

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 04-18-2022 CLOSED: 04-18-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Inbound NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Recall | General/Other | |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: ECONOLINE MILEAGE: 18,000
BODY STYLE: E4F - E450 SUPER DUTY CUTAWAY
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: bear | DE | [REDACTED] | USA
HOME PHONE:
SYMPTOMS: Stop/Steer/Ride | Steering/Steering Wheel | UNKNOWN | UNKNOWN
ANALYST NAME: Janet Ilano OPEN ANALYST NAME: Janet Ilano
COMMENTS:
2022-04-18 20:27:35

cust says:

i purchase vehicle ford f450 i have vehicle vin number and have mechanical issue, i have the veh towed in the shop and they say that there is recall which is failed,

as per dealer cust says:

crc says:

crc adv that recall has been completed and no active recall.
22S08 Recall - power steering hydro boost Inspection unit r-228009 power steering hydro boost Inspection old hoses, passed testing

crca dv to connect call to Motorhome Assistance Center: 800-444-3311 for further assistance.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 04-22-2022 CLOSED: 06-14-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Fleet Escalation NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Parts Issue | Unit Down (not drivable) |
DEALER NAME: Lithia Ford of Missoula
PA CODE: 06488 DLR SALES CODE: 74607 REGION: W5 ZONE: W5C
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: ECONOLINE MILEAGE: 1,750
BODY STYLE: E3F - E350 SUPER DUTY CUTAWAY
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: VICTOR | MT | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Stop/Steer/Ride | Steering/Steering Wheel | Performance | Always
ANALYST NAME: Katherine Pace OPEN ANALYST NAME: Jane Pauline Penaranda
COMMENTS:
2022-04-22 20:14:14

CONTACT VIA TEXT (VERISON)

Cust says:

He manage a fleet of Fedex under Dash Delivery business and they just got two new vehicles that broke down while delivering. The line blew on the hydroboost and lost brake and steering. One of the vehicle is at Bell-McCall Company and the other one is at Lithia Ford of Missoula. He wants to seek assistance because they cannot afford these vehicles just to be sitting.

The vehicle is also under [REDACTED] name and his phone number is [REDACTED] He is a Fedex Contractor.

Per cust, DLR says:

Bell-McCall Company said they are not allowed to do warranty works because of the recall.

Lithia Ford of Missoula parts are on backorder with no ETA.

CRC advised:

I have confirmed that 22S08 recall has been done on both vehicles by EBY FORD SALES, INC at same date 28-FEB-2022. I would have to get in touch with both dlrs to check further.

OBC to Bell-McCall Company

I spoke with SM Joe regarding the vehicle [REDACTED] and he confirmed that the issue turned out to be under recall for the steering hose. They are not trained to do the recall that is why they advise the cust to take it to Lithia Ford of Missoula.

I came back to cust line and informed him about what SM Joe have mentioned. Informed him about roadside as well. I would have to contact the other dlr to check with the other vehicle.

OBC to Lithia Ford of Missoula

I spoke with Matt from service regarding the vehicle [REDACTED] He confirmed that the hydroboost hose is on backorder. They place an order for it already under RO [REDACTED] but no ETA as to when they will get those.

I came back to cust line. Informed him that I will be escalating this case to a Customer Experience Specialist on the escalated Truck support team. They will contact you through your preferred/best contact method within 1 business day to assist you. Your case number is [REDACTED] V9Z3T0. Informed him that the case is for the [REDACTED] since the other vehicle was not yet diagnose.

Reminded him to take the other vehicle to Lithia Ford as well so they can diagnose it and place an order for the parts. Provided him with roadside assistance number.

***Permission to escalate from TL Jennifer.

2022-04-25 14:12:29

Assigned to Taisha

2022-04-28 15:53:51

OBC to cust- no answer, left vm for a call back with direct ext and case number.

2022-04-28 21:17:40

FCXS Darren 76404 IBC form Cust. Cust advised that he was returning a phone call he received about a case for his two brand new vehicles that both broke down with a recall issue, and he is being told that the part will not be available for months. FCXS Advised that Taisha was reaching out to introduce herself, and to advised him we will be looking into what assistance that we can provide. FCXS advised that there is a Follow up set to call him back on 5/3, but advised I will put notes in the case to see if FCXS Taisha can return his call sooner than that.

2022-05-03 18:57:17

OBC TO CUSTOMER : THEY ARE DOWN ON 2 TRUCKS AND THEY ARE IN NEED OF A RENTAL, I ADVISED THE CUST TO REACH OUT TO THE DEALER AS THEY CAN PROVIDE HEM WITH A LOANER. WE ARE NOT ABLE TO OVER SEA THERE RENTAL POLICY NOR DO WE REIMBURSE FOR RENTAL, I DID ADVISE THE CUST THAT I CAN FOLLOW UP WITH HIM 2 TIMES A WEEK ON A UPDATE FOR THE PARTS ORDER AS THEY ARE ON EME BACKORDER. NEXT STEPS: REACH OUT TO THE CUST THURSDAY TO SEE IF ANY UPDATE ON THE PARTS HAS SHOWED UP IN THE SYSTEM.

2022-05-05 18:49:01

OBC TO DLR: Spoke with Matt and he advised me that the cust now has a 2nd veh in with the same issue and they are still waiting on one of the parts to come in. only one has arrived and the other on is on a sss back order so no ETA as of yet. he also said that he has no eta on the new parts for the newest veh and he did advise the cust of that this week. OBC TO CUST: Spoke with mr [REDACTED] and advised him of the update and that i was told they had contacted him about this as well. will set a follow up next wed with an update. he said this crazy and he just got 2 new veh for them to be down. this is unacceptable. i advised him that i will follow up with him weekly on updates.

2022-05-11 14:45:41

OBC to dlr: reached out to the dlr to see if any update on the cust 1st veh. i spoke with SA MATT and he advised me that THE LAST PART FOR THE 1ST VEH SHOWED UP YESTERDAY AND THE VEH SHOULD BE READY FOR PICK UP TOMORROW. THEY ARE STILL WAITING ON THE OTHER PART BUT AS OF NOW THERE IS NO UPDATE. OBC TO CUST: I spoke with Mr [REDACTED] and advised him of the update and that i will reach back out next week to see if anything has changed on his 2nd veh.

2022-05-19 15:43:57

OBC to Dlr: spoke with SA Brandon and he advised me that there freight truck broke down a few days ago and they should have parts coming in today so i will call back tomorrow for a update. OBC to Customer: left vm advising the customer that no update as of today and they should have one for me tomorrow so i will follow back up with him tomorrow. left case number, call back number, direct EXT.

2022-06-14 21:59:17

LCXS Katie assisting CXS Taisha OBC to the dlr @ 4062512525 spoke to Brandon, in service, he has Matt working on the veh, transferred to Matt, the veh has been done for a while. OBC to the cust @ [REDACTED] advised of name and that this call is being recorded for quality and training purposes. Cust stated that the one truck that they got back 3 weeks ago is doing good. The one they got back yesterday, they have not gotten back yet. LCXS advised that if you have concerns, please feel free to reach out to us.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 04-22-2022 CLOSED: 04-22-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Recall NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | CLP / Lincoln Loyalty Criteria | Has not been to Dealer
DEALER NAME: Bell-McCall Company
PA CODE: 08349 DLR SALES CODE: 74613 REGION: W5 ZONE: W5C
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: ECONOLINE MILEAGE: 1,750
BODY STYLE: E3F - E350 SUPER DUTY CUTAWAY
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Stop/Steer/Ride | Steering/Steering Wheel | Performance | Always
ANALYST NAME: Jane Pauline Penaranda OPEN ANALYST NAME: Jane Pauline Penaranda
COMMENTS:
2022-04-22 20:19:51

CONTACT VIA TEXT (VERISON)

Cust says:

He manage a fleet of Fedex under Dash Delivery business and they just got two new vehicles that broke down while delivering. The line blew on the hydroboost and lost brake and steering. One of the vehicle is at Bell-McCall Company and the other one is at Lithia Ford of Missoula. He wants to seek assistance because they cannot afford these vehicles just to be sitting.

The vehicle is also under [REDACTED] name and his phone number is [REDACTED] He is a Fedex Contractor.

Per cust, DLR says:

Bell-McCall Company said they are not allowed to do warranty works because of the recall.

Lithia Ford of Missoula parts are on backorder with no ETA.

CRC advised:

I have confirmed that 22S08 recall has been done on both vehicles by EBY FORD SALES, INC at same date 28-FEB-2022. I would have to get in touch with both dlrs to check further.

OBC to Bell-McCall Company

I spoke with SM Joe regarding the vehicle [REDACTED] and he confirmed that the issue turned out to be under recall for the steering hose. They are not trained to do the recall that is why they advise the cust to take it to Lithia Ford of Missoula.

I came back to cust line and informed him about what SM Joe have mentioned. Informed him about roadside as well. I would have to contact the other dlr to check with the other vehicle.

OBC to Lithia Ford of Missoula

I spoke with Matt from service regarding the vehicle [REDACTED] He confirmed that the hydroboost hose is on backorder. They place an order for it already under RO [REDACTED] but no ETA as to when they will get those.

I came back to cust line. Informed him that I will be escalating this case to a Customer Experience Specialist on the escalated Truck support team. They will contact you through your preferred/best contact method within 1 business day to assist you. Your case number is [REDACTED]. Informed him that the case is for the [REDACTED] since the other vehicle was not yet diagnose.

Reminded him to take the other vehicle to Lithia Ford as well so they can diagnose it and place an order for the parts. Provided him with roadside assistance number.

***Permission to escalate from TL Jennifer.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 05-11-2022 CLOSED: 08-10-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Fleet Escalation NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Meets Escalation Criteria | |
DEALER NAME: Rush Truck Center, Las Vegas
PA CODE: 08036 DLR SALES CODE: 71908 REGION: W3 ZONE: W3V
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: ECONOLINE MILEAGE: 5,990
BODY STYLE: E4F - E450 SUPER DUTY CUTAWAY
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: HEMET | CA | [REDACTED] USA
HOME PHONE:
SYMPTOMS: Stop/Steer/Ride | Stopping | Performance/Effectiveness | Always
ANALYST NAME: Robert Fischer OPEN ANALYST NAME: Sandra McCartney
COMMENTS:
2022-05-11 18:37:51

[REDACTED] [REDACTED] [REDACTED] vin
After customer got the recall notice for her 2021 E 450 she had Fritts Ford fix the recall , they drove 7 hours to Utah and halfway thru the trip outside of Nevada ,the power steering went out and the brakes went out. The next exit was 12 miles up so they had no steering and no brakes. they downshifted to get into a secure spot. Roadside came and got the vehicle and they dropped it off at Gaudin Ford in las Vegas and they dont work on RVs ... The next day they had to have the RV towed to another ford dealership.. The vehicle is currently at Rush Truck Center 4120 Donovan Way 702-970-5000 getting the recall fixed.
Customer is debating whether or not she needs an attorney.. Her trip was canceled and the paks she rented are no refund. Customer states she wants compensated for the issues.

2022-05-11 18:40:13

[REDACTED] vin

2022-05-12 15:00:32

Assigned to Robert

2022-05-13 18:26:25

CXS Bobby x77669, OBC to CUST @ [REDACTED]

2022-05-13 18:27:41

CXS Bobby x77669, OBC to CUST @ [REDACTED]
Call immediately went to VM, no ring. CXS left VM requesting call back regarding cust RV. Provided contact info.

2022-05-13 21:02:02

CXS Bobby x77669, OBC to CUST @ [REDACTED]
Spoke to [REDACTED] Adv that the wording of the recall created this issue. Adv that this happened while going downhill on the highway so this was a serious safety concern. Adv that when the power-steering went out, they began to drift off the road towards the embankment.

Adv they were towing a trailer, were forced to stay in a hotel, incurred other costs as well, would like to receive reimbursement.

CXS adv I would be happy to review for reimbursement. Adv that I will not be able to complete the review until the repairs are complete and the vehicle is back on the road.

Cust adv she would like to receive email to send invoices to. CXS adv that I will email her so that she has my contact information.

2022-05-13 21:04:54

OBE to CUST:
From: Fischer, Robert (R.)
Sent: Friday, May 13, 2022 5:05 PM
To: [REDACTED]@GMAIL.COM
Subject: FordPro; [REDACTED]

Good afternoon,

My name is Bobby, and I am a Customer Experience Specialist with FordPro. We spoke a few minutes ago regarding the recall repairs and request for reimbursement for consequential expenses for your 2021 E-450 Motorhome. I wanted to reach out and provide my contact information. Please find that information at the bottom of this email.

I will reach out to you no later than Friday, 5/20/2022, to provide any updates from the dealership and address any of your questions or concerns. Thank you for allowing us to assist you. Have a wonderful day!

