offer will expire. Ford Motor Company ® Enrika Andrews Customer Experience Specialist, Ford CXS Team
EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 1:00PM-9:00PM CST
866-319-0570 eFax OBC to dealership CXS spoke with Chantel and she set up an appointment for 11/16/22
at 8:00am so that we can get this taken care of. In the process I found out this is not the first time she has
gotten help and then does not respond to getting the vehicle repaired. NS: follow up on 11/9/22 with dealer
and customer Ford Motor Company ® Enrika Andrews Customer Experience Specialist, Ford CXS Team
EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 1:00PM-9:00PM CST
866-319-0570 eFax

2022-11-09 20:15:38

OBC to dealer CXs spoke with Shawntell and she stated the customer has not called the dealership to
confirm her appointment nor change it to a different day OBC to customer CXS left a message asking the
customer to return my call or respond to my email as to whether or not she will be keeping the appointment
set up for her on the 16th so I can continue to progress her case NS: follow up on 11/14/22 with dealer and
customer Ford Motor Company ® Enrika Andrews Customer Experience Specialist, Ford CXS Team
EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 1:00PM-9:00PM CST
866-319-0570 eFax

2022-11-14 21:32:56

OBC to customer

CXS left a message asking customer to call and confirm that she will or will not be bringing the vehicle in on 11/16/22.

CXS has spoke with Sup about the fact that the customer has not return any of my calls since she received the 75% for Fin Assist. CXS will send a UTC email today. if the customer does not bring the vehicle in on the 16th this case will be closed.

Customer stated she did not bring her vehicle in when the issue started due to Covid, there is not excuse as to why she is not responding to this request

NS: follow up on 11/17/22 with dealer and customer

Ford Motor Company ®

Enrika Andrews

Customer Experience Specialist, Ford CXS Team

EANDRE40@ford.com | www.ford.com

office# : 866-631-3788 ext. 79046

Office Hour: 1:00PM-9:00PM CST

866-319-0570 eFax

2022-11-15 02:11:45

UTC email Date 11/17/22 [REDACTED] CA [REDACTED] RE: CAS-

[REDACTED] Dear , This correspondence is in response to your contact with the Ford Customer Relationship Center on 10/17/22 regarding your 2019 Ford Flex I have attempted to reach you between 10/27/22 -11/17/22 however, there has been no reply. As your Ford Customer Experience Specialist, I would like an opportunity to address your concerns. Please contact me at 1-866-631-3788, ext. 79046 I am available Monday through Friday between 1-9 Central Standard Time. Sincerely, Ford Motor Company ® Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 1:00PM-9:00PM CST 866-319-0570 eFax

2022-11-17 21:39:44

OBC to dealership CXS spoke with Shantell and she stated the customer did not show up nor has she called to make another appointment. NS: safety net for closer, UTC was sent on 11/14/22 and she did not respond. Multiple calls have been made since she got the 75% approval. CXS advised in voicemails and in email the offer was good for 30 days. Sup gave the offer on 10/27/22 expires on 11/27/22 NS: follow up on 11/22/22 with dealer and customer Ford Motor Company ® Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 1:00PM-9:00PM CST 866-319-0570 eFax

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 10-18-2022 CLOSED: 12-07-2022 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: Gorno Bros Inc
PA CODE: 02967 DLR SALES CODE: 48022 REGION: G2 ZONE: G2B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 41,067
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: SOUTH ROCKWOOD | MI | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Markala Teal
COMMENTS:
2022-10-18 20:46:35

CXS - Markala Teal
Mteal2@ford.com
866-631-3788 Ext 79611

CUST IBC-OBC TO DLR/

VIN: [REDACTED]
Issue: FIN ASSIST-INSIDE
VEH at the Dealership: YES
Meets FLP Guidelines: YES
Year of VEH: 2019 FORD FLEX
Mileage: 39,399
CLV: 97
Transfer to Concern: YES
Concern Agent Name: N/A

Reason for Concern: CXS connected w/CUST who stated his name is [REDACTED] and is calling regarding their 2019 Ford Flex which is leased to his wife, Bonnie Burdis. CUST expressed the rear camera is having an issue where the picture is showing upside down causing the camera to be changed and took it to the dlr then was told it's outside of the b2b 3 yrs/36,000 miles. CXS sympathized w/CUST who was unable to provide the VIN. CXS was able to retrieve the VIN from SA, John at Gorno Ford. CXS completed customer verification and provided the case number. CUST explained they are seeking Financial Assistance. CXS sympathized w/CUST and explained the process stating usually 60% is provided towards a warrantable repair that is outside of warranty. CUST understood and is aware the case would be assigned to a concern agent who would further assist. CXS attempted to recontact the dlr in hopes of retrieving the RO details but was unable to connect w/anyone (Phone kept ringing for 3-4 minutes).

CXS IS AN INQUIRY AGENT AND DOES NOT PROGRESS CASES

NEXT STEPS: ASSIGN TO CONCERN

Ford Motor Company ®
Customer Relationship Center – Passenger Vehicle Inquiry Team
Markala Teal
mteal2@ford.com | www.ford.com
office: 866-631-3788 ext. 79611

2022-10-18 21:18:29

IBC Customer is calling in to get assistance with the repairs to the back camera. Customer has an ESP that does not cover the camera and is outside of the B2B. Reached out to the DLR and spoke with Keelie who advised that the she will email me warranty rates for the Customer repair concern. Advised Customer that Ford does not cover 100% of the repairs, taxes or fees and Customer will be responsible for a portion of the repairs. Advised Customer that I have to wait until I get the information from the DLR to be able to assist. Advised Customer that as soon as I get the needed information I will reach out to her. Next Step: Add Copy key data, add VOR, set next f/u for 10/19/2022, add AAF Ford Motor Company ® Candace Bell Customer Experience Specialist cbell98@ford.com | www.ford.com Office: 866-631-3788 ext. 79689 Ford Confidentiality: ----- For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver's license number, SSN, DOB, etc. Thank you.

2022-10-18 21:19:41

Case Number : [REDACTED] Customer : [REDACTED] Business Phone : n/a Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 97 Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Gorno Bros Inc Dealer P&A : 02967 Dealer phone : 7346762200 VIN : [REDACTED] Year : 2019 Make : FORD Model : FLEX Mileage : 39399 Engine Specification : 3.5L V6 CYCLONE IVCVT Transmission Specification : 6 SPD AUTO TRANS 6F Warranty Start Date : 2020-05-15 Open Recall/FSA : n/a ESP : CESPBASE Hotline Contact : n/a Warranty History : n/a

2022-10-20 14:11:44

RO [REDACTED] LINE A OPENED OCTOBER 18, 2022 MILEAGE: 39399 TECH DIAGNOSED CAMERA AS DEFECTIVE CUSTOMER HAS BASECARE, PART NOT COVERED - [REDACTED]

2022-10-20 15:10:59

134.74 538.97 Who am I calling: BONNIE BURDIS Why am I calling: FAR Reached out to the Customer to discuss the FAR advised Customer that the FAR was approved and she will be responsible for 134.74+ taxes and fees. Customer accepted the FAR. Advised Customer that she will need to reach out to the DLR and give authorization for the repairs to begin. I advised Customer that I will send SA Alec an email advising him of our conversation Next Step: set next f/u 10/21/2022, update VOR Ford Motor Company ® Candace Bell Customer Experience Specialist cbell98@ford.com | www.ford.com Office: 866-631-3788 ext. 79689 Ford Confidentiality: ----- For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver's license number, SSN, DOB, etc. Thank you.

2022-10-21 16:44:25 Who am I calling: DLR Why am I calling: Part Status Reached out to the DLR to speak Alec and was advised that the part was ordered but is on BO. There is an active Copis case on the case [REDACTED] Next Step: Update VOR, set next f/u for 10/26/2022 to follow up with Customer, send Customer an update sms Ford Motor Company @ Candace Bell Customer Experience Specialist cbell98@ford.com | www.ford.com Office: 866-631-3788 ext. 79689 Ford Confidentiality: ----- For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver's license number, SSN, DOB, etc. Thank you.

2022-10-25 17:00:25 Who am I calling: DLR Why am I calling: Correct Copis Reached out to the DLR to get Parts to open the correct Copis was advised by Mike that because the vehicle is off road he could not open the correct copis for the part. Mike Provided the information to me COR/DOR [REDACTED] Ron Debiassi rdebiassi@gornoford.com Next Step: Submit SME activity to open correct Copis Ford Motor Company @ Candace Bell Customer Experience Specialist cbell98@ford.com | www.ford.com Office: 866-631-3788 ext. 79689 Ford Confidentiality: ----- For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver's license number, SSN, DOB, etc. Thank you.

2022-10-25 18:43:54 Parts SME has opened COPIS case [REDACTED] for [REDACTED].

2022-11-04 19:58:53 Johnny Who am I calling: DLR Why am I calling: Part Status Reached out to the DLR spoke with Johnny to see if the part had arrived for the Customers concerns. Was advised that the part is still on back order. Advised Johnny to have part open a new Copis to place the part back on the escalated status. Next Step: update VOR, update Customer with SMS, set next follow up for 11/09/2022 changing to 11/11/2022 Ford Motor Company @ Candace Bell Customer Experience Specialist cbell98@ford.com | www.ford.com Office: 866-631-3788 ext. 79689 Ford Confidentiality: ----- For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver's license number, SSN, DOB, etc. Thank you.

2022-11-10 21:32:12 Parts SME has opened COPIS case [REDACTED] for GA8Z19G490A.

2022-11-14 20:38:04 Who am I calling: DLR Why am I calling: Part Concern Reached out to the parts department spoke with Mike to check the status of the part and was advised that there is no updates and the part is still on back order. Checked DOW and the Update as of 11/14/2022 was AS of 11/14/2022 SUPPLIER PAST DUE, WAITING FOR SEMI CONDUCTOR PARTS SEMICONDUCTOR SHORTAGE, WORKING WITH PRODUCTION ON ALLOCATION AVAILABILITY OF THE PARTS IS TBD WORKING ON WEEKLY MEETING TO EXPEDITE THE ALLOCATION Next Step: Updte VOR, set next follow up, send Customer an SMS Ford Motor Company @ Candace Bell Customer Experience Specialist cbell98@ford.com | www.ford.com Office: 866-631-3788 ext. 79689 C-Pillar cover Ford Confidentiality: ----- For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver's license number, SSN, DOB, etc. Thank you.

2022-11-18 18:13:27 OBE Hello, I reached out to the Dealership and spoke with Mike in Parts and asked if he had received any updates on the part GA8Z19G490A. He advised that there was no type of notification of the part being shipped to them. I have checked DOW and it is showing the part is still on back order 111722 SUPPLIER PAST DUE, WAITING FOR SEMICONDUCTOR PARTS Did I miss something with this? Ford Motor Company @ Candace Bell Customer Experience Specialist cbell98@ford.com | www.ford.com Office: 866-631-3788 ext. 79689 C-Pillar cover Ford Confidentiality: ----- For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver's license number, SSN, DOB, etc. Thank you.

2022-11-23 18:25:53 Who am I calling: DLR Why am I calling: Part Status Reached out to the DLR to speak to with parts to check the status of the part. Was advised that the part arrived on 11/15/2022 and the customer was notified with text. Reached out to parts and spoke with Alec to see if the Customer had an appointment set. Alec placed me on hold while he verified with the parts that the part arrived. Appointment is scheduled for 12/06/2022. Alec states he wil call Customer and let her know the appointment time and date Next Step: Update VOR, set f/u 11/28/2022 and hen change for the next week Ford Motor Company @ Candace Bell Customer Experience Specialist cbell98@ford.com | www.ford.com Office: 866-631-3788 ext. 79689 Ford Confidentiality: ----- For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver's license number, SSN, DOB, etc. Thank you.

2022-12-06 21:02:29 Who am I calling: DLR Why am I calling: Repair Status Reached out to DLR to speak with Alec was advised that the vehicle is in service now and the repairs should be completed today 12/06/2022. Alec Advised that the repairs are completed. Provided the approval code after verifying the RO information MSPA473876 Next Step: Update VOR, set next f/u for 12/08/2022, send Customer an SMS Ford Motor Company @ Candace Bell Customer Experience Specialist cbell98@ford.com | www.ford.com Office: 866-631-3788 ext. 79689 Ford Confidentiality: ----- For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver's license number, SSN, DOB, etc. Thank you.

CASE ATTACHMENTS:
2022-10-19 19:43:19

Candace Bell



GORNO FORD

"Where the Ford People Go"

22025 Allen Road
Woodhaven, MI 48183
734-676-2200

REPAIR ESTIMATE

DATE October 19, 2022
Quotation # [REDACTED]

Bill To:

Quotation valid until: November 19, 2022

[REDACTED]
[REDACTED]
2019 FORD FLEX [REDACTED]

Prepared by: Alec Cobb

Comments or special instructions:

Description	AMOUNT
DIAGNOSIS	\$0.00
LABOR (2 HOURS)	\$259.14
PARTS GA8Z19G490A (REAR CAMERA)	\$414.57
SHOP SUPPLIES	\$35.00
*ALL OEM PARTS UNLESS OTHERWISE SPECIFIED	TAX \$24.87
TOTAL	\$ 733.58

PLEASE CONTACT YOUR SERVICE ADVISOR WITH ANY QUESTIONS REGARDING THIS ESTIMATE

THANK YOU FOR YOUR BUSINESS!

CASE NUMBER: [REDACTED] STATUS: In Progress
OPEN: 10-26-2022 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Ford Employee Customer Support NA CRC COMMUNICATION: Email
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | CCT Criteria |
DEALER NAME: Varsity Ford
PA CODE: 02736 DLR SALES CODE: 48426 REGION: G2 ZONE: G2B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE:
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: CANTON | MI [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Appearance
ANALYST NAME: SYSTEM OPEN ANALYST NAME: P Rxsalp
COMMENTS:

2022-10-26 14:54:17 Case Number : [REDACTED] Customer : [REDACTED] Home Phone : [REDACTED] LTV Score : 99 Vehicle Purchase Status : Original Owner PER NAVIS Dealer Name : Varsity Ford Dealer P&A : 02736 Dealer phone : 7349962300 VIN : [REDACTED] Year : 2019 Make : FORD Model : FLEX Mileage : 33K Engine Specification : 3.5L V6 CYCLONE TIVCT Transmission Specification : 6 SPD AUTO TRANS 6F Warranty Start Date : 2019-10-25 Open Recall/FSA : : NONE ESP : NONE Hotline Contact : none Warranty History : none related

2022-10-26 14:57:47 FEFFS Rena Ext 76018 FEFFS OBC to CUST [REDACTED] and he stated he has an appt to brig his lease in Nov. 16th. He hit 3 years yesterday and he was actually supposed to turn his leased vehicle in yesterday, but the Maverick he ordered is not ready. Now the rear camera went out and he has no warranty on it and the DLR told him he would have to pay for it. ADV the CUST that when we know the details after the 16th, I will put the parts/labor up for review. I made no promises. He will decide if we do not pay for it if he will even get it fixed. FEFFS w/F/U 11/16/2022 w/DLR for R/O# etc and make the review. FEFFS promised CUST a CB on 11/17 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

2022-11-16 15:16:02 FEFFS Rena Ext 76018 FEFFS OBC to DLR/Varsity Ford @ 917349962300 LVM to SA Jalen Burrows stating the CUST info, the fact that he has a concern on his lease (waiting for his Maverick). Warranty won't pay BC he just passed the mark. I stated I needed the info below so I can see if we can help (pay) for the part needed whilst he is waiting for his Maverick to be produced. If we don't pay for it, he stated he doesn't want to fix it. RO Number: RO Open Date: In Miles: Line #: Labor total (at warranty rate) Part total (at warranty rate) Total Repair needed: Cause: Maintenance: How long will repair take? Rental/Loaner What was customers concern when they came in: What was diagnosis: FEFFS OBC to CUST @ [REDACTED] LVM for CUST that the F/U needed to move to Monday. FEFFS w/F/U 11/21/2022 for the info I need from the DLR so I may request payment for the parts needed. 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

2022-11-21 21:50:51 FEFFS Rena Ext 76018 FEFFS OBC to DLR/Varsity Ford @ 917349962300 SA Jalen Burrows took a message for SA Chris Webber on the case to call me back with this info I need below. RO Number: RO Open Date: In Miles: Line #: Labor total (at warranty rate) Part total (at warranty rate) Total Repair needed: Cause: Maintenance: How long will repair take? Rental/Loaner What was customers concern when they came in: What was diagnosis: FEFFS w/F/U 11/22 with SA Chris Weber to get an update to the CUST. Ford Motor Company @ Rena Moretti Ford Employee Friends and Family Support Manager RMORETT1@ford.com | www.ford.com office: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern

2022-11-22 13:55:37 FEFFS Rena Ext 76018 FEFFS OBC to DLR/Varsity Ford @ 917349962300 LVM for SA Chris Weber that I needed the info below and gave him my contact info. RO Number: RO Open Date: In Miles: Line #: Labor total (at warranty rate) Part total (at warranty rate) Total Repair needed: Cause: Maintenance: How long will repair take? Rental/Loaner What was customers concern when they came in: What was diagnosis: FEFFS OBC to CUST @ [REDACTED] LVM for CUST stating I have been trying to get in touch with the DLRSHIP to get the cost/info I need to request if we can take care of any part of it, but so far, I'm still waiting for the SA to get back to me. FEFFS w/F/U 11/29/2022 the latest for an update from the DLR to CUST. Ford Motor Company @ Rena Moretti Ford Employee Friends and Family Support Manager RMORETT1@ford.com | www.ford.com office: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern

2022-11-22 15:07:31 FEFFS Rena Ext 76018 FEFFS IBC from CUST: He stated the SA Chris Weber called him and he had him come pick the car up after they had done some diag work, but it wasn't the wiring harness, it was the camera and it is on back order now. They did pull codes and they need to replace the entire wiring harness and the camera. The lease is passed due, so they're wondering if we will/can pay for it? I ADV CUST that I'm still trying to get in touch with the SA Chris Weber for the info I need. FEFFS OBC to DLR/Varsity Ford/SA Chris Weber @ 917349962300. LVM again and sent over a portal message: SA Chris Weber, Please send this information ASAP: RO Number: RO Open Date: In Miles: Line #: Labor total (at warranty rate) Part total (at warranty rate) Total Repair needed: Cause: Maintenance: How long will repair take? Rental/Loaner What was customers concern when they came in: What was diagnosis: Thank you so much. I look forward to hearing from you. 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

2022-11-22 17:02:41

FEFFS Rena Ext 76018 FEFFS IBC from DLR/Varsity Ford/SA Chris Weber: He stated the camera is on unknown back order and I requested a COPIS put on that please, and he said he will see what he can do. They have the wiring harness there. He will have to call me back to give the rest of the info. He did not have the warranty price. RO Number: 829414 RO Open Date: 11/15 In Miles: 33559 Line #: 1 Labor total (at warranty rate) Part total (at warranty rate) Total Repair needed: Cause: Maintenance: How long will repair take? Rental/Loaner What was customers concern when they came in: FEFFS OBE to CUST: Hi Mr. [REDACTED] The Service Advisor Chris just called. He will have to call me back because he did not have all the information I needed. We will leave the follow up date as is and I will be working on this. To reiterate, the follow up date is Tuesday, 11/29/2022. Have a wonderful Thanksgiving. 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. 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

2022-11-29 19:39:18

FEFFS Rena Ext 76018

FEFFS OBC to DLR/Varsity Ford/SA Chris Weber @ 917349962300.

LVM for SA Chris asking if he can see about getting the camera that's on BO from another DLRSH, like we just did for another CUST. ADV him to talk to Randy in parts.

ADV him to talk to Joe at Serra Ford Farmington to see if they have the parts.

ADV if he gets me a part number, I could try to find one.

FEFFS OBE to CUST:

Hi Mr [REDACTED]

I have a call into the dealership and am waiting for them to call me back regarding the camera part you need. They have the harness. It is on backorder and I have requested an emergency order for the part, but I see no movement as of yet. I will follow up with you 12/2/2022 the latest if I do not hear anything sooner. Thank you for your patience.

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
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FEFFS IBC from DLR/Serra Ford Farmington/Joe Harvey and he was returning a call from earlier that I figured out already, so I took advantage and asked him a question I needed for this customer's camera part. he looked up the VIN and they do NOT have the part.

FEFFS w/f/u 12/2/2022 the latest if I do not hear from the dealership sooner.

Ford Motor Company ®
Rena Moretti
Ford Employee Friends and Family Support Manager
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2022-12-02 20:50:42

FEFFS Rena Ext 76018 FEFFS OBC to DLR/Varsity Ford/SA Chris Weber/2281 @ 917349962300. LVM again for SA Chris. FEFFS OBC to DLR @ 917349962300. Spoke to Chris. They are swamped and they're having some sort of insurance nightmare today. He stated he will put a tracer on the part (camera) so I do not have to do it. ADV Serra Ford in Farmington had some last time. He stated he will call me back. FEFFS IBC from Chris @ Varsity Ford. NO PARTS available anywhere, NO ETA and he adv the parts guy to put a COPIS case on it. FEFFS OBE to CUST: Hello Mr. [REDACTED] I just got off the phone with Varsity Ford and regrettably, there is no ETA for the part ordered. I will follow up with you no later than Dec. 20, 2022. Maybe there will be some word at that time. I'm sure this news is disappointing, and unfortunate. 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 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 12/20/2022 for a part update. Ford Motor Company ® Rena Moretti Ford Employee Friends and Family Support Manager RMORETT1@ford.com | www.ford.com office: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern

2022-12-20 21:53:42

FEFFS Rena Ext 76018 FEFFS OBC to DLR/Varsity Ford/SA Chris Weber/2281 @ 917349962300. Spoke to Randy PA and he stated 1743 are on BO. He stated he has no clue how to do a COPIS case and I requested he please ask Chris to do one for this as soon as he sees him and he said he would. ADV to open COPIS case on it. FEFFS OBE to CUST @ [REDACTED]. LVM FEFFS w/f/u Jan 4th after CUST returns to see if there's an update. Ford Motor Company ® Rena Moretti Ford Employee Friends and Family Support Manager RMORETT1@ford.com | www.ford.com office: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern

2023-01-03 21:45:50

FEFFS Rena Ext 76018 FEFFS OBC to DLR/Varsity Ford/SA Chris Weber @ 917349962300. LVM for SA Chris and let him know I would like to get a COPIS case on this as there isn't one. Maybe they cannot??? FEFFS OBC to CUST [REDACTED] @ [REDACTED] LVM I was not able to get in touch with the DLR yet. FEFFS w/f/u 1/5/2023 the latest DLR/CUST for update Ford Motor Company ® Rena Moretti Ford Employee Friends and Family Support Manager RMORETT1@ford.com | www.ford.com office: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern

2023-01-05 17:44:54

NEED UPDATE FEFFS Rena Ext 76018 FEFFS OBC to DLR/Varsity Ford/SA Chris Weber @ 917349962300. XFER to Chris Webber. LVM again to see if they can get a COPIS case on the parts and an update on the parts. I know there's quite the BO on them. OBC to DLR/Parts/PA Rob stated they still have 1809 parts are BO'd. Semi-conductor shortage. Finally got a COPIS case made after asking a few times. :) FEFFS OBC to CUST @ [REDACTED] LVM that I was unable again to speak to someone at the dealership regarding the BO'd part. ADV F/U date. OBC to CUST after speaking to parts guy and making a COPIS. Changed F/U date. FEFFS w/f/u 1/19 DLR/CUST part update Ford Motor Company @ Rena Moretti Ford Employee Friends and Family Support Manager RMORETT1@ford.com | www.ford.com office: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern

2023-01-19 17:02:30

CASE CLOSED

FEFFS Rena Ext 76018

FEFFS OBC to DLR/Varsity Ford/SA Chris Weber @ 917349962300.
XFER to SA Chris Webber/2281
LVM to give me an update by phone or portal msg.

OBC to DLR/PA Nate and he stated if I can see the COPIS case, I can read the notes! And I did. Still on BO.

OBC to CUST [REDACTED] @ [REDACTED]
Spoke to CUST and he stated there's a MAVERICK that another CUST doesn't want and he is going to get it and we can close the case. He is excited.

FEFFS sent out closing emails:

From: Moretti, Rena (R.)
Sent: Thursday, January 19, 2023 12:00 PM
To: [REDACTED] (R.)
Subject: Ford Friends and Family Case # [REDACTED] Closing

Dear Mr [REDACTED]

Thank you for contacting Ford Motor Company and allowing us to assist you with your 2019 Flex. We hope that your experience was both pleasurable and valuable. Our primary goal is to leave a positive customer experience with you as one of our valued customers.

Partnering with Varsity Ford, regrettably, we were not able to get the camera part needed to repair this vehicle as of yet, while you are waiting for your new Maverick! But I am so happy to hear you have found a Maverick a customer didn't want and are going to get it! Case solved with happiness. Congratulations and use that wonderful and spacious truck in great health!

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

If you have any further questions or concerns regarding this repair, please let us know by contacting us via phone with your case number [REDACTED]

You may receive an email survey from Ford Motor Company. I ask that you take a few minutes to respond to the survey and provide them with your feedback regarding my handling of your concern.

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

Respectfully,

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

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FEFFS closed case

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

2023-01-19 17:25:46

FEFFS Rena Ext 76018 IBE/OBE CUST From: Moretti, Rena (R.) Sent: Thursday, January 19, 2023 12:24 PM To: [REDACTED] (R.) Subject: Ford Friends and Family Case # [REDACTED] Closing Dear Mr. [REDACTED] I too greatly appreciate your kinds words. Enjoy your Maverick in great health. I love that it is a full size truck INSIDE! 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 From: [REDACTED] (R.) Sent: Thursday, January 19, 2023 12:09 PM To: Moretti, Rena (R.) Subject: RE: Ford Friends and Family Case # [REDACTED] Closing Dear Ms. Moretti, I greatly appreciate the support you have provided with my concern. You exceeded my expectations from the initial contact through the closure of the case. Thank You Regards, [REDACTED] Ford Motor Company Site Supervisor - Prototype Assembly NA Camouflage Roush Building #9 - Office B09 708 rlebla35@ford.com Desk: 313-322-1201 | Cell: 313-806-3054 Ford Motor Company @ Rena Moretti Ford Employee Friends and Family Support Manager RMORETT1@ford.com | www.ford.com office: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 10-27-2022 CLOSED: 12-18-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Central Loaner NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Information | Warranty Loaner Approval | |
DEALER NAME: Suburban Ford of Sterling Heights
PA CODE: 07510 DLR SALES CODE: 48690 REGION: G2 ZONE: G2A
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 26,894
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: UTICA | MI | [REDACTED] | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Appearance
ANALYST NAME: InfaConnector-Prod OPEN ANALYST NAME: SYSTEM
COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]

STATUS: In Progress

OPEN: 11-30-2022

CLOSED:

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Central Loaner NA CRC

COMMUNICATION: Web

CASE CLASS LV 1234: Dealer - Information | Warranty Loaner Approval | |

DEALER NAME: Blackwell Ford, Inc.

PA CODE: 02745

DLR SALES CODE: 48046

REGION: G2

ZONE: G2B

VIN: [REDACTED]

MODEL YEAR: 2019

MODEL: FLEX

MILEAGE: 23,429

BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV

LAST NAME FIRST NAME MIDDLE: [REDACTED] |

ADDRESS: [REDACTED]

CITY STATE ZIP COUNTRY: LIVONIA | MI | [REDACTED] USA

HOME PHONE: [REDACTED]

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

ANALYST NAME: SYSTEM

OPEN ANALYST NAME: SYSTEM

COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 12-08-2022 CLOSED: 12-16-2022 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: Pine Belt Ford
PA CODE: 06578 DLR SALES CODE: 23346 REGION: C3 ZONE: C3C
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 42,310
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: PERKINSTON | MS | [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: SYSTEM
COMMENTS:

2022-12-08 13:46:33 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : Home Phone :
[REDACTED] Mobile Phone : LTV Score : 93 Vehicle Purchase Status : Original Owner Ford Credit Contract
Number : Part Number : Dealer Name : Courtesy Motors Inc Dealer P&A : 06578 Dealer phone :
6015448111 VIN : [REDACTED] Year : 2019 Make : FORD Model : FLEX Mileage : 42310 Engine
Specification : Transmission Specification : Warranty Start Date : 2020-01-22 Open Recall/FSA: : ESP :
Hotline Contact : Warranty History :
2022-12-08 13:46:52 FRM DLR : customer dissatisfied with vehicle and thinks Ford should replace her rear camera and radio
2022-12-08 13:52:25 PM to DLR : The request for financial assistance has been approved. A P11 approval code has been
generated in the FLL Request form: Customer \$330.85 Ford \$992.55 Total \$1323.40 If we are assisting
financially, the FPS will cut the code and the case will close automatically in 7 business days.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 12-21-2022 CLOSED: 01-05-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - VehPay; ConExp; Refund |
DEALER NAME: South Bay Ford Lincoln
PA CODE: 00359 DLR SALES CODE: 71018 REGION: W1 ZONE: W1A
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 24,861
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: GARDENA | CA [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: SYSTEM
COMMENTS:

2022-12-22 00:00:32 Case Number : [REDACTED] Customer : [REDACTED] Business Phone [REDACTED] Home Phone : [REDACTED] Mobile Phone : n/a LTV Score : 99 Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : South Bay Ford Lincoln Dealer P&A : 00359 Dealer phone : 3106440211 VIN : [REDACTED] Year : 2019 Make : FORD Model : FLEX Mileage : 24861 Engine Specification : 3.5L Cyclone V6 Petrol TIVCT Transmission Specification : 6 Speed Auto Transmission 6F50 Warranty Start Date : 2019-12-02 Open Recall/FSA: : NO CAMPAIGN MESSAGE(S) FOUND ESP : NO ESP INFORMATION AVAILABLE Hotline Contact : n/a Warranty History : NO RECENT REPAIR HISTORY ON VEHICLE

2022-12-22 00:04:12 Kendrea Scales|Ext.79440 |kscales4@ford.com DXL OBPM: Good evening, Please provide reasoning for camera repairs and would the camera have been covered under warranty if vehicle was still under warranty Best regards, Ford Motor Company Pro Service Dealer Care Liaison Kendrea Scales kscales4@ford.com | www.ford.com Office: 866-631-3788 ext. 79440 Next Steps: Follow-up

2022-12-29 15:30:24 Kendrea Scales|Ext.79440 |kscales4@ford.com DXL OBPM: Good morning, Unfortunately, Ford does not assist camera repairs as it would not have been covered under warranty. A denial code of MSPA441368 has been generated and case will be closed in 5 days. If further assistance is needed, feel free to contact me. Best regards, Ford Motor Company Pro Service Dealer Care Liaison Kendrea Scales kscales4@ford.com | www.ford.com Office: 866-631-3788 ext. 79440 Next Steps: Close case

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 01-11-2023 CLOSED: 01-11-2023 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: The Ford Store San Leandro
PA CODE: 03928 DLR SALES CODE: 72018 REGION: W2 ZONE: W2B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 30,583
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: DANVILLE | CA | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Not Listed | UNKNOWN
ANALYST NAME: Nancy Peters OPEN ANALYST NAME: Nancy Peters
COMMENTS:
2023-01-11 18:35:34

Cust was on a call about another veh and ask about this one

Cust requested to look at another veh

VIN [REDACTED]

30583 MILES

Veh is NOT at dlrshp

cust states back up camera has been ordered for this veh but cannot reach the dlrshp for an update

OBC>DLR

Parts dept

5103522000

picked up phone and put on hold

advised cust to contact Fremint Ford to see if they can order the camera since she does not know what is going on with The Ford Store and they are not responsive to her

Nancy Peters

Customer Experience Specialist-PVT-CONCERN

office: 866-631-3788 ext. 79439

npeter33@ford.com lwww.ford.com

Hours M-F 8-4:30pm CST

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 01-18-2023 CLOSED: 01-21-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: SC Vehicle Off Road NA COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Parts | Parts Inquiry | Parts Order Status |
DEALER NAME: Sunset Auto Co Inc
PA CODE: 08198 DLR SALES CODE: 53082 REGION: C4 ZONE: C4D
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE:
BODY STYLE: K5D - FLEX LTD FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS:
CITY STATE ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | UNKNOWN
ANALYST NAME: SYSTEM OPEN ANALYST NAME: SYSTEM
COMMENTS:
2023-01-21 09:12:27 Part order shipped for Case# [REDACTED] Hi , Thank you for submitting a COPIS Parts Order Statuscase. Good news, your backorder forService Part Number:GA8Z19G490A,Shipper Number:MX8644,DOR Number:01165, shipped on 01/19/2023. As the order has now shipped, your COPIS case has been closed. If there is an issue with this shipment, please place a new order as needed. If escalation is required, a new COPIS Parts Order Status case, will need to be submitted. Thank you, COPIS Vehicle Off Road Team

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 01-18-2023 CLOSED: 03-25-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Inquiry | Warranty Coverage | |
DEALER NAME: Taylor Ford
PA CODE: 04501 DLR SALES CODE: 48044 REGION: G2 ZONE: G2B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 30,646
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: BROWNSTOWN TWP | MI | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Cierra Palmer
COMMENTS:

2023-01-18 22:32:44 IBC from cust : Customer states that she recent extended the contact on her leased veh and claims she was told the warranty would carry over with her extension . The cust states that her veh is at the dealership currently and she has been advised her veh has no warranty and the cust wants to know why was she informed that the warranty would carry over. Name : [REDACTED] (delegate) email : [REDACTED] Name : [REDACTED] (registered owner) VIN: [REDACTED] Miles : 35k
•Vehicle Concern: - vibration concern (when braking) - camera concern (•Has this issue happened before? If so, how many times? •What the customer is seeking from Ford? •Where is the vehicle located: dealer •Are you in a loaner? •Repair Cost Estimate provided by DLR? •Any Ford or 3rd Part ESP? •Mileage: 35k •WSD: 11/11/2019 •Dealership Servicing: Taylor Ford •Is this the purchasing dealership? No •Dealership Contact: MATT : Service 8552163343 •Verify if customer meets FLP just in case: clv : 69 wsd : 11/11/19 miles : 35k Cxs advised the cust that we can call the dealer to confirm what warranty is left on the vehicle. Cxs informed the delegate the call w/ the dealer would take 10 minutes. next step : set new f/u date 1/23 by 7 Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday-Wednesday, Friday-Saturday 9:00 am -5:30 pm

2023-01-18 22:46:49 OBC to dealer : •Vehicle Diagnostic: - Noise concern (cannot be duplicated) brake concern (on a hard panic stop) - (around 45 miles - Camera concern (rear camera) inoperative •RO#: 444621 •RO LINE# Line C : Brake issue Line A : Camera •RO open date : 01/16/2023 •Mileage: 30646 •Where is the vehicle located: dealer •Dealership Contact: email : matthewf@shoptaylorford.com Phone : 3132161594 •Does Dealer have a clear path to repair the vehicle: Yes (camera) eta part arrival : 2 days out) •Hotline contacted: No on brake concern •Multiple Past Repairs for same issue? (Y/N) How Many? No •Tech SME Engaged/Parts COPIS Case: (Y/N) No •Repair warrant-able? – If vehicle were to be within B2B, would warranty have covered the repairs? Yes (camera) •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. No •Is Customer Loyal to the Dealer? Yes •Warranty Parts Cost: ?? Warranty Labor Cost : ?? •P&A Code: ?? Cxs advised we can offer fin assist for Camera (Rear) and asked if the dealer was willing to file a texh sme for the brake concern. The dealer advised this concern with the brake may be a user error and if the veh concern cannot be duplicated then the veh will not be repair for this concern. Cxs advised she will send an email to S/A Matt for rates and make an offer for the cust. next step ; send email to dealer 1/18 by 7 Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday-Wednesday, Friday-Saturday 9:00 am -5:30 pm

2023-01-18 22:51:02 Cxs return to the delegate and advised that we will move forward with offering fin assist for the rear camera concern and the dealership will send over rates for the repair and cxs will make an offer. Cxs confirmed a new f/u date. next step : set new f/u date 1/23 by 7 Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday-Wednesday, Friday-Saturday 9:00 am -5:30 pm

2023-01-18 22:51:24 OBE to dealer : From: Palmer, Cierra (C.) Sent: Wednesday, January 18, 2023 4:37 PM To: 'matthewf@shoptaylorford.com' Subject: RE: customer : [REDACTED] / vin [REDACTED] / RO : 444621 Good afternoon, Hi, this is Cierra Palmer with Ford Motor Company. Please provide the warranty rates for parts and labor for the rear camera concern. I will make an offer to the customer and send the ford share amount and steps to move forward with ordering the part after the customer has taken the offer. If you have any questions or concerns for me, please let me know. Warranty Parts Cost: Warranty Labor Cost : 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, Friday-Saturday 9:00 am -5:30 pm

2023-01-18 22:52:00 sms text msg sent to cust w/ case number, phone, email Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday-Wednesday, Friday-Saturday 9:00 am -5:30 pm

2023-01-18 22:53:25 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : n/a LTV Score : 69 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Taylor Ford Dealer P&A : 04501 Dealer phone : 3132910300 VIN : [REDACTED] Year : 2019 Make : FORD Model : FLEX Mileage : 35000 Engine Specification : 3.5L V6 CYCLONE IVC1 Transmission Specification : 6 SPD AUTO TRANS 6F Warranty Start Date : 2019-11-11 Open Recall/FSA : n/a ESP : none Hotline Contact : none Warranty History : none Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday-Wednesday, Friday-Saturday 9:00 am -5:30 pm

2023-01-21 23:36:22 IBE from dealer : From: Matthew Foley Sent: Thursday, January 19, 2023 7:09 AM To: Palmer, Cierra (C.) Subject: Re: customer : [REDACTED] / vin : [REDACTED] / RO : 444621 WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. WARRANTY PRICE FOR THE PART-\$92.12 2.5 HOURS OF LABOR-\$325.08 TOTAL-\$417.20

2023-01-21 23:49:21 Parts : \$92.12 Labor : 325.08 Total : 417.20 OBC to dealer : • Vehicle Diagnostic: - Noise concern (cannot be duplicated) brake concern (on a hard panic stop) - (around 45 miles - Camera concern (rear camera) inoperative • RO#: 444621 • RO LINE# Line C : Brake issue Line A : Camera • RO open date : 01/16/2023 • Mileage: 30646 • Where is the vehicle located: dealer • Dealership Contact: email : matthewf@shoptaylorford.com Phone : 3132161594 Ford share : \$250.32 Customer share : \$166.88 (Plus any taxes or fees) Total cost : \$417.20 Next step : send offer to cust and dealer 1/21 by 8 Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday-Wednesday, Friday-Saturday 9:00 am -5:30 pm

2023-01-21 23:49:31 OBE to delegate : From: Palmer, Cierra (C.) Sent: Saturday, January 21, 2023 5:49 PM To: [REDACTED] Subject: CRM : [REDACTED] Good evening, Hi, this is Cierra Palmer with Ford Motor Company. I wanted to provide an offer for the rear camera repair. In this email I will list what Ford is willing to pay toward your vehicle repair. Please let me know if you wish to take this offer, so I can advise the dealership of your choice. Ford share : \$250.32 Customer share : \$166.88 (Plus any taxes or fees) Total cost : \$417.20 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, Friday-Saturday 9:00 am -5:30 pm

2023-01-21 23:49:47 OBE to dealer : From: Palmer, Cierra (C.) Sent: Saturday, January 21, 2023 5:44 PM To: matthewf@shoptaylorford.com Subject: FW: customer : [REDACTED] / vin : [REDACTED] / RO : 444621 Good evening, Hi, this is Cierra Palmer with Ford Motor Company. I will make an offer to the customer and once she has responded I will provide further instructions. I should have a response by 01/23/2023. In this email I will also include the Ford share offer awaiting confirmation. Ford Share : RO : 444621 Line A Camera Miles : 30646 Offer : Ford share : \$250.32 Customer share : \$166.88 Total : \$417.20 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, Friday-Saturday 9:00 am -5:30 pm

2023-01-23 22:42:37 OBC to dealer : Cxs called to get an update regarding the veh - Camera concern (rear camera) inoperative • RO# : 444621 • RO LINE# Line C : Brake issue Line A : Camera • Dealership Contact: email : matthewf@shoptaylorford.com Phone : 3132161594 Line C : Brake issue (cant locate an issue) Line A : Camera (delegate did not call dealer and advised to move fwd w/ the repair) Cxs advised she will call the cust and see if she wants to move fwd w/ the repair and send a confirmation email. next step : call delegate 1/23 by 6 Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday-Wednesday, Friday-Saturday 9:00 am -5:30 pm

2023-01-23 22:47:27 OBE to dealer : From: Palmer, Cierra (C.) Sent: Monday, January 23, 2023 4:46 PM To: 'matthewf@shoptaylorford.com' Subject: RE: customer : [REDACTED] / vin : [REDACTED] / RO : 444621 Good afternoon, The customer has agreed to take the financial assistance for repair. Please move forward with ordering parts and an approval code will be generated after the repair is completed. 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, Friday-Saturday 9:00 am -5:30 pm

2023-01-23 22:47:54 OBE to cust : From: Palmer, Cierra (C.) Sent: Monday, January 23, 2023 4:47 PM To: [REDACTED] Subject: RE: CRM : [REDACTED] From: Palmer, Cierra (C.) Sent: Saturday, January 21, 2023 5:49 PM To: [REDACTED] Subject: CRM : [REDACTED] Good evening, Hi, this is Cierra Palmer with Ford Motor Company. I wanted to provide an offer for the rear camera repair. In this email I will list what Ford is willing to pay toward your vehicle repair. Please let me know if you wish to take this offer, so I can advise the dealership of your choice. Ford share : \$250.32 Customer share : \$166.88 (Plus any taxes or fees) Total cost : \$417.20 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, Friday-Saturday 9:00 am -5:30 pm

2023-01-23 22:49:44 OBC to delegate : Cxs advised she needs an answer on fin assist. Cust take offer and cxs confirmed a new f/u date. Cxs also mentions the dealer cannot identify a brake concern and thinks it may just be from excessive force when hard breaking. next step : new f/u date 1/30 by 6 Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday-Wednesday, Friday-Saturday 9:00 am -5:30 pm

2023-01-30 17:30:33 OBC to dealer : Cxs called dealer for an update. Cxs was prompted to vmail and left a msg for recontact. - Camera concern (rear camera) inoperative • RO# : 444621 • RO LINE# Line C : Brake issue Line A : Camera • Dealership Contact: email : matthewf@shoptaylorford.com Phone : 3132161594 next step : email dealer (s/a Matthew) 1/30 by 6 Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday-Wednesday, Friday-Saturday 9:00 am -5:30 pm

2023-01-30 17:35:46 OBE to dealer : From: Matthew Foley Sent: Tuesday, January 24, 2023 8:11 AM To: Palmer, Cierra (C.) Subject: Re: customer : [REDACTED] / vin : [REDACTED] / RO : 444621 Thanks for your help. I'll get the ball moving and get the parts coming.

2023-01-30 17:36:05 OBE to dealer : From: Palmer, Cierra (C.) Sent: Monday, January 23, 2023 5:46 PM To: Matthew Foley Subject: RE: customer : [REDACTED] / vin : [REDACTED] / RO : 444621 Good afternoon, The customer has agreed to take the financial assistance for repair. Please move forward with ordering parts and an approval code will be generated after the repair is completed. 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, Friday-Saturday 9:00 am -5:30 pm

2023-01-30 17:40:59 OBC to dealer : Cxs was prompted to vmail and no msg left. next step : contact cust 1/30 by 6 Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday-Wednesday, Friday-Saturday 9:00 am -5:30 pm

2023-01-30 23:21:58 OBC to dealer : Cxs called dealer for an update all service advisors have left for the day and no updates are available at this time. next step : email cust 1/30 by 7 Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday-Wednesday, Friday-Saturday 9:00 am -5:30 pm

2023-01-30 23:22:06 OBE to delegate : From: Palmer, Cierra (C.) Sent: Monday, January 30, 2023 5:21 PM To: [REDACTED] Subject: RE: CRM : [REDACTED] Good afternoon [REDACTED] Hi this is Cierra Palmer with Ford Motor Company. I reached out to the dealership to get an update from Mr. Matt regarding your vehicle, but was not able to speak with him. I do not have an update regarding your vehicle , but I wanted to see if Mr. Matt possible provided you any updates. I have sent out an email request to Mr. Matt and hope to have a response soon, but if he has provided you with any information regarding your repair; please let me know. I will schedule a new follow up date for February 3rd, 2023. I apologize for any inconvenience this information may have caused and Ford Motor Company appreciates your patience. 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, Friday-Saturday 9:00 am -5:30 pm

2023-02-03 17:23:07

OBC to dealer:

/ vin : / RO : 444621 **

Cxs called to get an update on the cust veh and rear camera update.

Cust had to come and pick the veh due to rear camera part needed is on B/O with no eta. Cxs asked has a copis case to be opened. Cxs confirmed no copis case has been filed and asked to be sent to part to submit the official request.

Camera (rear camera)

OBC to Parts :

Cxs was advised she will need a VOR copis filed for cust veh added 24-48 hours. Cxs had some confusion on the repair.

S96 Stop sale dealer claims that he is not able to escalate the part due to stop sale on Fords end

Part number:

Part Manager : BOB Smith

Part manager email : bobs@shoptaylorford.com

Tried dealer to dealer, but dealer refused to sale part claims they had it for a customer.

Parts Manager : spoke with counter guy

Phone : 3132553100

Cxs was advised that the PM could not escalate the part due code S96 listed on part for discontinued. Cxs advised she will send an email to parts mgr part info to escalate the concern. Cxs advised she will file a internal escalation copis. Cxs advised she will send an email and be in touch for updates. Cxs also confirmed the cust part has been order, but just can't be escalated.

next step : contact cust 2/3 by 7

Cierra Palmer

Customer Experience Specialist, Ford CX

Office : 866-631-3788 Ext. 79813

Operation hours : Monday-Wednesday, Friday-Saturday 9:00 am -5:30 pm

2023-02-03 17:27:09

OBE to dealer : From: Palmer, Cierra (C.) Sent: Friday, February 3, 2023 11:22 AM To:

'bobs@shoptaylorford.com' Subject: customer : / vin :

/ RO : 444621 Good afternoon Please send the following information to escalate this part delay concern : •COPIS ESCALATION TEMPLATE: Dealer PA Code: Part Number #: Part Order System Reference #: Part Ordered Date: Parts Manager (First & Last): Parts Manager Email: 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, Friday-Saturday 9:00 am -5:30 pm

2023-02-03 23:37:33

OBC TO CUST : Cxs advised she is working on escalating the camera needed for repair completion. Cxs mentions she is partnering wit the PM and hopes to have this concern escalated by next week. Cxs confirmed a f/u date and thanked the cust for her time. next step : new f/u date 2/7 by 6 Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday-Wednesday, Friday-Saturday 9:00 am -5:30 pm

2023-02-07 16:11:10

OBC to dealer : Brendan Glotz :ASSISTANT PARTS MANAGER •COPIS ESCALATION TEMPLATE: Dealer PA Code: 04501 Part Number #:ga8z19g490a Part Order System Reference #: L96538 Part Ordered Date: 02/07/23 Parts Manager (First & Last): Parts Manager Email: COR/DOR#90207 Cxs called to request another copis case (second request). Cxs was advised PA Brendan that the cust part was not raised to emergency order. PA Brendan offer to close the order and open a new one an place it on emergency order and advised it should take btwn an hr or 24 hours to reflect the changes and he will place a copis case onto the part order request. Cxs provided her email for an update once the copis has been filed. next step : contact cust 2/7 by 7 Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday-Wednesday, Friday-Saturday 9:00 am -5:30 pm

2023-02-07 16:12:59

Serv Part#:GA8Z 19G490 A Part Name:CAMERA - PARKING SR:0.00 Eng Part#:GA8T 19G490 AA Min Ord Qty:0 Price Each:55.43 Motorcraft #: Max Ord Qty:0 Unit of Issue:EA Replacement:NOWeight:0 Serial Number:839738 Field Service Action:NO Wins Allowance:0.00Pipp Elig:Y Supply Status Remarks:STOP SALES PH#: 313-206-5680 ROGHITH SROGHITH New Model Part:NO Popp Elig:NStock: Std Part Locator:CTC Stock:Core Amount:0.00 FSA Last Return Date:Supplier:Term Elig:Y EPRS Last Return Date: Available parts at other places: WASHINGTON HVC (WA) 5 AF1VA D1 DETROIT HVC (DH) 11 AF2FA D1 next step : contact cust 2/7 by 7 Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday-Wednesday, Friday-Saturday 9:00 am -5:30 pm

2023-02-08 02:08:20

OBE TO DEALER : From: Palmer, Cierra (C.) Sent: Tuesday, February 7, 2023 8:08 PM To:

'bobs@shoptaylorford.com' Subject: CUSTOMER : / vin :

/ RO : 444621 ** Good evening, Hi, this is Cierra Palmer with Ford Motor Company. I was looking in DOW for an update on part available and I locate two places with more than one of the rear cameras needed for our mutual. Below I have attached both locations of the rear camera. Please connect with these places for possible part extraction and let me know what they say. Available parts at other places: WASHINGTON HVC (WA) AF1VA D1 = 5 pcs DETROIT HVC (DH) AF2FA D1 = 11 pcs 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, Friday-Saturday 9:00 am -5:30 pm

2023-02-08 02:15:59

OBE to delegate : From: Palmer, Cierra (C.) Sent: Tuesday, February 7, 2023 8:16 PM To:

Subject: RE: CRM : Good evening, Hi this is Cierra Palmer with Ford Motor Company. I spoke with the parts department regarding your vehicle and we have not receive the part needed for repair completion. At this time we do not have an ETA on when the part will be received, but I will continue to partner with the dealership to escalate this concern. I will schedule a new follow up date for February 13, 2023. If I receive any additional information before next week I will send an email. Ford Motor Company appreciated your patience. 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, Friday-Saturday 9:00 am -5:30 pm

2023-02-08 02:17:54

copis case Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday-Wednesday, Friday-Saturday 9:00 am -5:30 pm

2023-02-13 22:07:16 Copis case: 02/10/2023 CAS [REDACTED] AVAILABILITY OF THE PARTS IS TBD,WORKING ON WEEKLY MEETING TO EXPEDITE THE ALLOCATION,SEMICONDUCTOR SHORTAGE, WORKING WITH PRODUCTION ON ALLOCATIO,SUPPLIER IS PAST DUE, WAITING FOR COMPONENTS • COPIES ESCALATION TEMPLATE: Dealer PA Code: 04501 Part Number #:ga8z19g490a Part Order System Reference #: L96538 Part Ordered Date: 02/07/23 Parts Manager (First & Last): Parts Manager Email: [REDACTED] Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday-Wednesday, Friday-Saturday 9:00 am -5:30 pm

2023-02-13 22:11:15 OBC to delegate : Cxs called cust and advised part is still on back order with no eta. Cxs confirmed a new f/u date and thanked the cust for her time. next step : set new f/u date 2/20 by 6 ; call dlr to confirm if they have checked the dealer listed on email sent 2/7 2/13 by 6 Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday-Wednesday, Friday-Saturday 9:00 am -5:30 pm

2023-02-13 22:13:13 OBE to dealer : From: Palmer, Cierra (C.) Sent: Monday, February 13, 2023 4:13 PM To: 'bobs@shoptaylorford.com' Subject: RE: CUSTOMER : [REDACTED] / vin : [REDACTED] / RO : 444621 ** Good Afternoon, Hi, this is Cierra Palmer with Ford Motor Company. Have you checked the listed dealers that had the pcs for this customer? Available parts at other places: WASHINGTON HVC (WA) AF1VA D1 = 5 pcs DETROIT HVC (DH) AF2FA D1 = 11 pcs 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, Friday-Saturday 9:00 am -5:30 pm

2023-02-13 22:18:08 OBC to dealer : (Parts) Parts arrived on the 02/09/2023 Name : Dominic Cxs asked to speak w/ the service advisor. Service : Cxs called dealer to confirm when the cust will be bringing the veh back in. S/A Foley states that he will need to speak w/ his dispatcher for availability. Cxs was advised to contact 02/14 for an update on appt. next step: sms to the cust 2/13 by 6 Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday-Wednesday, Friday-Saturday 9:00 am -5:30 pm

2023-02-20 21:23:14 OBC to dealer : Cxs called dealer for an update on cust veh repair. Earliest appt is March 13th, 2023 Cxs advised she will speak w/ the cust and send a confirmation email. Next step : call cust 2/20 by 7 Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday-Wednesday, Friday-Saturday 9:00 am -5:30 pm

2023-02-20 21:23:47 OBE to dealer : From: Palmer, Cierra (C.) Sent: Monday, February 20, 2023 3:05 PM To: Matthew Foley Subject: RE: customer : [REDACTED] / vin : [REDACTED] / RO : 444621 Good afternoon, So I spoke with Mrs. Zanon and she is willing to bring the veh in on 03/12/23 and drop the key off for apt 03/13/2023. Is that okay ? 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, Friday-Saturday 9:00 am -5:30 pm

2023-02-20 21:35:57 OBC to delegate : Cxs called delegate to provide an update on her cas. Cxs advised the dealer appt and confirmed a new f/u date. Cust accepted the offer appt date. Cxs also offer the drop off on 03/12/2023 to which the cust accepted. next step : email dealer 2/20 by 6 ; new f/u date 2/27 by 7 Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday-Wednesday, Friday-Saturday 9:00 am -5:30 pm

2023-02-20 21:36:06 OBE to dealer : From: Palmer, Cierra (C.) Sent: Monday, February 20, 2023 3:36 PM To: 'Matthew Foley' Subject: RE: customer : [REDACTED] / vin : [REDACTED] / RO : 444621 The cust has accepted the appt and states that she will drop off the veh 03/12/2023, is this okay ? 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, Friday-Saturday 9:00 am -5:30 pm

2023-02-27 17:56:59 OBC to dealer : Cxs called dealer to re-confirm that the cust is still on schedule to come in on 03/12 for repair completion. S/A Foley confirms cust appt. next step: contact cust 2/27 by 6 Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday-Wednesday, Friday-Saturday 9:00 am -5:30 pm

2023-02-27 22:31:05 OBE to cust : From: Palmer, Cierra (C.) Sent: Monday, February 27, 2023 4:31 PM To: [REDACTED] Subject: RE: CRM : [REDACTED] God afternoon, Hi, this is Cierra Palmer with Ford Motor Company. The dealership still has your vehicle scheduled to come in March 13, 2023. I will continue to partner with the dealership on the repair and keep your case open for repair and financial assistance when ready. I will schedule a new follow up date for Monday March 6,2023. 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, Friday-Saturday 9:00 am -5:30 pm

2023-03-13 15:32:02 OBC to dealer : Cxs called dealer to see if cust veh has arrived at the dealer for today's appt. Cxs was prompted to vmail and left a msg for recontact. next step : send dealer an email 03/13 by 6 ; contact cust 3/13 by 6 Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday-Wednesday, Friday-Saturday 9:00 am -5:30 pm

2023-03-13 15:33:16 OBE to dealer : From: Palmer, Cierra (C.) Sent: Monday, March 13, 2023 10:33 AM To: 'Matthew Foley' Subject: RE: customer : [REDACTED] / RO : 444621 Good morning, Has Mr. and Mrs. Zanon dropped the vehicle off at the dealership ? 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, Friday-Saturday 9:00 am -5:30 pm

2023-03-13 21:13:35 OBC to dealer : Cxs called dealer for an update on the vehicle. Cxs confirm veh is at dealer and first concern has been addressed and now the dealer w/ access the brake concern. S/A Foley states that he hopes to have the veh repairs completed and ready for pick up by 03/14 3/14 : brake concern accessed RO : 44462 Next step : call delegate 3/13 by 6 Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday-Wednesday, Friday-Saturday 9:00 am -5:30 pm

2023-03-13 21:16:53 OBC to delegate : Cxs called delegate to discuss veh . Cxs advised she has confirm the vehicle is at the dealer and that the dealer is hoping to have the veh back to the cust by 03/14. Cxs asked for clarity on brake concern and delegate explained that when stopping the veh it takes longer for the veh to come to a complete stop. Cxs advised she will partner w/ the dealer and confirm a new f/u date. next step : new f/u date 03/17 by 6 Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday-Wednesday, Friday-Saturday 9:00 am -5:30 pm

2023-03-17 16:15:29 OBE to dealer : From: Palmer, Cierra (C.) Sent: Friday, March 17, 2023 11:15 AM To: 'Matthew Foley' Subject: RE: customer : [REDACTED] / vin : [REDACTED] / RO : 444621 Good afternoon, Hi, this is Cierra Palmer with Ford Motor Company. Please provide an update on this customer vehicle. Have we resolve the vehicle concerns. Please let me know when we will need to generate the approval code for the rear camera concern. 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, Friday-Saturday 9:00 am -5:30 pm

2023-03-17 22:50:19 OBE to cust : From: Palmer, Cierra (C.) Sent: Friday, March 17, 2023 5:49 PM To: [REDACTED]
 Subject: RE: CRM : [REDACTED] Good afternoon, Hi, this is Cierra Palmer with Ford Motor Company. I reached out to the dealership and was only able to leave a voicemail. Has the dealership provided an update on when your vehicle will be ready for pick up, if so please provide the updates in this email. I will schedule a new follow up date for March 22, 2023. 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, Friday-Saturday 9:00 am -5:30 pm

2023-03-22 16:06:35 OBC to dealer : Cxs called dealer to confirm veh repair completed and to provide the approval code. RO : 444621 RO CLOSE DATE : 03/17/2023 Approval : MSPA614656 Next step : contact cust (gwg) safety net for close 03/22 by 6 Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-631-3788 Ext. 79813 Operation hours : Monday-Wednesday, Friday-Saturday 9:00 am -5:30 pm

2023-03-22 22:35:50 OBE TO DELEGATE : From: Palmer, Cierra (C.) Sent: Wednesday, March 22, 2023 5:35 PM To: [REDACTED]
 Subject: CRM : [REDACTED] Good afternoon Mr. and [REDACTED] Thank you for contacting Ford Motor Company and allowing us to assist you with your 2019 Ford Flex vehicle concerns. We are pleased that your vehicle has been repaired to satisfaction and hope that you find the customer loyalty program adds value to be a Ford owner. Our goal is to be sure our Ford owners continue to support our brand and feel like family. We hope that your experience met your expectations. I would like to offer a goodwill gesture for a limited maintenance plan that covers oil changed, filter changes , tire rotations and multi-point inspections. Please let me know if you wish to take this offer. You will have 30 days(04/22/2023) to take the limited maintenance plan as of today at \$0 cost to you as a loyal ford customer. 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. Please 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 case, 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, Friday-Saturday 9:00 am -5:30 pm

2023-03-23 14:19:58 Supervisor review: Approve to close case.