Respectfully,

Bobby Fischer
Customer Experience Specialist, Ford CX Team
rfisch41@ford.com
O: 800-343-5338, option 1, then 1, ext 77669

2022-05-20 14:45:23

CXS Bobby x77669, OBC to CUST @ [REDACTED]

2022-05-20 17:57:49

CXS Bobby x77669, OBC to CUST @ [REDACTED]
Call went to VM. CXS left VM adv that I am still monitoring this and wanted to touch base. Recalled that previous call indicated customer's veh is not currently at dlr, but she expects to receive a call from them to set appointment for additional repairs. CXS adv to please contact me with any questions or concerns and to confirm that she received previous email as well. Provided contact info.

2022-05-31 13:37:38

IBE from CUST:
From: [REDACTED]
Sent: Friday, May 27, 2022 5:28 PM
To: Fischer, Robert (R.)
Subject: Re: FordPro; [REDACTED]

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

Hi Bobby,

Please see attached receipts (to date). I know when we last spoke I asked you if credit card and/or bank statements would be sufficient as I didn't have the mindset to save all of my receipts during this trying time. I remember you telling me that gasoline is not normally a covered cost. However, I wish to request in writing that for this case, gasoline purchases should be. We were towing a trailer behind our RV when we broke down. We had to ask our friends to drive our truck from CA to where we were stranded in Nevada by the time the tow truck came, so that they could pick us up (and the trailer) and bring us back home. Therefore, the cost of gasoline should be allowable, as well as the fact that we had to rent two hotel rooms.

Please note: We are still waiting for our RV service to be completed. The RV is located in North Las Vegas. We will require to either rent a car or fly to Las Vegas to retrieve the RV and drive it home. There will definitely be additional charges for this upcoming quick trip.

Again, have you had any success communicating my concern about how the recall was worded, which put our lives at risk? If not, do you have a person and/or number that I could call to complain and hopefully prevent a loss of life claim against Ford?

Thank you for your assistance.

From: [REDACTED]
Sent: Monday, May 23, 2022 4:56 PM
To: Fischer, Robert (R.)
Subject: Re: FordPro; [REDACTED]

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

Hi Bobby,

I received your message the other day and have received the email above. I will be uploading receipts shortly, however there will be additional receipts for travel as the vehicle is currently waiting to be repaired in another state. I would like to ask you if you were able to forward my concerns to Ford Motor regarding the wording of the recall. I am concerned that Ford is risking the lives of others who may be affected by the safety recall that is not being properly addressed.

Thank you!

RQ24-003 000009 GCCT

2022-05-31 16:44:23

CXS Bobby x77669, OBC to DLR @702-970-5000:
Call went to VM. CXS left VM requesting callback regarding status of this veh's repairs. Provided contact info.

2022-05-31 17:13:32

OBE to CUST:
From: Fischer, Robert (R.)
Sent: Tuesday, May 31, 2022 1:13 PM
To: [REDACTED]
Subject: RE: FordPro; [REDACTED]

Good morning [REDACTED]

Thank you for providing this information. I will review all of the costs that you incurred as a result of your experience. I am regretful that you had such a negative experience with your vehicle.

I reached out to the dealership today to obtain any updates they might have; regrettably, nobody was available to take my call. When we previously spoke, you mentioned additional repairs that you needed to have completed on the vehicle, and you were waiting for the dealership to complete those repairs. I wanted to know whether you have received any updates from them, as I have been unable to reach them. If not, please let me know, and I will begin working to ensure we have effective communication. If you have received updates, or if you have picked up your vehicle, please let me know so that I can review the additional costs you mentioned that you would incur.

Regarding the wording of the recall: I have notified my experts and used my resources to ensure that your concern is documented. The wording and designation of all recalls are done by the federal government, however. You may voice your concerns to the NHTSA.

If I can be of any additional assistance, please let me know. Once you have the remaining invoices and documents for both the repairs and the consequential expenses you incurred, please do not hesitate to send them to me. I will begin reviewing them as soon as I receive them.

Respectfully,

Bobby Fischer
Customer Experience Specialist, Ford CX Team
rfisch41@ford.com
O: 800-343-5338, option 1, then 1, ext 77669

2022-06-07 15:45:51

CXS Bobby x77669, OBC to DLR @702-970-5000:
Call went to VM. CXS left VM requesting update to status of repairs. Provided contact info.

2022-06-07 15:47:04

IBE from CUST:
From: [REDACTED]
Sent: Tuesday, May 31, 2022 1:55 PM
To: Fischer, Robert (R.)
Subject: Re: FordPro; [REDACTED]

Good morning,

We heard last week from the repair shop that they received our parts but we're waiting for a technician to become available. The only additional item to 'repair' is to reattach whatever the tow company has to detach. We do not have our motor home and do not have an expected date of completion.

Thank you for your assistance. I'll keep you updated as to when I hear more.

Thank you!

2022-06-07 17:17:32

CXS Bobby x77669, OBC to DLR @702-970-5000:
Call went to VM. CXS left VM requesting callback regarding status update for repairs. Provided contact info.

RQ24-003 000010 GCCT

2022-06-07 17:20:48

OBE to CUST:
From: Fischer, Robert (R.)
Sent: Tuesday, June 7, 2022 1:21 PM
To: [REDACTED]
Subject: RE: FordPro; [REDACTED]

Good morning [REDACTED]

I reached out to your dealership today, but regrettably nobody was available to take my call. Based upon the information that I have access to, it appears your vehicle may be complete; however, without speaking to the dealership I cannot confirm this. If you have received your vehicle, please do not hesitate to let me know. I understand you may have additional invoices for costs you would like reimbursed. If your vehicle is back in your possession, please feel free to send those remaining invoices at your convenience. I will begin reviewing them right away.

Thank you for giving me the opportunity to assist you. Have a wonderful day!

Respectfully,

Bobby Fischer
Customer Experience Specialist, Ford CX Team
rfisch41@ford.com
O: 800-343-5338, option 1, then 1, ext 77669

2022-06-14 18:37:21

CXS Bobby x77669, OBC to DLR @702-970-5000:
call went to VM. CXS left CM requesting callback regarding a copy of the RO for this veh. Provided contact info.

2022-06-14 18:46:33

OBE to DLR:
From: Fischer, Robert (R.)
Sent: Tuesday, June 14, 2022 2:46 PM
To: 'starkm@rushenterprises.com'
Cc: [REDACTED]
Subject: FordPro; [REDACTED]

Good morning,

My name is Bobby, and I am a Customer Experience Specialist with FordPro. A mutual customer reached out to me recently regarding a request for reimbursement for costs she incurred while her vehicle was at your dealership for service. To review her request for reimbursement, I need a copy of the repair order that shows the date that the vehicle arrived, the date the vehicle left, the VIN, and the mileage. I have been unable to reach your service department to obtain this information, and I was hoping that you could help me. Please find the details of the vehicle in questions below.

VIN: [REDACTED]
Customer's Name: [REDACTED]

Please let me know if you need any additional information. Thank you for your help. Have an excellent day!

Respectfully,

Bobby Fischer
Customer Experience Specialist, Ford CX Team
rfisch41@ford.com
O: 800-343-5338, option 1, then 1, ext 77669

RQ24-003 000011 GCCT

2022-06-14 18:49:36

OBE to CUST:
From: Fischer, Robert (R.)
Sent: Tuesday, June 14, 2022 2:49 PM
To: [REDACTED]
Subject: RE: FordPro; [REDACTED]

Good morning [REDACTED]

I am so glad to hear that you have received your vehicle! I am currently awaiting information from the dealership to complete my review of your request. I apologize for any inconvenience and delay. I will continue to reach out to them to obtain this information, however, and I will update you once I have it. Please do not hesitate to reach out to me with any questions or concerns.

Thank you for allowing me to assist you. Have a wonderful day!

Respectfully,

Bobby Fischer
Customer Experience Specialist, Ford CX Team
rfisch41@ford.com
O: 800-343-5338, option 1, then 1, ext 77669

2022-06-20 17:16:33

Email thread with CUST:
From: [REDACTED]
Sent: Friday, June 17, 2022 1:56 PM
To: Fischer, Robert (R.)
Subject: Re: FordPro; [REDACTED]

Yay! That's really great news! I'm glad I had the forethought to ask for everything just in case!

On Fri, Jun 17, 2022 at 10:54 AM Fischer, Robert (R.) rfisch41@ford.com> wrote:
Good morning [REDACTED]

This is exactly what I needed from Rush Truck Center. I should not need much more time to complete my review, now that I have this information. Thank you for providing it to me. Have an excellent weekend!

Respectfully,

Bobby Fischer
Customer Experience Specialist, Ford CX Team
rfisch41@ford.com
O: 800-343-5338, option 1, then 1, ext 77669

From: [REDACTED]@gmail.com>
Sent: Friday, June 17, 2022 1:24 PM
To: Fischer, Robert (R.) rfisch41@ford.com>
Subject: Re: FordPro; [REDACTED]

Good Day Robert,

I am concerned with Rush Truck Center not returning your calls. I had called and called and called just to get confirmation that our RV's service had been completed before we drove to Las Vegas. I even had to contact their corporate office! It took two days of constant calling and messaging to get anywhere... good luck! Maybe this will be of help, when we were there picking up the RV, we requested paperwork. I have attached what they gave me. I hope this helps to move things forward for our claim.

Thank you again!

2022-06-20 19:14:34

OBE to CUST:
From: Fischer, Robert (R.)
Sent: Monday, June 20, 2022 3:14 PM
To: [REDACTED]
Subject: RE: FordPro; [REDACTED]

Good afternoon [REDACTED]

Did you receive any paperwork from Gaudin Ford when your vehicle was there? I am still reviewing your request for reimbursement, and am hoping to gather as much information as possible before providing a final decision.

If you would like to provide a written timeline of the events between Fritts Ford and Gaudin Ford/Rush Truck Center, this would be very helpful, as well, but not absolutely necessary. I am trying to corroborate as much of the receipts as possible so that we can come to the fairest decision we can. I apologize for any inconvenience. Thank you for being so patient. Have an excellent day!

Respectfully,

Bobby Fischer
Customer Experience Specialist, Ford CX Team
rfisch41@ford.com
O: 800-343-5338, option 1, then 1, ext 77669

2022-06-27 17:34:08

IBE from CUST:
From: [REDACTED]
Sent: Monday, June 20, 2022 4:15 PM
To: Fischer, Robert (R.)
Subject: Re: FordPro; [REDACTED]

HiRobert,

It is absolutely no inconvenience!

Let me try to re-explain what happened regarding Gaudin Ford. When I contacted Ford Roadside, I asked them to advise me where to tow my RV to have it serviced since it was a weekend and we couldn't contact any service centers when all of this happened we didn't know where we could take the RV - just that we couldn't leave it where it had broken down - we already had to stay one night in a pretty bad area in a parking lot and I refused to do that again! Ford Roadside advised us to have the RV towed to Gaudin Ford and since it was over the weekend we had no way to contact Gaudin. When we called Gaudin first thing Monday morning, they told us that they do not service RV's at all. We were told that our rig had been left on the street in front of Gaudin's service center (with the keys on the wheel well, no less) and that we needed to have it moved. This is when we started calling around to find anyone who would work on and look at an improperly serviced recall item on our RV and we found Rush Truck Center. We called Ford Roadside again and requested the motorhome to be picked up at Gaudin and towed to Rush. Therefore, Gaudin would have zero paperwork on our RV.

I hope this helps!

2022-06-27 18:10:10

OBE to CUST:
From: Fischer, Robert (R.)
Sent: Monday, June 27, 2022 2:10 PM
To: [REDACTED]
Subject: RE: FordPro; [REDACTED]

Good morning [REDACTED]

I have consulted with my resources regarding this request. However, we have not yet come to a final decision. Do you have a copy of any receipts provided for the parking fees you paid? We would also like to review the receipts for the power steering fluid, if you have any available. My resources advised me that you may be able to obtain a receipt for your parking fees from the hotel. Please let me know if this is possible. Thank you!

Respectfully,

Bobby Fischer
Customer Experience Specialist, Ford CX Team
rfisch41@ford.com
O: 800-343-5338, option 1, then 1, ext 77669

RQ24-003 000013 GCCT

2022-07-05 13:56:01

IBE from CUST:
From: [REDACTED]
Sent: Thursday, June 30, 2022 11:29 AM
To: Fischer, Robert (R.)
Subject: Re: FordPro; [REDACTED]

I'm sorry, we didn't know that there would possibly be a way to recoup costs from this nightmare. As I stated on the phone with you, with some of the charges we paid for we did not think to ask for a receipt-including the power steering fluid purchases. I have contacted the hotel and unfortunately, they do not have a record of parking receipts - they required cash payment and gave us a ticket for our vehicle that we no longer have.