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 01-19-2023 CLOSED: 03-21-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: FAR FastPath NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - VehPay; ConExp; Refund |
DEALER NAME: Rod Baker Ford Sls Inc
PA CODE: 01705 DLR SALES CODE: 41443 REGION: G1 ZONE: G1D
VIN: ██████████ MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 29,737
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: ██████████
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: NAPERVILLE | IL | ██████████ | USA
HOME PHONE: ██████████
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Appearance
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: SYSTEM
COMMENTS:

2023-01-19 15:56:08 Case Number : ██████████ Customer : ██████████ Business Phone : ██████████ Home Phone : ██████████ Mobile Phone : ██████████ 7 LTV Score : 99 Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : Part Number : Dealer Name : Rod Baker Ford Sls Inc Dealer P&A : 01705
Dealer phone : 815-436-5681 VIN : ██████████ Year : 2019 Make : FORD Model : FLEX Mileage : 29737
Engine Specification : Transmission Specification : Warranty Start Date : 2019-12-27 Open Recall/FSA: : ESP : Hotline Contact : Warranty History :

2023-01-19 15:56:47 CUSTOMER STATES REAR CAMERA DISPLAYS UPSIDE DOWN AND KEYLESS ENTRY PAD IS INOP, VERIFIED CUSTOMER CONCERN, REAR CAMERA INTERNAL FAILURE. DOOR KEYPAD CLIPS BROKE FROM WITHIN, NO SIGNS OF EXTERNAL DAMAGE

2023-01-19 16:01:39 FMC has authorized \$493.15 towards repairs. An approval code has been generated in the FLL Request form based on the following participation: •Customer Share: \$25.96 •Ford Share: \$493.15 •FPS generated P11 Approval Code MSPA257620 Please contact the customer to advise of the decision.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
 OPEN: 01-21-2023 CLOSED: 01-21-2023 BUSINESS UNIT NAME: Ford
 RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
 CASE CLASS LV 1234: General Inquiry | General/Other | |
 DEALER NAME:
 PA CODE: DLR SALES CODE: REGION: ZONE:
 VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 62,574
 BODY STYLE: K6D - FLEX LTD AWD 4-DR MPV
 LAST NAME FIRST NAME MIDDLE: [REDACTED]
 ADDRESS: [REDACTED]
 CITY STATE ZIP COUNTRY: DETROIT | MI | [REDACTED] | USA
 HOME PHONE: [REDACTED]
 SYMPTOMS: Driver Aides & Information | Exterior Camera | UNKNOWN | UNKNOWN
 ANALYST NAME: Alexia Metoyer OPEN ANALYST NAME: Alexia Metoyer
 COMMENTS:
 2023-01-21 19:42:18 IBC- Customer called in seeking assistance getting an appointment with a Ford dealership for their back up camera concerns. OBC- To Varsity Ford, service closed at 2 PM, reopens Monday at 8 AM Informed the customer of the service department being closed, but advised that they can contact directly Monday 8 AM to schedule an appointment then. Alexia Metoyer Customer Relationship Center – Passenger Monday-Thursday/Saturday 7-3:30 PM CST Ametoyer@ford.com | www.ford.com office: 866-631-3788 ext. Ford Motor Company ®
 2023-01-21 19:46:19 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 93 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : [REDACTED] Part Number : [REDACTED] Dealer Name : Dealer P&A : Dealer phone : VIN : [REDACTED] Year : 2019 Make : FORD Model : FLEX Mileage : 62574 Engine Specification : 3.5L-4V DOHC 1/C V6 GAS 350HP Transmission Specification : 6 SPD AUTO TRANS 6F55 Warranty Start Date : 2020-01-09 Open Recall/FSA : : ESP : Hotline Contact : Warranty History :
 2023-01-31 19:46:52 Ford Motor Company ® Madison Bridges Customer Experience Specialist, Ford CXS Team/ PV Team Mbridg46@ford.com | www.ford.com Office: 866-631-3788 ext. 79457 E-Fax: 8886359545 IBC From [REDACTED] customer is seeking assistance with back up camera repair VIN: [REDACTED] 2019 ford Mileage: 62,574 CLV: 93 WSD: 1/9/2020 educated customer on B2b 3 years/36,000 miles., Advised customer of financial assistance program which FMC could assist with up to 60% of cost once cause of failure is confirmed attempted to reach the dealership Varsity Ford to schedule service appt but no answer. conference call with dealer/ customer scheduled for service 2/8/23 @AM Message sent via Webex to CXS . educated on escalation process for back-ordered parts. provided CXS direct line 866-631-3788 ext. 79587/ case #
 2023-02-08 14:27:37 Imani Segura/Ext.79358/isegura@ford.com IBC- customer states she scheduled appointment for today and arrived at dlr and did not have a appointment scheduled. rescheduled for 2/14 @ 9am. Ford Motor Company ® Customer Relationship Center – PVT Concern Imani Segura isegura@ford.com |www.ford.com office: 866-631-3788 ext. 79358 Hours:Mon-Wed/Fri-Sat 7-3:30PM

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 01-25-2023 CLOSED: 02-27-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Central Loaner NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Information | Warranty Loaner Approval | |
DEALER NAME: Mike Dorian Ford, Inc.
PA CODE: 02676 DLR SALES CODE: 48003 REGION: G2 ZONE: G2A
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 17,753
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: ROYAL OAK | MI | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | UNKNOWN | UNKNOWN
ANALYST NAME: InfaConnector-Prod OPEN ANALYST NAME: SYSTEM
COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: In Progress
OPEN: 01-30-2023 CLOSED: 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: FLEX MILEAGE: 51,747
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: PLYMOUTH | MI [REDACTED] | USA
HOME [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: SYSTEM OPEN ANALYST NAME: SYSTEM
COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 01-31-2023 CLOSED: 01-31-2023 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: Dave Arbogast Ford
PA CODE: 00379 DLR SALES CODE: 47567 REGION: G3 ZONE: G3B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE:
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: COVINGTON | OH [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: DIndia Clay OPEN ANALYST NAME: DIndia Clay
COMMENTS:

2023-01-31 15:19:56 IBC for customer Customer calling recall on backup camera. Customer stated she paid for the part to come in and has not received it yet. Customer wants the part to be covered. She was advised by dealer that her vehicle does not fall under the recall for backup cameras. Current miles-41,000 Dave Arbogast Ford 3230 South County Road 25A Troy, OH 45373 Customer disconnected call once I placed her on hold to look into the concern further. Next Steps- close case. If customer call back refer to AFF article Safety Recall 22S36 and 22S48 D'India Clay She | Her | Hers Customer Experience Specialist Experience Specialist, Ford CX Team _ O: (866) 631-3788 ext. 79377

2023-01-31 15:19:59

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 :
Part Number :
Dealer Name : Dave Arbogast Ford
Dealer P&A : 00379
Dealer phone : 9373392687
VIN : [REDACTED]
Year : 2019
Make : FORD
Model : FLEX
Mileage : 41,000
Engine Specification : 3.5L V6 CYCLONE TIVCT
Transmission Specification : 6 SPD AUTO TRANS 6F
Warranty Start Date : 2019-06-21
Open Recall/FSA : : na
ESP : na
Hotline Contact :
Warranty History : yes

2023-01-31 15:27:56

La'Trice Jenkins/79275/ljenki86@ford.com: IBC from CUST

Cust was disconnected from agent. cxs connected cust to agent

**** I am an inquiry agent. If the customer calls back please assist him but note that I do not do recontacts or progress cases****
Ford Motor Company @
La'Trice Jenkins
Customer Experience Specialist. Ford CX - Inquiry Team
ljenki86@ford.com | www.ford.com
office: 866-631-3788 ext. 79275
Mon-Fri 12:30-9 cst

2023-01-31 15:53:27

Zhoreah Jones/Ext.79465/zjones9@ford.com : IBC from CUST CUST called in requesting to speak with agent , CUST calling in about a recall for back up camera. Upon review, there is no recall under VIN. CXS advised CUST recalls are VIN specific, and there is not active recall under VIN. CXS provide CUST with NHSTA phone number as they are the ones who releases recalls, and may consider placing recall under CUST VIN. Ford Motor Company @ Zhoreah Jones Customer Experience Specialist, Ford CXS Team Zjones9@ford.com | www.ford.com Office: 866-631-3788 ext. 79465

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 02-02-2023 CLOSED: 02-02-2023 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: Suburban Ford of Troy
PA CODE: 03187 DLR SALES CODE: 48013 REGION: G2 ZONE: G2A
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 45,000
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: ROYAL OAK | MI | [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | UNKNOWN
ANALYST NAME: Ariauna Turner OPEN ANALYST NAME: Ariauna Turner
COMMENTS:

2023-02-02 19:09:36 Ariauna Turner / 866-631-3788 / Ext 79427 / aturn142@ford.com IBC from cust: Cust called to get escalation ticket created for part order. Advised I can reach out to dlr to have them create an escalation ticket created for part order. OBC to parts: Spoke to AL in parts who stated they will create an SC Veh Off Road COPIs for cust. NEXT STEPS: FCR Ariauna Turner Ford Motor Company® Customer Experience Specialist - PV Team Ariauna Turner ATURN142@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79427

2023-02-02 22:33:11

Hello [REDACTED]

I am reaching out in regard to your case. I just wanted to advise you that an escalation ticket has been placed on your emergency order. Your escalation ticket number is [REDACTED]. Please feel free to continue to partner with the parts department for further updates on your part order.

Kind regards,

Ariauna Turner
Ford Motor Company®
Customer Experience Specialist - PV Team
Ariauna Turner
ATURN142@ford.com | www.ford.com
Office: 1-866-631-3788 ext. 79427

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 02-08-2023 CLOSED: 03-24-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Truck Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | California Vehicle |
DEALER NAME: Norm Reeves Ford Lincoln
PA CODE: 05401 DLR SALES CODE: 71255 REGION: W1 ZONE: W1A
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE:
BODY STYLE: K5D - FLEX LTD FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: REDONDO BEACH | CA | [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: Ashley Greer OPEN ANALYST NAME: Ashley Greer
COMMENTS:
2023-02-08 19:10:37

CUST: [REDACTED]
ADDRESS: [REDACTED] CA [REDACTED]
PHONE: [REDACTED]
EMAIL: [REDACTED]
VEH: [REDACTED] 12,000 MILES SUBSEQUENT OWNER

IBC CUST SAY: They purchased a used 2019 Ford Flex from Norm Reeves Ford in August of 2022, In November the customer began having problems with the camera. She took the VEH to the DLR she purchased it from and through diagnostics they discovered the CUST needed the camera replaced entirely, The part for the CUST reverse camera is on back order currently with no off back order date, cust is upset because this is a brand new VEH and she feels that she not have to wait months for the needed part.

CXS ADVISED: Shared with the CUST that I could work with her DLR to expedite the part however I could not guarantee a date in which she would receive the part, Customer at that time mentioned a buy back in which Informed her that buy back was an option and I could assist her with applying for a buyback, she asked that I see if I could locate the part else where before going with an option of buyback.

OBC TO DEALER: Spoke with MATTHEW WEHNER in the parts dept he provided me the cust part number GA8Z19G490A he was also able to inform me of two dlr nearby that show the part in stock, Ken Grody Ford and Performance Ford. Upon calling both of the DLR I was informed they parts were already reserved for another cust and they have some on back order as well. I called the cust back and informed her of my findings and she asked if I could call the dealer to see if they could tae the VEH back and if not then she would like to proceed with the buyback. Phoned the purchasing DLR Norm Reeves Ford and the sales dept informed me they would call the cust to let her know what options they would have available.

NEXT STEPS: Cust will await call from purchasing DLR. She was provided a case number as well as my contact information should she feel the need to call back to proceed with buyback

Ford Motor Company ®
Ashley Greer
Customer Service Case Manager, Truck Concern Dept.
agreer23@ford.com | www.ford.com
Office: 866-631-3788 ext. 79313

2023-02-17 18:46:07

[REDACTED] ibc from cust [REDACTED] trying to reach owning agent ashley cust says she was told by Ashley, a buyback would be one of her options cust says she would like to move fwd with the bb bc the truck is waiting on a camera and it's on backorder with no eta cust says that, that wasn't disclosed to her when purchasing the veh cust says she is fearful of what other parts she will have to wait for Next steps: webex agent, and fill out bb template for cust Customer Experience Specialist – Truck Team Allencia Sibley Asibley2@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79694

2023-02-17 18:58:55

Name(s) on the Title: [REDACTED] Address: [REDACTED] CA [REDACTED] Email Address: [REDACTED]
Customer is purchasing Vehicle Information VIN: [REDACTED]
Current Mileage: 14,000 Ownership Status/ Type of Purchase: Used Purchase Date: August 2022 Mileage at Time of Purchase: 9,000 State Information State Where Purchased: California State Where Registered: California Dealer Information Purchased from Dealer? Yes Dealership (if yes): Norm Reeves Ford Primary Reason for Repurchase: customer is extremely concerned about parts, the backup camera to her vehicle is inoperable and part that was ordered through the dlr is on backorder with no ETA Is there a current concern with the vehicle? Yes What is the repair status of the vehicle? waiting on part that is on backorder Were repairs completed for this concern at multiple dealerships? (if yes): No just Norm Reeves Ford (CA Only) Was the vehicle purchased/leased by full time active duty member of the Armed Forces who was stationed or had legal residency in California at the time of purchase/lease or at time of claimed? No

2023-02-17 22:49:22

Case Number [REDACTED]
Customer : [REDACTED]
Business Phone : N/A
Home Phone : N/A
Mobile Phone : [REDACTED]
LTV Score : N/A
Vehicle Purchase Status : Subsequent Owner
Ford Credit Contract Number : N/A
Part Number : GA8Z19G490A
Dealer Name : Norm Reeves Ford Lincoln
Dealer P&A : 05401
Dealer phone : 5623726175
VIN : [REDACTED]
Year : 2019
Make : Ford
Model : Flex
Mileage : N/A
Engine Specification : 3.5L V6 CYCLONE TIVCT
Transmission Specification : 6 SPD AUTO TRANS 6F
Warranty Start Date : 2019-09-02
Open Recall/FSA : : N/A
ESP : Powertraincare w/ roadside - Premiumcare w/ roadside
Hotline Contact : N/A
Warranty History : NORM REEVES FORD LINCOLN 6983 22-DEC-2021 * MAINT * 9568331
Customer Comments Perform 7500 Mile Warrnaty Service Change oil and filter, Rotate tires, perform multi point inspection check and top off all fluids as manufacturer specifies
Tech Comments . Performed 7500 Mile Warranty Service

2023-02-20 12:45:49

To Leslie

2023-02-21 14:20:11

GFR in progress.

2023-02-21 20:03:00

CUSTOMER CONTACT / BUSINESS NAME CUSTOMER NAME

[REDACTED] BUSINESS NAME (If Applicable)

N/A

TYPE OF PURCHASE

NEW | CPO | USED | PRIVATE SALE OR GIFT TYPE OF PURCHASE

Certified Preowned

PURCHASE STATE, DATE & MILEAGE PURCHASE STATE CAPURCHASE DATE 08/2022MILES @
PURCHASE 14,000

WHERE VEHICLE PURCHASED OR FROM WHOM? NAME OF SELLING DEALER /BUSINESS OR
SELLER

Norms Reeves Ford

REGISTERED OWNER(S) NAME(S) & STATE

WHERE VEH IS REGISTERED REGISTERED OWNER(S)

[REDACTED] STATE REGISTERED

CA

IS VEH USED PRIMARILY FOR PERSONAL OR BUSINESS? VEHICLE USE / PURPOSE

Personal

IF BUSINESS, HOW MANY TOTAL VEH ARE REGISTERED IN CA TO THE BUSINESS? TOTAL NUMBER
OF VEH THE BUSINESS HAS REGISTERED IN CA

N/A

DOES VEH HAVE ANY MODIFICATIONS OR AFTERMARKET COMPONENTS? EX.: LIFT | OVERSIZE
TIRES | UTILITY BOXES | GPS / ALARMS

N/A

IF APPLICABLE, DOES VEH TOW OR HAUL ANYTHING? EX.: CAMPERS | TRAILERS | 5TH WHEELS

N/A

WAS VEH PURCHASED OR LEASED BY A FULL-TIME ACTIVE-DUTY MILITARY MEMBER, WHO WAS
STATIONED OR RESIDING IN CA AT THE TIME OF PURCHASE/LEASE OR AT THE TIME THE

REQUEST IS FILED?YES NO

No

CURRENT CONCERN(S)

PRIMARY MECHANICAL CONCERN FOR

BUYBACK REQUEST customer is extremely concerned about parts, the backup camera to her vehicle is
inoperable and part that was ordered through the dlr is on backorder with no ETA

NAME OF ALL DLR's &/OR MECHANICS

WHERE VEH HAS BEEN SERVICED /

REPAIRED Norms Reeves Ford

VEH CURRENTLY @ DLR? NAME OF DLR (If Applicable) & SA

NoDATE VEH ARRIVED @ DLR:

N/A

IF YES, LOANER/RENTAL NEEDED? Y / N

N/AIF NO, EXPLAIN, HAVE 2ND VEH, ETC...

VEH not at dlr until part arriva/ veh operable

IF NO, WILLING TO GO TO DLR? Y / N

Yes on

ce parts arrive

IF WILLING TO GO TO DLR, NEED TO SET APPT. FOR CUST? Y/N

YES

once part arrivesNAME OF DLR (If Applicable) Norms Reeves

TECH ASSISTANCE NEEDED? <td style="border

2023-02-23 22:07:00

OBC to CUST

Shared with cust that as of yet there is no updates at this time regarding the cust buyback

Cust shared they want a buyback because the veh is less than 10000 miles and the camera already needs to be replaced and she is worried that later it will be a much bigger problem since things are happening so soon

Will follow up next week with updates

Ford Motor Company ®
Ashley Greer
Customer Service Case Manager, Truck Concern Dept.
agreer23@ford.com | www.ford.com
Office: 866-631-3788 ext. 79313

2023-03-02 18:49:46

Obc to Cust

Shared that at this time there is still no updates.

Will follow up with the cust next week

Ford Motor Company ®
Ashley Greer
Customer Service Case Manager, Truck Concern Dept.
agreer23@ford.com | www.ford.com
Office: 866-631-3788 ext. 79313

2023-03-09 22:36:12

OBC to CUST
VM left stating there
is no update as of yet on BB decision

Ford Motor Company ®
Ashley Greer
Customer Service Case Manager, Truck Concern Dept.
agreer23@ford.com | www.ford.com
Office: 866-631-3788 ext. 79313

2023-03-13 19:44:16

"CA review still ongoing."

2023-03-15 15:47:34

Spoke with (Service Advisor) Crystal with "Norm Reeves Ford Lincoln" inquiring an update on the only RO they have for this customer/VIN #. She provided me with all the information that I needed and I updated that RO on the GFR. I also updated the GFR notes.

2023-03-15 15:48:02

Case Analyst Review Complete. Transferring to CCA for Review.

2023-03-15 21:32:01

CCA review in progress

2023-03-16 18:15:24

OBC to CUST
Shared that as of right now their BB is under final review

Will follow up with cust next week

Ford Motor Company ®
Ashley Greer
Customer Service Case Manager, Truck Concern Dept.
agreer23@ford.com | www.ford.com
Office: 866-631-3788 ext. 79313

2023-03-16 22:59:13

CCA Review Complete. TRANSFERRING to TL/COM FOR REVIEW

2023-03-17 14:45:10

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

2023-03-21 13:20:48

APPROVAL UPLOADED TO PORTAL, TRACKING IS 837938
LETTER WILL BE SENT WITHIN THE NEXT 3 BUSINESS DAYS

2023-03-21 17:47:45

OBC to CUST
Informed cust their BB was approved.
Cust address updated.
Email sent to Veronica Bauer for address update

NEXT STEPS
Follow up 2/24

Ford Motor Company ®
Ashley Greer
Customer Service Case Manager, Truck Concern Dept.
agreer23@ford.com | www.ford.com
Office: 866-631-3788 ext. 79313

2023-03-22 15:13:27

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

2023-03-22 21:27:55

OBE to CUST

Good Afternoon,

I just called your but your phone is saying your voicemail isn't set up, so I was unable to leave a message. I made contact with our Reacquired Vehicle team and I have given them your updated P.O Box address. She did mention to me that any offers are sent overnight mail and cannot be sent to a P.O. Box. The initial letter that was sent will not include an offer so it will go to the P.O. Box. Do you have a physical address you'd like me to use for any overnight mail

Warm Regards,

Ford Motor Company ®
Ashley Greer
Customer Service Case Manager, Truck Concern Dept.
agreer23@ford.com | www.ford.com
Office: 866-631-3788 ext. 79313

2023-03-24 18:22:58

OBC to CUST
Shared they got an email today for Lee Dycus with the RAV team

Informed the cust that since RAV has made contact i will not be completing their case and the will deal with the RAV team only from now on

Also provided the Cust a survey prompt

Next steps: safety net to close

Ford Motor Company ®
Ashley Greer
Customer Service Case Manager, Truck Concern Dept.
agreer23@ford.com | www.ford.com
Office: 866-631-3788 ext. 79313

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 02-18-2023 CLOSED: 02-18-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Recall | General/Other | |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE:
BODY STYLE: K5B - FLEX SE FWD 4DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS:
CITY STATE ZIP COUNTRY: | [REDACTED]
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | UNKNOWN | UNKNOWN
ANALYST NAME: Janelle Suniga OPEN ANALYST NAME: Janelle Suniga
COMMENTS:
2023-02-18 21:46:47

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 03:28 PM
Hello [REDACTED]! My name is Janelle. How can I assist you today?

[REDACTED] 03:28 PM
I'm attempting to see if my Ford Flex is part of a recall for a backup camera

Janelle 03:29 PM
Thank you for that information! I would be happy to assist. To get started, Can you please verify your First/Last name and email address?

[REDACTED] 03:29 PM
[REDACTED]

[REDACTED] 03:30 PM
[REDACTED]

Janelle 03:31 PM
Thank you for that! Please give me a few moments to research the vehicle information today.

[REDACTED] 03:32 PM
Yes ma'am

Janelle 03:34 PM
Thank you for patiently waiting [REDACTED] After looking into the Vehicle information, I am not seeing any recalls at this time. Is there anything else I can assist you with today?

[REDACTED] 03:35 PM
I'm the second owner of the car and my backup cameras no longer working do you know if Ford would be able to fix this

Janelle 03:37 PM
Surely, I want you to have the most efficient options for getting this resolved! I have documented all of the information that you have provided for our records. To best support you, we recommend that your vehicle be inspected by a Ford/Lincoln dealership to determine the cause of any symptoms your vehicle may be experiencing. Your local Ford/Lincoln dealership has factory-trained technicians, the most current engineering service information, and the specialized equipment required to resolve your vehicle concerns. If there is no coverage under applicable warranties, recalls, or ESPs, repairs and services would be your responsibility. Would you like me to locate a dealer closest to you?

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 02-27-2023 CLOSED: 02-27-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | Parts Issue | Not Unit Down (drivable) |
DEALER NAME: AutoNation Ford Arlington
PA CODE: 02488 DLR SALES CODE: 52019 REGION: C1 ZONE: C1B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 49,500
BODY STYLE: K5D - FLEX LTD FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: ARLINGTON | TX [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | UNKNOWN | UNKNOWN
ANALYST NAME: Dashionte Carr OPEN ANALYST NAME: Avni Modi
COMMENTS:
2023-02-27 18:08:04

CONTACT VIA PHONE

Customer:

I have had a backup camera for my 2019 Ford Flex on order since August. The dealer once again tells me that they have no idea when to expect. When can I expect it?
If needed, I will provide details such as the VIN, contact information, etc

Ford Service

Good morning. Thanks for reaching out. My name is Avni, and I am a social media agent for Ford. We can certainly see why you have reached out to us regarding the backup camera part being delayed for your repair. I'd like to look into things on my end. Could you provide the following information?

VIN

Current mileage

Full name

The vehicle owner's full name and your relation (if you are not the owner)

Zip code

Preferred method of contact

Phone number (and if this is a mobile number)

Email address

The dealership and location you have been working with

Customer:

Thank you for the responding so quickly. Here is what you asked for:

VIN: [REDACTED]

Current Mileage: 49,500; Full Name: [REDACTED]; Zip Code: [REDACTED] Preferred method of contact:

Cell Phone: [REDACTED]; E-Mail Address: [REDACTED]; Dealership: Autonation Ford, Arlington, TX.

Ford Service:

I appreciate you sharing your information with me, [REDACTED]. Going back to your original concern, is your vehicle currently located at Autonation Ford? Also, have you been given an ETA regarding the parts for your vehicle repair?

Customer:

No. My car is not at the dealership. They tell me the part is on backorder and has been for six months. They say they have no way to know when to expect. I contacted you to ask if you can provide more information about when the backup camera will be available. Thank you

Ford Service:

Thanks for sharing this. I am in the process of creating a case, I just need to gather some more information. Would you happen to know if your vehicle is currently drivable?

Avni

Ford Service Team

Customer:

Yes. It is drivable

Ford Service:

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

The link below is for a survey regarding your experience today, we appreciate your feedback. [https://bifrost-gateway.interactions.com/api/\[REDACTED\]_US&source=api](https://bifrost-gateway.interactions.com/api/[REDACTED]_US&source=api)

Avni

Ford Service Team

2023-02-27 23:06:27

customer is wanting to know about back order camera educated customer that part is on back order apart is available customer will be notified Dashionte Ford Motor Company @ Customer Experience Specialist, Ford CXS Team dcarr80@ford.com | www.ford.com Office: 866-631-3788 ext. 79910 E-Fax: 8886359545

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 02-28-2023 CLOSED: 02-28-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Feedback | Dealer | Negative - Service |
DEALER NAME: Fritts Ford
PA CODE: 05557 DLR SALES CODE: 71155 REGION: W1 ZONE: W1B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE:
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: RIVERSIDE | CA | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | UNKNOWN | UNKNOWN
ANALYST NAME: Sermon Swafford OPEN ANALYST NAME: Sermon Swafford
COMMENTS:
2023-02-28 17:39:27 IBC: Spoke with [REDACTED] at [REDACTED] who states that her vehicle was in the dealership back in December for the back up camera. She states that then she was advised that the part is on backorder. She states that she has been having a hard time getting in touch with the technician as no one is returning her calls. She states that she has been having so many issues with her vehicle since she has gotten the vehicle and she feels like the dealership lacks customer service. She states she would like time frame on part as well as file a complaint. Vehicle is not at the dealership. [REDACTED] 33,000 FRITZ FORD IN RIVERSIDE CALIFORNIA 951-348-4579 OBC: Called the dealership reached the service dept vm left a message requesting to get a call back on the status of the part. OBC: Spoke with Birgil who states that he will have a COPIS added on the VIN. Next Steps: FCR Sermon Swafford Ford Motor Company Customer Experience Specialist -PV Team Sermon Swafford sswaffor@Ford.com | www.ford.com O: 1-866-631-3788 ext. 79372

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 03-01-2023 CLOSED: 03-01-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | Parts Issue | Not Unit Down (drivable) |
DEALER NAME: Crest Ford Flat Rock, Inc
PA CODE: 00807 DLR SALES CODE: 48047 REGION: G2 ZONE: G2B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 43,000
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: ROCKWOOD | MI | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Appearance
ANALYST NAME: Mesha Vigne OPEN ANALYST NAME: Rudee Badillo
COMMENTS:
2023-03-01 22:12:33

" a.) CONTACT VIA: EMAIL [REDACTED]
b.) CUST SAYS: "We took our Ford Flex in after the backup camera began malfunctioning...things are shown upside down. The car was taken to Crest Ford in Flat Rock Michigan. This was end on Nov/ first of Dec. We are still waiting for the parts to fix this problem. We are being told it could be months. This is under warranty and I find this unacceptable not to mention unsafe."
c.) PER CUST, DLR SAYS: parts could take a few months to be available.
d.) CRC ADVISED "Thank you for waiting! I will be escalating this case to a Customer Experience Specialist on the escalated Non-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]"

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN: 03-02-2023

CLOSED: 04-02-2023

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Dealer NA US Informational

COMMUNICATION: Web

CASE CLASS LV 1234: Dealer - Information | Documentation Only | |

DEALER NAME: Dave Sinclair Ford, Inc.

PA CODE: 08199

DLR SALES CODE: 53080

REGION: C4

ZONE: C4B

VIN: [REDACTED]

MODEL YEAR: 2019

MODEL: FLEX

MILEAGE: 60,126

BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | | |

HOME PHONE:

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

ANALYST NAME: InfaConnector-Prod

OPEN ANALYST NAME: SYSTEM

COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: In Progress
OPEN: 03-04-2023 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | Parts Issue | Unit Down (not drivable) |
DEALER NAME: Jim O'Neal Ford, Inc.
PA CODE: 05786 DLR SALES CODE: 47031 REGION: G3 ZONE: G3D
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 93,000
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 | Performance | Appearance
ANALYST NAME: P Rxsap OPEN ANALYST NAME: Stasha McDaniel
COMMENTS:
2023-03-04 00:59:36

CONTACT VIA PHONE [REDACTED]

Customer: Get started
Customer: Have a 2019 Ford Flex with a major flaw in backup camera. Took to dealership and they placed order with Ford on 12-9-22. It's 3-3-23 so can you tell me why it's taking this long? There are others telling me they ordered in July last year, still waiting. What's the bottleneck? Please respond with solid details.
Ford: Good evening Dean. Thank you for taking the time to send us a message. My name is Stasha and I'm a Social Media Specialist for Ford. We can certainly see why you contacted us regarding the repairs with your vehicle. I would like to look into things a bit further on my end for you. Could you please provide me with the following details?
VIN:
Current Mileage:
Your full name:
Vehicle owner's full name and your relation to them (if applicable):
Zip code:
Email address:
Cell phone:
Best method of contact:
Name and location of servicing dealership:
Stasha
Ford Service Team
Customer: VIN: [REDACTED]
Current Mileage: estimated 93k
Your full name: [REDACTED]
Vehicle owner's full name and your relation to them (if applicable): [REDACTED] -- wife
Zip code: [REDACTED]
Email address: [REDACTED]
Cell phone: [REDACTED]
Best method of contact: either
Name and location of servicing dealership: Jim O'Neal Ford,
516 S Indiana Ave, Sellersburg, IN 47172
(812) 246-4441
Ford: Thank you for clarifying that. I will escalate your case/request to our Customer Experience Specialist who works daily with your dealership's management team. The Customer Experience Specialist has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Customer Experience Specialist will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Experience Specialist within 1 business day. The case number that I have established for you today [REDACTED]
Stasha
Ford Service Team

2023-03-04 18:51:44 OBC TO DLR PARTS DEPT: STATED THESE'S PARTS ARE ON BACK ORDERED RIGHT NOW AND I WOULD HAVE TO SPEAK WITH TIM WITLOCK OR DIANE WRIGHT FOR FURTHER ASSISTANCE
SERVICE DEPT JEFF STATED THE SA WHO WAS PREVIOUSLY WORKING WITH THIS CUST DON'T WORK FOR THE COMPANY ANYMORE STATED HE WOULD HAVE TO GET WITH SM TIM FOR FURTHER ASSISTANCE

2023-03-04 21:48:53 OBC TO CUST STATED HE CALLED THE DLR AND HE WAS TOLD THE DLR IS WAITING ON A PART FROM US. CXS: INFORMED THE CUT WHO I SPOKE WITH AT THE DLR. ALSO THAT'LL I'LL BE RECONTACTING THE DLR MONDAY TO REQUEST PARTS ESCALATION AS WELL AS SEND EMAILS TO THE DLR.

2023-03-04 22:07:29 Johnson, Terrione (T.) To:tim.whitlock@jimonealford.com;diana.wright@jimonealford.com Sat 3/4/2023 4:07 PM Good afternoon, customer [REDACTED] has reached out in reference to a back camera order. I'm aware his vehicle isn't at the dealership and the part is on backorder. Can you do copis case for this backordered part? Terrione Johnson Ford Motor Company @ Customer Experience Specialist- Passenger Vehicle Team tjohn467@ford.com | www.ford.com office: 866-631-3788 ext 79057 Mon, Tues, Thru-Sat, OFF WED | 9AM - 5:30PM CST

2023-03-06 18:13:54 Johnson, Terrione (T.) To:Tim Whitlock Mon 3/6/2023 9:18 AM Good morning, [REDACTED] - 2019 Ford Flex. Terrione Johnson Ford Motor Company @ Customer Experience Specialist- Passenger Vehicle Team tjohn467@ford.com | www.ford.com office: 866-631-3788 ext 79057 Mon, Tues, Thru-Sat, OFF WED | 9AM - 5:30PM CST From: Tim Whitlock Sent: Monday, March 6, 2023 6:48 AM To: Johnson, Terrione (T.) Subject: Re: [REDACTED] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. yes i can but i need a vin number. Tim Whitlock Parts Manager 518 S. Indiana Ave. Sellersburg, IN 47172 Tel: 812-246-4441 Fax: 812-246-7919

2023-03-07 17:25:38 OBC TO DLR PARTS DEPT PM TIM COPIS CASE ? STATED THE SITE JUST SPINS ONCE HE TRIES TO THE COPIS STATED HE'LL TRY AGAIN THIS AFTERNOON OBC TO CUST INFORMED THE CUST THE DLR IS HAVING SYSTEM ISSUES AS OF RIGHT NOW. SO I'LL RECONTACT THE DLR TO SEE IF HE WAS ABLE TO PUT THAT COPIS CASE IN

2023-03-07 21:42:43

OBC TO DLR PARTS DEPT: PM TIM COPIS? HE CAN'T CREATE THE VOR ESCALATION BECAUSE THE VEHICLE ISN'T DOWN AT THE DLR. STATED HE'S 35TH IN LINE TO GE THIS PART, STATED MOST DLR'S WON'T KEEP THE VEHICLE AT THE DEALERSHIP BECAUSE THE VEHICLE IS DRIVABLE. PER DOW: FORD IS STILL WORKING ON A RELEASE DATE FOR THIS PARTS AT THIS TIME EVERYTHING IS TO BE DETERMINED. ORDER DATE: DEC 5TH PART NUMBER : JA8Z19G490A CXS; WILL UPDATE THE CUST

2023-03-07 22:58:39

OBC TO CUST INFORMED THE CUST THE PARTS ESCALATION CAN'T BE DONE WITH THE VEH NOT AT THE DLR INFORMED CUST THE PARTS STATUS IS TO BE DETERMINED. NO NEXT STEPS

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Information Provided
OPEN: 03-13-2023 CLOSED: 03-13-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | Has Not Been to Dealership | |
DEALER NAME: Plaza Ford Inc
PA CODE: 00017 DLR SALES CODE: 27419 REGION: N4 ZONE: N4B
VIN: ██████████ MODEL YEAR: 2019 MODEL: FLEX MILEAGE:
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: ██████████
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: ABERDEEN | MD | ██████████ | USA
HOME PHONE: ██████████
SYMPTOMS: Driver Aides & Information | Exterior Camera | Not Listed | UNKNOWN
ANALYST NAME: Arianna Williams OPEN ANALYST NAME: Arianna Williams
COMMENTS:
2023-03-13 16:10:55

CUST SAYSI contacted Ford over six months ago regarding a back up camera that doesn't work. It is covered under warranty, but no one is making the camera anymore. It is a safety concern, and I would like it repaired or replaced. I went to the Ford dealership in Belair- plaza, Ford maybe in August 2022
PER DLR CUST SAYSthey told me they didn't know if they were going to manufacture it, but there were none being manufactured at this time. When I called back two weeks ago, they said the same thing. No one called me back after asking them if they could come up with a different option.
CRC ADVISEDFirst, it is customary that Ford Motor Company asks that you begin working with a Ford dealer and have the most up-to-date diagnosis (within the last 30 days) before we can review your concern, and possibly offer assistance. To assist you further, we ask that you have your local Ford dealer inspect your vehicle, so we can look at options.

2023-03-13 16:24:04

feedback case ██████████

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Canceled
 OPEN: 03-14-2023 CLOSED: 04-06-2023 BUSINESS UNIT NAME: Ford
 RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
 CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
 DEALER NAME: George Wall Ford
 PA CODE: 10493 DLR SALES CODE: 14335 REGION: NE ZONE: NEC
 VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 53
 BODY STYLE: K5D - FLEX LTD FWD 4-DR MPV
 LAST NAME FIRST NAME MIDDLE: [REDACTED]
 ADDRESS: [REDACTED]
 CITY STATE ZIP COUNTRY: EATONTOWN | NJ | [REDACTED] | USA
 HOME [REDACTED]
 SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
 ANALYST NAME: Enrika Andrews OPEN ANALYST NAME: Enrika Andrews
 COMMENTS:
 2023-03-14 15:46:16 INBC from customer 2019 Flex [REDACTED] Customer stated that his vehicle will stop running and he will have to get it towed to the dealership. When the vehicle gets to the dealership the vehicle will start up. His back up camera is out and the dealership stated they can't get the parts. The dealership has kept the vehicle a few times because the staling happens intermittently. OBC to dealer CXS spoke with Denise and she stated she will give Trent a message to call me back. She could not provide the RO number. Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 9:00PM-5:00PM CST eFax: 866-319-0570
 2023-03-14 16:00:10 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : [REDACTED] L V Score : 82 Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : [REDACTED] Part Number : [REDACTED] Dealer Name : George Wall Ford Lincoln Dealer P&A : 10493 Dealer phone : 732-747-5400 VIN [REDACTED] Year : 2019 Make : FORD Model : FLEX Mileage : 53000 Engine Specification : 3.5L V6 CYCLONE IVC Transmission Specification : 6 SPD AUTO TRANS 6F Warranty Start Date : 2019-08-12 Open Recall/FSA : ESP : Hotline Contact : Warranty History :
 2023-03-14 18:02:51 ***Case progression assistance*** Please complete the following to progress the case: 1. Follow up with DLR for information (possible Parts delay) 2. Add VOR activity. 3. Encourage DLR to engage hotline/Open tech SME request. Charvis \"C.J.\" Holmes Ford Motor Company @ L&D Specialist CHOLME61@ford.com | www.ford.com Ph: 866-631-3788 ext. 79422 C: 281-623-1489
 2023-03-15 16:19:09 Trent tscheneider@georgewall.com
 2023-03-17 19:06:35 CUST: CK [REDACTED] Car has failed again and the customer fed up with the veh. The customer stated his wife wants him to take it to the junk yard. States the vehicle is not reliable. Dealer has not diagnosis the veh. He advised the dealer they will be getting an attorney's to get a lemon law claim, Dealer stated they can take it somewhere else. He would like to take it to a chevy dlr to trade it in. -Disable customers -Do have another vehicle but it is not reliable FLP? N/A CLV: 86 WSD: 8/12/2019 Mileage: N/A What is the expectations from Ford: -Would like the vehicle fixed. Certified used car. OBCD: [REDACTED] SERVICE: Robinson Towing: Customer Expense or FMC Expense Pickup to Delivery: They do participate in PUD -Customer was conference in with the other dealer to get some further assistance on taking the vehicle to another dealer. Ford Motor Company @ Shanique Byron Costumer Experience Specialist, Ford CXS Team sbyron1@ford.com | www.ford.com Office: 866-631-3788 ext. 79472
 2023-03-21 20:15:50 OBC to dealer CXS spoke with Trent and he stated the vehicle is in line and because the vehicle was towed in with out a appointment. OBC to customer CXS spoke with customer and told him I will cover a rental for 7 days because his wife has to have a medical procedure and needs a larger vehicle to transport NS: Follow up on 03/27/23 with dealer and customer Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 9:00PM-5:00PM CST eFax: 866-319-0570
 2023-03-27 20:59:18 OBC to dealer CXS left a message Trent asking for a return call From: Andrews, Enrika (E.) Sent: Monday, March 27, 2023 3:56 PM To: tscheneider@georgewall.com Subject: [REDACTED] Good afternoon Trent, may I please have an update on the vehicle for [REDACTED] VIN: [REDACTED] Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 9:00PM-5:00PM CST eFax: 866-319-0570
 2023-03-27 21:02:38 OBC to customer CXS left a message for customer asking him to give me a called NS: Follow up on 03/31/23 with dealer and customer Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 9:00PM-5:00PM CST eFax: 866-319-0570
 2023-03-29 20:58:26 IBC from CX, CK, he is stated that the agent is not communicating with SA. CXS informed him of the follow up appointment, 3/31 and that the agent has made attempts to get the RO information. CXS advised that the FAR can be evaluated by SA. He twice he mention about an attorney and the lemon law, CXS asked if he is requesting a buyback, CX declined. CXS explained the SA can evaluate the FAR. CX stated 100% FAR or nothing, His daughter is a lawyer and will sue. next step: recontact Ford Motor Company @ Felicia Rickmon-INQUIRY AGENT She| Her| Hers Customer Relationship Center frickmon@ford.com | www.ford.com Office: 1-866-631-3788 ***I AM NOT A CONCERN AGENT I AM ON THE INQUIRY TEAM,IF CUSTOMER CALLS BACK PLEASE FURTHER ASSIST WITH CASE PROGRESSION OR GET CUSTOMER OVER TO A CONCERN AGENT***

2023-03-31 14:45:07

OBC to customer

CXS spoke with customer and he stated that the master fuse box is having issues and it will cost about 3000.00

OBC to dealer

CXS spoke with CSR and she took my name and number again . Trent was sitting right there and would not answer the line. He stated he would call me back. CSR stated they are waiting on Ford to respond to the fin assist request. So I opened the customer VIN and found another case asking for assistance. This is all he had to tell me and i would have closed this case already. If Trent calls me back to clear up this issue I will contact the customer and close my case.

NS: Follow up on 04/06/23 with dealer and customer

Enrika Andrews

Customer Experience Specialist, Ford CXS Team

EANDRE40@ford.com | www.ford.com

office# : 866-631-3788 ext. 79046

Office Hour: 9:00PM-5:00PM CST

eFax: 866-319-0570

2023-04-06 15:28:48

OBC to dealer CXS spoke with Trent and he stated he has opened a Fin Assist case for the customer. The fact that his techs are out in training is a factor that is holding up the repair process. [REDACTED]

OBC to customer CXS spoke with customer and informed him that I will be closing my case because Trent has a case open for Fin assist on his side which is what I would have done on my side. I also informed him that i will be closing his case resolve case- duplicate Ford Motor Company © Enrika Andrews Customer Experience Specialist, Ford CXS Team EANDRE40@ford.com | www.ford.com office# : 866-631-3788 ext. 79046 Office Hour: 9:00PM-5:00PM CST eFax: 866-319-0570

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 03-21-2023 CLOSED: 03-21-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Blue Springs Ford
PA CODE: 05100 DLR SALES CODE: 53118 REGION: C4 ZONE: C4A
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 46,000
BODY STYLE: K6D - FLEX LTD AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: INDEPENDENCE | MO | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: Mary Orebo OPEN ANALYST NAME: Mary Orebo
COMMENTS:
2023-03-21 14:36:41 IBC FROM CUST/ [REDACTED] DLR: BLUE SPRINGS FORD Cust has a 2019 Ford Flex w/ 46k miles on the vehicle. Cust states that she took it to the dealership and they adv unable to repair veh. Cust wants to know next steps. CXS verified cust and VIN. CXS reached out to dlr for further information. CXS unable to speak with SA Alex. Cust adv dlr adv part is on a stop sale at this time. Cust states that it is a safety concern and diminishes value of vehicle. CXS experiencing technical concerns, and call disconnected. CXS reached out to Parts SME Randy M. adv no stop sale, currently on semiconductor shortage and working on allocation/availability of parts is TBD.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
 OPEN: 03-23-2023 CLOSED: 08-24-2023 BUSINESS UNIT NAME: Ford
 RESPONSE TEAM: US Ford Truck Concern NA CRC COMMUNICATION: Phone
 CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
 DEALER NAME: Walt Sweeney-West Hills Ford
 PA CODE: 01909 DLR SALES CODE: 47005 REGION: G3 ZONE: G3B
 VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 34,359
 BODY STYLE: K5D - FLEX LTD FWD 4-DR MPV
 LAST NAME FIRST NAME MIDDLE: [REDACTED]
 ADDRESS: [REDACTED]
 CITY STATE ZIP COUNTRY: WEST CHESTER | OH [REDACTED] | USA
 HOME PHONE [REDACTED]
 SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
 ANALYST NAME: Angelo Giuliano OPEN ANALYST NAME: Destinee Picon
 COMMENTS:
 2023-03-23 21:04:41 CXS Destinee P. (79747) IBC from CUST [REDACTED] Name: [REDACTED] Actions - Cust states they have taken the veh to the dlr with the same concerns since 11/2022, had the vehicle repaired but as soon as the customer picked up her vehicle it was still doing the same thing before it was taken in for repairs, dlr stated cust it'll need a new screen and mother board Next Step - contact dlr to have them open a COPIS case Correct Case Classification: L1 vehicle concern L2 pasts issue L3 been to dlr L4 ***MENTION PICK UP AND DELIVERY*** Address: [REDACTED] West Chester OH [REDACTED] Email: [REDACTED] Current Mileage: 28200 VIN: [REDACTED] DLR: Walt Sweeney WSD: 7/20/19 CLV SCORE:98 Ford Motor Company @ Destinee Picon Customer Experience Specialist, Ford CXS Team dpicon3@ford.com | www.ford.com Office: 866-631-3788 ext. 79747 E-Fax: 8886359545
 2023-03-23 21:06:50 Case Number: [REDACTED] Customer: [REDACTED] Business Phone: [REDACTED] Home Phone: [REDACTED] Mobile Phone: [REDACTED] Score: 98 Vehicle Purchase Status: Original Owner Ford Credit Contract Number: n/a Part Number: n/a Dealer Name: Walt Sweeney Ford, Inc. - Fleet Dealer P&A: 01909 Dealer phone: n/a VIN: [REDACTED] Year: 2019 Make: FORD Model: FLEX Mileage: 28200 Engine Specification: 3.5L V6 CYCLONE 11VCT Transmission Specification: 6 SPD AUTO TRANS 6F Warranty Start Date: 2020-07-20 Open Recall/FSA: n/a ESP: n/a Hotline Contact: n/a Warranty History: n/a
 2023-03-28 19:38:01 CXS Destinee P. (79747) OBC to DLR ((513) 922-4500) Name: PARTS MANAGER ***MENTION P/U & DELIVERY*** Per DLR- spoke with parts manager to get a COPIS opened for the part(s) that are on BO. backup camera part is on BO, parts manager stated the part was ordered 11/14/22 fcsd #s71318, COPIS # [REDACTED] promise ship date 12/31/9999 233 on BO Actions - set task Ford Motor Company @ Destinee Picon Customer Experience Specialist, Ford CXS Team dpicon3@ford.com | www.ford.com Office: 866-631-3788 ext. 79747 E-Fax: 8886359545
 2023-03-28 19:41:34 CXS Destinee P. (79747) OBC to CUST [REDACTED] Name: MR AND [REDACTED] Per cust. - contacted cust to let them know that I have spoken with the parts manager steve, which stated that they have created a COPIS ticket for the part arrival//no answer Actions - set f/u 4/3/23 Next Step - Final Steps Ford Motor Company @ Destinee Picon Customer Experience Specialist, Ford CXS Team dpicon3@ford.com | www.ford.com Office: 866-631-3788 ext. 79747 E-Fax: 8886359545
 2023-04-03 18:26:29 CXS Destinee P. (79747) OBC to DLR ((513) 922-4500) Name: PARTS MANAGER ***MENTION P/U & DELIVERY*** Per DLR- tried reaching someone to get a update on the part arrival, per COPIS "AVAILABILITY OF THE PARTS IS TBD,SUPPLIER IS PAST DUE, WAITING FOR COMPONENTS,WORKING ON WEEKLY MEETING TO EXPEDITE THE ALLOCATION,SEMICONDUCTOR SHORTAGE, WORKING WITH PRODUCTION ON ALLOCATIO" fcsd #s71318, COPIS # [REDACTED] - [REDACTED] promise ship date 12/31/9999 233 on BO Actions - contact cust Ford Motor Company @ Destinee Picon Customer Experience Specialist, Ford CXS Team dpicon3@ford.com | www.ford.com Office: 866-631-3788 ext. 79747 E-Fax: 8886359545
 2023-04-03 18:30:58 CXS Destinee P. (79747) OBC to CUST [REDACTED] Name: MR AND MRS. [REDACTED] Per cust. - EMAIL UPDATE: Good afternoon Mr. [REDACTED] I hope this email finds you well, I have contacted the dealer in hopes of receiving an update on the part arrival but unfortunately I have not gotten anything more than he part still being on back order with no ETA. I have opened and creating possible escalations for this part to arrive. Should you have any questions please do not hesitate to reach out to me. Thank you again for being apart of Ford. Destinee Picon Customer Experience Specialist, Ford CXS Team dpicon3@ford.com | www.ford.com Office: 866-631-3788 ext. 79747 Monday-Friday 8AM-4:30PM Actions - set f/u 4/5/23 Ford Motor Company @ Destinee Picon Customer Experience Specialist, Ford CXS Team dpicon3@ford.com | www.ford.com Office: 866-631-3788 ext. 79747 E-Fax: 8886359545
 2023-04-03 18:59:11 VOR triage for BB sent
 2023-04-04 20:21:41
 SME Specialist Review
 Cannot verify order in system -No COR/DOR number, No part number- Please request information from dealer and verify in DOW - If a COPIS Order Status ticket needs to be opened please provide the following information in the escalation notes
 COPIS ESCALATION TEMPLATE:
 P&A (Order placed under)
 Part#
 COR/DOR#
 Y-SHIPPER#
 2023-04-06 18:20:22 CXS Destinee P. (79747) OBC to DLR ((513) 922-4500) Name: PARTS MANAGER ***MENTION P/U & DELIVERY*** Per DLR- tried getting in contact with SM to get RO details but SA Kevin was only able to give me a few details but couldn't give me the part numbers or parts and labor information due to SM being out on vacation. Actions - contact cust Ford Motor Company @ Destinee Picon Customer Experience Specialist, Ford CXS Team dpicon3@ford.com | www.ford.com Office: 866-631-3788 ext. 79747 E-Fax: 8886359545
 2023-04-06 18:31:51 CXS Destinee P. (79747) OBC to CUST [REDACTED] Name: MR AND MRS. [REDACTED] Per cust. - contacted cust to let them kow that the part is still on BO with no off BO date or arrival date. No answer left vm Actions - set f/u 4/11/23 Ford Motor Company @ Destinee Picon Customer Experience Specialist, Ford CXS Team dpicon3@ford.com | www.ford.com Office: 866-631-3788 ext. 79747 E-Fax: 8886359545

2023-04-11 18:56:11 CXS Destinee P. (79747) OBC to DLR ((513) 922-4500) Name: PARTS MANAGER ***MENTION P/U & DELIVERY*** Per DLR- contacted dlr to get parts and labor info for complete FIN assist , camera part is still on BO, cust still on FACTORY warranty. Actions - contact cust Ford Motor Company @ Destinee Picon Customer Experience Specialist, Ford CXS Team dpicon3@ford.com | www.ford.com Office: 866-631-3788 ext. 79747 E-Fax: 8886359545

2023-04-11 18:58:17 CXS Destinee P. (79747) OBC to CUST [REDACTED] Name: MR AND [REDACTED] Per cust. - contacted cust to let them know that the part is still on BO with no off BO date or arrival date. No answer left vm Actions - set f/u 4/13/23 Ford Motor Company @ Destinee Picon Customer Experience Specialist, Ford CXS Team dpicon3@ford.com | www.ford.com Office: 866-631-3788 ext. 79747 E-Fax: 8886359545

2023-04-17 19:38:59 OBC to the cust to introduce myself and to get a better understanding of case cust advised that the heating and cooling control through app is not working back up camera not working cust feel as if it is all computer related affecting mechanical issues he stated veh is down at there home and he was wondering what could be provided since they have been making payments on a veh that is down also advised they are waiting on a part wife number-[REDACTED] OBC to the dlrshp to get the status on the part he advised that the part needed is on stock sale basically they dont have the part or replacement Teniya Carter Customer Relationship Center -Truck Team Tcart124@ford.com |www.ford.com Office: 1-866-631-3788 ext. 79839 Monday –Friday 11:00 AM –7:30 PM CST

2023-04-25 20:13:08 cor fsdc s71318 11/11/2022

2023-05-19 00:00:06 OBC to the dlrshp to verify the part status parts manager advised that the part is on stop sale and there is no alternatives at this time Teniya Carter Ford Motor Company @ Customer Relationship Center -Truck Team Tcart124@ford.com |www.ford.com Office: 1-866-631-3788 ext. 79839 Monday –Friday 11:00 AM –7:30 PM CST

2023-05-31 12:23:05

OBE:
From: Brooks, Dorene (D.)
Sent: Wednesday, May 31, 2023 7:23 AM
To: Carter, Teniya (T.)
Subject: [REDACTED]

Hello Teniya,

The customer is on their way to the dealership. The vehicle's concern has not been resolved. I left a voice message for SM Bobby Cane. The customer is also seeking rental assistance while the vehicle is being serviced. The customer's telephone number is 513-500-9075, email: justinrl@outlook.com . The customer may need Tech Support during the repair due to the electronic system not working properly.

Thank you,

Dorene Brooks
Customer Experience Specialist
Office: 866-631-3788 Ext: 79345
dbroo138@ford.com , www.ford.com
Schedule 7:00am-3:30pm M-F

2023-05-31 16:14:21

OBC: [REDACTED] SM Bobby Cane returned my call, I inquired about the customer's vehicle, he stated the vehicle was dropped off this morning, they have not seen the vehicle since 11/2022. SM Bobby stated the customer came in there being very rude and demanding, he stated they are almost ready to not repair their vehicle anymore. I stated they were just frustrated because the electronics in the vehicle does not work properly, he stated he has a list of concerns, and as soon as the vehicle is diagnosed, they will be happy to assist with a rental. I requested that they reserve a rental vehicle, create a line on the RO, and well will provide an approval code once the vehicle is repaired. I also informed him that the customer's CXS Teniya will be following up, I was just trying to assist because she works a later shift, he stated he understood and thanked me for calling him back.

Customer:
OBC: [REDACTED] call to customer, informed Mr [REDACTED] that I spoke to SM Bobby, requested a rental vehicle be reserved, once the diagnosis is complete. I informed him that I will inform his CXS and request that she return his call, he stated that would be fine.

Next Step: CXS will call to dealer to check the status of the diagnosis, inquire about the rental reservation, and follow up with Mr. [REDACTED] with a status update on the vehicle's diagnosis and rental assistance request.

Ford Motor Company @
CXS Name Dorene Brooks
Customer Experience Specialist/Ford CXS Team
dbroo138@ford.com , www.ford.com
office: 866-631-3788 ext. 79345
Schedule 7:00am-3:30pm M-F

2023-06-01 19:10:02 OBC to the dlrshp to follow up on the current status Bobby did not answer the phone so i left a vm and will be following up a little later Teniya Carter Ford Motor Company @ Customer Relationship Center -Truck Team Tcart124@ford.com |www.ford.com Office: 1-866-631-3788 ext. 79839 Monday –Friday 11:00 AM –7:30 PM CST

2023-06-01 23:35:44 OBC to the cust to advise of the current status that i was not able to reach the SA he advised that they gave him a loaner they ordered the other pat=rts that was needed for the repairs and they are currently working on it advised that i will follow up with his service advisor on that status and will reach out once get it Teniya Carter Ford Motor Company @ Customer Relationship Center -Truck Team Tcart124@ford.com |www.ford.com Office: 1-866-631-3788 ext. 79839 Monday –Friday 11:00 AM –7:30 PM CST

2023-06-05 18:14:57 OBC to the dlrshp to speak with mr. bobby he was not available at the time so i left a vm i will be sending a portal message and following up at a later time Teniya Carter Ford Motor Company @ Customer Relationship Center -Truck Team Tcart124@ford.com |www.ford.com Office: 1-866-631-3788 ext. 79839 Monday –Friday 11:00 AM –7:30 PM CST

2023-06-05 22:47:24 OBC to the dlrshp again to speak with bobby no one answered got the vm again left a vm and i left a portal message Teniya Carter Customer Relationship Center -Truck Team Tcart124@ford.com |www.ford.com Office: 1-866-631-3788 ext. 79839 Monday –Friday 11:00 AM –7:30 PM CST

2023-06-05 22:48:48 OBC to the cust to advise them of the current status no one answered so i left a vm Teniya Carter Ford Motor Company® Customer Relationship Center -Truck Team Tcart124@ford.com |www.ford.com Office: 1-866-631-3788 ext. 79839 Monday –Friday 11:00 AM –7:30 PM CST

2023-06-13 18:49:35 OBC to the dlrshp to speak with Mr. Bobby on the current veh status he advised that the veh repairs are complete and that the cust already picked the veh up on 6/7/2023 repaired the touch screen issue and the part is still backorder Teniya Carter Ford Motor Company® Customer Relationship Center -Truck Team Tcart124@ford.com |www.ford.com Office: 1-866-631-3788 ext. 79839 Monday –Friday 11:00 AM –7:30 PM CST

2023-06-13 18:54:11 OBC to the cust to check up on how the repairs are holding up as well as advise him of the current part status cust did not answer the phone so i left a VM fro him and will send out a text as well Teniya Carter Ford Motor Company® Customer Relationship Center -Truck Team Tcart124@ford.com |www.ford.com Office: 1-866-631-3788 ext. 79839 Monday –Friday 11:00 AM –7:30 PM CST

2023-06-21 18:56:25 OBC to the dlrshp to verify the part status with the parts department he advised that there is currently a new design change and a component shortage and they are working on a weekly plan Teniya Carter Ford Motor Company® Customer Relationship Center -Truck Team Tcart124@ford.com |www.ford.com Office: 1-866-631-3788 ext. 79839 Monday –Friday 11:00 AM –7:30 PM CST

2023-06-21 18:58:40 OBC to the cust to check on the veh status and to advise of the current part status cust did not answer his phone so i will be following up via text Teniya Carter Ford Motor Company® Customer Relationship Center -Truck Team Tcart124@ford.com |www.ford.com Office: 1-866-631-3788 ext. 79839 Monday –Friday 11:00 AM –7:30 PM CST

2023-07-13 21:23:25 OBC to the parts department i was advised that the part is on stop sale and what they are doing is maybe coming out with a new part number as of now they dont know because there is no clear update Teniya Carter Ford Motor Company® Customer Relationship Center -Truck Team Tcart124@ford.com |www.ford.com Office: 1-866-631-3788 ext. 79839 Monday –Friday 11:00 AM –7:30 PM CST

2023-08-03 21:52:30 OBC to the dlrshp to speak with Jeff he advised that he is seeing the same status in his system just waiting on an update Teniya Carter Ford Motor Company® Customer Relationship Center -Truck Team Tcart124@ford.com |www.ford.com Office: 1-866-631-3788 ext. 79839 Monday –Friday 11:00 AM –7:30 PM CST

2023-08-08 22:40:25 Vehicle qualifies for Aged VOR Triage Process Is the vehicle currently off-road? Yes A clear path to repair <7 days? No Vehicle within 5/60? Yes Current repair due to an outside source? No #NAME?CUSTOMER INFORMATION NAME(S) ON THE TITLE: ADDRESS: CITY, STATE, ZIP: West Chester OH EMAIL ADDRESS: CUSTOMER IS (Purchasing/Leasing) VEHICLE: Purchasing VEHICLE INFORMATION VIN: # CURRENT MILEAGE: 37418 OWNERSHIP STATUS/TYPE OF PURCHASE (Select New, Used, CPO, Private Sale or Gift) New PURPOSE OF VEHICLE (Personal/Business): Personal # VEHICLES REGISTERED TO THE BUSINESS (If Yes to business) N/A PURCHASE DATE: 7/20/2020 MILEAGE AT TIME OF PURCHASE: 4 STATE INFORMATION STATE WHERE PURCHASED: Ohio STATE WHERE REGISTERED: Ohio DEALER INFORMATION PURCHASED FROM DEALER (Yes or No) yes DEALERSHIP (If Yes): [Enter name of DLR] beau townsend ford PRIMARY REASON FOR REPURCHASE: (Enter primary reason the customer wants the vehicle repurchased) part needed for repair currently on stop sale IS THERE A CURRENT CONCERN WITH THE VEHICLE (Enter Yes or No) no WHAT IS THE REPAIR STATUS OF THE VEHICLE? (Obtain this information from the customer) veh has been repaired but a part that is needed is on stop sale WERE REPAIRS COMPLETED FOR THIS CONCERN AT MULTIPLE DEALERSHIPS: (If Yes, obtain names of dealerships and location) no (CA ONLY) WAS THE VEHICLE PURCHASED/LEASED BY FULL TIME ACTIVE-DUTY MEMBER OF THE ARMED FORCES WHO WAS STATIONED OR HAD LEGAL RESIDENCY IN CALIFORNIA AT THE TIME OF PURCHASE/LEASE OR AT TIME OF CLAIMED? (Enter Yes or No) no

2023-08-11 18:44:28 COM Support Team Buyback Approved

2023-08-17 14:21:48 BRT uploaded to Morley Ford RAV Case Transmission CASE NUMBER: 873688 BRT set disposition to RAV and closed BB Milestone. CXS/CSM will advise CUST to expect RAV contact within 3-5 business days and set follow-up accordingly to verify RAV contacted the CUST. Ford Motor Company® Janice Morehouse Ford CX Support Team JMOREHOU@ford.com | www.ford.com Monday – Friday 9:00 AM to 5:30 PM Eastern ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

2023-08-17 19:11:20 OBC to the cust to advise that the buyback has been approved and a RAV specialist should be making contact within the next 3-5 business days NEXT STEPS: follow up with the cust on 8/24 to verify the RAV team have made contact Teniya Carter Ford Motor Company® Customer Relationship Center -Truck Team Tcart124@ford.com |www.ford.com Office: 1-866-631-3788 ext. 79839 Monday –Friday 11:00 AM –7:30 PM CST

2023-08-21 13:14:41 RAV has received and accepted the case, Customer contact is forthcoming.

2023-08-24 19:47:33 CXS Sharyne J (79843) OBC to Cust has been contacted by RAV. Sending recap email: It was a pleasure working with you to assist with your 2019 Ford partnering with Walt Sweeney-West Hills Ford. I am glad we were able to address your vehicle concern while keeping you updated throughout the process. I was able to process you a buyback which have been approved and the reacquired vehicle specialist has contacted you and will be assisting you further with this concern. Please look for an email within the next few days that includes a brief survey regarding your experience with me in completing your case. Thank you for being a valued customer and a part of the Ford family. Respectfully, Ford Motor Company® Sharyne Johnson Customer Experience Specialist, Ford CXS Team SJOHN655@ford.com | www.ford.com Office: 866-631-3788 Ext. 79843 Next steps: Safety Net - close case

2023-08-24 20:53:11 Damita Norwood
Truck Supervisor

Case is clear to close

Damita Norwood
Dnorwoo8@ford.com . Www.ford.com
Truck Supervisor
Mon-Fri 11:00-8:00 PM

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 03-29-2023 CLOSED: 03-29-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Inquiry | Warranty Coverage | |
DEALER NAME: Step One Ford Crestview
PA CODE: 08114 DLR SALES CODE: 24551 REGION: S3 ZONE: S3E
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 39,430
BODY STYLE: K6D - FLEX LTD AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: CRESTVIEW | FL [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: Valerie Gray OPEN ANALYST NAME: Valerie Gray
COMMENTS:
2023-03-29 19:27:33

Valerie Gray/vgray17@ford.com / ex. 79473

IBC: 2019 Flex

[REDACTED]
mileage: 39430

Warranty claim, VIN is not on the recall list. Dealership said for the customer to call Ford to get more information because new recalls roll out everyday. Rear back up camera recall is the issue. Customer has seen elsewhere about this recall and said that his vehicle is having the same issue.

Valerie Gray
Ford Motor Company ®
Customer Relationship
Customer Experience Specialist
Vgray17@ford.com | www.Center - SUV/CAR
Email: vgray17@Ford.com
Office: 8666313788 ext 79473

2023-03-29 19:31:52

Case Number : [REDACTED]
Customer : [REDACTED]
Business Phone : [REDACTED]
Home Phone : [REDACTED]
Mobile Phone : [REDACTED]
LTV Score : 99
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number :
Part Number :
Dealer Name : Ford Crestview
Dealer P&A : 08114
Dealer phone : 850-682-2721
VIN : [REDACTED]
Year : 2019
Make : FORD
Model : FLEX
Mileage : 39430
Engine Specification : 3.5L V6 CYCLONE TIVCT
Transmission Specification : 6 SPD AUTO TRANS 6F
Warranty Start Date : 2020-05-08
Open Recall/FSA: : n/a
ESP : n/a
Hotline Contact : n/a
Warranty History : 1

2023-03-29 19:39:14

Valerie Gray/vgray17@ford.com / ex. 79473
OBC:Phone disconnected, called the customer back and informed him that there is no current recalls under his VIN for the back up camera.

Valerie Gray
Ford Motor Company ®
Customer Relationship
Customer Experience Specialist
Vgray17@ford.com | www.Center - SUV/CAR
Email: vgray17@Ford.com
Office: 8666313788 ext 79473

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 04-20-2023 CLOSED: 04-27-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - VehPay; ConExp; Refund |
DEALER NAME: Zeigler Ford of Elkhart
PA CODE: 01365 DLR SALES CODE: 48200 REGION: G2 ZONE: G2D
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 45,635
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: Elkhart | IN | [REDACTED] | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Appearance
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: SYSTEM
COMMENTS:

2023-04-20 17:02:54 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : None LTV Score : 98 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : None Part Number : None Dealer Name : Zeigler Ford of Elkhart Dealer P&A : 01365 Dealer phone : 574-294-1563 VIN [REDACTED] Year : 2019 Make : FORD Model : FLEX Mileage : 45635 Engine Specification : 3.5L Cyclone V6 Petrol IIVCT Transmission Specification : 6 Speed Auto Transmission 6F50 Warranty Start Date : 2019-12-16 Open Recall/FSA : None ESP : None Hotline Contact : None Warranty History : None Ford Motor Company @ Xenia Barrientos DXS Dealer Liason Ford DX Team xbarrien@ford.com | www.ford.com Office: 866-631-3788 ext. 79220 Efax: 800-275-0543

2023-04-20 17:03:39 DXS Xenia (79220) sent a OBP & OBE to dealership (Zeigler Ford of Elkhart) to the SA stating the following information: In order for FMC to proceed with review of the appeal, the dealership must provide the following information requested no later than 4/27 or FMC will have to proceed with case closure by then. Please reach back out if you have any other questions or concerns. 1) How many new Ford vehicles have they purchased in the past 10 years? 2) How many paid services have they done at the dealership in the past 2 years? 3) Did the customer purchase the vehicle new? 4) Please provide refund invoice Next step: F/U Ford Motor Company @ Xenia Barrientos DXS Dealer Liason Ford DX Team xbarrien@ford.com | www.ford.com Office: 866-631-3788 ext. 79220 Efax: 800-275-0543

2023-04-20 19:34:53 *WEB*

2023-04-20 19:40:42 DXS Xenia (79220) received IBP from dealership (Zeigler Ford of Elkhart) stating the following information: The customer has purchased 6 vehicles in the last 10 years 4 new 2 used every service is done through our shop on all vehicles i do not have a refund invoice i thought that is what is was asking for ????\ Made an OBC to dealership (Zeigler Ford of Elkhart) to the service department. Spoke with SA Thomas and SA was able to provide the invoice through case while on the call. Provided the SA the following approval info. No other assistance being requested at this time. FMC has authorized \$276.49 towards refund •Customer Share: \$184.32 •Dlr Share: \$0.00 Ford Share: \$276.49 Fast Path generated P11 Approval code: MSPA133056 approval code is good up to 30 days after the repair order is closed out. If new approval code is needed after, then new case will need to be opened and current criteria will be used. Total Amount: \$460.81 Next step: F/U Ford Motor Company @ Xenia Barrientos DXS Dealer Liason Ford DX Team xbarrien@ford.com | www.ford.com Office: 866-631-3788 ext. 79220 Efax: 800-275-0543

2023-04-27 16:40:53 DXS Xenia (79220) will close case due to response. Sent a OBE to dealership (Zeigler Ford of Elkhart) to the SA stating the following information: Due to no response, FMC had to proceed with case closure. As I will be resolving your case, please look for an email within the next 24 hours with a brief survey regarding your experience with your case manager in completing your case – Ford / Lincoln and I value your candid feedback to understand how we can improve in the future. If you have any questions or concerns regarding this or any other cases, please feel free to reach back out via email or phone call. Next step: Close case Ford Motor Company @ Xenia Barrientos DXS Dealer Liason Ford DX Team xbarrien@ford.com | www.ford.com Office: 866-631-3788 ext. 79220 Efax: 800-275-0543

CASE ATTACHMENTS:
2023-04-20 19:34:53

SYSTEM

[doc](#) [REDACTED] [df](#)

CUSTOMER #:

370290

 AUTO GROUP
ZEIGLER

 2525 BYPASS ROAD
 P.O. BOX 308
 ELKHART, IN 46515
 (574) 294-1563
 Toll Free South Bend
 (574) 282-2329

INVOICE

PAGE 1

BRISTOL, IN

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 396 JACK ALEXANDER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RUBY RED	19	FORD FLEX			45635/45636		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16DEC19 DD			17:30 14DEC22			CASH	21DEC22

R.O. OPENED	READY	OPTIONS: SOLD-STK:KBA32911 DLR:01365					
16:54 14DEC22	12:01 21DEC22	ENG:3.5_Liter TRN:31					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A INSPECT BRAKE SYSTEM AND ROTATE TIRES

53P INSPECT BRAKE SYSTEM AND ROTATE TIRES

44 ZELLMER,CHRIS LIC#: 000318179

C

28.95 28.95

PARTS: 0.00 LABOR: 28.95 OTHER: 0.00 TOTAL LINE A: 28.95

45636 INSPECTED THE BRAKES AND FOUND 7MM ON THE FRONT AND 6MM ON THE REAR.

B BACK-UP INTERMIT. AND SOMETIMES UPSIDE DOWN

62 DIAG

44 ZELLMER,CHRIS LIC#: 000318179

C

160.00 160.00

1 GA8Z*19G490*A CAMERA - PARKING

110.86 110.86 110.86

62 R&R CAMERA

44 ZELLMER,CHRIS LIC#: 000318179

C

160.00 160.00

7A EEC RETEST

44 ZELLMER,CHRIS LIC#: 000318179

C

29.95 29.95

PARTS: 110.86 LABOR: 349.95 OTHER: 0.00 TOTAL LINE B: 460.81

45636 TESTED OP AND RAN A SELF TEST ON THE APIM. FOUND A C1001 IN THE APIM. REPLACED THE CAMERA AND PROGRAMMED THE MODULE. RAN RETEST-PASS. TESTED OP-OK.

C PERFORM ATW QUALITY CARE REPORT CARD, SEE SERVICE ADVISOR FOR INSPECTION DETAILS

99P PERFORM ATW QUALITY CARE REPORT CARD, SEE

SERVICE ADVISOR FOR INSPECTION DETAILS

44 ZELLMER,CHRIS LIC#: 000318179

C

0.00 0.00

GBATT BATTERY WAS TESTED AND OK AT THIS TIME

44 ZELLMER,CHRIS LIC#: 000318179

C

0.00 0.00

GBK BRAKE LINING MEASUREMENTS WERE CHECKED AND OK

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.		*SHOP SUPPLY COSTS:	DESCRIPTION	TOTALS
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.		We have added a charge equal to 15% of the total cost of labor and parts, not to exceed \$44.95, to the Repair Order for shop supplies used in connection with this repair.	LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES *	
			TOTAL CHARGES	
			LESS INSURANCE	
		ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	SALES TAX	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT	

CASE NUMBER: [REDACTED] STATUS: In Progress
OPEN: 04-21-2023 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Central Loaner NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Information | Warranty Loaner Approval | |
DEALER NAME: Norm Reeves Ford Lincoln
PA CODE: 05401 DLR SALES CODE: 71055 REGION: W1 ZONE: W1A
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 34,007
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: WHITTIER | CA [REDACTED] | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | UNKNOWN | UNKNOWN
ANALYST NAME: SYSTEM OPEN ANALYST NAME: SYSTEM
COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 04-26-2023 CLOSED: 09-29-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Parts Issue | Not Unit Down (drivable) |
DEALER NAME: Elyria Ford
PA CODE: 04163 DLR SALES CODE: 44433 REGION: G4 ZONE: G4B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 52
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: GRAFTON | OH | [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | UNKNOWN
ANALYST NAME: Thomas Hyde OPEN ANALYST NAME: Ashley Williams
COMMENTS:

2023-04-26 12:55:26 CXS Ashley Williams/PV INQUIRY/awill742@ford.com VIN: [REDACTED] WSD: 7/9/2019
Mileage: 52000 ESP: CLV: 93 FLP?: YES IBC FROM CUST regarding backup camera being on b/o since
fall 2022. CUST states she is irritated because she will be hauling a trailer and she doesn't have a camera.
ADV CUST I can check to see if DLR created parts escalation but I will need the VIN to proceed. CUST does
not have email. OBC TO DLR-Todd no open RO. ADV to create parts escalation as there is not one in GCCT
and part was ordered last year. NEXT STEPS: Transfer to concern. ***I AM NOT A CONCERN AGENT. I
DO NOT PROGRESS CASES. IF CUST CALLS BACK, PLEASE ASSIST. ASHLEY WILLIAMS She | Her |
Hers Customer Experience Specialist, Ford Passenger Vehicle Inquiry Team Office: 866-631-3788 M-F
7:15am-3:45pm CST

2023-04-26 13:14:56

Case Number : [REDACTED]
Customer : [REDACTED]
Business Phone : [REDACTED]
Home Phone : [REDACTED]
Mobile Phone : [REDACTED]
LTV Score : 93
Vehicle Purchase Status : Subsequent Owner
Ford Credit Contract Number :
Part Number :
Dealer Name : Elyria Ford
Dealer P&A : 04163
Dealer phone : 4403663673
VIN : [REDACTED]
Year : 2019
Make : FORD
Model : FLEX
Mileage : 52,697
Engine Specification : 3.5L V6 CYCLONE TIVCT
Transmission Specification : 6 SPD AUTO TRANS 6F
Warranty Start Date : 2019-07-09
Open Recall/FSA :
ESP :CESPQFVF
Hotline Contact : N/A
Warranty History :1256871,13626121,14230814

2023-04-26 17:59:57

OBC to Dealer Spoke to Tod (SA) Gave Parts manager part info to open up a case 4/25/23 RO# 363413
Advised: I do not see a Copis case under the VIN Next Steps: keep an eye out for Copis Stephanie Newman
Customer Experience Specialist, Ford CX Team snewma44@ford.com | www.ford.com O: 866-631-3788
ext. 79658 M-F 7:30 AM - 4:00 PM CST

2023-04-26 18:08:18

OBC to Customer
-Was going to leave Left Voice Mail
*Voicemail was full

Email To Customer
Good afternoon Mr. And Mrs. [REDACTED]

I was able to get a hold of our Service Advisor Tod.
He has informed me after I called yesterday he submitted the Part Ticket to his Parts Dept to get the Part ordered.
-Tod has fully advised me that there are other customers a head of us that have been waiting for the same part for over 18 Months.
We will have to work down that list.

As soon as I get the rest of the information needed from the dealership (once they have completed their end), I will open up a case with my Parts Team to try to locate the part sooner.

I am sorry this will more than likely put a damp in your Utah plans but I do need to make you fully aware of where we are on the list for that part.

Thank you so much for your support and patience.
I do have our next follow up scheduled for 5/03/23

Stephanie Newman
Customer Experience Specialist, Ford CX Team
snewma44@ford.com | www.ford.com
O: 866-631-3788 ext. 79658
M-F 7:30 AM - 4:00 PM CST

Email From Customer
Hello Stephanie, thanks for your follow up, but this is not acceptable. I work for an automotive supplier and if we ever had an issue or response like this we would no longer be in business. How can you expect your customers accept to wait indefinitely to have an issue resolved. If we have an issue we are expected to correct whatever it is within 24 hours and hand deliver the items. I'm at a loss for words that a OEM would find this acceptable.

Bob

2023-04-27 13:12:29

Email to Customer Good morning Mr. [REDACTED] I completely understand your frustration. Unfortunately, This is the process that I am instructed to follow on my end. I have a Parts Team of my own in my Department that is on stand by ready to assist once we get all the information needed from the dealership. I am very sorry you are experiencing this delay. Would like to advise my department assist the dealership with any assistance they are needing from me to help expedite the concern rather it be assistance from my Parts or Technology Team. Rest assure you are not alone in the process I am your advocate. I understand our journey may be a while but I will do my best to help get our part as soon as we humanly can. -Hope you have a wonderful day! Just a reminder Our next follow up is scheduled for 5/03/23 Stephanie Newman Customer Experience Specialist, Ford CX Team snewma44@ford.com | www.ford.com O: 866-631-3788 ext. 79658 M-F 7:30 AM - 4:00 PM CST

2023-05-02 17:48:12

OBC to Dealer
Spoke to Shot
Advised Dealer of my call
4/27/23.

He has informed me after I called yesterday he submitted the Part Ticket to his Parts Dept to get the Part ordered.
-Tod has fully advised me that there are other customers a head of us that have been waiting for the same part for over 18 Months.
We will have to work down that list.
*I made dealer aware I do not see a COPIS open for this Part.
Can we please open one?

Will have Tod (SA) call me back

Stephanie Newman
Customer Experience Specialist, Ford CX Team
snewma44@ford.com | www.ford.com
O: 866-631-3788 ext. 79658
M-F 7:30 AM - 4:00 PM CST

2023-05-02 19:53:10

IBC from Dealer Provided COPIS Case # [REDACTED] 1.RO Number: 363413 2.RO Open Date: 4/26/23 Ordered 9/19/22 3.RO Line Number: A Tod (SA) state we will be waiting a while. Stephanie Newman Customer Experience Specialist, Ford CX Team snewma44@ford.com | www.ford.com O: 866-631-3788 ext. 79658 M-F 7:30 AM - 4:00 PM CST

2023-05-03 14:54:31

Follow Up 5/03/23 Email
Good morning Mr. and Mrs. [REDACTED],

I spoke to Tod our Service Advisor, we are working together in trying to get our Camera Part.

I have opened up a case to have my Parts Department assist in possibly locating the part sooner.
Please be advised this part has been on B/O since Sept 2022.

*I have checked on our Urgent Case for the part and it is still showing Backorder with no Available Date. (I'm sorry).

I have pushed out our Follow Up for 2 weeks given part our is on a National Backorder

Follow Up Date: 5/17/23

Of course if anything changes before our scheduled follow up I will be more than happy to notify you Via Email

-Thank you so much for your time and patience.

Stephanie Newman
Customer Experience Specialist, Ford CX Team
snewma44@ford.com | www.ford.com
O: 866-631-3788 ext. 79658
M-F 7:30 AM - 4:00 PM

2023-05-08 18:27:19

VOR triage for BB sent

2023-05-17 13:35:09

Email To Customer
Good morning Mr. and Mrs. [REDACTED],

I have check in on our B/O part and there was actually a updated noted input this morning 5/17/23.
***** SEMICONDUCTOR SHORTAGE, WORKING WITH PRODUCTION ON ALLOCATIO,SUPPLIER IS PAST DUE, WAITING FOR COMPONENTS,AVAILABILITY OF THE PARTS IS TBD,WORKING ON WEEKLY MEETING TO EXPEDITE THE ALLOCATION*****

I am deeply sorry for the frustration this has caused.

As a sign of good faith I am offering a reimbursement of 1 vehicle payment

If you would like to take me up on my offer please replay "Agree" to this email thread and provide the following information.

Once and If "Agreement:" is received.

I will then process our reimbursement.

(Can take up to 30 Days).

Reimbursement will come as a MasterCard Debit Card administered by Comerica Bank.

Required Documentation

Copy of the customers most recent payment statement and/or paid receipt.

In the event, the customer vehicle is paid off, a copy of the vehicle sales agreement to verify vehicle ownership.IMPORTANT:Documents should contain the customer's name, VIN, and the amount of the payment (only required if still making payments). Remind the customer to mark outany other personal information (e.g. Account #, Soc Sec #)

Thank you so much for taking your time to review my email.

I have scheduled our follow up for 5/24/23.

(Of course as always if I hear anything before that date I will be sure to notify you Via Email).

-Have a wonderful day!

Stephanie Newman
Customer Experience Specialist, Ford CX Team
snewma44@ford.com | www.ford.com
O: 866-631-3788 ext. 79658
M-F 7:30 AM - 4:00 PM CST

2023-05-24 13:22:06

Good morning Mr. and Mrs. [REDACTED]

Checking in for our 5/24/23 follow up.

Part Status : Currently Still on B/O

I have check on our part and it is still on Backorder with no ETA date.

I have not received a response to my last email.

Reference below Please

As a sign of good faith I am offering a reimbursement of 1 vehicle payment

If you would like to take me up on my offer please replay "Agree" to this email thread and provide the following information.

Once and If "Agreement:" is received.

I will then process our reimbursement.

(Can take up to 30 Days).

Reimbursement will come as a MasterCard Debit Card administered by Comerica Bank.

Required Documentation

Copy of the customers most recent payment statement and/or paid receipt.

In the event, the customer vehicle is paid off, a copy of the vehicle sales agreement to verify vehicle ownership. IMPORTANT: Documents should contain the customer's name, VIN, and the amount of the payment (only required if still making payments). Remind the customer to mark out any other personal information (e.g. Account #, Soc Sec #)

Thank you so much for taking your time to review my email.

I have scheduled our follow up for 06/08/23.

(Of course as always if I hear anything before that date I will be sure to notify you Via Email).

-Have a wonderful day!

Stephanie Newman
Customer Experience Specialist, Ford CX Team
snewma44@ford.com | www.ford.com
O: 866-631-3788 ext. 79658
M-F 7:30 AM - 4:00 PM CST

2023-06-08 12:48:55

Email Follow Up to Customer

Good morning Mr. Thomas,

Checking in for our 6/08/23 follow up.

Case Status: No Change

I have been trying to get in contact with the dealership via phone calls, emails and internal portal messages.

As of 6/08/23 @ 8:00 AM CST I have not received an update.

Last I spoke to Juan our Service Adviser the part arrived 10 min before I called.

I went into our Parts Case to see if any notes have been input.

This was the last notation 6/07/23 @ 9:19 AM

SUPPLIER IS PAST DUE, WAITING FOR COMPONENTS, AVAILABILITY OF THE PARTS IS TBD, WORKING ON WEEKLY MEETING TO EXPEDITE THE ALLOCATION, SEMICONDUCTOR SHORTAGE, WORKING WITH PRODUCTION ON ALLOCATIO

I will continue to try to get in touch with the dealership for updates.

I have scheduled our next follow up for 6/22/23.

(Of course as always if I hear anything before that date I will be sure to notify you Via Email).

-Have a wonderful day!

Stephanie Newman
Customer Experience Specialist, Ford CX Team
snewma44@ford.com | www.ford.com
O: 866-631-3788 ext. 79658
M-F 7:30 AM - 4:00 PM CST

2023-06-21 13:34:48

Email follow up to Customer
Good morning Mr. [REDACTED]

Touching base with you for our 06/22/23 follow up.

Case Status: No Changes Part on B/O No ETA Date

This was the last message input into our Parts Case. 6/14/23
SEMICONDUCTOR SHORTAGE, WORKING WITH ENGINEERING ON ALTERNAT, AVAILABILITY OF THE
PARTS IS TBD, SUPPLIER IS PAST DUE, WAITING FOR COMPONENTS, WORKING ON WEEKLY
MEETING TO EXPEDITE THE APPROVAL

I had a death in the family so I will not be in the office for the rest of the week.

I have scheduled our next follow up for 7/10/23.

(If you need immediate assistance please feel free to call 1-866-631-3788 and one of the answering agents will be more than happy to assist you).

-Have a wonderful day!

Stephanie Newman
Customer Experience Specialist, Ford CX Team
snewma44@ford.com | www.ford.com
O: 866-631-3788 ext. 79658
M-F 7:30 AM - 4:00 PM CST

2023-06-27 17:23:52

Email from Customer

I am sorry for you and family losses and our Condolences go out to all of you. Your time is better spent with your family at this time and not to worry about this issue!

Our Prayers are with you!

Sincerely,

Bob and Renee

Email Response to Customer

Thank you so much.
Truly does mean a lot to me

I have checked on our backordered part.
As of today 6/27/23

The last update note was 6/16
WORKING ON WEEKLY MEETING TO EXPEDITE THE APPROVAL, SUPPLIER IS PAST DUE, WAITING
FOR COMPONENTS, AVAILABILITY OF THE PARTS IS TBD, CAUSAL DESCRIPTN2: W2, CAUSAL
DESCRIPTN1: XP PENDING DESIGN/ENGINEERING CHANGE, SEMICONDUCTOR SHORTAGE,
WORKING WITH ENGINEERING ON ALTERNAT

I went ahead and asked for an update today.
If I receive a response I will be more than happy to notify you via email.

Once again thank you so much for your kindness and support.

Stephanie Newman
Customer Experience Specialist, Ford CX Team
snewma44@ford.com | www.ford.com
O: 866-631-3788 ext. 79658
M-F 7:30 AM - 4:00 PM CST

2023-06-27 20:42:20

Email from Customer

Hello Stephanie, first off you have to put family issues first. This is something you shouldn't even been bothered with. I work for an automotive supplier and my customer is Honda. There is no way that they would accept this type of delay from us or to their customer. This is truly hard to understand from my perspective, how this could be acceptable for the Ford Motor Company to their customers? I have owned several Ford products over the years and own two at the Moment this Ford Flex and Ford Edge Sport, this will make think twice for future purchases though. Both my Sister and Brother had worked for Ford and retired now.

PS: Even though this is quite a trivial issue it speaks volume for their customer service.

Bob

Email Response to Customer

I completely understand 100 percent Mr. [REDACTED]
I am truly sorry for all the frustration this delay has caused.

I know this wont fix anything but I am more than happy to process a reimbursement of 2 vehicle payments for inconvenience.

If you would like to take me up on my offer.
I will need a few pieces of documentation

Lease or contract from the finance company
Letter verifying the monthly payment from the finance company
Receipt from payment booklet Please remove all personal information from their supporting documentation prior to sending it to Ford (e.g. social security number, bank account number, etc.).

The reimbursement will come in the form of a Debit Card.

Stephanie Newman
Customer Experience Specialist, Ford CX Team
snewma44@ford.com | www.ford.com
O: 866-631-3788 ext. 79658
M-F 7:30 AM - 4:00 PM CST

2023-07-10 16:03:18

Email Follow Up to Customer

Good morning Mr [REDACTED]

Touching base with you for our 07/10/23 follow up.

Hope all is well I have checked on our COPIS case and have attached a copy of the newest notes added to our case.

Case Status: No Changes on Update

7/05/23

SEMICONDUCTOR SHORTAGE, WORKING WITH ENGINEERING ON ALTERNAT, WORKING ON WEEKLY MEETING TO EXPEDITE THE APPROVAL, SUPPLIER IS PAST DUE, WAITING FOR COMPONENTS, AVAILABILITY OF THE PARTS IS TBD

I have scheduled our next follow up for 07/31/23.
(Of course as always if I hear anything before that date I will be sure to notify you Via Email).

If you need immediate assistance please call 1-866-631-3788.
In the event I am not available, any answering Agent will be more than happy to assist.

-Have a wonderful day!

Stephanie Newman
Customer Experience Specialist, Ford CX Team
snewma44@ford.com | www.ford.com
O: 866-631-3788 ext. 79658
M-F 7:30 AM - 4:00 PM CST

2023-07-28 15:34:15

Currently Happening on Case as of 7/28/23
Part on B/O no ETA 7/28/23
Confirmed with Robert Poninski
Houston - Truck Parts and Technical Specialist our COPIS is doing good 7/20
Via Webex

-Attached Screenshot

Next Steps: Scheduled Follow Up 7/31/23

Stephanie Newman
Bilingüe Preocupación Especialista en PV
Bilingual Concern PV Specialist
snewma44@ford.com | www.ford.com
O: 866-631-3788 ext. 79658
M-F 7:30 AM - 4:00 PM CST

2023-07-31 12:42:59

Last Update on COPIS [REDACTED]

7/26

846 PCS TO BE RECEIVED AT PACKAGER, SEMICONDUCTOR SHORTAGE, WORKING WITH ENGINEERING ON ALTERNAT, SUPPLIER IS PAST DUE, WAITING FOR COMPONENTS, AVAILABILITY OF THE PARTS IS TBD, WORKING ON WEEKLY MEETING TO EXPEDITE APPROVAL - APPROVED

Email Follow Up to Customer

Good morning Mr. and Mrs. [REDACTED]

Touching base with you for our 07/31/23 follow up.

Case Status: No Changes on Update

I reached out to my Parts Department to ensure our part is on the right track and I have been assured we are still on the waiting list and everything looks good on our Emergency Order.
I understand this is not the ideal position we want to be in waiting on our part for this long.
I'm truly sorry for any inconvenience this has caused you and your family.

I have scheduled our next follow up for 08/21/23.

(Of course as always if I hear anything before that date I will be sure to notify you Via Email).

I will continue to do weekly check in on our B/O part.

If you need immediate assistance please call 1-866-631-3788.

In the event I am not available, any answering Agent will be more than happy to assist.

-Hope you have the day you deserve !

Stephanie Newman

Bilingual Concern PV Specialist

snewma44@ford.com | www.ford.com

O: 866-631-3788 ext. 79658

M-F 7:30 AM - 4:00 PM CST

2023-08-18 16:06:15

Message input into COPIS [REDACTED]

Good morning!

Any updates on our B/O Part?

Stephanie Newman

Bilingüe Preocupación Especialista en PV

Bilingual Concern PV Specialist

snewma44@ford.com | www.ford.com

O: 866-631-3788 ext. 79658

M-F 8:30 AM - 5:00 PM EST

2023-08-21 15:50:56

Email to Customer

Good morning Mr. [REDACTED]

Checked in on our Camera this morning.

Case Status: No Changes on Update

-I am so sorry this is taking this long.

I have scheduled our next follow up for 9/18/23.

(Of course as always if I hear anything before that date I will be sure to notify you Via Email).

If you need immediate assistance please call 1-866-631-3788.

In the event I am not available, any answering Agent will be more than happy to assist.

-Hope you have the day you deserve !

*Asked Robert Poninski Via Webex

Good morning Robert! Can you please check on my Part to ensure we are still good with our COPIS? Please and Thank You Going to do monthly check in with you [REDACTED]

Stephanie Newman

Bilingüe Preocupación Especialista en PV

Bilingual Concern PV Specialist

snewma44@ford.com | www.ford.com

O: 866-631-3788 ext. 79658

M-F 8:30 AM - 5:00 PM EST

2023-09-11 18:06:25

OBC to Dealer
Parts Chris
Could not find COPIS doesn't understand what happened.
Creating an Invoice.
Explained
COPIS CASE 42601578 resolved 8/28
Created 5/2/2023
My Case was open 4/26/23

Promised to OPEN COPIS right now.
Did inform him if I don't see it by the end of the day I will call him back.

Email from Customer
Hello Stephanie, please see attached the request information for 2 vehicle payments. The wife and I talked it over and decided to take you up on this offer and thanks for your assistance throughout this process.

-Bob

Email Response to Customer
Hi Bob!
This is so AWSOME to hear!

I will be more than happy to process that reimbursement for you guys.

I didn't receive any attachments....
The only ones showing up is your signature Attachment.

As soon as I receive the documentation need I will be more than happy to start that process for us .

If you could get those sent to me at your convince I would greatly appreciate it!

-Hope you have the day you deserve!

Stephanie Newman
Bilingüe Preocupación Especialista en PV
Bilingual Concern PV Specialist
snewma44@ford.com | www.ford.com
O: 866-631-3788 ext. 79658
M-F 8:30 AM - 5:00 PM EST

2023-09-13 17:24:51

OBC to Dealer 9/11/23
Spoke to Chris

Parts Chris
Could not find COPIS doesn't understand what happened.
Creating an Invoice.
Explained
COPIS [REDACTED] resolved 8/28
Created 5/2/2023
My Case was open 4/26/23

Promised to OPEN COPIS right now.
Did inform him if I don't see it by the end of the day I will call him back.

Dealer is stating the camera was done under Wifes name.
RO [REDACTED] thought the name is what caused the issue.

Opened new RO 8/10/23
Completed RO 368468

OBC to Customer
Left Voicemail
Asked if Camera has been replaced? as COPIS was closed no shipping info provided Dealer is stating repairs have been completed per Service Dept.

Stephanie Newman
Customer Experience Specialist, Ford CX Team
snewma44@ford.com | www.ford.com
O: 866-631-3788 ext. 79658
M-F 7:30 AM - 4:00 PM CST

2023-09-13 18:22:51

Email from Customer

Hello Stephanie, I see I missed your call and tried to call back but none of the options seem to work to get back with you. Obviously you didn't get my earlier email several weeks ago that the camera was finally installed. Anyways, yes it has been installed and seems to be working fine. Thanks for your assistance throughout this process. I still can't comprehend the time this took, considering I work for an automotive stamping company that supplies parts to Honda both direct and indirect and this would never be acceptable under any circumstance. Both our customer and our owners would never allow this to happen.

Again, thanks for your assistance and sorry your team has to put up with these type of issues / responses.

Bob

Email to Customer

Hi Bob!

Thank you so much for the confirmation!

I was so lost for a minute I called the dealer back 3 times to ensure there wasn't a mix up.

I got nervous because they told me the ticket was under your wife's name.

But at the end everything was good !

Yes,

I am so sorry for the time this has taken it has been a ride for sure.

Given the time it has taken us to retrieve this part I would like to extend an offer to you.

Used PremiumCare

As an offer of goodwill, I would like to offer you a Ford Protect (Used) PremiumCareExtended Service Plan for your vehicle with a suggested retail price of \$2,530.00 to provide you with peace of mind going forward.

It is our most comprehensive service contract available and covers over 1,000 vehicle components, for up to 3 years from the date of the request or 36,000 miles (odometer reading), whichever comes first.

Ford Protect PremiumCare (Used) coverage is 100% backed by Ford Motor Company, using Ford-authorized parts for covered repairs and factory-trained and certified technicians.

If any future repairs are needed, the Extended Service Plan provides rental car coverage for up to 10 days and covers towing costs up to \$100. There is no limit to the number of repairs during the coverage period, and there is only a \$100 deductible per occurrence. Do you approve of this offer?

Upon your approval, I will begin the process to purchase this service plan on your behalf.

Stephanie Newman

Customer Experience Specialist, Ford CX Team

snewma44@ford.com | www.ford.com

O: 866-631-3788 ext. 79658

M-F 7:30 AM - 4:00 PM CST

2023-09-13 19:20:55

Email Response from Customer

Hello Stephanie, what's my cost for this extra coverage.

Email Response to Customer

Nothing at all!

I will be covering it

Email from Customer

Whoa Stephanie, really that is more than awesome and really appreciated. I have to pinch myself to make sure I'm not dreaming! Wow, I really don't know what to say, except thank you and the wife will be ecstatic also.

I really did appreciate all your and your team efforts on trying to resolve this issue.

Again, many thanks! This is like Icing on a Cake!!!

Bob

Email Response to Customer

No need to thank me Bob!

That's honestly the least I can do for you .

I will have it processed and we will touch base 9/20/23.

Hope you have a great rest of the week!

2023-09-13 19:37:12

OBC to Customer

Left Voicemail

Informed I can not provide the vehicle Payment as it was not off Road for the amount needed to qualify (Vehicle was drivable).

Will still honor ESP

Used Premium Care

Used PremiumCare

As an offer of goodwill, I would like to offer you a Ford Protect (Used) PremiumCareExtended Service Plan for your vehicle with a suggested retail price of \$2,530.00 to provide you with peace of mind going forward.

It is our most comprehensive service contract available and covers over 1,000 vehicle components, for up to 3years from the date of the request or 36,000 miles (odometer reading), whichever comes first.

Ford Protect PremiumCare (Used) coverage is 100% backed by Ford Motor Company, using Ford-authorized parts for covered repairs and factory-trained and certified technicians.

If any future repairs are needed, the Extended Service Plan provides rental car coverage for up to 10 days and covers towing costs up to \$100. There is no limit to the number of repairs during the coverage period, and there is only a \$100 deductible per occurrence.

Yes 9/13/2023

Follow Up 9/18/2023

Stephanie Newman

Customer Experience Specialist, Ford CX Team

snewma44@ford.com | www.ford.com

O: 866-631-3788 ext. 79658

M-F 7:30 AM - 4:00 PM CST

2023-09-18 14:20:08

Email from Customer

Hello Stephanie, I see you left me a voice mail and if I understood this correctly you won't be able to cover the two loan payments, which is ok since you will be able to add the extended coverage for 3 years. We are OK with this and thanks for your assistance.

Let me know if I misunderstood anything!

Thanks Again!

Bob

Email Response to Customer

Top of the morning Bob!

Hope you are off to a WONDERFUL start to this beautiful Monday morning .

Yes Sir you have it correct.

Thank you so much for understanding!

I will have my Good Will Gesture processed.

Used Premium Care Valued at \$2,530.00 being covered by me Stephanie (Ford).

-Would also like to ask?

How is the camera working now that it has been installed and you have had a little while to test it out?

I have scheduled our next follow up for 9/25/23.

(Of course as always if I hear anything before that date I will be sure to notify you Via Email).

-Hope you have the day you deserve!

If you need immediate assistance please call 1-866-631-3788.

In the event I am not available, any answering Agent will be more than happy to assist.

Re-Submitted Morley

Transmitted Case 881123

Stephanie Newman

Bilingüe Preocupación Especialista en PV

Bilingual Concern PV Specialist

snewma44@ford.com | www.ford.com

O: 866-631-3788 ext. 79658

M-F 7:30 AM - 4:00 PM CST

2023-09-20 17:49:05

Transmitted ESP in Morley

CASE NUMBER: [REDACTED]

2023-09-25 17:02:23

Email to Customer

Goooooooo morning Mr. And Mrs [REDACTED]!

Great News!
My Good Will Gesture Used PremiumCare Policy is FINALLY showing up in our Ford system! YAYYY

Here are a few details about our ESP.
Used PremiumCare

Ford Protect (Used) PremiumCare Extended Service Plan for your vehicle with a suggested retail price of \$2,530.00 to provide you with peace of mind going forward.
It is our most comprehensive service contract available and covers over 1,000 vehicle components, for up to 3 years from the date of the request or 36,000 miles (odometer reading), whichever comes first.
EXPIRATION DATE: 09/20/2026

Ford Protect PremiumCare (Used) coverage is 100% backed by Ford Motor Company, using Ford-authorized parts for covered repairs and factory-trained and certified technicians.
If any future repairs are needed, the Extended Service Plan provides rental car coverage for up to 10 days and covers towing costs up to \$100. There is no limit to the number of repairs during the coverage period, and there is only a \$100 deductible per occurrence. RENTAL: \$40 UP TO 10 DAYS

If at any point you have further question or concerns regarding the plan please feel free to call our Ford Protect Department. (Warranty)
They will be more than happy to assist with any warranty questions.

Ford Protect Sales Phone Number (Core and Maintenance Plans): Sales and claims/coverage questions: 1-877-794-6434 (Mon - Fri 9a.m. - 9p.m. EST)

Thank you so much for contacting FORD and giving me the opportunity to assist you.

If at any given time you need my help with this vehicle or any other Ford, please do not hesitate to reach out to me Via email or Phone Call.
I am more than happy to help
*It was a pleasure working with you both.

P.S. I'll be sending you 2 emails within the next few days with a brief surveys regarding your experience with me as a Customer Experience Specialist (FORD). (Sometimes it may go to your spam/junk folder.)
The other will be a separate survey regarding your experience with the dealer.

I truly hope I was able to be of Great Assistance to you during this time!

-Hope you have the day you deserve!

Respectfully,
Stephanie Newman
Customer Experience Specialist, Ford CX Team
snewma44@ford.com | www.ford.com
O: 866-631-3788 ext. 79658
M-F 7:30 AM - 4:00 PM CST

2023-09-27 17:59:32

Email from Customer

Hello Stephanie and thanks for everything and hopefully we won't need to use this warranty but it's good to know we have this to fall back on if something arises.

Thanks Again,
Bob and Renee

Next Steps: Safety Net for Satisfaction Call for Approval to Close Case

Stephanie Newman
Customer Experience Specialist, Ford CX Team
snewma44@ford.com | www.ford.com
O: 866-631-3788 ext. 79658
M-F 7:30 AM - 4:00 PM CST

PE24-030 000211 GCCT SV

CASE ATTACHMENTS:

2023-07-28 15:34:15

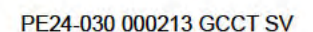
Stephanie Newman

[REDACTED]

2023-09-25 17:02:32

Stephanie Newman

[REDACTED]



CARE W/ROADSIDE

OWNER NAME:



DISTANCE: **97905**

CONTRACT SOLD BY: **USA 48996**

OPTIONS:

RENTAL: **40 UP TO 1**

ESP CONTRACT START

CONTRACT SIGNATURE DATE: 09/20/2023. CONTRACT START DISTANCE: 61905. OWNER OF VEHICLE MUST MATCH OWNER NAME ON OASIS FOR COVERAGE

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 05-02-2023 CLOSED: 05-02-2023 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: 2019 MODEL: FLEX MILEAGE: 33,000
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: CINCINNATI | OH [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | UNKNOWN
ANALYST NAME: Heather Hankins OPEN ANALYST NAME: Heather Hankins
COMMENTS:
2023-05-02 19:40:31

chat transcript

Info At 2:22 PM May 2
Thank you for choosing to chat with us. We will be with you shortly. You are currently 1 waiting in queue.
Info At 2:22 PM May 2
You are now chatting with Brandon.
Hello! This is Brandon, your Guide at FordPass. How may I assist you today?
2:22 PM
I recently heard of a recall for rear camera malfunctions. I have my vehicle for 5 months and I keep getting a blue screen, when I put it in reverse. Was checking to see if my vehicle is part of the recall.
visitor 2:23 PM
I'll be glad to assist with recall information. To verify your account may I have your email address please?
2:23 PM
[REDACTED]
visitor 2:24 PM
Thank you for that information and for being the best part of Ford! To better assist you I would have to get you to our Customer Relationship Center. If you give me a moment I will get you transferred to them, Before transferring you over, is there anything on my end I can still assist you with?
2:24 PM
That's it, thank you
visitor 2:24 PM
Thank you so much for being a valued Ford member and for using the FordPass app. Again, my name is Brandon, and it was a pleasure chatting with you today! I'll get you transferred right over.
2:25 PM
Info At 2:25 PM May 2
Please wait while your chat is transferred to the appropriate group.
Info At 2:25 PM May 2
You are now chatting with Heather. Please do not enter any sensitive personal data such as social security number or credit card numbers.
Hi! My name is Heather. Give me just a moment to read over your previous chat.
You 2:25 PM
Thank you for your patience. I see you have questions about possible recalls on your vehicle and I am happy to assist. May I please have your name and email address?
You 2:27 PM
[REDACTED]
visitor 2:27 PM
Thank you, [REDACTED] May I please have your Vehicle Identification Number (VIN)?
You 2:28 PM
[REDACTED]
visitor 2:29 PM
Thank you for this. For documentation, may I please have your vehicle mileage or approximate?
You 2:30 PM
33,000
visitor 2:30 PM
Thank you, [REDACTED]. To ensure our records are up to date, may you please provide your mailing address and best contact phone number?
You 2:30 PM
[REDACTED] Cincinnati Ohio [REDACTED]. [REDACTED]
visitor 2:31 PM
Thank you very much. Please allow me a few minutes to access your vehicle details.
You 2:31 PM
Thank you for your patience, [REDACTED] After reviewing your vehicle details and my resources I have found recalled vehicles may not include all vehicles within a particular model, year and vehicle line. Many times, there are more specific criteria's that must be met. In your case, I do not see that your vehicle has been included in this recall. Upon Ford's investigation, recalls can be updated to expand more vehicles if found necessary. However, we here at the Customer Relationship Center (CRC) are not able to determine which recalls will be expanded until after Ford Motor Company's recall division has launched the recall.
As you are experiencing a concern, we would recommend having this inspected by your local dealership. Your local Ford dealer has factory-trained technicians, the most current engineering service information, and the specialized equipment required to resolve your vehicle concerns; they would be in the best position to assist you. You can find a selection of local dealers at this link: <https://www.ford.com/dealerships/> Would you like me to locate your closest dealer for you?

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 05-18-2023 CLOSED: 06-18-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Central Loaner NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Information | Warranty Loaner Approval | |
DEALER NAME: Ken Grody Ford
PA CODE: 07946 DLR SALES CODE: 71089 REGION: W1 ZONE: W1B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 10,065
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: WHITTIER | CA | [REDACTED] | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: InfaConnector-Prod OPEN ANALYST NAME: SYSTEM
COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 05-18-2023 CLOSED: 10-04-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: SC Vehicle Off Road NA COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Parts | Parts Inquiry | Parts Order Status |
DEALER NAME: Feyer Ford of Williamston
PA CODE: 09707 DLR SALES CODE: 21633 REGION: S2 ZONE: S2V
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE:
BODY STYLE: K6D - FLEX LTD AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS:
CITY STATE ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: P Rxcrmp OPEN ANALYST NAME: SYSTEM
COMMENTS:
2023-10-04 08:23:19 Part order shipped for Case# [REDACTED] Hi , Thank you for submitting a COPIS Parts Order Statuscase. Good news, your backorder forService Part Number:GA8Z19G490A,Shipper Number:DV2149,DOR Number:73146, shipped on 10/02/2023. As the order has now shipped, your COPIS case has been closed. If there is an issue with this shipment, please place a new order as needed. If escalation is required, a new COPIS Parts Order Status case, will need to be submitted. Thank you, COPIS Vehicle Off Road Team

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 05-22-2023 CLOSED: 07-01-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Central Loaner NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Information | Warranty Loaner Approval | |
DEALER NAME: Sunrise Ford of North Hollywood
PA CODE: 07501 DLR SALES CODE: 71019 REGION: W1 ZONE: W1A
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 23,090
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: VALLEY VILLAGE | CA [REDACTED] | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Appearance
ANALYST NAME: InfaConnector-Prod OPEN ANALYST NAME: SYSTEM
COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 05-24-2023 CLOSED: 05-24-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |
DEALER NAME: Holmes Tuttle Ford
PA CODE: 20337 DLR SALES CODE: 71204 REGION: W3 ZONE: W3A
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE:
BODY STYLE: K6D - FLEX LTD AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: MARANA | AZ [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: DIndia Clay OPEN ANALYST NAME: DIndia Clay
COMMENTS:
2023-05-24 17:03:49 IBC from Customer [REDACTED] Customer calling to confirm whether or not back up camera is covered. I advised customer to have vehicle diagnosed by dealer to confirm if it's a warrantable repair or not. I offered to assist customer in scheduling appointment, customer stated he will call dealer himself. Next steps- close case D'India Clay She | Her | Hers Customer Experience Specialist Experience Specialist, Ford CX Team _
H: M-F 9:00 am- 5:30 pm O: (866) 631-3788 ext. 79377

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 05-25-2023 CLOSED: 08-14-2023 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: Russ Milne Ford, Inc.
PA CODE: 02890 DLR SALES CODE: 48040 REGION: G2 ZONE: G2A
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 28,614
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: MACOMB | MI | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | UNKNOWN | UNKNOWN
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: P Rxsalp
COMMENTS:

2023-05-25 19:19:41 CSM Antoinette Ext 77712 Made OBC to Cust [REDACTED] Cust stated that about a month or two ago the camera stops working intermittently. Cust stated that when he is backing up some times there is nothing behind him and the camera doesn't matter. Cust stated that he is not currently working with a dlr because the veh is out of warranty. Cust stated that he is seeking repair & financial assistance. Informed cust to make an apt with his local dlr to have the veh diagnosed. Advised once the veh has been diagnosed CSM will gather cost detail for review. Advised CSM could not guarantee full cover. Cust stated that he has an apt next week Wednesday with Russ Milne for an oil change. He stated that he will call to see if they can also look at the camera concern. Cust stated that his other concern is that the camera works intermittent so some times it works and some times it does not. CSM advised if the dlr has a loaner veh we can have them keep it for a few days to diagnose the concern. cust stated that he had a service call in prior to the warranty expiring for the trim plate for the lift gate which was broken. He stated that he was told that after calling over and over parts were not available and he had to wait. Cust stated that it has been over a year and has not heard anything from the dlr. Cust stated that he was working with Suburban Ford on van dyke road. Advised CSM will reach out to dlr to see if they have any records of the part being ordered. Advised CSM will f/u no later than Thursday 6/1. Repair status: not at dlr CSAT status: financial & Repair assistance Next steps: action: 5/30 speak with suburban ford about trim , 6/1 check cust visit Next steps: 5/30 speak with suburban ford about trim , 6/1 check cust visit Case to be resolved upon: repair completion Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-05-25 19:19:52 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 5/30 speak with suburban ford about trim , 6/1 check cust visit

2023-05-25 19:21:54 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED]
[REDACTED] Home Phone : [REDACTED] LTV Score : 79 Vehicle Purchase Status : Original Owner PER
NAVIS Dealer Name : Russ Milne Ford, Inc. Dealer P&A : 02890 Dealer phone : 5869487700 VIN :
[REDACTED] Year : 2019 Make : FORD Model : FLEX Mileage : n/a Engine Specification : 3.5L V6
CYCLONE IIVCT Transmission Specification : 6 SPD AUTO TRANS 6F Warranty Start Date : 2019-10-11
Open Recall/FSA: : none ESP : none Hotline Contact : none Warranty History : none

2023-05-30 21:14:11 CSM Antoinette Ext 77712 Made OBC to Dlr (Suburban Ford Sterling Height) (844) 338-6860 no one available in service. CSM did leave VM with cust info and advising cust has been waiting on a trim plate for lift gate. Provided CSM contact info requesting a call or email. Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-05-30 21:14:31 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 6/1 check cust visit, speak with suburban ford about trim ,

2023-06-01 20:42:10 CSM Antoinette Ext 77712 Made OBC to Dlr 5869487700 Spoke with SA Greg who stated that they ordered the part but it is on back order. He stated that when the part comes in the price might change. He confirmed he received CSM portal message about covering full repair. He stated that they will open the COPIS but it will not show up until tomorrow. Advised once the COPIS is open CSM will open a parts escalation to see if there is any assistance. SA stated that cust will pick veh up until part comes in. Advised delay is due to chip shortage. Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-06-01 20:47:54 CSM Antoinette Ext 77712 Made OBC to Cust 586-350-4111 Informed cust that CSM spoke with SA Greg who stated that the part was ordered but it is on back order. Advised dlr did place the part on emergency order and will also open a parts case. Advised CSM will also open a parts escalation to see if that will help get the part in. Advised per part status update it shows the delay is due to a chip shortage. Advised CSM will provide weekly updates and f/u next Thursday 6/8. Advised CSM will also be covering the cost of the repair. Advised CSM left a VM for Suburban ford regarding the trim plate part. Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-06-01 20:50:21 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 6/5 open part escal if COPIS opened 6/8 check part status, update cust

2023-06-05 19:48:40

Note PER COPIS CASE [REDACTED]

Thank you for submitting your Vehicle Off Road (VOR) case in support of our mutual customers. We have escalated your emergency backorder. We appreciate your patience as we work through part shortage and shipping challenges. We are taking all necessary measures to ship your part order and will provide updates as they become available.

2023-06-05 19:50:55 CSM Antoinette Ext 77712 Made OBC to Cust 586-350-4111 Cust not available left VM advising of second attempt Wednesday 6/7. [REDACTED] 05314 05/31 MDSR. HANDLING Repair status: at dlr CSAT status: financial & Repair assistance Next steps: action: 6/8 check part status, update cust Next steps: 6/8 check part status, update cust Case to be resolved upon: repair completion Customer in rental: yes Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-06-05 19:51:00 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 6/8 check part status, update cust

2023-06-05 20:18:29

SME closing escalation due to active VOR COPIS case in system. The part will allocate as stock becomes available.
ETA IS TBD

2023-06-08 20:37:22 GA8Z 19G490A 05314 05/31 MDSR. HANDLING PART #: GA8Z 19G490A ENG #: GA8T19G490AA PART NAME: CAMERA - PARKING DATE OFF B/O: 00/00/00 B/O RANKING: 20 DATE MERCHANDISER REMARKS 1. FILL EM-ORDS FROM: YX HVCS UPON RECEIPT 2. CAUSAL DESCRIPTN1: XP PENDING DESIGN/ENGINEERING CHANGE 3. CAUSAL DESCRIPTN2: W7 COMPONENT PART SHORTAGE 4. 60523 SUPPLIER IS PAST DUE, WAITING FOR COMPONENTS 5. 60523 SEMICONDUCTOR SHORTAGE, WORKING WITH PRODUCTION ON ALLOCATIO 6. 60523 AVAILABILITY OF THE PARTS IS TBD 7. 60523 WORKING ON WEEKLY MEETING TO EXPEDITE THE ALLOCATION

2023-06-08 20:44:59 Note PER COPIS "Good Morning, We apologize for the inconvenience. There is an engineering change that is causing delays. The current ETA is TBD. Unfortunately we are not able to pull from production or expedite from the supplier. Thank you"

2023-06-08 20:47:17 CSM Antoinette Ext 77712 Made OBC to Cust 586-350-4111 Informed cust that per part case there is an engineer change that is causing delays and ETA is TBD. Advised CSM will check weekly for updates to provide him. Advised CSM will f/u no later than Thursday 6/15. Repair status: at dlr CSAT status: financial & Repair assistance Next steps: action: check part status, update cust Next steps: check part status, update cust Case to be resolved upon: repair completion Customer in rental: yes Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-06-08 20:47:28 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 6/15 check part status, update cust

2023-06-15 20:24:53 Update from COPIS SEMICONDUCTOR SHORTAGE, WORKING WITH ENGINEERING ON ALTERNAT,AVAILABILITY OF THE PARTS IS TBD,SUPPLIER IS PAST DUE, WAITING FOR COMPONENTS,WORKING ON WEEKLY MEETING TO EXPEDITE THE APPROVAL

2023-06-15 20:45:15 CSM Antoinette Ext 77712 Made OBC to Cust 586-350-4111 Informed cust that per part update the ETA is still TBD. Advised there is a semiconductor shortage and they are working on alternative. Advised they are working on weekly meetings to expedite. Advised CSM will continue monitoring part update. Repair status: at dlr CSAT status: financial & Repair assistance Next steps: action: check part status, update cust Next steps: check part status, update cust Case to be resolved upon: repair completion Customer in rental: yes Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-06-15 20:45:32 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 6/22 check part status, update cust

2023-06-22 21:10:40 update per COPIS WORKING ON WEEKLY MEETING TO EXPEDITE THE APPROVAL,SUPPLIER IS PAST DUE, WAITING FOR COMPONENTS,AVAILABILITY OF THE PARTS IS TBD,CAUSAL DESCRIPTN2: W2,CAUSAL DESCRIPTN1: XP PENDING DESIGN/ENGINEERING CHANGE,SEMICONDUCTOR SHORTAGE, WORKING WITH ENGINEERING ON ALTERNAT

2023-06-22 21:35:02 CSM Antoinette Ext 77712 Made OBC to Cust 586-350-4111 Informed cust that part status is still showing the same no ETA or new update. Advised CSM will f/u again next week Thursday 6/29. Repair status: at dlr CSAT status: financial & Repair assistance Next steps: action: check part status, update cust Next steps: check part status, update cust Case to be resolved upon: repair completion Customer in rental: yes Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-06-22 21:35:17 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 6/29 Check part status, update cust

2023-06-29 18:01:30

GA8Z 19G490A 05314 05/31 MDSR. HANDLING

PART #: GA8Z 19G490A ENG #: GA8T19G490AA
PART NAME: CAMERA - PARKING DATE OFF B/O: 00/00/00 B/O RANKING: 18
DATE MERCHANDISER REMARKS
1. FILL EM-ORDS FROM: YX HVCS UPON RECEIPT
2. CAUSAL DESCRIPTN1: XP PENDING DESIGN/ENGINEERING CHANGE
3. CAUSAL DESCRIPTN2: W2
4. 62923 SUPPLIER IS PAST DUE, WAITING FOR COMPONENTS
5. 62923 SEMICONDUCTOR SHORTAGE, WORKING WITH ENGINEERING ON ALTERNAT
6. 62923 AVAILABILITY OF THE PARTS IS TBD
7. 62923 WORKING ON WEEKLY MEETING TO EXPEDITE THE APPROVAL

2023-06-29 18:04:24 CSM Antoinette Ext 77712 Made OBC to Cust 586-350-4111 Informed cust that there are still no new update regarding the part. Advised CSM will continue to provide updates. Repair status: at dlr CSAT status: financial & Repair assistance Next steps: action: check part status, update cust Next steps: check part status, update cust Case to be resolved upon: repair completion Customer in rental: yes Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-06-29 18:04:38 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 7/11 check part status, update cust

2023-07-10 18:23:32 VOR triage for VP sent

2023-07-11 18:19:50 FEFFS Rena Ext 76018 ASSISTING CSM Antoinette Ext 77712 COPIS CASE NOTES FROM 7/7/23
"Good Morning, We apologize for the inconvenience. There is an engineering change that is causing delays. The current ETA is TBD. Unfortunately we are not able to pull from production or expedite from the supplier. Thank you" COPIS [REDACTED] Made OBC to Cust 586-350-4111 LVM stating my name and number. Adv there are no updates/ETA on the part(s) needed and Antoinette's f/u date on the 18th of July, 2023. FEFFS w/f/u 7/18/2023/ W/CUST for part(s) update. Ford Motor Company © Rena Moretti Ford Employee Friends and Family Support Manager RMORETT1@ford.com | www.ford.com office: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern

2023-07-18 21:15:51 GA8Z 19G490A 05314 05/31 MDSR. HANDLING PART #: GA8Z 19G490A ENG #: GA8T19G490AA PART NAME: CAMERA - PARKING DATE OFF B/O: 00/00/00 B/O RANKING: 17 DATE MERCHANDISER REMARKS 1. FILL EM- ORDS FROM: YX HVCS UPON RECEIPT 2. CAUSAL DESCRIPTN1: XP PENDING DESIGN/ENGINEERING CHANGE 3. CAUSAL DESCRIPTN2: W2 4. 71823 SUPPLIER IS PAST DUE, WAITING FOR COMPONENTS 5. 71823 SEMICONDUCTOR SHORTAGE, WORKING WITH ENGINEERING ON ALTERNAT 6. 71823 AVAILABILITY OF THE PARTS IS TBD 7. 71823 WORKING ON WEEKLY MEETING TO EXPEDITE APPROVAL - APPROVED

2023-07-20 20:02:41 GA8Z 19G490A 05314 05/31 MDSR. HANDLING PART #: GA8Z 19G490A ENG #: GA8T19G490AA PART NAME: CAMERA - PARKING DATE OFF B/O: 00/00/00 B/O RANKING: 15 DATE MERCHANDISER REMARKS 1. FILL EM- ORDS FROM: YX HVCS UPON RECEIPT 2. CAUSAL DESCRIPTN1: XP PENDING DESIGN/ENGINEERING CHANGE 3. CAUSAL DESCRIPTN2: W2 4. 71823 SUPPLIER IS PAST DUE, WAITING FOR COMPONENTS 5. 71823 SEMICONDUCTOR SHORTAGE, WORKING WITH ENGINEERING ON ALTERNAT 6. 71823 AVAILABILITY OF THE PARTS IS TBD 7. 71823 WORKING ON WEEKLY MEETING TO EXPEDITE APPROVAL - APPROVED 8.

2023-07-20 21:00:50

From: Scott, Antoinette (A.)
Sent: Thursday, July 20, 2023 5:01 PM
To: [REDACTED]
Subject: [REDACTED]

Good Evening [REDACTED],

I just wanted to update to let you know there is still a delay with the part and no ETA at this time . It is still saying there is a chip shortage that the supplier is working to expedite. I will check and provide an update next week .

Thank You,

Ford Motor Company @
Antoinette Scott
Ford Employee Friends & Family Support Manager | Ford CX Team
ASCOTT99@ford.com | www.ford.com
Office: 866-631-3788 x 77712
eFax: 1- 866-386-3045
Monday – Friday 8:45 AM to 5:15 PM Eastern

2023-07-28 20:09:20 GA8Z 19G490A 05314 05/31 MDSR. HANDLING PART #: GA8Z 19G490A ENG #: GA8T19G490AA PART NAME: CAMERA - PARKING DATE OFF B/O: 00/00/00 B/O RANKING: 14 DATE MERCHANDISER REMARKS 1. FILL EM- ORDS FROM: YX HVCS UPON RECEIPT 2. CAUSAL DESCRIPTN1: XP PENDING DESIGN/ENGINEERING CHANGE 3. CAUSAL DESCRIPTN2: W2 4. 72723 SUPPLIER IS PAST DUE, WAITING FOR COMPONENTS 5. 72723 SEMICONDUCTOR SHORTAGE, WORKING WITH ENGINEERING ON ALTERNAT 6. 72723 AVAILABILITY OF THE PARTS IS TBD 7. 72723 WORKING ON WEEKLY MEETING TO EXPEDITE APPROVAL - APPROVED 8. 72723 846 PCS TO BE RECEIVED AT PACKAGER

2023-07-28 20:11:41

From: Scott, Antoinette (A.)
Sent: Friday, July 28, 2023 4:11 PM
To: [REDACTED]
Subject: RE: [REDACTED]

Good Evening Mr. [REDACTED]

I just checked the status of the part. It has not shipped out yet but it seems as those parts are starting to become available. I will follow up again next Friday 8/4 to provide you with an update.

Thank You,

Ford Motor Company @
Antoinette Scott
Ford Employee Friends & Family Support Manager | Ford CX Team
ASCOTT99@ford.com | www.ford.com
Office: 866-631-3788 x 77712
eFax: 1- 866-386-3045
Monday – Friday 8:45 AM to 5:15 PM Eastern

2023-08-01 18:28:51

2023-08-01 18:47:43

GA8Z 19G490A 05314 05/31 1A REFD/DIRECT SHIP S 08/01 711790 FDE2

CSM Antoinette Ext 77712 Made OBC to Cust 586-350-4111 Informed cust that the part update shows part should ship out today. Advised CSM will confirm Friday 8/4 if the part was received. Advised CSM needed a copy of his vehicle payment info to reimburse him a vehicle payment. Cust stated that he has a 2020 mustang where the lever to put the seat back does not work. Cust stated that he brought it to the dlr before the 3/36 warranty expired but dlr was unable to duplicate the concern. Cust stated concern happened again but now it also sounds like something is rattling in the seat. Cust is wanting to know if CSM could assist. Advised he would need to make an apt to get the veh diagnosed. CSM will then gather cost details and review for assistance. Cust agreed he would like to get this veh back first before he brings the mustang in for service. [REDACTED] (between 36 and 40K) Repair status: at dlr CSAT status: financial & Repair assistance Next steps: action: did dlr receive part, did cust provide veh payment info Next steps: did dlr receive part, did cust provide veh payment info Case to be resolved upon: repair completion Customer in rental: yes Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-08-01 18:47:58

Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 8/4 did dlr receive part, did cust provide veh payment info

2023-08-01 21:01:36

Morley Case #: 870137 Primary Reason for Reimbursement Offer(s):vehicle payment GCCT Case #: CAS-
Customer Information Name: Mailing Address:
MACOMB M Is the customer a citizen of India: No VIN: Reimbursement
Information (fill in each payment type entered in Morley Case) Consequential Expense Reimbursement: N/A
Amount: N/A Vehicle Payment Reimbursement: supporting documents attached to case. Amount: \$288.60
Rental Reimbursement: N/A Amount: N/A (#13 in Morley Submission Form) Reason for Customer
Reimbursement: Consequential Expenses = CONEXP, Vehicle Payment = VEHAPAY, Rentals = RENTAL,
Repair Reimbursement = Casual Part Code Causal Part Number: N/A Amount: N/A

2023-08-01 21:08:09

From: Scott, Antoinette (A.)
Sent: Tuesday, August 1, 2023 5:07 PM
To:
Subject: RE: Ford Flex Monthly lease price

I appreciate the reply. I sent over the debit card request so they can review and get it sent out to you . It should take about 2 weeks for you to receive it in the mail. It will come in a plain all white envelope . The PIN to activate the card will be the last four digits of your case number which is 8416

Thank You,

Ford Motor Company ®
Antoinette Scott
Ford Employee Friends & Family Support Manager | Ford CX Team
ASCOTT99@ford.com |www.ford.com
Office: 866-631-3788 x 77712
eFax: 1- 866-386-3045
Monday – Friday 8:45 AM to 5:15 PM Eastern

From:
Sent: Tuesday, August 1, 2023 4:59 PM
To: Scott, Antoinette (A.) ascott99@ford.com >
Subject: Re: Ford Flex Monthly lease price

yes, it is

On Tue, Aug 1, 2023 at 4:55 PM Scott, Antoinette (A.) ascott99@ford.com > wrote:
I appreciate you sending this over. Is the address on the agreement your current address that I can send the debit card request to ?

Thank You,

Ford Motor Company ®
Antoinette Scott
Ford Employee Friends & Family Support Manager | Ford CX Team
ASCOTT99@ford.com |www.ford.com
Office: 866-631-3788 x 77712
eFax: 1- 866-386-3045
Monday – Friday 8:45 AM to 5:15 PM Eastern

From:
Sent: Tuesday, August 1, 2023 4:28 PM
To: Scott, Antoinette (A.) ascott99@ford.com >
Subject: Ford Flex Monthly lease price

Hello Antoinette,

Per our conversation today please find attached a pic of the lease agreement which shows a monthly payment of \$288.60

My mailingaddress is:

Macomb Township, M

2023-08-04 13:11:51

CSM Antoinette Ext 77712 Made OBC to Dlr Spoke with part who stated that they did receive cust . CSM was transferred to service dept. Spoke with SA Greg and advised CSM confirmed with parts dept that the part did come in. He stated that he has the cust schedule for next week Wednesday 8/9. He stated that he will confirm if the part pricing changes and let CSM know. He also stated that the repair will only take a few hours. He stated that cust is also bringing in another veh to be looked at . Advised Cust informed CSM that he has a 2020 Mustang with a concern regarding the lever to lower the seat forward.
(between 36 and 40K) Repair status: not at dlr CSAT status: financial & Repair assistance Next steps: action: did dlr confirm part price, veh completed, did cust drop mustang off Next steps: did dlr confirm part price, veh completed, did cust drop mustang off Case to be resolved upon: repair completion Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-08-04 13:16:54

CSM Antoinette Ext 77712 Made OBC to Cust 586-350-4111 Informed cust that CSM spoke with SA Greg who confirmed they received the part and cust is scheduled for Wednesday 8/9. Cust confirmed apt date. Informed cust per SA Greg repair will take a few hours so he should receive veh back same day. Advised CSM informed SA Greg about the concern with the 2020 Mustang so once it has been looked at SA will let CSM know. Advised CSM will f/u Thursday 8/10 confirm veh was completed and returned and all is well. Cust confirmed he received CSM email about the debit card request. Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-08-04 13:17:11

Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 8/10 did dlr confirm part price, veh completed, did cust drop mustang off

2023-08-10 21:11:01

CSM Antoinette Ext 77712 Made OBC to Cust 586-350-4111 Cust not available left VM advising of second attempt Monday 8/14. Repair status: not at dlr CSAT status: financial & Repair assistance Next steps: action: check cust satisfaction Next steps: check cust satisfaction Case to be resolved upon: repair completion Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-08-10 21:11:13

Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 8/14 check cust satisfaction

2023-08-14 18:23:48

CSM Antoinette Ext 77712 Made OBC to Cust 586-350-4111 Cust stated that the veh has been repaired. He stated that the concern has been fixed. Cust stated that he has an apt for the mustang on Wednesday 8/16. Advised CSM will f/u then once the veh has been looked at . Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-08-14 18:27:09

CSM Antoinette Ext 77712 Made OBC to Dlr 5869487700 Spoke with SA Greg who stated that he seen the code in the case. he stated that code is good. Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2023-08-14 18:32:29

From: Scott, Antoinette (A.)
Sent: Monday, August 14, 2023 2:32 PM
To: [REDACTED]
Cc: msmt1032@ford.com '
Subject: [REDACTED]

Hello Mr. [REDACTED]

Thank you for contacting Ford Motor Company and allowing us to assist you with your 2019 Ford Flex. We hope that your experience was both pleasurable and valuable. Our primary goal is to leave a positive customer experience with you as one of our valued customers.

Partnering with Russ Milne Ford we were able to provide up to date contacts with you throughout the repair process of the camera and covering the repair. We hope that your experience with Ford Motor Company met your expectations. If there were any delays on our end, we sincerely apologize as we are working against some tough times and appreciate your patience.

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

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


Respectfully,

Ford Motor Company ®
Antoinette Scott
Ford Employee Friends & Family Support Manager | Ford CX Team
ASCOTT99@ford.com | www.ford.com
Office: 866-631-3788 x 77712
eFax: 1- 866-386-3045
Monday – Friday 8:45 AM to 5:15 PM Eastern

CASE ATTACHMENTS:
2023-08-01 20:52:19

Antoinette Scott

 [\(lease agreement\).jpg](#)



www.fordcredit.com

DATE 10/11/2019

MACOMB TOWNSHIP MI

MIKE DORIAN FORD INC
35900 S GRATIOT AVE
CLINTON TOWNSHIP, MI 48035

CAB WEST, LLC

By signing "**You**" (Lessee and Co-Lessee) agree to lease this Vehicle according to the terms on the front and back of this lease and the terms of the Wear Care Addendum, if any, attached to this lease.

If Your payment schedule is shown in Item 2(b), You entered into an "Advance Payment Lease."

\$ 7095.53

6. How the Amount Due At Lease Signing or Delivery will be paid:

PF24-030 000231 G005SV

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 05-26-2023 CLOSED: 05-26-2023 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: ██████████ MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 40,000
BODY STYLE: K6D - FLEX LTD AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: ██████████ |
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: HARTFORD | SD | ██████████ | USA
HOME PHONE: ██████████
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Appearance
ANALYST NAME: Jan Amberti OPEN ANALYST NAME: Jan Amberti
COMMENTS:
2023-05-26 15:17:08 CUST SAYS: 2019 Ford Flex, Cust wants to check if the veh have a recall. Cust have a problem on the backup camera. PER CUST, DLR SAYS: N/A CRC ADVISED: *Adv to the cust that the veh doesn't have any open recall. *Recalls are VIN specific and not all vehicle 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's. *Charges may apply if you go to the dealership and if the concern is not connected to the recalls or CSP's. *I recommend that you keep your receipts in case Ford initiates a program in the future based on your situation.