2022-07-05 18:11:07

case under review

2022-07-05 18:19:49

OBE to CUST:
From: Fischer, Robert (R.)
Sent: Tuesday, July 5, 2022 2:20 PM
To: [REDACTED]
Subject: RE: FordPro; [REDACTED]

Good morning,

I am currently in the process of completing my review. I do not expect this to take much longer, and I apologize for the delay and any inconvenience. Please let me know if you have any questions or concerns. Thank you for allowing me to assist you. Have a wonderful day!

Respectfully,

Bobby Fischer
Customer Experience Specialist, Ford CX Team
rfisch41@ford.com
O: 800-343-5338, option 1, then 1, ext 77669

2022-07-05 18:58:48

COM approved \$556.82

2022-07-18 19:52:37

From: Pace, Katherine (K.)
Sent: Monday, July 18, 2022 3:52 PM
To: [REDACTED] gmail.com
Cc: Fischer, Robert (R.)
Subject: Ford Pro: [REDACTED]

Good Day,

I am assisting Bobby with his cases as he is out of the office. After the review of the information sent, Ford Motor Company would like to reimburse you \$556.82 in a one-time goodwill offer. Please let us know if this is accepted so that we can move forward with the process. We will follow up with you next Monday. If you have any questions or other concerns, please let me know.

Thank you for your time,
Katie

Katherine Pace

Lead Customer Experience Specialist, Ford CX Team
ksandb11@ford.com O: 800-343-5338, option 1

RQ24-003 000014 GCCT

2022-07-22 16:19:35

From: [REDACTED]
Sent: Monday, July 18, 2022 5:45 PM
To: Pace, Katherine (K.)
Cc: Fischer, Robert (R.)
Subject: Re: Ford Pro: [REDACTED]

Thank you, but absolutely no! This situation occurred after we initiated and thought we had dealt with the recall. Not only did we nearly have a terrible accident on the freeway due to the fact that the recall was not properly addressed, but we were also left stranded for two nights. I asked Robert beforehand and he confirmed with me that it was appropriate to rent a car and reserve a hotel room, just to return to Vegas to retrieve the RV (on a work day-where we lost sales income, no less) after the repair was completed. We are out of pocket WELL over that amount, even if you do not include the items that I gave Robert that included only my bank/credit card statements and not the receipts. Perhaps if you could show me a break-down so I could understand how you got to that figure it might help.

I am not asking for anything extra, but I am requesting the amount that we are out of pocket for. I have hesitated to get a lawyer, because I trusted that I would be taken care of and compensated for my out of pocket, at minimum. I am concerned for the others who have purchased a vehicle like mine taken their vehicles in for the recall, but they received the same "check-it's-all-good" service that we did, instead of the actual repair that would have prevented this in the first place. I repeat, we nearly had a very tragic accident on the freeway, no brakes, no power steering - pulling a trailer at freeway speeds! And finally, if I'm going to be honest, it's offensive being told that after patiently waiting, your offer is maybe a mere quarter of the receipts that I presented to you and that is wrong.

2022-07-22 19:04:51

From: Pace, Katherine (K.)
Sent: Friday, July 22, 2022 3:04 PM
To: [REDACTED]
Cc: Fischer, Robert (R.)
Subject: Re: Ford Pro: [REDACTED] S [REDACTED]

Good Day,

Ford Motor Company considers the satisfaction of its owners to be one of the most important objectives. We commit very substantial resources and effort in a sincere attempt to resolve the concerns of our owners. However, limits must be placed on those efforts. Although we regret not being able to meet your expectations, our review indicates that the decision made is appropriate. Ford Motor Company is unable to reimburse for cancellations of reservations, gas, food and other incidentals. Due to your loyalty to Ford Motor Company, we were able to review our resources to offer the goodwill offer of \$556.82. If you have any questions or other concerns, please let us know.

Thank you for your time,
Katie

Katherine Pace

Lead Customer Experience Specialist, Ford CX Team
ksandb11@ford.com O: 800-343-5338, option 1

2022-07-27 12:56:06

Email thread with CUST:
From: [REDACTED]
Sent: Monday, July 25, 2022 4:13 PM
To: Pace, Katherine (K.)
Cc: Fischer, Robert (R.)
Subject: Re: Ford Pro: [REDACTED]

In response, I had a moment to calculate the total of just the hotel rooms, rental vehicle and tow charge and that total comes to \$901.40. I would be satisfied with this amount for reimbursement as according to your above email, you state that "Ford Motor Company is unable to reimburse for cancellations of reservations, gas, food and other incidentals" and the attached receipts reflect none of those things. The first two receipts are for the hotel rooms that our family required after we had the breakdown, the next receipt is for the \$100 additional tow charge, then the Hertz rental and finally the single hotel room the night that we drove up after work to pick up the RV the following morning. Please see attached receipts below.

I look forward to your speedy reply.

On Fri, Jul 22, 2022 at 12:23 PM [REDACTED]@gmail.com wrote:
Thank you for your reply. Again, would please forward to me an itemized breakdown of what is being covered? I.e: rental car, hotel, etc.?

Thank you

RQ24-003 000015 GCCT

2022-07-27 13:15:25

OBE to CUST:
From: Fischer, Robert (R.)
Sent: Wednesday, July 27, 2022 9:15 AM
To: [REDACTED]; Pace, Katherine (K.)
Subject: RE: Ford Pro: [REDACTED]

Good morning,

I am sorry to hear that you are dissatisfied with our final decision. To expand upon the previous emails, Ford Motor Company cannot reimburse for taxes or fees, which may be the cause of confusion. Our reviews our proprietary, however, and I have no additional details to offer. This offer is valid for 30 days, and you are welcome to reach out to me at any time should you change your mind.

Respectfully,

Bobby Fischer
Customer Experience Specialist, Ford CX Team
rfisch41@ford.com
O: 800-343-5338, option 1, then 1, ext 77669

2022-08-03 13:13:28

OBE to CUST:
From: Fischer, Robert (R.)
Sent: Wednesday, August 3, 2022 9:13 AM
To: [REDACTED]
Subject: RE: Ford Pro: [REDACTED]

Good morning,

You will be reimbursed in the form of a Debit Mastercard. It may take up to seven to ten business days for your debit card to arrive once payment has been confirmed by the bank.

Could you please confirm your complete mailing address?

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?

Once I have this information, I will begin processing your payment. Thank you for allowing us to assist you.

Respectfully,

Bobby Fischer
Customer Experience Specialist, Ford CX Team
rfisch41@ford.com
O: 800-343-5338, option 1, then 1, ext 77669

From: [REDACTED]@gmail.com>
Sent: Saturday, July 30, 2022 4:01 PM
To: Fischer, Robert (R.) rfisch41@ford.com>
Cc: Pace, Katherine (K.) KSANDB11@ford.com>
Subject: Re: Ford Pro: [REDACTED]

Hello Robert and Katherine,

What is there to change my mind about? If this is all I can be reimbursed for, then I would prefer to be reimbursed and accept the offer. Please move forward with the process. Thank you.

2022-08-03 13:29:28

From: [REDACTED]
Sent: Wednesday, August 3, 2022 9:23 AM
To: Fischer, Robert (R.)
Subject: Re: Ford Pro: [REDACTED]

I am a citizen of the United States and am have never had any citizenship of any other country, including India.

My address is:

[REDACTED] Hemet, CA [REDACTED]

Thank you for your assistance in this matter.

2022-08-03 13:43:21

Morley Case #: [REDACTED] Primary Reason for Reimbursement Offer(s): Consequential expenses Is this reimbursement due to a parts delay: no Part Name/Number: Date or Expected Date of Vehicle Repair: 6/1/2022 Is there a risk for a Buyback Request: no GCCT Case #: [REDACTED] Customer Information Name: [REDACTED] Mailing Address: [REDACTED] Hemet, CA [REDACTED] Mailing Address Verified: Enter yes Is the customer a Citizen of India: no VIN: [REDACTED] Reimbursement Information (fill in each payment type entered in Morley Case) Consequential Expense Reimbursement: Supporting documents attached to case Amount: \$556.82 Vehicle Payment Reimbursement: n/a Amount: \$0.00 Rental Reimbursement: n/a Amount: \$0.00 Repair Reimbursement: n/a Causal Part Number: n/a Amount: \$0.00 (#13 in Morley Submission Form) Reason for Customer Reimbursement: CONEXP

RQ24-003 000016 GCCT

2022-08-10 15:14:17

OBE to CUST:
From: Fischer, Robert (R.)
Sent: Wednesday, August 10, 2022 11:14 AM
To: [REDACTED]
Subject: RE: Ford Pro: [REDACTED]

Good morning [REDACTED]

Your refund has been processed. The debit card will be mailed to you and will come in an envelope like the one in the picture below. Your pin number for the debit card is the last 4 of the numerical part of your case number and for your convenience I have highlighted that below. Your debit card will arrive within 7-10 business days. You will receive a welcome letter with more details and the great benefits of the card.

PIN # [REDACTED]

Thank you for contacting Ford Motor Company, I am happy that I had the opportunity to assist you. I look forward to servicing your vehicle in the future if the need should arise.

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.

Bobby Fischer
Customer Experience Specialist, Ford CX Team
rfisch41@ford.com
O: 800-343-5338, option 1, then 1, ext 77669

RQ24-003 000017 GCCT

CASE ATTACHMENTS:

2022-05-31 13:39:17

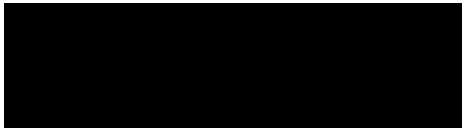
2022-06-20 17:16:33

2022-07-27 13:04:47

Robert Fischer

Robert Fischer

Robert Fischer





9777 Las Vegas Blvd South | Las Vegas, NV 89183
Phone: (702)796-7111 Toll Free: (866)796-7111 Fax: (702)797-8041
SouthPointCasino.com

Name: [REDACTED]
Address: [REDACTED]
HEMET CA [REDACTED]

Resv [REDACTED]
Room #: [REDACTED]
Arrival Date: 05/08/2022
Departure Date: 05/09/2022
Group Code:
Guests 2

Date	Reference	Description	Charges	Balance
05/08/2022		RESORT FEE RESORT FEE \$21 (TAX INCLU	21.00	
05/08/2022	PT 818	ROOM CHARGE PT 818 ROOM TX	116.10 15.09	
05/09/2022		FRONT DESK VISA *****6138	152.19-	
Total Due				.00

I agree that my liability for this bill is not waived, and agree to be held personally liable in the event that the indicated person, company or association fails to pay for any part or the full amount of these charges.

Guest Signature _____



9777 Las Vegas Blvd South | Las Vegas, NV 89183
 Phone: (702)796-7111 Toll Free: (866)796-7111 Fax: (702)797-8041
 SouthPointCasino.com

Name: [REDACTED]
 Address: [REDACTED]
 HEMET CA [REDACTED]

Resv [REDACTED]
 Room #: [REDACTED]
 Arrival Date: 05/08/2022
 Departure Date: 05/09/2022
 Group Code:
 Guests 2

Date	Reference	Description	Charges	Balance
05/08/2022		RESORT FEE RESORT FEE \$21 (TAX INCLU	21.00	
05/08/2022	PT 822	ROOM CHARGE PT 822 ROOM TX	116.10 15.09	
05/09/2022		FRONT DESK VISA *****6138	152.19-	
Total Due				.00

I agree that my liability for this bill is not waived, and agree to be held personally liable in the event that the indicated person, company or association fails to pay for any part or the full amount of these charges.

Guest Signature _____

South Point Hotel & Casino
9777 Las Vegas Blvd South
Las Vegas, NV 89183

5/8/2022 19:49

=====

Gift Shop/Liquo

Check [REDACTED]

Terminal:103

Cashier:Sharon

=====

REGULAR	
1 TEK TOOTHBRUSH	1.20
07830000006	
1 TEK TOOTHBRUSH	1.20
07830000006	
1 CREST TPASTE	1.05
03700000340	
1 ACCENT PANTS	26.95
00080053720	
1 ACCENT TOP	31.95
00080053759	

=====

Subtotal	62.35
Tax	5.22
Total	67.57

=====



00

GRAND TOTAL 67.57

=====

[REDACTED] 5/8/2022 19:50

=====

No return/exchange without receipt, or after 30 days.
No return/exchange on tobacco, all beverages (incl. liquor), sundries or food products.
No return/exchange on swimsuits.
www.southpointcasino.com
THANK YOU
702-796-7111

RQ24-003 000021 GCCT

ARCO GASOLINE

ARCO AMPM 42992
27503 McCall Ave
Menifee, CA 92585
ARCO42992001

Description	Qty	Amount
PLUS CA #01	30.7306	181.28
SELF @ 5.899/ G		


Subtotal	181.28
Tax	0.00
TOTAL	181.28
CASH \$	200.00
CASH \$	-18.72

THANK YOU
FOR CHOOSING ARCO
COMMENTS?