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 05-31-2023 CLOSED: 05-31-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: IVT (In-Vehicle Technology) NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: ██████████ MODEL YEAR: 2019 MODEL: FLEX MILEAGE:
BODY STYLE: K5D - FLEX LTD FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: ██████████
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: ENID | OK | ██████████ | USA
HOME PHONE: ██████████
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: Lateisha Clark OPEN ANALYST NAME: Lateisha Clark
COMMENTS:
2023-05-31 17:38:57

Info At 12:28 PM May 31
You are now chatting with Lateisha. Please do not enter any sensitive personal data such as social security number or credit card numbers.
Hello, Sandy! My name is LaTeisha. How can I help you today?
You 12:28 PM
We have not heard from you for some time. Do you wish to continue to chat?
You 12:31 PM
i AM THE OWNER OF A 2019 FORD FLEC WHICH HAS AN ISSUE WITH OUR BAK UP CAMERA. WE TOOK IT TO THE FORD DEALER AND PAID FOR THE TESTING TO FIGURE OUT WHAT IS WRONG WITH IT. HE SAID IT IS THE CAMERA BUT THERE IS NO RECALL. I LOOKED ON LINE AND SOME FLEX'S HAVE BEEN RECALLED FOR THIS ISSUE. HOWEVER, WHEN I PUT IN MY VIN NUMBER, IT SAYS NO RECALLS. IS THIS ACURATE?
Sandy 12:32 PM
Sandy, I see you are chatting in regarding a camera related recall. I am happy to look into that for you. One moment please.
Also; so, you have it and for future reference, you may choose to email or print a transcript of this entire chat session by clicking the "+" sign located next to the text box in this chat window. Please keep in mind, the option to email yourself the transcript will only be available while this chat session is active. Otherwise, you will only be given another chance to print the transcript once this chat window has closed.
You 12:34 PM
Sandy, I am not showing any active recalls assigned to your VIN at this time.
You can also view all safety recalls and programs associated with your vehicle by visiting www.ford.com/support/recalls.
You 12:36 PM
Chat Input

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 05-31-2023 CLOSED: 07-19-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Parts Issue | Unit Down (not drivable) |
DEALER NAME: Fullerton Ford
PA CODE: 00194 DLR SALES CODE: 71066 REGION: W1 ZONE: W1B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE:
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: FULLERTON | CA | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: Maria Angelopoulos OPEN ANALYST NAME: Maria Angelopoulos
COMMENTS:

2023-05-31 18:25:48 IBC from customer concerned the back up cam part has no eta an was ordered 01/27/2023 requesting assistance getting the part as soon as possible. obc to dealer, dealer stated part was in fact ordered on 01/27/2023, and has no eta What is the status of the delay? NO ETA Has a COPIS case been created?N/A What is the eTracker/COPIS number? N/A What is the ETA of the part? NO ETA What is the part number? GA8Z19G490A What date was the part ordered?01/27/2023 DOR# 01279 P&A #000194 next steps parts sme activity Maria Angelopoulos Mangelo9@ford.com Customer Experience Specialist, Ford CX Team O: (866)631-3788 ext. 79583 mon- fri 10 am -6:30 pm CST

2023-05-31 18:26:49

Case Number : [REDACTED]
Customer : [REDACTED]
Business Phone : [REDACTED]
Home Phone : [REDACTED]
Mobile Phone : [REDACTED]
LTV Score :
Vehicle Purchase Status : Subsequent Owner
Ford Credit Contract Number :
Part Number :
Dealer Name : Fullerton Ford
Dealer P&A : 00194
Dealer phone : 714-526-5501
VIN : [REDACTED]
Year : 2019
Make : FORD
Model : FLEX
Mileage :15,519
Engine Specification : 3.5L V6 CYCLONE TIVCT
Transmission Specification : 6 SPD AUTO TRANS 6F
Warranty Start Date : 2020-07-29
Open Recall/FSA : :
ESP :
Hotline Contact :
Warranty History :

2023-06-15 20:17:30 copis case created, obc to dealer. still no eta on part. Maria Angelopoulos Mangelo9@ford.com Customer Experience Specialist, Ford CX Team O: (866)631-3788 ext. 79583 mon- fri 10 am -6:30 pm CST

2023-06-20 17:23:20

Case Number : [REDACTED]
Customer : [REDACTED]
Business Phone : [REDACTED]
Home Phone : [REDACTED]
Mobile Phone : [REDACTED]
LTV Score :
Vehicle Purchase Status : Subsequent Owner
Ford Credit Contract Number :
Part Number :
Dealer Name : Fullerton Ford
Dealer P&A : 00194
Dealer phone : 714-526-5501
VIN : [REDACTED]
Year : 2019
Make : FORD
Model : FLEX
Mileage : 17350
Engine Specification : 3.5L V6 CYCLONE TIVCT
Transmission Specification : 6 SPD AUTO TRANS 6F
Warranty Start Date : 2020-07-29
Open Recall/FSA : :
ESP :
Hotline Contact :
Warranty History :

2023-06-21 11:19:58

TO LISA C

2023-06-22 17:23:02

Started GFR /Working on Review

2023-06-22 17:25:36

Sent an email to Joe with Fullerton Ford requesting the RO history

2023-06-28 13:48:56 Sent an email to Joe with Fullerton Ford requesting the RO history

2023-06-30 16:40:41 Attached DMV Report & Claims List to the GFR

2023-07-03 13:18:46 Sent an email to CXS to attach the Buyback Template to the case or email it to me

2023-07-03 17:42:06 obc to customer need to do another CA BB template and attach to case last one did not save correctly. Maria Angelopoulos Mangelo9@ford.com Customer Experience Specialist, Ford CX Team O: 1(866)631-3788 ext. 79583 mon- fri 10 am -6:30 pm CST

2023-07-05 13:01:26 Waiting for template

2023-07-07 18:18:54 Called and spoke with Frank in Service , to get information on a couple RO's , gave me information , updated the GFR

2023-07-07 18:29:47 Received email from CXS containing info I needed

2023-07-07 18:30:09 Case Analyst Review Complete. Transferring to TL for Review.

2023-07-07 20:33:31 Sending to CA Lisa Curtis for update.

2023-07-10 12:02:08 Case Analyst Review Complete. Transferring to TL for Review.

2023-07-10 16:08:38 obc to dealer, dealer states part is still on BO not available. obc to customers delegate, advised BB is still under review, and will contact as soon as a decision has been made. fu 07/18 Maria Angelopoulos Mangelo9@ford.com Customer Experience Specialist, Ford CX Team O: 1(866)631-3788 ext. 79583 mon- fri 10 am -6:30 pm CST

2023-07-11 21:52:18 TL Review Complete. Transferring to COM for Final Review & Processing.

2023-07-12 12:43:01 APPROVAL UPLOADED TO PORTAL, TRACKING IS 865462
LETTER WILL BE SENT WITHIN THE NEXT 3 BUSINESS DAYS

2023-07-12 23:33:29 obc to customer , customer is aware BB was approved, and will be looking for the Email from the RAV team. FU 07/18 Maria Angelopoulos Mangelo9@ford.com Customer Experience Specialist, Ford CX Team O: 1(866)631-3788 ext. 79583 mon- fri 10 am -6:30 pm CST

2023-07-13 20:23:18 RAV has received and accepted the case. Customer contact is forthcoming.

CASE ATTACHMENTS:
2023-07-07 21:55:29

Maria Angelopoulos



BUYBACK REQUEST

◆ INTAKE ◆



VEHICLE / BUSINESS NAME		[REDACTED]		BUSINESS NAME (If Applicable) n/a
VEHICLE TYPE PRIVATE SALE <u>OR</u> GIFT		NEW		
DATE & MILEAGE	PURCHASE STATE CA	PURCHASE DATE 7/29/2020	MILES @ PURCHASE 22	
VEHICLE PURCHASED <u>OR</u> FROM	NAME OF SELLING DEALER / BUSINESS <u>OR</u> SELLER FULLERTON FORD			
DRIVER(S) NAME(S) & STATE REGISTERED	REGISTERED OWNER(S) [REDACTED]		STATE REGISTERED CA	
VEHICLE USED PRIMARILY FOR PERSONAL <u>OR</u>	VEHICLE USE / PURPOSE PERSONAL			
HOW MANY TOTAL VEH ARE IN THE BUSINESS?	TOTAL NUMBER OF VEH THE BUSINESS HAS REGISTERED IN CA N/A			
ANY MODIFICATIONS <u>OR</u> COMPONENTS?	EX.: LIFT OVERSIZE TIRES UTILITY BOXES GPS / ALARMS NO			
DOES VEH TOW <u>OR</u> HAUL	EX.: CAMPERS TRAILERS 5TH WHEELS NO			
VEHICLE <u>OR</u> LEASED BY A FULL-TIME ACTIVE-DUTY MILITARY MEMBER, WHO WAS RESIDING IN CA AT THE TIME OF PURCHASE/LEASE <u>OR</u> AT THE TIME THE REQUEST IS FILED?			YES	NO X

CURRENT CONCERN(S)

MECHANICAL CONCERN(S)	COPIS CASE # [REDACTED]
ALL OTHER REPAIRS HAVE BEEN MADE VEHICLE IS WAITING ON ONE PART, THE BACK UP CAMERA.	

IWI 2 N
VEH OFF-ROAD? Y
TECH SMF2 N/A
PARTS SMF2 N/A

NAME OF ALL DLR's & /OR MECHANICS WHERE VEH HAS BEEN SERVICED / REPAIRED	FULLERTON FORD SM JOE	
VEH CURRENTLY @ DLR?	NAME OF DLR (If Applicable) & SA FULLERTON FORD	DATE VEH ARRIVED 01/27/2023
IF YES, LOANER/RENTAL NEEDED?	NO VEHICLE IS RETURNED, WHILE WAITING ON PART	IF NO, EXPLAIN, HAVE 2 ND VEH, ETC AVAILABILITY
IF NO, WILLING TO GO TO DLR?	N/A	
IF WILLING TO GO TO DLR, NEED TO SET APPT. FOR CUST?	N/A	NAME OF DLR (If Applicable)
TECH ASSISTANCE NEEDED?	N/A	MISC. NOTES

FOR INTERNAL USE ONLY

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 06-09-2023 CLOSED: 06-12-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - VehPay; ConExp; Refund |
DEALER NAME: Long-Lewis of Hoover
PA CODE: 09627 DLR SALES CODE: 21015 REGION: S1 ZONE: S1C
VIN: ██████████ MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 52,237
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: ██████████
ADDRESS:
CITY STATE ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: SYSTEM
COMMENTS:

2023-06-09 16:45:58 Case Number : ██████████ Customer : ADAM HARRIS Business Phone : Home Phone :
██████████ Mobile Phone : LTV Score : 46 Vehicle Purchase Status : Subsequent Owner Ford Credit
Contract Number : Part Number : Dealer Name : Long-Lewis of Hoover Dealer P&A : 09627 Dealer phone :
2056633831 VIN : ██████████ Year : 2019 Make : FORD Model : FLEX Mileage : 52237 Engine
Specification : 3.5L Cyclone V6 Petrol TIVCT Transmission Specification : 6 Speed Auto Transmission 6F50
Warranty Start Date : 2019-06-25 Open Recall/FSA: : N/A ESP : 0968 - USA 2021 NEW 84/60,000
PREMIUMCARE W/ROADSIDE Hotline Contact : N/A Warranty History : N/A

2023-06-09 16:51:17 DXS Rolanda, 79254 ext.,RBrew1@ford.com Sent a portal message to advise the request is denied at this
time due customer is not with CLP guidelines. Ford Motor Company Next Step: F/U on (06/12/23 Customer
Relationship Center ? Dealer Team Rolanda Brew | Dealer Customer Experience Specialist | Houston CRC
866.631.3788 x79254 RBrew1@ford.com |E fax 866-984-3681 Mon-Fri 7:00AM to 11:00 AM 1:00 to 5:30
PM CST Ford Confidentiality: For security reasons, please do not submit any sensitive personally
identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you

2023-06-19 20:35:33 QA reviewed case

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 06-09-2023 CLOSED: 07-16-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Central Loaner NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Information | Warranty Loaner Approval | |
DEALER NAME: Long-Lewis Ford of the Shoals
PA CODE: 01691 DLR SALES CODE: 21111 REGION: S1 ZONE: S1D
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 41,498
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: COLLINWOOD | TN | [REDACTED] | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: InfaConnector-Prod OPEN ANALYST NAME: SYSTEM
COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 06-12-2023 CLOSED: 06-12-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | Parts Issue | Not Unit Down (drivable) |
DEALER NAME: Tidelands Ford
PA CODE: 02751 DLR SALES CODE: 21299 REGION: S2 ZONE: S2B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 57,000
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: CONWAY | SC | [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: Michaeya Scott OPEN ANALYST NAME: Carissa Clarke
COMMENTS:
2023-06-12 16:06:49

CONTACT VIA DELEGATE:phone/text [REDACTED].

PER CUST:I have been waiting on the backup camera replacement since February of this year. It is a GA8Z 19G490 A. I am being told that there is no eta on this part. We are long time Ford customers and my husband and I worked for Ford. Please help!!! really do appreciate it. I know that there have been supplier issues--that is why the founder controlled his own parts.

Why does that matter? I need the part and have supplied the VIN

I have an extended warrantyIt was in today for an oil change. It was originally in the dealership in February for this problem. It is Tidelands Ford in SC,Help expediting the needed part
It is mine--he does not always carry his phone

PER CUST, DLR SAYS:The back up camera wasn't working so we took it in to be checked. They determined it needed to be replaces

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 Passenger Vehicle Support Team. They will contact you through your preferred/best contact method within 1 business day to assist you. Your case number is [REDACTED]. You will receive a phone call from a 1-800-TOLL-FREE number.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 06-14-2023 CLOSED: 06-14-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Truck Inquiry NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: George Wall Ford
PA CODE: 10493 DLR SALES CODE: 14335 REGION: NE ZONE: NEC
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE:
BODY STYLE: K5D - FLEX LTD FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: EATONTOWN | NJ [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Appearance
ANALYST NAME: Natalie Barrios OPEN ANALYST NAME: Tekeisha Boyd
COMMENTS:

2023-06-14 13:24:00 IBC-CUST states they fixed the vehicle with the staring and had the navigation fixed but the back up camera stopped working. Cust has been told multiple things like the parts are on back order, a software update. Cust has been advised to contact Ford back if he does not hear back from dealership and Ford will contact dealership again to speak with SA OBCD-Trent was not available but left a message to contact Cust with a update on part and service date. FCR Ford Motor Company @ Tekeisha Boyd Customer Experience Specialist- Ford Truck Team TBOYD40@ford.com | www.ford.com office: 866-631-3788 ext.79222

2023-06-16 14:06:10 VIN: YEAR OF VEH: MILEAGE: WSD: RECALL (Y/N): ESP (Y/N): VEH AT DLR (Y/N): CLV: MEET FLP (Y/N): IBC FROM CUST CUST SAYS - dlrshp ha not contacted him regarding an update w/ his parts for back up camera which has been on back order since November R0 375548 What are you seeking from Ford today? part escalation OBC TO DLRSH -SA Jessica stated that assigned SA Trent is out of office until Monday however there was a RO open for cust back up camera Nov 2022 but account is noted as parts on back order. PLAN OF ACTION: CXS DID - advised cust that a RO for the Back up Camera was created back in NoV 2022 but part was on back order. SA Trent is out of office until Mon. NEXT STEP: FCR ***INQUIRY AGENT*** Ford Motor Company @ Shandrell Harris Customer Experience Specialist sharr322@ford.com | www

2023-07-06 14:05:16 Osha Grant/ EXT:79446/ ogrant5@ford.com / IBC from CUST seeking to receive assistance with getting his camera in -customer states that he has been waiting on the part since November, he also believes the update he received on his vehicle caused the camera to fail being that everything was working fine OBC to DEALER to gather the part information -cxs was advised that SA Trent is not there and that the S.M./S.D will re-contact -cxs was able to speak with the parts and it was confirmed that there wasn't any parts ordered for the vehicle CUST states that the vehicle camera is a necessity being that he had a few strokes and is unable to fully turn his neck BCN: [REDACTED] Ford Motor Company @ Customer Relationship Center- Passenger Vehicle Concern Team Osha Grant ogrant5@ford.com | www.ford.com office: 866-631-3788 ext. M-F 8:30 a.m. – 5:00 pm CST

2023-07-26 15:18:41 Osha Grant/ EXT:79446/ ogrant5@ford.com / IBC from CUST seeking to receive the status of the part -cxs advised customer of the previous information received from the dealer, OBC to DEALER for a follow up - cxs was advised that SA Trent no longer works there, cxs was able to leave a vm for SM to receive a re-contact cxs advised customer of getting a scheduled appointment. Ford Motor Company @ Customer Relationship Center- Passenger Vehicle Concern Team Osha Grant ogrant5@ford.com | www.ford.com office: 866-631-3788 ext. M-F 8:30 a.m. – 5:00 pm CST

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 06-20-2023 CLOSED: 10-11-2023 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: Jim Baier Ford
PA CODE: 20087 DLR SALES CODE: 53382 REGION: C4 ZONE: C4V
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 48,000
BODY STYLE: K6D - FLEX LTD AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: QUINCY | IL | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: Whitney Jordan OPEN ANALYST NAME: Shane Marie Gutierrez
COMMENTS:

2023-06-20 21:05:32 Caller: [REDACTED] Phone#: [REDACTED] Email: [REDACTED] Dealer: Jim Baier Ford Warranty: 18-June-2019 Yr & Model: 2019 Ford Flex VIN: [REDACTED] Mileage: 48,000 CLV: N/S Cust Says: Cust ordered the vehicle with an issue on the back up camera. There's a message on the screen that there is no back up camera visual. Cust said that the dealer ordered the parts since March and always asked them if the parts are in to repair the vehicle and they said that it is on back order. Cust asking assistance for the parts to be available and for their vehicle to be fix. As Per Cust, DLR Says: The dealer said that the parts was ordered and it is currently on back order. CRC Advised: I will be escalating this case to a Customer Experience Specialist on the escalated Truck support team. They will contact you through your preferred/best contact method within 1 business day to assist you. Your case number is [REDACTED]. Safety Recall:

2023-06-20 21:06:14 Cust Says: Cust ordered the vehicle with an issue on the back up camera. There's a message on the screen that there is no back up camera visual. Cust said that the dealer ordered the parts since March and always asked them if the parts are in to repair the vehicle and they said that it is on back order. Cust asking assistance for the parts to be available and for their vehicle to be fix. As Per Cust, DLR Says: The dealer said that the parts was ordered and it is currently on back order. CRC Advised: I will be escalating this case to a Customer Experience Specialist on the escalated Passenger support team. They will contact you through your preferred/best contact method within 1 business day to assist you. Your case number is CAS [REDACTED]. Safety Recall:

2023-06-29 22:42:41 OBC: to [REDACTED]. He said he purchased the vehicle about 3/31/23 for his wife, but she hasn't been able to drive it yet, because the back-up camera doesn't work. The replacement part(s) has been on backorder since 3/31/23. Next steps: contact dealership to set up COPIS case. Martin Gwynn Customer Experience Specialist, Ford CX (800) 392-3673 ext. 79160

2023-07-11 20:33:17 Case notes indicate back up camera needed for repair but there is no COPIS case or part information listed. Verify dealer has placed an Emergency Order for the needed part and a COPIS case has been submitted.

2023-07-19 17:32:30 OBC
Spoke with BOB regarding back order for camera, says parts department is on lunch to call back
Next steps: schedule follow up

Whitney Sinclair
She | Her | Hers
Customer Experience Specialist, Ford CX
O: 1800-392-3673 ext. 79006

2023-07-25 17:39:58 IBC From [REDACTED] having an issue with his reverse camera being repaired. DLR advised customer that parts are on back order. Customer calling for an update on Cas [REDACTED]. Customer noted that he'll be out of town on date appointed recontact. Stated Mrs. [REDACTED] will be available to take call. [REDACTED]
Address: Phone: Vin: Email: Concern/ Issue: Vehicle at the Dealership: Meets FLP Guidelines: Year of Vehicle: 2019 Ford Flex Mileage: CLV Score: Transfer Call: Action Taken: Marques Story Ford Motor Company Customer Relationship Center/ CXSC Mstory@Ford.com office: 866-631-3788 ext 79351 5959 Corporate Dr., Houston Tx. 77036

2023-07-27 16:35:08

OBC to DLR

Spoke with:Michael

Regarding:Copis case for backup camera

Information Received:Camera on back order and copis case is made

Information Provided:Will email me back copis number

Next Step:Set FU for customer

Whitney Sinclair

Customer Experience Specialist, Ford CX

Email:wsincla4@ford.com

www.ford.com

O: 1800-392-3673 ext. 79009

Mon-Fri. 8:30 a.m. – 5:00 p.m.

Sinclair, Whitney (W.)

```
<div class="l" jdtuxv0 f19n0e5 f1i3iumi f1o700av figsk0k kf6kouc fkkh508 fui-FluentProvider kui-FluentProvider1307 fxugw4r" dir="ltr" style="--border-radius: 1000px; --border-radius-large: 6px; --border-radius-small: 2px; --color-brand-background-hover: #115ea3; --color-brand-background-inverted: #ffffff; --color-brand-background-inverted-pressed: #b4d6fa; --color-brand-background-selected: #0f548c; --color-brand-background-static: #0f6cbd; --color-brand-foreground1: #0f6cbd; --color-brand-foreground-inverted: #479ef5; --color-brand-foreground-inverted-pressed: #479ef5; --color-brand-foreground-link-hover: #0f548c; --color-brand-foreground-link-selected: #115ea3; --color-brand-foreground-on-light-hover: #115ea3; --color-brand-foreground-on-light-selected: #0f548c; --color-brand-shadow-ambient: rgba(0,0,0,0.3); --color-brand-stroke2: #b4d6fa; --color-compound-brand-background-hover: #115ea3; --color-compound-brand-foreground1-hover: #115ea3; --color-compound-brand-stroke-hover: #115ea3; --color-neutral-background1-hover: #f5f5f5; --color-neutral-background1-selected: #ebebeb; --color-neutral-background2-hover: #f0f0f0; --color-neutral-background2-selected: #e6e6e6; --color-neutral-background3-hover: #ebebeb; --color-neutral-background3-selected: #e0e0e0; --color-neutral-background4-hover: #fafafa; --color-neutral-background4-selected: #ffffff; --color-neutral-background5-hover: #f5f5f5; --color-neutral-background5-selected: #fafafa; --color-neutral-background-alpha: rgba(255, 255, 255, 0.5); --color-neutral-background-inverted: #292929; --color-neutral-background-inverted-disabled: rgba(255, 255, 255, 0.1); --color-neutral-foreground1: #242424; --color-neutral-foreground1-pressed: #242424; --color-neutral-foreground1-static: #242424; --color-neutral-foreground2: #424242; --color-neutral-foreground2-brand-hover: #0f6cbd; --color-neutral-foreground2-brand-selected: #0f6cbd; --color-neutral-foreground2-link-hover: #242424; --color-neutral-foreground2-link-selected: #242424; --color-neutral-foreground2-pressed: #242424; --color-neutral-foreground3-brand-pressed: #115ea3; --color-neutral-foreground3-hover: #424242; --color-neutral-foreground3-selected: #424242; --color-neutral-foreground4: #707070; --color-neutral-foreground-inverted2: #ffffff; --color-neutral-foreground-inverted: #ffffff; --color-neutral-foreground-inverted-disabled: rgba(255, 255, 255, 0.4); --color-neutral-foreground-inverted-link: #ffffff; --color-neutral-foreground-inverted-link-pressed: #ffffff; --color-neutral-foreground-inverted-pressed: #ffffff; --color-neutral-shadow-ambient: rgba(0,0,0,0.12); --color-neutral-shadow-ambient-darker: rgba(0,0,0,0.2); --color-neutral-shadow-ambient-lighter: rgba(0,0,0,0.06); --color-neutral-stencil2: #fafafa; --color-neutral-stencil2-alpha: rgba(0, 0, 0.05); --color-neutral-stroke1: #d1d1d1; --color-neutral-stroke1-pressed: #b3b3b3; --color-neutral-stroke2: #e0e0e0; --color-neutral-stroke-accessible: #616161; --color-neutral-stroke-accessible-pressed: #4d4d4d; --color-neutral-stroke-disabled: #e0e0e0; --color-neutral-stroke-on-brand2-hover: #ffffff; --color-neutral-stroke-on-brand2-selected: #ffffff; --color-neutral-stroke-on-brand: #ffffff; --color-palette-anchor-foreground2: #202427; --color-palette-beige-background2: #d7d4d4; --color-palette-beige-border-active: #7a7574; --color-palette-berry-background1: #fdf5fc; --color-palette-berry-background3: #c239b3; --color-palette-berry-border2: #c239b3; --color-palette-berry-border-active: #c239b3; --color-palette-berry-foreground2: #6d2064; --color-palette-blue-foreground2: #004377; --color-palette-brass-foreground2: #553e06; --color-palette-brown-background2: #ddc3b0; --color-palette-brown-border-active: #8e562e; --color-palette-cornflower-foreground2: #2c3c85; --color-palette-cranberry-foreground2: #6e0811; --color-palette-dark-green-foreground2: #063b06; --color-palette-dark-orange-background1: #fdf6f3; --color-palette-dark-orange-background3: #da3b01; --color-palette-dark-orange-border2: #da3b01; --color-palette-dark-orange-border-active: #da3b01; --color-palette-dark-orange-foreground2: #7a2101; --color-palette-dark-red-background2: #d69ca5; --color-palette-dark-red-border-active: #750b1c; --color-palette-forest-foreground2: #294903; --color-palette-gold-background2: #ecdaf5; --color-palette-gold-border-active: #c19c00; --color-palette-grape-foreground2: #4c0d55; --color-palette-green-background2: #9fd89f; --color-palette-green-border1: #9fd89f; --color-palette-green-foreground1: #0e700e; --color-palette-green-foreground3: #107c10; --color-palette-green-foreground-inverted: #359b35; --color-palette-lavender-foreground2: #3f3682; --color-palette-light-green-background2: #a7e3a5; --color-palette-light-green-border1: #a7e3a5; --color-palette-light-green-foreground1: #11910d; --color-palette-light-green-foreground3: #13a10e; --color-palette-teal-albackground2: #a6e9ed; --color-palette-teal-border-active: #00b7c3; --color-palette-teal-background2: #e6bfed; --color-palette-teal-border-active: #b146c2; --color-palette-magenta-background2: #eca5d1; --color-palette-magenta-border-active: #bf0077; --color-palette-marigold-background1: #effbf4; --color-palette-marigold-background3: #eaa300; --color-palette-marigold-border2: #eaa300; --color-palette-marigold-border-active: #eaa300; --color-palette-marigold-foreground2: #835b00; --color-palette-mint-foreground2: #343231; --color-palette-navy-background2: #a3b2e8; --color-palette-navy-border-active: #0027b4; --color-palette-peach-foreground2: #bf4e00; --color-palette-pink-foreground2: #80215d; --color-palette-platinum-background2: #cdd6d8; --color-palette-platinum-border-active: #69797e;
```

2023-08-11 16:00:06

Vehicle Concern:copis case for back order

What the customer is seeking from Ford?for vehicle to be fixed waiting on part

Where is the vehicle located:Customer

Dealership Contact:Still on back order no ETA

Plan of action:

Next Steps:

Follow-ups:

Whitney Sinclair

Customer Experience Specialist, Ford CX

Email:wsincla4@ford.com

www.ford.com

O: 1800-392-3673 ext. 79006

Mon-Fri. 8:30 a.m. – 5:00 p.m.

2023-08-15 17:08:24

Parts SME Activity is being closed as the following information is missing or wrong:

Part Ordered Via is blank

Part Ordered Date is blank

Part Order System Reference # is blank

Please refer to KB article for proper submission process.

2023-08-29 16:39:53

Vehicle Concern:Camera back order

What the customer is seeking from Ford?part assistance

Where is the vehicle located:customer

Dealership Contact:jim ford

Tech SME Engaged/Parts SME Engaged: (Y/N)

Plan of action:waiting for SM bob

Next Steps:copis case created, waiting on dealership

Follow-ups:waiting on follow up

Whitney Sinclair

Customer Experience Specialist, Ford CX

Email:wsincla4@ford.com

www.ford.com

O: 1800-392-3673 ext. 79006

Mon-Fri. 8:30 a.m. – 5:00 p.m.

2023-09-07 14:48:48

Ga8z19g49oa on backorder and copise is there date 0000 which means nothign is in stock.

Whitney Sinclair

Customer Experience Specialist, Ford CX

Email:wsincla4@ford.com

www.ford.com

O: 1800-392-3673 ext. 79006

2023-09-13 15:25:14

Next Steps: Camer is in
Follow-ups: michael did copis and it's in
Whitney Sinclair
Customer Experience Specialist, Ford CX
Email: wsincl4@ford.com
www.ford.com
O: 1800-392-3673 ext. 79006

2023-09-13 15:27:33

Next Steps: FU with customer about camera that is installed in vehicle
Follow-ups: set final FU
Whitney Sinclair
Customer Experience Specialist, Ford CX
Email: wsincl4@ford.com
www.ford.com
O: 1800-392-3673 ext. 79006

2023-09-20 21:40:17

customer answered the phone with loud music. was calling to FU on camera update for his repair. Will follow up on the repair.
Whitney Sinclair
Customer Experience Specialist, Ford CX
Email: wsincl4@ford.com
www.ford.com
O: 1800-392-3673 ext. 79006

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 06-21-2023 CLOSED: 09-29-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: SC Vehicle Off Road NA COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Parts | Parts Inquiry | Parts Order Status |
DEALER NAME: Keller Bros Motor Co
PA CODE: 01220 DLR SALES CODE: 16500 REGION: N3 ZONE: N3B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 22,093
BODY STYLE: K6D - FLEX LTD AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS:
CITY STATE ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: P Rxcrmp OPEN ANALYST NAME: SYSTEM
COMMENTS:
2023-09-29 08:45:39

Part order shipped for Case# [REDACTED] Hi , Thank you for submitting a COPIS Parts Order Statuscase. Good news, your backorder forService Part Number:GA8Z19G490A,Shipper Number:DH2264,DOR Number:02274, shipped on 09/27/2023. As the order has now shipped, your COPIS case has been closed. If there is an issue with this shipment, please place a new order as needed. If escalation is required, a new COPIS Parts Order Status case, will need to be submitted. Thank you, COPIS Vehicle Off Road Team

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Information Provided
OPEN: 06-26-2023 CLOSED: 06-26-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: ██████████ MODEL YEAR: 2019 MODEL: FLEX MILEAGE:
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: ██████████|
ADDRESS:
CITY STATE ZIP COUNTRY: | | ██████████|
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | UNKNOWN
ANALYST NAME: Megan Attaway OPEN ANALYST NAME: Megan Attaway
COMMENTS:
2023-06-26 17:54:02

Note to QA: Chat transcript was lost and connection was as well.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: In Progress
OPEN: 06-26-2023 CLOSED: 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: Gurley Leep Ford
PA CODE: 04633 DLR SALES CODE: 48441 REGION: G2 ZONE: G2V
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 36,000
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: HAMMOND | IN | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | UNKNOWN | UNKNOWN
ANALYST NAME: Nichole Aurelio OPEN ANALYST NAME: Nichole Aurelio
COMMENTS:
2023-06-26 19:09:03

IBC: Calling in a bout a back order part for her vehicle. She was told that she had a part coming in June. She states that her vehicle was under the warranty when she was going through it all. Back up camera needs a part. Mrs. [REDACTED] doesn't remember the name of the Service Advisor. Mrs. [REDACTED] also states the vehicle isn't down, it is driveable. Had the issues since January. They waited till the oil change in March to let the dealership (Web Ford) they wouldn't assist because they're not under warranty so they went to Gurley Leep Ford. Gurley Leep stated that they needed a part for the camera, and they would order it for them but no ETA.
5742916910
3 - months ago

Vehicle YMM: 2019 Ford Flex
VIN: [REDACTED]
Mileage: 36,000
Dealership: Gurley Leep

NEXT STEPS: Update customer when I get more information from the Dealership.

Nichole Aurelio
Customer Experience Specialist, Ford CX Team
O: 1-800-392-3673 ext: 79140

2023-06-26 19:09:19

6/26 - OBC to Dealership: No call, left a voicemail.

NEXT STEPS: call again later today -- if possible that I get enough OB time.

Nichole Aurelio
Customer Experience Specialist, Ford CX Team
O: 1-800-392-3673 ext: 79140

2023-06-27 22:04:23

6/27 - OBC to Dealership: Service Advisor Whitney - wyoung@gurleyleep.com is currently out of the office. Left a voicemail.

NEXT STEPS: follow up via email

Nichole Aurelio
Customer Experience Specialist, Ford CX Team
O: 1-800-392-3673 ext: 79140

2023-06-29 16:54:46

Whitney Young
Aurelio, Nichole (N.)

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

Hello the part is on back order with no ETA. The original release day was updated to no release. A copis can not be created for this since the vehicle is not off the road

2023-07-06 17:43:51

7/06 - OBC to Dealership: Jay from Parts Dept.

Part: GA8Z 19G490 A

Ordered On: 4/3/2023

Part: GA8Z 19G490 A

System: DOW

P&A: 04633

COPIS Case: none because the vehicle is not down

ETA Part: backorder

COR#: 80403

on emergency

NEXT STEPS: follow up again next week

Nichole Aurelio
Customer Experience Specialist, Ford CX Team
O: 1-800-392-3673 ext: 79140

2023-07-10 13:09:43

ibc from cust wantin to know status of part. cxs advised cust agent is working on getting part put on e back order and will provide weekly updates until part arrives to dlr. next steps: recontact and webex Ford Motor Company @ Carle Jackson CRC- Passenger Vehicle Team cjack333@ford.com | www.ford.com office: 866-631-3788 ext. 79110

2023-07-10 20:25:14

Aurelio, Nichole (N.)

Good Afternoon Ms. [REDACTED]

I received your request to give a callback, however I seem to be running into a technical issue at the moment. So I'm emailing you, I currently don't have an update in regards to the part. I am still working with my side to get it escalated.

Nichole Aurelio
Customer Experience Specialist, Ford CXS Team
O: (866) 631-3788 Ext: 79140
Available M-F 9:30 AM – 6 PM CST

2023-07-13 16:01:17

Aurelio, Nichole (N.)

Good Morning,

I still have no update on the part. We are still in the process of getting more information.

Nichole Aurelio
Customer Experience Specialist, Ford CXS Team
O: (866) 631-3788 Ext: 79140
Available M-F 9:30 AM – 6 PM CST

2023-07-19 16:38:54

Aurelio, Nichole (N.)

Good Morning,

Just reached out for an update over the parts. They're working on expediting the part now and will also look into an alternate part. I'll keep you posted when I get more information.

Nichole Aurelio
Customer Experience Specialist, Ford CXS Team
O: (866) 631-3788 Ext: 79140
Available M-F 9:30 AM – 6 PM CST

2023-07-26 16:42:31

Aurelio, Nichole (N.)

Good Morning,

Just checked in with my parts department and the part is still on emergency back order, no other update. Part is still with no ETA.

Nichole Aurelio
Customer Experience Specialist, Ford CXS Team
O: (866) 631-3788 Ext: 79140
Available M-F 9:30 AM – 6 PM CST
Ford Confidentiality:

Please do not submit any sensitive personally identifiable information for security reasons, such as credit card numbers, driver's license numbers, SSN, DOB, etc. Thank you.

Aurelio, Nichole (N.)

Thank you for the update. I always bought Fords because my husband worked at the steel mill and would not buy foreign cars but now we are reconsidering after this.

2023-08-03 16:44:41

08/03 OBC to dealership: SM wont be back until tomorrow and the SA-Whitney is out at lunch. Parts dept didn't pick up.

NEXT STEPS: sent a follow up email to Whitney.

Nichole Aurelio
Customer Experience Specialist, Ford CX Team
O: 1-800-392-3673 ext: 79140

2023-08-03 16:45:13

Aurelio, Nichole (N.)

Good morning,

May I have a repair update please?

Nichole Aurelio
Customer Experience Specialist, Ford CXS Team
O: (866) 631-3788 Ext: 79140
Available M-F 9:30 AM – 6 PM CST

2023-08-14 16:59:13

Aurelio, Nichole (N.)

Okay, thank you Ms. [REDACTED]

Nichole Aurelio
Customer Experience Specialist, Ford CXS Team
O: (866) 631-3788 Ext: 79140
Available M-F 9:30 AM – 6 PM CST
Ford Confidentiality:

Please do not submit any sensitive personally identifiable information for security reasons, such as credit card numbers, driver's license numbers, SSN, DOB, etc. Thank you.

Whitney Young

Aurelio, Nichole (N.)

Still waiting on the part

2023-08-14 21:16:20

Aurelio, Nichole (N.)

I apologize again. Last update is for parts on TBD (to be determined) unknown at this time on when it'll arrive. I'll continue to monitor.

Nichole Aurelio
Customer Experience Specialist, Ford CXS Team
O: (866) 631-3788 Ext: 79140
Available M-F 9:30 AM – 6 PM CST

2023-08-29 18:37:05

Created new Parts Activity to help get current parts information provided.

2023-09-06 21:58:24

9/06 OBC to Dealership: Whitney is currently on the line with a customer. Sent to the voicemail

NEXT STEPS: left vm and will follow up w/ an email

Nichole Aurelio
Customer Experience Specialist, Ford CX Team
O: 1-800-392-3673 ext: 79140

2023-09-06 21:58:51

Aurelio, Nichole (N.)

Good Afternoon,

I just wanted to get a status update for this customer please.

Nichole Aurelio
Customer Experience Specialist, Ford CXS Team
O: (866) 631-3788 Ext: 79140
Available M-F 12:30 PM to 9 PM CST

2023-09-06 21:59:39

Aurelio, Nichole (N.)

Good Afternoon

I apologize, I have no update right now over the part and I am waiting for Whitney to call me back or reply to my email that I just sent.

Nichole Aurelio
Customer Experience Specialist, Ford CXS Team
O: (866) 631-3788 Ext: 79140
Available M-F 12:30 PM to 9 PM CST

2023-09-11 19:11:15

9/11 OBC to Dealership: Parts Dept

Was cleared on the 31st of August. Confirmed part has arrived to the dealership.

Service Department: Whitney is not at her desk. No response to last weeks email. SM is also not available. Receptionist stated customer has an Appt for the 14th.

NEXT STEPS: follow up on the 15th to confirm repairs are done

Nichole Aurelio
Customer Experience Specialist, Ford CX Team
O: 1-800-392-3673 ext: 79140

2023-09-11 19:12:28

Aurelio, Nichole (N.)

Whitney Young

Good Afternoon Whitney,

I confirmed with the parts department that the part has been delivered and someone in service stated the customer has an appointment set for the 14th. I'll follow up with you on the 15th to see if repairs have been completed.

Nichole Aurelio
Customer Experience Specialist, Ford CXS Team
O: (866) 631-3788 Ext: 79140
Available M-F 12:30 PM to 9 PM CST

2023-09-11 19:13:26

Aurelio, Nichole (N.)

Good Afternoon,

I confirmed that the part has arrived. They stated you have an appointment set for the 14th, so I'll follow up again with them on the 15th to confirm repairs are complete.

Nichole Aurelio
Customer Experience Specialist, Ford CXS Team
O: (866) 631-3788 Ext: 79140
Available M-F 12:30 PM to 9 PM CST

2023-09-16 02:15:41

OB email to Cust: Good Evening, I'm emailing you on behalf of your specialist, Nichole Aurelio. She is currently out of office and won't be back until Monday. Once she's back she will continue to work on your case. Please feel free to give us a call or send an email if you have any questions or concerns. Thank you in Advance! Tim Twait Customer Experience Specialist, Ford CXS Team O: (866) 631-3788 Ext: 79168
Available M-F 12:30 PM to 9 PM CST Ford Confidentiality: ----- Please do not submit any sensitive personally identifiable information for security reasons, such as credit card numbers, driver's license

2023-09-18 19:13:43

-Case Reassignment Notes

The case has been reassigned, please reach out to the dealer and customer and explain that you are the new advocate

Ford Motor Company ®
Marchelle McNack
Business Operations Supervisor

2023-09-21 22:17:50

Gurley Leep Ford 5742916910 closed after hours obc to [REDACTED] checking on cust repairs left vmail next steps-call back in 1-5-10min Lateefah Peters She | Her | Hers Customer Experience Specialist, Ford CX O: 1800-392-3673 ext. 79124

2023-09-21 22:43:46

obc to [REDACTED] checking on cust repairs left vmail next steps-call back in 5-10min Lateefah Peters She | Her | Hers Customer Experience Specialist, Ford CX O: 1800-392-3673 ext. 79124

2023-09-22 01:38:24

final email to cust

Hello [REDACTED]

I hope this email finds you well. Thank you for contacting Ford Motor Company and allowing us to assist you with your 2019 FORD FLEX.

As a recap, I was able to:

Open a case with Ford Motor Company requesting Parts assistance for your vehicle repair concerns.
Assisted with parts escalation in partnership with the dealership.
Corresponded with the dealership to get updates and information concerning the repair of the vehicle.
Provided the dealer with access to higher resources to assist with repair recommendations.
Followed up to make sure the vehicle is running to your standards.

If you need any assistance, please feel free to reach out.

[REDACTED] I hope that I have provided you with satisfactory Five Star customer service and, if so, feel free to share your feedback regarding your experiences with my service and our interactions in your next communication with Ford. I'll be completing your case and Ford will be sending you an email within the next few days with a brief survey regarding your experience with me and only me. This survey is not about Ford and the dealership the question still only relates to me. In the section with the Branding question, Ford would like to know with the way I cared for your case if you would refer anyone to Ford if you knew they would receive the same care given to you by me, your customer experience specialist. Ford and I value your honest feedback to help us understand how we can improve in the future and always provide Five Star service to you and your family and friends. Please be advised anything on this survey is only concerning my effort to help trust the brand, I truly hope I have made a difference with my efforts to provide Five-Star service and that you would recommend me to FORD as a good representative of the Ford Brand. Another survey will come concerning the dealership and its services. Again this survey is only about me and only affects me. The survey expires 10 days from the sent date (please check spam fold & junk folder)

Lateefah Peters
She | Her | Hers
Customer Experience Specialist, Ford CX
O: 1800-392-3673 ext. 79124

2023-09-22 01:38:25

obc to [REDACTED] checking on cust repairs cust states the repairs are complete and the veh is running to her standards. stated 5 stars service next steps-send email close case Lateefah Peters She | Her | Hers Customer Experience Specialist, Ford CX O: 1800-392-3673 ext. 79124

2023-09-22 01:45:41

--- Safety Net

-- Safe for closure

Ford Motor Company ®
Marchelle McNack
Customer Experience Supervisor

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 06-28-2023 CLOSED: 11-06-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Parts Issue | Not Unit Down (drivable) |
DEALER NAME: Cavender Grande Ford
PA CODE: 02320 DLR SALES CODE: 52909 REGION: C2 ZONE: C2B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 26,145
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: SAN ANTONIO | TX | [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: Tammi Robertson OPEN ANALYST NAME: Shanique White
COMMENTS:

2023-06-28 17:48:23 Shanique Byron/Sbyron1@ford.com /79472 cust @ [REDACTED] *Fully verified* VEH: 2019 FORD FLEX
VIN: [REDACTED] IBC: -Back up camera not working. BLUE SCREEN CONCERN -Dealer has
advised the camera is on BO but they have ordered the part SA: DANIEL CXS: -contacted dealer AFF: CXS
Initial Contact with the Dealer OBC @ Service Advisor: Daniel EMAIL:
dcervantec@cavendergrandeford.com -Veh is with the customer -Part has been ordered -RO TICKET IS
OPENED RO: 807139 RO LINE: A MILEAGE: 26145 OPEN DATE: 5/19/23 DIAGNOSIS: BACKUP
CAMERA HAS A BLUE SCREEN -CLEAR PATH TO REPAIR: REPLACE THE BACK UP CAMERA PN:
GA8Z19G490A ORDERED DATE: possible 5/ P&A CODE: 02320 NEXT Steps: -Need PART ORDER
DETAILS -Update customer on Part delay Expectation: -Part Delay Ford Motor Company @ Shanique Byron
Customer Experience Specialist, Ford CXS Team sbyron1@ford.com | www.ford.com Office: 866-631-3788
ext. 79472

2023-06-28 17:49:19 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED] Home
Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 99 Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : N/A Part Number : GA8Z19G490A Dealer Name : Cavender Grande Ford
Dealer P&A : 02320 Dealer phone : 210-245-7002 VIN : [REDACTED] Year : 2019 Make : FORD
Model : FLEX Mileage : 26145 Engine Specification : 3.5L V6 CYCLONE TIVCT Transmission Specification :
6 SPD AUTO TRANS 6F Warranty Start Date : 2020-06-06 Open Recall/FSA : N/A ESP : N/A Hotline
Contact : N/A Warranty History : N/A

2023-06-30 16:23:35

----Safety net

-- We need a copis opened

Ford Motor Company @
Marchelle McNack
Customer Experience Supervisor

2023-07-06 19:38:57 (OBCCD) -SW Noah PN# GA8Z19G490A Part Ordered Via (DOW, FAD, or 1878): DOW Part Order Date:
06/05/23 COR/DOR #: 10605 PM's First and last name: Noah Sanchez PM's Email:
nsanchez@cavendergrandeford.com P&A Code: 02320 (OBCC) -provided update on part delay. CXS
informed customer supplier is working with team to determine an alternative. Will follow up on 7/12 CXS: -
Opend Parts SME -Checked DOW for Update Next Steps: -Check Parts Sme -Provided Customer Update -
Check DOW Ford Motor Company @ Shanique Byron Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com Office: 866-631-3788 ext. 79472

2023-07-06 20:13:47

GA8Z 19G490A 10605 06/05 4A CANC/30 DAY CNCL

Parts SME is closing escalation - this order 30 day canceled.

2023-07-12 14:19:02

** SME Specialist Review **

There are no active Emergency backorders for GA8Z19G490A under P&A 02320.

2023-07-12 16:46:33

OBE TO DEALER:

Hello Noah,

PN# GA8Z19G490A order is 30 days old. Please verify if the order details below is still active. If not, we need new part order details information to escalate the part.

Part Ordered Via (DOW, FAD, or 1878): DOW
Part Order Date: 06/05/23
COR/DOR #: 10605
PM's First and last name: Noah Sanchez
PM's Email: nsanchez@cavendergrandeford.com
P&A Code: 02320

If you have any questions about this request, I am here for your support.

Warmest Regards,

Ford Motor Company ®
Shanique Byron
Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

2023-07-12 16:50:20

(OBCCD) -Email to Noah for new part order details (OBCC) -SMS sent to dealer CXS: -Checked DOW : 6 71023 AVAILABILITY OF THE PARTS IS TBD 7 71023 WORKING ON WEEKLY MEETING TO EXPEDITE THE APPROVAL Next Steps: -Contact dealer to retrieve part order details -Update customer on repairs Ford Motor Company ® Shanique Byron Customer Experience Specialist, Ford CXS Team sbyron1@ford.com | www.ford.com Office: 866-631-3788 ext. 79472

2023-07-18 23:15:51

Dow Update: 7 71823 WORKING ON WEEKLY MEETING TO EXPEDITE APPROVAL - APPROVED CXS: -Sent SMS to customer with Part delay update Ford Motor Company ® Shanique Byron Customer Experience Specialist, Ford CXS Team sbyron1@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79472

2023-07-21 20:28:55

DOW UPDATE: 7 72123 WORKING ON WEEKLY MEETING TO EXPEDITE APPROVAL - APPROVED (OBCC) - SW Steve. Informed the customer on Part delay CXS: -Checked Dow -Update VOR -F/U 7/26 - PORTAL MESSAGE TO DEALER Next Steps: -Contact the dealer to see if they received the part and check dow for update -Send SMS to customer Ford Motor Company ® Shanique Byron Customer Experience Specialist, Ford CXS Team sbyron1@ford.com | www.ford.com Office: 866-631-3788 ext. 79472

2023-07-26 22:15:19

(OBCCD) -SW JULIAN -TRANSFERED AND LEFT A VM. (OBCC) - CXS: -GA8T 19G490 AA -DOW Update on 7/25/203 8 72523 846 PCS TO BE RECEIVED AT PACKAGER -Safety Net for support creating copis Next Steps: -contact dealer to retrieve order number -check dow for updates on part -Safety net update Ford Motor Company ® Shanique Byron Customer Experience Specialist, Ford CXS Team sbyron1@ford.com | www.ford.com Office: 866-631-3788 ext. 79472

2023-07-31 22:11:21

obe to dealer:

Hello Amy,

I am reach out today to collect Part order details for the following RO:

RO: 807139
RO LINE: A
MILEAGE: 26145
OPEN DATE: 5/19/23
DIAGNOSIS: BACKUP CAMERA HAS A BLUE SCREEN
-CLEAR PATH TO REPAIR: REPLACE THE BACK UP CAMERA

Who is the service advisor?
Best Method of contact?
Eta Repair?
ETA on Part?

Parts on EBO?

Part #: GA8Z19G490A
Part Ordered Via (DOW, FAD, or 1878):
Part Order Date:
COR/DOR #:
PM's First and last name:
PM's Email:
P&A Code:

Warmest Regards,

Ford Motor Company ®
Shanique Byron
Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

2023-07-31 22:23:39

CXS: -Checked Dow: 10 73023 287 PCS TO BE RECEIVED AT PACKAGER Next Steps: -Monitor Dow - Monitor Safety Net Ford Motor Company ® Shanique Byron Customer Experience Specialist, Ford CXS Team sbyron1@ford.com | www.ford.com Office: 866-631-3788 ext. 79472

2023-07-31 22:35:26

----Safety net

---- Please allow 10 days for the dealer to receive a PART

Ford Motor Company ®
Marchelle McNack
Customer Experience Supervisor

2023-08-07 22:33:23

(OBCCD) -Portal message sent to dealer (OBCC) -SMS SENT TO CUSTOMER. REQUESTING IF HE HAS RECEIVED THE PART CXS: -Contact dealer on 8/11/23 for update Next Steps: -Contact dealer and customer for update Ford Motor Company ® Shanique Byron Customer Experience Specialist, Ford CXS Team sbyron1@ford.com | www.ford.com Office: 866-631-3788 ext. 79472

2023-08-11 19:25:26

DOW UPDATE: 4 81023 SUPPLIER IS PAST DUE, WAITING FOR COMPONENTS 5 81023 SEMICONDUCTOR SHORTAGE, WORKING WITH ENGINEERING ON ALTERNAT 6 81023 AVAILABILITY OF THE PARTS IS TBD 7 81023 WORKING ON WEEKLY MEETING TO EXPEDITE APPROVAL - APPROVED 8 81023 17 PCS ALLOCATED TO SHIP FROM PACKAGER TO CANADA 9 81023 41 PCS WILL BE RECEIVED AT BACKORDERED HVCS BY 08/15 10 81023 586 PCS WILL BE RECEIVED AT BACKORDERED HVCS BY 08/22 11 81023 188 PCS ALLOCATED TO SHIP FROM PACKAGER TO HVC 12 81023 7 PCS ALLOCATED TO SHIP FROM PACKAGER TO CANADA 13 81023 20 PCS TO BE RECEIVED AT PACKAGER

2023-08-11 19:30:49

Update on Part Inquiry case; [REDACTED] on 8/10 OBCC: SW: Steve -Advised supplier has begun shipping out parts by 8/22 Next Step: Monitor part delivered to dealer Ford Motor Company ® Shanique Byron Customer Experience Specialist, Ford CXS Team sbyron1@ford.com | www.ford.com Office: 866-631-3788 ext. 79472

2023-08-15 21:47:29

--- Safety Net

---Follow up was missed

Ford Motor Company ®
Marchelle McNack
Customer Experience Supervisor

2023-08-17 16:58:52

Hello Noah,

The part order information listed below is over 30 days and the order was closed. For Ford to assist can you complete a COPIS case for an active order for PN: GA8Z19G490A ON RO: 807139 . Upgrade the order to E and complete a COPIS mark, "Vehicle off road NA" so that we can get the part in faster and begin repairs. Please email me back with COPIS case #.

If you can't get this done , send me the following information and I can escalate part as well to prevent any delays.

P&A
Part#
Date Ordered
part ordered via (DOES or FAD or FCS)
Customer order number OR/ Dealer order number # OR Part Order System Reference Number (12422, Y12345678, 12345) ?
Parts Manager (First & Last)
Parts manager Email:
Vehicle Off Rd Date:

I appreciate all your hard work with addressing this concern.

Warmest Regards,

Ford Motor Company ®
Shanique Byron
Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

2023-08-17 17:01:53

(OBCCD) -OBE TO NOAH PARTS (OBCC) -Sent SMS to Cust CXS: -Checked Dow: 4 81723 SUPPLIER IS PAST DUE, WAITING FOR COMPONENTS 5 81723 SEMICONDUCTOR SHORTAGE, WORKING WITH ENGINEERING ON ALTERNAT 6 81723 WORKING ON WEEKLY MEETING TO EXPEDITE APPROVAL - APPROVED 7 81723 40 PCS WILL BE RECEIVED AT BACKORDERED HVCS BY 08/22 8 81723 14 PCS WILL BE RECEIVED AT BACKORDERED HVCS BY 08/23 9 81723 417 PCS TO BE RECEIVED AT PACKAGER Next Steps: -Monitor Part arrival and repair completion Ford Motor Company ® Shanique Byron Customer Experience Specialist, Ford CXS Team sbyron1@ford.com | www.ford.com Office: 866-631-3788 ext. 79472

2023-08-21 16:59:02

(OBCCD) 91(210) 245-4706 Parts; SW Julian Part Ordered Via (DOW, FAD, or 1878): DOW -Ordered : 6/5/23 COR/DOR #: 1623541 -Coming from Memphis PM's First and last name: Noah Sanchez 16022 PM's Email: nsanchez@cavendergrandeford.com -Tracking Number: No tracking Number Provided at this time. (OBCC) -SW: [REDACTED] -Provided customer with part update. CXS: -Follow up with customer on 8/24 -Update VOR Next Steps: -PART ARRIVAL/ REPAIRS BEGUN -Contact cust and dealer for update Ford Motor Company ® Shanique Byron Customer Experience Specialist, Ford CXS Team sbyron1@ford.com | www.ford.com Office: 866-631-3788 ext. 79472

2023-08-21 18:29:09

** SME Specialist Review **

There are no active Emergency orders for GA8Z19G490A under P&A02320.

2023-08-29 21:00:54 DOW UPDATE: 4 82923 SUPPLIER IS PAST DUE, WAITING FOR COMPONENTS 5 82923 SEMICONDUCTOR SHORTAGE, WORKING WITH ENGINEERING ON ALTERNAT 6 82923 WORKING ON WEEKLY MEETING TO EXPEDITE APPROVAL - APPROVED 7 82923 1001 PCS TO BE RECEIVED AT PACKAGER 8 82923 437 PCS TO BE SHIPPED FROM THE PACKAGER Ford Motor Company ® Shanique Byron Customer Experience Specialist, Ford CXS Team sbyron1@ford.com | www.ford.com Office: 866-631-3788 ext. 79472

2023-08-29 21:23:59 Please assist with providing an update on the part arrival for repair order 807139.

PN: GA8Z19G490A
Part Ordered Via (DOW, FAD, or 1878): DOW
-Ordered : 6/5/23
COR/DOR #: 1623541
-Coming from Memphis
PM's First and last name: Noah Sanchez 16022
PM's Email: nsanchez@cavendergrandeford.com
-Tracking Number:

Warmest Regards,

Ford Motor Company ®
Shanique Byron
Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

2023-09-08 00:46:23 Please assist with providing an update on the part arrival for repair order 807139. PN: GA8Z19G490A Part Ordered Via (DOW, FAD, or 1878): DOW -Ordered : 6/5/23 COR/DOR #: 1623541 -Coming from Memphis PM's First and last name: Noah Sanchez 16022 PM's Email: nsanchez@cavendergrandeford.com -Tracking Number: Warmest Regards, Ford Motor Company ® Shanique Byron Customer Experience Specialist, Ford CXS Team sbyron1@ford.com | www.ford.com Office: 866-631-3788 ext. 79472

2023-09-08 18:53:53 Proactive Roadside Customer Dealer Advocate Malikia W. X79974 OBC to Dealer: Called the DLR on behalf of CXS. SA Francisco advised SA Daniel is assisting the customer with this vehicle. SA Daniel is unavailable however, a voicemail was left. Ford Motor Company ® Malikia Williams Proactive Roadside Customer Dealer Advocate Mwill784@ford.com | www.ford.com office: 866-631-3788 ext. 79974 8:30 am- 5:00 pm

2023-09-13 02:03:13 (OBCCD) SW DANIEL -CHECKED TO SEE IF Backup camera was received Informed the order shows it was placed on 6/5/23 -CXS advised SA Daniel, if the dealer has not received the part we need to resubmit and add a copis to help expedite the part Daniel stated that he requested an update from Cesar about the part delay, but could not provide to me the date email was sent. -Veh was picked up by the cust along time ago. - Attempted to speak with parts left voicemail (OBCC) -Sent SMS to cust Next Steps: -Reach out to parts to request an update Ford Motor Company ® Shanique Byron Customer Experience Specialist, Ford CXS Team sbyron1@ford.com | www.ford.com Office: 866-631-3788 ext. 79472

2023-09-13 02:03:33 I am currently monitoring the escalated ticket for the part delay. Currently, the status has not changed. Once update is provided, I will reach back out to you. My next follow up is 9/13/23. If you have any information that you would like to provide to me, please email me at sbyron1@ford.com .

2023-09-14 18:19:55 Hello,

Please provide an update on the part order details below. We were unable to find the order details to escalate this part. Please advise if this part still shows an active order.

Repair order # 807139.

Warmest Regards,

Ford Motor Company ®
Shanique Byron
Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

2023-09-14 18:22:43 (OBCCD) SW: Bill -Daniel is not available. Will return around 2:45pm -Parts is not available as well CXS: - Reached out the dealer to verify i the part has been reordered. Next Steps: -Contact the dealer again at 2:15 pm Ford Motor Company ® Shanique Byron Customer Experience Specialist, Ford CXS Team sbyron1@ford.com | www.ford.com Office: 866-631-3788 ext. 79472

2023-09-20 00:21:51

Hello Cesar,

I see an active Part Inquiry Case ([REDACTED]).

Can you complete a COPIS case for the following order. Upgrade it to E and complete a COPIS mark vehicle off road NA so that we can get the part in faster and begin repairs. Please email me back with COPIS case #. If you can't get this done soon send me the following information and I can escalate part as well.

P&A :

Part#:

Date Ordered :

part ordered via (DOES or FAD or FCS) :

Customer order number OR/ Dealer order number # OR Part Order System Reference Number (12422, Y12345678, 12345) ?

Parts Manager (First & Last):

Parts manager Email::

Vehicle Off Rd Date:

Warmest Regards,

Ford Motor Company ®

Shanique Byron

Customer Experience Specialist, Ford CXS Team

sbyron1@ford.com | www.ford.com

Office: 866-631-3788 ext. 79472

From: Sena, Cesar

Sent: Thursday, September 14, 2023 1:51 PM

To: Daniel Cervantes ; Byron, Shanique (S.)

Subject: Re: [REDACTED]

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

It is still on backorder. Copis shows they cant see our order so ive placed another one on emergency order.

Cesar Sena

Parts Manager

Cavender Grande Ford

(210)942-9035 ext 7214

4562 IH 10 East

San Antonio Texas

2023-09-23 02:23:50

Cesar,

I have checked the vehicle Vin and I am not seeing a vehicle off road Copis case for an emergency order.

If you can't get this done , send me the following information for the recent order that was placed for the emergency backorder part and I can escalate part as well to prevent any delays.

P&A
Part#
Date Ordered
part ordered via (DOES or FAD or FCS)
Customer order number OR/ Dealer order number # OR Part Order System Reference Number (12422, Y12345678, 12345) ?
Parts Manager (First & Last)
Parts manager Email:
Vehicle Off Rd Date:

Warmest Regards,

Ford Motor Company ®
Shanique Byron
Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

From: Sena, Cesar csena@cavendergrandeford.com >
Sent: Thursday, September 14, 2023 1:51 PM
To: Daniel Cervantes dcervantes@cavendergrandeford.com >; Byron, Shanique (S.) sbyron1@ford.com >
Subject: Re: [REDACTED]

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

It is still on backorder. Copis shows they cant see our order so ive placed another one on emergency order.

Cesar Sena
Parts Manager
Cavender Grande Ford
(210)942-9035 ext 7214
4562 IH 10 East
San Antonio Texas

From: Daniel Cervantes dcervantes@cavendergrandeford.com >
Sent: Thursday, September 14, 2023 1:25 PM
To: Byron, Shanique (S.) sbyron1@ford.com >; Sena, Cesar csena@cavendergrandeford.com >
Subject: RE: [REDACTED]

Cesar can you look into this one please.

Thank you,

From: Byron, Shanique (S.)
Sent: Thursday, September 14, 2023 1:19 PM
To: Sanchez, Noah
Cc: Daniel Cervantes
Subject: RE: [REDACTED]

Hello,

Please provide an update on the part order details below. We were unable to find the order details to escalate this part. Please advise if this part still shows an active order.

Repair order # 807139.

Warmest Regards,

Ford Motor Company ®
Shanique Byron
Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

From: Byron, Shanique (S.)
Sent: Tuesday, August 29, 2023 4:24 PM
To: nsanchez@cavendergrandeford.com
Subject: [REDACTED]

Please assist with providing an update on the part arrival for repair order 807139.

PN: GA8Z19G490A
Part Ordered Via (DOW, FAD, or 1878): DOW
-Ordered : 6/5/23
COR/DOR #: 1623541
-Coming from Memphis
PM's First and last name: Noah Sanchez 16022
PM's Email: nsanchez@cavendergrandeford.com

PE24-030 000268 GCCT SV

-Tracking Number:

Warmest Regards,

Ford Motor Company ®
Shanique Byron
Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

2023-09-27 17:08:16

(OBCD) - [REDACTED] SW: Daniel -Requested for repair update -Sent 3 request for Part order details. -Daniel Stated they are still waiting on the part Ford Motor Company ® Shanique Byron Customer Experience Specialist, Ford CXS Team sbyron1@ford.com | www.ford.com Office: 866-631-3788 ext. 79472

2023-09-27 23:24:58

SMS Sent to Cust: Hello Steve, I contacted the dealer today and spoke with Daniel. He has advised to me the part has not been received. I have a follow up on 10/3/23 to speak with the shop foreman to find out more about the part that was ordered. I will continue to monitor and provide you an update. Ford Motor Company ® Shanique Byron Customer Experience Specialist, Ford CXS Team sbyron1@ford.com | www.ford.com Office: 866-631-3788 ext. 79472

2023-10-03 21:12:20

Thank you, Cesar,

Last update on Copis was 9/28/23,
"Good morning,
Stock is in transit to the depot and your order should be allocated before dt 10/05/23.
Thank You"

Please verify once part has been received at the dealer.

Warmest Regards,

Ford Motor Company ®
Shanique Byron
Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

From: Sena, Cesar
Sent: Wednesday, September 27, 2023 5:03 PM
To: Daniel Cervantes ; Byron, Shanique (S.)
Subject: Re: [REDACTED] | COPIS NEEDED

[REDACTED]
Cesar Sena
Parts Manager
Cavender Grande Ford
(210)942-9035 ext 7214
4562 IH 10 East
San Antonio Texas

2023-10-06 00:03:03

Cesar,

Here is an update for the Copis case. Part has been shipped: Please advise if you have received the part.

Hi ,
Thank you for submitting a COPIS Parts Order Statuscase. Good news, your backorder forService Part Number:GA8Z19G490A,Shipper Number:DW2156,DOR Number:90914, shipped on 10/02/2023. As the order has now shipped, your COPIS case has been closed.
If there is an issue with this shipment, please place a new order as needed. If escalation is required, a new COPIS Parts Order Status case, will need to be submitted.
Thank you,
COPIS Vehicle Off Road Team

Warmest Regards,

Ford Motor Company ®
Shanique Byron
Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

2023-10-16 21:20:17

Hello All,

Please provide an update on part arrival.

Warmest Regards,

Ford Motor Company ®
Shanique Byron
Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

From: Byron, Shanique (S.)
Sent: Thursday, October 5, 2023 6:49 PM
To: Sena, Cesar csena@cavendergrandeford.com >; Daniel Cervantes
dcervantes@cavendergrandeford.com >
Subject: RE: [REDACTED] | COPIS NEEDED

Cesar,

Here is an update for the Copis case. Part has been shipped: Please advise if you have received the part.

Hi ,
Thank you for submitting a COPIS Parts Order Statuscase. Good news, your backorder forService Part
Number:GA8Z19G490A,Shipper Number:DW2156,DOR Number:90914, shipped on 10/02/2023. As the order
has now shipped, your COPIS case has been closed.
If there is an issue with this shipment, please place a new order as needed. If escalation is required, a new
COPIS Parts Order Status case, will need to be submitted.
Thank you,
COPIS Vehicle Off Road Team

Warmest Regards,

Ford Motor Company ®
Shanique Byron
Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

2023-10-19 19:40:09

Thank you for the update.

I will be reaching back out on Monday to verify customer has dropped off the vehicle to complete repairs.

Warmest Regards,

Ford Motor Company ®
Shanique Byron
Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

From: Daniel Cervantes
Sent: Tuesday, October 17, 2023 7:22 AM
To: Byron, Shanique (S.) ; Sena, Cesar
Subject: RE: [REDACTED]

Part is in. Will have customer drop off her car Monday 10/23/2024

Thank you,

2023-10-23 21:21:45

Hello Daniel

Spoke with Steve and he has confirmed he dropped off his vehicle. Thank you for providing our customer with a rental/loaner vehicle. Can you confirm the estimated date for completion?

Warmest Regards,

Ford Motor Company ®
Shanique Byron
Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

From: Byron, Shanique (S.)
Sent: Thursday, October 19, 2023 2:41 PM
To: Daniel Cervantes dcervantes@cavendergrandeford.com >
Subject: RE: [REDACTED] | COPIS NEEDED

Thank you for the update.

I will be reaching back out on Monday to verify customer has dropped off the vehicle to complete repairs.

Warmest Regards,

Ford Motor Company ®
Shanique Byron
Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

From: Daniel Cervantes dcervantes@cavendergrandeford.com >
Sent: Tuesday, October 17, 2023 7:22 AM
To: Byron, Shanique (S.) sbyron1@ford.com >; Sena, Cesar csena@cavendergrandeford.com >
Subject: RE: [REDACTED] | COPIS NEEDED

Part is in. Will have customer drop off her car Monday 10/23/2024

Thank you,

2023-10-26 20:23:46

OBOD: -Customer picked up the vehicle two days ago. They completed the camera repairs and body work on the vehicle. (OBCC) -back up camera is working as it should. Customer is satisfied with cxs performance. Dealership? Yes Would you recommend Ford to a friend or family? Yes Purchase another Ford? Yes CXS: - Email Good will gesture to customer Next Steps: -Cust decision for goodwill Ford Motor Company ® Shanique Byron Customer Experience Specialist, Ford CXS Team sbyron1@ford.com | www.ford.com Office: 866-631-3788 ext. 79472

2023-10-26 20:24:45

Hello Steve,

As your advocate I would like to add a Used PremiumCare extended service plan for your vehicle.

I understand you have concerns about your vehicle's backup camera concern, even though it has been repaired.

As an offer of goodwill, I would like to offer you a Ford Protect (Used) PremiumCare Extended Service Plan for your vehicle with a suggested retail price of \$2,530.00 to provide you with peace of mind going forward.

I have attached a brochure for your records.

It is our most comprehensive service contract available and covers over 1,000 vehicle components, for up to 3 years from the date of the request or 36,000 miles (current odometer reading), whichever comes first.

Ford Protect PremiumCare (Used) coverage is 100% backed by Ford Motor Company, using Ford-authorized parts for covered repairs and factory-trained and certified technicians. It's on Us!

If any future repairs are needed, the Extended Service Plan provides rental car coverage for up to 10 days and covers towing costs up to \$100. There is no limit to the number of repairs during the coverage period, and there is only a \$100 deductible per occurrence.

Do you approve of this offer?

Upon your approval, I will begin the process to purchase this service plan on your behalf.

Warmest Regards,

Ford Motor Company ®
Shanique Byron
Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

2023-10-31 22:42:05

Steve,

Please follow up on the below details.

Warmest Regards,

Ford Motor Company ®
Shanique Byron
Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

From: Byron, Shanique (S.)
Sent: Thursday, October 26, 2023 3:24 PM
To: sdrbugslife@gmail.com
Subject: CAS-43609733-T7K9Q8

Hello Steve,

Thank you for taking my call. As your advocate I would like to add a Used PremiumCare extended service plan for your vehicle.

I understand you have concerns about your vehicle's backup camera concern, even though it has been repaired.

As an offer of goodwill, I would like to offer you a Ford Protect (Used) PremiumCare Extended Service Plan for your vehicle with a suggested retail price of \$2,530.00 to provide you with peace of mind going forward.

I have attached a brochure for your records.

It is our most comprehensive service contract available and covers over 1,000 vehicle components, for up to 3 years from the date of the request or 36,000 miles (current odometer reading), whichever comes first.

Ford Protect PremiumCare (Used) coverage is 100% backed by Ford Motor Company, using Ford-authorized parts for covered repairs and factory-trained and certified technicians. It's on Us!

If any future repairs are needed, the Extended Service Plan provides rental car coverage for up to 10 days and covers towing costs up to \$100. There is no limit to the number of repairs during the coverage period, and there is only a \$100 deductible per occurrence.

Do you approve of this offer?

Upon your approval, I will begin the process to purchase this service plan on your behalf.

Warmest Regards,

Ford Motor Company ®
Shanique Byron
Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

2023-11-02 14:13:17

(OBCCD) CAS [REDACTED] (IBCC)-[REDACTED] -Customer Approves the Used PremiumCare GWG Performance of the vehicle? It is working just like before. -Are you happy with the CXS Support? All 5's -DEALERSHIP EXPERIENCE. Not very satisfied, Manager and advisor was excellent, they did damage to the vehicle and they attempted to fix the issue. Cx had to continue reinstalling some parts inside the vehicle. The service guy did a great job with keeping him informed. Cx does not want to submit a negative feedback case. CXS informed him I can always do a positive feedback case to help them improve their process. Cx declined. Would you purchase another ford ? Yes recommend ford to family or friend? Yes CXS: -Completed satisfaction call -Processed ESP in Morley [REDACTED] 11/02/2023Pending11/02/2023 [REDACTED] Charles CasianoShanique Byron Next Steps: -ESP IN OASIS Ford Motor Company ® Shanique Byron Customer Experience Specialist, Ford CXS Team sbyron1@ford.com | www.ford.com Office: 866-631-3788 ext. 79472

2023-11-02 16:20:44

Safety Net*

NEXT STEPS: FOR CXS: Approved to Close Case

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

Hello Steven,

Your Used Premium Care plan has been added to your vehicle's VIN

I hope your vehicle's performance meets your expectations. Before I close your case, I do want to provide to you a recap of my assistance to meet your expectations.

On 6/28/23, you reached out to Ford Motor Company to assist with backup blue camera concern on your vehicle. As your advocate, I was able to partner with the dealership and provide updates on your part delay and monitor your repairs until your vehicle was returned to you. Also, I was able to add an escalation ticket to help expedite your part to complete your repairs. After speaking with the dealer, your repairs were completed on 10/24/23. We understand the importance of your being without your vehicle for 158 days, so I provide to you a Used Premium Care Plan for 3 years/ 45,000 miles (from the current odometer reading), whichever comes first. At no cost to you.

I'll be completing your case and sending you an email within the next few days with a brief survey regarding your experience with me. Ford and I value your honest feedback to help us understand how we can improve in the future.

Thank you for being a valued customer and a part of the Ford family.

Warmest Regards,

Ford Motor Company ®
Shanique Byron
Customer Experience Specialist, Ford CXS Team
sbyron1@ford.com | www.ford.com
Office: 866-631-3788 ext. 79472

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 06-28-2023 CLOSED: 06-29-2023 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: [REDACTED] DLR SALES CODE: [REDACTED] REGION: [REDACTED] ZONE: [REDACTED]
[REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 50,000
BODY STYLE: K5B - FLEX SE FWD 4DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: SAN ANTONIO | TX | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | UNKNOWN
ANALYST NAME: Heather Hankins OPEN ANALYST NAME: Heather Hankins
COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 06-30-2023 CLOSED: 08-26-2023 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: Hines Park Ford, Inc.
PA CODE: 01425 DLR SALES CODE: 48411 REGION: G2 ZONE: G2B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 42,000
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: WIXOM | MI | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: Cindy Almendarez OPEN ANALYST NAME: Tatyana Johnson
COMMENTS:

2023-06-30 12:48:17 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED]
Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 78 Vehicle Purchase Status : Ford
Credit Contract Number : [REDACTED] Part Number : n/a Dealer Name : Hines Park Ford, Inc. Dealer P&A : 01425 Dealer
phone : 248-437-6700 VIN : [REDACTED] Year : 2019 Make : FORD Model : FLEX Mileage :
42000 Engine Specification : 3.5L V6 CYCLONE IIVCT Transmission Specification : 6 SPD AUTO TRANS
6F Warranty Start Date : 2019-11-29 Open Recall/FSA: : no ESP : no Hotline Contact : no Warranty History :
no

2023-06-30 12:53:40 Tatyana Johnson/tjohn452@ford.com /ext. 79549 IBC CUST -- Customer is calling in extremely upset that
she has been waiting on this part since 09/2022. I checked to see if there was a COPIS, no copis has been
created. OBC DLR - Spoke with Tony in parts and he was able to verify the following information Part # :
GA8Z19G490A Order date: 09/12/2022 COR/DOR#: 50655 Parts Manager Name: Franklin Linzell Email:
flinzell@hinespark.com NEXT STEPS: open part sme activity schedule a follow up 07/06 check copis Ford
Motor Company ® Customer Relationship Center – CAR/SUV Team Tatyana Johnson tjohn452@ford.com |
www.ford.com office: 866-631-3788 ext. 79549 Monday-Friday 7-330pm cst

2023-07-19 20:25:33 AVAILABILITY OF THE PARTS IS TBD,FILL EM-ORDS FROM: YX HVCS UPON RECEIPT,SUPPLIER IS
PAST DUE, WAITING FOR COMPONENTS,SEMICONDUCTOR SHORTAGE, WORKING WITH
ENGINEERING ON ALTERNAT,WORKING ON WEEKLY MEETING TO EXPEDITE APPROVAL -
APPROVED

2023-07-19 20:25:44 [REDACTED] COPIS CASE

2023-07-26 16:04:29 Hello I am reaching out to you to inform you that your part has not arrived at the dealer yet. I will reach out
to you on 08/01 with any new updates. Thank you

2023-07-26 16:04:29

472123SUPPLIER IS PAST DUE, WAITING FOR COMPONENTS
572123SEMICONDUCTOR SHORTAGE, WORKING WITH ENGINEERING ON ALTERNAT
672123AVAILABILITY OF THE PARTS IS TBD
772123WORKING ON WEEKLY MEETING TO EXPEDITE APPROVAL - APPROVED
872523846 PCS TO BE RECEIVED AT PACKAGER

2023-08-01 18:38:21 COR# 50655 PENDING MERCH ACT

2023-08-01 18:40:39 Hello I am reaching out to you to inform you that your part has not arrived at the dealer yet. thank you

2023-08-10 17:54:00

481023SUPPLIER IS PAST DUE, WAITING FOR COMPONENTS
581023SEMICONDUCTOR SHORTAGE, WORKING WITH ENGINEERING ON ALTERNAT
681023AVAILABILITY OF THE PARTS IS TBD
781023WORKING ON WEEKLY MEETING TO EXPEDITE APPROVAL - APPROVED
88102317 PCS ALLOCATED TO SHIP FROM PACKAGER TO CANADA
98102341 PCS WILL BE RECEIVED AT BACKORDERED HVCS BY 08/15
1081023586 PCS WILL BE RECEIVED AT BACKORDERED HVCS BY 08/22
1181023188 PCS ALLOCATED TO SHIP FROM PACKAGER TO HVC
12810237 PCS ALLOCATED TO SHIP FROM PACKAGER TO CANADA
138102320 PCS TO BE RECEIVED AT PACKAGER

2023-08-14 19:08:04 Hello The part has been escalated and we are waiting for the part to be released and arrive at the dealer. I
will reach out to you on 08/17 with an update on your part arrival. Ford Motor Company ® Customer
Relationship Center – CAR/SUV Team Tatyana Johnson tjohn452@ford.com | www.ford.com office: 866-
631-3788 ext. 79549

2023-08-17 18:50:27 Tatyana Johnson/tjohn452@ford.com /ext. 79549 OBC DLR -- I reached out to the part department and the part
is in and the dealership reached out to the customer and scheduled an appointment for 08/21 NEXT
STEPS: schedule a follow up 08/23 reach out to dlr confirm if the repairs are completed Ford Motor
Company ® Customer Relationship Center – CAR/SUV Team Tatyana Johnson tjohn452@ford.com |
www.ford.com office: 866-631-3788 ext. 79549 Monday-Friday 7-330pm cst

2023-08-23 18:48:58 Tatyana Johnson/tjohn452@ford.com/ext. 79549 OBC DLR -- Called the dealership to get an update on the
repairs. Spoke with Martin and he stated the repairs have been completed as of 08/21 OBC CUST- I
reached out to the customer to confirm she is satisfied with the repairs. However I was only able to LVM
NEXT STEPS: offer GWG Schedule a follow up 08/24 safety net to close Ford Motor Company ®
Customer Relationship Center – CAR/SUV Team Tatyana Johnson tjohn452@ford.com | www.ford.com
office: 866-631-3788 ext. 79549 Monday-Friday 7-330pm cst

2023-08-25 16:49:30

*****SAFETY NET*****

Safety to Resolve

Customer was a UTC

- customer is in vehicle and repair have been completed
- Goodwill offered as LMP
- Recap Email sent
- Resolve Case

Secundra Walker

Ford Motor Company ®*

Operations Supervisor PVT

Ph. 800-392-3673

Swalk178@ford.com | www.ford.com

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 07-01-2023 CLOSED: 07-01-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | Parts Issue | Unit Down (not drivable) | CCT Criteria
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: ██████████ MODEL YEAR: 2019 MODEL: FLEX MILEAGE:
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: ██████████
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: GREENVILLE | SC ██████████ | USA
HOME PHONE: ██████████
SYMPTOMS: Driver Aides & Information | Exterior Camera | UNKNOWN | UNKNOWN
ANALYST NAME: Michael Sanders OPEN ANALYST NAME: Michael Sanders
COMMENTS:
2023-07-01 17:54:33

NOTATED CASE ██████████ FOR CX TO BE PROVIDED AN UPDATE

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 07-07-2023 CLOSED: 08-15-2023 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: Al Spitzer Ford, Inc.
PA CODE: 02354 DLR SALES CODE: 44200 REGION: G4 ZONE: G4B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 33,604
BODY STYLE: K6D - FLEX LTD AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: CUYAHOGA FALLS | OH | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Not Listed | UNKNOWN
ANALYST NAME: Tatyana Johnson OPEN ANALYST NAME: Tatyana Johnson
COMMENTS:

2023-07-07 18:08:22 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : N/A Home Phone : N/A Mobile Phone : [REDACTED] LTV Score : 82 Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : Part Number : GA8Z19G490A Dealer Name : Al Spitzer Ford, Inc. Dealer P&A : 02354 Dealer phone : 3309291904 VIN : [REDACTED] Year : 2019 Make : FORD Model : FLEX Mileage : 31800 Engine Specification : 3.5L V6 CYCLONE TIVCT Transmission Specification : 6 SPD AUTO TRANS 6F Warranty Start Date : 2019-08-28 Open Recall/FSA : NO ESP : YES Hotline Contact : NO Warranty History : NO

2023-07-07 18:12:36 Tatyana Johnson/tjohn452@ford.com /ext. 79549 IBC CUST -- Customer is calling in regarding the backup camera he has been waiting on since April. Customer stated he wants to know what the current status of this part. OBC DLR - Spoke with Anthony in Parts and he was able to verify the information below Please assist with getting a VOR COPIS opened. Part # : GA8Z19G490A Order date: 041223 COR/DOR#: 04121 Parts Manager Name: MARK CARTER Email: MCARTER67GTO@NETZERO.NET NEXT STEPS: open part sme activity schedule a follow up on 07/13 check copis and DOW Ford Motor Company @ Customer Relationship Center – CAR/SUV Team Tatyana Johnson tjohn452@ford.com | www.ford.com office: 866-631-3788 ext. 79549 Monday-Friday 7-330pm cst

2023-07-07 18:13:27

470623SUPPLIER IS PAST DUE, WAITING FOR COMPONENTS
570623SEMICONDUCTOR SHORTAGE, WORKING WITH ENGINEERING ON ALTERNAT
670623AVAILABILITY OF THE PARTS IS TBD
770623WORKING ON WEEKLY MEETING TO EXPEDITE THE APPROVAL

2023-07-20 19:54:41 CHAT STARTED AT 8:40 PM (13 Jul 2023) Customer 8:40 PM : Thank you! system 12:40 AM : System has closed the chat CHAT ENDED AT 12:40 AM (14 Jul 2023)

2023-07-20 19:58:21

71823SUPPLIER IS PAST DUE, WAITING FOR COMPONENTS
571823SEMICONDUCTOR SHORTAGE, WORKING WITH ENGINEERING ON ALTERNAT
671823AVAILABILITY OF THE PARTS IS TBD
771823WORKING ON WEEKLY MEETING TO EXPEDITE APPROVAL - APPROVED

2023-07-26 14:50:04

472123SUPPLIER IS PAST DUE, WAITING FOR COMPONENTS
572123SEMICONDUCTOR SHORTAGE, WORKING WITH ENGINEERING ON ALTERNAT
672123AVAILABILITY OF THE PARTS IS TBD
772123WORKING ON WEEKLY MEETING TO EXPEDITE APPROVAL - APPROVED
872523846 PCS TO BE RECEIVED AT PACKAGER

2023-08-08 19:25:50 GA8Z 19G490A 04121 00001 711750 07/31 07/31 08/01 FDE2 830390

2023-08-08 19:34:34 4 80723 SUPPLIER IS PAST DUE, WAITING FOR COMPONENTS 5 80723 SEMICONDUCTOR SHORTAGE, WORKING WITH ENGINEERING ON ALTERNAT 6 80723 AVAILABILITY OF THE PARTS IS TBD 7 80723 WORKING ON WEEKLY MEETING TO EXPEDITE APPROVAL - APPROVED 8 80723 324 PCS WILL BE RECEIVED AT BACKORDERED HVCS BY 08/21 9 80723 700 PCS ALLOCATED TO SHIP FROM PACKAGER TO HVC 10 80723 17 PCS ALLOCATED TO SHIP FROM PACKAGER TO CANADA 11 80723 20 PCS TO BE RECEIVED AT PACKAGER

2023-08-14 18:04:37 Tatyana Johnson/tjohn452@ford.com /ext. 79549 OBC DLR -- Spoke with Tim and they received the part GA8Z 19G490A and I was able to speak with Scott in service and he stated the repairs are completed and it looks like the customer picked up the vehicle on Saturday NEXT STEPS: sent sms to the customer schedule a follow up offer GWG Ford Motor Company @ Customer Relationship Center – CAR/SUV Team Tatyana Johnson tjohn452@ford.com | www.ford.com office: 866-631-3788 ext. 79549 Monday-Friday 7-330pm cst

2023-08-15 15:19:45 CHAT STARTED AT 7:20 PM (14 Aug 2023) Customer 7:20 PM : Hi Tatyana, yes the backup camera and another repair (air controls for back seats) were completed. Tatyana, thank you so much for all of your help and follow-up. You did a great job!

2023-08-15 15:44:07 Tatyana Johnson/tjohn452@ford.com /ext. 79549 OBC CUST -- Spoke with the customer and he is extremely satisfied with our assistance. I offered him a GWG. Limited Maintenance Plan. The customer accepted the offer Current Mileage: 33604 NEXT STEPS: upload ESP in Morley safety net for closure Ford Motor Company @ Customer Relationship Center – CAR/SUV Team Tatyana Johnson tjohn452@ford.com | www.ford.com office: 866-631-3788 ext. 79549 Monday-Friday 7-330pm cst

2023-08-15 15:59:05 --- CASE NOTES Morley case : 873174 pending NEXT STEPS: safety net to close Ford Motor Company @ Customer Relationship Center – CAR/SUV Team Tatyana Johnson tjohn452@ford.com | www.ford.com office: 866-631-3788 ext. 79549 Monday-Tues, Thurs- Saturday 9:30-6pm

2023-08-15 20:26:20

*****SAFETY NET*****
Safety to Resolve
-customer is in vehicle and repair have been completed
-customer confirmed repair satisfaction
- Goodwill offered as ESP
- Recap Email sent
- Resolve Case

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

2023-08-16 20:19:54

Transmitted ESP in Morley

CASE NUMBER: [REDACTED]

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 07-13-2023 CLOSED: 07-13-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Parts Issue | Not Unit Down (drivable) |
DEALER NAME: Tallapoosa Ford
PA CODE: 00488 DLR SALES CODE: 21554 REGION: S1 ZONE: S1C
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 48,673
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: ECLECTIC | AL | [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | UNKNOWN | UNKNOWN
ANALYST NAME: Hector Rivera OPEN ANALYST NAME: Hector Rivera
COMMENTS:
2023-07-13 18:24:33

IBC FROM CUST: [REDACTED] Phone Number: [REDACTED] 1 Delegate: Owner: VIN: [REDACTED]
2019 FORD FLEX WSD: 4/9/2020 3yrs two months MILES: 48673 CLV: 67 Issue:
BACK CAMERA BACK ORDER SMS: Y SURVEY: Y CUST Called today because their back up camera has
been on back order for two months from the dealer and the customer is upset and wants a resolution. OBC
to DLR: Tallapoosa Ford Phone Number: 2562343432 SA: Mike, Reached out to the DLR regarding the
back up camera and they heard 8 days ago that the part has not arrived yet and for the part dept for them.
SM said parts manager was not in ACTIONS TAKEN: Parts manager will call back Next Steps: FCR til
parts manager call back Hector Rivera Jr. Customer Relationship Center- PVT Concern Team
Hriver21@ford.com | www.ford.com Office: 866-631-3788 ext. 79784 M-F 10:30AM-7PM CST SAT & SUN
OFF COPIES ESCALATION: Dealer PA Code: Part Number #: Part Order System Reference #: Part
Ordered Date: Parts Manager (First & Last): Parts Manager Email: COR/DOR# VOR Date# FCSD#

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: In Progress
OPEN: 07-21-2023 CLOSED: 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: Maguire Ford
PA CODE: 00624 DLR SALES CODE: 13630 REGION: N1 ZONE: N1V
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 47,000
BODY STYLE: K6D - FLEX LTD AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: KING FERRY | NY | [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | UNKNOWN | UNKNOWN
ANALYST NAME: SYSTEM OPEN ANALYST NAME: Daliyah Campbell
COMMENTS:

2023-07-21 18:36:54 IBC from CUST [REDACTED] regarding his 2019 Ford Flex he says he is having issues with his camera but the part is not available still he called previously and was able to get \$700 back on the charge for a repair --at the time He needed a rear view camera but they told him it was on back order.. He wanted to know if this is a common issue because he has heard people mention this and also his 2015 Flex had an issue // DLR told him they will call him once the part is available --VEH IS NOT AT DLR CXS advised CUST that I don't see any active recalls for the camera on his VEH and I haven't heard of this issue affecting Ford Flex VEH explained the camera is an issue with the Explorer's and has affected quite a few CUST so the part is on back order right now CUST says he feels the Flex VEH should also be included because this issue affected his 2019 Flex and his 2016 Flex - CXS advised he can make a further complaint with the NHTSA Ford Motor Company @ Customer Experience Specialist Daliyah Campbell dcamp198@ford.com Office: 1-866-631-3788 ext. {79550

2023-08-14 14:21:54

Natalie Barrios/79840/nbarrio3@ford.com IBC from CUST [REDACTED]
Cust called back asking about backordered camera and the promised reimbursement from cxs AriaunaCAS-43066623-FQ8K0 (morley was canceled).
OBC to DLR Maguire Ford parts dept adv
Order date 6/28
GA8Z19G490A
DOR 62823
I submitted part sme escalation and my sup adv to reopen case and assign to cxs Daliyah to continue assisting cust with part delay and with reimbursement query. I adv cust I couldn't make any promises but that cxs would look into it for him.
Next steps: cxs can provide cust part delay updates and adv if she can resubmit morley for promised reimbursement
Ford Motor Company ®
Customer Experience Specialist – Passenger Vehicle Team
Natalie Barrios
Nbarrio3@ford.com |www.ford.com
office: 1-866-631-3788 ext. 79840

2023-08-14 14:27:22

EMAIL to CXS/SUPS
Good morning,
Your customer called back about [REDACTED]. His rear camera is still on backorder, and my supervisor advised me to reopen and assign case to you. I did so and also got the part information and escalated with the SME team. The customer would also like to check on the status of his reimbursement that a previous CXS promised him on case [REDACTED] (morley was canceled). I did not make any promises since I don't know what Thomas would approve, but I told him that you would look into it for him.
Thank you!
Ford Motor Company ®
Customer Experience Specialist – Passenger Vehicle Team
Natalie Barrios
Nbarrio3@ford.com |www.ford.com
office: 1-866-631-3788 ext. 79840

2023-08-14 18:01:12

Parts SME has opened COPIS case [REDACTED] forGA8Z19G490A.

2023-08-15 22:30:53

CASE WAS FOR A COMPLAINT IT WAS REACTIVATED BY AGENT NATALIE SAYING CUST SEEKING PART ASSISTANCE AND REIMBURSEMENT VEH HAS NOT BEEN AT DLR SINCE 6/28 BECAUSE VEH IS DRIVEABLE-- BACK UP CAMERA IS ON BACK ORDER WITH NO ETA REIMBURSEMENT IS BEING FIXED AND ADDRESSED BY AGENT WHO PROMISED IT (ARIAUNA TURNER) ON [REDACTED] THERE IS NOTHING I CAN DO FOR CUST BUT UPDATE HIM ON PART WHICH IS ON NATIONAL BACK ORDER-- VEH HAS NOT BEEN AT DLR FOR OVER A MONTH NOW (ITS DRIVE-ABLE)

2023-08-17 18:49:17

Derran Brown/Ext.79842/dbrow701@ford.com : IBC from Cus. Seeking update regarding reimbursement. Advised [REDACTED] is the case customer needs to reference regarding reimbursement Next Steps: Sent CXS email regarding cust request Derran Brown Ford Motor Company @ Derran Brown- Passenger Vehicle Team Customer Experience Specialist Dbrow701@ford.com office: 866-631-3788 ext. 79842

2023-08-17 18:49:20

OBETurner, Ariauna (A.) Babineaux, Ronchele (R.)

Good Afternoon,

Hope all is well. Customer is seeking update regarding their reimbursement.

Kind Regards,

Derran Brown
Ford Motor Company ®
Derran Brown- Passenger Vehicle Team
Customer Experience Specialist
Dbrow701@ford.com
office: 866-631-3788 ext. 79842

Ford Confidentiality:

For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver's license number, SSN, DOB, etc. Thank you.
One Team, One Goal, One Plan. "ONE FORD"

2023-08-21 20:51:43 COPIS [REDACTED] Thank you for submitting a COPIS Parts Order Status case. Good news, your backorder for Service Part Number: GA8Z19G490A, Shipper Number: TP5097, DOR Number: 62823, shipped on 08/16/2023. As the order has now shipped, your COPIS case has been closed. OBC to DLR 607-272-8000 spoke with someone in parts who verified the camera is in and CUST has an APPT set to bring VEH in for repair tomorrow OBC to CUST [REDACTED] to advise that the part is at the DLR and they confirmed his service APPT is tomorrow- I will allow them to complete things and will f/u with him Thurs 8/24 for an update on the status of things **CXS sent an email to agent Ariauna and her SUP about the repair reimbursement promised on the previous case [REDACTED] * CUST says the issue happened with his 2015 Flex as well and he really wants to make a complaint as it happened at the same mileage on this VEH so he feels this is a common issue and he wants to make a complaint on this- He already contacted the NHTSA about this Next Steps: Allow CUST to complete service appt Ford Motor Company ® Customer Experience Specialist Daliyah Campbell dcamp198@ford.com Office: 1-866-631-3788 ext. {79550}

2023-08-24 15:34:15 OBC to DLR 607-272-8000 to see if camera was installed for CUST-- They confirmed the repairs have been completed OBC to CUST [REDACTED] to confirm repair satisfaction--- HE PLANS TO GET THE VEH TODAY, THEY SAID THEY FOUND CORROSION SO HE WASN'T ABLE TO GET IT LAST TIME Next Steps: Will allow CUST to pick up VEH - Will f/u Wed 8/30 to confirm satisfaction Ford Motor Company ® Customer Experience Specialist Daliyah Campbell dcamp198@ford.com Office: 1-866-631-3788 ext. {79550}

2023-08-30 21:26:02 OBT to CUST to advise... I know you picked up your car on the 24th, how have the repairs been so far? I'm going to reach out tomorrow to get a final update on that status Next Steps: CUST needs to confirm satisfaction Ford Motor Company ® Customer Experience Specialist Daliyah Campbell dcamp198@ford.com Office: 1-866-631-3788 ext. {79550}

2023-08-31 17:29:30 OBC to CUST [REDACTED] to confirm the repair satisfaction // He got the VEH back today as they had to check the brakes yesterday He isn't happy he had to take it back so many times and hope things are good so he doesn't have to go back CXS advised I will allow him to test the VEH to ensure he is actually having no further issues with the car and I'll f/u next week for an update -Offered a premiumcare plan for the inconveniences (will add when he confirms there's no further issues) Next Steps: Will f/u next Thurs 9/7 to get final status of repairs and add ESP Ford Motor Company ® Customer Experience Specialist Daliyah Campbell dcamp198@ford.com Office: 1-866-631-3788 ext. {79550}

2023-09-07 22:26:37 OBC to CUST [REDACTED] to confirm the repair satisfaction // he is fully satisfied with the repairs now and asked about the ESP Sent CUST an email with offer and he will let me know if he wants it or not Next Steps: need to see if CUST accepts the ESP Ford Motor Company ® Customer Experience Specialist Daliyah Campbell dcamp198@ford.com Office: 1-866-631-3788 ext. {79550}

2023-09-12 18:11:37 OBC to CUST [REDACTED] to see if he wants the offer or not // He does accept Next Steps: Submit morley PremiumCare plan Ford Motor Company ® Customer Experience Specialist Daliyah Campbell dcamp198@ford.com Office: 1-866-631-3788 ext. {79550}

2023-09-18 21:58:23 OBC to CUST [REDACTED] to explain that the ESP has been added and attached to his VIN: It will be available for use within the next 2 weeks and I will be sending him a copy of the brochure via email / I will now be closing the case and he will be sent a brief survey of his experience with me Next Steps: Send closing email and close case Ford Motor Company ® Customer Experience Specialist Daliyah Campbell dcamp198@ford.com Office: 1-866-631-3788 ext. {79550}

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 07-26-2023 CLOSED: 08-15-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Letter
CASE CLASS LV 1234: Vehicle Concern | Parts Issue | Not Unit Down (drivable) |
DEALER NAME: Mike Bass Ford, Inc.
PA CODE: 02235 DLR SALES CODE: 44605 REGION: G4 ZONE: G4B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 61,088
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: NORTH RIDGEVILLE | OH [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: P Rxsalp
COMMENTS:
2023-08-03 13:23:07

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.

7/18/23

CUST SAYS:1 have a 2019 Ford Flex which is the third we have purchased. 4 he latest one was purchased at Mike Bass Ford in Sheffield Village, OH. Earlier this year we were experiencing problems with the backup camera. First is was going blank then it eventually switched to show everything upside down. VVe took it to Mike Bass and they determined we needed a new camera after we paid a lee to make that determination. Unfortunately they said none w^ere available and they had no idea when they would get one. This, to me, is an unacceptable response. We ha\\'c had cjiiality issues widi each Ford we have purchased. Most of them have been minor but at least they were addressed and repaired. I don't know how you can expect return business wiien you can't even fix current quality issues. My Flex VIN is [REDACTED]. It is my hope that you can raise the priority of providing a camera to fix our Flex.

PER CUST, DLR SAYS: N/A

CRC ADVISED: N/A- esc for part delay assistance.

2023-08-03 21:39:36

Plan of action: contact dlr about veh OBC to [REDACTED] spk w/John he stated the veh is not currently there, last there on 6/28/23 having a issue w/the back up camera. He stated the part is on b/o but has a copis on the part 1. RO#:482 2. RO Open Date: 6/28/23 3. Line#: 01 4. Mileage: 61088 5. Confirm P&A Code: 6. Service Advisor's name and email. Chastity Christman, chastity@mikebassford.com Service Manager Name: Service Manager Email: Part Number: GA8Z19G490A Part Name: rear camera Copis case: [REDACTED] OBC to [REDACTED], unable to spk w/cust about case. I did leave a detailed vm explaining the part has been escalated to ship to the dlr. Left my direct contact info just in case cust needed further asst. Next step...resolve case Latonya Evans She/Her/Hers Customer Relationship Center/ Ford CX Passenger Vehicle Concern Team Email: levan119@ford.com 866-631-3788 ext. 79330 Monday, Wed. - Sat. 9 AM-5:30 PM(CST)

2023-08-04 15:27:41

Plan of action: contact cust about case OBC to [REDACTED] & [REDACTED], unable to spk w/cust or delegate so I left a detailed vm about the part being on emergency order and my contact info. Copis case: [REDACTED] Next step...resolve Latonya Evans She/Her/Hers Customer Relationship Center/ Ford CX Passenger Vehicle Concern Team Email: levan119@ford.com 866-631-3788 ext. 79330 Monday, Wed. - Sat. 9 AM-5:30 PM(CST)

2023-08-09 23:20:42

Plan of action: contact cust about case OBC to [REDACTED], unable to spk w/cust or delegate so I left a detailed vm about the part being on emergency order and my contact info. Copis case: CAS-[REDACTED] Next step...resolve Latonya Evans She/Her/Hers Customer Relationship Center/ Ford CX Passenger Vehicle Concern Team Email: levan119@ford.com 866-631-3788 ext. 79330 Monday, Wed. - Sat. 9 AM-5:30 PM(CST)

2023-08-10 19:54:18

Plan of action: contact cust about case OBC to [REDACTED] spk w/cust and informed him that the part has been emergency ordered and the case I have will be resolving, I provided the cust w/the case # and advised that he could contact me if he needed further asst. Next step...resolve case Latonya Evans She/Her/Hers Customer Relationship Center/ Ford CX Passenger Vehicle Concern Team Email: levan119@ford.com 866-631-3788 ext. 79330 Monday, Wed. - Sat. 9 AM-5:30 PM(CST)

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 08-07-2023 CLOSED: 08-16-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Letter
CASE CLASS LV 1234: Vehicle Concern | Parts Issue | Not Unit Down (drivable) |
DEALER NAME: Sarasota Ford
PA CODE: 01167 DLR SALES CODE: 24402 REGION: S3 ZONE: S3B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE:
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: BRADENTON | FL | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: Stephanie Newman OPEN ANALYST NAME: P Rxsalp
COMMENTS:
2023-08-16 15:16:19

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 undated

CUST SAYS: I am a loyal Ford user having a 2009 Ford Fusion with 29,000 miles, and a 2019 Ford Flex. My Ford Flex is my third having had a 2009 and 2014 prior to my current 2019. I love my Ford Flex. However, as much as I love my Ford Flex and our Ford Fusion, I will never purchase another Ford Product for as long as I live since you cannot get parts for them if something should go wrong. This is my second experience with this. Please refer to [REDACTED] regarding my first problem with Ford Motor Company. Now, the back up camera on my 2019 Ford Flex works intermittently, but mostly does not work at all. I took it to a local Ford dealership (Sarasota Ford) and had quite the experience only to find out that a new back up camera would have to be ordered. The experience was terrible. I used the Dealership's Service and they picked up my Flex on time (Thursday at 11:00am) and took it to the dealership. It sat for two days without any Technician even looking at it. I have numerous text messages with the Service Advisor indicating she had not heard anything from the Technician. Finally I was told that the Technician had checked things out and I needed a new camera. I then told them to go ahead and order the new camera. I had some doubt that that was the issue in that the camera worked excellently sometimes but not at all others. I was thinking about loose wire, but I am not a technician so let us get a new camera. I was then told that I would have to pay \$175 upfront before they would order the camera. I paid this amount. At this point in time I was advised that the part was not available, it was on backorder. Wow, was that familiar since I had gone thru the same thing on my Fusion. It has now been over 2 months and all I get is the part is on backorder. I find it very alarming about Ford Motor Company cannot provide parts for their vehicles in a timely manner. I assume that all Ford Vehicles produced have a backup camera. I am assuming that most back up cameras are the same, at least the ones I look at on vehicles in my parking lot all look the same. Why can't I get a backup camera? I can assure you that I have loved every Ford Flex I have owned, including the current 2019 Flex. If you still made them, I would more than likely purchase one. However, you made the decision not to make them anymore, so I will not be a Ford person any further, because of the hassles one must go through to get a part.

CRC ADVISED: escalated to SUV

2023-08-16 17:48:27

OBC to Customer
No Answer

Was going to ask if customer would like to submit all the information provided to our Feedback Department as they are committed to working with our Certified Ford Dealers to help guide them achieve better outcomes for our Loyal Ford Customers.

Please be advised when Submitting a Feedback Case
Customers will not get a call unless Feedback Department needs further information.
Case will be closed in MY department as soon as it's assigned to Feedback Department.
WE DO NOT GET UPDATES.

*Was also going to ask if they need me for Parts Assist

Stephanie Newman
Bilingüe Preocupación Especialista en PV
Bilingual Concern PV Specialist
snewma44@ford.com | www.ford.com
O: 866-631-3788 ext. 79658
M-F 8:30 AM - 5:00 PM EST

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN: 08-07-2023

CLOSED: 08-07-2023

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Central Loaner NA CRC

COMMUNICATION: Web

CASE CLASS LV 1234: Dealer - Information | Warranty Loaner Approval | |

DEALER NAME: Palm Springs Ford

PA CODE: 05574

DLR SALES CODE: 71430

REGION: W1

ZONE: W1B

VIN: [REDACTED]

MODEL YEAR: 2019

MODEL: FLEX

MILEAGE: 48

BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV

LAST NAME FIRST NAME MIDDLE: [REDACTED]

ADDRESS: [REDACTED]

CITY STATE ZIP COUNTRY: PALM DESERT | CA | [REDACTED] | USA

HOME PHONE: [REDACTED]

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

ANALYST NAME: SYSTEM

OPEN ANALYST NAME: SYSTEM

COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 08-07-2023 CLOSED: 08-28-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Vehicle Loyalty Allowance |
DEALER NAME: North Bros. Ford, Inc.
PA CODE: 02975 DLR SALES CODE: 48019 REGION: G2 ZONE: G2B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 49,307
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: CANTON | MI | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: SYSTEM
COMMENTS:

2023-08-07 21:40:15 *WEB*SEEKING APPROVAL FOR THIS REPAIR. IT WAS LOOKED AT BEFORE 3/36 EXPIRED. PART HAS BEEN ON BACK ORDER AND JUST NOW CAME IN. OLD RO WAS 127403 NEW RO IS 145699 THANK YOU

2023-08-07 21:46:05 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : Part Number : 19G490 Dealer Name : North Bros. Ford, Inc. Dealer P&A : 02975 Dealer phone : 7344211300 VIN : [REDACTED] Year : 2019 Make : FORD Model : FLEX Mileage : 29531 Engine Specification : 3.5L Cyclone V6 Petrol IIVCT Transmission Specification : 6 Speed Auto Transmission 6F50 Warranty Start Date : 2019-09-03 Open Recall/FSA : NO CAMPAIGN MESSAGE(S) FOUND ESP : NO ESP INFORMATION AVAILABLE Hotline Contact : n/a Warranty History : NO RECENT REPAIR HISTORY ON VEHICLE

2023-08-07 21:56:33 IBPM THE VEHICLE WAS LOOKED AT WHEN ON AUG 15TH OF 2022 BACK UP CAMERA NEEDED TO BE REPLACED. PART HAS BEEN ON BACK ORDEER SINCE WE CLOSED THAT RO 127403. THE NEW RO IS 145699 WHICH JUST NEED AN APPROVAL FOR THE REPAIRS SINCE THE PART HAS NOW ARRIVED. THANK YOU

2023-08-14 21:53:03 OBPM Hello, Thank you for your request. I am assisting your DXS agent with the following case due to case volume. You have opened the wrong type of case. Please update this case and add a financial assistance request to your case. You do not have to open a brand new case to update this case. Please follow the steps below to update your case. 1. Pull up your existing case # [REDACTED] in GCCT. 2. While inside of your existing case # [REDACTED] click on actions menu at the top of GCCT and scroll down to financial assistance request. 3. Enter your financial cost details, including your labor and cost details and make sure you save the case. 4. Please advise us once this has been added. Kind regards, Ford Motor Company © Richard Pinkney Proactive Roadside Customer Dealer Advocate rpinkne3@ford.com | www.ford.com Office: 866-631-3788 ext. 79337 Office hours: 8:30a-5:00p

2023-08-14 21:54:23 Daija Jackson|Ext.79488|djack314@ford.com IBPM from DLR UPDATED CASE FOR F/A

2023-08-14 22:38:04 Daija Jackson|Ext.79488|djack314@ford.com OBPM to DLR Before I can confirm assistance, Can you verify that the CLV Calculator questions are correct under the Financial cost detail? Purchase History: One New Vehicle Purchased Ownership Status: Current New Vehicle Owner Service History: One Paid Service (last 2 years) Ford Motor Company © Proactive Customer/Dealer Advocate (PCDA) Daija Jackson DJACK314@ford.com | www.ford.com office: 866-631-3788 ext.

2023-08-17 14:21:20 Ahrayviah Robinson/Arobi195@ford.com/79466 Dlr @ 917344211300 [REDACTED] ('19 FLEX) SA: JASON SA EXT/EMAIL: SM: SM EXT/EMAIL: RO: LINE: MILE: OPEN: PART NUMBER: ISSUE/STATUS: OBCD – Brandy. I asked for service. I asked to speak with Jason Holmes, adv he was not available today or tomorrow. I adv I was seeking assistance regarding case submitted for repair FIN assist. I was adv that manager wanted SA to contact back when available, i left CXS information and referenced case number. NEXT STEP: update case notes. ARTICLE(S) USED: Ahrayviah Robinson She| Her| Hers Proactive Roadside _ O: (866) 631-3788 ext. 79466

2023-08-21 16:15:29 Aaryn Hilliard/ ext 79603/ ahillia7@ford.com ibc from Sa Jason says he got a missed call from us last week when he wasnt there and is calling back i then connected SA to cxs on the case Ford Motor Company © Customer Relationship Center – Passenger Vehicle Inquiry Team AHILLIA7@ford.com | www.ford.com office: 1-866-631-3788 ext. Mon-Thurs ,Sat | 8:00 AM-4:30PM

2023-08-21 16:49:34 Daija Jackson|Ext.79488|djack314@ford.com IBC from DLR: spoke with SA Jason SA email: jason_holmes@northbros.com Jason says the original RO was opened when the customer was under B2B and repairs were covered and parts were ordered but due to BO status the part took almost a year to arrive and he closed out the RO to create a new RO. I advised Jason per the FAR the recommendation is 40% but I will check my resources to see if Ford can assist more and email him for an update. Next Steps: Update VOR Ford Motor Company © Proactive Customer/Dealer Advocate (PCDA) Daija Jackson DJACK314@ford.com | www.ford.com office: 866-631-3788 ext.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 08-09-2023 CLOSED: 08-10-2023 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: [REDACTED]
PA CODE: 04154 DLR SALES CODE: 24517 REGION: S3 ZONE: S3C
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 32,782
BODY STYLE: K5B - FLEX SE FWD 4DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: MARQUETTE | MI | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | UNKNOWN | UNKNOWN
ANALYST NAME: Ariauna Turner OPEN ANALYST NAME: Ariauna Turner
COMMENTS:

2023-08-09 16:46:00 Ariauna Turner / 866-631-3788 / Ext 79427 / aturn142@ford.com IBC from CUST: CUST is calling seeking part escalation assistance for the Backup Camera. VEH is in CUST possession and part was ordered 04/07/23. CXS advised I will reach out to parts to ensure escalation ticket is created for part order. OBC to parts: CXS spoke to Parts Counter Brad who advised they can create COPIS but not VOR COPIS due to CUST having their VEH. CXS requested confirmation email be sent once COPIS is created. NEXT STEPS: CXS will FU with parts to ensure COPIS is created. Ariauna Turner Ford Motor Company @ Customer Experience Specialist - PV Team Ariauna Turner ATURN142@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79427

2023-08-09 17:29:33

Thank you so much for the confirmation.

Kind regards,

Ariauna Turner
Ford Motor Company ®
Customer Experience Specialist - PV Team
Ariauna Turner
ATURN142@ford.com | www.ford.com
Office: 1-866-631-3788 ext. 79427

From: Brad Swogger
Sent: Wednesday, August 9, 2023 12:13 PM
To: Turner, Ariauna (A.)
Subject: [REDACTED]

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

Hello Ariana,
The Copis case Parts Availability Created. Case for reference is [REDACTED]
Thank you
Brad Swogger
Kisselback Ford
407-891-3268

2023-08-09 22:02:57 Part #: GA8Z19G490A Order Date: 04/07/23 COR/DOR# 11640 FCSD#R06197 Parts Counter: Brad Swogger Email: bswogger@kisselbackford.com

2023-08-10 15:37:07 Ariauna Turner / 866-631-3788 / Ext 79427 / aturn142@ford.com Plan of action: CXS will contact CUST to advise escalation ticket has been created and to continue patterning with Parts or contact FMC for updates on part status. OBC to CUST: CXS called CUST but, they were unavailable. NEXT STEPS: CXS will send closure email and close case due to it not being opened for 24 hours. Ariauna Turner Ford Motor Company @ Customer Experience Specialist - PV Team Ariauna Turner ATURN142@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79427

2023-08-10 15:38:07

Hello Mr. [REDACTED]

I am reaching out in regard to your case for your 2019 Ford Flex . I just wanted to advise you that an escalation ticket has been placed on your emergency order and the Vehicle Off Road team is currently working with supplier to obtain a shipper date for your part order. Please feel free to continue to partner with the parts department or contact Ford Motor Company for further updates on your part order. Your part order information will be provided below.

Escalation ticket number: [REDACTED]

Part #: GA8Z19G490A – Backup Camera

Mr. [REDACTED] I hope that I have provided you with satisfactory quality customer service and, if so, feel free to share your feedback regarding your experiences with my service and our interactions in your next communication with Ford. I'll be completing your case and Ford will be sending you an email within the next few days with a brief survey regarding your experience with me and only me. This survey is not about Ford and the dealership the question still only relates to me. In the section with the Branding question, Ford would like to know with the way I cared for your case if you would refer anyone to Ford if you knew they would receive the same care given to you by me, your customer experience specialist. Ford and I value your honest feedback to help us understand how we can improve in the future and always provide quality service to you and your family and friends. Please be advised anything on this survey is only concerning my effort to help trust the brand, I truly hope I have made a difference with my efforts to provide quality service and that you would recommend me to FORD as a good representative of the Ford Brand. Another survey will come concerning the dealership and its services. Again this survey is only about me and only affects me. The survey expires 10 days from the sent date (please check spam folder & junk folder)

Kind regards,

Ariauna Turner
Ford Motor Company ®
Customer Experience Specialist - PV Team
Ariauna Turner
ATURN142@ford.com | www.ford.com
Office: 1-866-631-3788 ext. 79427

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 08-15-2023 CLOSED: 08-15-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Inbound NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | CLP / Lincoln Loyalty Criteria | Has not been to Dealer
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 42,000
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: DEARBORN | MI | [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | UNKNOWN
ANALYST NAME: Joseph Securata OPEN ANALYST NAME: Joseph Securata
COMMENTS:
2023-08-15 20:16:53

Cust Says:
I have a ford flex and I got issue on my back up camera | I wanna know if there is recall on it | I haven't been to a ford dealership |

Per Cust Dealer Says: N/A

CRC Advised:
Agent told cust We recommend that your vehicle be inspected by a Ford/Lincoln dealership to determine the cause of any symptoms your vehicle may be experiencing. Your local Ford/Lincoln dealership has factory-trained technicians, the most current engineering service information, and the specialized equipment required to resolve your vehicle concerns. If there is no coverage under applicable warranties, recalls, or ESPs, repairs and services would be your responsibility. Your next step is to make an appointment with your servicing dealership to have your vehicle diagnosed. | Agent provide to cust the case# [REDACTED] for future reference | cust understood | agent told cust to call back once the veh is diagnosed | cust understood | eoc

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 08-15-2023 CLOSED: 09-15-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Central Loaner NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Information | Warranty Loaner Approval | |
DEALER NAME: Mike Dorian Ford, Inc.
PA CODE: 02676 DLR SALES CODE: 48003 REGION: G2 ZONE: G2A
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 57,513
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: SAINT CLAIR SHORES | MI | [REDACTED] | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inaccurate
ANALYST NAME: InfaConnector-Prod OPEN ANALYST NAME: SYSTEM
COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 08-16-2023 CLOSED: 08-16-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Outside Criteria |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE:
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: ARNOLD | MO | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | UNKNOWN | UNKNOWN
ANALYST NAME: Shevonda Byrd OPEN ANALYST NAME: Shevonda Byrd
COMMENTS:
2023-08-16 19:28:33

Custom stopped replying. I was unable to confirm if she qualified for Fin assist.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Canceled
 OPEN: 08-17-2023 CLOSED: 11-21-2023 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: Hemborg Ford
 PA CODE: 05395 DLR SALES CODE: 71151 REGION: W1 ZONE: W1B
 VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE:
 BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
 LAST NAME FIRST NAME MIDDLE: [REDACTED]
 ADDRESS: [REDACTED]
 CITY STATE ZIP COUNTRY: EASTVALE | CA [REDACTED] | USA
 HOME PHONE [REDACTED]
 SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Appearance
 ANALYST NAME: Shanice Phillips OPEN ANALYST NAME: Mariah Owens
 COMMENTS:
 2023-08-18 00:17:10 IBC from CUST [REDACTED] NAME: [REDACTED] REGISTERED OWNER: YES ADDRESS: [REDACTED]
 [REDACTED] DREASTVALE [REDACTED] EMAIL: [REDACTED] VIN: [REDACTED]
 MILEAGE: 38000 VEHICLE NEW OR USED OR CPO: NEW DLR: HEMBORG
 FORD NORCO CA VEH: 2019 FORD FLEX VEH LOCATION: HEMBORG FORD CLV: 94 WSD: 27-June-2020
 ESP: NONE WHAT ARE YOU SEEKING FROM FMC: PARTS ASSISTANCE VEHICLE SYMPTOMS:
 BACK UP CAMERA WORKS INTERMITTENTLY. REPAIR NEEDED: Back up camera replacement.
 CONCERN: Customer has 2019 Ford Flex, rear camera is messed up. took veh to dealer in Jan or Feb.
 Dealer stated camera needs to be replaced. Customer has contacted the dealership and he was told the part
 is on back order. NEXT STEPS: Contact dealership and gather repair and parts info. Mariah Owens
 Passenger Vehicle Team Mowens71@Ford.com | Office: 866-631-3788 ext. 79693 1:30 pm-10:00 pm CST
 Mon-Fri FIRST OBC to DLR (9517376151) CXS SAYS: please provide repair and parts info for customers
 repair. DLR SAYS: SA Jose- SM Robert C- -Repair order number- 73642 -Repair Order Open Date-
 01/24/2023 -Mileage at Repair Order Date- 34,417 -Is the repair is warrantable and not maintenance or wear-
 related or due to abuse, neglect, or modification- YES -Recommended path to repair- -SA: JOSE MENDIOLA
 -Email: JOSEMENDIOLA@HEMORGFORD.COM -P&A Code: 05395 -Technician's name: Part Number:
 Part Ordered Date: COR# VOR# FCSD# Y SHIPPER# Parts Manager- Eric Robinson Email- Phone- Next
 Steps: Inform customer i was able to gather some of the info needed for his vehicle, need to gather more from
 parts manager/email parts manager and service manager regarding parts info for repair. Mariah Owens
 Passenger Vehicle Team Mowens71@Ford.com | Office: 866-631-3788 ext. 79693 1:30 pm-10:00 pm CST
 Mon-Fri
 2023-08-18 00:20:42 Hello and good evening, I am contacting you regarding our mutual customer [REDACTED]. VIN-
 [REDACTED] Customer has a 2019 Ford Flex that is currently down in service for back up camera
 repair. Vehicle has been down since January 2023. I called the dealership today to gather the information for
 this repair and spoke with the service advisor Jose, He stated he was not able to provide me with the parts
 information nor the name of the technician that will be completing the repair once parts arrive. I asked to
 speak with the service manager and he stated the service manager is not available. I informed him as well
 this customers vehicle has no Copis Ticket created for the part only the case that was created by Ford Motor
 Company and he stated there is no need for a Copis due to customers vehicle being drivable. This customer
 has contacted Ford Motor Company due to his vehicle back up camera not working and he has been without
 his vehicle since the beginning of this year, Can you please assist. Please provide the following information
 so that we may assist with allocating this part in for customers vehicle repair: Technician's Name: Part
 Number: Part Ordered Date: COR# VOR# FCSD# Y SHIPPER# Parts Manager- Email- Phone-
 Mariah Owens Passenger Vehicle Team Mowens71@Ford.com | Office: 866-631-3788 ext. 79693 1:30pm-
 10:00 pm CST Mon-Fri
 2023-08-18 00:33:53 Technician's Name: Fred Garcia (at time of order but not necessarily the installing tech) Part Number: GA8Z-
 19G490-A Part Ordered Date: 01/23/23 COR# 20980 VOR# Not available. Vehicle is not offroad so we are
 unable to process a VOR COPIS case. FCSD# W32323 Y SHIPPER# Hasn't shipped so no shipper#
 available. Parts Manager- Eric Robinson Email- ericrobinson@hemborgford.com Phone- 951-898-3424
 2023-08-18 20:58:50 The part was special ordered and the customer took their vehicle. Eric Robinson - 05395 Parts Manager -
 PH: 951-898-3424 | Email: ericrobinson@hemborgford.com 1900 Hamner Avenue Norco CA, 92860
 From: Owens, Mariah (M.) Sent: Thursday, August 17, 2023 5:34 PM To: Eric Robinson Cc: Robert
 Quintero Subject: RE: [REDACTED] Is the vehicle not down at the dealership? Mariah Owens
 Passenger Vehicle Team Mowens71@Ford.com | Office: 866-631-3788 ext. 79693 1:30pm-10:00 pm CST
 Mon-Fri
 2023-08-22 22:05:45 OBC to DLR (9517376151) CXS SAYS: Please provide an update for customers part needed for repair DLR
 SAYS: Dave in Parts- 08/20, 834 will be released. Working on back order. part were released this week and
 not sure if they will be receiving part with that release date. Next Steps: contact customer and provide update
 for part/repair. Follow up with dealer and gather parts update/Check Copis and DOW Mariah Owens
 Passenger Vehicle Team Mowens71@Ford.com | Office: 866-631-3788 ext. 79693 1:30 pm-10:00 pm CST
 Mon-Fri
 2023-08-22 22:09:48 Hello and good afternoon Mr. [REDACTED], Referencing case [REDACTED] I am contacting
 you regarding your vehicle repair with Hemborg Ford. The part needed for your vehicle repair has not been
 received by the dealership just yet. We are waiting to see if the part release will send your part to the
 dealership. I will follow up with the dealership on Monday August 28th 2023. If you have any additional
 questions or concerns please feel free to respond to my email. Thank you for your time, Mariah Owens
 Passenger Vehicle Team Mowens71@Ford.com | Office: 866-631-3788 ext. 79693 1:30pm-10:00 pm CST
 Mon-Fri
 2023-08-28 19:29:34 OBC to DLR (9517376151) CXS SAYS: please provide update for part needed for customers vehicle repair.
 DLR SAYS: Part Eric- GA8Z-19G490-A part is in transit to packager, dealer should received within a week or
 2 Next Steps: Contact customer and provide update for vehicle repair/parts needed. Mariah Owens
 Passenger Vehicle Team Mowens71@Ford.com | Office: 866-631-3788 ext. 79693 1:30 pm-10:00 pm CST
 Mon-Fri
 2023-08-28 22:11:10 OBC to CUST (9512686226) CXS SAYS: inform customer per dealer that the part is in transit to packager,
 dealer should receive part within a week or 2 CUST SAYS: tried making outbound call to customer 2 times
 and call is not going through. Next Steps: email customer and provide update for part and repair/ follow up
 with dealer for parts update, check if part has arrived/ Contact customer and provide parts update. Mariah
 Owens Passenger Vehicle Team Mowens71@Ford.com | Office: 866-631-3788 ext. 79693 1:30 pm-10:00
 pm CST Mon-Fri

2023-09-01 19:45:08 OBC to DLR (9517376151) CXS SAYS: please provide update for part needed DLR SAYS: Parts Josh GA8Z19G490A update- Part has not been received to the dealership yet. shows still on back order. Parts manager Eric will have more of an update for tracking, he is out for lunch at this time. Next Steps: email parts manager for more updated information on part/contact customer and provide update for part. Mariah Owens Passenger Vehicle Team Mowens71@Ford.com | Office: 866-631-3788 ext. 79693 1:30 pm-10:00 pm CST Mon-Fri

2023-09-01 19:45:11 Hello and good afternoon Eric, I am contacting you to get an update for the part needed for customers vehicle repair! [REDACTED] 2019 Ford Flex Part- GA8Z19G490A Thank you for your partnership, Mariah Owens Passenger Vehicle Team Mowens71@Ford.com | Office: 866-631-3788 ext. 79693 1:30pm-10:00 pm CST Mon-Fri

2023-09-01 21:46:26 Hello and good afternoon [REDACTED] Referencing case [REDACTED] I am contacting you regarding your vehicle repair with Hemborg Ford. The part needed for your vehicle repair has not been received by the dealership just yet. We are waiting to see if the part release will send your part to the dealership. If you have any additional questions or concerns please feel free to respond to my email. Thank you for your time, Mariah Owens Passenger Vehicle Team Mowens71@Ford.com | Office: 866-631-3788 ext. 79693 1:30pm-10:00 pm CST Mon-Fri

2023-09-05 17:35:06
Parts SME Specialist - Changed the dealer to the right dealer P&A Code and created a new [REDACTED]

Please monitor the COPIS and DOW for updates regarding the part ordered.

2023-09-07 22:12:14 OBC to DLR (9517376151) CXS SAYS: please provide update for part needed for repair DLR SAYS: SA Jose-SA got the report from yesterday and part has not arrived. Next Steps: Contact customer and provide update for parts needed for repair. Mariah Owens Passenger Vehicle Team Mowens71@Ford.com | Office: 866-631-3788 ext. 79693 1:30 pm-10:00 pm CST Mon-Fri

2023-09-07 22:12:17 Hello and good afternoon [REDACTED], Referencing case [REDACTED] I am contacting you regarding your vehicle repair with Hemborg Ford. The part needed for your vehicle repair has not been received by the dealership just yet. I spoke with the parts manager and your service advisor Jose today, We are still waiting for the part to arrive to the dealership. If you have any additional questions or concerns please feel free to respond to my email. Thank you for your time, Mariah Owens Passenger Vehicle Team Mowens71@Ford.com | Office: 866-631-3788 ext. 79693 1:30pm-10:00 pm CST Mon-Fri

2023-09-25 11:00:01
Case reassignment to Gidgit Graham.
Next Steps: CXS to make contact within 1 - 2 business days.

2023-09-27 21:32:32 Mr [REDACTED], My name is Gidgit Graham, Your case has been assigned to me. I just wanted to advise you that our systems are currently down, which may prevent us from providing a current update at this time, Sorry for any inconvenience this may cause. I will schedule a full follow up with you on 9/29 Thank you for being the Best Part of Ford! Kind Regards, Gidgit Graham Customer Advocate Ford PV Concern Team O: 866-631-3788 ext. 79284 Hours: Mon-Fri 1:30 pm – 10:00 pm CST ggraha46@ford.com Ford Confidentiality: _____ Please do not submit any sensitive personally identifiable information for security reasons, such as credit card numbers, driver's license numbers, SSN, DOB, etc. Thank you.