CALL 1-800-322-2726
ST# 42992 TILL XXXX DR# 1 TRAN# 1015792
CSH: 24 5/8/22 10:22:58 AM

Confirmation
You're all set!

Reservation Confirmation

	Site 63 Sat, May 7 → Thu, May 12 31 ft. MOTORHOME 2 guests, 1 pet Taxes	\$200.00
	Total	\$224.62

You're all set, [REDACTED]
Thank you for choosing Zions Gate RV Resort!

Here is your confirmation code
[REDACTED]

Your card was charged a total of
\$224.62

An email confirmation has been sent to [REDACTED]

 Print this Page

 Zions Gate RV Resort Details

 Make another reservation at this property

[Zions Gate RV Resort - Get Directions](#) | [Terms & Conditions](#)



RECEIPT

2 messages



Tue, May 24, 2022 at 2:29 PM

LARRYS TOWING & TRANSPORYT
6800 WEST GARY AVENUE
LAS VEGAS, NEVADA 89139



DATE: MAY 13,2022 INVOICE: [REDACTED] DRIVER: [REDACTED] T-CODE: T-8 RV
NAME OF PERSON REQUESTING TOW: [REDACTED] PHONE: [REDACTED]
YEAR: 2021 MAKE: FORD MODEL: 450 INTEGRA RV COLOR: WHITE
 LICENSE: VIN NUMBER:

LOCATION: [REDACTED]

DESTINATION: GAUDIN FORD 6625 ROY HORN WAY, LAS VEGAS, NV. 89118

NOTES; REMOVE DRIVE SHAFT

TOTAL AMOUNT DUE: \$100.00 PAID BY CREDIT CARD

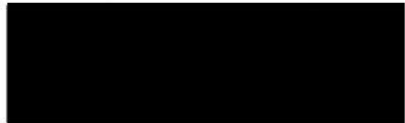


Tue, May 24, 2022 at 2:53 PM

Received. Thank you!

[Quoted text hidden]

--



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Customize...ature



Search

Current Balance

\$1,125.72

Now viewing

Current Statement
All Transaction Types



Pending SO PT HOTEL AND CASINO \$152.19 \$1,434.23

Pending SO PT HOTEL AND CASINO \$152.19 \$1,282.04

toothbrushy
deodorant

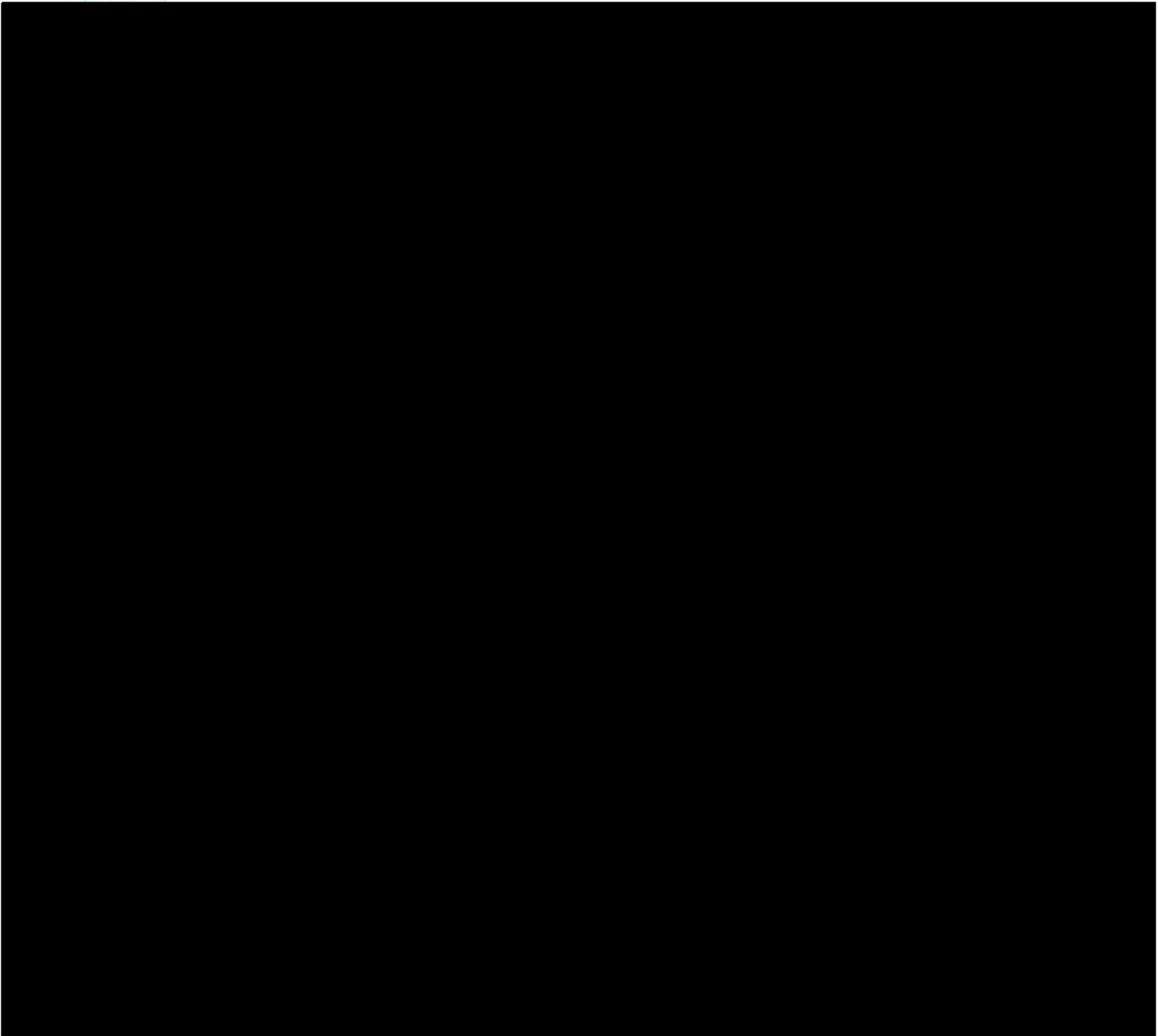
Pending SO PT GIFT SHOP \$4.13 \$1,129.85