2023-10-02 20:12:13 OBC to DLR: Asked to speak to Jose-SA DLR: SA Jose: said part is on national BO.. Still no part arrival at this time. NEXT STEPS: notify customer of parts update. Gidgit Graham Customer Advocate Ford PV Concern Team O: 1-866-631-3788 ext. 79284 Hours: M-F 1:30pm-10:00pm CST Ggraha46@ford.com Ford Motor Company ®

2023-10-02 20:13:58 Hello [REDACTED] I just wanted to reach out to you today and let you know that at this time we do not have an update on the part arrival. I will update you again before the end of the week. I hope you had a good weekend. Thank you for being the Best Part of Ford! Kind Regards, Gidgit Graham Customer Advocate Ford PV Concern Team O: 866-631-3788 ext. 79284 Hours: Mon-Fri 1:30 pm – 10:00 pm CST ggraha46@ford.com

2023-10-10 19:38:53
Dear [REDACTED]
As of Today, I still do not have an ETA for the camera. I will continue to monitor the part and update you again on Thursday.
Thank you for being the Best Part of Ford!
Kind Regards,
Gidgit Graham
Customer Advocate
Ford PV Concern Team
O: 866-631-3788 ext. 79284
Hours: Mon-Fri 1:30 pm – 10:00 pm CST
ggraha46@ford.com

2023-10-26 00:00:14 OBC to Hemborg Ford: Asked for Jose he was not available so I asked for service manager. Sent email to PtsMgr Eric Robinson, SA Jose Mendiola and SM Robert Quintero. Hello Hemborg Team! I am reaching out to you this afternoon regarding our mutual customer Mr. [REDACTED] 2019 Flex, KBA39260. Mr. [REDACTED] Flex has a camera that was on back order the part # is GA8Z19G490A the Copis Case for the part is [REDACTED] According to the case on 9/06 there was a portal message added that said "Hi, Good Morning, Stock is in transit to the depot and your order should be allocated before 09/13/23." That same day this portal message was sent : SEMICONDUCTOR SHORTAGE, WORKING WITH ENGINEERING ON ALTERNAT,SUPPLIER IS PAST DUE, WAITING FOR COMPONENTS,WORKING ON WEEKLY MEETING TO EXPEDITE APPROVAL - APPROVED,3 PCS TO BE SHIPPED FROM PACKAGER TO HVC,1382 PCS ALLOCATED TO SHIP FROM PACKAGER TO HVC,28 PCS ALLOCATED TO SHIP FROM PACKAGER TO CANADA When I had our Part SME take a look into this case they were unable to find the COR/DOR# in the order system. They found the part but not the COR/DOR#. Can you please advise as to whether or not you have received the part and if not please check your systems and make sure it is on emergency back order. Thank you for your partnership and cooperation! I'd like to get the customer updated as soon as possible so if you could possibly get back to me today it would be greatly appreciated. Thank you again for your prompt attention to this matter! Thank you for being the Best Part of Ford! Kind Regards, Gidgit Graham Customer Advocate Ford PV Concern Team O: 866-631-3788 ext. 79284 Hours: Mon-Fri 1:30 pm – 10:00 pm CST ggraha46@ford.com Ford Confidentiality: _____ Please do not submit any sensitive personally identifiable information for security reasons, such as credit card numbers, driver's license numbers, SSN, DOB, etc. Thank you.

2023-11-01 00:49:55

Hello Hemborg Team!

I am reaching out to you this afternoon regarding our mutual customer [REDACTED] 2019 Flex, KBA39260. Mr. [REDACTED] Flex has a camera that was on back order the part # is GA8Z19G490A the Copis Case for the part is [REDACTED]

According to the case on 9/06 there was a portal message added that said \"Hi, Good Morning, Stock is in transit to the depot and your order should be allocated before 09/13/23.\" That same day this portal message was sent : SEMICONDUCTOR SHORTAGE, WORKING WITH ENGINEERING ON ALTERNAT,SUPPLIER IS PAST DUE, WAITING FOR COMPONENTS,WORKING ON WEEKLY MEETING TO EXPEDITE APPROVAL - APPROVED,3 PCS TO BE SHIPPED FROM PACKAGER TO HVC,1382 PCS ALLOCATED TO SHIP FROM PACKAGER TO HVC,28 PCS ALLOCATED TO SHIP FROM PACKAGER TO CANADA

When I had our Part SME take a look into this case they were unable to find the COR/DOR# in the order system. They found the part but not the COR/DOR#.

Can you please advise as to whether or not you have received the part and if not please check your systems and make sure it is on emergency back order.

Thank you for your partnership and cooperation! I'd like to get the customer updated as soon as possible so if you could possibly get back to me today it would be greatly appreciated.
Thank you again for your prompt attention to this matter!

Thank you for your continued loyalty to Ford Motor Company.

Kind Regards,
Gidgit Graham
Customer Advocate
Ford PV Concern Team
O: 866-631-3788 ext. 79284
Hours: Mon-Fri 1:30 pm – 10:00 pm CST
ggraha46@ford.com

Ford Confidentiality:

Please do not submit any sensitive personally identifiable information for security reasons, such as credit card numbers, driver's license numbers, SSN, DOB, etc. Thank you.

2023-11-02 23:04:44

Left voicemail for Eric in Parts:

Hello Hemborg Team!

I am reaching out to you this afternoon regarding our mutual customer Mr. [REDACTED] 2019 Flex, KBA39260. Mr. [REDACTED] Flex has a camera that was on back order the part # is GA8Z19G490A the Copis Case for the part is [REDACTED]

According to the case on 9/06 there was a portal message added that said \"Hi, Good Morning, Stock is in transit to the depot and your order should be allocated before 09/13/23.\" That same day this portal message was sent : SEMICONDUCTOR SHORTAGE, WORKING WITH ENGINEERING ON ALTERNAT,SUPPLIER IS PAST DUE, WAITING FOR COMPONENTS,WORKING ON WEEKLY MEETING TO EXPEDITE APPROVAL - APPROVED,3 PCS TO BE SHIPPED FROM PACKAGER TO HVC,1382 PCS ALLOCATED TO SHIP FROM PACKAGER TO HVC,28 PCS ALLOCATED TO SHIP FROM PACKAGER TO CANADA

When I had our Part SME take a look into this case they were unable to find the COR/DOR# in the order system. They found the part but not the COR/DOR#.

Can you please advise as to whether or not you have received the part and if not please check your systems and make sure it is on emergency back order.

I have made this request via email and voice mail a few times with no response.

Thank you for your partnership and cooperation! I'd like to get the customer updated as soon as possible so if you could possibly get back to me today it would be greatly appreciated.
Thank you again for your prompt attention to this matter!

Wishing you a Safe & Happy Holiday Season from your Ford family!

Best Wishes,
Gidgit Graham
Customer Advocate
Ford PV Concern Team
O:866-631-3788 ext. 79284
Hours: Mon-Fri 1:30 pm – 10:00 pm CST
Ggraha46@ford.com

Ford Confidentiality:

Please do not submit any sensitive personally identifiable information for security reasons, such as credit card numbers, driver's license numbers, SSN, DOB, etc. Thank you.

PE24-030 000309 GCCT SV

2023-11-02 23:09:09

Dear [REDACTED]

As of Today, I still do not have an update on the camera. I have left messages at Hemborg and sent emails with no response.
I will continue to monitor the part and update you again on Tuesday.

Wishing you a Safe & Happy Holiday Season from your Ford family!

Best Wishes,
Gidgit Graham
Customer Advocate
Ford PV Concern Team
O:866-631-3788 ext. 79284
Hours: Mon-Fri 1:30 pm – 10:00 pm CST
Ggraha46@ford.com

2023-11-08 01:15:12

Hello [REDACTED]

Did Hemborg Ford get you scheduled in for your camera install? I am waiting to hear back from them.

Wishing you a Safe & Happy Holiday Season from your Ford family!

Best Wishes,
Gidgit Graham
Customer Advocate
Ford PV Concern Team
O:866-631-3788 ext. 79284
Hours: Mon-Fri 1:30 pm – 10:00 pm CST
Ggraha46@ford.com

2023-11-09 22:53:42

OBC to Hemborg Ford: asked for Jose: He will reach out and contact the customer to schedule repair
NEXT STEPS: Update customer

2023-11-09 22:54:00

Mr. [REDACTED]

I just spoke to Jose at Hemborg. He is supposed to be calling you just any time now to get you scheduled in.

Wishing you a Safe & Happy Holiday Season from your Ford family!

Best Wishes,
Gidgit Graham
Customer Advocate
Ford PV Concern Team
O:866-631-3788 ext. 79284
Hours: Mon-Fri 1:30 pm – 10:00 pm CST
Ggraha46@ford.com

2023-11-14 01:12:50

Hello Jose,

I am writing to ask if you were able to get Mr. [REDACTED] scheduled in for the repair?

Wishing you a Safe & Happy Holiday Season from your Ford family!

Best Wishes,
Gidgit Graham
Customer Advocate
Ford PV Concern Team
O:866-631-3788 ext. 79284
Hours: Mon-Fri 1:30 pm – 10:00 pm CST
Ggraha46@ford.com

2023-11-14 21:37:06

[REDACTED]
Hemborg Ford should have contacted you by now with an appointment. Did they?
Jose has not been easy to get in touch with.

Wishing you a Safe & Happy Holiday Season from your Ford family!

Best Wishes,
Gidgit Graham
Customer Advocate
Ford PV Concern Team
O:866-631-3788 ext. 79284
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2023-11-14 22:36:26

Hello [REDACTED]

Thank you for contacting Ford Motor Company and allowing us to assist you with your 2019 Ford Flex. Partnering with Hemborg Ford. I am glad we were able to address your camera concern; I was able to expedite the part needed for the repair while keeping you updated throughout the process.

As an offer of goodwill, I would like to offer you a Ford Protect PremiumCare Extended Service Plan for your vehicle with a suggested retail price of \$2,530.00 to provide you with peace of mind going forward. It is our most comprehensive service contract available and covers over 1,000 vehicle components, including your , for up to 3 years from the date of the request or 36,000 miles (from current odometer reading), whichever comes first.
Ford Protect PremiumCare coverage is 100% backed by Ford Motor Company, using Ford-authorized parts for covered repairs and factory-trained and certified technicians.
If any future repairs are needed, the Extended Service Plan provides rental car coverage for up to 10 days and covers towing costs up to \$100. There is no limit to the number of repairs during the coverage period, and there is only a \$100 deductible per occurrence.
Do you approve of this offer? Upon your approval, I will begin the process to purchase this service plan on your behalf.

Please let Ford know how I did in our survey that will be sent out via email. This survey is entirely predicated to your experience with me. A separate survey will be sent as well regarding dealership issues and parts (Sometimes it may go to your spam/junk folder.) The 1-5 "Brand Likelihood to Recommend" rating section is reflective of your experience with me and your honest feedback is greatly appreciated

If you have any further questions or concerns regarding this repair or any additional comments or feedback – please do not hesitate to reach out to me.

Thank you for being a valued customer and a part of the Ford family.

Wishing you a Safe & Happy Holiday Season from your Ford family!

Best Wishes,
Gidgit Graham
Customer Advocate
Ford PV Concern Team
O:866-631-3788 ext. 79284
Hours: Mon-Fri 1:30 pm – 10:00 pm CST
Ggraha46@ford.com

Ford Confidentiality:

Please do not submit any sensitive personally identifiable information for security reasons, such as credit card numbers, driver's license numbers, SSN, DOB, etc. Thank you.

Case Number: 895606
[REDACTED]
Odometer: 36000
Purchase Condition: New

2023-11-17 00:42:08

Case Number: 896251
VIN: [REDACTED]
Odometer: 43220
Purchase Condition: New

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 08-21-2023 CLOSED: 08-21-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | Parts Issue | Not Unit Down (drivable) |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 30,652
BODY STYLE: K5D - FLEX LTD FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: SANFORD | FL [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: Tamara Flook OPEN ANALYST NAME: Shanadra Page
COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 08-21-2023 CLOSED: 10-06-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | Parts Issue | Not Unit Down (drivable) |
DEALER NAME: AutoNation Ford Sanford
PA CODE: 01625 DLR SALES CODE: 24226 REGION: S3 ZONE: S3C
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 30,265
BODY STYLE: K5D - FLEX LTD FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: SANFORD | FL | [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: Eileen Ellis OPEN ANALYST NAME: April Johnson
COMMENTS:
2023-08-21 19:05:58

CONTACT VIA: EMAIL/TEXT (ATT) @ [REDACTED] (7AM - 8 PM EST)

CUST SAYS: I was just chatting with a rep for 15 mins. Trying to resolve. I have no correspondence with anyone saying the issue was resolved. I just talked to the dealer last week asking when they would have the part and they have a different story each time I call. The last two times they said the service writer left the company and someone would get back to me and they never do. I have texts and emails if you need them. The back up camera is not functioning. The screen is black and says not available. Then I took to the dealer in February they diagnosed and asked me to come back in a couple of days and they would have the parts. I'm crippled. I dropped my car off then and they called me later that day to say the parts never came in and they are back ordered. I called every couple of weeks to check and they were still on back order. Now the service writer who set up the service call no longer works there and when I call the dealer, they say they have to get back to me. I emailed the corporate CSR Rep several times for updates but received no response. I only have text messages and a paper the dealer gave me stating the problem for my records, since my warranty was expiring in May and I felt uncomfortable about not getting it fixed prior to that time. I'm sure whoever wrote that it was resolved, did so because my warranty expired and I was very concerned about the issue being recorded. They told me they had no ETA at the time but Shanandra said she looked up the parts and they are no longer on back order. Not sure what the part number is.

DLR SAYS PER CUST: PARTS ARE ON BACKORDER/NO ETA. PREVIOUS SERVICE WRITER WHO PLACED ORDER NO LONGER WORKS AT THE DLR.

CRC SAYS: I show that this case was closed on 5/10/23. There is a note from the agent working your case that states "customer stated concern had already been handled". I don't see any other cases linked to your account for this issue. It looks like I'll need to get a new case escalated today, [REDACTED]. I'm not sure why the previous one was closed out. I will be escalating your case to a Customer Experience Specialist to further assist you. They will contact you through your preferred contact method within 1 business day. The case number I have created for you today is: [REDACTED].

2023-08-21 19:07:27

NOTE: Transfer attempted; no Concern chatter available.

2023-08-21 19:09:37

NOTE: SEE ORIGINAL CASE [REDACTED]. CX STATES SHE NEVER RECEIVED CORRESPONDENCE FROM CXS, NOR DID SHE STATE THE ISSUE HAD BEEN TAKEN CARE OF.

2023-08-21 19:13:21

NOTE TO QA: GCCT FROZE DURING CHAT. HAD TO CLEAR USD AND RETURN TO CX AFTER. ALSO, GCCT WOULD NOT ATTACH TRANSCRIPT.

today
Info At 1:20 PM Aug 21
Thank you for choosing to chat with us. We will be with you shortly. You are currently 2 waiting in queue.
Info At 1:20 PM Aug 21
You are now chatting with April. Please do not enter any sensitive personal data such as social security number or credit card numbers.
Hello [REDACTED] My name is April. How can I help you today?
You 1:20 PM
Hi April! I was chatting about my case number but got disconnected. Can you please assist?
C [REDACTED]
Robin 1:20 PM
I'll be happy to look into your case today, [REDACTED]! I'll just need a few moments to do so if you don't mind.
You 1:21 PM
No problem! Thank you!
[REDACTED] 1:21 PM
My pleasure! Thank you for your patience.
You 1:24 PM
[REDACTED], I show that this case was closed on 5/10/23. There is a note from the agent working your case that states "\"customer stated concern had already been handled\"". I don't see any other cases linked to your account for this issue. Do you happen to have any other case numbers for me to refer to?
You 1:25 PM
I see that you are typing. I will give you a couple more minutes to finish.
You 1:27 PM
No, I was just chatting with a rep for 15 mins. Trying to resolve. I have no correspondence with anyone saying the issue was resolved. I just talked to the dealer last week asking when they would have the part and they have a different story each time I call. The last two times they said the service writer left the company and someone would get back to me and they never do. I have texts and emails if you need them
we
My phone froze and I was disconnected from the last rep
[REDACTED] 1:27 PM
I was speaking with Shanadra if that helps
[REDACTED] 1:29 PM
Thank you. I'm not seeing the chat with Shanadra linked either. Let me do some digging on my end! I'll be right with you.
You 1:29 PM
Thank you
[REDACTED] 1:30 PM
We appreciate your patience, please continue to wait.
My pleasure. I'll just need a moment longer.
You 1:33 PM
No problem. Thank you
[REDACTED] 1:34 PM
Thank you for waiting. It looks like I'll need to get a new case escalated today, [REDACTED]. I'm not sure why the previous one was closed out. Do you have a few moments to confirm some information so that I can get that sent through?
You 1:35 PM
Yes and thank you
[REDACTED] 1:36 PM
Great, you're very welcome! I understand this is in regard to an issue with your backup camera. Can you explain what exact symptoms are present?
You 1:38 PM
The backup camera is not functioning. The screen is black and says not available.
when I took to the dealer in February they diagnosed and asked me to come back in a couple of days and they would have the parts. I'm crippled
[REDACTED] 1:38 PM
I'll be with you shortly.
Thank you for that information.
You 1:40 PM
I dropped my car off then and they called me later that day to say the parts never came in and they are back ordered. I called every couple of weeks to check and they were still on back order. Now the service writer who set up the service call no longer works there and when I call the dealer, they say they have to get back to me
[REDACTED] 1:41 PM
Got it. Is your vehicle able to be driven at this time?
You 1:42 PM
I emailed the corporate CSR Rep several times for updates but received no response
yes it is
[REDACTED] 1:42 PM
Do you happen to have the part number for the part that is on backorder?
You 1:43 PM
I do not
[REDACTED] 1:43 PM
No problem! Can you confirm the current mileage on your vehicle?
You 1:43 PM
I only have text messages and a paper the dealer gave me stating the problem for my records, since my warranty was expiring in May and I felt uncomfortable about not getting it fixed prior to that time. I'm sure whoever wrote that it was resolved, did so because my warranty expired and I was very concerned about the issue being recorded.
30,265
[REDACTED] 1:44 PM
I'll be sure to note those details on my end, [REDACTED]. Can you confirm the name of your dealership?
You 1:46 PM
Also, did they happen to mention any type of ETA on the delayed parts?
You 1:47 PM
I haven't heard from you in a few minutes. Do you need more time?
You 1:49 PM
Auto Nation Ford Sanford FL
[REDACTED] 1:49 PM
Great! Are they located at 4911 Wayside Drive?
You 1:50 PM
They told me they had no ETA at the time but Shanandra said she looked up the parts and they are no longer on back order
yes
[REDACTED] 1:51 PM

This is in regard to your 2019 Flex, correct?

You 1:52 PM

Yes, that is correct

1:52 PM

Great! I do not see any recalls or CSP's linked to your VIN. I see you mentioned that Shanadra was able to look into the part availability. Is this related to a recall or CSP?

You 1:53 PM

Great! I do not see any recalls or CSP's linked to your VIN. I see you mentioned that Shanadra was able to look into the part availability. Is this related to a recall or CSP?

You

I'm not sure what a CSP is. She asked about the back up camera and said she saw no backordered for those parts on her end.

I don't think there was a recall but the dealer told me it was a known issue when I came in for service

1:54 PM

Thank you. I don't see any information on my end regarding the part availability. However, the specialist who is assigned your case will have the resources to look further into this for you. Is phone or email your preferred method of contact?

You 1:56 PM

Email is preferred but either is fine

1:56 PM

Great! Is there a certain time of day that works best for them to reach out to you?

Would you like to opt-in to case updates via text? If so, can you please verify the name of your phone carrier (ie. ATT, Sprint, ect.)?

You 1:57 PM

anytime between 7 am and 8 pm EST is fine

yes please.

att

1:57 PM

Perfect! I'll be with you momentarily.

You 1:59 PM

Ok thank you

1:59 PM

My pleasure! Lastly, I'll just need to ensure your account is up to date. Can you confirm the phone number and home mailing address that should be on file? If the number you just provided is it - feel free to just provide your mailing address.

You 2:00 PM

Sanford FL

2:00 PM

Thank you so much for answering all of my questions. I will be escalating your case to a Customer Experience Specialist to further assist you and can transfer you over in just a moment. The case number I have created for you today is: So that you have it for your records, you may email a copy of this transcript to yourself by clicking the + sign located next to the text box in this chat window. Is there anything else I can help you with before making this transfer?

You 2:02 PM

Info At 2:02 PM Aug 21

The chat transcript will be sent to: at the end of your chat.

That's all. Thank you

2:03 PM

You're very welcome! Transferring you now. Have a wonderful day!

You 2:03 PM

Same to you!

2:03 PM

Thank you so much for holding! Currently, their chat queue is closed. So I will be escalating your case to a Customer Experience Specialist to further assist you. They will contact you through your preferred contact method within 1 business day!

You 2:05 PM

Ok thank you! Is the original case. Umber linked ton case number linked to this one?

2:05 PM

It is not technically "linked". However, I will make a note that states I have created this new case so that they can refer to both cases, and have all of the needed information.

My pleasure! Will that be all for

You 2:06 PM

Great thank you! That's all.

2:07 PM

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. Have a great day!

You 2:07 PM

Info At 2:07 PM Aug 21

Thank you for chatting with us.

2023-08-23 14:01:20

i called the dealership spoke to part manger he inst sure if they car is still there, transferred me to the the service manager Ryan no vm came up i will try and reach out to dealership later today

2023-08-23 14:07:34

I sent Ryan a email and a portal message bout customer.

2023-08-23 14:10:36

I called the cust went to vm left a message to call me back

2023-08-23 18:24:03

called cust got a hold of her she gave me the run down on her vehicle. so it seems her warranty expired but the last service adviser told her it would be cover in warranty even tho it was expired. vehicle has been in the shop since feb and they have been giving her the run around. She has tried to call the service manager Ryan no answer. Did let her know i would try again for the service manager to see if i can get some information on the vehicle.. She did say best contact would be call or email.

2023-08-23 19:03:54

I called the dealership and spoke to a service adviser mike cust does has car backup camera is still on back order and service manager Ryan is no longer with the company asked to speak to part he said he was out for the day told him i will call tomorrow he said great

2023-08-23 19:47:25

cust did email her screen shots saying her parts would be cover under warranty even though her warranty has expired

2023-08-23 20:05:08 Email between me and Ms. [REDACTED] Hi Ms [REDACTED] thank you for those screen shots I will update them to the system. If I need anything else I will shoot you a email . Have a nice night. From [REDACTED] Sent: Wednesday, August 23, 2023 1:54 PM To: Ellis, Eileen (E.) Subject: [REDACTED] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Hi, Eileen! Thank you for reaching out about my back up camera. I have attached the text messages and the ticket from the dealership, showing the part is covered under warranty and that they supposedly had it on order. I have also included screenshots from the last CSR rep. Please let me know if you need anything additional. Thank you!

2023-08-24 15:08:59 RO#: 606943 · RO Open date: 4/29/23 · RO Close date: · Line Item: · Mileage at RO Open: 30,265 · Is the vehicle at the dealership? no · Service Managers email address: n/a · Is the customer in a rental/loaner? If so, who is paying: she is driving her car · What is the current vehicle concern? the back up camera · Is there a diagnosis for the concern? · Recommended repair? backup camera · Should goodwill be considered? (Is this a business case) n/a · Has there been any contact with Tech Hotline for multiple repair attempts, lack of progress or unable to duplicate? n/a · Are there any parts delays? yes

2023-08-24 15:55:52 call the dealership back to speak to parts manager no answer going to send a email to see if they are going to open a copis case

2023-08-24 16:10:49 left parts manger email and portal message to contact me back about copis case

2023-08-25 17:00:01

Hi Ms. [REDACTED]
I called left a vm to let you know your camera is on back order and I will keep in contact with you until part comes and your car is fixed. You have my email and my phone number is 866-631-3788 x 79034
Email me anytime and when im in the office I will reach back out to you.

Eileen Gibson
Ford Motor Company ®
Customer Experience Specialist | Concern
866-631-3788 Ext: 79034

2023-08-28 20:54:25 Hello [REDACTED] So it seems like they are waiting on 2 more parts for your car and when it come in I will give you a call To schedule .But ill stay in contact until then . Eileen Gibson Ford Motor Company ® Customer Experience Specialist | Concern 866-631-3788 Ext: 79034 eellis45@ford.com | www.ford.com

2023-08-31 20:59:45 Hello [REDACTED] , I have been checking on your other parts no eta yet but I will stay in contact with the dealership about your part. Eileen Gibson Ford Motor Company ® Customer Experience Specialist | Concern 866-631-3788 Ext: 79034 eellis45@ford.com | www.ford.com

2023-08-31 21:04:48 did f/u Wrote Ms [REDACTED] a email to let her know i will reach out next week. Hello [REDACTED] , Im sorry I did schedule a appointment to reach back to you for Wednesday next. Speak to you then Eileen Gibson Ford Motor Company ® Customer Experience Specialist | Concern 866-631-3788 Ext: 79034 eellis45@ford.com | www.ford.com

2023-09-01 23:58:29

called dealership got no answer wrote portal message and sent email

Hello Ryan
This is Eileen from Ford motor company.
im trying to see if Ms. [REDACTED] part has came in i called earlier no answer.
[REDACTED] number is [REDACTED] 2018 ford mustang.
And if a copis case was ever opennd if you guys have a eta for when the part is being delivered

Eileen Gibson
Ford Motor Company ®
Customer Experience Specialist | Concern
866-631-3788 Ext: 79034

2023-09-07 21:14:11

got a hold of dlr spoke to parts department, camera is still on back order

copis case number [REDACTED]

Eileen Gibson
Ford Motor Company ®
Customer Experience Specialist | Concern
866-631-3788 Ext: 79034

2023-09-07 21:20:17 Hello [REDACTED] I did speak to dealership it seems camera is still on back order . it has been expedited . im just waiting on the words from the dealership I will follow up with you next week on Thursday. You can email me time. Thank you Eileen Gibson Ford Motor Company ® Customer Experience Specialist | Concern 866-631-3788 Ext: 79034 eellis45@ford.com | www.ford.com

2023-09-14 21:56:21 backup cam still on back order was suppose to be shipped hasnt yet Eileen Gibson Ford Motor Company ® Customer Experience Specialist | Concern 866-631-3788 Ext: 79034

2023-09-20 20:13:40 Hi Ryan im trying to get some more information one cust by the name of [REDACTED] . Trying to see if we have a eta on her camera. Eileen Gibson Ford Motor Company ® Customer Experience Specialist | Concern 866-631-3788 Ext: 79034 eellis45@ford.com | www.ford.com

2023-09-20 20:14:50 Hi [REDACTED] I emailed the service manger to see when the camera will come in soon as he call or write back I will give you a update Eileen Gibson Ford Motor Company ® Customer Experience Specialist | Concern 866-631-3788 Ext: 79034 eellis45@ford.com | www.ford.com

2023-09-27 02:19:59 Hi Ryan this is Eileen from ford motor company im trying to see if there is a eta on mrs [REDACTED] back up camera [REDACTED] Eileen Gibson Ford Motor Company ® Customer Experience Specialist | Concern 866-631-3788 Ext: 79034 eellis45@ford.com | www.ford.com

2023-09-27 21:27:24 called dlr no answer i did leave the service manager a email Hi Ryan this is Eileen from ford motor company im trying to see if there is a eta on [REDACTED] back up camera [REDACTED] Eileen Gibson Ford Motor Company ® Customer Experience Specialist | Concern 866-631-3788 Ext: 79034 eellis45@ford.com | www.ford.com

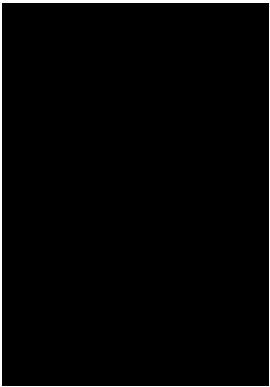
2023-10-06 20:58:04 Hi Ryan this is Eileen with ford motor company im writing about a cust [REDACTED] this is about her back up camera trying to get a eta on it an see if there is a RO# last service adviser said they where going to file a copis need that number as well thank you so much Eileen Gibson Ford Motor Company ® Customer Experience Specialist | Concern 866-631-3788 Ext: 79034 eellis45@ford.com | www.ford.com

2023-10-06 21:02:39 talked to service manager it was installed 9/27 cust is very happy installed on 09/27 [REDACTED] customer very happy thank you Ryan Bensfield Service Director AutoNation Ford Sanford 4911 Wayside Dr. Sanford, FL 32771 (407)328-6176

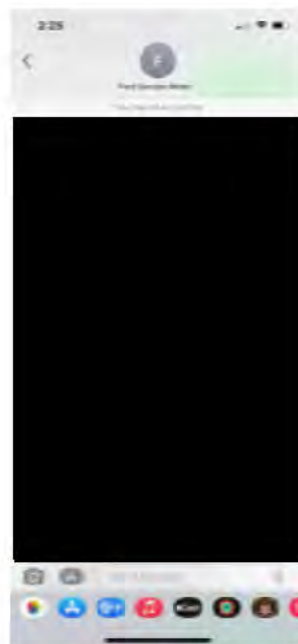
2023-10-06 21:06:55 H [REDACTED] I will be completing your case and, you will receive a brief survey within the next few days regarding your experience with me. Ford Motor Company and I value your honest feedback to help us understand how we can improve in the future. Eileen Gibson Ford Motor Company ® Customer Experience Specialist | Concern 866-631-3788 Ext: 79034 eellis45@ford.com | www.ford.com

CASE ATTACHMENTS:

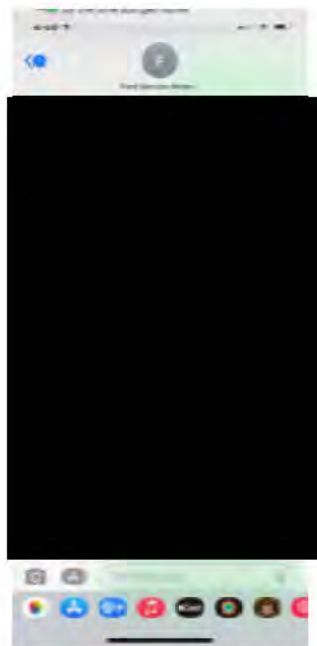
2023-08-23 19:04:43	Eileen Ellis
2023-08-23 19:07:37	Eileen Ellis
2023-08-23 19:08:10	Eileen Ellis
2023-08-23 19:08:21	Eileen Ellis
2023-08-23 19:09:31	Eileen Ellis
2023-08-23 19:10:19	Eileen Ellis
2023-08-23 19:10:42	Eileen Ellis
2023-08-23 19:11:13	Eileen Ellis
2023-08-23 19:11:30	Eileen Ellis





















CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 08-26-2023 CLOSED: 08-26-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Feedback | FMC | Negative |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 25,000
BODY STYLE:
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: EUCLID | OH | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | UNKNOWN | UNKNOWN
ANALYST NAME: Janelle Suniga OPEN ANALYST NAME: Janelle Suniga
COMMENTS:
2023-08-26 16:28:13

Janelle
10:50am
Hello [REDACTED]! My name is Janelle. How can I assist you today?
10:52am
I can see that you are typing, I will give you a few more moments.
10:54am
I see that you are typing. I will give you a couple more minutes to finish.
[REDACTED]
10:54am
Good day Janelle. I have a 2019 Ford Flex a with less than 25,000 miles. I just had to replace the backup camera. My research revealed many complaints about the backup camera and there was a recall for model-years 2018 and prior. I also saw a camera recall on 2020's. What happened to the 2019 camera that made it ineligible for recall?
Janelle
10:55am
Thank you for chatting in with this concern, I will do my best to assist you! Please give me 2-3 minutes to pull up the vehicle information.
[REDACTED]
10:55am
sure....
Janelle
10:56am
In the meantime, Can you please verify your phone number and mailing address? I want to make sure I have the correct information on file, Thank you!
[REDACTED]
10:57am
[REDACTED] . [REDACTED] Euclid, OH. [REDACTED]
Janelle
10:59am
Thank you, [REDACTED] Recalled vehicles may not include all vehicles within a particular model, year and vehicle line. Many times, there are more specific criteria's that must be met. In your case, I do not see that your vehicle has been included in this recall. Upon Ford's investigation, recalls can be updated to expand more vehicles if found necessary. However, we here at the Customer Relationship Center (CRC) are not able to determine which recalls will be expanded until after Ford Motor Company's recall division has launched the recall. We recommend you keep all your receipts associated with this repair. In the event a recall is issued in the future, you will be notified by mail and may be eligible for reimbursement.
Is there anything else I can assist you with today?
11:01am
I can see that you are typing, I will give you a few more moments.
[REDACTED]
11:01am
I thank you for your assistance. I wanted to just add to the number of complaints to increase the likelihood of launching an expanded recall. Thank you again for your service
Janelle
11:02am
I understand. Once this chat is complete, I will be happy to document your concern. This allows us, Ford Motor Company, to identify areas of concern in efforts to continuously make improvements. By documenting your concerns, we record and study the data collected by our customers to identify areas of concerns, which in turn, allows Ford Motor Company to launch programs accordingly.
Do you have any other questions for me at this time?
[REDACTED]
11:03am
No. Have a good day!
Janelle
11:03am
Thank you for contacting Ford Motor Company. At the end of this chat, there will be a survey that appears regarding your experience with my performance today. We appreciate any feedback you may have. Have a great day!
Thank you for chatting with us.
11:03am

CONTACT VIA: N/A

CUST SAYS: Good day Janelle. I have a 2019 Ford Flex a with less than 25,000 miles. I just had to replace the backup camera. My research revealed many complaints about the backup camera and there was a recall for model-years 2018 and prior. I also saw a camera recall on 2020's. What happened to the 2019 camera that made it ineligible for recall?

CRC ADVISED: Thank you, [REDACTED]. Recalled vehicles may not include all vehicles within a particular model, year and vehicle line. Many times, there are more specific criteria's that must be met. In your case, I do not see that your vehicle has been included in this recall. Upon Ford's investigation, recalls can be updated to expand more vehicles if found necessary. However, we here at the Customer Relationship Center (CRC) are not able to determine which recalls will be expanded until after Ford Motor Company's recall division has launched the recall. We recommend you keep all your receipts associated with this repair. In the event a recall is issued in the future, you will be notified by mail and may be eligible for reimbursement.

CUST SAYS: I thank you for your assistance. I wanted to just add to the number of complaints to increase the likelihood of launching an expanded recall. Thank you again for your service

CRC ADVISED: I understand. Once this chat is complete, I will be happy to document your concern. This allows us, Ford Motor Company, to identify areas of concern in efforts to continuously make improvements. By documenting your concerns, we record and study the data collected by our customers to identify areas of concerns, which in turn, allows Ford Motor Company to launch programs accordingly.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 08-29-2023 CLOSED: 10-09-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Central Loaner NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Information | Warranty Loaner Approval | |
DEALER NAME: Long-Lewis of Hoover
PA CODE: 09627 DLR SALES CODE: 21015 REGION: S1 ZONE: S1C
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 52,238
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: 1 [REDACTED]
CITY STATE ZIP COUNTRY: ALABASTER | AL | [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: InfaConnector-Prod OPEN ANALYST NAME: SYSTEM
COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 08-29-2023 CLOSED: 08-29-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: SYNC 3 | Software Updates | Downloading Update | General Inquiry on download process
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE:
BODY STYLE: K6D - FLEX LTD AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: MASON | MI | [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | UNKNOWN
ANALYST NAME: Kayla Lynard OPEN ANALYST NAME: Kayla Lynard
COMMENTS:
2023-08-29 20:18:15

today
Info At 3:32 PM Aug 29
Thank you for choosing to chat with us. We will be with you shortly. You are currently 1 waiting in queue.
Info At 3:32 PM Aug 29
You are now chatting with Kayla. Please do not enter any sensitive personal data such as social security number or credit card numbers.
Hi [REDACTED]! My name is Kayla. How can I help you?
You 3:32 PM
Backup camera presents upside down. Cannot seem to update Sync
[REDACTED] 3:34 PM
I'll be happy to assist you [REDACTED] Please allow me a few moments to research this.
You 3:34 PM
Thank you for holding [REDACTED] After researching, I do see that there is an update available for your vehicle. You can visit <https://www.ford.com/support/sync-maps-updates/> for more information on SYNC in your vehicle, what version you are currently using, and if there is an update available for your vehicle. Did you try to update your SYNC software via Wi-Fi? Sue?
You 3:37 PM
Yes. No luck with usb or WiFi.
[REDACTED] 3:38 PM
I see [REDACTED] Thank you for that. Can you confirm that the USB was formatted to exFAT and that the files were extracted to the USB drive correctly?
You 3:39 PM
I cannot. I will try again. Thanks.
[REDACTED] 3:40 PM
You're welcome! If you run into any issues in the process, please reach back out to us for assistance. If you are unable to complete the update process, we advise you visit your local Ford dealership for further assistance [REDACTED].
Would you like me to find a dealer near you or is there anything else I can assist you with today?
You 3:42 PM
It's a brand new usb so thought it would work.
[REDACTED] 3:43 PM
I see, you may have to just format the USB drive correctly. If you perform it via USB, the USB must be:
1. Version 2.0 or 3.0.
2. 16GB - 64GB.
3. Formatted to exFAT.
4. Without a password.
5. Completely empty.
You can click on the "+" sign at the bottom of this window to, print or email a copy of this chat transcript.
You 3:43 PM
Thanks. Will try later. You have been helpful.
[REDACTED] 3:44 PM
You're welcome [REDACTED] Do you have any other questions for me?
You 3:44 PM
No thanks.
[REDACTED] 3:45 PM
Thank you for contacting Ford Motor Company. At the end of this chat, there will be a survey that appears regarding your experience with my performance today. We appreciate any feedback you may have. Have a great day!
You 3:45 PM
Info At 3:45 PM Aug 29
Thank you for chatting with us.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 08-31-2023 CLOSED: 08-31-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Inquiry | Parts Issue | General/Other |
DEALER NAME: Future Ford of Roseville
PA CODE: 07749 DLR SALES CODE: 72206 REGION: W2 ZONE: W2A
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE:
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: ROSEVILLE | CA | [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Appearance
ANALYST NAME: Jacqueline Bennett OPEN ANALYST NAME: Jacqueline Bennett
COMMENTS:
2023-08-31 16:17:47

IBC from cust/
Eric calling in with an issue with his ford flex 2019
Just prior to 3 yr period they scheduled an appt with shop because the camera display module has failed
He scheduled an appt they weren't available for two or three weeks and he was three days beyond his 3 year
period
Camera is on backorder and hes been told they cant replace it because it is on backorder.
VIN [REDACTED]
Veh was brought into the dlr in dec.

OBC to dlr//
Parts said part had to be reordered in July, the original order didn't show up. Tim on back counter found one
at the sister store and he is going to have it there by the end of day.
Driver going to Sacramento to get camera today.
Transferred to service and they came in Dec 22, 2022 they were out of factory warranty on Dec 20, 2022.
At this moment it would be out of warranty.
287923 old repair order #
\$376.86
Spoke to Dave
Johnny Rodriguez is SA

NEXT STEPS: FCR

Jacqueline Bennett
She | Her | Hers
Customer Experience Specialist, Ford Passenger Vehicle Team
—

O: (866) 631-3788 ext. 79645

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 09-07-2023 CLOSED: 09-07-2023 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: Russ Milne Ford, Inc.
PA CODE: 02890 DLR SALES CODE: 48040 REGION: G2 ZONE: G2A
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 45,000
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: 31 [REDACTED]
CITY STATE ZIP COUNTRY: CHESTERFIELD | MI | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | UNKNOWN
ANALYST NAME: James Salcedo OPEN ANALYST NAME: James Salcedo

COMMENTS:

2023-09-07 22:10:29

CUST SAYS: I have a 2019 flex the back up camera is backing up going blue, the dlr say I have to pay for it. it was done at Russ Milne Ford, Inc. SA: MIKE Why my company truck is doing the same issue and they fix it free. Why you can't repair my VEH if it's the same issue? PER CUST, DLR SAYS: N/A CRC ADVISED: There's no active recall in your VEH right now. IF you're experiencing the same problem as the previous recall the warranty for that will be 12months/12,000 miles whichever occurs first. upon checking here you already exceeded the mileage for this one so the repair will be out of your pocket. Recalls are Vehicle Identification Specific. It depends when and where the vehicle was built as well as the parts use on the vehicle. We recommend to keep the receipt incase Ford initiate a program in the future, then you may file for reimbursement.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 09-08-2023 CLOSED: 09-08-2023 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: 2019 MODEL: FLEX MILEAGE: 45,000
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: CHESTERFIELD | MI | [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Appearance
ANALYST NAME: Mary Dela cruz OPEN ANALYST NAME: Mary Dela cruz
COMMENTS:
2023-09-08 13:36:00

CUSTOMER SAYS:

Customer having concerns with his vehicle, the back up camera has blue screen, it does flicker and goes goes back to blue screen. It is the same thing the recall on

PER CUST, DLR SAYS:

n/a

CRC ADVISED:

We issue recalls to fix the defects on a vehicle or sometimes just check for defects. Oftentimes the NHTSA will ask for a recall, after investigating common problems

We do document all information as per the Tread ACT, and report that information not only to NHSTA, but to our engineering department on a regular basis

We recommend that you keep your receipts in case Ford initiates a recall or other program in the future based on your situation.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 09-11-2023 CLOSED: 09-19-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | At Risk of Defection |
DEALER NAME: Crain Ford Jacksonville
PA CODE: 09193 DLR SALES CODE: 23206 REGION: C3 ZONE: C3W
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 31,453
BODY STYLE: K5B - FLEX SE FWD 4DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: JACKSONVILLE | AR | | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: SYSTEM
COMMENTS:
2023-09-11 18:57:33

Case Number : [REDACTED]
Customer : [REDACTED]
Business Phone : N/A
Home Phone : [REDACTED]
Mobile Phone : N/A
LTV Score : 41
Vehicle Purchase Status : Subsequent Owner
Ford Credit Contract Number :
Part Number : 19G490
Dealer Name : Crain Ford Jacksonville
Dealer P&A : 09193
Dealer phone : 501-982-5848
VIN : [REDACTED]
Year : 2019
Make : FORD
Model : FLEX
Mileage : 31453
Engine Specification :3.5L Cyclone V6 Petrol TIVCT
Transmission Specification :6 Speed Auto Transmission 6F50
Warranty Start Date : 2019-11-07
Open Recall/FSA: N/A
ESP : N/A
Hotline Contact : N/A
Warranty History : N/A

2023-09-11 19:02:18

OBPM:

Hello,

I hope all is well. May I ask what are you seeking from Ford today to determine my next steps to assist you?

Kind regards,

Stevye Webb
She|Her|Hers
Ford Motor Company ®
Proactive Roadside Customer Dealer Advocate
Office number: 866-631-3788 ext. 79354
Office hours: Mon.-Fri. 7:30am-4:00pm CST

2023-09-12 20:14:58

IBPM:

The customer has been trying to get the rear camera replaced by our dealership for the last year or so. The dealership had opened several repair orders for the rear camera not working and told the customer that the part would be ordered and was on back order. We finally got the camera in stock and when I created a new RO to get it fixed under warranty I sent it to my warranty clerk and she went to submit it and it says our shop was not shop competent in primary stst specialty during the time the originally RO was written up. She said I need to ask for AFTER WARRANTY ASSISTANCE and I am not sure where to do that.

2023-09-12 20:22:20

OBPM:

Hello,

Thank you for response and clarifying.

Upon review, it appears the vehicle does not meet CLP guidelines. Ford Motor Company is unable to provide financial assistance at this time.

I will be closing this case, but if you need to add any information to the case, you can re-open the case in the Customer Relationship Management (CRM) system.

Please feel free to contact me via email or phone if you have any questions or concerns regarding this case.

Thank you for your partnership.

Stevye Webb

She|Her|Hers

Ford Motor Company ®

Proactive Roadside Customer Dealer Advocate

Office number: 866-631-3788 ext. 79354

Office hours: Mon.-Fri. 7:30am-4:00pm CST

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 09-12-2023 CLOSED: 11-23-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: SC Vehicle Off Road NA COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Parts | Parts Inquiry | Parts Order Status |
DEALER NAME: Castle Rock Ford
PA CODE: 06814 DLR SALES CODE: 56461 REGION: W4 ZONE: W4A
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE:
BODY STYLE: K6D - FLEX LTD AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS:
CITY STATE ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: P Rxcrmp OPEN ANALYST NAME: SYSTEM
COMMENTS:
2023-11-23 09:49:53 Part order shipped for Case# [REDACTED] Hi , Thank you for submitting a COPIS Parts Order Statuscase. Good news, your backorder forService Part Number:GA8Z19G490A,Shipper Number:KR7896,DOR Number:61234, shipped on 11/21/2023. As the order has now shipped, your COPIS case has been closed. If there is an issue with this shipment, please place a new order as needed. If escalation is required, a new COPIS Parts Order Status case, will need to be submitted. Thank you, COPIS Vehicle Off Road Team

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 09-22-2023 CLOSED: 10-02-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria
DEALER NAME: Larry H. Miller Ford Draper
PA CODE: 05790 DLR SALES CODE: 56225 REGION: W4 ZONE: W4B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 27,727
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: SANTEE | CA | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: Mariah Carter OPEN ANALYST NAME: Yvette Garcia
COMMENTS:
2023-09-22 21:24:30

Name: [REDACTED]
Vehicle: 2019 Flex
VIN: [REDACTED]
Address: [REDACTED]
Mileage: 27,727
Phone: [REDACTED]
Email:
Dealer: Larry H. Miller Ford Lincoln Draper
Marketing Score: 72
CAS-
WARRANTY START DATE: 12-May-2020
REG OWNER: [REDACTED]
Cust seeking rental reimbursement, he has veh serviced twice, one was in aug mnth ago, and again recently.
Dlr took copies of rental contract multiple times, and they are not getting to point of reimbursement.

VEH REPAIRS WERE COMPLETED
CUST DOES MEET CLV GUIDELINES

PROVIDED CASE #

TRANS CONCERN: Mariah Ext. 79054

FCR

NEXT STEPS: case notated

Yvette Garcia
Customer Experience Specialist
Ford Passenger Vehicle Team
Ygarci24@ford.com

2023-09-22 21:42:05 Case Number : [REDACTED] Customer [REDACTED] Business Phone : [REDACTED]
Home Phone : [REDACTED] Mobile Phone : n/a LTV Score : 72 Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Larry H. Miller Ford Draper Dealer P&A :
05790 Dealer phone : (801) 742-5237 VIN : [REDACTED] Year : 2019 Make : FORD Model : FLEX
Mileage : 27727 Engine Specification : 3.5L V6 CYCLONE I1VC1 Transmission Specification : 6 SPD AUTO
TRANS 6F Warranty Start Date : 2020-05-12 Open Recall/FSA : n/a ESP : 0968 - USA 2023 NEW 72/60,000
PREMIUMCARE W/ROADSIDE Hotline Contact : n/a Warranty History : prent 0968d 0968d

2023-09-22 21:43:47 TRANSFER FROM INQ (ibc) LARRY H MILLER FORD DRAPER REASON: cust seeking rental refund
when was the repair completed ? Aug 2nd down for 3 days and Sept 14 seeking rental refund veh was down
1 days Were you in a ford veh? no rental company had none avail per dlr rental company to rent at Advised
cust I can not guarantee the repair that was completed over 30 days ago I will have to submit for review but
req cust send receipt for that repair + most recent one + any ro copy to email next steps; set fu for 9/26
Ford Motor Company @ Customer Experience Specialist - Passenger Vehicle Department Mariah Carter
Mcart153@ford.com Office: 866-631-3788 ext 79054

2023-09-25 15:46:54

EMAIL TO CUST

Good Morning,

Do you have the final rental receipt showing paid \$0 amount due. Its usually the last version they end.

Ford Motor Company @
Customer Experience Specialist - Passenger Vehicle Department
Mariah Carter
Mcart153@ford.com
Office: 866-631-3788 ext 79054
From: [REDACTED]
Sent: Friday, September 22, 2023 4:55 PM
To: Carter, Mariah (M.) ; Carter, Mariah (M.) ; Carter, Mariah (M.) ; Carter, Mariah (M.)
Subject: case # [REDACTED]

2023-09-27 02:52:48

*****SAFETY NET*****

Request to assist with NonFord rental will be review by FOM ford.
Was this a PMPK by the CRC to assist on either repair?

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

2023-09-27 16:45:16

(OBC) Larry H Miller no answer message left for SA to ask asked dlr ? why cust could not bet set into rental under ESP ACTIONS: SN Next steps; set fu for 9/29 Ford Motor Company ® Customer Experience Specialist - Passenger Vehicle Department Mariah Carter Mcart153@ford.com Office: 866-631-3788 ext 79054

2023-09-27 21:06:08

*****SAFETY NET*****

No promise made prior to renting - Per new guidelines FMC only covers Ford rentals. The customer will be responsible

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

2023-09-27 22:23:33

EMAIL TO CUST Good Afternoon, I do appreciate you reaching out and thank you for your supporting documentation. After review at this time I am not able to offer a refund for the rental. There are no programs in place that would allow me to refund for a none Ford vehicle. I have forwarded this information over to your warranty department of your dealership for review for refund. Before I close your case on my end I would like to offer you something free just because I could not do the rental. I would like to offer you a Ford Protect Limited Maintenance Plan valued at \$385.00. Coverage will begin once the plan is processed, and you will be covered up to 3 years/45,000 miles. This plan covers your scheduled maintenance like oil and filter replacement, tire rotation, and multi-point inspection. This is a prepaid plan, meaning you pay nothing for covered services. Do you approve of this offer? Ford Motor Company ® Customer Experience Specialist - Passenger Vehicle Department Mariah Carter Mcart153@ford.com Office: 866-631-3788 ext 79054 From: [REDACTED] Sent: Monday, September 25, 2023 11:01 AM To: Carter, Mariah (M.) Subject: RE: case #

2023-09-27 22:27:06

EMAIL TO DLR brian.hanna@lhmauto.com Good Afternoon, I am reaching out regarding mutual customer [REDACTED] VIN: [REDACTED]. The customer is seeking a rental refund. I am not authorized to provide a refund for rental because the customer rented a non-Ford vehicles and one of the repair is over 30 days. Customer repair was covered under ESP and their ESP has 10 days of rental up to \$60 a day. The customer was told by dealership to rent on own but was not told the vehicle type, and it could not be set up under plan, but to seek a refund. Can the warranty admin submit for review under ESP to receive a response. I have attached the customer RO copies and rental receipts. Ford Motor Company ® Customer Experience Specialist - Passenger Vehicle Department Mariah Carter Mcart153@ford.com Office: 866-631-3788 ext 79054

2023-09-27 22:30:36

FW EMAIL TO WARRANTY ADMIN jessica.day@lhmauto.com Good afternoon Please see the below Ford Motor Company ® Customer Experience Specialist - Passenger Vehicle Department Mariah Carter Mcart153@ford.com Office: 866-631-3788 ext 79054 From: Carter, Mariah (M.) Sent: Wednesday, September 27, 2023 5:27 PM To: brian.hanna@lhmauto.com Subject: Rental Refund

2023-09-28 01:30:07

EMAIL W/ WARRANTY ADMIN

Good afternoon,

Honestly I was informed to reach out and see if possible. I know the policy has to be a Ford rental. I did not know you can issue payment to customer before you receive an approval from the ESP claim. I do not know if you will be charged back. It's up to you if you want to submit. I am just reaching out for documentation purposes to say that I have asked the dealership to utilize any resources that may be available to help the customer. I did not make the customer any promises that this route is even possible.

Ford Motor Company ®
Customer Experience Specialist - Passenger Vehicle Department
Mariah Carter
Mcart153@ford.com
Office: 866-631-3788 ext 79054

From: Jessica Day
Sent: Wednesday, September 27, 2023 5:38 PM
To: Carter, Mariah (M.)
Cc: William Reams
Subject: RE: Rental Refund

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

Hello,
Just so I understand, you want me to submit a warranty claim for these two rental bills, even though the customer was not in a Ford vehicle? I thought that was policy and that I couldn't get a claim paid otherwise. If that is indeed the case and I submit claims and get them paid and the customer reimbursed, am I going to be charged back later for not following the rental policies set forth in the warranty and policy manual? Also these invoices don't have the complete VIN number and I am required to enter the complete VIN number on rental claims to get through OWS edits.

Jessica M Day
Warranty Administrator
Larry H Miller Ford Lincoln Draper
Jessica.day@lhmauto.com

From: Carter, Mariah (M.) mcart153@ford.com >
Sent: Wednesday, September 27, 2023 4:30 PM
To: Jessica Day jessica.day@lhmauto.com >
Subject: FW: Rental Refund

2023-09-28 01:34:33

EMAIL FROM CUST

Yes I accept the offer of the maintenance plan. Thank you for that.
Sent from my iPhone

On Sep 27, 2023, at 3:42 PM, Carter, Mariah (M.) MCART153@ford.com > wrote:

Good Afternoon,

I do appreciate you reaching out and thank you for your supporting documentation. After review at this time I am not able to offer a refund for the rental. There are no programs in place that would allow me to refund for a non-Ford vehicle. I have forwarded this information over to your warranty department of your dealership for review for refund.

Before I close your case on my end I would like to offer you something free just because I could not do the rental. I would like to offer you a Ford Protect Limited Maintenance Plan valued at \$385.00. Coverage will begin once the plan is processed, and you will be covered up to 3 years/45,000 miles. This plan covers your scheduled maintenance like oil and filter replacement, tire rotation, and multi-point inspection. This is a prepaid plan, meaning you pay nothing for covered services. Do you approve of this offer?

Ford Motor Company ®
Customer Experience Specialist - Passenger Vehicle Department
Mariah Carter
Mcart153@ford.com
Office: 866-631-3788 ext 79054

2023-10-02 17:49:13

CL EMAIL TO CUST Good afternoon, Thank you for contacting Ford Motor Company and allowing us to assist you with your 2019 Ford Flex partnering with Larry H. Miller Ford Draper. I am glad I was able to provide you a free extended service plan. The plan has processed and should be available for use in approximately 2 weeks, and you will receive a copy of the ESP contract in 4-6 weeks. If you have any further questions or concerns regarding the repair, the ESP, or any additional comments or feedback, please do not hesitate to reach out to me. Thank you for being a valued customer and a part of the Ford family. Please look for an email within the next few days that includes a brief survey regarding your experience with me in completing your case. The questions can be Ford product-based questions, but they are about your experience with me. For any negative reviews write your opinion in the feedback section at the end of the survey. Overall, I advocated and utilized all resources the company offers. Thanks for being a part of the Ford family. Best regards, Ford Motor Company ® Customer Experience Specialist - Passenger Vehicle Department Mariah Carter Mcart153@ford.com Office: 866-631-3788 ext 79054 eFax: 866-638-0431

2023-10-02 21:59:43

*****SAFETY NET*****

Safety to Resolve

- customer is in vehicle and repair have been completed
- customer confirmed repair satisfaction
- Goodwill offered as ESP
- Recap Email sent
- Resolve Case

Secundra Walker

Ford Motor Company ®*

Operations Supervisor PVT

Ph. 800-392-3673

Swalk178@ford.com | www.ford.com

2023-10-12 19:36:03

Case Audit

Ford Motor Company ®

Dolly Albizu- Lead Advocate

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 09-25-2023 CLOSED: 09-25-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Truck Inquiry NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Feedback | FMC | Negative |
DEALER NAME: Galpin Ford
PA CODE: 20354 DLR SALES CODE: 71471 REGION: W3 ZONE: W3B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 22,389
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: SYLMAR | CA [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: Roshunda Solomon OPEN ANALYST NAME: Erica Hosey
COMMENTS:
2023-09-25 18:31:43

CXS-Inquiry (Erica Hosey/extension #79167)
Professional Greeting: Y
Provided Genuine Empathy & Reassurance? Y
IBC from [REDACTED]
VIN [REDACTED]
Mileage: 22,389
Verified (Name, Phone, Address, and email):
[REDACTED]
Issue: Dealer order a part back in Nov but customer still waiting on the part its on back order
Create or Check for existing cases:
Build Rapport
Reviewed Oasis?
VEH Year: 2019 FLEX
CLV: 61
NEXT STEPS:
OBC to DLR
· Spoke with: · Regarding: N
· Information Received: Y
Provide Case number: Recap/closing & Survey Prompt? Y
Ford Motor Company @
Customer Experience Specialist – Truck Team
Erica Hosey
xxxxx@ford.com | www.ford.com
Office: 1-866-631-3788 ext.
I AM AN INQUIRY AGENT
IF The Customer Call Back, Please Assist. I Do Not Recontact Or Progress Case

2023-09-25 18:39:35

Houston SUV/CXS Roshunda ext. 79572 IBC from customer @ [REDACTED] ordered a back up camera last year for her Ford Flex Customer states dealer keeps telling her the same thing that part is on back order. Customer would like to complain as she states a back up camera is installed in every new Ford vehicle so why can we not get the part? Next Steps: Feedback documented. Ford Motor Company @ Customer Relationship Center – Truck Concern Team Roshunda Solomon She/Her/Hers Office: 866-631-3788 ext. 79572 Office Hours: M/W/TH/F/S 7 am – 3:30 pm

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 09-26-2023 CLOSED: 10-04-2023 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: 2019 MODEL: FLEX MILEAGE: 36,865
BODY STYLE: K5C - FLEX SEL FWD 4-DR 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 | Appearance
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: SYSTEM
COMMENTS:

2023-09-26 15:14:33 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : Home Phone :
Mobile Phone : LTV Score : 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 : 2019 Make : FORD Model : FLEX Mileage : 36865 Engine Specification :
Transmission Specification : Warranty Start Date : 2019-05-26 Open Recall/FSA: : ESP : Hotline Contact :
Warranty History :
2023-09-26 15:17:12 FMC has authorized \$400.40 towards repairs. An approval code has been generated in the FLL Request form
based on the following participation: • Customer Share: \$600.60 • Ford Share: \$400.40 • FPS generated
MSPA854967 Please contact the customer to advise of the decision

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 10-04-2023 CLOSED: 10-04-2023 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:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: ██████████ MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 150,000
BODY STYLE: K5D - FLEX LTD FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: ██████████ |
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: DELRAY BEACH | FL | ██████████ | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Not Listed | UNKNOWN
ANALYST NAME: Querol Angelil Mobe OPEN ANALYST NAME: Querol Angelil Mobe
COMMENTS:
2023-10-04 15:45:25 CUST SAYS: CUST was in an accident about a year ago then VEH fixed but it didnt fix the issue Camera still doesn't work, radar light on drivers side stay on goes on and off but constantly staying on. CUST said that he want something to be done CUST said that he tried working with Ford DLR but he will be charge for it. He said that its a ford product so ford should pay for it. PER CUST, DLR SAYS: DLR told him to pay diagnostic fee to look into VEH CRC ADVISED: While on hold line got disconnect.

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 10-04-2023 CLOSED: 10-04-2023 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:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: ██████████ MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 150,000
BODY STYLE: K5D - FLEX LTD FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: ██████████ |
ADDRESS: 14 ██████████
CITY STATE ZIP COUNTRY: DELRAY BEACH | FL | ██████████ | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: Eliza Sanz OPEN ANALYST NAME: Eliza Sanz

COMMENTS:

2023-10-04 15:39:33 CUST SAYS: i was just on a call and just drop, i have a 2019 ford flex and there was an issue with the back up camera and the light goes on but supposed to go off i have no back up camera and the screen is blue .i want you to put an order to cover the repair thats not right PER CUST, DLR SAYS: NA CRC ADVISED: Advise the customer they will need to take their vehicle to a dealer to allow Ford to begin working toward a resolution Charges may apply once the dealer inspects the vehicle and identifies that the issue is not covered under warranty." I did see that you were advice that there are no warranties or other programs that's able to cover the issue. So I went ahead to take a look and see if there are any type of exception or anything like that within the program that would might be able to take advantage of but apparently there weren't any so we wouldn't be able to provide any further coverage on the veh . cust hangs up nfat

2023-10-04 15:40:25 CUST SAYS: i was just on a call and just drop, i have a 2019 ford flex and there was an issue with the back up camera and the light goes on but supposed to go off i have no back up camera and the screen is blue .i want you to put an order to cover the repair thats not right PER CUST, DLR SAYS: NA CRC ADVISED: Advise the customer they will need to take their vehicle to a dealer to allow Ford to begin working toward a resolution Charges may apply once the dealer inspects the vehicle and identifies that the issue is not covered under warranty." I did see that you were advice that there are no warranties or other programs that's able to cover the issue. So I went ahead to take a look and see if there are any type of exception or anything like that within the program that would might be able to take advantage of but apparently there weren't any so we wouldn't be able to provide any further coverage on the veh . cust hangs up nfat

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 10-23-2023 CLOSED: 01-31-2024 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: Fiesta Ford, Inc.
PA CODE: 05439 DLR SALES CODE: 71427 REGION: W1 ZONE: W1B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 97,703
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: PALM DESERT | CA | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | UNKNOWN | UNKNOWN
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Shontesse Lockwood
COMMENTS:
2023-10-23 17:36:44

Ford Motor Company ©
Shontesse D. Lockwood-Customer Experience Specialist
Slockwo9@ford.com
866-631-3788 ext 79914
IBC FROM CUST/ Customer is calling in about issues with camera. Customer states that he should have recall on defects due to him comparing to 2020 ford explorer.
-Adv customer that there wouldn't be any recall specified under VIN. I also provided to customer that I Could reach out to see if he could be eligible for financial assistance since he does meet all CLP requirements.
Transferred too concern.

CONTACT #: [REDACTED]
90,000
WSD: 02/06/2019

Ford Motor Company ©
Shontesse' D Lockwood
Customer Experience Specialist-PV Inquiry
Email: slockwo9@ford.com | www.ford.com
Office: (866) 631-3788 ext. 79914
Mon-Fri. 8:00 a.m.- 4:30p.m. (Central)

2023-10-23 18:56:42

IBC Chelsea from inquiry called for fin assistance customer wants assistance for his rear camera CAS- [REDACTED] 2019 Ford FL vehicle 92,000 fiesta ford Annie rodrigues 7992 OBC to dealership: 760-772-8000 Joe transferred to SA no answer left reached back out to dealership he needs an APIM module ordered through a third party \$698.00 they ordered through an outside vendor. customer would need to bring it back in between 9-11 tomorrow 10/24/23 email arodriguez@fiesta.ford.com customer was advised of update 10/23/23 Gabrielle Galbert gforema8@ford.com | www.ford.com Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788 ext.

2023-10-23 18:56:57

Case Number : [REDACTED] Customer : [REDACTED] Business Phone [REDACTED]
Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 88 Vehicle Purchase Status : Ford Credit Contract
Number : [REDACTED] Part Number : [REDACTED] Dealer Name : Fiesta Ford, Inc. Dealer P&A : 05439 Dealer phone : 760-772-8000
VIN : [REDACTED] Year : 2019 Make : FORD Model : FLEX Mileage : [REDACTED] Engine Specification : 3.5L
V6 CYCLONE IIVCT Transmission Specification : 6 SPD AUTO TRANS 6F Warranty Start Date : 2019-02-06 Open Recall/FSA : ESP : Hotline Contact : Warranty History :

2023-10-26 15:56:55

OBC to dealership 7607728000: transferred to SA Annie left VM requesting a call back sending email : Good afternoon, Hello My name is Gabrielle with Ford Motor company we spoke earlier this week in reference to our mutual customer [REDACTED]. Can the following information below be answered for the customer for financial assistance? VIN: [REDACTED] Vehicle Diagnostic: RO# Opened date/closed Line # 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? Warranty Parts Cost: Warranty Labor Cost: P&A Code: Ford Motor Company © Gabrielle Galbert gforema8@ford.com | www.ford.com Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788ext.

2023-10-26 22:23:30

OBC to customer no response left VM advising we are waiting on information from dealership and will provide another update Gabrielle Galbert gforema8@ford.com | www.ford.com Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788 ext.

2023-11-02 22:33:59

OBC to dealership:

no response sent to annie VM resent email requesting RO information.
now sendign portal message.

Ford Motor Company ©
Gabrielle Galbert
gforema8@ford.com | www.ford.com
Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788 ext.

2023-11-08 18:57:34

OBC to dealership: sent to VM obc to customer left vm with contact information Next step add dealership task Gabrielle Galbert gforema8@ford.com | www.ford.com Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788 ext.

2023-11-16 16:47:05 OBC to dealership spoke to SA Marco needs a back up camera RO: 546052 transferred to her VM re sending email to dealership stafolla@fiestaFord.com ; arodriguez@fiestaFord.com : Good afternoon, Hello My name is Gabrielle with Ford Motor company we spoke earlier this week in reference to our mutual customer Michael Coyne. Can the following information below be answered for the customer for financial assistance? VIN: [REDACTED] Vehicle Diagnostic: RO# Opened date\ closed Line # Mileage: [REDACTED] 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? Warranty Parts Cost: Warranty Labor Cost: P&A Code: Ford Motor Company @ Gabrielle Galbert gforema8@ford.com | www.ford.com Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788 ext.

2023-12-05 22:02:48 OBC to customer: they advised that they have the vehicle but are willing to go back in to speak to SA to get sa contact to have assistance for repairs. sent customer email to provide to Sa email to customer Email add on Thank you for contacting Ford Motor Company today. I will work with you to bring the earliest possible resolution to your case, providing you with regular updates in the interim. Should you need to contact me, you may reach me directly at this email address or at 866-631-3788 on my extension 79215. If I'm unavailable, please leave me a detailed voice message and I will return your call as soon as possible. Note: If you do call back, please be prepared to provide your case number to enable quicker service. Once your concern is addressed you may receive an email survey from Ford Motor Co. We ask that you take a few minutes to respond to the survey and provide us with your feedback regarding our handling of your concern. Ford Motor Company @ Gabrielle Galbert gforema8@ford.com | www.ford.com Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788ext.

2023-12-08 19:10:54 OBC to customer call did not go through dialed twice line is silent 7607727607 Ford Motor Company @ Gabrielle Galbert gforema8@ford.com | www.ford.com Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788ext.

2023-12-12 20:02:48

2023-12-13 18:32:33 QAS Single Interaction Reviewed

2023-12-13 18:32:33 OBC to customer no response sending email line provides busy tone [REDACTED] customer answered and advised he would go inside the dealership and request contact for case assistance setting next follow up for 12/18/23 Ford Motor Company @ Gabrielle Galbert gforema8@ford.com | www.ford.com Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788ext.

2023-12-18 17:34:58 OBC to customer no response left VM requesting a call back to go over service appointment Ford Motor Company @ Gabrielle Galbert gforema8@ford.com | www.ford.com Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788ext.

2023-12-20 23:48:22 I spoke with the service writer at fiesta Ford, Annie. She said both she and her manager had spoken to ford customer service about this case she said it was determined that until the part was available they would hold off. When the part becomes available they would open the case. Part should be available early Jan. What should I do now? How do I find out if/how Ford will help me?? Mike Coyne On Dec 5, 2023, at 2:00 PM, Galbert, Gabrielle (G.) wrote: Good afternoon, Thank you for contacting Ford Motor Company today. I will work with you to bring the earliest possible resolution to your case, providing you with regular updates in the interim. Should you need to contact me, you may reach me directly at this email address or at 866-631-3788 on my extension 79215. If I'm unavailable, please leave me a detailed voice message and I will return your call as soon as possible. Note: If you do call back, please be prepared to provide your case number to enable quicker service. Once your concern is addressed you may receive an email survey from Ford Motor Co. We ask that you take a few minutes to respond to the survey and provide us with your feedback regarding our handling of your concern. Ford Motor Company @ Gabrielle Galbert gforema8@ford.com | www.ford.com Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788 ext.

2024-01-03 23:58:26 OBC to customer he advised that the part is scheduled to arrive at the dealership on 01/12/24 OBC to dealership 7607728000: spoke to john in parts camera order part canceled and one is not order transferred to parts manager maddy COPIS: [REDACTED] Good Morning, Stock is in transit to the depot and your order should be allocated before 12/27/23 Thank you PART#GA8Z19G490A 12/20/2023 1:36 PM Created On next step: verify new part order 01/05/23 Ford Motor Company @ Gabrielle Galbert gforema8@ford.com | www.ford.com Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788ext.

2024-01-05 22:37:42 New copis: [REDACTED] Good Morning, Stock is receiving at the depot and your order should be allocated in the next 7 days. Thank you Ford Motor Company @ Gabrielle Galbert gforema8@ford.com | www.ford.com Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788ext.

2024-01-12 21:27:53 OBC to dealership: spoke to parts department parts shows that it arrived transferred to service department left VM requesting appointment OBC to customer [REDACTED] no response line rings then provides a noise but no one answers the line dialed back out sent to vm left vm advising of part arrival and trying to verify appointment date Ford Motor Company @ Gabrielle Galbert gforema8@ford.com | www.ford.com Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788ext.

2024-01-15 21:48:13

ibc from: returning agents call [REDACTED]
name: [REDACTED]
phone: [REDACTED]
vin: n/a
mileage: n/a
clv: n/a
flp: n/a
next steps: recontact activity submitted
sonja demus
she | her | hers
customer experience specialist inquiry, ford passenger vehicle team
(866) 631-3788 ext. 79121

2024-01-16 19:04:26 OBC to customer: the dealership has not scheduled a service appoint until they verify how they are getting paid. he advised Andy is the SA advised i would dial out to the dealership to go over fin information OBC to dealership 7607728000: sent to macro SA VM disconnected and dialed back out dialed back spoke to marco who transferred me over to sa Annie kleft vm now emailing: Good afternoon, Hello My name is Gabrielle with Ford Motor company, I just left a voicemail in reference to our mutual customer Michael Coyne. Can the following information below be answered for the customer for financial assistance? VIN: [REDACTED] Vehicle Diagnostic: RO# [REDACTED] Opened date\closed Line # [REDACTED] 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? Warranty Parts Cost: Warranty Labor Cost: P&A Code: From: Galbert, Gabrielle (G.) Sent: Thursday, November 2, 2023 5:29 PM To: arodriguez@fiestaford.com Subject: RE: [REDACTED] Good afternoon, Hello My name is Gabrielle with Ford Motor company we spoke earlier this week in reference to our mutual customer Michael Coyne. Can the following information below be answered for the customer for financial assistance? VIN: [REDACTED] Vehicle Diagnostic: RO# [REDACTED] Opened date\closed Line # [REDACTED] Mileage: Where is the vehicle located: Dealership Contact: Does Dealer have a clear path to

2024-01-16 20:05:39 EMAIL: Thank you as a good will gesture we plan to cover the customer repair cost in full for the amount of \$609.70. Can an appointment date be provided as well as also a few additional information is need so we can open a financial task in our case: RO# [REDACTED] Opened date\closed Line # [REDACTED] Mileage: Ford Motor Company @ Gabrielle Galbert gforema8@ford.com | www.ford.com Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788 ext. From: Annie Rodriguez Sent: Tuesday, January 16, 2024 1:20 PM To: Galbert, Gabrielle (G.) Subject: [REDACTED] Vin# [REDACTED] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Hello Gabrielle , Hope all is well. Here is the estimate to replace the back up camera on Mr. [REDACTED] vehicle. Labor \$ 450.12 Parts \$ 150.37 Tax \$ 9.21 Total: \$ 609.70 Please, let me know if you have any questions. Thank you, Annie Rodriguez Master Certified Service Advisor 760-772-8000 Ext. 8644 arodriguez@fiestaford.com Make Today Amazing!

2024-01-16 23:46:38 OBC to customer advised of approval for full repair cost and that i will follow up during appointment tomorrow morning for remainder details of FAR Ford Motor Company @ Gabrielle Galbert gforema8@ford.com | www.ford.com Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788ext.

2024-01-17 17:18:30 Cxs can pay 100 % for repair

2024-01-17 18:40:54 OBC to dealership: confirmed ro information and advised that approval code will be emailed to her. Sa advised that repairs should be completed with in the hour. Next step: go over esp offer with customer. Ford Motor Company @ Gabrielle Galbert gforema8@ford.com | www.ford.com Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788 ext.

2024-01-17 18:57:42 MSPA631422

2024-01-17 19:23:45 Good afternoon the approval code has been generated are repairs still ongoing or have they been completed ? Approval code : MSPA631422 Repair Order Number*554372 Repair Order Open Date*1/17/2024 Mileage at Repair Order Open*97,703 RO Line Number*03 Customer Share (amount)\$0.00 Dealer Share (amount)--- Ford/Lincoln Share (amount)\$583.50 Total Parts Amount t\$133.38 Total Labor Amount \$450.12 Total Amount*\$583.50 Ford Motor Company @ Gabrielle Galbert gforema8@ford.com | www.ford.com Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788 ext. From: Annie Rodriguez Sent: Wednesday, January 17, 2024 11:35 AM To: Galbert, Gabrielle (G.) Subject: Re: [REDACTED] Vin# [REDACTED] Parts \$ 122.65 Tax \$10.73 Annie Rodriguez Master Certified Service Advisor 760-772-8000 Ext. 8644 arodriguez@fiestaford.com Make Today Amazing! From: Galbert, Gabrielle (G.) Sent: Wednesday, January 17, 2024 9:33 AM To: Annie Rodriguez Subject: RE: [REDACTED] Vin# [REDACTED] For the tax amount can we add that into the parts cost bring it to 459.33?

2024-01-17 19:37:52 OBC to customer: offered ESP plan customer accepted the offer PremiumCARE-Used36,000Policy36\$100.00Within 12 model years and 100,000 miles Next step follow up on 01/22/23 to verify esp has been added Ford Motor Company @ Gabrielle Galbert gforema8@ford.com | www.ford.com Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788 ext.

2024-01-17 19:39:02 [REDACTED] Pending01/17/2024 [REDACTED] MaddoxGabrielle Foreman

2024-01-18 15:30:29 [REDACTED] 14:38:46.0Pending QA2024-01-17 14:38:27.0FordFlexGabrielle Foreman

2024-01-19 18:00:41 ***Case Progression Specialist***
Morley activity 910529 for ESP has been rejected.
To rectify the issue, please follow the instructions below:

[WSD does not match]

2024-01-22 23:14:06 [REDACTED] 19:30:41.0Pending QA2024-01-19 19:29:37.0FordFlexGabrielle Foreman

2024-01-23 17:16:15

Case Progression Specialist

Morley activity 910529 for ESP has been rejected.

To rectify the issue, please follow the instructions below:

[WSD does not match]

2024-01-24 23:25:29

EMAIL: Good afternoon it is still processing in our system for the final approval once it has been added I will reach out again to let you know. Thank you for your patience. Ford Motor Company® Gabrielle Galbert gforema8@ford.com | www.ford.com Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788 ext. -----Original Message----- From: mgcoyne@me.com Sent: Wednesday, January 24, 2024 4:55 PM To: Galbert, Gabrielle (G.) Subject: Extended warranty WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. How is this coming, I am excited about your offer

2024-01-25 21:34:45

10:40:49.0FordFlexGabrielle Foreman 10:41:00.0Pending QA2024-01-24

2024-01-26 18:31:04

10:40:49.0FordFlexGabrielle Foreman -01-24

2024-01-26 23:15:32

OBC to customer advised of ESP being approved offered to resend email with brochure customer was happy with all assistance next step safety net for closer EMAIL: Good afternoon, We hope that your experience met your expectations. If there were any delays in your repair, we sincerely apologize as we are working against some tough times and appreciate your patience. If you have any further questions or concerns regarding this repair please let us now by contacting us via phone within the next 30 days with your case # [REDACTED]. Thank you for your time and loyalty. You will be receiving a survey via email based on your experience with me as your case manager in the next 24 hours. Ford Motor Company® Gabrielle Galbert gforema8@ford.com | www.ford.com Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788 ext.

2024-01-29 16:55:28

Good afternoon,

We hope that your experience met your expectations. If there were any delays in your repair, we sincerely apologize as we are working against some tough times and appreciate your patience.

If you have any further questions or concerns regarding this repair please let us now by contacting us via phone within the next 30 days with your case [REDACTED]. Thank you for your time and loyalty.

You will be receiving a survey via email based on your experience with me as your case manager in the next 24 hours.

Ford Motor Company®
Gabrielle Galbert
gforema8@ford.com | www.ford.com
Customer Experience Specialist, Passenger Vehicle Team O: 866.631.3788 ext.

2024-01-30 16:40:09

Cxs can close case

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 10-25-2023 CLOSED: 11-01-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - VehPay; ConExp; Refund |
DEALER NAME: Vista Ford
PA CODE: 07923 DLR SALES CODE: 71043 REGION: W1 ZONE: W1A
[REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 45,712
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: WESTLAKE VLG | CA | [REDACTED] | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Appearance
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: SYSTEM
COMMENTS:

2023-10-25 21:59:34 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : N/A Home Phone : N/A Mobile Phone : N/A LTV Score : 85 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Vista Ford Dealer P&A : 07923 Dealer phone : 8188847600 VIN : [REDACTED] Year : 2019 Make : FORD Model : FLEX Mileage : 45712 Engine Specification : 3.5L Cyclone V6 Petrol TIVCT Transmission Specification : 6 Speed Auto Transmission 6F50 Warranty Start Date : 2020-02-13 Open Recall/FSA : : N/A ESP : CESPQVVF 0987 - USA 2022 84/100000 FBA POWERTRAINCARE WTY WROADSIDE CESPQCVL 0987 - USA 2022 12/12000 FBA USED PREMIUMCARE WARRANTY Hotline Contact : N/A Warranty History : yes

2023-10-25 22:01:52 OBPM: Moving forward, please create a dealer empowerment case for repairs under \$1000 to self-approve request. The request could be resolved within 15 minutes using dealer empowerment. A step-by-step guide is attached for future reference. Thank you for the information you provided and for being a loyal Ford partner. This case will be closed. Approval codes are good up to 30 days. If new approval code is needed after, then contact me with a new RO Line number and we can begin the new code process. Should you need to contact me again, you may reach me directly at mdavi406@ford.com or by phone at 866-631-3788 ext. 79340. If I'm unavailable, please leave me a detailed message and I will return your call as soon as possible. For a quicker response, please provide your case number indicated above. Have a wonderful day! An approval code has been generated in the FAR form based on the following participation: •Customer Share: \$169.55 •Ford Share: \$113.03 •R.O Line Number: A •Program code: P11 •Approval code: MSPA384829 Ford Motor Company © Margaret Davis Proactive Support Dealer Advocate mdavi406@ford.com Direct Office: 866-631-3788 ext. 79340

2023-10-26 13:56:26 IBPM: i did customer seeking help for the whole amount please review came back with customer to pay. please review came in before 2/2023 when the vehicle was out of bumper to bumper the part was on back order and still the camera are on backorder problem is we dont have the doesii showing that due to the vehicle was drivable please skking full help here OBPM: Unfortunately since the repair order number is outside the 3 year/36k miles warranty, the repair will not be covered fully. If the customer wants full coverage still, please let us know and we will reject the code given and we will advise to reach out to warranty for assistance. I apologize for the inconvenience. Ford Motor Company © Margaret Davis Proactive Support Dealer Advocate mdavi406@ford.com Direct Office: 866-631-3788 ext. 79340

2023-10-26 14:38:21 IBPM: please reach out customer seeking full help, the part has been on backorder all year i wish we had the DOESII with copis case. please see what can be done the dealer will eat this repair if no help is given thank you very much for looking into this OBPM: Unfortunately the maximum amount of assistance has been offered. I apologize for the inconvenience. Please let us know if the code needs to be rejected so the dealer can reach out to warranty for more assistance. Ford Motor Company © Margaret Davis Proactive Support Dealer Advocate mdavi406@ford.com Direct Office: 866-631-3788 ext. 79340

2023-10-27 19:28:41 IBPM: reject the offer from GCCT OBPM: The code was rejected. Please contact warranty for full coverage consideration. I apologize for the inconvenience. Ford Motor Company © Margaret Davis Proactive Support Dealer Advocate mdavi406@ford.com Direct Office: 866-631-3788 ext. 79340

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 10-30-2023 CLOSED: 11-06-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Vehicle Loyalty Allowance |
DEALER NAME: Jerseyville Motor Company, Inc.
PA CODE: 08109 DLR SALES CODE: 53182 REGION: C4 ZONE: C4C
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 35,021
BODY STYLE: K5B - FLEX SE FWD 4DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: CARLINVILLE | IL | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: Kequina Willis OPEN ANALYST NAME: # Microsoft CRM Portals - GCCT PROD
COMMENTS:
2023-10-30 19:48:41 *WEB*This vehicle was in 10-10-2022 at 24,468 miles for an inoperable rear camera while still under bumper to bumper warranty. We diagnosed the concern and ordered a rear camera which was on backorder. The camera was on backorder and finally came in on 10-10-2023. We installed the camera but vehicle is out of warranty and the original RO is too old to be run. That is why we are requesting assistance.
2023-10-30 20:34:33 OBPM to Dealer: Good Afternoon, If you are requesting financial assistance please submit the activity to this case so that I may further assist you. Also you will need a VOR inside this case as well. Kindest Regards, Ford Motor Company @ Kequina Willis Proactive Roadside Customer Dealer Advocate O: (866)631-3788 ext. 79120 7:30am to 4:00pm
2023-10-30 20:55:00 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED]
Home Phone : [REDACTED] Mobile Phone : na LTV Score : 94 Vehicle Purchase Status : Original Owner Ford
Credit Contract Number : na Part Number : GA8Z19G490A Dealer Name : Jerseyville Motor Company, Inc.
Dealer P&A : 08109 Dealer phone : 6184982139 VIN : [REDACTED] Year : 2019 Make : FORD
Model : FLEX Mileage : 35021 Engine Specification : 3.5L Cyclone V6 Petrol TIVCT Transmission
Specification : 6 Speed Auto Transmission 6F50 Warranty Start Date : 2020-05-04 Open Recall/FSA : : na
ESP : na Hotline Contact : na Warranty History : 4867168
2023-11-08 20:37:59 QA reviewed case

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 11-17-2023 CLOSED: 11-27-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Vehicle Loyalty Allowance |
DEALER NAME: Morrie's Grand Ledge Ford
PA CODE: 01941 DLR SALES CODE: 48100 REGION: G2 ZONE: G2C
VIN: 2FMHK6C83KBA38496 MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 63,645
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Appearance
ANALYST NAME: Lokenya Mccorvey OPEN ANALYST NAME: # Microsoft CRM Portals - GCCT PROD
COMMENTS:
2023-11-17 16:03:39

Case Number : [REDACTED]
Customer : [REDACTED]
Business Phone : [REDACTED]
Home Phone : [REDACTED]
Mobile Phone : NA
LTV Score : 84
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : NA
Part Number : ga8z19g490a
Dealer Name : Morrie's Grand Ledge Ford
Dealer P&A : 01941
Dealer phone : 517-627-8100
VIN : [REDACTED]
Year : 2019
Make : FORD
Model : FLEX
Mileage : 63645
Engine Specification : 3.5L Cyclone V6 Petrol TIVCT
Transmission Specification : 6 Speed Auto Transmission 6F50
Warranty Start Date : 2019-12-27
Open Recall/FSA: : NA
ESP : NA
0968 - USA 2022 NEW 72/75,000 PREMIUMCARE W/ROADSIDE
Hotline Contact : NA
Warranty History : NA

2023-11-17 16:13:11
OBPM: Upon further review it appears the request is denied as the vehicle isn't with the 12/12k guidelines. If this case was created in error please use the link below as a how to guide to properly open cases depending on what your request are. Customer Loyalty Program Reference Guide <https://www.fmcdealer.dealerconnection.com>
[REDACTED] /flp/Pages/Ford_CLP_Ref_Guide.pdf Ford Motor
Company © Lokenya McCorvey Proactive Customer/Dealer Advocate lmccorv1@ford.com | www.ford.com
Office: 1-866-631-3788 ext. 79435 NS: Closure 11/27/23

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
 OPEN: 11-29-2023 CLOSED: 12-26-2023 BUSINESS UNIT NAME: Ford
 RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION: Phone
 CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - Repair |
 DEALER NAME: Sanderson Ford
 PA CODE: 20301 DLR SALES CODE: 71171 REGION: W3 ZONE: W3B
 VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 44,926
 BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
 LAST NAME FIRST NAME MIDDLE: [REDACTED] |
 ADDRESS: [REDACTED]
 CITY STATE ZIP COUNTRY: PHOENIX | AZ | [REDACTED] | USA
 HOME PHONE: [REDACTED]
 SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | UNKNOWN
 ANALYST NAME: Donitra Williams OPEN ANALYST NAME: Kourtnei Martin
 COMMENTS:
 2023-12-01 15:40:32 OB EMAIL [REDACTED] ' Hello good morning, I am assisting your Proactive Roadside Dealer/Advocate agent Kourtnei Martin with the following case due to case volume. I reviewed this case you created and see you were having an issue with an error creating a case due to a fuel empty type error. I have corrected the error for you. Please try it again and let me know if it goes through for you. Kind regards, Ford Motor Company @ Richard Pinkney Proactive Roadside Customer Dealer Advocate rpinkne3@ford.com | www.ford.com Office: 866-631-3788 ext. 79337 Office hours: 8:30a-5:00p
 2023-12-08 14:58:41 CLOSING CASE OUT DUE TO NO DLR INFO ON FILE
 2023-12-15 15:14:22 Case Number : [REDACTED] Customer : [REDACTED] Business Phone [REDACTED] Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 87 Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : None Part Number : None Dealer Name : Sanderson Ford Dealer P&A : 20301 Dealer phone : 623-842-8600 VIN [REDACTED] Year : 2019 Make : FORD Model : FLEX Mileage : None Engine Specification : 3.5L V6 CYCLONE TIVCT Transmission Specification : 6 SPD AUTO TRANS 6F Warranty Start Date : 2018-11-30 Open Recall/FSA : : 3.5L Cyclone V6 Petrol TIVCT ESP : COVERAGE CATEGORY: CESPTCLM 1304 - USA 2023 3 YEAR ROADHAZARD ALL TIRES- TIRE ONLY STANDARD DEDUCTIBLE:0 USDOWNER NAME: [REDACTED] OPTIONS: EXPIRATION DATE:02/20/2026DISTANCE:999999RENTAL:0 UP TO 0 DAYS TOWING:0 USDCONTRACT SOLD BY:USA 20301ESP CONTRACT START DATE: 02/20/2023 Hotline Contact : FALSE Warranty History : 17125431100.9CHAPMAN FORD972617-SEP-2019 [REDACTED] Customer CommentsTRIM AND ELECTRICAL C/S: CUSTOMER STATES STEERING COLUMN IS MAKING A S TRANGE SQUEEKEY NOISE FROM UNDER THE DASH WITH COLD CAR LEAVING PARKING LOT CITY DRIVING PLEASE ADVIS Tech Commentsimproperly assemble strut roadtest for concern use chassis ears locate area of noise remove driver strut inspect found damaged strut bearing from improper assy reinstall strut roadtest after repair ok
 2023-12-18 16:07:39 DXS Donitra (7907) OBPM/E to DLR From: Williams, Donitra (D.) Sent: Monday, December 18, 2023 10:07 AM To: Kayla Lamer Subject: RE: GCCT Good morning Kayla, You requested assistance on case CAS-[REDACTED] but I have not seen any updated information. I would like to progress this case. Could you please create complete a FAR and update the mileage as well. Please include all information for requested assistance seeking. Kind regards, Donitra Williams Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team DWILL998@ford.com | www.ford.com Office: 866-631-3788 ext. 79087 M-F 9:00AM – 5:30PM
 2023-12-19 20:25:57 CUSTOMER PAID FOR DIAGNOSIS BUT ASKING FOR ASSISTANCE FOR CAMERA REPLACEMENT AS THERE IS A KNOWN ISSUE WITH OTHER MODELS
 2023-12-19 20:26:06 CONFIRMED COMPLAINT. IMAGE IS UPSIDE DOWN. CODE C1001:01 STORED IN THE APIM. PERFORMED PINPOINT TEST A. A1 YES, A2 YES, A3 YES, A4 NO, A5 YES, A8 YES, A9 YES, A10 YES, A11 YES A12 YES, A13 YES, A14 NO, A15 YES, A21 YES. PER STEP A21 REPLACE THE REAR VIEW CAMERA. STEPS A11-A15 REQUIRED ACCESS TO THE APIM CONNECTOR C2383. FLOOR CONSOLE REMOVED TO ACCES C2383. ADDITIONAL DIAG TIEM MTDIAIG 0.9hr. NO LABOR OP FOR R&R OF CAMERA USE MT19G490 0.6hr

2023-12-19 20:32:14

Sent: Tuesday, December 19, 2023 2:32 PM
To: 'Kayla Lamer'
Subject: RE: GCCT

Hello Kayla,

Happy to hear you back and I hope you feel better.

Ford Share Amount: \$198.78
Customer Share: \$0.00
Program Code: P11
Approval Code: MSPA131368
RO Line Number: 2

With your approval, I will be resolving this case today. If not this case will be resolved on 12/26/2023. If there is anything else I can assist you with regarding this case do not hesitate to contact me. Thank you for your partnership and have a great day!

Donitra Williams
Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team
DWILL998@ford.com | www.ford.com
Office: 866-631-3788 ext. 79087
M-F 9:00AM – 5:30PM

From: Kayla Lamer kriviera@sandersonford.com >
Sent: Tuesday, December 19, 2023 11:43 AM
To: Williams, Donitra (D.) dwill998@ford.com >
Subject: RE: GCCT

Good morning,
Sorry I went home early Thursday sick and today is my first day back. It is done.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 12-11-2023 CLOSED: 12-15-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Dealer NA US COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CLV Calculator | Assistance Available |
DEALER NAME: Dave Arbogast Ford
PA CODE: 00379 DLR SALES CODE: 47567 REGION: G3 ZONE: G3B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 54,679
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: COVINGTON | OH [REDACTED] | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | UNKNOWN
ANALYST NAME: Charles Roberts OPEN ANALYST NAME: SYSTEM
COMMENTS:

2023-12-11 15:15:31 *WEB*I am contacting you regarding an old case [REDACTED] - It looks like approval was given for Ford financial assistance back in Sept of 2022. The camera was on backorder so the RO that this was initially approved on was closed. The vehicle came back in October of 2023 to have the repair done and it looks like some of the pricing has changed (we would actually need a little less assistance from Ford). *I called GCCT for help and they informed me that I needed to contact you. Here is the updated information: RO 695777 line A Ro date 10/25/2023 Mileage 54,679 Parts 366.19 labor 567.00 total 933.19 Customer has already paid their participation of \$332.00 Total being requested from Ford \$601.19 Please let me know if you can help and if you need anything else on our end. Thanks, Brittany Beckett Warranty Administrator b.beckett@arbogastford.com 937-573-2223

2023-12-14 16:28:45
Good morning ma'am. In response to the case you created, we can work from it but you would need to add a FAR to the case for repair assistance. I've added a CLP interactive guide to aid you if you need it.
There is a second option, because the case is less than \$1000, you could actually run the case in-house using dealer empowerment which allows you to generate your own approval code....please see the attachment.
Let me know how you would like to proceed.

Ford Motor Company ®
Charles Roberts
Regional Dealer Team Lead
crobe220@ford.com | www.ford.com
9:00am – 5:30pm
Ext: 79629

2023-12-15 15:43:47
This case will close as a duplicate. Dealership has requested a new code for the change in pricing.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN: 12-14-2023

CLOSED: 12-14-2023

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Tier 1 Inbound NA CRC

COMMUNICATION: Phone

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

DEALER NAME: Dean Sellers Inc

PA CODE: 02694

DLR SALES CODE: 48039

REGION: G2

ZONE: G2A

VIN: [REDACTED]

MODEL YEAR: 2019

MODEL: FLEX

MILEAGE: 36,000

BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV

LAST NAME FIRST NAME MIDDLE: [REDACTED]

ADDRESS: [REDACTED]

CITY STATE ZIP COUNTRY: ROYAL OAK | MI [REDACTED] | USA

HOME PHONE [REDACTED]

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

ANALYST NAME: Maria Sarmiento

OPEN ANALYST NAME: Maria Sarmiento

COMMENTS:

2023-12-14 19:17:42

*cant add kb repair assistance cust says: I have 2019 ford flex Cuurently at 36k miles, we have been having problem with back up camera, this is a big problem with ford flex,I called dealer they are out of stock, now they check and said they got 6 of them but they charging me \$500 to \$600 for just a rear back up camera, seems like most of the ford and lincoln having the same issue, my question is , if theres been a million recalls , why not the 5yr old ford flex I have? its says CAMERA is not available per cust/dlr says:n/a crc advise: theres no recall. Ford Motor Company and the National Highway Traffic and Safety Administration (NHTSA) work together to proactively identify areas of concern through investigation of consumer and dealer feedback. If these have become a known issue on those parts, then a recall will be put into place. keep the receipt if incase you will have a future recall/program you can still request for reimbursement promise cust that this will be investigated and forwarded to the right dept please visit ford.com /support to check recall. provide the [REDACTED] if you need help please call us back, didnt guarantee cust , just let him know we are going to see if it can be escalated once the veh diagnosed, but he is aware if nothings can be cover he may keep the receipt for future reimbursement

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 12-15-2023 CLOSED: 12-22-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | At Risk of Defection |
DEALER NAME: Dave Arbogast Ford
PA CODE: 00379 DLR SALES CODE: 47567 REGION: G3 ZONE: G3B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 54
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: COVINGTON | OH [REDACTED] | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | UNKNOWN
ANALYST NAME: Robin Koska OPEN ANALYST NAME: # Microsoft CRM Portals - GCCT PROD
COMMENTS:
2023-12-15 14:16:14 *WEB*I have been working with Charles Roberts on an old case for this vehicle. I emailed Charles the updated case # to work from. -Brittany Beckett Warranty Admin @ Arbogast Ford
b.beckett@arbogastford.com
2023-12-15 15:07:00 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : Home Phone :
Mobile Phone : LTV Score : Vehicle Purchase Status : Ford Credit Contract Number : Part Number :
Dealer Name : Dave Arbogast Ford Dealer P&A : 00379 Dealer phone : 937-339-2687 VIN :
[REDACTED] Year : 2019 Make : FORD Model : FLEX Mileage : 54679 Engine Specification : 3.5L
Cyclone V6 Petrol IIVCT Transmission Specification : 6 Speed Auto Transmission 6F50 Warranty Start Date
: 2019-06-21 Open Recall/FSA : : N/A ESP : N/A Hotline Contact : N/A Warranty History : N/A
2023-12-15 15:25:19 OBPM TO DEALER Thank you for reaching out regarding our mutual customer. I have received your financial
assistance request for repair assistance. I understand that you have been working with Charles Roberts on
case [REDACTED], this case show an approval code provided on 11/19/23 for this repair. I have
reached out to Charles and he explained that he is handling the case. I will be completing this case duplicate
case. If there is anything else I can further assist with, please do not hesitate to reach out. As I will be
completing this case, you may receive an email in the next 24 hours with a brief survey regarding your
experience with me. Ford and I value your candid feedback to understand how we can improve in the future.
Should you need to contact me again, you may reach me directly at dallis23@ford.com or by phone at 866-
631-3788 ext. 79426. If I'm unavailable, please leave me a detailed message and I will return your call as
soon as possible. For a quicker response, please provide your case number indicated above. Thank you
again for being a good Ford Partner.
2023-12-15 16:47:05 Ford Motor Company © Charles Roberts Regional Dealer Team Lead Mon-Fri 9:00AM to 5:30PM CST
Crobe220@ford.com Ext: 79629 P11 Dealer Share: 0.00 Ford Share: \$653.23 Customer Share: \$279.96
Approval Code: MSPA771005 Good afternoon and thank you for your request. After reviewing the FAR your
case has been approved. Thank you for partnering with Ford Motor Company

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 12-21-2023 CLOSED: 03-12-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Truck Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria
DEALER NAME: Valley Ford of Columbus
PA CODE: 02046 DLR SALES CODE: 47030 REGION: G3 ZONE: G3C
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE:
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: COLUMBUS | OH | [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Appearance
ANALYST NAME: Jessica Onuoha OPEN ANALYST NAME: Kim Crockett
COMMENTS:
2023-12-21 20:54:08 Customer Concern: IBC from [REDACTED] Customer very upset about some warranty waited to get done. His back camera was ordered while still under warranty. This occurred during the F-150 & Escape camera issues. Customer had dealership, Roush Ford order the back camera; Roush was bought by Valley Ford and customer was then told that warranty had expired due to time and mileage and dealer could not repair/replace camera under warranty. Cx told to contact CRC for financial assistance for repairs. Customer: Michael Bidlack Relationship to registered owner: Self VIN# [REDACTED] BCN Contact # [REDACTED] Email [REDACTED] Address: [REDACTED] Columbus, OH [REDACTED] Current mileage: 46,015 Text Message: Y SMS: Y Meets FLP: Y CLV: 98 Callers/Customer Expectations: Loaner / Rental Needed: Y; Not at this time. VOR Reason: N/A Date of VOR: N/A KB Article Used: Financial Assistance/Repair Request Copy Key Data: Y Survey Reminder: Y Dealer: Valley Ford of Columbus SA Name: Darren SA Contact Information: Quoted Amount: \$558.00 NEXT STEPS: Reach out to dealer about costs for repairs. Repair date for Wednesday, 12/27/23. Kim "Kimi" Crockett Ford Motor Company @ CXS Advocate KCROCK12@ford.com | www.ford.com Ph: 866-631-3788 ext. 79624
2023-12-21 21:25:27 Spoke with Karen, who supplied some information. Sent email to Kevin. SA Spoken to: Kevin Best method of contact SA prefer: email: kgarcia@valley2.com Offer SA SMS to communicate: N Vehicle Diagnosis: Back Camera replacement 1 Would repair be covered under warranty if vehicle was still under B2B? 2. Is there sign of damage or abuse or modification to vehicle? 3. RO# 6366466 4. Line: 5. Repair order open date: 6. Vehicle off road date: 7. Warranty Labor Amt: \$ 8. Warranty Parts Amt: \$ 8a. Total Warranty Amt: 9. Date to completion: 10. Mileage: 11. Loaner: 12. Are we waiting on parts?: 13. Gather Part Information: 14. Request Copis Case: EMAIL: kgarcia@valley2.com Current issue: RO was closed; dealership that originally opened RO was purchased by Valley Ford and RO could not be back-dated. Customer Quoted: \$572.77 NEXT STEPS: Follow up with dealer 12/27/23 for RO details. Kim "Kimi" Crockett Ford Motor Company @ CXS Advocate KCROCK12@ford.com | www.ford.com Ph: 866-631-3788 ext. 79624
2023-12-26 21:15:54 CUST SAYS: I want to know the status of my case. I want to speak with the case manager. PER CUST, DLR SAYS: N/A CRC ADVISED: -In Progress: Status -Follow Up By: 12/27/2023 Office: 866-631-3788 ext. 79624 Provide and transfer as cust request.
2023-12-26 21:22:32 IBC CUST trying to speak with agent on case.
CXs ADVISED: There is a F/U for him tomorrow regarding his case. I will reach out to agent for recontact.
Next steps: reach out to Kim regarding recontact via Webex.

Ford Motor Company @
Jasmine Bates
CXs - PV Inquiry
Email: jbates86@ford.com | www.ford.com
Office: (866) 631-3788 ext. 79907
Mon. - Fri. 8:00 a.m. - 4:30 p.m. (Central)
I AM AN INQUIRY AGENT
2023-12-27 18:24:12 \$191.16 labor \$381.61 parts Offer SA SMS to communicate: N Vehicle Diagnosis: Back Camera replacement 1 Would repair be covered under warranty if vehicle was still under B2B? Y 2. Is there sign of damage or abuse or modification to vehicle? N 3. RO# 6366466 4. Line: 03 5. Repair order open date: 11/4/22 6. Vehicle off road date: 7. Warranty Labor Amt: \$191.16 8. Warranty Parts Amt: \$381.61 8a. Total Warranty Amt: \$572.77 9. Date to completion: TBD 10. Mileage: 30,937 11. Loaner: N/A 12. Are we waiting on parts?: Yes; Stop sale list 13. Gather Part Information: GA8Z19G490A. 14. Request Copis Case: N/A EMAIL: kgarcia@valley2.com Current issue: RO was closed; dealership that originally opened RO was purchased by Valley Ford and RO could not be back-dated. Customer Quoted: \$572.77 Part is stop sale: GA8Z19G490A.
2023-12-27 18:28:25 OBC to customer to advise that part is on stop sale list and did not have an estimated date of shipping. NEXT STEPS: Follow up with customer 12/29/23.
2023-12-28 15:14:45 OBC to dealer, spoke with Rob (916148883333) in parts regarding the part. Advised dealer contact that part is not on stop sale. Need new RO in order to create a Copis case and ordering of the part. Transferring CXs to Jarrett Morton who is the production advisor. Left message for call back for RO details. NEXT STEPS: Follow up with dealer for new RO number, Copis Case number and verify part has been ordered.
2023-12-28 15:36:49 OBC to customer, advised customer of FAR assistance that Ford would assist with regarding repair costs. Customer believes that full amount should be covered, as customer had a lifetime warranty before dealership was purchased by a new company and voided his warranty. Advised customer I would advise his later if additional FAR is allotted. NEXT STEPS: Follow up with customer on 1/4/24.
2024-01-04 15:22:36 OBC to customer to advise the customer of the offer of FAR where Ford will cover \$472.77, if customer will cover \$100. Customer dissatisfied with offer and believes that Ford should cover the full amount of repairs. CXs explained that offer is on the table for 30 days and will allow the customer time to think on it. Customer will take offer but stated he will not purchased another Ford vehicle. CXs will offer gwg of ESP of Premiumcare before resolving case. NEXT STEPS: Contact dealer to advise of customer's acceptance of offer and begin repairs.

2024-01-04 15:29:36

OBC to dealer, left message for Rob in parts for Copis case information. Left another message for Jarrett to contact CXS with RO details. Sent portal message after call/second request for information.

2024-01-05 22:06:37

Agent is out of office. Follow is being moved

2024-01-10 21:50:15

*****helping with follow ups, agent is out of office today*** OBC to Dealer to Check with dealer to make sure new RO number has been created, Copis case created and part ordered. Spoke to SA karen karen said to cb tomorrow NEXT STEPS: Check with dealer to make sure new RO number has been created, Copis case created and part ordered.

2024-01-11 20:17:00

outb to dlr spoke with karen 12/23 last R,O (117424) on vehicle and battery repaired r.o (6366466) on case was opened 11/05/2022 Cierra Williams Customer Experience Specialist, Ford CXS Team CWILL849@ford.com | www.ford.com office# : 866-631-3788 ext. 78925 Office Hour: 9:30AM-6:00PM CST M-F eFax: 866-319-0570 2091 Oakwood Blvd. Dearborn, MI 48124 USA

2024-01-16 22:20:14

OBC to dealer, spoke with Karen Carr regarding new RO# before we can open a COPIS case. Karen will submit a COPIS case and open RO#. Karen will also check with management to see if they are able to open a repair order for customer without customer being inconvenienced again. NEXT STEPS: Advise customer to schedule an appointment to take vehicle back so a repair order can be opened. Kim "Kimi" Crockett Ford Motor Company ® CXS Advocate KCROCK12@ford.com | www.ford.com Ph: 866-631-3788 ext. 79624

2024-01-19 18:21:19

OBC to dealer, transferred to Karen's extension. Left numerous voicemail, received contact's email: kclaar@valley2.com to request repair order details and encourage dealer to open COPIS. NEXT STEPS: Send email and monitor for case creation. If no response, will escalate to DXS for assistance.

2024-01-19 21:30:51

OBC to customer to advise that CXS is having difficulty reaching dealer to provide FAR details as well as get update on parts. Submitted DXS escalation. Customer having surgery on Monday and will be out of commission for a while. Has given permission to speak with his spouse, Bonnie at 614-783-0089. NEXT STEPS: Follow up with customer Tuesday, 1/24/24.

2024-01-22 18:45:25

OBC to dealer, spoke with Karen. Dealer contact checking with manager to see if a new repair order can be opened. RO# 118892. NEXT STEPS: Contact Rob to advise of new repair order number. Monitor part status for customer and update accordingly.

2024-01-22 18:48:25

OBC to dealer, left message for Rob Peters in parts. NEXT STEPS: Reach out to Rob to make sure part has been escalated in system.

2024-01-23 20:00:58

*****ASSISTING WITH F/U. THIS CASE BELONGS TO KIM CROCKETT***** OBC- called dlr 6148883333. Asked for parts. no one answered in parts. next steps: send email JASMINE BAKER Proactive-Power Flex Team O: 866-631-3788 ext. 79097 Jbake282@ford.com 8:00am-4:30pm CST Mon-Fri

2024-01-23 20:24:50

*****ASSISTING WITH F/U. THIS CASE BELONGS TO KIM CROCKETT***** OBE- TO PM & CXS Hello, I am contacting you on behalf of customer above. I wanted to request an update on a part (GA8Z19G490A). Please put in a COPIS ticket in GCCT if part is on back order. Please ensure it is marked as vehicle off road. Last 8 VIN # [REDACTED]. Ford Motor Company ® JASMINE BAKER Proactive Power Flex Team O: 866-631-3788 ext. 79097

2024-01-23 20:36:38

ASSISTING WITH F/U. THIS CASE BELONGS TO KIM CROCKETT* OBE- TO CUST Hello, I am reaching out on behalf of your agent, Kim Crockett. She is not available today. I have requested an update from Valley Ford of Columbus about your part on order. I have not received a response but your agent Kim will follow-up with you by Friday, 1/26/24 before 6pm CST. JASMINE BAKER Proactive-Power Flex Team O: 866-631-3788 ext. 79097 Jbake282@ford.com 8:00am-4:30pm CST Mon-Fri

2024-01-26 19:46:57

OBC to dealer to speak to parts department for status part and if a COPIS was created or when it will be created.

Action: Part department rep name Andrew answer.

He stated that his manager is the only one that can create the COPIS case.

Provided cust info so the copis can be created and asked for a status update.

The part is showing on there end that it will be off of B/O 02/09/24. Still asked Andrew to have his manager to create and submit a COPIS for this part.

Next Step" Need to check status on the COPIS.

Elizabeth Mwamba
Customer Experience Specialist
O: 866-631-3788 ext:79483
E: EMWAMBA1@ford.com
Hours: Mon-Fri 8:30AM-5:00PM CST

2024-01-29 22:54:45

OBC to dealer, advised by parts department that camera has arrived as of last Thursday 1/25/24. Dealer unable to reach customer to schedule an appointment to drop off vehicle. NEXT STEPS: Follow up with customer to schedule an appointment

2024-01-29 22:58:05

OBC to customer, left message for customer to contact dealer to schedule an appointment to have camera installed. NEXT STEPS: Follow up with customer by sending an email also.

2024-01-29 22:58:54

OBC to customer, left message for customer to contact dealer to schedule an appointment to have camera installed.

2024-01-29 22:59:14

OBC to customer, left message for customer to contact dealer to schedule an appointment to have camera installed. NEXT STEPS: Follow up with customer by sending an email also.

2024-01-30 16:25:48

OBC to customer, left message again for customer to contact dealer to schedule an appointment for repairs. NEXT STEP

2024-01-30 16:32:17

OBC to dealer, spoke with Karen to verify if customer has reached out yet to schedule an appointment to have vehicle serviced. Confirmed they have not reached customer either. NEXT STEPS: Follow up with dealer 2/2/24.

2024-02-02 15:39:36 OBC to dealer, spoke with service department for scheduling. Karen states that the customer has not reached to schedule an appointment for repairs. Advised dealer contact, will attempt to reach out to customer again, if no response, prepare to close case.

2024-02-02 15:48:15 OBC to dealer, advised by parts department that camera has arrived as of last Thursday 1/25/24. Dealer unable to reach customer to schedule an appointment to drop off vehicle.
NEXT STEPS: Follow up with customer to schedule an appointment

2024-02-02 15:49:15 OBC to customer, left message for customer to contact dealer to schedule an appointment to have camera installed.
NEXT STEPS: Follow up with customer by sending an email also. Second att

2024-02-02 15:49:36 OBC to customer, left message for customer to contact dealer to schedule an appointment to have camera installed.
NEXT STEPS: Follow up with customer by sending an email also. ***Second attempt to contact customer***

2024-02-02 15:50:57 OBC to customer, left message for customer to contact dealer to schedule an appointment to have camera installed.
NEXT STEPS: Follow up with customer by sending an email also. ***SECOND ATTEMPT TO REACH CUSTO

2024-02-02 15:51:37 OBC to customer, left message again for customer to contact dealer to schedule an appointment for repairs. Third attempt to contact customer. Follow up with email also
NEXT STEPS: Follow up with customer Friday, 2/2/24.

2024-02-02 15:51:57 OBC to customer, left message again for customer to contact dealer to schedule an appointment for repairs. Third attempt to contact customer. Follow up with email also. ***THIRD ATTEMPT TO REACH CUSTOMER; NO RESPONSE
NEXT STEPS: Follow up with customer Friday, 2/2/24.

2024-02-05 15:41:56 IBC from customer. Scheduling an appointment with dealer for repairs. CX to let CXS know when she will drop off vehicle for repairs. Possibly may need a rental; customer to check with dealer for loaner.
NEXT STEPS: Follow up with customer 2/8/24

2024-02-06 21:15:54 Safety net - Not approved to close due to contact has been made with the customer. Talisa Roberts TROBE153@FORD.COM Customer Experience Operations Supervisor Office: 866-631-3788 Ext:

2024-02-07 15:44:09 Safety net - Customer has been out of B2B over 2 years so repair would not have been covered at 100%. Sup will approve customer paying \$100 and Ford paying \$472.77. Talisa Roberts TROBE153@FORD.COM Customer Experience Operations Supervisor Office: 866-631-3788 Ext: 79424

2024-02-08 14:50:27 IBE from dealer regarding the completion of the repairs for the customer's vehicle.
NEXT STEPS: Follow up with the customer to verify if he is satisfied with the repairs and prepare to resolve case.

2024-02-08 16:20:52 Safety net - Sup will generate approval code once FAR changed reflecting below FAR approved on 2/7 safety net. Safety net - Customer has been out of B2B over 2 years so repair would not have been covered at 100%. Sup will approve customer paying \$100 and Ford paying \$472.77. Talisa Roberts TROBE153@FORD.COM Customer Experience Operations Supervisor Office: 866-631-3788 Ext: 79424

2024-02-08 17:03:32

Good morning, Mr. Mike,

Just wanted to let you know that the vehicle has been repaired and ready for pickup. I did have to make an adjustment on your portion that will be required at the time of pickup. The amount is \$100.00. Ford will provide the difference of \$472.77 for the repairs. I will follow up with you next week to check on your satisfaction with the repairs and prepare to resolve your case. Thank you for allowing me to assist you with this concern.

Respectfully,

Kim "Kimi" Crockett
Ford Motor Company ®
CXS Advocate
KCROCK12@ford.com | www.ford.com
Ph: 866-631-3788 ext. 79624

Hi Caleb,

The approval code is MSPA524628. There is one correction to the figures. The customer's portion is \$100.00 even. Otherwise, it would affect the warranty. Everything else, Ford will handle. I will also advise the customer of the change.

2024-02-09 16:36:07 OBC to dealer, checked with Caleb to verify customer picked up his vehicle. Submit safety net to resolve & case closure email.

2024-02-09 16:42:40 Morley #916301 submission.

2024-02-10 18:46:28 Safety net - Supervisor OBC and spoke to Mr. [REDACTED] and he was happy with Kim but stated he should not have had to pay anything for repair. He said the ownership changed at the dealership. The original dealer advised repair would be covered 100% under B2B but new owner advised not covered. I advised customer [REDACTED] will review VIN and if she can add an ESP to cover future repairs she can at no charge. Customer agreed. Next step- Contact customer by Tuesday and advise what ESP added. Talisa Roberts TROBE153@FORD.COM Customer Experience Operations Supervisor Office: 866-631-3788 Ext: 79424

2024-02-16 21:35:15 Case review - [REDACTED] has been out of the office. Ashley will review Morley per my 2/10 final call to customer to confirm if ESP can be added and if so she will transmit and notify customer. Talisa Roberts TROBE153@FORD.COM Customer Experience Operations Supervisor Office: 866-631-3788 Ext: 79424

2024-02-20 17:12:34

Customer has PremiumCare ESP active in OASIS.
Sup asked that I also transmit a Morley for a limited maintenance plan as well
Morley transmitted: 919162

Ford Motor Company ®
Ashley Greer
Customer Service Case Manager, Truck Concern Dept.
agreer23@ford.com | www.ford.com
Office: 866-631-3788 ext. 79313
Hours: Mon- Fri 8:30 AM- 5:00 PM

2024-02-27 20:43:18

Re assigned case to Jessica to offer ESP. When ready to close advise case was re assigned. Talisa
Roberts TROBE153@FORD.COM Customer Experience Operations Supervisor Office: 866-631-3788 Ext:
79424

2024-03-12 15:29:02

Approved to resolve

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 01-03-2024 CLOSED: 01-06-2024 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: Town & Country Ford
PA CODE: 05981 DLR SALES CODE: 52755 REGION: C2 ZONE: C2A
VIN: ██████████ MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 41,803
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: ██████████
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: GROVES | TX ██████████ | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: Tiffany Abrams OPEN ANALYST NAME: Tiffany Abrams
COMMENTS:

2024-01-03 18:12:09 COPY KEY DATA Case Number ██████████ Customer : ██████████ Business Phone : N/A Home Phone : N/A Mobile Phone : ██████████ LTV Score : 54 Vehicle Purchase Status : N/A Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Town & Country Ford Dealer P&A : 05981 Dealer phone : 409-962-8383 VIN : ██████████ Year : 2019 Make : FORD Model : FLEX Mileage : 41803 Engine Specification : 3.5L V6 CYCLONE TIVCT Transmission Specification : 6 SPD AUTO TRANS 6F Warranty Start Date : 2020-03-23 Open Recall/FSA: : NONE ESP : NONE Hotline Contact : NONE Warranty History : 14633550, 27-JUN-2023, PRESSURE TEST FOUND THAT WATER PUMP IS LEAKING FROM WEEP HOLE REMOVE FRONT COVER AND REPLACE WATER PUMP AND THEN RETEST OK

2024-01-03 18:33:04 IBC from customer ██████████ in reference waiting over a year for a backordered part for her 2019 Ford Flex rear camera Information Shared: customer states that she keeps getting the run around for her backup camera parts and everyone keeps telling her the same thing that the parts is on backorder OBC to dealership and spoke with Parts who made me aware that everyone there was new and they just had a buy and sell of the dealership and there was nothing in the system regarding the customers parts then transferred me to service which the SA also confirmed the buy and sell of the dealership and that she had no idea of what was going on with the customer vehicle and that she saw some previous notes but that it would have to be something the SM handles and took down my contact information and i made her aware it was very imperative that he gets back in touch with me and explained the circumstances made customer aware that i tried to make contact and have to wait to hear back from SM Next Steps: set follow up for 1/5 before EOS at 5:30 pm central Ford Motor Company Customer Concern Specialist Tiffany Abrams Tabrams5@ford.com | www.ford.com 1-866-631-3788 ext. 79651

2024-01-04 21:20:04 OBC to dealership to speak with SM Chance Martin Information Share: SM Chance was able to make me aware that they had a camera in for another customer who has not been responding and was able to use there part for the customer vehicle and it was repaired and returned back to the customer Next Steps: no further action final customer satisfaction call and SN to Sup for closure Ford Motor Company Customer Concern Specialist Tiffany Abrams Tabrams5@ford.com | www.ford.com 1-866-631-3788 ext. 79651

2024-01-04 21:25:54 OBC to customer ██████████ Information Shared: customer confirmed after I called yesterday they called this morning for someone else part that was sitting for months and they were able to get her repaired and she was able to pick up the vehicle and have confirmed as of right now the concern has been resolved Next Steps: no further action SN for closure Ford Motor Company Customer Concern Specialist Tiffany Abrams Tabrams5@ford.com | www.ford.com 1-866-631-3788 ext. 79651

2024-01-04 21:40:49

FINAL OUTBOUND EMAIL TO CUSTOMER

From: Abrams, Tiffany (T.)
Sent: Thursday, January 4, 2024 3:40 PM
To: [REDACTED]
Subject: IN REFERENCE TO CASE NUMBER [REDACTED]

Hello Mrs. [REDACTED],

Thank you for contacting Ford Motor Company and allowing us to assist you with your 2019 Ford Flex. Partnering with Town & Country Ford, I am glad we were able to address your exterior and interior electrical camera concern; I was able to advocate on your behalf to get the part needed for the repair while keeping you updated throughout the process.

Due to the delay in your repair being over a year, as an offer of goodwill, I would like to offer you a Ford Protect Limited Maintenance Plan valued at \$385.00. Coverage will begin once the plan is processed, and you will be covered up to 3 years/45,000 miles (odometer reading). This plan covers your scheduled maintenance like oil and filter replacement, tire rotation, and multi-point inspection. This is a prepaid plan, meaning you pay nothing for covered services.

Do you approve of this offer? Upon your approval, I will begin the process to purchase this service plan on your behalf.

If you have any further questions or concerns regarding this repair, the Ford Protect ESP plan, or any additional comments or feedback, please do not hesitate to reach out to me directly at 1-866-631-3788 Extension 79651 or by email at tabrams5@ford.com . If I am unavailable, please leave me a detailed message and I will return your call as soon as possible. Please reference the case number indicated above for a quicker response.

Please look for an email within the next few days that includes a brief survey regarding your experience with me in completing your case. We value your feedback so that we can better understand what we can do to improve in the future.

Thank you for being a valued customer and a part of the Ford family.

Respectfully,

Tiffany Abrams
She | Her | Hers
Customer Experience Specialist

—

O: 1 (866) 631-3788 ext. 79651

2024-01-05 21:35:47

*****SAFETY NET*****

Safety to Resolve

- customer is in vehicle and repair have been completed
- customer confirmed repair satisfaction
- Goodwill offered as MP
- Recap Email sent
- Resolve Case

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

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]
OPEN: 01-08-2024 CLOSED: 01-09-2024
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC
CASE CLASS LV 1234: Vehicle Inquiry | Warranty Coverage |
DEALER NAME:

STATUS: Information Provided
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone

PA CODE: DLR SALES CODE:
VIN [REDACTED] MODEL YEAR: 2019

REGION: ZONE:
MODEL: FLEX MILEAGE: 23,500

BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: SPRING | TX [REDACTED] | USA
HOME PHONE: [REDACTED]

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

ANALYST NAME: Cierra Palmer

OPEN ANALYST NAME: Cierra Palmer

COMMENTS:

2024-01-08 19:05:51

IBC FROM CUST : Name : [REDACTED] VIN : [REDACTED] (2019 FORD FLEX MILES : 23500
EMAIL : [REDACTED] ADD : [REDACTED] DRSPRINGTX [REDACTED] PH : [REDACTED]
(C) SMS Y - 2019 Ford Flex back up camera (part delay issue) / trim pieces (warranty
conformation) •Vehicle Concern:back up camera (part delay issue) / trim pieces (warranty conformation)
•Has this issue happened before? If so, how many times? y •What the customer is seeking from Ford?
Seeking clarify the concern regarding warranty and part concern •Where is the vehicle located: WITH CUST
•Are you in a loaner? NO •Repair Cost Estimate provided by DLR? •Any Ford or 3rd Part ESP? CPCLIGHT
0968 - USA 2023 NEW 120/100,000 PREMIUMCARE W/ROADSIDE •Mileage: 23500 •WSD: 06/06/20 •Is
your vehicle Maintenance Current? y •Dealership Servicing: N/A •Is this the purchasing dealership? N/A
•Dealership Contact: •Verify if customer meets FLP just in case: N/S Notes : Cxs advised the cust of the
warranty details and advised she will send the brochure via email. The cxs also advised if the cust is
partnering w/ a dealer regarding a part on b/o the cxs can contact the dealer as well as partner w/ that dealer
for the out of stock part. N/S : FCR Cierra Palmer Customer Experience Specialist, Ford CX Office : 866-
631-3788 Ext. 79813 Operation hours : Monday-Wednesday, Friday-Saturday 9:00 am -5:30 pm

2024-01-08 19:08:05

obe to cust : From: Palmer, Cierra (C.) Sent: Monday, January 8, 2024 1:05 PM To:
[REDACTED] Subject: CRM [REDACTED] Good afternoon, Hi, this is Cierra
Palmer with Ford Motor Company. I have attached your brochure for your extended service plan for the
Premium care warranty. The coverage period is 120 months(06/06/2030) or 100,000 (whichever comes first)
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

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 01-10-2024 CLOSED: 01-20-2024 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: Classic Ford
PA CODE: 02917 DLR SALES CODE: 44128 REGION: G4 ZONE: G4B
VIN: ██████████ MODEL YEAR: 2019 MODEL: FLEX MILEAGE:
BODY STYLE: K6D - FLEX LTD AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: ██████████
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: MENTOR | OH | ██████████ | USA
HOME PHONE: ██████████
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: Timothy Twait OPEN ANALYST NAME: Timothy Twait
COMMENTS:

2024-01-10 22:38:25 2019 Flex, ██████████ Back up camera needs replaced. Dealership has ordered per cust. Told cust that they would need to submit a case for a B/O and she stated that they did do that. Aquired VIN and no COPIS has been opened in GCCT. Unable to dial out while cust was on the phone. Created case, will f/u with dlr on next MO. Classic Ford 8540 Tyler Blvd. Mentor, OH 44060 (440) 530-6038 440-299-7459 John Richards, SA Next step: OB to dlr for COPIS Tim Twait Customer Experience Specialist, Ford CXS Team O: (866) 631-3788 Ext: 79168 Available M-F 12:30 PM to 9 PM CST ttwait@ford.com

2024-01-10 22:52:19 OBC to cust: Informed cust that part has been escalated. COPIS has been opened today. I will continue to F/U on part movement. N/S: Monitor COPIS Tim Twait Customer Experience Specialist, Ford CXS Team O: (866) 631-3788 Ext: 79168 Available M-F 12:30 PM to 9 PM CST ttwait@ford.com

2024-01-10 22:59:07 Case Number : ██████████ Customer : ██████████ Business Phone : ██████████ Home Phone : ██████████ Mobile Phone : ██████████ LTV Score : 94 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : ██████████ Part Number : ██████████ Dealer Name : Classic Ford Dealer P&A : 02917 Dealer phone : 440-266-3000 VIN : ██████████ Year : 2019 Make : FORD Model : FLEX Mileage : ██████████ Engine Specification : 3.5L-4V DOHC 1/C V6 GAS 350HP Transmission Specification : 6 SPD AUTO TRANS 6F55 Warranty Start Date : 2019-09-09 Open Recall/FSA: : none ESP : None Hotline Contact : None Warranty History : yes

2024-01-18 01:40:23 OBE to Cust Afternoon ██████████ I have great news. The part was shipped on 1-11-24. Please check with your dealership for a more detailed ETA. With the part being shipped, I will be closing my case. Your dealership will now be the best source of information for updates. Ford will be sending you an email within the next few days with a brief survey regarding your experience with me and only me. This survey is not about Ford and the dealership and only relates to me. I hope I rated 5-star service. Thanks! Tim Twait Customer Experience Specialist, Ford CXS Team O: (866) 631-3788 Ext: 79168 Available M-F 12:30 PM to 9 PM CST ttwait@ford.com Next step: SN to close

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 01-22-2024 CLOSED: 01-23-2024 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: Team Ford
PA CODE: 07645 DLR SALES CODE: 44050 REGION: G4 ZONE: G4W
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 24,000
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: GOLDSMITH [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: LAS VEGAS | NV [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | UNKNOWN
ANALYST NAME: Tadrelija Watson OPEN ANALYST NAME: Cathlea Busbus
COMMENTS:
2024-01-22 20:11:53

CONTACT VIA
BCM : [REDACTED]
[REDACTED]

CUST.SAYS: I have a 2019 FLEX and I have a notice for camera issue and the veh is acting up.
and took it to the dlr and ask for \$500 last mos.
and I want ford to have it covered.

AS PER DLR, CUST SAYS: N/A

CRC ADVISE:
For Escalation
Case Number: [REDACTED]
Year and Model: 2019 Flex
WSD: 26-March-2020
CLV Score: 95
Mileage: 24000
Has been to dealer: YES
Assistance needed: FIN ASSIST

Here's what I did for you, I have tagged this case as a HIGH PRIORITY case which will be escalated 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.
The specialist will be in the best position to provide the best resolution possible for this situation. so please keep your line open.

KB:
About Recalls
Financial Assistance

2024-01-22 21:16:22

OBC TO (phone #) •Spoke with [REDACTED] •Regarding:financial assistance •Information Received:2021 had a recall notice on the rear camera stated the 2021 recall is happening to the ford flex stated he expects ford to pay full cost he is not paying anything •Information Provided:advised cust that there may not be enough of the same vehicle with same concern to result in a recall advised he can contact NHTSA advised no guarantee we can help with full cost and vehicle needs to be taken to dealer •Next Step: FCR vehicle not at dealer cust does not know when it will be Ford Motor Company ® Tadrelija Watson Customer Experience Specialist, Ford CXS Team Twatso71@ford.com | www.ford.com Office: 866-631-3788 ext. 79826 E-Fax: 8886359545

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Canceled
OPEN: 01-25-2024 CLOSED: 02-12-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | Parts Issue | Not Unit Down (drivable) |
DEALER NAME: Mullinax Ford of Vero Beach
PA CODE: 07785 DLR SALES CODE: 24404 REGION: S3 ZONE: S3A
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 80,000
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: SEBASTIAN | FL | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | UNKNOWN | UNKNOWN
ANALYST NAME: Ashanti Johnson OPEN ANALYST NAME: Chris Ryan
COMMENTS:
2024-01-25 22:21:19

CONTACT VIA PHONE

Cust needs assistance with part delay of backup camera

Cust:

Get started

You asked me to send a private message. Well here it is. Our Flex is under warranty and I have been told by multiple dealers that the back up camera is on back order. I was also told by a dealer that there are several thousand customers waiting on a back up camera.

Ford:

Good morning [REDACTED]. I appreciate you taking the time to send us a message. My name is Chris and I'm a Social Media Specialist for Ford. We can certainly see why you reached out to us here regarding the backup camera issues your Flex is experiencing. I would like to look into this a bit further on my end for you. Could you please provide me with the following details?

VIN:

Current Mileage:

Your full name:

Vehicle owner's full name and your relation to them (if applicable):

Zip code:

Email address:

Cell phone:

Best method of contact:

Name and location of servicing dealership:

Cust:

[REDACTED] wife and I own the car. 32958 zip code. We have had it in to 3 dealers in 3 states but currently two different locations in Florida. Mulnix Ford in Vero beach Florida. Contact me by phone 402-429-5867

80,000 miles and I'll have to get the VIN later. But I'm sure it's on file at Mulnix Ford

Ford:

Thank you for sending that information over. Before moving forward, I do need you to verify your VIN. Please feel free to send that information over at your earliest convenience.

Cust:

blurry photo

Ford:

I am unable to properly view the photo provided. Could you please send your VIN typed out?

Cust:

[REDACTED]

Ford:

I appreciate you sending over that additional information. Just for your awareness, after running your VIN through our system, I'm not seeing any outstanding safety recalls or field service programs relating to these issues. If you would ever like to check for recalls or field service actions yourself, you may do so at the following link: [https://\[REDACTED\]/recalls.html](https://[REDACTED]/recalls.html) As for your concern, I will escalate your case/request to our Customer Experience Specialist who works daily with your dealership's management team. They have access to all of our resources and will use these resources to assist you and your dealership regarding your situation. They will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from them within 1 business day. The case number that I have established for you today is Case [REDACTED] Thank you for being a part of the Ford Family.