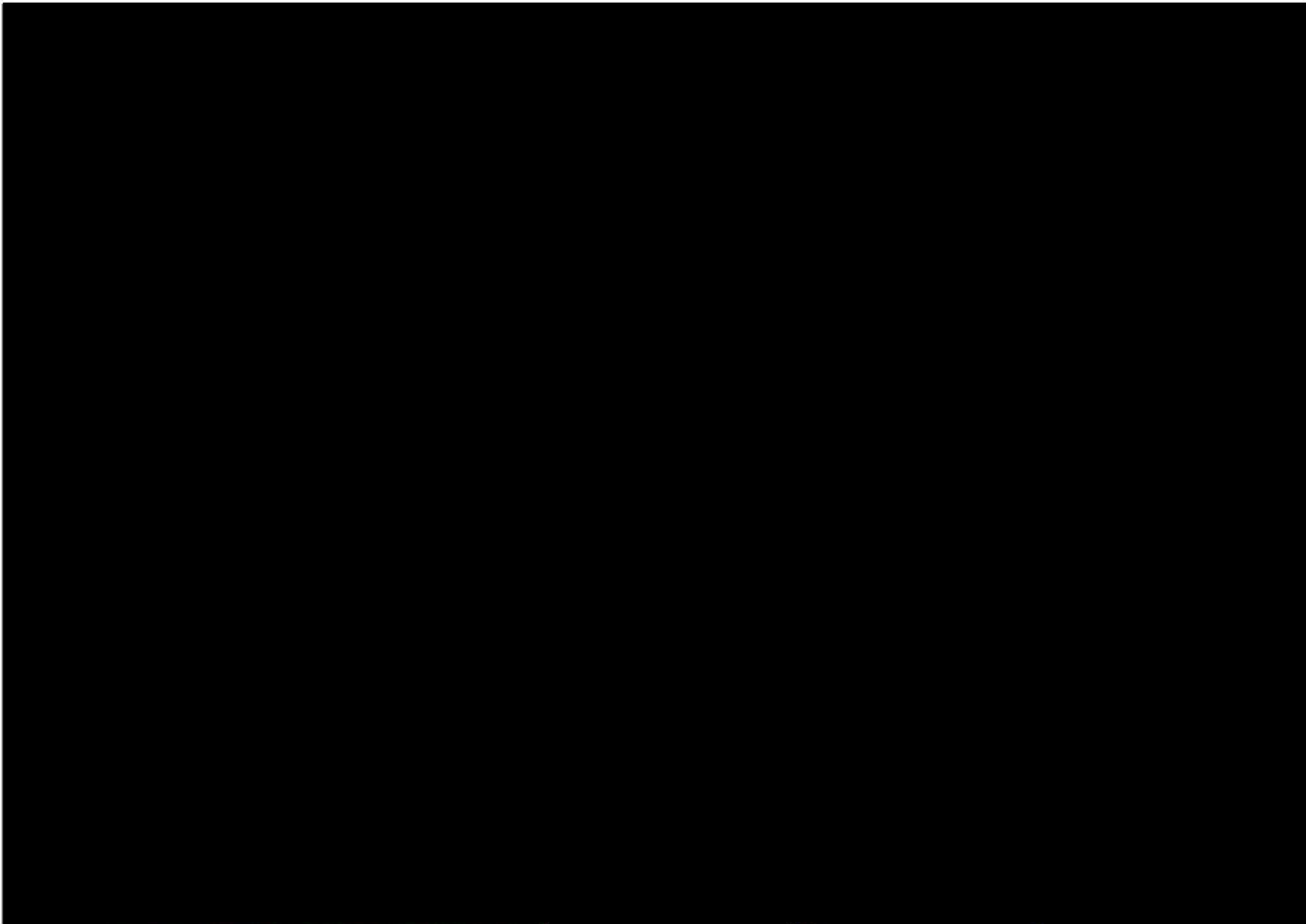
food

May 10, 2022 SO PT CATALINA BAR LAS VEGAS NV \$26.50 \$1,125.72

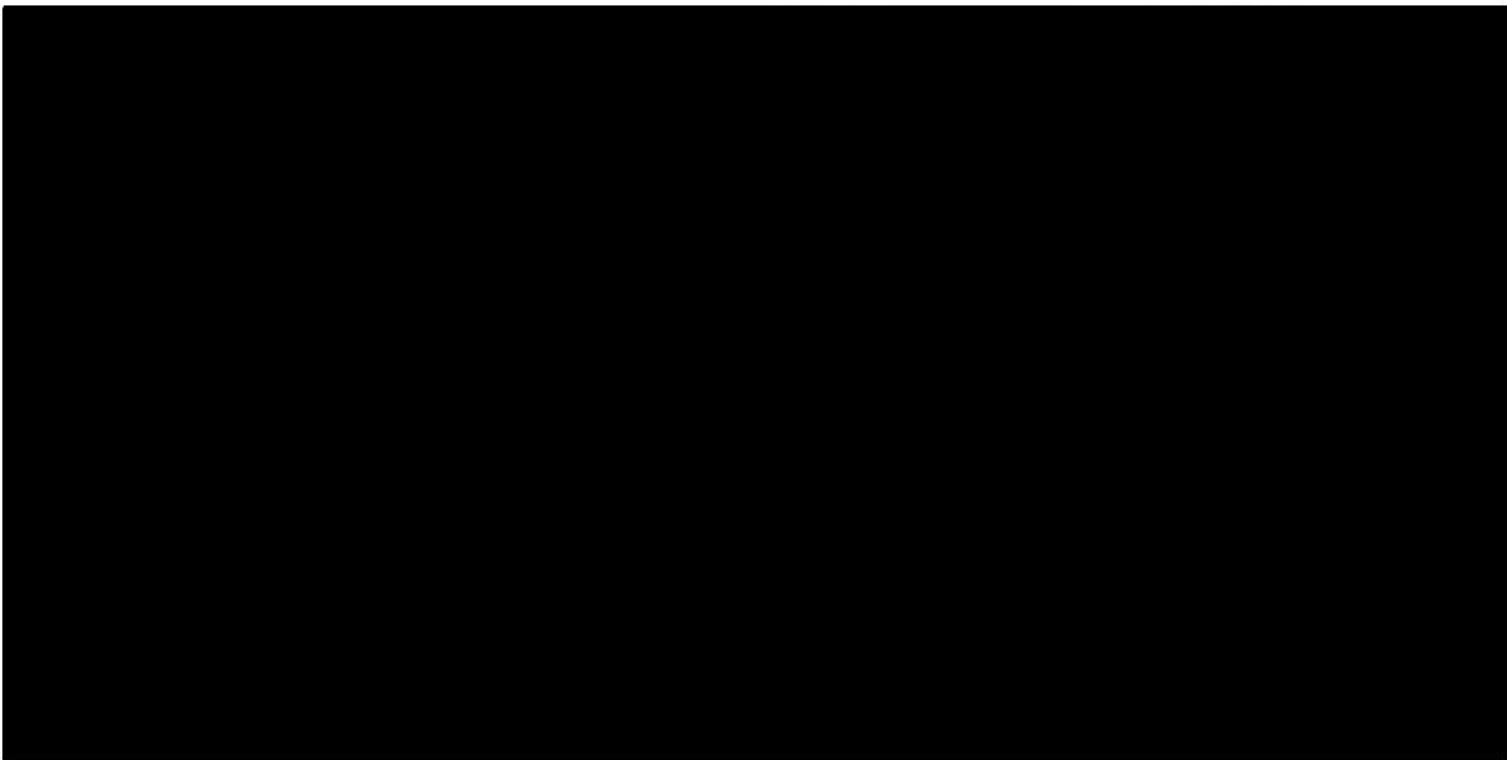


★ → gas	● May 09, 2022	Signature POS Debit 05/07 [REDACTED]	175.00	3,174.60
		[REDACTED] SEQ# [REDACTED]		
★ → power steering fluid	● May 09, 2022	Pinned POS Debit 05/07 [REDACTED]	40.32	3,349.60
		[REDACTED] SEQ# [REDACTED]		
	● May 09, 2022	Signature POS Debit 05/08 NY [REDACTED]	35.00	3,389.92
		RAL*UTAHSTATEPA SEQ# [REDACTED]		
	● May 09, 2022	[REDACTED]	19.95	3,424.92
★ → power steering fluid	● May 09, 2022	Pinned POS Debit 05/07 [REDACTED]	17.76	3,444.87
		[REDACTED] SEQ# [REDACTED]		





★→	May 10, 2022	Signature POS Debit 05/09	████████████████████	125.21	8,149.01
		gas	████████████████████ SEQ# ██████████		
★→	May 10, 2022	Signature POS Debit 05/08	████████████████████	71.30	8,274.22
		food	PT STEAK N S SEQ# ██████████		
★→	May 10, 2022	Signature POS Debit 05/08	████████████████████	29.00	8,345.52
		food	████████ CATALINA SEQ# ██████████		



May 09, 2022

ATM Withdrawal 05/09 NV LAS VEGAS

SEQ#

-103.50

May 09, 2022

NON-BOH ATM WITHDRAWAL FEE For Withdrawal

-2.00

Cash for parking fees



RUSH TRUCK CENTER, LAS VEGAS
 4120 DONOVAN WAY
 LAS VEGAS NV 89030-7512 US
 702-970-5000

INVOICE DATE
 06/01/2022 19:31:29CST
 INVOICE NUMBER/ACCT DOC NUMBER
 [REDACTED]
 CUSTOMER NO. BRANCH
 [REDACTED] 3001
 PAGE:1 of 03

*** www.rushtruckleasing.com ***
 *** www.rushtruckcenters.com ***

[REDACTED]
 NEW BRAUNFELS TX [REDACTED]
 SOLD US
 TO :

Service Invoice

RUSH CASH CUSTOMER
 NEW BRAUNFELS TX 78130
 SHIP US
 TO :

ANY WARRANTIES ON THE PRODUCTS PROVIDED BY RUSH ARE SOLELY THOSE MADE BY THE PRODUCT MANUFACTURER. EXCEPT FOR THE LIMITED SERVICES WARRANTY SET FORTH IN THE RUSH TERMS AND CONDITIONS OF SERVICE REFERENCED IN THE NOTE BELOW, RUSH EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CORE PARTS MUST BE RETURNED IN THEIR ORIGINAL BOX. PART RETURNS MAY BE SUBJECT TO A RESTOCKING FEE.

CUSTOMER-PO	Order No.	MAIN-NUMBER	CUSTOMER-ADVISOR	SALES REP
Cash	[REDACTED]	[REDACTED]	19532-Andrew Molnar	

Cust Unit #	License #
Phone # [REDACTED]	Contact #
COMPLETION DATE:	YEAR: 2021 MAKE/MODEL: FORD/E450:FRH
RTL UNIT:	MILEAGE: 5,990
SERIAL: [REDACTED]	
Date in Service....:	Front Diff Model...:
Engine Make/Model... /	Front Diff Serial...:
Engine Serial No...:	Rear Diff Model....:
Trans Model.....: /	Rear Diff Serial...:

Job 2 21 Point Inspection

PERFORMED 21 POINT
 (Tech 12570 on 2022-05-31 at 08:48:43)

Sales Qty	UOM	Item number	Item description	COR	Unit rate	Per	Extension
			LABOR SUBTOTAL:		0.00		
			PARTS SUBTOTAL:		0.00		
			MISC SUBTOTAL..:		0.00		
			COUPON SUBTOTAL..:		0.00		
			EPA FEE SUBTOTAL.:		0.00		
			SHOP SUPPLIES FEE..:		0.00		
			MACHINE CHARGE...:		0.00		
			JOB SUBTOTAL...:		0.00		

Employee(s) on above job : [REDACTED]

REMIT TO:
 Rush Administrative Services
 Rush Enterprises, Inc.
 P.O. Box 34630
 San Antonio, Tx 78265-4630

SUBTOTAL	TAX STATUS/STATE	SALES TAX	PLEASE PAY
			CONTINUED

Customer or Customer's Agent X _____

NOTE: THIS INVOICE CONTAINS AN ITEMIZED LIST OF REPAIRS AND PARTS AND IS SUBJECT TO THE TERMS AND CONDITIONS OF SERVICE INCLUDED ON THE SERVICE/COLLISION REPAIR AUTHORIZATION INPUT CARD AND LOCATED AT [HTTP://WWW.RUSHTRUCKCENTERS.COM/RUSH-MAINTENANCE-AND-REPAIR-TERMS-OF-SERVICE](http://www.rushtruckcenters.com/rush-maintenance-and-repair-terms-of-service) ("TERMS"). CUSTOMER CONFIRMS ITS AGREEMENT TO THE TERMS BY AUTHORIZING PAYMENT OF THIS INVOICE.

TERMS
 Due on Receipt



RUSH TRUCK CENTER, LAS VEGAS
 4120 DONOVAN WAY
 LAS VEGAS NV 89030-7512 US
 702-970-5000

INVOICE DATE	
06/01/2022 19:31:29CST	
INVOICE NUMBER / ACCT DOC NUMBER	
[REDACTED]	
CUSTOMER NO.	BRANCH
[REDACTED]	3001
PAGE: 2 of 03	

*** www.rushtruckleasing.com ***
 *** www.rushtruckcenters.com ***

[REDACTED]
 NEW BRAUNFELS TX [REDACTED]
 SOLD US
 TO :

Service Invoice

RUSH CASH CUSTOMER
 NEW BRAUNFELS TX 78130
 SHIP US
 TO :

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CUSTOMER-PO	Order No.	MAIN-NUMBER	CUSTOMER-ADVISOR	SALES REP
Cash	[REDACTED]		19532-Andrew Molnar	

*TOTAL LABOR: 0.00
 *TOTAL PARTS: 0.00
 *TOTAL MISC.: 0.00
 *TOTAL COUPON.: 0.00
 *TOTAL EPA.: 0.00
 *TOTAL SHOP.: 0.00
 *TOTAL MACHINE: 0.00

SUBTOTAL	TAX STATUS/STATE	SALES TAX	PLEASE PAY
			CONTINUED

Customer or Customer's Agent X _____

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TERMS
 Due on Receipt



RUSH TRUCK CENTER, LAS VEGAS
 4120 DONOVAN WAY
 LAS VEGAS NV 89030-7512 US
 702-970-5000

*** www.rushtruckleasing.com ***
 *** www.rushtruckcenters.com ***

INVOICE DATE	
06/01/2022 19:31:29CST	
INVOICE NUMBER/ACCT DOC NUMBER	
[REDACTED]	
CUSTOMER NO.	BRANCH
[REDACTED]	3001
PAGE: 3 of 03	

[REDACTED]
 NEW BRAUNFELS TX [REDACTED]
 SOLD US
 TO :

Service Invoice

RUSH CASH CUSTOMER
 NEW BRAUNFELS TX 78130
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 TO :

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CUSTOMER-PO	Order No.	MAIN-NUMBER	CUSTOMER-ADVISOR	SALES REP
Cash	[REDACTED]	[REDACTED]	19532-Andrew Molnar	

SUBTOTAL	TAX STATUS/STATE	SALES TAX	PLEASE PAY
0.00	EXEMPT/NV	0.00	0.00
NOTE: THIS INVOICE CONTAINS AN ITEMIZED LIST OF REPAIRS AND PARTS AND IS SUBJECT TO THE TERMS AND CONDITIONS OF SERVICE INCLUDED ON THE SERVICE/COLLISION REPAIR AUTHORIZATION INPUT CARD AND LOCATED AT HTTP://WWW.RUSHTRUCKCENTERS.COM/RUSH-MAINTENANCE-AND-REPAIR-TERMS-OF-SERVICE ("TERMS") . CUSTOMER CONFIRMS ITS AGREEMENT TO THE TERMS BY AUTHORIZING PAYMENT OF THIS INVOICE.			TERMS Due on Receipt

Customer or Customer's Agent X _____



RUSH TRUCK CENTER, LAS VEGAS
 4120 DONOVAN WAY
 LAS VEGAS NV 89030-7512 US
 702-970-5000

*** www.rushtruckleasing.com ***
 *** www.rushtruckcenters.com ***

INVOICE DATE	
06/01/2022 19:31:07CST	
INVOICE NUMBER/ACCT DOC NUMBER	
[REDACTED]	
CUSTOMER NO.	BRANCH
[REDACTED]	3001
PAGE:1 of 04	

SOLD US
 TO :
 NEW BRAUNFELS TX [REDACTED]

Service Invoice

RUSH CASH CUSTOMER
 NEW BRAUNFELS TX 78130
 SHIP US
 TO :

ANY WARRANTIES ON THE PRODUCTS PROVIDED BY RUSH ARE SOLELY THOSE MADE BY THE PRODUCT MANUFACTURER. EXCEPT FOR THE LIMITED SERVICES WARRANTY SET FORTH IN THE RUSH TERMS AND CONDITIONS OF SERVICE REFERENCED IN THE NOTE BELOW, RUSH EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CORE PARTS MUST BE RETURNED IN THEIR ORIGINAL BOX. PART RETURNS MAY BE SUBJECT TO A RESTOCKING FEE.

CUSTOMER-PO	Order No.	MAIN-NUMBER	CUSTOMER-ADVISOR	SALES REP
Cash	[REDACTED]	[REDACTED]	19532-Andrew Molnar	

Cust Unit # [REDACTED] License # [REDACTED]
 Phone # [REDACTED] Contact # [REDACTED]
 COMPLETION DATE:
 RTL UNIT: YEAR: 2021 MAKE/MODEL: FORD/E450:FRH
 SERIAL: [REDACTED] MILEAGE: 5,990
 Date in Service...: Front Diff Model...:
 Engine Make/Model...: / Front Diff Serial...:
 Engine Serial No...: Rear Diff Model...:
 Trans Model...: / Rear Diff Serial...:

Warranty Claim [REDACTED]
 FAILURE DETAIL: L68 002567808
 FAILURE PART...: 3A717

PART...: XT10QLVC:FRD OIL - AUTOMATIC TRANSMISSION

Job 1 Recall

RO CLOSE DATE: 6/1/2022
 SA: 002580740
 TECH: 002567808
 ST LIC: CA
 MILEAGE: 5990
 HOURS: GAS ENGINE NO HOURS
 CLAIM TYPE: 11
 CC: L68
 DMG: 42
 FAILED PART: 3A717

VERIFIED P.S. WAS LOW, ALSO NOTED THAT THE P.S. LINE HAD POPPED OFF, PUSHED VEHICLE UP TO SHOP, CHOKED TIRES, REMOVED AIR BOX & PCM FOR ACCESS, MT3719AT 1.0 REMOVED HYDRO BOOST JUMPER LINE RETAINER AND LINE, REMOVED P.S. PUMP LINE, REPLACED BOTH LINES AND INSTALLED INTO VEHICLE, REINSTALLED RETAINER, PCM, AIR BOX, FILLED P.S. SYSTEM, STARTED UNIT, DURING PRIMING I NOTED THAT THE P.S. PUMP ALSO HAS A LEAK COMING OUT OF THE FRONT SEAL OF IT.
 DRAINED P.S. SYSTEM, REMOVED AIR BOX, ENGINE BELT, P.S. PUMP, MT3674A 1.1 REPLACED AND INSTALLED NEW PUMP, REINSTALLED BELT, AIR BOX, PRIMED P.S. SYSTEM, STARTED UNIT, VERIFIED NO LEAKS, MTSTEAMCLEAN .5 STEAM WASHED WORK AREA, MTROADTEST .2 TEST DROVE VEHICLE, VERIFIED NO LEAKS, PERFORMED KOEO SELF TEST, SYSTEM PASS, TOPPED OFF SYSTEM, UNIT READY

Sales Qty	UOM	Item number	Item description	COR	Unit rate	Per	Extension
1.000	EA	LC2Z3A717C:FRD	HOSE ASY		0.00	EA	0.00
1.000	EA	4C2Z3A719B:FRD	HOSE ASY		0.00	EA	0.00
1.000	EA		ewing brothers tow		0.00	EA	0.00
1.000	EA	LC2Z3A674A:FRD	PUMP ASY - POWER STEERING	EXC	0.00	EA	0.00
1.000	EA	LC2Z3A674A-C1:FRD	PUMP ASY - POWER STEERING-CORE	CHG	0.00	EA	0.00
2.000	EA	XT10QLVC:FRD	OIL - AUTOMATIC TRANSMISSION		0.00	EA	0.00

SUBTOTAL	TAX STATUS/STATE	SALES TAX	PLEASE PAY
			CONTINUED

Customer or Customer's Agent X _____

NOTE: THIS INVOICE CONTAINS AN ITEMIZED LIST OF REPAIRS AND PARTS AND IS SUBJECT TO THE TERMS AND CONDITIONS OF SERVICE INCLUDED ON THE SERVICE/COLLISION REPAIR AUTHORIZATION INPUT CARD AND LOCATED AT [HTTP://WWW.RUSHTRUCKCENTERS.COM/RUSH-MAINTENANCE-AND-REPAIR-TERMS-OF-SERVICE](http://www.rushtruckcenters.com/rush-maintenance-and-repair-terms-of-service) ("TERMS"). CUSTOMER CONFIRMS ITS AGREEMENT TO THE TERMS BY AUTHORIZING PAYMENT OF THIS INVOICE.

TERMS
 Due on Receipt



RUSH TRUCK CENTER, LAS VEGAS
 4120 DONOVAN WAY
 LAS VEGAS NV 89030-7512 US
 702-970-5000

INVOICE DATE
 06/01/2022 19:31:07CST
 INVOICE NUMBER [REDACTED]
 CUSTOMER NO. [REDACTED] BRANCH 3001
 PAGE: 2 of 04

*** www.rushtruckleasing.com ***
 *** www.rushtruckcenters.com ***

[REDACTED]
 NEW BRAUNFELS TX [REDACTED]
 SOLD US
 TO :

Service Invoice

RUSH CASH CUSTOMER
 NEW BRAUNFELS TX 78130
 SHIP US
 TO :

ANY WARRANTIES ON THE PRODUCTS PROVIDED BY RUSH ARE SOLELY THOSE MADE BY THE PRODUCT MANUFACTURER. EXCEPT FOR THE LIMITED SERVICES WARRANTY SET FORTH IN THE RUSH TERMS AND CONDITIONS OF SERVICE REFERENCED IN THE NOTE BELOW, RUSH EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CORE PARTS MUST BE RETURNED IN THEIR ORIGINAL BOX. PART RETURNS MAY BE SUBJECT TO A RESTOCKING FEE.

CUSTOMER-PO	Order No.	MAIN-NUMBER	CUSTOMER-ADVISOR	SALES REP
Cash	[REDACTED]	[REDACTED]	19532-Andrew Molnar	

LABOR SUBTOTAL:	0.00
PARTS SUBTOTAL:	0.00
MISC SUBTOTAL..:	0.00
COUPON SUBTOTAL..:	
EPA FEE SUBTOTAL..:	0.00
SHOP SUPPLIES FEE..:	0.00
MACHINE CHARGE..:	0.00
JOB SUBTOTAL..:	0.00

Employee(s) on above job [REDACTED]

Job 42 CORES

CORES

Sales Qty	UOM	Item number	Item description	COR	Unit rate	Per	Extension
- 1.000	EA	LC2Z3A674A-C1:FRD	PUMP ASY - POWER STEERING-CORE	RET		0.00 EA	0.00

LABOR SUBTOTAL:	0.00
PARTS SUBTOTAL:	0.00
MISC SUBTOTAL..:	0.00
COUPON SUBTOTAL..:	0.00
EPA FEE SUBTOTAL..:	0.00
SHOP SUPPLIES FEE..:	0.00
MACHINE CHARGE..:	0.00
JOB SUBTOTAL..:	0.00

Employee(s) on above job :

REMIT TO:
 Rush Administrative Services
 Rush Enterprises, Inc.
 P.O. Box 34630
 San Antonio, Tx 78265-4630

SUBTOTAL	TAX STATUS/STATE	SALES TAX	PLEASE PAY
			CONTINUED

Customer or Customer's Agent X _____

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TERMS
 Due on Receipt



RUSH TRUCK CENTER, LAS VEGAS
 4120 DONOVAN WAY
 LAS VEGAS NV 89030-7512 US
 702-970-5000

INVOICE DATE
 06/01/2022 19:31:07CST
 INVOICE NUMBER/ACCT DOC NUMBER
 [REDACTED]
 CUSTOMER NO. BRANCH
 [REDACTED] 3001
 PAGE:3 of 04

*** www.rushtruckleasing.com ***
 *** www.rushtruckcenters.com ***

[REDACTED]
 NEW BRAUNFELS TX [REDACTED]
 SOLD US
 TO :

Service Invoice

RUSH CASH CUSTOMER
 NEW BRAUNFELS TX 78130
 SHIP US
 TO :

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CUSTOMER-FO	Order No.	MAIN-NUMBER	CUSTOMER-ADVISOR	SALES REP
Cash	[REDACTED]	[REDACTED]	19532-Andrew Molnar	

*TOTAL LABOR: 0.00
 *TOTAL PARTS: 0.00
 *TOTAL MISC.: 0.00
 *TOTAL COUPON.: 0.00
 *TOTAL EPA.: 0.00
 *TOTAL SHOP.: 0.00
 *TOTAL MACHINE: 0.00

SUBTOTAL	TAX STATUS/STATE	SALES TAX	PLEASE PAY
			CONTINUED

Customer or Customer's Agent X _____

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TERMS
 Due on Receipt



RUSH TRUCK CENTER, LAS VEGAS
 4120 DONOVAN WAY
 LAS VEGAS NV 89030-7512 US
 702-970-5000

INVOICE DATE	
06/01/2022 19:31:07CST	
INVOICE NUMBER/ACCT DOC NUMBER	
[REDACTED]	
CUSTOMER NO.	BRANCH
[REDACTED]	3001
PAGE: 4 of 04	

*** www.rushtruckleasing.com ***
 *** www.rushtruckcenters.com ***

[REDACTED]
 NEW BRAUNFELS TX [REDACTED]
 SOLD US
 TO :

Service Invoice

RUSH CASH CUSTOMER
 NEW BRAUNFELS TX 78130
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CUSTOMER-PO	Order No.	MAIN-NUMBER	CUSTOMER-ADVISOR	SALES REP
Cash	[REDACTED]	[REDACTED]	19532-Andrew Molnar	

SUBTOTAL	TAX STATUS/STATE	SALES TAX	PLEASE PAY
0.00	EXEMPT/NV	0.00	0.00

Customer or Customer's Agent X _____

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TERMS
Due on Receipt



9777 Las Vegas Blvd South | Las Vegas, NV 89183
 Phone: (702)796-7111 Toll Free: (888)796-7111 Fax: (702)797-8041
 SouthPointCasino.com

Name: [REDACTED]
 Address: [REDACTED]

Resv [REDACTED]
 Room #: [REDACTED]
 Arrival Date: 06/07/2022
 Departure Date: 06/08/2022
 Group Code: [REDACTED]
 Guests 2

Date	Reference	Description	Charges	Balance
06/07/2022		RESORT FEE RESORT FEE \$21 (TAX INCLU	21.00	
06/08/2022		FRONT DESK VISA *****6138	21.00-	

Total Due .00

I agree that my liability for this bill is not waived, and agree to be held personally liable in the event that the indicated person, company or association fails to pay for any part or the full amount of these charges.

Guest Signature _____



9777 Las Vegas Blvd South | Las Vegas, NV 89183
 Phone: (702)796-7111 Toll Free: (866)796-7111 Fax: (702)797-8041
 SouthPointCasino.com

Name: [REDACTED]
 Address: [REDACTED]
 HEMET CA [REDACTED]

Resv [REDACTED]
 Room #: [REDACTED]
 Arrival Date: 05/08/2022
 Departure Date: 05/09/2022
 Group Code:
 Guests 2

Date	Reference	Description	Charges	Balance
05/08/2022		RESORT FEE RESORT FEE \$21 (TAX INCLU	21.00	
05/08/2022	PT 818	ROOM CHARGE PT 818 ROOM TX	116.10 15.09	
05/09/2022		FRONT DESK VISA *****6138	152.19-	

Total Due .00

I agree that my liability for this bill is not waived, and agree to be held personally liable in the event that the indicated person, company or association fails to pay for any part or the full amount of these charges.

Guest Signature _____



9777 Las Vegas Blvd South | Las Vegas, NV 89183
 Phone: (702)796-7111 Toll Free: (866)796-7111 Fax: (702)797-0041
 SouthPointCasino.com

Name: [REDACTED]
 Address: [REDACTED]
 HEMET CA [REDACTED]

Resv [REDACTED]
 Room #: [REDACTED]
 Arrival Date: 05/08/2022
 Departure Date: 05/09/2022
 Group Code:
 Guests 2

Date	Reference	Description	Charges	Balance
05/08/2022		RESORT FEE RESORT FEE \$21 (TAX INCLU	21.00	
05/08/2022	PT 822	ROOM CHARGE PT 822 ROOM TX	116.10 15.09	
05/09/2022		FRONT DESK VISA *****6138	152.19-	

Total Due .00

I agree that my liability for this bill is not waived, and agree to be held personally liable in the event that the indicated person, company or association fails to pay for any part or the full amount of these charges.

Guest Signature _____



RECEIPT

2 messages

Tue, May 24, 2022 at 2:29 PM

LARRYS TOWING & TRANSPORT
6800 WEST GARY AVENUE
LAS VEGAS, NEVADA 89139
CPCN-7131
702-254-0395 ltslm@aol.com

DATE: [REDACTED] INVOICE: [REDACTED] DRIVER: [REDACTED] T-CODE: T-8 RV
NAME OF PERSON REQUESTING TOW: [REDACTED] PHONE: [REDACTED]
YEAR: 2021 MAKE: FORD MODEL: 450 INTEGRA RV COLOR: WHITE
LICENSE: VIN NUMBER:
LOCATION: [REDACTED]

DESTINATION: GAUDIN FORD 6625 ROY HORN WAY, LAS VEGAS, NV. 89118

NOTES: REMOVE DRIVE SHAFT

TOTAL AMOUNT DUE: \$100.00 PAID BY CREDIT CARD

Tue, May 24, 2022 at 2:53 PM

Received. Thank you!
[Quoted text hidden]

SoCal Realtors & Associates
2888 E. Florida Ave. Ste. 1
Hemet, CA 92544

Confidentiality Notice: This email message and any files transmitted with it may contain confidential information intended only for the person(s) to whom this email is addressed. If you have received this email in error, please notify the sender immediately by phone or email and destroy the original message without making a copy. Thank you.

Hertz

#01 RN

CC

INITIAL CHARGES

RENT RT \$ 218.00 /DAY @ 1 /DAYS	\$ 218.00
SUBTOTAL 1	\$ 218.99
DISCOUNT - R 4%	\$ 8.76
SUBTOTAL LESS DISCOUNT	T \$ 210.23

CHARGES ADDED DURING RENTAL

LDW ACCEPTED @ \$ 29.99 DAY	\$ 29.99
LIS DECLINED	
PAI, PEC DECLINED	
PREM RD SVC DECLINED	

*** ADDITIONAL CHARGES****SERVICE CHARGES/TAXES**

Vehicle License Fee Accepted @ \$ 1.98 per day T \$	1.98
TAX 1 8.750% ON TAXABLE TTL OF \$ 212.21	\$ 18.57
TAX 2 3.750% ON TAXABLE TTL OF \$.00	\$.00
TOTAL AMOUNT DUE	\$ 260.77

CHARGED ON VISA

Gold Plus Rewards Points Earned This Rental: 240

The rate may have increased due to you returning your rental vehicle at a different time or location than your original reservation.

**FOR EXPLANATION OF THE ABOVE CHARGES,
PLEASE ASK A REPRESENTATIVE OR GO TO
WWW.HERTZ.COM/CHARGEEXPLAINED**

VEHICLE: 19 GR CRVN 2W 3.8N

LICENSE:

FUEL: NOT FULL 3/8 OUT 4/8 IN

MILEAGE IN: 87588 TR-X MILES:

MILEAGE OUT: 87282 MILES ALLOWED:

MILES DRIVEN: 284 MILES CHARGED:

CDP: 1392782 - HERTZ MEMBER PROGRAM

RENTED:

RENTAL: 08/07/22 14:30

RETURN: 08/08/22 13:18

RETURNED:

COMPLETED BY: 7100/NVNLV01

PLAN IN: ICOD2 RATE CLASS: C

PLAN OUT: ICOD2

FF: ZE 1

www.Hertz.com**STATEMENT OF CHARGES - NOT VALID FOR RENTAL**

RQ24-003 000040 GCCT



Your hotel room reservation is confirmed.

1 message



Fri, Jun 3, 2022 at 12:11 PM

RESERVATIONS • COM



You're all set!

Congratulations Cynthia, you are on your way! Your hotel room reservation at South Point Hotel, Casino, and Spa is confirmed.

Your reservation details are below.

Guest Details



Reservation Details

Booking Status: CONFIRMED
Reservation Number: [REDACTED]
Itinerary Number: [REDACTED]
Check-in Date: Tuesday, June 7, 2022
Check-out Date: Wednesday, June 8, 2022

Hotel Details

South Point Hotel, Casino, and Spa
9777 Las Vegas Blvd S
Las Vegas Nevada 89183
US

Room Details

Room [REDACTED]
Room Type: Professional Suite
Guests: 2 Adult(s), 0 Children

Please note: Preferences and special requests cannot be guaranteed. Special requests are subject to availability upon check-in and may incur additional charges.

Payment Details

Room Sub Total: USD \$155.01 (excluding taxes and fees)

Taxes & Fees: USD \$40.25

Sub Total: USD \$195.26

Service Fee: USD \$19.99

Total: USD \$215.25 (including taxes and fees)

We have charged your credit card for the total amount of this reservation. All prices are displayed in USD. The charges to your credit card were made by Travelscape LLC & Reservations.com

Resort Fees due at Property

Resort Fee: \$21.00 per accommodation

By confirming your booking you have agreed to Reservations.com Terms of Service.

Hotel Cancellation Policy

Cancellations or changes made between 6/4/2022 4:00:00 PM and 6/7/2022 4:00:00 PM local hotel time, are subject to a hotel fee equal to 1 night(s) plus taxes and fees. The USD 19.99 fee from Reservations.com included in the total is non-refundable. The room rates listed are for double occupancy per room unless otherwise stated and exclude tax recovery charges and service fees. Any partial hotel stays is subject to be charged for the full reservations amount.

Check-in Instructions

- Extra-person charges may apply and vary depending on property policy
- Government-issued photo identification and a credit card may be required at check-in for incidental charges
- Special requests are subject to availability upon check-in and may incur additional charges; special requests cannot be guaranteed
- This property accepts credit cards; cash is not accepted
- Safety features at this property include a carbon monoxide detector, a fire extinguisher, a smoke detector, a security system, a first aid kit, and window guards
- Please note that cultural norms and guest policies may differ by country and by property; the policies listed are provided by the property

Special CheckIn Instructions

Front desk staff will greet guests on arrival. For more details, please contact the property using the information on the booking confirmation. This property offers airport shuttle pickup service from McCarran Airport, Level 0, Terminal 1 only.

To view or cancel your reservation or if you need help regarding your booking, please visit <http://support.reservations.com> or call 855-956-2201

International callers: Australia: 1800-875-303, New Zealand: 0-800-447-355, Singapore: 800-101-3670, United Kingdom: 0800-031-5657

Thank you,
Reservations.com Support Team

BENJAMIN & BROTHERS LLC DBA: RESERVATION.COM is registered with the State of Florida as a Seller of Travel. Registration No. ST41363.

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 06-13-2022 CLOSED: 07-01-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Fleet Escalation NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Meets Escalation Criteria | |
DEALER NAME: Larry H. Miller Ford Lakewood
PA CODE: 04320 DLR SALES CODE: 56011 REGION: W4 ZONE: W4A
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: ECONOLINE MILEAGE:
BODY STYLE: E3F - E350 SUPER DUTY CUTAWAY
LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: YUMA | AZ [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Stop/Steer/Ride | Steering/Steering Wheel | Performance | Inoperative
ANALYST NAME: Cheobrean Goodlitt OPEN ANALYST NAME: Angela Luhtjarv
COMMENTS:
2022-06-13 19:59:22

Customer called in stating that he had taken his motorhome to a dealer in Yuma, AZ who deemed it ok and stated the customer was good to drive the motorhome. However, while driving in the mountains in Colorado, the motorhome's steering and brakes failed. The customer got the motorhome to Larry H. Miller Ford in Lakewood, CO, where it has been since 6/9, but they still don't have the parts. They stated the parts are in the warehouse, and they out in a request for the parts, but they haven't been released. Mr. [REDACTED] would like someone to look in the what the delay is.

2022-06-14 12:48:28

Assigned to Cheobrean

2022-06-14 19:22:12

Customer called in wanting to know when parts will be shipped [REDACTED]

2022-06-15 02:30:00

OBE TO CUS:-

From: Goodlitt, Cheobrean (C.)
Sent: Tuesday, June 14, 2022 10:29 PM
To: [REDACTED]@GMAIL.COM
Subject: Ford Pro [REDACTED] / [REDACTED]

Good Evening Mr. [REDACTED]

I am Cheo and I will be your customer experience specialist assisting with your motorhome repair. Your full case number is in the subject line of this email for your reference. I will be contacting the dealer to get an update on your vehicle repair status and will be following up with you on 6/17.

Email will be my best method of communication.

Thank you for your loyalty to Ford!

Regards,

Cheobrean Goodlitt
Customer Experience Specialist, Ford CX Team
Cgoodli1@ford.com
O: 800-343-5338 option 1 then 1, ext. 76419

2022-06-15 02:33:39

Next Step:- Contact dlr to get update on repair progress

2022-06-15 20:53:49

OBC TO DLR:-

Called to speak with SA Blaine but he was not available and his voice mail box was full. His email was obtained and i will send him an email requesting vehicle repair status.

[REDACTED]

2022-06-15 22:25:30

OBE TO DLR:-

From: Goodlitt, Cheobrean (C.)
Sent: Wednesday, June 15, 2022 6:25 PM
To: 'Blaine.Corkery@LHMAUTO.COM'
Subject: Ford Pro - [REDACTED]

Good Evening Mr. Corkery,

I am Cheo with Ford Pro and I am assisting a mutual customer of ours, [REDACTED] who is waiting for his motorhome to be repaired. His full VIN and case number is in the subject line of this email.

Can you please provide an update on the repair status and if possible an ETA when repairs will be completed?

Thank you for your assistance!

Regards,

Cheobrean Goodlitt
Customer Experience Specialist, Ford CX Team
Cgoodli1@ford.com
O: 800-343-5338 option 1 then 1, ext. 76419

2022-06-17 20:10:09

OBC TO CUS:-

Left Voice message advising cus that I still didn't get a response from the dlr as yet and also for him to provide an update to my email if he got an update from them.

CXS advise that he will continue to look for their response and will follow up on 6/24

2022-06-17 20:11:21

Next Steps:- Awaiting response from cus and dlr

2022-06-24 20:56:13

OBC TO CUS:-

Left a VM advising that i still have not received a response from the dlr as yet and request of him to provide an update to my email. Cus was also advised that if still no response by 7/1, his case will be closed but if he still needs assistance afterwards, He can call for us to open a new case.

2022-06-24 20:57:50

Next Steps:- Awaiting response response from cus and if no update by 7/1, case will be closed.

2022-06-24 21:01:05

OBE TO CUS:-

From: Goodlitt, Cheobrean (C.)
Sent: Friday, June 24, 2022 5:01 PM
To: [REDACTED]@GMAIL.COM
Subject: [REDACTED]

Good Afternoon Mr. [REDACTED]

I still have not received an update from the dealer as yet about the repairs. I left you multiple voice messages, yet still no response from you as well. Please provide an update about your vehicle repair if any. Your case will be close on 7/1 if no response.

Regards,

Cheobrean Goodlitt
Customer Experience Specialist, Ford CX Team
Cgoodli1@ford.com
O: 800-343-5338 option 1 then 1, ext. 76419

2022-06-25 00:45:19

IBE FROM CUS:-

From: [REDACTED]
Sent: Friday, June 24, 2022 7:23 PM
To: Goodlitt, Cheobrean (C.)
Subject: RE: [REDACTED]

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

I don't respond because I'm so upset with how the whole ordeal was handled. Don't add to it , about me not responding to you. I'm the one that almost lost my life because of some mechanic choosing not to repair a safety recall that failed miserably. After I calm down again maybe I'll talk to you. [REDACTED]

RQ24-003 000044 GCCT

2022-06-25 00:53:49

OBE TO CUS:-

From: Goodlitt, Cheobrean (C.)
Sent: Friday, June 24, 2022 8:53 PM
To: [REDACTED]
Subject: [REDACTED]

Good Evening Mr. [REDACTED]

I do apologize that I may have aggravated the situation. I know that the incident then and now has been an horrible experience. I will be looking out for your response if you do decide to do so. In the interim, I will continue to try and get details from the dealer as it regards to the parts delay and see how best as possible I can assist.

Regards,

Cheobrean Goodlitt
Customer Experience Specialist, Ford CX Team
Cgoodli1@ford.com
O: 800-343-5338 option 1 then 1, ext. 76419

2022-06-25 00:59:24

OBE TO DLR:-

From: Goodlitt, Cheobrean (C.)
Sent: Friday, June 24, 2022 8:59 PM
To: 'Blaine.Corkery@LHMAUTO.COM'
Subject: RE: Ford Pro - [REDACTED]

Good Evening Mr. Corkery,

Can you provide an update if you have received the parts needed for [REDACTED] motorhome repair? If it is a part that was ordered, can you provide the part details below:-

P&A code part ordered under:-
Part Number:-
Part Ordered date:-
COR/DOR:-

Thank you for your assistance.

Regards,

Cheobrean Goodlitt
Customer Experience Specialist, Ford CX Team
Cgoodli1@ford.com
O: 800-343-5338 option 1 then 1, ext. 76419

2022-06-25 01:04:46

OBE TO DLR:-

From: Goodlitt, Cheobrean (C.)
Sent: Friday, June 24, 2022 9:04 PM
To: 'Blaine.Corkery@LHMAUTO.COM'
Subject: RE: Ford Pro - [REDACTED]

Good Evening Mr. Corkery,

I should have checked this before. I noticed on the warranty repair history that the vehicle was repaired on 6/10, please confirm that this is actually the case, in order for me to close out his case. Customer is not responsive.

Regards,

Cheobrean Goodlitt
Customer Experience Specialist, Ford CX Team
Cgoodli1@ford.com
O: 800-343-5338 option 1 then 1, ext. 76419

2022-06-27 22:29:58

IBE FROM DLR:-

From: Blaine Corkery
Sent: Monday, June 27, 2022 8:38 AM
To: Goodlitt, Cheobrean (C.)
Subject: Re: Ford Pro - [REDACTED]

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

yes the car is fixed and gone

RQ24-003 000045 GCCT

2022-06-27 22:31:05

OBE TO DLR:-

From: Goodlitt, Cheobrean (C.)
Sent: Monday, June 27, 2022 6:30 PM
To: Blaine Corkery
Subject: RE: Ford Pro - [REDACTED] / [REDACTED]

Thank you or the update.

Cheobrean Goodlitt
Customer Experience Specialist, Ford CX Team
Cgoodli1@ford.com
O: 800-343-5338 option 1 then 1, ext. 76419

2022-06-27 22:32:23

Next Steps:- Advise cus that case will be closed and if he needs further assistance to call back and we will open a new case

2022-07-01 20:16:51

OBE TO CUS:-

From: Goodlitt, Cheobrean (C.)
Sent: Friday, July 1, 2022 4:16 PM
To: [REDACTED]
Subject: RE: [REDACTED] / [REDACTED]

Good Afternoon Mr. [REDACTED]

I hope all is well with you. I will be closing your current case since your vehicle is repaired for sometime now but if you do need any further assistance, please contact us and we will open a new case for you.

Regards,

Cheobrean Goodlitt
Customer Experience Specialist, Ford CX Team
Cgoodli1@ford.com
O: 800-343-5338 option 1 then 1, ext. 76419

2022-07-01 22:19:51

IBE FROM CUS:-

From: [REDACTED]
Sent: Friday, July 1, 2022 5:28 PM
To: Goodlitt, Cheobrean (C.)
Subject: RE: [REDACTED] / [REDACTED]

I never received any help so what case are you speaking of ?
Worst experience of my life.....

2022-07-01 22:20:14

OBE TO CUS:-

From: Goodlitt, Cheobrean (C.)
Sent: Friday, July 1, 2022 6:19 PM
To: [REDACTED]
Subject: RE: [REDACTED] / [REDACTED]

Good Evening,

You contacted one of our customer service team on 6/13. They opened a case to provide assistance and I reached out to you on 6/14 via email. You didn't respond and I kept trying to get ahold of the dealer your vehicle was at and left you a voice message on 6/17, and you still did not respond. Another voice message was left on 6/24, still no response, until I sent you an email the same day advising that since no response, your case will be closed. That was the first time you ever responded to me on 6/24.

I am glad that your vehicle is repaired after the unfortunate situation and hope that you will have a better experience in the future.

Regards,

Cheobrean Goodlitt
Customer Experience Specialist, Ford CX Team
Cgoodli1@ford.com
O: 800-343-5338 option 1 then 1, ext. 76419

RQ24-003 000046 GCCT

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 07-12-2022 CLOSED: 08-12-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Pro Customer NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Financial Assistance | |
DEALER NAME: Whiteface Ford
PA CODE: 08721 DLR SALES CODE: 52617 REGION: C1 ZONE: C1C
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: ECONOLINE MILEAGE: 13,633
BODY STYLE: E3F - E350 SUPER DUTY CUTAWAY
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: TAMPA | FL [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Stop/Steer/Ride | Steering/Steering Wheel | Not Listed | UNKNOWN
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Jonea Coleman

COMMENTS:

2022-07-12 18:33:52 CONTACT VIA: Name: [REDACTED] Phone: [REDACTED] Email: [REDACTED] Symptoms: lost power brake and steering Mileage: 13,633 VIN: [REDACTED] FIN: VOR: 6/21 - 6/27 RENTAL: no. Repair: CUST SAYS: Cust stays in Florida and was in Tx when his veh broke down causing him to have to book a 5-day stay for repairs. Repairs were covered under warranty and the concern was a recall. DLR: White Face Ford in Herford Texas DLR SAYS (Per CUST): He went to a dealership in Florida he went to when he first got the recall. They told him his vehicle is fine and everything seems intact. Months later his veh broke down in TX. Whiteface Ford Corrected everything according to his recall Thank cust for their loyalty. I'll leave you with a brief survey regarding your experience with me today.

2022-07-21 15:09:12

ccccccccccccccFrom: [REDACTED]
Sent: Tuesday, July 12, 2022 2:42 PM
To: [REDACTED]
Subject: [REDACTED]

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

Hello,

I've attached the Ford Dealer's invoice and the Holiday Inn Express bill as we discussed.

Just in-case... I also included a mechanic's bill who tried to refill the lost fluid in order to avoid being towed but the damage was too extensive.

2022-07-29 14:06:35

Assigned to Tiffany

2022-07-29 19:04:46

OBE to cust From: Mason, Tiffany (T.) Sent: Friday, July 29, 2022 3:03 PM [REDACTED]
Subject: Ford Pro [REDACTED] Good afternoon, My name is Tiffany and I'm a Fleet Customer Experience Specialist with Ford Motor Company, my contact information is below. My position with Ford, is I work with you and the dealership to help find a resolution to your vehicle's concern. I am taking over as your point of contact and will be your Customer Experience Specialist. I do see both of the repair invoices are attached to the case. Please submit the mechanic invoice to a Ford dealership, the Service Manager can submit to warranty dept for possible reimbursement. I apologize I'm not able to assist with that. Also, please send me the hotel invoice and I can review for a possible reimbursement. I will follow up again Wednesday August 3, 2022. We thank you for your loyalty to Ford and appreciate your business with us. Tiffany Mason Customer Experience Specialist, Ford CX Team TMASON47@ford.com O: 800-343-5338 option 1, then 1 ext 76408 next steps: email cust send hotel invoice? review for reimbursement 2nd attempt 08/03

2022-08-02 13:20:27

IBE from cust From: [REDACTED] Sent: Sunday, July 31, 2022 2:46 PM To: Mason, Tiffany (T.) Subject: RE: Ford Pro [REDACTED] Hello Tiffany, Hopefully you can help us, but a warning... In the past 5 weeks I have dealt with 3 other reps all of whom have since disappeared and/or are unreachable. Looks like this case is a career-ender, so you're brave to take it on and hope to hear from you in the future. If this is a stalling tactic on the part of Ford, it won't work, I'm persistent and have plenty of free time. This is not a simple warranty issue, it goes much deeper and more troubling. Past contacts: jcole183@ford.com 'Nunan, Monica (M.)' mnunan1@ford.com Orman, Kelli (K.) korman@ford.com I've submitted our information 3 times to those named above but it seems those documents have not been forwarded to you, so I'll supply everything again. First, I've been told that Ford, at most, might cover some of our hotel expenses which was by far our major expense. We feel that Ford or an authorized Ford dealer, failed to properly execute a Federally-mandated recall which placed us in a potentially fatal situation. For that reason I have detailed the incident and attached that document in addition to all of our related expenses. Due to what we feel is negligence and as a case of good-will I expect Ford to go beyond their normal guidelines and honor all of the extremely small expenses we incurred. Thank you for taking up our case but I must tell you that at this point we are very suspect of Ford's intentions. attached

2022-08-03 17:24:51

OBE to cust From: Mason, Tiffany (T.) Sent: Wednesday, August 3, 2022 1:24 PM To: [REDACTED]
Subject: RE: Ford Pro [REDACTED] Good afternoon [REDACTED] Thank you for the invoices, they have been received. I'm so very sorry to hear about this experience with your vehicle. Although, per your warranty guide it does list that Ford Motor Company and your dealership are not responsible for any time lost, gas, food, lodging and transportation, I would like to review for Good Will from Ford Motor Company. The repair invoice can be submitted at any Ford dealership, they will submit directly to the warranty dept. The tow invoice, please forward to Roadside Claims at the address listed below and I will review for Good Will on the hotel expense. Please forward the original tow invoice along with the repair invoice. I will follow up again Monday August 8, 2022. We thank you for your loyalty to Ford and appreciate your business with us. Ford Roadside Assistance Claims Reimbursement P.O. Box 9145 Medford, MA 02155 FAX: 614-386-3176 Tiffany Mason Customer Experience Specialist, Ford CX Team TMASON47@ford.com O: 800-343-5338 option 1, then 1 ext 76408 next steps: email reviewing for reimbursement on hotel update cust 08/08

2022-08-03 17:37:19

OBE to cust From: Mason, Tiffany (T.) Sent: Wednesday, August 3, 2022 1:37 PM To: [REDACTED]
Subject: RE: Ford Pro [REDACTED] Do you have the original receipts for the food? If so please forward to my attention. Tiffany Mason Customer Experience Specialist, Ford CX Team TMASON47@ford.com O: 800-343-5338 option 1, then 1 ext 76408

2022-08-05 13:05:00 IBE from cust From [REDACTED] Sent: Friday, August 5, 2022 9:00 AM To: Mason, Tiffany (T.) Subject: RE: Ford Pro [REDACTED] Hello Tiffany, I'm a bit confused by exactly what's needed. Per your guidance: 'The repair invoice can be submitted at any Ford dealership, they will submit directly to the warranty dept.' Will do... I'll send the independent mechanic's bill from Jack's Truck Repair directly to a Ford dealer for submission. 'The tow invoice, please forward to Roadside Claims at the address listed below and I will review for Good Will on the hotel expense.' Attached is the tow invoice from All-Rite T&R but that was paid by Ford Roadside Service and not me so why would I forward that to Roadside Claims? 'Please forward the original tow invoice along with the repair invoice.' I think you are re-stating what you said above. But I did not pay for the tow nor the dealer's recall/warranty repair, only the independent mechanic's bill which I understand from above to submit directly to a Ford dealer. Is that correct or are you saying to forward the independent mechanic's bill to Ford Roadside Assistance? 'Do you have the original receipts for the food? If so please forward to my attention.' We do not have receipts for food we had to throw away, but we do have three receipts for restaurants. I've attached two for Dakota's Steakhouse and one for Taqueria Jalisco. I've also re-attached the Holiday Inn hotel bill.

2022-08-06 14:02:45 OBE to cust From: Mason, Tiffany (T.) Sent: Saturday, August 6, 2022 10:03 AM To: [REDACTED] Subject: RE: Ford Pro [REDACTED] Good morning, I have completed a review for a Good Will Gesture. Ford Motor Company is reimbursing you \$1,147.00 due to your loyalty with us. We are very sorry for the inconvenience this has caused and we would like to change how you feel about Ford Motor Company and ensure we take care of our customers. Although Ford Motor Company does not reimburse hotel, food, gas, loss of revenue or transportation. Please let me know if you accept this Good Will and I will process the funds which will come on a pre-paid debit card. You can use the funds anywhere accepted by Mastercard or have the funds transferred to a bank account. I will also need your mailing address. We have a follow up for Monday August 8, 2022. We thank you for your loyalty to Ford and appreciate your business with us. Tiffany Mason Customer Experience Specialist, Ford CX Team TMASON47@ford.com O: 800-343-5338 option 1, then 1 ext 76408

2022-08-06 15:22:51 IBE from cust From: [REDACTED] Sent: Saturday, August 6, 2022 11:20 AM To: Mason, Tiffany (T.) Subject: RE: Ford Pro [REDACTED] Hello Tiffany, That would be fine, we accept! The gift card can be sent to our address in the signature plate below. But what is still very troubling for us is the fact that a Ford mechanic relying on Ford's recall instructions deemed our vehicle safe when in fact it was not. If other vehicles were also misdiagnosed as was ours, lives are at stake as losing power brakes and steering in a large vehicle could be catastrophic. Since we need to present the mechanic's repair bill directly to a Ford Dealer, we'll visit the local dealer whose mechanic inspected and deemed our vehicle 'safe' and attempt to escalate this most dangerous issue in order to prevent other instances. Thank you so much for your help on this manner as we finally found the right person to handle our case!

2022-08-06 15:24:02 [REDACTED]

2022-08-06 15:26:10 [REDACTED] Case #: Click here to enter text. Primary Reason for Reimbursement Offer(s): hotel and food GCCT Case #: [REDACTED] Customer Information Name: [REDACTED] Is the customer a Citizen of India: no VIN: [REDACTED] Reimbursement Information (fill in each payment type entered in [REDACTED] Case) Consequential Expense Reimbursement: hotel, RV campsite, food Amount: 1,147.00 Vehicle Payment Reimbursement: n/a. Amount: n/a Rental Reimbursement: n/a Amount: n/a (#13 in [REDACTED] Submission Form) Reason for Customer Reimbursement: conexp Causal Part Number: Casual Part Number is required for Repair Reimbursement Requests Amount: n/a

2022-08-06 15:34:11 OBE to cust From: Mason, Tiffany (T.) Sent: Saturday, August 6, 2022 11:34 AM To: [REDACTED] Subject: RE: Ford Pro [REDACTED] Good morning, Thank you for confirming, I will get the funds uploaded to the debit card which will arrive in a plain white envelope. Please allow up to 10 days to receive the card in the mail. The activation code is (9183) the last 4 numbers in the case number. We understand you had the inspection on the power steering and the inspection passed, these things can never be predicted and we sincerely apologize about the situation this has caused you and your family. Ford Motor Company is here to provide support in the event something does happen while you are traveling. Please let me know if there are any concerns in the future. We thank you again for choosing Ford and appreciate your business with us. Tiffany Mason Customer Experience Specialist, Ford CX Team TMASON47@ford.com O: 800-343-5338 option 1, then 1 ext 76408 next steps: morley accepted? close case 08/12

2022-08-12 11:43:44 per morley Payment Confirmed next steps: close case

2022-08-23 11:41:35 IBE from cust From: [REDACTED] Sent: Friday, August 19, 2022 2:19 PM To: Mason, Tiffany (T.) Subject: RE: Ford Pro [REDACTED] Tiffany, I have received the debit card today, so all is well. Thank you for your help in this matter,

CASE ATTACHMENTS:

2022-07-21 15:09:12

Jonea Coleman

2022-07-21 15:09:47

Jonea Coleman

2022-08-02 13:20:43

Tiffany Mason



This investigation document contains the first fifty pages. You may request the full version through NHTSA.ODI.CED@dot.gov. Requests are answered as resources allow and in the order they are received.