2024-01-26 00:40:57

Case Number : [REDACTED] Customer : [REDACTED] Business Phone : Home Phone : Mobile Phone : [REDACTED] LTV Score : Vehicle Purchase Status : Original Owner Ford Credit Contract Number : [REDACTED] Part Number : Dealer Name : Mullinax Ford of Vero Beach Dealer P&A : 07785 Dealer phone : 772-569-3400 VIN : [REDACTED] Year : 2019 Make : FORD Model : FLEX Mileage : 80000 Engine Specification : 3.5L V6 CYCLONE TIVCT Transmission Specification : 6 SPD AUTO TRANS 6F Warranty Start Date : 2019-08-05 Open Recall/FSA : no ESP : CPCLIGHT 0968 - USA 2022 USED 72/75,000 PREMCARE W/ROADSIDE Hotline Contact : no Warranty History : no

2024-01-26 00:53:11

inquire last time cust took veh to dlr, and inquire from dlr if part has been ordered

2024-01-27 21:57:15

OBC to dlr to inquire if open or ro created for cust rear camera concern Service busy Next Steps: recontact dlr Ford Motor Company @ Ashanti Johnson | Customer Experience Specialist | Houston CRC 866.631.3788 x 79788 ajohn708@ford.com | www.ford.com Mon-Thu Sat 10:30AM to 07:00PM CST

2024-01-29 21:45:44

OBC to cust to inquire last time veh was at dlr cust unavailable, left vm requesting recontact Next Steps: Ford Motor Company @ Ashanti Johnson | Customer Experience Specialist | Houston CRC 866.631.3788 x 79788 ajohn708@ford.com | www.ford.com Mon-Thu Sat 10:30AM to 07:00PM CST

2024-01-29 21:56:36 OBC to dlr to inquire if open or ro created for cust rear camera concern Spoke with SM who confirmed last time veh was at dlr was 10/30/23- quicklanes SA Sherry. CXS informed no one in quicklanes is available, and to recontact on tomorrow to speak with Sherry Next Steps: recontact dlr Ford Motor Company® Ashanti Johnson | Customer Experience Specialist | Houston CRC 866.631.3788 x 79788 ajohn708@ford.com | www.ford.com Mon-Thu Sat 10:30AM to 07:00PM CST

2024-01-31 20:48:15 OBC to dlr to inquire if open or ro created for cust rear camera concern Spoke with SA Lisa who confirmed Sherry is OOO for the day, and will return 9 am in the morning flabellarpe@mullinaxford.com Next Steps: send email request Warm Regards, Ford Motor Company® Ashanti Johnson | Customer Experience Specialist | Houston CRC 866.631.3788 x 79788 ajohn708@ford.com | www.ford.com Mon-Thu Sat 10:30AM to 07:00PM CST

2024-01-31 21:26:02 Good Afternoon, My name is Ashanti, I am a customer experience specialist with Ford Motor Company. I am reaching out in regards to our mutual customer, [REDACTED] The customer is requesting assistance is escalating part to replace his rear camera. I am reaching out to inquire the last time customer brought vehicle to dealer. and if the part was ordered for the customer under an RO. If no order has been made, what is the next steps needed to be taken to escalate part? Thank you for your partnership, Ford Motor Company® Ashanti Johnson | Customer Experience Specialist | Houston CRC 866.631.3788 x 79788 ajohn708@ford.com | www.ford.com Mon-Thu Sat 10:30AM to 07:00PM CST

2024-02-01 20:05:56 OBC to dlr to inquire if open or ro created for cust rear camera concern Spoke with Sherry in quicklanes who confirmed veh was last at dlr in quicklanes 10/26/23 for alignment, wheelbearing. No mention of back up camera SA confirmed cust can contact dlr and schedule appointment with either SA Jenny or Jessica. Next Steps: update cust OBC to cust to request cust take veh back to dlr for proper diag, and recent RO to be opened confirmed he originally began to talk negatively about Ford on Forums, and social media. Ford requesting dm, and cust voiced frustration. veh reflects camera unavailable , or blank has been happening for a year. states camera concern was notated on his last RO, and that his wife, and himself have been constantly reaching out to dlr to request update on part CXS reiterated a recent RO is needed to help in escalating part, referred cust to recommended SA [REDACTED] Next Steps: inquire if appointment was scheduled Warm Regards, Ford Motor Company® Ashanti Johnson | Customer Experience Specialist | Houston CRC 866.631.3788 x 79788 ajohn708@ford.com | www.ford.com Mon-Thu Sat 10:30AM to 07:00PM CST

2024-02-01 20:07:46 Good Afternoon, As discussed in our earlier call, this is your case number to reference [REDACTED] and my contact is located in my signature at bottom. If you have any further questions or concerns regarding this repair – 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. Warm Regards, Ford Motor Company® Ashanti Johnson | Customer Experience Specialist | Houston CRC 866.631.3788 x 79788 ajohn708@ford.com | www.ford.com Mon-Thu Sat 10:30AM to 07:00PM CST

2024-02-08 21:07:26 OBE to cust:

Good Afternoon [REDACTED]

I hope all is well. I am reaching out to inquire if you were able to secure an appointment to take your vehicle back to Mullinax Ford?

Warm Regards,
Ford Motor Company®
Ashanti Johnson | Customer Experience Specialist | Houston CRC
866.631.3788 x 79788
ajohn708@ford.com | www.ford.com
Mon-Thu Sat 10:30AM to 07:00PM CST

2024-02-08 21:07:39

2024-08-29 20:38:23 Case lost in que Cxs can cancel case

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 01-26-2024 CLOSED: 01-27-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | Parts Issue | Not Unit Down (drivable) |
DEALER NAME: Roy O'Brien, Inc.
PA CODE: 02934 DLR SALES CODE: 48010 REGION: G2 ZONE: G2A
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 48,000
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: ROYAL OAK | MI [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Start/Run/Move | Moving | UNKNOWN | UNKNOWN
ANALYST NAME: Sivell Burton OPEN ANALYST NAME: Tatiana Van Ry
COMMENTS:
2024-01-26 22:34:47

Customer
Get started

I have a 2019 Flex SEL. The rear camera stopped working while under warranty over a year ago. I took it to the dealer, Roy O'Brien Ford in St. Clair Shores, and have been waiting over a year now for the new part. Whenever I call to inquire on a timing update I'm told they have no idea when or if the part will come in. I think I have been patient long enough. Who can I contact to get this resolved?

9:38 AM
Ford

Good morning [REDACTED]. Thank you for taking time to send us a message. My name is Tatiana, I am a Social Media Specialist for Ford. We can definitely see why you are contacting us regarding your part. I would be happy to look into that for you today. In order to assist you can I get the following information?

VIN

Current Mileage:

Your full name:

Vehicle owner's full name and your relation to them (if applicable):

Zip code:

Email address:

Cell phone:

Best method of contact:

Tatiana

Ford Social Media Team

10:43 AM

Customer

Tatiana, here is the information you requested.

VIN [REDACTED]

48,000 miles

[REDACTED]. I am the vehicle owner.

48067

Cell# [REDACTED]

Contact via cell or email.

Selling dealer was Roy O'Brien Ford in St. Clair Shores, MI

Ford

Thank you for providing that information. Is your vehicle currently drivable?

Tatiana

Ford Social Media Team

12:52 PM

Customer

Yes.

Ford

Thank you for clarifying.

I will escalate your case to our Customer Experience Specialist who works daily with your dealership's management team. They have access to all our resources and will use these resources to assist you and your dealership regarding your situation. They will receive the information you have just provided me and will do a thorough review on your behalf. You can expect to be contacted by your Customer Experience Specialist within 1 business day. The case number that I have established for you today is CAS-47488258-T2L7K1.

Thank you for being part of the Ford Family! Have a great weekend!

Tatiana

Ford Social Media Team

2024-01-27 02:48:30

Email has been send to cust for next steps

Good afternoon,

Thank you for contacting Ford Motor Company. I have received your case [REDACTED] regarding recalls on your vehicle. Please contact the National Highway Traffic Safety Administration (NHTSA) at 888-327-4236 on Monday morning as they will be able to assist you the best way possible. 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 at 800-392-3673 ext. 79322 M-F from 1:30-10pm.

Thank you for being a valued customer and a part of the Ford family.

Respectfully,
Sivell Burton

CASE ATTACHMENTS:

CASE NUMBER: ██████████STATUS: In Progress

OPEN: 01-26-2024CLOSED: BUSINESS UNIT NAME: Ford

RESPONSE TEAM: FAR FastPath NA CRCCOMMUNICATION: Web

CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - Repair |

DEALER NAME: Corwin Ford Reno

PA CODE: 04052DLR SALES CODE: 72404REGION: W4ZONE: W4B

VIN: ██████████MODEL YEAR: 2019MODEL: FLEXMILEAGE: 37,979

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

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

ADDRESS: ██████████

CITY STATE ZIP COUNTRY: RENO | NV | ██████████ USA

HOME PHONE: ██████████

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

ANALYST NAME: # FordTCC-DS-PROD01-GCCTOPEN ANALYST NAME: # Microsoft CRM Portals - GCCT PROD

COMMENTS:

2024-01-26 22:26:44

Case Number : ██████████Customer : ██████████Business Phone : ██████████Home Phone : ██████████Mobile Phone : ██████████LTV Score : Vehicle Purchase Status : Ford Credit Contract Number : Part Number : ga8z19g490a Dealer Name : Corwin Ford Reno Dealer P&A : 04052 Dealer phone : 7753298800 VIN : ██████████Year : 2019 Make : FORD Model : FLEX Mileage : 37979 Engine Specification : Transmission Specification : Warranty Start Date : 2019-11-14 Open Recall/FSA: : ESP : Hotline Contact : Warranty History :

2024-01-26 22:32:23

LTV ANSWERS RETRIEVED FROM CASE.
0 NEW VEHICLES PURCHASED.
CURRENT USED VEHICLE OWNER.
1 PAID SERVICE OVER LAST 2 YEARS. RECOMMENDED 0%

2024-01-26 22:33:13

OBPM to DLR

Based off the information provided, the customer generates a 0% share recommendation, meaning they do not meet the CLV requirements for FLP assistance.
Ford Motor Company is unable to provide financial assistance in this case.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 02-07-2024 CLOSED: 02-19-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Dealer NA US COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CLV Calculator | Assistance Available |
DEALER NAME: Suburban Ford of Waterford
PA CODE: 08186 DLR SALES CODE: 48050 REGION: G2 ZONE: G2A
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 38,000
BODY STYLE: K5D - FLEX LTD FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: COMMERCE TOWNSHIP | MI [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: # Microsoft CRM Portals - GCCT PROD OPEN ANALYST NAME: SYSTEM
COMMENTS:
2024-02-20 14:40:11

CXS – TIAZAJA BOSTIC
Tbostic5@ford.com
866-631-3788 Ext 79615
CUST IBC Cust stated he need a rear back up Camera - When it was in warranty it was covered now that its out of warranty it not covered Cust stated that he don't want to pay out of pocket for any labor or repair or fees , Cust had diagnostic test done July /2021
Car is Currently not at dealership
Cust seeking Financial assistance
CXS IS AN INQUIRY AGENT AND DOES NOT PROGRESS CASES

NEXT STEPS Inform cust that he has to get a updated diagnostic done , also inform cust he has to have car at dealership before we can put to see if we can finically assist
Ford Motor Company ®
Customer Relationship Center – Passenger Vehicle Inquiry Team
Tiazaja Bostic
Tbostic5@ford.com | www.ford.com
office: 866-631-3788 ext. 79615

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 02-15-2024 CLOSED: 02-15-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Inbound NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: ██████████ MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 30,000
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: ██████████ |
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: NAPLES | FL | ██████████ | USA
HOME PHONE: ██████████
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Jessica Ativo
COMMENTS:
2024-02-15 14:14:12

Cust says :
The cust is calling because the back up camera is not working and already called the dealership and said that my veh doesnt have a recall so i called this number to verify it as i saw on the internet that 2019 ford flex as well as mkz is inclded on that recall and whoever wrote that article they should change it.

per cust,dlr says :There is no recall on your vehicle.

Crc adv :
I advised that there is no recall on the veh as of the moment and advise cust that recall are vin specific and not all veh with the same year make and model will have the same recall.Your veh may have been built at a different plant using a different part than those vehicles involved in recalls or CSP.You can also check the recall on the website,provide the website ford.com .I understand that upon online research you found this is a common concern, please note that if you are visiting a website that is not maintained or monitored by Ford Motor Company. We make no guarantees and assume no responsibility for information, services, or materials provided to you through that channel.Ford Motor Company and the National Highway Traffic and Safety Administration (NHTSA) work together to proactively identify areas of concern through investigation of consumer and dealer feedback. If these have become a known issue on those parts, then a recall will be put into place. Why trying to add to set an appointment first the cust dropped the call .

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]

STATUS: In Progress

OPEN: 03-07-2024

CLOSED:

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: FLEX

MILEAGE: 51,025

BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV

LAST NAME FIRST NAME MIDDLE: [REDACTED] |

ADDRESS: [REDACTED]

CITY STATE ZIP COUNTRY: DEARBORN HEIGHTS | MI [REDACTED] | USA

HOME PHONE:

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

ANALYST NAME: SYSTEM

OPEN ANALYST NAME: # Microsoft CRM Portals - GCCT PROD

COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 04-11-2024 CLOSED: 04-18-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | At Risk of Defection |
DEALER NAME: Raabe Ford
PA CODE: 02188 DLR SALES CODE: 48078 REGION: G2 ZONE: G2E
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 27,148
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | UNKNOWN
ANALYST NAME: Lokenya Mccorvey OPEN ANALYST NAME: # Microsoft CRM Portals - GCCT PROD
COMMENTS:
2024-04-11 19:55:44

OBPM
Hello,
I am assisting your Proactive Roadside Dealer/Advocate agent with the following case due to case volume.
Thank you for your request, however your case is incomplete. Please advise what you are seeking from Ford with this case.
Kind regards,
Ford Motor Company ®
Richard Pinkney
Proactive Roadside Customer Dealer Advocate
rpinkne3@ford.com | www.ford.com
Office: 866-631-3788 ext. 79337
Office hours: 8:30a-5:00p

2024-04-12 18:03:48

. IBPM:
Yes, customer is requesting financial assistance for repair of the cruise control switch pack (9C888) and back up camera (19g490). Customer is close to 9 months outside of B2B warranty but less than 36k miles (27,148). Financial assistance numbers were submitted yesterday. Ford share Total of \$634.58
OBPM:
Please be advised FMC assistance isn't required as the request is under \$1000.00. Please proceed with creating a Dealer Empowerment case for progression. Utilize the link as a how to guide to properly create a case.
Customer Loyalty Program Reference Guide
[https://www.\[REDACTED\]cust_sat/flp/Pages/Ford_CLP_Ref_Guide.pdf](https://www.[REDACTED]cust_sat/flp/Pages/Ford_CLP_Ref_Guide.pdf)

Ford Motor Company ®
Lokenya McCorvey
Proactive Customer/Dealer Advocate
lmccorv1@ford.com | www.ford.com
Office: 1-866-631-3788 ext. 79435

CASE ATTACHMENTS:

CASE NUMBER: ██████████STATUS: Resolved

OPEN: 04-22-2024CLOSED: 04-22-2024BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Tier 1 Inbound NA CRCCOMMUNICATION: Phone

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: ██████████MODEL YEAR: 2019MODEL: FLEXMILEAGE: 67,303

BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV

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

ADDRESS: ██████████

CITY STATE ZIP COUNTRY: WILDOMAR | CA | ██████████ | USA

HOME PHONE: ██████████

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

ANALYST NAME: Neil RaymundoOPEN ANALYST NAME: Neil Raymundo

COMMENTS:

2024-04-22 19:19:34Cust Says: If I have a recall on my back up camera, 2019 Flex, it has a glitch, sometimes it work and sometimes its not. majority of the it wont work. Per Cust, Dlr Says: N/A CRC Advised: Upon checking here there is no recall on the vehicle, recall is vin specific, kindly have it diagnose first to a dealer. I suggest to have it diagnosed first so we can check for possible assistance after it was diagnosed. provide case number ██████████.

CASE ATTACHMENTS:

CASE NUMBER: ██████████STATUS: Resolved

OPEN: 04-25-2024CLOSED: 04-26-2024BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRCCOMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | |

DEALER NAME: Sunrise Ford

PA CODE: 08210DLR SALES CODE: 71152REGION: W1ZONE: W1B

VIN: ██████████MODEL YEAR: 2019MODEL: FLEXMILEAGE:

BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV

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

ADDRESS: ██████████

CITY STATE ZIP COUNTRY: RIVERSIDE | CA | ██████████ | USA

HOME PHONE: ██████████

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

ANALYST NAME: # fordprodprojectadvocateOPEN ANALYST NAME: Dominique Dixon

COMMENTS:

2024-04-25 17:29:17UPTIME RESEARCH RO# 0589590 RO Open Date : 4/24/24 9:35 AM Dealer Name: Sunrise Ford Has a tech assigned? Y Repair Status: Repair Complete Not Invoiced Is there a COPIS Ticket? No items Is there a TAC Request? No items Is there evidence of a loner vehicle? N Swoop Research Completed date: 4/24 Drop off Location: SUNRISE FORD Job Details: N Customer Name: Rosie Customer Phone: ██████████ Photos Available: Y

2024-04-25 19:26:02OBC to Dealer CXS (Jennifer Ikhalia /ext. #79317) Outbound Call to Dealer RO NUMBER: 589590 Last 8 of VIN: ██████████ VEHICLE: 2019 Flex MILEAGE: 58200 CUSTOMER'S PHONE NUMBER: ██████████ CUSTOMER'S NAME: ██████████ ADMIN: ██████████ CLV: 84 WSD: 7/8/2019 PART NUMBER: ██████████ DEALERSHIP OFFER DELIVERY: DIAGNOSIS: REPAIR WARRANTABLE: customer PAY \$820 VEHICLE ARRIVED ON: 4/24 VEHICLE LEFT ON: 4/25 CUSTOMER IN RENTAL? NO SERVICE ADVISOR: Vera Notes: VEH TOWED IN FOR CAM VIEW WAS UPSIDE DOWN PLEASE CHECK AND ADVISE NEW CAMERA WAS ORDERED AND REPLACED. NEXT STEP: REACH OUT TO CUST Ford Motor Company ® Jennifer Ikhalia She | Her | Hers Proactive Customer Dealer Advocate O: (866) 631-3788 ext.

2024-04-25 19:51:29OBC to CUST Reason for call: NOTES: Cust says she picked up her veh yesterday. Verified the customers email and let her know I would send a recap ad ESP brochure. NEXT STEPS: Recap and set case to resolve Ford Motor Company ® Jennifer Ikhalia She | Her | Hers Proactive Customer Dealer Advocate O: (866) 631-3788 ext.

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 06-27-2024 CLOSED: 07-28-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Central Loaner NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Information | Warranty Loaner Approval | |
DEALER NAME: Sarasota Ford
PA CODE: 01167 DLR SALES CODE: 24402 REGION: S3 ZONE: S3B
VIN: ██████████ MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 55,131
BODY STYLE: K5B - FLEX SE FWD 4DR MPV
LAST NAME FIRST NAME MIDDLE: ██████████
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: MIAMI | FL ████████ | USA
HOME PHONE: ██████████
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: InfaConnector-Prod OPEN ANALYST NAME: # Microsoft CRM Portals - GCCT PROD
COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 10-10-2024 CLOSED: 10-11-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | CLP / Lincoln Loyalty Criteria | Has been to Dealer
DEALER NAME: Nick Mayer Ford
PA CODE: 07702 DLR SALES CODE: 44010 REGION: G4 ZONE: G4B
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 61,000
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: CHAGRIN FALLS | OH | [REDACTED] | USA
HOME [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Appearance
ANALYST NAME: Allan Castellon OPEN ANALYST NAME: Jojin Laus
COMMENTS:
2024-10-10 19:17:50

Contact Via:
Mobile: [REDACTED]

CUST SAYS:

we own ford flex 2019 the rear back up camera fails due to a blue screen we took it already to the dlr and they said they need to replace it so im checking for a recall

AS PER CUST,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 team. They will contact you through your preferred/best contact method within 1 business day to assist you. Your case number is [REDACTED]

2024-10-10 20:57:50

CUST concern is not a recall. At this time we will resolve the case.

Ford Motor Company
Customer Experience Representative – PV Team
Allan Castellon
ACASTE37@ford.com | www.ford.com
Office: 866-631-3788 ext. 79020

2024-10-14 16:13:15

CUST.SAYS: i spoke with you and i had a cas number and they assist to our repair and the car is at the dlrship. [REDACTED] AS PER DLR, CUST SAYS: N/A CRC ADVISE: ADV THAT I WILL BE CONNECTING TO THE CXS WARM [REDACTED] CANT SEARCH FOR THE AWS . PHONE NUMBER OR LETTERS . OFFER TO THE CUST THAT HE NEEDS TO CALL TO OUR CXS. 866-631-3788 PROVIDE EXT NUMBER. 79020

2024-10-14 16:35:43

IBC

CUST calling in to verify if we can assist with FAR for repair that has already been performed. Verified CUST previous decision. No further action needed.

Ford Motor Company
Customer Experience Representative – PV Team
Allan Castellon
ACASTE37@ford.com | www.ford.com
Office: 866-631-3788 ext. 79020

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 10-14-2024 CLOSED: 10-14-2024 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:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 39,000
BODY STYLE: K6D - FLEX LTD AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: DOWNERS GROVE | IL | [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | UNKNOWN
ANALYST NAME: Sharmaine Sena OPEN ANALYST NAME: Sharmaine Sena
COMMENTS:
2024-10-14 13:38:08 cust says: back up camera on his ford flex is blank. found a recall online, 23S48 as per cust, dlr says: n/a crc advised: adv that there's no active recall on the veh. adv that not all veh with the same year, make and model have the same recall. recalls are vin specific. adv that he will be receiving a mail if his veh is part of a recall. inform cust about the affected veh under 23S48. adv to view all safety recalls and programs associated with their vehicle by visiting <https://www.ford.com/support/recalls/>. adv to have the vehicle inspected by a Ford/Lincoln dealership to determine the cause of any symptoms your vehicle may be experiencing, charges may apply kb: Field Service Action Guidelines and Handling Financial Assistance Requests

CASE ATTACHMENTS:

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 02-29-2024 CLOSED: 02-29-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Inquiry | |
DEALER NAME: Mullinax Ford
PA CODE: 03659 DLR SALES CODE: 24220 REGION: S3 ZONE: S3A
VIN: ██████████ MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 57,000
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: ██████████ |
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: JUPITER | FL | ██████████ | USA
HOME PHONE: ██████████
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Appearance
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: # fordprodprojectadvocate
COMMENTS:
2024-02-29 15:33:54

IBC FROM CUST/
VIN: ██████████
MI: 57K
DLR: MULLINAX FORD
Cust states that he took his vehicle to Mullinax Ford and has been waiting on a backordered part since December. Cust is waiting on a back up camera. CXS created case and reached out to dlr for cust. CXS spoke w/ Gary over at the dealership and CXS was adv part not on b/o at this time and he has nothing on order for the customer. CXS confirmed parts availability using DOW and shows parts in transit and stock. CXS adv cust parts are no longer on b/o and he would need to schedule an appt w/ the dlr to have it replaced. Cust did not have any more questions. CXS prompted survey and provided loyalty statement.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 03-26-2024 CLOSED: 03-27-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Truck Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Parts Issue | |
DEALER NAME: Englewood Ford
PA CODE: 06584 DLR SALES CODE: 24547 REGION: S3 ZONE: S3V
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE:
BODY STYLE: K5D - FLEX LTD FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: NORTH PORT | FL [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: China Gosnell OPEN ANALYST NAME: # fordprodprojectadvocate

COMMENTS:

2024-03-26 17:52:58

IBC: Customer stated the rear camera on his vehicle is not working properly, it shows upside. The customer and dealer have been unable to locate a replacement camera.
Transferred to Concern for parts assist

2024-03-26 18:03:23

IBC - Tiffany from Inquiry. Customer needs parts assistance. [REDACTED] customer
BCN - [REDACTED]
email - [REDACTED]
Dealership - Ford of Englewood
States - Customer is trying to find reverse camera for the vehicle. Customer hasn't been able to. Vehicle isn't at the dealership right now, he has been in contact with the dealership.
Ford Flex 2019, has taken it to Ford of Englewood
Advised - Will contact dlr to get part info. FU tomorrow
China Gosnell
Customer Experience Specialist/Ford CX Team
cgosnell@ford.com
O: (866) 631-3788 ext. 79350

2024-03-26 18:45:37

OBC - Ford of Englewood 2015696500 Chris in Service
States - Probably at Englewood Ford in Florida.

2024-03-26 18:50:03

OBC - Englewood Ford SA Craig
States - No open RO on the vehicle. Cameras are on really far back order currently. Parts aren't even available for order right now.

2024-03-27 15:32:21

China Gosnell
Customer Experience Specialist/Ford CX Team
cgosnell@ford.com
O: (866) 631-3788 ext. 79350

OBC - Englewood Ford 9414755444 SA Craig
States - He states he couldn't order the part at all when the vehicle first came in.
Part # - GA8Z19G490A
Emailed customer
Good morning,
I am following up regarding your parts inquiry yesterday for your 2019 Ford Flex. The dealership stated they can't order the camera currently. But there is a resource you can check to see if other dealerships may have it and you can get it from them. The website is www.partsvoice.com and the part number to use for your camera is GA8Z19G490A. If you select Ford, put that part number and your zip code in, it will bring up the dealerships that may have the part in stock. It looks like the closest dealership to you that has the part is Mullinax Ford in Apopka, FL.
Thank you,
China Gosnell
She | Her | Hers
Customer Experience Specialist/Ford CX Team
—
O: (866) 631-3788 ext. 79350

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 04-29-2024 CLOSED: 07-01-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Financial Assistance | |
DEALER NAME: Dean Sellers Inc
PA CODE: 02694 DLR SALES CODE: 48039 REGION: G2 ZONE: G2A
VIN: ██████████ MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 40,000
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: ██████████ |
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: TROY | MI | ██████████ | USA
HOME PHONE: ██████████
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: P Rxcrmp OPEN ANALYST NAME: # fordprodprojectadvocate
COMMENTS:
2024-04-29 17:12:00

Professional Greeting? Yes
Provided Genuine Empathy & Reassurance? Yes
Name: ██████████
Phone: ██████████
Address: ██████████
Email: ██████████
Customer Demographics verified: yes
Are there any previous cases include case#: no
VIN: ██████████
VEH Year/Make: 2019 FLEX
Mileage: 40,000
CLV: 80
Meet FLP? Yes
Is the vehicle at the dealership?

(If apply) Name of Service Advisor:
Dealer :
Reason for Call/Issue: cust calling about her rear camera issues, cust is looking for FIN assistance.
What are you seeking from FMC? FIN assistance
Reviewed Oasis? Yes
What were your findings?
Did you check recalls, warranty, ESP AND 3rd party ESP & warranty history? Yes
· Information Received:
Resolution Provided? Cust mets FLP for assistance, call was sent over to concern for further assistance with repair
Reason for transfer to Case Manager: FIN Assistance
Case Manager Name:
Ford Motor Company
Customer Experience Specialist
Dornesia Williams
dwill964@ford.com | www.ford.com
office: 866-631-3788

2024-04-29 17:18:20

WProfessional Greeting? Yes
Provided Genuine Empathy & Reassurance? Yes
Name: ██████████
Phone: ██████████
Address: ██████████
Email: ██████████
Customer Demographics verified: yes
Are there any previous cases include case#: no
VIN: ██████████
VEH Year/Make: 2019 FLEX
Mileage: 40,000
CLV: 80
Meet FLP? Yes
Is the vehicle at the dealership?

(If apply) Name of Service Advisor:
Dealer :
Reason for Call/Issue: cust calling about her rear camera issues, cust is looking for FIN assistance.
What are you seeking from FMC? FIN assistance
Reviewed Oasis? Yes
What were your findings?
Did you check recalls, warranty, ESP AND 3rd party ESP & warranty history? Yes
· Information Received:
Resolution Provided? Cust mets FLP for assistance, call was sent over to concern for further assistance with repair.
Reason for transfer to Case Manager: FIN Assistance
Case Manager Name: Tyanna Walker
Ford Motor Company
Customer Experience Specialist
Dornesia Williams
dwill964@ford.com | www.ford.com
office: 866-631-3788

2024-04-29 17:32:50

IBC- [REDACTED]

cust seeking in assist for backup camera repair. cust say the camera turns on and off or upside down. cust says teh the veh was last there in oct 2023. cust says she will get the veh to the dlr this friday and i offered to set up the appt and cust agreed.

OBC-DLR: called to setup appt for cust. spoke with service and was able to set the appt up for friday may 3rd at 7am.

advised cust that i will f/u with the dlr on friday and then give her a call and we will see how we can assist with the repairs.

TYANNA WALKER
She | Her | Hers
Customer Experience Specialist | Dealer Experience Specialist, Ford CX/DX Team
O: 866-631-3788 ext. 79771
twalk151@ford.com | www.ford.com
HOURS: M-F 7:30am - 4pm CST

2024-05-17 22:45:07

Morley Case Progression Specialist
Debit Card Reimbursement Rejected:

Hello I have sent back the Morley Activity

Next Steps:

1. On this case we should be reimbursing the Ford Share amount not the customer share amount. It's not much of a difference just switch amounts.
So, for Customer Share it needs to change to \$234.45 and Ford Share needs to be changed to \$286.55. You may need an override because it will be over the Ford Share amount.
2. Also on the Far Cost detail page we will need the causal base part number on the line that says reason for request. Cannot be more than 9 characters long.
3. Make sure debit card template is updated as well.

Future debit card submissions should be submitted in CX-HUB. All attachments should be compiled on the Far Cost Detail page under \"Attachments\" This step places all supporting documents for reimbursement in one location for faster review.

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

Thanks for partnering,

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

2024-06-26 17:44:08

OBC-CUST: spoke with cust and advised her maintenance plan has been added to her veh and payment was sent out. cust says she is satisfied with the service she received and i advised her of case closure and survey prompted.

ns- safety net for closure

TYANNA WALKER
She | Her | Hers
Customer Experience Specialist | Dealer Experience Specialist, Ford CX/DX Team
O: 866-631-3788 ext. 79771
twalk151@ford.com | www.ford.com
HOURS: M-F 7:30am - 4pm CST

2024-07-01 15:52:40

Supervisor OBC to customer phone: [REDACTED]

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 06-10-2024 CLOSED: 06-11-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has not been to Dealer |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 40,000
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: SHELBY TOWNSHIP | MI | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inaccurate
ANALYST NAME: Shanadra Page OPEN ANALYST NAME: # FordTCC-DSUnknow-Prod-GCCT
COMMENTS:

Hi, [REDACTED]! My name is ShaNadra. How can I help you today?
Sent-3:56 PM
Bot CU said: I am having problems with my backup camera.
CU
Bot CU said:
I am having problems with my backup camera.
Bot CU said: I see other Ford models are having similar issues
CU
Bot CU said:
I see other Ford models are having similar issues
Bot CU said: It either gives me a blue or black screen, Camera unavailable message and now sometimes image is upside down
CU
Bot CU said:
It either gives me a blue or black screen, Camera unavailable message and now sometimes image is upside down
Customer-3:57 PM
You said: Okay, I will be happy to assist you and look into this for you. Can I have your mileage and how long this has been an issue for you?
You said:
Okay, I will be happy to assist you and look into this for you. Can I have your mileage and how long this has been an issue for you?
Sent-3:58 PM
Bot CU said: Mileage is just over 40000 and it has been happening for 6-8 months
CU
Bot CU said:
Mileage is just over 40000 and it has been happening for 6-8 months
Customer-3:59 PM
You said: Thank you for that information! I am still looking into this for you. Are you having any other issues with your vehicle, [REDACTED]?
You said:
Thank you for that information! I am still looking into this for you. Are you having any other issues with your vehicle, [REDACTED]?
Sent-4:00 PM
Bot CU said: nothing else
CU
Bot CU said:
nothing else
Customer-4:00 PM
You said: I don't see any recalls listed under your vehicle. Programs are Vehicle Identification Number (VIN) specific. Not all vehicles will be a part of the recall. You may also visit <https://www.ford.com/support/recalls/> to check for recalls as well if you don't already have it. One or more links in the message.
You said:
I don't see any recalls listed under your vehicle. Programs are Vehicle Identification Number (VIN) specific. Not all vehicles will be a part of the recall. You may also visit <https://www.ford.com/support/recalls/> to check for recalls as well if you don't already have it.
You said: Have you tried to do any resets on your vehicle or updates to see if that helps?
You said:
Have you tried to do any resets on your vehicle or updates to see if that helps?
Sent-4:01 PM
Bot CU said: I have already checked that. I did do a reset by pressing the power and seek right buttons and also disconnected the battery for 15 minutes. Neither solved it.
CU
Bot CU said:
I have already checked that. I did do a reset by pressing the power and seek right buttons and also disconnected the battery for 15 minutes. Neither solved it.
Customer-4:03 PM
You said: Okay, got it thank you. I am still looking into this for you. Can you verify your address and phone number, please?
You said:
Okay, got it thank you. I am still looking into this for you. Can you verify your address and phone number, please?
Sent-4:04 PM
Bot CU said: I tried to update it via a file downloaded from the site onto USB but it just kept thinking for more than 1 1/2 hrs. it connects to my home WIFI but will not update that way either.
CU
Bot CU said:
I tried to update it via a file downloaded from the site onto USB but it just kept thinking for more than 1 1/2 hrs. it connects to my home WIFI but will not update that way either.
Bot CU said: [REDACTED], ShelbyTownship, MI [REDACTED]
CU
Bot CU said:
4936 [REDACTED] ShelbyTownship, MI [REDACTED]
Customer-4:05 PM
You said: Okay, got it thank you. Have you reached out to a local Ford dealership about this as well?
You said:
Okay, got it thank you. Have you reached out to a local Ford dealership about this as well?
Sent-4:07 PM
Bot CU said: I have. They estimated it would cost 700-800 to diagnose and repair.
CU
Bot CU said:
I have. They estimated it would cost 700-800 to diagnose and repair.
Customer-4:08 PM
You said: Thank you. Can I have the name of the dealership you spoke with and the last time you were there?
You said:
Thank you. Can I have the name of the dealership you spoke with and the last time you were there?
Sent-4:10 PM
Bot CU said: i'm just wondering why if I am experiencing the exact same issues as the recalled vehicles it would not be repaired at little or no cost to me. There is evidently an issue.
CU
Bot CU said:
i'm just wondering why if I am experiencing the exact same issues as the recalled vehicles it would not be repaired at little or no cost to me. There is evidently an issue.

Bot CU said: Suburban Ford of Romeo where I purchased the vehicle.
CU
Bot CU said:
Suburban Ford of Romeo where I purchased the vehicle.
Bot CU said: I went a few months ago
CU
Bot CU said:
I went a few months ago
Customer-4:13 PM
You said: I understand where you are coming from. I wouldn't be able to say why it wouldn't be repaired at little to no cost to you. If the vehicle is not a part of the recall then it would not be covered but the dealership is in the best position to tell you what is covered or not under warranty. I can look into this more for you.
You said:
I understand where you are coming from. I wouldn't be able to say why it wouldn't be repaired at little to no cost to you. If the vehicle is not a part of the recall then it would not be covered but the dealership is in the best position to tell you what is covered or not under warranty. I can look into this more for you.
You said: Thank you for holding! want to assist you in the best way possible! We will be happy to look into this for you to see how we can assist you further. To do so, your vehicle needs to be at the dealership. I understand that you have already spoken to them and were quoted a price. You also have the option to reach out to an alternate Ford dealer as well to get a second opinion and help. We can see how we can assist you further on this to get your vehicle repaired properly and assist with repair costs. Once, or when you are at the dealership, please feel free to reach back out to us for further assistance.
You said:
Thank you for holding! want to assist you in the best way possible! We will be happy to look into this for you to see how we can assist you further. To do so, your vehicle needs to be at the dealership. I understand that you have already spoken to them and were quoted a price. You also have the option to reach out to an alternate Ford dealer as well to get a second opinion and help. We can see how we can assist you further on this to get your vehicle repaired properly and assist with repair costs. Once, or when you are at the dealership, please feel free to reach back out to us for further assistance.
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-4:19 PM
Bot CU said: I will take it there next week. Whom should they reach out to or will they know. I know it is not under warranty and not part of the current recall. My question is if there is something Ford can do to help with this issue. I have purchased Ford vehicles for 30+ years. Overall not many issues but this seems to be a common problem and should be addressed. I visited the NHTSA site to also look for recalls and complaints and I see of the 47 or so complaints, this issue is the majority of them.
CU
Bot CU said:
I will take it there next week. Whom should they reach out to or will they know. I know it is not under warranty and not part of the current recall. My question is if there is something Ford can do to help with this issue. I have purchased Ford vehicles for 30+ years. Overall not many issues but this seems to be a common problem and should be addressed. I visited the NHTSA site to also look for recalls and complaints and I see of the 47 or so complaints, this issue is the majority of them.
Customer-4:19 PM
You said: Yes, I understand. I want to assist you in the best way possible! We will be happy to look into this for you to see how we can assist you further. To do so, your vehicle needs to be at the dealership. I understand that you have already spoken to them and were quoted a price. You also have the option to reach out to an alternate Ford dealer as well to get a second opinion and help. We can see how we can assist you further on this to get your vehicle repaired properly and assist with repair costs. Once, or when you are at the dealership, please feel free to reach back out to us for further assistance.
You said:
Yes, I understand. I want to assist you in the best way possible! We will be happy to look into this for you to see how we can assist you further. To do so, your vehicle needs to be at the dealership. I understand that you have already spoken to them and were quoted a price. You also have the option to reach out to an alternate Ford dealer as well to get a second opinion and help. We can see how we can assist you further on this to get your vehicle repaired properly and assist with repair costs. Once, or when you are at the dealership, please feel free to reach back out to us for further assistance.
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-4:22 PM
Bot CU said: Can I get a contact number
CU
Bot CU said:
Can I get a contact number
Bot CU said: so I can call when I am at the dealership?
CU
Bot CU said:
so I can call when I am at the dealership?
Customer-4:22 PM
You said: Yes, Phone Support 1-800-392-3673 or 1-800-232-5952 8:00 a.m. to 11:00 p.m. EST (Monday–Friday) and 8:00 a.m. to 8:00 p.m. EST (Saturday).
You said:
Yes, Phone Support 1-800-392-3673 or 1-800-232-5952 8:00 a.m. to 11:00 p.m. EST (Monday–Friday) and 8:00 a.m. to 8:00 p.m. EST (Saturday).
Sent-4:24 PM
Bot CU said: Ok Thank you for your help.
CU
Bot CU said:
Ok Thank you for your help.
Customer-4:24 PM
You said: You're welcome! Is there anything else I can assist you with today?
You said:
You're welcome! Is there anything else I can assist you with today?
Sent-4:25 PM
Bot CU said: No Thank you
CU
Bot CU said:
No Thank you
Customer-4:26 PM
You said: Thank you for contacting Ford Motor Company. At the end of this chat, there will be a survey that appears regarding your experience with my performance today. We appreciate any feedback you may have. Have a great day!

You said:
Thank you for contacting Ford Motor Company. At the end of this chat, there will be a survey that appears regarding your experience with my performance today. We appreciate any feedback you may have. Have a great day!
Sent-4:26 PM
Bot CU said: You too
CU
Bot CU said:
You too
Customer-4:27 PM
Connectivity Status: Connected

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]
OPEN: 06-26-2024 CLOSED: 06-27-2024
RESPONSE TEAM: Tier 1 Chat NA CRC
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE:
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS:
CITY STATE ZIP COUNTRY: | | [REDACTED]
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inoperative
ANALYST NAME: Lateisha Clark
COMMENTS:
2024-06-26 20:50:20

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Chat

Hi, [REDACTED]! My name is LaTeisha. How can I help you today?
Sent-3:17 PM
Bot CU said: I would like to know when Ford will include the 2019 Flex in the recall that was issued for 2020-2022 Explorers for the backup camera? My car's camera is experiencing the exact same issue as those effected vehicles and dealerships refuse to give me information about what Ford provided as a fix to the issue unless I take my vehicle in for diagnostics and they charge me a diagnostic fee.
CU
Bot CU said:
I would like to know when Ford will include the 2019 Flex in the recall that was issued for 2020-2022 Explorers for the backup camera? My car's camera is experiencing the exact same issue as those effected vehicles and dealerships refuse to give me information about what Ford provided as a fix to the issue unless I take my vehicle in for diagnostics and they charge me a diagnostic fee.
Customer-3:18 PM
You said: [REDACTED], I am happy to assist you and/or point you in the right direction in regard to your recall concern.
You said:
[REDACTED], I am happy to assist you and/or point you in the right direction in regard to your recall concern.
You said: Recalls are VIN and region specific.
You said:
Recalls are VIN and region specific.
You said: [REDACTED] is your vehicle currently at a dealer?
You said:
[REDACTED] is your vehicle currently at a dealer?
You said: Could you please verify your current contact information? Full name, address, phone and email?
You said:
Could you please verify your current contact information? Full name, address, phone and email?
Sent-3:24 PM
Bot CU said: [REDACTED]
CU
Bot CU said:
[REDACTED]
Bot CU said: [REDACTED]
CU
Bot CU said: [REDACTED]
CU
Bot CU said: Hamilton, Oh [REDACTED]
CU
Bot CU said: Hamilton, Oh [REDACTED]
Bot CU said: [REDACTED]
CU
Bot CU said: [REDACTED]
Customer-3:24 PM
You said: Thank you, [REDACTED].
You said:
Thank you, [REDACTED]
You said: Under most state laws, a Ford or Lincoln service department is entitled to ask for payment of a diagnostic fee which covers the labor cost to determine the cause of a vehicle's concern.
You said:
Under most state laws, a Ford or Lincoln service department is entitled to ask for payment of a diagnostic fee which covers the labor cost to determine the cause of a vehicle's concern.
You said: Upon diagnosis, if the repair is covered under an applicable warranty, Ford Protect Extended Service Plan, Recall, or Customer Satisfaction Program, it is customary for the diagnostic fee to be waived.
You said:
Upon diagnosis, if the repair is covered under an applicable warranty, Ford Protect Extended Service Plan, Recall, or Customer Satisfaction Program, it is customary for the diagnostic fee to be waived.
You said: [REDACTED] is your vehicle currently at a dealer?
You said:
[REDACTED] is your vehicle currently at a dealer?
Sent-3:29 PM
Bot CU said: Customer has been disconnected from the conversation. 3:30 PM
Bot CU said:
Customer has been disconnected from the conversation. 3:30 PM
Bot CU said: \"Lateisha left chat\"

Hi, [REDACTED] My name is LaTeisha. How can I help you today?
Sent-3:17 PM
Bot CU said: I would like to know when Ford will include the 2019 Flex in the recall that was issued for 2020-2022 Explorers for the backup camera? My car's camera is experiencing the exact same issue as those effected vehicles and dealerships refuse to give me information about what Ford provided as a fix to the issue unless I take my vehicle in for diagnostics and they charge me a diagnostic fee.
CU
Bot CU said:
I would like to know when Ford will include the 2019 Flex in the recall that was issued for 2020-2022 Explorers for the backup camera? My car's camera is experiencing the exact same issue as those effected vehicles and dealerships refuse to give me information about what Ford provided as a fix to the issue unless I take my vehicle in for diagnostics and they charge me a diagnostic fee.
Customer-3:18 PM
You said: [REDACTED] I am happy to assist you and/or point you in the right direction in regard to your recall concern.
You said:
[REDACTED], I am happy to assist you and/or point you in the right direction in regard to your recall concern.
You said: Recalls are VIN and region specific.
You said:
Recalls are VIN and region specific.
You said: [REDACTED] is your vehicle currently at a dealer?
You said:
[REDACTED] is your vehicle currently at a dealer?
You said: Could you please verify your current contact information? Full name, address, phone and email?
You said:
Could you please verify your current contact information? Full name, address, phone and email?
Sent-3:24 PM
Bot CU said: [REDACTED]
CU
Bot CU said:
[REDACTED]
Bot CU said: [REDACTED]
CU
Bot CU said:
[REDACTED]
Bot CU said: Hamilton, Oh [REDACTED]
CU
Bot CU said:
Hamilton, Oh [REDACTED]
Bot CU said: [REDACTED]
CU
Bot CU said:
[REDACTED]
Customer-3:24 PM
You said: Thank you [REDACTED].
You said:
Thank you, [REDACTED].
You said: Under most state laws, a Ford or Lincoln service department is entitled to ask for payment of a diagnostic fee which covers the labor cost to determine the cause of a vehicle's concern.
You said:
Under most state laws, a Ford or Lincoln service department is entitled to ask for payment of a diagnostic fee which covers the labor cost to determine the cause of a vehicle's concern.
You said: Upon diagnosis, if the repair is covered under an applicable warranty, Ford Protect Extended Service Plan, Recall, or Customer Satisfaction Program, it is customary for the diagnostic fee to be waived.
You said:
Upon diagnosis, if the repair is covered under an applicable warranty, Ford Protect Extended Service Plan, Recall, or Customer Satisfaction Program, it is customary for the diagnostic fee to be waived.
You said: [REDACTED], is your vehicle currently at a dealer?
You said:
[REDACTED] is your vehicle currently at a dealer?
Sent-3:29 PM
Bot CU said: Customer has been disconnected from the conversation. 3:30 PM
Bot CU said:
Customer has been disconnected from the conversation. 3:30 PM
Bot CU said: \"Lateisha left chat\"

CASE ATTACHMENTS:

CASE NUMBER: ██████████STATUS: Resolved

OPEN: 07-02-2024CLOSED: 07-10-2024BUSINESS UNIT NAME: Ford

RESPONSE TEAM: FAR FastPath NA CRCCOMMUNICATION: Web

CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - Repair |

DEALER NAME: Santa Margarita Ford

PA CODE: 01597DLR SALES CODE: 71074REGION: W1ZONE: W1C

VIN: ██████████MODEL YEAR: 2019MODEL: FLEXMILEAGE: 35,539

BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV

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

ADDRESS: ██████████

CITY STATE ZIP COUNTRY: TRABUCO CYN | CA ██████████ | USA

HOME PHONE: ██████████

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

ANALYST NAME: InfaConnector-ProdOPEN ANALYST NAME: # FordTCC-DSUnknow-Prod-GCCT

COMMENTS:

2024-07-02 18:54:22

Case Number : ██████████ Customer : ██████████ Business Phone : Home Phone : Mobile
Phone : LTV Score : Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : Part
Number : Dealer Name : Santa Margarita Ford Dealer P&A : 01597 Dealer phone : 9494596800 VIN :
██████████ Year : 2019 Make : FORD Model : FLEX Mileage : 35539 Engine Specification :
Transmission Specification : Warranty Start Date : 2019-11-16 Open Recall/FSA: : ESP : Hotline Contact :
Warranty History :

2024-07-02 18:59:20

OBPM to DLR -
FMC has authorized \$705.38 towards repairs. An approval code has been generated in the FLL Request form
based on the following participation:
Customer Share: \$302.30
Dealer Share: \$0.00
Ford Share: \$705.38
FPS generated P11 Approval Code ██████████
Please contact the customer to advise them of the decision.

CASE ATTACHMENTS:

CASE NUMBER: ██████████STATUS: Resolved

OPEN: 07-31-2024CLOSED: 08-21-2024BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Ford Dealer NA CRCCOMMUNICATION: Web

CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | At Risk of Defection |

DEALER NAME: Serra Ford Farmington Hills

PA CODE: 06421DLR SALES CODE: 48030REGION: G2ZONE: G2A

VIN: ██████████MODEL YEAR: 2019MODEL: FLEXMILEAGE: 53,619

BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV

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

ADDRESS: ██████████

CITY STATE ZIP COUNTRY: WHITE LAKE | MI | ██████████ | USA

HOME PHONE ██████████

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

ANALYST NAME: Pasley ShawOPEN ANALYST NAME: # FordTCC-DSUnknow-Prod-GCCT

COMMENTS:

2024-07-31 21:04:42PCDA Pasley Shaw/ext.79478/ Hello, May you please complete the FAR there is no cost details listed. Kind regards, Ford Motor Company ® Pasley Shaw Proactive Customer Dealer Advocate pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)

2024-08-13 16:21:34PCDA Pasley Shaw/ext.79478/ Hello, May you please update the info on the FAR there are no cost details listed not sure what assistance is being requested. Kind regards, Ford Motor Company ® Pasley Shaw Proactive Customer Dealer Advocate pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)

2024-08-20 21:55:25PCDA Pasley Shaw/ext.79478/ Hello, Unfortunately due to no response to the previous portal message or email, this case will now be resolved and closed. If you want to reopen this case you can with the requested information within 30 days of case closure. As I will be resolving your case, please look for an email within the next 24 hours with a brief survey regarding your experience with your case manager in completing your case - Ford / Lincoln and I value your candid feedback to understand how we can improve in the future. If you have any questions or concerns regarding this or any other cases, please feel free to reach back out via email or phone call. Kind regards, Ford Motor Company ® Pasley Shaw Proactive Customer Dealer Advocate pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time) Ford Motor Company ® Pasley Shaw Proactive Customer Dealer Advocate pshaw39@ford.com | www.ford.com office: 866-631-3788 ext. 79478 Mon-Fri 8:00 am to 4:30 pm (Central Standard Time)

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 08-01-2024 CLOSED: 08-20-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Financial Assistance | |
DEALER NAME: Serra Ford Farmington Hills
PA CODE: 06421 DLR SALES CODE: 48030 REGION: G2 ZONE: G2A
VIN: ██████████ MODEL YEAR: 2019 MODEL: FLEX MILEAGE:
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: ██████████ |
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: WHITE LAKE | MI | ██████████ | USA
HOME PHONE: ██████████
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: Randy Tolder OPEN ANALYST NAME: # FordTCC-DSUnknow-Prod-GCCT
COMMENTS:
2024-08-01 19:41:13

Professional Greeting? Yes
Provided Genuine Empathy & Reassurance? Yes

What are you seeking from FMC?
FIN assist

VIN: ██████████
(attach to the case)
VEH Year/Make: 2019 Flex
Mileage: 53619

Name: ██████████
Phone: ██████████
Address: ██████████
Email: ██████████
CLV: 98
Meet FLP? Yes

Are there any previous cases include case#:

Reason for Call/Issue: Vehicle was still under warranty and the cust was having issue with the back up camera and the part was in back order and cust kept calling and that is what she was being told. Now they are back in stock. Cust made apt to have vehicle fix. Now she is being told that she will need to pay \$1000 for the back up camera

Is the vehicle at the dealership?
Serra Ford
- Is it attached to the case?
- (If apply) Name of Service Advisor:

Reviewed Oasis?
Yes
What were your findings?
Confirmed vehicle

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

OBC to DLR
Spoke with: NA
- Information Received: NA

Resolution Provided?
Advised cust that I would submit negative feedback to our dealership dept for review since dealership just missed reaching out to cust while they were in warranty.

Got cust connected to concern for FIN assist

Reason for transfer to Case Manager: FIN assist
Case Manager Name: Randy

Haley Newton
Ford Motor Company ® | CXS-PV Inquiry
HNEWTO10@ford.com | www.ford.com
866-631-3788 ext. 79262
Mon. -- Fri. 12 PM - 8:30 PM CST

2024-08-01 20:32:24

Customer Advocate
Cust. Says:
Per Cust. Dlr Says:
CXS Advised Cust:
CXS Advised Dlr:
Next Steps:

Professional Greeting? yes
Provided genuine empathy and reassurance? yes
Name: [REDACTED]
Phone: [REDACTED]
Address: [REDACTED]
Email: [REDACTED]
Are there any previous cases, if so, include the CRM case number?
VIN: [REDACTED]
Vehicle Year/Model: 2019 Ford Flex
CLV Score: 98
Meet CLP? yes
Is the vehicle at the Ford Dealer? yes
Name of Service Advisor, if applicable: [REDACTED]
Reason for Call/Issue: Financial Assistance
What are you seeking from Ford Motor Company? fin assistance
Review OASIS? What were your findings?
OBC to DLR yes left vmail
Spoke with: N/A
Information Received:
Resolution Provided?
Reason to transfer to Case Manager: needs assistance with repairs
Case Manager Name: Randy Tolder
Agent Name
Ford Motor Company ® |
Concern
RTOLDER@ford.com | www.ford.com
866-631-3788 ext. 79584
Mon. -- Fri. 7AM-3PM CST

Dealer Advocate
Dlr Says:
Per Dlr, Cust Says:
DXS Advised Dlr:
Next Steps:

Who is responsible?
When will it be done (date/time when appropriate)?
Why is it being done?
Tier 1 Customer Name (First and Last):
Cust Says:
Per Cust, Dlr Says:
CRC Advised:
MPH | Click to Chat
First note(s): Entire chat interaction
Second note: Resources used

2024-08-02 21:12:12

OBC call to customer follow up next steps and inform currently where we are at in finding resolution for cust

Ford Motor Company ® | CXS-PV Concern
RTOLDER@ford.com | www.ford.com
866-631-3788 ext. 79584
Mon. -- Fri. 7AM-3PM CST

2024-08-02 21:19:05

his customers camera was covered under warranty but the part was on back order for months per the dealership once they got the part her vehicle was no longer under warranty and the customer is upset and does not want to pay towards the cost of those repairs we tried to get her to agree to pay something but customer refuses

Customer is going through chemotherapy as well which is more reason that if we can we would like Ford to cover at 100% the total cost of the repair is 864.95

Ford Motor Company ® | CXS-PV Concern
RTOLDER@ford.com | www.ford.com
866-631-3788 ext. 79584
Mon. -- Fri. 7AM-3PM CST

2024-08-02 21:35:23

[REDACTED]

2024-08-02 21:40:53

Approval for additional FAR:

FAR request total: \$864.95
Customer Share \$0.00
Ford share \$864.95 @ 100%
MSPA748095

Sharlethia Muldrew
Business Operations Supervisor - Passenger
Office: 1.877.631.3788 ext 79717
smuldrew@ford.com | www.ford.com

2024-08-05 15:47:09

OBC to cust to inform updated reply about warranty payment approved 100%

OBC to dlr informed of approval of 100% for camera coverage due to warrant exp.
Ford Motor Company ® | CXS-PV Concern
RTOLDER@ford.com | www.ford.com
866-631-3788 ext. 79584
Mon. -- Fri. 7AM-3PM CST

2024-08-05 17:56:39

IBC from CUST – [REDACTED] – has a case with randy and missed his call this morning. I let cust know that Ford will cover the repair at 100% and agent will continue to follow the repair and keep you updated
VIN- [REDACTED]

EMAIL TO AGENT
Hi Randy

[REDACTED] called in said she missed your call this morning and was calling back I did let her know that Ford will covering the repair 100% and that you would follow the repair and keep her updated.

Thank you

Next Steps: Set re contact

Ford Motor Company
Daniel Munson
dmunson3@ford.com /www.ford.com
Customer Experience Specialist - passenger veh team
Office: 866-631-3788 ext. 79644

2024-08-05 18:24:15

OBC to cust for follow-up informed of the 100% coverage for the warranty repair of her camera.
Next steps will be to reach dlr for update status of all parts delivered and ETA of repairs

Ford Motor Company ®
Customer Experience Specialist –PV Concern
Randy Tolder
RTOLDER@ford.com | www.ford.com
Office: 866-631-3788 EXT (79584)
Monday – Friday 8:00 a.m. to 4:30 p.m.

2024-08-05 18:52:18

I have Jennifer from the dealership need to speak with you please give her a call.

Ford Motor Company ®
Customer Relationship Ruth Barrow
rbarro43@ford.com | www.ford.com
office: 1-866-631-3788 ext. 79906

2024-08-05 19:27:19

OBC made to dlr for Ms. Jennifer to return call from vmail message I left earlier today.
next step: make contact tomorrow if no response is received today

Ford Motor Company ®
Customer Experience Specialist –PV Concern
Randy Tolder
RTOLDER@ford.com | www.ford.com
Office: 866-631-3788 EXT (79584)
Monday – Friday 8:00 a.m. to 4:30 p.m.

2024-08-06 16:39:39

OBC to dlr to confirm the status of vehicle repairs left Jennifer voice message detailing other options of contact

2024-08-08 16:19:33

OBC to dlr to provide payment code for repairs completed for cust cameraMSPA748095 is the code provided for repairs

Office: 1-866-631-3788 ext. 79427 Ford Motor Company ® | CXS-PV Concern
RTOLDER@ford.com | www.ford.com
866-631-3788 ext. 79584

2024-08-09 20:39:26

Subject: In reference to Case Number [REDACTED]),

Hello Mrs. [REDACTED]

Thank you for contacting Ford Motor Company and allowing us to assist you with your 2019 Ford Flex. In partnering with Serra Ford Farmington Hills, I am pleased we were able to address your vehicle concern; while keeping you updated throughout the process.

Your vehicle concern was addressed by a certified Ford factory-trained technician' which hopefully provides you with peace of mind knowing high quality labor and resources were embraced. As a dedicated Ford customer, your continued loyalty and trust in our brand has allowed me to assist financially by reducing your repair costs by 100 %. We recommend you contact your servicing Ford dealer as the repair performed at a Ford dealer will come with a Service Parts Warranty.

If you have any further questions or concerns, please do not hesitate to reach out to me through your preferred method of contact - SMS, email, or phone. Please reference the case number indicated above for a quicker response.

You may receive a brief survey from Ford Motor Co. regarding your experience with the customer service I have provided. Your feedback is greatly appreciated. Thank you for being a valued Ford customer.

RTOLDER@ford.com | www.ford.com

Office: 1-866-631-3788 ext. 79427 Ford Motor Company ® | CXS-PV Concern
RTOLDER@ford.com | www.ford.com
866-631-3788 ext. 79584
Mon. -- Fri. 7AM-3PM CST

2024-08-16 18:13:59

OBC to Mrs [REDACTED]. No answer. Left voice message for the customer to return my call. I provided my contact information. The call was to inform the customer we would be resolving her case soon. I wanted to speak about her satisfaction of her vehicle and her interaction with her case manager. OBE sent to the customer.

If the customer doesn't reply by EOD 8/19/2024, approved for closure.

Sharlethia Muldrew
Business Operations Supervisor - Truck
Office: 1.877.631.3788 ext 79717
smuldrew@ford.com | www.ford.com

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 08-30-2024 CLOSED: 09-07-2024 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: Suburban Ford of Romeo
PA CODE: 04841 DLR SALES CODE: 48418 REGION: G2 ZONE: G2A
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 35,848
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: SHELBY TOWNSHIP | MI [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Image Quality
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: # FordTCC-DSUnknow-Prod-GCCT
COMMENTS:
2024-08-30 13:30:15

Case Number : [REDACTED]
Customer : [REDACTED]
Business Phone : [REDACTED]
Home Phone : [REDACTED]
Mobile Phone : [REDACTED]
LTV Score :
Vehicle Purchase Status : Subsequent Owner
Ford Credit Contract Number :
Part Number : JL7Z14G371CCC
Dealer Name : Suburban Ford of Romeo
Dealer P&A : 04841
Dealer phone : 5867525500
VIN : [REDACTED]
Year : 2019
Make : FORD
Model : FLEX
Mileage : 35848
Engine Specification :
Transmission Specification :
Warranty Start Date : 2020-01-23
Open Recall/FSA: :
ESP :
Hotline Contact :
Warranty History :

2024-08-30 13:32:40

FMC has authorized \$912.03 towards repairs.
An approval code has been generated in the FLL Request form based on the following participation:

Customer Share: \$608.02
Ford Share: \$912.03
FPS generated P11 Approval Code MSPA138275Please contact the customer to advise of the decision.
Thank you.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 10-03-2024 CLOSED: 10-16-2024 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: Vista Ford
PA CODE: 07923 DLR SALES CODE: 71043 REGION: W1 ZONE: W1A
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 34,901
BODY STYLE: K5D - FLEX LTD FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: WINNETKA | CA | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Exterior Camera | Display | Appearance
ANALYST NAME: Margaret Davis OPEN ANALYST NAME: # FordTCC-DSUnknow-Prod-GCCT
COMMENTS:
2024-10-04 19:13:41

IBPM:
Customer came in under warranty and the camera was on back order now hes out of date customer seeking help with repair ive attached copy of date of order please look into this for me

OBPM:
Hello,

Thank you for your request for repair assistance. Please answer the below questions to progress the case.

1. When did this vehicle arrive at your dealership?
2. Would this repair have been covered, if the vehicle was still under warranty? Did the customer's vehicle show negligence?
3. What is the dealer-generated estimate on parts and labor for repair?
4. Are the parts pricing at warranty rates?
5. What are the detailed tech findings?
6. What is the ETA of your repair?

Ford Motor Company ®
Customer Relationship Center
PCDA Coordinator/ Dealer Support/ Bench Support
ddixon87@ford.com | www.ford.com
office: 866-631-3788 ext. 79765

2024-10-10 22:56:19
2024-10-10 22:59:19

MSPA714550

PCDA BENCH SUPPORT
Margaret D (EXT 79340):

OBPM:
Thank you for the information you provided and for being a loyal Ford partner. This case will be closed. As I will be completing this case, please look for an email in the next 24 hours with a brief survey regarding your experience with me. Ford and I value your candid feedback to understand how we can improve in the future. Approval codes are good up to 30 days. If new approval code is needed after, then contact me with a new RO Line number and we can begin the new code process.
An approval code has been generated in the FAR form based on the following participation:
• Customer Share: \$194.70
• Ford Share: \$454.30
• R.O Line Number: A
• Program code: P11
• Approval code: MSPA714550

Ford Motor Company ®
Margaret Davis
Proactive CD Advocate
mdavi406@ford.com
Direct Office: 866-631-3788 ext. 79340

CASE ATTACHMENTS:

CASE NUMBER: ██████████
OPEN: 10-10-2024
RESPONSE TEAM: Exec Liaison NA CRC
CASE CLASS LV 1234: Vehicle Concern | Financial Assistance | |
DEALER NAME: Santos Ford
PA CODE: 01754
VIN: ██████████
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: ██████████ |
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: LOS BANOS | CA | ██████████ | USA
HOME PHONE: ██████████
SYMPTOMS: Driver Aides & Information | Exterior Camera | Performance | Inaccurate
ANALYST NAME: Lynn Arledge
COMMENTS:
2024-10-10 20:58:03

2024-10-10 21:03:45

2024-10-17 20:35:04

2024-10-23 15:19:12
2024-10-29 19:27:24

STATUS: Information Provided
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone

DLR SALES CODE: 72467
MODEL YEAR: 2019
REGION: W2
MODEL: FLEX
ZONE: W2V
MILEAGE:

OPEN ANALYST NAME: Lynn Arledge

Executive Liaison
Engineering Request
Engineering request to change out back up camera and send old camera back for analysis.

OBC to the customer. Confirmed customer still has vehicle. EL advised customer we want to change out her camera.
Customer agreed.
EL to contact the dlr and f/u with the customer to arrange appointment.

Update:
Customer's vehicle is scheduled for 10/22.

EL to f/u to ensure repairs are completed.
MSPA810323

Repairs were completed.

EL to f/u to close the case.
No further action required.

PE24-030 000450 GCCT SV

CASE ATTACHMENTS: