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

[redacted]

[redacted] MODEL YEAR: 2014 MODEL: F-SERIES MILEAGE: 10,000

BODY STYLE: X1C - F150 4X2 SUPERCAB - STYLESIDE

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | | |

HOME PHONE:

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

ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Denise Rivera

COMMENTS:

2014-07-22 17:34:00 Customer says:DDwe bought an F150 in march and the transmission has been banging noise and the dealer cannot figure out what is wrong with the vehicle and they have had the vehicle for 1 week now and this is the third time that I have taken it. When it switches gears is when you hear the noise it makes the bang noise really hard when shifting from 2 to 3 and from 3 to 4 and it's also doing it when it's downshifting and it sounds like someone is hitting it with a sledgehammer. DDDDCustomer says dealer says:DDFord is not providing recommendations on how to repair vehicle. DDDDCRC advised:DD I will escalate your request to our Ford Regional Customer Service Manager who works daily with your dealership's management team. The Ford Regional Customer Service Manager has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Ford Regional Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Service Manager within 1 business day. The case number that I have [redacted]

2014-07-23 17:33:00 - CASE REVIEW - LTV - 80 - 2014 F150 - GAS ENGINE - WSD - 3/3/2014 - MILES - 10000 - PER OASIS - NO ESPS - NO FSAS - PER AWS - NO REPAIRS - PER HOTLINE - NO CONTACTDDDD- obc to dlr at (877) 845-0873 - NO ANSWER FROM JOE S/ADDDD- OBC TO CUST AT 3015405050 - LM ON VM ADVISING I WILL F/U AGAIN TOMORROW

2014-07-24 18:55:00 [redacted]

2014-07-28 16:55:00 [redacted]

2014-07-30 15:07:00

CASE ATTACHMENTS:

CASE NUMBER: CAS-4989134-J0D3L2 STATUS: Resolved
OPEN: 07-31-2014 CLOSED: 08-26-2014 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 2 CCT COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | CLP / Lincoln Loyalty Criteria |
DEALER NAME: Drew Ford
PA CODE: 05484 DLR SALES CODE: 71080 REGION: ZONE: A02
[redacted] MODEL YEAR: 2014 MODEL: F-SERIES MILEAGE: 7,005
BODY STYLE: W1R - F150 4X4 SUPERCREW - RAPTORSVT

[redacted]

2014-07-31 20:19:00 *www.fordraptorforum.com*DDDD-cust states that he gets a grinding noise coming from veh when he accelerates out of a cornerDDDD-veh is currently at dlr for diagnosisDDDD-cust is seeking assistance in [redacted]

2014-08-01 16:52:00 *www.fordraptorforum.com*DDDD-cust reached out, concerned that he had not heard from Ford yetDDDD-adv cust I would reach out to CSM on his behalf

2014-08-01 16:54:00 [redacted]

2014-08-04 20:27:00 someone reach out to this customer tomorrow morning? Thanks!"

2014-08-04 20:44:00 [redacted]

2014-08-13 00:01:00
2014-08-25 16:59:00 [redacted]

2014-08-26 17:26:00 [redacted]

CASE ATTACHMENTS:

[redacted]

2014-08-20 14:49:00 CSM SMILLER REQUESTED PACO, COR AND PART NUMBER FOR ESCALATION.

2014-08-20 14:57:00 [redacted]

2014-08-20 15:10:00

2014-08-20 15:12:00

2014-08-20 15:42:00

2014-08-20 16:42:00

2014-08-20 17:25:00

2014-08-20 17:28:00

2014-08-20 18:55:00

2014-08-21 13:07:00

2014-08-21 14:39:00 [redacted]

2014-08-21 15:45:00

2014-08-21 16:02:00

2014-08-21 16:09:00 IBC FROM CUST == CSM ACCEPTED CALL == CUST WANTS TO BE PUT THRU TO CSM COM == CUST STATES HE WANTS ANSWER TO HIS QUESTIONS BEFORE THE REPAIR IS DONE TO HIS VEH == CUST STATES HE WAS ADV THAT COM IS NOT IN TODAY AND IT WILL BE MONDAY BEFORE SOMEONE CALLS == CSM ADV THAT SUPERVISOR IS IN TODAY AND WILL CONTACT CUST WITH IN 48 HOURS == CUST STATES THIS IS UNACCEPTABLE AND WILL NOT HANG UP UNTIL SPEAKS TO SOMEONE LIVE == CSM CONSULTED WITH COM SJOHNSON WHO ACCEPTED CALL LIVE FROM CSM

2014-08-21 16:41:00 COM Scott J taking sup call live from CSM Susan...DDDDcustomer says:DDDD***does the new trans have the TSB performed on it...that his vehicle is needing (TSB 014-0134)DD***understands the trans is being provided because the valve assembly is not availableDD***if the valve assembly is not available...how does the customer know the new trans has the updated TSB valve assemblyDD***is it a new trans or reman?DD***what is the build date of the transDD***how does this impact valuse of his vehicle...i.e. Carfax reportsDD***has new truck less that 5K miles and having to drive a 10K small rentalDDDDCOM advisedDDDD***Ford is arranging for the trans assembly because the TSB valve control assemblies are not available so we try and help by obtaining the next higher level assembly to speed the repairDD***not sure if a build date is even available on a specific transmissionDD***CSM will open a Part SME request to better answer customer's part questionsDD***COM advised that value on vehicle is mostly determined by vehicle condition and mileage years later when trading inDD***COM advised to best of my knowledge Ford does not report warranty repairs to Carfax...typically only insurance related repairs show on Carfax type reportsDD***In COM opinion warranty repairs and maintenence can many times be a plus and benefit to U/C managers...knowing parts have been replaced and vehicle maintainedDD***All U/C managers values are subjective and no guarantees on how all of them look at itemsDD***COM will provide update to CSM and West COM of discussion with customerDD***COM provided Northeast contact information tio customer

2014-08-21 17:03:00 CSM SMILLER CONSULTED WITH PARTS SME CDEVINE WHO ADV THAT THEY WOULD BE UNABLE TO PROVIDE ANSWERS TO THE QUESTIONS THE CUSTOMER HAS == THE TRANSMISSION WILL BE A NEW TRANSMISSION == AS FAR AS THE BUILD DATE OF THE TRANSMISSION == THIS IS NOT INFORMATION THAT IS PROVIDED TO US == PARTS SME ASSURED CSM THAT THE TRANSMISSION CUSTOMER RECEIVES WILL HAVE AN IMPROVED VALVE BODY AND THE VEH NOT HAVE THE SAME ISSUES THAT THE TRANSMISSION IS BEING REPLACED FOR == PARTS SME ADV NO NEED TO OPEN SME REQUEST AS THERE IS ONE OPEN FOR PART ESCALATION

2014-08-21 19:18:00 IBE FROM DLR WITH NEW PACO TICKET AS REQUESTED BY ETRACKER DDDDPACO # 4946470DDPACO RESPONSE:DDunfortunately we are working on availability of this part, but the supplier is past due and we do not have any stock at the moment, ETA is estimated 9/29.

2014-08-22 18:41:00 831-345-9608 OBC to customer advised customer that ford will be replacing assembly and will up to latest repair standards. and build date of that unit unavailable.

2014-08-26 17:36:00 CSM SMILLER X-77791 == OBC TO CUST == 831-345-9608 == VEH IS SUPPOSED TO BE READY TODAY == VEH HAS BEEN DOWN FOR ABOUT 3 WEEKS NOW == CUST FEELS THIS IS WRONG TO PAY 700 PER MONTH FOR A VEH THAT HE DOES NOT HAVE == NEW TRANS INSTALLED == NOT COMFORTABLE WITH GUTTING THE TRANS == NO ONE HAS BEEN ABLE TO ADV IF NEW OR REBUILT == CAN NOT ADV CUST IF NEW TRANS HAS UPDATE ==WHAT CAN WE DO TO MAKE CUST [redacted]

2014-08-26 17:43:00

transmission that is being installed in your 2014 F-150 will be a new transmission and will be the most current and up to date transmission for your vehicle. The part that has failed in your vehicle will be the improved part that will elevate the issues that you are currently experiencing . Unfortunately we are unable to provide you with a build date of the transmission as this information is not provided to us. DDDDAs discussed, I would like to provide you with a vehicle payment reimbursement for the inconvenience of your vehicle being out of service for the last few weeks. Please fax or email a copy of your last vehicle payment receipt. Once this [redacted]

2014-08-27 20:03:00 [redacted]

2014-08-28 15:45:00 Generated P11 Code DDM08SJDDRO# 111187DDLine 01DD$ 776.11DDvehicle payment reimbursement

2014-09-03 21:54:00 OBE TO DLR:DDDDHi Larry,DDDDFollowing up on case below:DDDDDON BURBULYSDD 2014 F-150DDEKD81850DDAre repairs complete? DDHas check been issued for customer vehicle payment reimbursement?DDDDFord Motor Company ® DDSusan Miller | FCSD CCT | FCSDDDsmill240@ford.com | www.ford.com

2014-09-04 15:16:00 IBE FROM DLR :DDDDSusan,DDDDTransmission concern is completely corrected.DDThe customer has called back stating that he feels that the engine now has lost power with the new transmission.DDWe are scheduling him in for a road test with tech.DDI will update you.DDDDLarry MeolaDDService ManagerDDDirect: 408-782-8208DDFax: 408-782-8296

2014-09-04 15:33:00 [redacted]

are experiencing a loss of power in the engine. I am so very sorry to hear this. Larry also stated to me that you are bringing the vehicle back into the dealership so the technician will be able to road test the vehicle along with you. I truly apologize for the inconvenience of having to take the vehicle back to the dealership but I would like to thank you for your patience while the dealership works are resolving these concerns for you. DDDDFord Motor Company ® DDSusan Miller | FCSD CCT | FCSDDDsmill240@ford.com | www.ford.com

2014-09-05 16:02:00 [redacted]

to comment on others forum post. I was asking you to use your resources at Ford to find out if there is any known issues related to the transmission update to fix my previous transmission problem.DD Just trying to research a problem myself prior to leaving my new truck with dealer for a month and several hundred miles of them driving it again.DD DDThank you, Don Burbulys

2014-09-05 16:02:00 OBE TO CUST DDDDMy apologies Don! I was not trying to be sassy or offend you in any way. DDDDI am not aware of any transmission issues after the TSB has been performed and when I spoke with Larry he seemed a little surprised as well. I understand your frustration with this but want to assure you that we will work together and do everything we can to get this resolved for you. DDDDFord Motor Company ® DDSusan Miller | FCSD CCT | FCSDDDsmill240@ford.com | www.ford.com

2014-09-10 18:55:00 OBE TO DLR DDDDHi Larry,DDDDChecking status of this case. Last we spoke the customer was experiencing some loss of power after the previous repair. Is the vehicle back at the dealership and been diagnosed? Was there a repair or an adjustment made? DDDDFord Motor Company ® DDSusan Miller | FCSD CCT | FCSDDDsmill240@ford.com | www.ford.com

2014-09-10 18:58:00 OBE TO DLR DDDDHello Mr. Burbulys,DDDDI wanted to follow up with you on the recent repair performed at the Ford Store at Morgan Hill. The last email that I received from you was that you were experiencing a loss of power after the TSB was performed on your vehicle. Have you had a chance to take the vehicle back to dealership for inspection?DDDDFord Motor Company ® DDSusan Miller | FCSD CCT | FCSDDDsmill240@ford.com | www.ford.com

2014-09-10 21:27:00 IBE FROM CUST DDDDHello SusanDDAs it turns out I have a appointment tomorrow with the dealership, they had asked me to put some miles on the truck to let the transmission relearn shifting pattern. It did not take a thousand miles after I purchased the vehicle I felt it had great power from the beginning. I received the truck with two miles on it and it drove great. It now drives sluggish, shifts in and out of gear constantly, transmission runs hotter than before, consistently gets about four miles per gallon less mileage. This is not the truck I test drove and agreed to buy.DD Is this getting old ? yes. Does this remind me of a F250 diesel I purchased a few years ago and after having it serviced It received a bad computer update from Ford ? Yes. DD DDThank you, Don Burbulys

2014-09-10 21:42:00 [redacted]

DDDDHello Susan DD Sorry forgot to add this to my previous email before sending it off.DD I do appreciate your fallow up and concern But I bet I will be told everything is within specks tomorrow I have been down this road before and I'm getting near the end of my rope with this truck.DD DDThank you, Don Burbulys

2014-09-10 21:42:00 Hi Don,DDDDI am familiar with the relearning process a transmission must go through when a recalibration or “adjustment” or clutch replacement has been made. DDDDTransmissions do go through a “green” period and require a break-in process before shift event quality is maximized. During the break-in period they may exhibit:DD• A rattle noise similar to a loose catalytic converter shield. This noise is commonly heard after light throttle 1-2, 2-3 or 3-4 upshifts. This rattle noise will diminish greatly as the clutch completes the break-in process.DD• A take-off shudder/launch judder (shaky vs. smooth) on light loads.DD• A harsh-shift feel during the first few cold shifts before the transmission reaches operating temperature.DDDDAll of the these conditions will diminish and you will notice progressively better launch and smoother shifting within the first few hundred miles of mixed driving as clutch break-in occurs.DDThe break-in process may take longer for highway driving, where the clutch is not shifting. The transmission will automatically learn and make adaptations during shifting events, so it is important to evaluate after allowing sufficient driving time for adaptations to occur. This break in process may take as much as 1000 miles or more to reach break-in depending on your style of driving.DDDDDDFord Motor Company ® DDSusan Miller | FCSD CCT | FCSDDDsmill240@ford.com | www.ford.com

2014-09-10 21:48:00 Hello:DDI just re-read my email and I wanted to send another one. Please excuse my spelling errors.DDDDI do appreciate your follow up and concern. DDDD DDThank you, Don Burbulys

2014-09-11 17:45:00 just picked up veh from dlr after trans replaceDDreflashed DDcust specifically asked to not do this DDlost about 80 horsepowerDDno way for them to go back in and reinstall old program DDwhen trans installed DDnoticed on line complaining about same update causing loss of power DDno way to go back DDcust concerned that spent 46000 on veh that quite a bit more power than does now DDhooked to trailer DDbrought home 5 liter that went about 45 mphDDnow his veh 45 mph wound out with trailer up hill DDcust feels that he has been robbed of what he purchasedDDcust seeking to old program reloaded back into veh DD**********DDCSM ADV WILL CONSULT WITH ONSITE TECH SPECIALIST TO SEE IF THIS WOULD BE A POSSIBILITY

2014-09-11 18:36:00	CSM CONSULTED WITH TECH SME PATRICK AND SENT THE FOLLOWING EMAIL TO THE CUST:DDDDHi Don,DDDDI did consult with our onsite tech specialists and he provided some what I believe to be good information. DDDDHe said that anytime a new transmission is installed it goes through a “green” period. The transmission must relearn how you drive. The break-in process may take longer for highway driving, where the clutch is not shifting. The transmission will automatically learn and make adaptations during driving events, so it is important to evaluate after allowing sufficient driving time for adaptations to occur. This break in process may take as much as 1000 miles or more to reach break-in depending on your style of driving. He also mentioned that during this “green” period it would be best not to pull a loaded trailer just like when the vehicle is new and goes through its “break in” stage. He suggested driving the truck for a week or so and you should notice a difference. He has the same truck and stated they have massive power and are great running trucks.DDDDI also asked him about the re-flash. He said that when the VIN is loaded into the system it pulls the specs for that particular vehicle. There is no way to reload previous program. DDDDHope this helps.DDDDHave a fantastic day DDDDFord Motor Company ® DDSusan Miller | FCSD CCT | FCSDDDsmill240@ford.com | www.ford.com
2014-09-18 21:18:00	CSM SMILLER X-77791 == OBC TO CUST == 831-345-9608 ==LINE PICKED UP BUT UNABLE TO LVM ==
2014-09-18 21:20:00	OBE TO CUST DDDDHi Mr. Burbulys,DDDDI wanted to follow up with you on the repair to you 2014 F-150. How is your truck running since the repair? DDDDFord Motor Company ® DDSusan Miller | FCSD CCT | FCSDDDsmill240@ford.com | www.ford.com
2014-09-25 21:02:00	OBE TO CUST DDDDHi Mr Burbulys,DDDDI wanted to follow up with you on the repair to your 2014 F-150. How is your truck running now since it has been a few weeks?DDDDFord Motor Company ® DDSusan Miller | FCSD CCT | FCSDDDsmill240@ford.com | www.ford.com
2014-09-26 14:00:00	IBE FROM CUST DDDDHello SusanDD My truck has been shifting down and hunting for gears more lately it also seems it is still lacking on power but I haven't towed since we talked last and that is when I could really feel the loss of power after the trans replacement and computer re flash. Since it's been over a thousand miles now I will use it to pull my trailer this weekend and I'm praying it's back to it's old self. Thank you for fallowing up with me. DD DD Don Burbulys
2014-09-26 14:05:00	Don,DDDDI am with you on that. I know you are eager to have it back and running like ole times. Please let me know how it performs after this weekend. If you still feel that it is not performing adequately we will need to get it back into the dealership. It may only need some type of adjustment.DDDDHope you have a great weekend DDDDFord Motor Company ® DDSusan Miller | FCSD CCT | FCSDDDsmill240@ford.com | www.ford.com
2014-09-30 16:34:00	IBC FROM CUST DDDDCUST BEEN DRIVING SINCE NEW TRANS DDCUST STATES NOT PULLING LIKE IT USED TO DDTOOK BACK TO DLR DDHOOKED UP TO COMP DDENG TEMP 200 DEGREES IS OKDDAS LONG AS BELOW 265DDWHEN HOOKS TO TRAILER SHIFTS IN AND OUT GEARS AND DOES NOT HAVE POWER LIKE IT DID DDWANTS VEH TO BE LIKE IT WAS WHEN PURCHASED DDDLR IS ABOUT AN HOUR AWAY DDMORGAN HILL GOOD SERVICE DDMISSION FORD IS NOT GOOD SERVICE DDCUST PURCHASED VEH TO PULL 6000 LB TRAILER DDSINCE TRANS REPLACED VEH JUST DOESN'T PULL LIKE IT DID DDCUST UNDERSTANDS THAT VEH IS NOT THROWING ANY CODES AND VEH DDCUST SEEKING REPLACEMENT VEH DDCUST REALLY LIKES HIS TRUCK AND REALLY WANTS KEEP IT BUT IT SIMPLY IS NOT WHAT HE BOUGHT DDCUST DROVE AND TESTED VEH DDCUST HAS BEEN WORKING WITH S/A JOEY DDMILES == 6300
2014-09-30 16:37:00	OBE TO DLR DDDDGood morning Larry,DDDDThis customer is asking for a buyback and I see he has had a couple of repairs at The Ford Store Morgan Hill. Could you please send me the accounting copies with time stamps of all RO’s? My fax number is 888-295-0234 or you may also email them whichever is easier for you. DDDDFord Motor Company ® DDSusan R. MillerDDRegional Customer Service ManagerDDFord Customer Service DivisionDD1-866-631-3788 Ext. 77791/ DirectDD1-888-295-0234/FaxDDsmill240@ford.com
2014-10-23 16:02:00	[redacted] FAITH REVIEW IT HAS BEEN DETERMINED THAT YOUR VEHICLE DOES NOT MEET THE REPURCHASE/REPLACEMENT CRITERIA. OUR OBLIGATION IS TO HONOR THE TERMS OF YOUR NEW VEHICLE LIMITED WARRANTY AND REPAIR THE VEHICLE WHEN REPAIRS ARE NEEDED. ==CUST STATES VEH STARTING MISSING IN THE MORNINGS == RUNS ROUGH == WHEN ACCELERATING VEH WILL NOT GO == STALLS OUT == CUST STATES HE KNOWS THERE IS A CLASS ACTION SUITE AGAINST THIS VEH == CUST STATES HE WILL DRAW A LEMON ON THE SIDE OF HIS TRUCK AND DRIVE AROUND WITH PHONE NUMBER TO LET EVERYONE KNOW THAT IT WAS A BAD DECISION TO PURCHASE THIS TRUCK == HE WANTS FORD TO DO THE RIGHT THING == CUST REQUESTED TO SPEAK WITH SUPERVISOR == CSM ADV THAT SUPERVISOR WILL NOT BE ABLE TO OVERTURN THIS DECISOIN == ADV CUST IF HE FEELS FMC HAS MADE AN ERROR IN THIS DECISION HE CAN CONTACT THE BBB AUTO LINE LOCATED IN THE BACK OF HIS OWNERS MANUAL == CUST REQUESTED AGAIN TO SPEAK TO SUPERVISOR
2014-10-23 16:04:00	CUST VERY UNHAPPY WITH GOOD FAITH REVIEW DENIAL == REQUESTED SUP CALL ==
2014-10-23 20:18:00	[redacted]
2014-10-23 20:20:00	CUST. SAYS:DDHe is trying to reach COM Lenny of whom CSM Susan said would call him, but he doesn't want to wait when its convenient for COM to call him. DDDDPER CUST. DLR SAYS:DDn/aDDDDCRC ADVISED:DDWhen CSM initiated COM Lenny to call you, it generates a 1 business day call back by EOB tomorrow. Best I can do now is transfer her to CSM's line in which if CSM Susan doesn't answer, than another CSM will answer in which you can then ask to speak to COM Lenny. I transferred him to CSM's line.
2014-10-23 22:09:00	[redacted] can't find any code. has max tow package. now runs worse than 5.0 lost fuel economy.
2014-10-30 20:33:00	[redacted]
2014-10-30 20:46:00	CSM SMILLER X-77791 == OBC TO DLR == 8208 == REQUESTED COPIES OF RO OF TRANSMISSION REPLACEMENT FORWARD PER COM REQUEST == PROVIDED FAX NUMBER TO SEND
2014-11-03 19:31:00	[redacted]
2014-11-03 19:36:00	CUST. SAYS:DDHe is trying to reach COM Lenny right now. He doesn't want to be transferred to CSM dept to try to reach him.DDDDPER CUST. DLR SAYS:DDn/aDDDDCRC ADVISED:DDBecause CSM dept is a different dept, I can only transfer you to CSM Susan's line. If she doesn't pickup, then a different CSM will answer. Once a CSM answers, you can then ask for COM Lenny to speak to since we don't have COM's direct extension. As I put him on hold for this, customer hung up.
2014-11-03 19:46:00	[redacted]

2014-11-03 20:12:00	[redacted]
2014-11-03 21:43:00	
2014-11-04 14:07:00	
2014-11-04 19:52:00	
2014-11-04 20:12:00	
2014-11-04 22:05:00	
2014-11-05 22:11:00	
2014-11-11 22:28:00	
2014-11-14 17:03:00	
2014-11-14 18:44:00	
	OTHER AVENUES HE CAN TO EXPRESS WHAT HE HAS GONE THRU WITH THIS VEH == CUST STATES HE WILL DRIVE WITH A LEMON PICTURE ON THE SIDE OF HIS VEH == CSM APOLOGIZED FOR THE CONCERNS == CUST DOES NOT WANT TO HEAR APOLOGY == CUST ADV THAT NO ONE IS CALLING HIM BACK == CUST ASKED FOR CSM SUPERVISOR SUPERVISOR == CSM STATED DOES NOT KNOW WHO THAT WOULD BE == CSM ADV THAT CUST CAN BRING VEH IN ON THURS MORNING AND RENTAL WILL BE SET UP FOR HIM == CUST STATES THIS IS THE LAST TIME HE IS GOING TO THE DLR SHIP ==
2014-11-14 18:47:00	[redacted]dvised customer that has appt next thurs, advised again that trans repalce should have no effect on poewer and need to have dealer check as recommended on previous call 11/4/14 CSM hasbeen in contact with customer, gave customer address to dearborn.
2014-11-18 17:31:00	[redacted]
2014-11-18 17:31:00	
2014-11-24 15:15:00	
2014-11-24 22:35:00	IBE FROM DLR DDDDThe truck had no issues, the pid was at .6 degrees and the spec is 5 degrees.
2014-12-01 16:30:00	OBE TO DLR DDDDGood morning Larry,DDDDHope your thanksgiving was enjoyable DDDDI wanted to follow up with you on this case. Has the customer been contacted and the vehicle picked up? I want to follow up with him but would like him to be in possession of the vehicle when I make the call. DDDDFord Motor Company ® DDSusan Miller | FCSD CCT | FCSDDDsmill240@ford.com | www.ford.com
2014-12-01 19:51:00	[redacted]

CASE ATTACHMENTS:

[redacted]

SYMPTOMS: Start/Run/Move | Running | Overheats | Intermittent

ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Sara Haas

COMMENTS:

2014-08-21 21:24:00 CUST SAYS:DDCustomer purchased the veh specifically to tow a trailer that maxes out at 10,900 lbs. The salesman told him that this veh could do it and the capacity is 11,300 lbs. He purchased a trailer and drove the veh to pick it up. He couldn't get more than 7.3 mpg while towing and it was advertised as 22 mpg. The trailer only weighs 8,700 lbs unloaded, which it was at the time. When going uphill it overheated twice. At one point he had cruise control on and while going uphill it downshifted to 2nd gear, hit 6,000 RPMs and almost busted it's own engine. He took it to the dlr when he got home, they said they couldn't find anything wrong in the diag and this issue will continue to happen. The G/M said he could trade it in as a used veh. He does not want to do that cause he'll lose a lot of money. He wants Ford to take his veh back and put him into a better suited one for his needs.DDDDPER CUST DLR SAYS:DDDlr said this will continue to happen.DDDDCRC ADVISED: DDAdv customer that I will escalate his case to the regional CSM. They will do a review and call him in 1 business day.

2014-08-22 18:27:00 [redacted]

2014-08-25 13:52:00 CUST SAYSDDcalling back in because he has not heard form the CSM. DD DDCUST SAYS, PER DLRDDn/aDDDDCRC ADVDDi have left a VM and sent an email making the CSM aware of the missed F/U and he will get a contact back within a 4 hour time period

2014-08-25 16:38:00 [redacted]

package DD**unhappy with fuel economy --- less than 18 mpgDD**almost overheated 3 times during hill ---- LIMP MODE INDICATOR DD**diag did not show any DTCs or problems DD**only 1 trip with this vehicle so far - 1500 mile tripDD**drove from iowa to nevada on hills and experienced issuesDD**1000 lbs tongue weight and weight distribution and trailer sway on this vehicle --should be within specsDD**$49K purchase price of this vehicle DD**customer will contract an attorneyDD**customer will negatively advertise ford via media outletsDDDD DDCSM advisedDD**csm explained roleDD**no next steps from ford cct b/c there are no repairs verified DD**this vehicle is not eligible for replacement/repurchaseDD**provided phone number and case numberDD**continue to work with sales mgr or gen mgr or dlrship pricincal on trade in DD**CSM closing case

2014-08-28 14:12:00 CUSTOMER SAYS:DDDealership said the CSM Leroy is completely wrong and that the vehicle needs to be replaced. They said the vehicle is having a tow problem with 8700 lbs. Spoke with the tech hotline saying that the truck weighs 7000lbs and at 8900lbs the vehicle is over the weight of towing. I need to speak with Leroy's supervisor. Talking to him was like talking to a brick wall and he wouldn't listen. DDDDPER CUSTOMER DEALER SAYS:DDN/A DDDDCRC ADVISED:DDI advised customer I can place the request for the [redacted]ack and that will be within the next 4 hours.

2014-08-28 19:27:00 [redacted]customer vehicle at dealer now. diag is vehicle is overloaded and FSE is scheduled to Advised that dealer and FSE are best to give you technical information on this tow issue. offered X-plan if needs F250

2014-08-29 20:11:00 CUST SAYS:DDWe have been talking to Lenny Hendricks. There is option for replacement veh under X plan. I left message for Lenny and its been about 4-5 hours and no return call. there are offers for $6k on a veh that end 9/1/2014 and I will not be able to get them if I don't have this X-plan pin.DDDDPER DLR, CUST SAYS: N/ADDDlr states that I need a pin number. DDDDCRC ADVISED:DDAs per Jeanne/TL that to send email regarding case since there is no f/u in system of X plan pin number to customer. Provided that there is a process to submit the X plan and it does take at least a few days to receive info back from other dept for it

2014-08-29 21:37:00 [redacted]

2014-09-02 14:52:00 [redacted] of issues with dlr.DDDDPER CUST DLR

2014-09-02 21:31:00 [redacted]0 to use the X-plan cannot afford to a model equivilant to his model accessories. Does not feel that he was misled on F150 tow capacity. advised cannot provide trade assist.

2014-09-04 20:36:00 [redacted]

2014-09-04 23:36:00

2014-09-08 17:45:00

2015-01-05 20:34:00	CUST SAYS:DD They state that they were speaking with Leonard and then his supervisor. Cust seeking to speak with the COM's supervisor now because he is not satisfied with the answer he received. Cust states that after only consulting with an attorney he was advised to give CRC another call before actually hiring the attorney. They still can't tow the trailer with the truck that they specifically bought the truck for. Cust states that this was false advertising on the towing capacity and he states that before he hires the attorney he is giving FMC one more chance to buyback his vehicle before he files a law suit. Seeking buyback on this vehicle – Cust demanding to speak with COM's boss and would not accept anything else. Cust demanded that COM call him back at least.DDDDPER CUST, DLR SAYS:DD The vehicle is over loaded at 8900lbs but the tow rating is 11,000lbs.DDDDCRC ADVISED:DD Advised that your buyback request has been reviewed and there are no further concerns on this matter that you have on the vehicle for your request this was reviewed and you received that answer from FMC. I do apologize you feel you are not receiving the answer you are demanding but FMC will not be buying back your vehicle at this time. Cust demanded a supervisor above COM repeatedly and I advised that I can have my supervisor review this for you can contact you within 1 business day however I cannot promise a call from the COM, only my supervisor as you have been provided the answer from the regional CSM and his manager. See CAS-5102299 for old case and CAS-5775277 for the Tier 1 escalation case.

CASE ATTACHMENTS:

[redacted]

ot Listed | OTHER

OPEN ANALYST NAME: P Rxsalp

COMMENTS:

2014-09-25 13:08:00	CUST SAYS: SALE SURVEY DATED 8-15-2014; SOMEWHAT DISSATISFIED, AS CUST STATES THEIR VEH WAS IN THE SHOP ALREADY DUE TO GRINDING NOISE IN THE FRONT END AND TRANSMISSION "WHINING" ISSUES, AT JUST 400 MILES. SELLING DLRSHP MADE NO MECHANICAL REPAIR EFFORTS, DEEMING THE TRANS NOISE AS "NORMAL" AND THE GRINDING AS DUE TO THE TIRES/WHEELS. ANOTHER FORD DLR FOUND A FAILED PART ON THE VEH AND REPLACED IT, WHICH RESOLVED THE GRINDING NOISE, BUT SAID THE TRANS NOISE WOULDN'T BE LOOKED AT BEFORE 5K MILES; CUST SAYS ITS GETTING WORSE, AND ASKS FOR ASSISTANCE WITH THIS.DDDDPER CUST, DLR SAYS: THAT THE TRANS NOISE WOULDN'T BE LOOKED AT BEFORE 5K MILES; CURRENT MILES IS LESS THAN 1500 MILES.DDDDCRC ADVISED: SENT A MODIFIED DEALER CUST FEEDBACK-ESCALATED TO CCT LETTER, AND ESCALATED ACCORDINGLY.
2014-09-25 17:10:00	csm lisette xt 77738DD97DDENGINE: MOD 5.0L-4V DOHC SEFI NADDWARRANTY START DATE: 29-JULY-2014 DDUSA 2014 NEW 48/100000 PREMIUMCARE W/ROADSIDE
2014-09-25 17:11:00	one related repair 8/04/2014 554 miles
2014-09-25 17:12:00	obe to Maria -asked for information she may have related to the cst concern
2014-09-26 21:02:00	IBE from MAriaDDDDhad the two complaints; one which we corrected and the other was the transmission concern, and yes Vickie told him that he would have to break in the transmission before our techs would diagnosis it... I told Vickie Mr. Spots is still experiencing issues and that he needed to bring the vehicle back in. I can call him and set a time for him to bring the vehicle back in
2014-09-26 21:23:00	obe to Maria asked for contact number
2014-09-26 21:23:00	Maria will call the cust and set an appointment
2014-09-29 15:36:00	[redacted]
2014-09-29 15:38:00	obc to cust 210 426 6827DDleft vmail advised i was calling to discuss the case DDf/u 10/01/2014
2014-10-01 14:26:00	obc to dlrs (210) 653-3673DDspoke with MariaDDcust was in on 9302014DDwent on test drive with shop foremanDDthere was no information written up DDSF was not readily available
2014-10-01 14:28:00	obc to cust 210 426 6827DDlef vmail advised i was calling to discuss the case DDf/u set for 10/06/2014
2014-10-06 14:49:00	Customer SaysDDHas a service claim started. Hasn't gotten in touch with CSM on his return attempts. Wants to speak with someone. DDDDPer customer, dealer saysDDN/ADDDDCRC advisedDDTransferred customer as per AAF.
2014-10-06 15:41:00	obc to cust 3673DDstill diagnosing transmission DDother concerns: cooling seats do not work right away
2014-10-06 15:55:00	IBE 10/02/2014DDthere is a problem with the transmissionDDthe tech is going to have to tear down the transmissionDDMr. Spotts has to be put into a rental which I agree and since we cannot tell him for how long he requested a truck. I asked Vickie if she started a 36 for rental assistance, however she said since Mr. Spotts already has communicated with you she does not need to.
2014-10-06 15:55:00	obc to dlrs (210) 653-3673DDMaria advised they are still diagnosing the trans DDno information at this time
2014-10-06 15:56:00	obc on 10/6/2014 at 11:41 was to the dlrs not cust
2014-10-06 16:01:00	[redacted]
2014-10-06 16:10:00	ibc from cust DDstated when he p/u the veh he felt it didnt sound right DDtook to Jordan inner bearings were bad DDwas told to drive about 5k miles to brk it in DD1 2 and 3 gearDDhad to order new planetary gears, waiting on parts DDhas a 50k truck and the trans is torn apart DDDDthree times while driving will shift out of gear DDdriving 70mph and the veh revved up and gears changed DDhad to pull off the side DDDDgps is not workingDDwas told it was because of aftermarket tiresDDcust asked if there was away to recalibrate the system to work with his tires DDDDadvised customer i would inquire
2014-10-06 16:11:00	[redacted]
2014-10-06 16:33:00	
2014-10-13 19:20:00	
2014-10-13 19:20:00	
2014-10-13 19:27:00	
2014-10-15 20:10:00	IBE from MAria DDcould not duplicate some of the things DDSA called him to let him know that the vehicle was ready and he inquired about the GPS calibration. She told him Jordan Ford did not provide this service. Mr. Spotts told him that you had told him we did. But she said since he has different tires on the vehicle we could not calibrate it. . We most certainly do the service it is just that depending on the difference in the size of the tires will determine how much the calibration will very. t Mr. Spotts was aware that the calibration would not be 100 percent accurate. Vickie wanted to know who was paying for it. DDDDobe DDaasked for rate DDDDibe DDcost of the calibration is $114.00DDDDOBE DDadvised i would cover the coast as an exception and good will

2014-10-15 20:14:00

[redacted]

CASE ATTACHMENTS:

[redacted]

ZONE:
MILEAGE: 7,000

SYMPTOMS: Start/Run/Move | Vibration | OTHER | OTHER
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: P Rxsalp
COMMENTS:

2014-11-04 15:27:00 [redacted]

email regarding your 2014 Ford F-150. We apologize for any frustration this situation may have caused you. DDI will escalate your case/request to our Ford Regional Customer Service Manager who works daily with your dealership's management team. The Ford Regional Customer Service Manager has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Ford Regional Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Service Manager within 1 business day. The case number that I have established for you today is CAS-5490991-h4n8q7. DDDThank you for contacting Ford Motor Company. DDMaureen DDCustomer Relationship Center DDFord Motor Company. DDSometimes e-mail communication does not allow us to gain additional information that may be helpful in responding to your inquiry. Should you feel that we have not adequately addressed your questions feel free to contact us via telephone at (800)392-3673 between the hours of 8 a.m. and 8 p.m. local time, Monday through Friday, 9:00 a.m. - 5:30 p.m. EST (Saturday). Hearing-impaired caller with access to a TDD may contact 1-800-232-5952. DDShould you need it in the future. Your reference number is: (CAS :5490991-h4n8q7) DDFor online support visit us at: www.owner.ford.com which contains answers to frequently asked questions and links to the other product and service information. DDFord Confidentiality: DD---------- DDFor security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you. DD---------- Original Message ----------DFrom: WENDELL METCALFDReceived: 11/3/2014 10:00 PMDTo: Tier 1 Email - CRCFMCDSubject: Technical InquiryDDWHAT IS YOUR VEHICLE SALES OR SERVICE ISSUE?:I see lots of categories as I drill into this website in response to your email as not hearing from me yet. I have an issue with my 2014 F-150 Ecoboost that should be pretty easy for a Ford technician or engineer to identify the root cause or resolve but my first effort to solve the problem has been met with "Let me know when the check engine light comes on and bring it in". My problem, by what I read on the blogs, is not new or mysterious. I have two, probably related issues. 1) Pulling out at a low speed and minimum acceration I feel a very suttle "shudder" in the drive train consisting of about three impulses. The shudder is not related to the road condition or roughness. 2)While pulling a trailer grossing out at about 3000 lbs there is a violent and lound bang, bang, bang in the drive train felt troughout the chassis and predomently (from the driver position) in the mid to right hand side of the chassis. The engine seems to be performing as as it should. Help?DWHAT ACTION HAS YOUR DEALER TAKEN TO ADDRESS THE ISSUE?:Basically none. Here's what I've done; Purchased and installed the Roadmaster Active suspension system. Helps with the low end shudder but is still there. Haven't tried to pull a trailer after the added rear suspension. By the way, the truck is rated at 11,300 towing capacity. I beleive the transmission or something in the drive train has issues but the dealer and your regional rep are stalling. The Service manage tried to point at the trailer. Pulls fine at 4,000 pounds behind my ol;d 2002 GMC Yukon or empty at Gross of 1,000 pounds behind the F-150. There's a problem here and so far Ford is showing me much interest. DWHAT ASSISTANCE ARE YOU SEEKING FROM FORD MOTOR COMPANY?:My wife and I really like this machine but this is UNSAT. Please correct this "shudder and "banging" issue. The word "normal" is not in my vocab in this case. Your engineering folks have to have seen this before and have a solution. I've had GMC stall and give me the run around with minor problems that could be resolved with minimum effort but end up costing the Corp and me a lot of time and money. I will not go through the same pain with this truck. Maryland has a very solid LEMON law.DAre you [redacted]

2014-11-05 17:24:00 [redacted]

2014-11-06 14:51:00 11-06-2014 csm rj x77778 == obc to customer 301) 863-5922 no answer, left contact info and set final for 10-10-2014

2014-11-10 16:28:00 ibc from customer, advised he feels there has not been significant work on his vehicle, now gets a moaning out of chassis on a down shift, also still has the banging while under load. had to keep in first gear up to 30 miles per hours. started whistling and moaning while under this load of about 500 pounds. csm assisted in locating a second opinion, will be taking to Hunt Ford. wednesday the 12th csm to fu 11-13-2014 to confirm

2014-11-13 20:51:00 [redacted]

2014-11-13 21:03:00
2014-11-20 18:53:00

2014-12-02 18:06:00	[redacted]
2014-12-09 17:44:00	
2014-12-10 13:57:00	ibc from customer, spoke with Mr. Metcalf, customer states he loves this dealer, he is patient and passionate in trying to help resolve this concern. test drove on monday and it was minimal, customer took vehicle and drove 60 miles == the vibration is back. the same low speed vibration seems to be worse when the trans is cold. customer believes there is a concern with the trans. at 4-5 miles an hour from first gear just before it shifts to second/third the has a clunk and vibration. banging and chattering is mostly gone but the vibration is still there. customer would like to monitor and then determine if/when he will go back to dealer to address. customer believes this to be a trans issue. csm agrees to assist when customer calls back.
2015-01-12 15:25:00	ibc from customer, spoke with mr metcalf, customer states the vehicle is doing this again, shudder, whooping, not as responsive, hesitating, had two instances when trying to acell, the vehicle will lock into second and will not come out, has to let off the accell to get it to shift, tried to change lanes at 20-50 miles per hour, downshifted with a bang, jerked, thought he was going to get into an accident. feels after all the work done on the vehicle, this all started at 3000 miles. moaning noise, hears exhaust louder in cabin, before it was quiet now it's louder, then when it gets higher rpm it gets into an oil hissing white noise type sound, or if you hear a pipe with water going through it at a high rate, that type of noise until 4th or 5th, then running along at 40-45 mph, just holding on a 1-2 percent grade at 11-1200 rpm the vehicle shakes/vibrates like the engine is misfiring or missing. erratic in the shifting patterns now. customer to contact dealer and schedule. csm agrees to cover rental for 5 days.

CASE ATTACHMENTS:

[redacted]

SYMPTOMS: Start/Run/Move | [redacted]

[redacted]

CASE ATTACHMENTS:

[redacted]

SYMPTOMS: Start/Run/Move | Moving | Engagement Issues | OTHER

ANALYST NAME: P Rxsalp

OPEN ANALYST NAME: April Carmen

COMMENTS:

2014-11-14 17:29:00

CUST SAYS:DDCust said he bought his VEH from the DLR and a total of 9 through the DLR with his family. Cust really likes the DLR and has nothing bad to say about them. Cust said his new VEH is having shifting problems. The VEH has 6 gears and when you are in 5th gear trying to shift into 6th the VEH has to be at a high speed of 80mph and high RPMS before it will shift. Cust said the VEH will sometimes drop into 3rd gear going up a slight incline. Cust said the passenger airbag light came on showing that the airbag was turned off. Cust said he turned on his fan for the defrost and the screen popped up with a redial for his phone, cust said they could be something he did. Cust said he took the VEH to the DLR for assist. Cust said owners manual should shift into gear before 50-60 mph. Cust is seeking repair assist. DDDDPer Cust DLR Says:DDDLR advised they can't find anything wrong with the VEH. Unable to duplicate. DLR advised they have compared it to another VEH off the lot. Mike Smith is who the cust has been speaking with and he advised the cust they will do what they can to make it right. DDDDCRC Advised:DDAdvised the customer I would escalate a case to the CSM for their dealership, who will work with the SM to see if we can provide any

2014-11-17 15:34:00

[redacted]

2014-11-19 16:53:00

[redacted] st stated that the veh will upshift into 6th gear at 80mph sometimes or will downshift from 6th to 3rd at times but it is intermittant. CSM advised that dlr will need to verify a concern before they can do a repair and suggested driving the veh for a little longer before taking it back to see if cust can determine a common denominator or it gets worse. CSM advised best case cust can dup it for the dlr. Cust stated he will work with the dlr and go back in in a few weeks.

CASE ATTACHMENTS:

[redacted]

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

ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Brittany Lipponer

COMMENTS:

2014-12-04 20:39:00 [redacted]

[redacted]

2014-12-05 14:01:00 [redacted]

2014-12-05 14:02:00

2014-12-09 15:16:00 [redacted]

2014-12-09 15:42:00 [redacted]

it's got less power than his 2011 - older model was better - hate to take it in since it's what he uses for work and he can't make his payments if he can't make money - dealer has done a very good job - off to a rough start when all he was hearing was what they can't do and not what they can do to address his concerns - but the dealership/scotty has come around and the last two times he spoken to him his attitude has improved and customer is very happy with him now - fuel mileage is terrible when towing - it's about 8000 pounds - hoping that this TSB takes care of this - his 2011 brought load of machines from Vegas - 13100 pounds and he got 12.4 mpg while towing and up and down hills mountains etc. - doesn't feel the same - mini diesel that didn't give up - this one wants to down shift when it's under a load - sales people have been spectacular - scotty has done better the last couple of days and he is very happy with his assistance - csm advised customer will check on part order and if escalation is needed csm will escalate part - csm advised will f/u no later than next friday 12/19

2014-12-19 16:36:00 [redacted]

flashed it - has found no evidence - he does want to say - scotty is not a very good advisor - his attitude was not what he was hoping for - he doesn't seem to want to listen - customer felt he was in his way and that he had more important things to tend to besides him and felt that he was dismissed - wind will knock it way down but he felt it had more power than this - customer advised csm he is towing on tuesday - csm will follow up with him on Wednesday to see how the towing went - customer accepted this follow up - 12/24

2014-12-24 16:10:00 [redacted]

about 9 miles per gallon with a tail wind - call him on monday - he can bring it in with the trailer attached if the dealer needs it - but he will know more on the way back - customer concerned about gas mileage - will advise dealer of this concern. csm will f/u on Monday 12/29

2014-12-29 21:15:00 [redacted] w/ roger - customer states he is still getting poor gas mileage while states that it down shifts at 250 torque pounds - then when you ease up on it it would upshift at 250 pounds - start a climb and it down shifts - no difference using the tow haul feature - he states his 2011 was so much better and felt that the 2011 had more power than this one - more horsepower - he feels this one struggles - he will be trading in october if this can't be addressed - csm advised will talk over with dlr and see if we can perhaps ride with him with a trailer while towing and see if customer accepts this- will f/u on 01/07 - customer accepts this also.

2015-01-06 21:23:00 [redacted] w/ scotty - customer has appt with grant - will work with grant and see if customer can bring trailer in for complete testing - csm will maintain f/u for tomorrow 01/07 with customer

2015-01-07 18:50:00 [redacted] sp w/ roger - had appt with grant - did the testing this morning - tech was shifting like it's supposed to - power and driving the same - it's like driving a regular gas vehicle - they are going to keep it overnight and will drive it in the morning - confident he knows what the problem is and will work this problem for the customer - 01/14/2015 is f/u with customer - customer accepts this - dlr is working with him very well so he is very happy at the moment - thanked CSM for her help and return calls.

2015-01-14 19:34:00	[redacted]
	to 3rd slip - appt for monday with him - went to ok city and back - went down empty with 12.5 - coming back - right at 8 - good pulling with no wind - shifts into tow haul - not so quick about shifting down - he had mechanic pulled the plugs and regapped them - still a little bit of an issue with the transmission - he will see grant on monday - csm will f/u no later than wednesday.
2015-01-21 17:32:00	obc to dlr - customer came in monday or tuesday and did ride along with tim - advised it was normal - torque converter locking and unlocking - no problems found.DDDDobc to customer - 316) 393-2171 - sp w/ roger - how did appointment go - went in on Monday and they took it for a test drive and the lead guy advised to drive a like model - did it have the same shift in third - this is normal and customer accepts this - reflash on the engine and reflash on the transmission - hasn't hauled 8000 pounds against the wind yet - he is happy for the moment - csm advised if further assistance is needed to reach out to csm - customer is hopeful this will repair concern he feels more confident in the vehicle - csm advised will close this case for now but if needed customer may contact and csm will re-open - customer accepted all of this. DDDDDDcase closed

CASE ATTACHMENTS:

[redacted]

ZONE: A02
MILEAGE: 7,500

BODY STYLE: F1E - F150 4X4 REG CAB - STYLESIDE

[redacted]

ANALYST NAME: FordGCCTDynamicsAccount-Portalwebapi-Prod OPEN ANALYST NAME: Amber Goltara

COMMENTS:

2014-12-04 22:01:00 Customer SaysDDVehicle has been in the shop 4 times. No resolution at this point and is very frustrated. Transmission switch has been replaced twice and is still having transmission problem. RPMs rev to 500, shifting horrible, and stalls in reverse. Truck is now getting worse. Mentions lemon law per UT and states the vehicle qualifies but only wants truck fixed and ford to do something. Customer wants a rental vehicle until this truck is fixed. Lives on a hill, engages truck in 3rd gear, truck acts like it is jumping 1500-2000 RPMs revving itself, engage reverse and it will not engage until foot is off the brake, vehicle jerks. Stopped at a hill and go to hit the gas, vehicle jerks. Vehicle makes random abrupt shifts like it cannot decide what it needs to do. Technician took a test drive, uploaded information to engineer with no response. DDDDPer customer, dealer saysDDNo word back from engineers yet.DDDDCRC advisedDDPer AWS vehicle has been seen 3 times for transmission concerns. I will escalate your case/request to our Ford Regional Customer Service Manager who works daily with your dealership's management team. The Ford Regional Customer Service Manager has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Ford Regional Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Service Manager within 1 business day. The case number that I have established for you today is CAS-5648373-F8W2K4

2014-12-05 23:02:00 [redacted]

2014-12-05 23:03:00

2014-12-08 15:07:00 "By Donald Campbell " - Working with customer to establish if customers concern is in fact a vehicle characteristic. We assume what conditions he is putting the truck to and how he expects the truck to respond is not a problem and in fact is a normal driving characteristic. Customer seem to expect 3rd gear to "brake" when going downhill and taking his foot off the throttle when the transmission is not designed to do so. Will update when we know more.

2014-12-08 18:41:00 [redacted]

2014-12-08 22:23:00

2014-12-08 22:25:00 Leonard HendricksDDSubject: Document Customer Re-contact activity Completed, CaseNumber: CAS-5648373-F8W2K4. CRM:081310000001893DDDDDocument Customer Re-contact activity Completed

2014-12-09 23:44:00 [redacted] oke to cust advising call recorded for qual and train purp. CSM introduced self Cust states that dlrshp is great has remitted info to FMC from VDR approx 2 weeks ago, but has not received any response. Cust states that while driving downhill the veh revolutions jump. The dlrshp has replace the circuit delay twice and concerns continue, and veh has been dlrsp 4 time for this concern. Cust states he has hill which descends from his home, not a very one. While in 3rd gear going downhill, the veh will jump about 500 rpms for no reason. While driving down the road the veh cannot "decide" what gear it wants to be in and down shift for no reason. Dlrshp was advised to test drive a "like vehicle", but as this is a limited edition Tremor there aren't really any "like" vehicles avail. Cust feels this is a safety concern, especially if the roads are slick. DDDDCSM explains roll and advise will be attempting to expedite a response to dlrshp to address veh concerns. CSM confirmed contact info.DDDDC-F/U 12/11

2014-12-10 17:55:00 [redacted] oke to S/M Don who advised that the hardware (VDR) is with the IT guy [redacted] ail be end of week. At that point dlrshp will instruct customer on how to utilize the VDR to record the data desired to remit to HL. Dlrshp will contact customer to clarify intent. F/U 12/15

2014-12-17 00:01:00 "By Donald Campbell " - customer coming in tomorrow morning to have data flight recorder installed. will update file as we progress

2014-12-22 15:49:00 Cust Says:DDits been over a month and has not gotten any response from ford at allDDDDPER CUST DLR [redacted]

[redacted] [redacted] eft VM inquiring about info gathered from VDR and status of veh concern.

2014-12-22 18:45:00 [redacted] ho advised S/A Monty is assisting cust. S/A Monty [redacted] le to install VDR as a cable needed was missing. Cable will be installed tomorrow, but Tech will not be available until 12/29. Dlrshp has confirmed with cust that he will come back in on 12/29.

2014-12-23 19:33:00	[redacted] apologized for missed F/U. CSM advised that dlrshp stated they would be confirming appt with cust to install VDR on 12/29. Cust frustrated because he believes that he was erroneously advised that information had previously been collected and remitted to FMC for review. CSM clarified that no record of this is indicated, however, dlrshp may have collected data via laptop and remitted via other means. DDDDCSM set VDR f/u 1/2
2014-12-23 19:38:00	[redacted]
2014-12-30 18:15:00	[redacted] " - Customer returned 12/29/2014 and had the flight recorder hooked up. Customer returned 12/30/2014 with 4 reported data captures. Tech will upload data captures to Ford and we will see what it found. Customer complaint is when he is coming down a steeper hill near his home he prefers to put the transmission in 3rd gear because he does not want to ride the brakes all the way down the hill. Customer reports during the decent down the hill at around 30 mph the engine will start surging from 1500 - 2000 rpm.
2014-12-31 23:43:00	[redacted] " - Received VDR back from customer with 4 data captures. There is [redacted]ata is normal. Deep interview with customer determined the customer is experiencing normal turbocharger flutter from placing the transmission in an engine braking condition going downhill. The slight surging noises he is describing like someone is rapidly 'pumping the gas petal' has been determined to be normal turbocharger flutter, wastegate dumping. This has been explained to the customer and the customer seems to understand and be good with the concern. If necessary we may consider working with our CSM to offer customer an extended powertrain warranty if this will make him fell better. Will advise in the future if we feel this would be necessary or helpful.
2015-01-02 15:11:00	C- appt f/u 1/5
2015-01-07 16:52:00	IBC from cust. CSM advised call recorded for qual and train purp. Cust states that veh does not make noises in 4th or 5th gear under the same conditions. Cust states Service Tech has physically diag a problem with the veh, however, the since the VDR did not pull any codes, FMC engineers cannot fix the problem. CSM further explains that FMC engineers would not be able to address a veh concern if no codes are pulled, as they would have not direction to go in. Dlrshp states there is not issue with the trans and veh is operating normally. CSM extends offer of 2nd opinion at next nearest dlrshp ([redacted]Cust feels it would be the same result and he has no recourse. Cust thanked CSM and terminated call. CSM closing case.

CASE ATTACHMENTS:

[redacted]

PA CODE:	DLR SALES CODE:	REGION:	ZONE:
[redacted]	MODEL YEAR: 2014	MODEL: F-SERIES	MILEAGE: 2,500

[redacted]

SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | Intermittent

ANALYST NAME: P Rxsalp

OPEN ANALYST NAME: Paola Moody

COMMENTS:

2014-12-24 21:51:00	CUST SAYSDDWhen he presses the gas pedal twice , the veh goes from 6th gear to 2nd. He would like to know if this is normal?DDDDPER CUST, DLR SAYSDDHe spoke to the Dlr and they have told him that this is normal.DDDDCRC ADVISEDDDWe recommend that your vehicle be inspected by a Ford/Lincoln dealership to determine the cause of any symptoms your vehicle may be experiencing.

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
[redacted]
MODEL: F-SERIES MILEAGE: 3,400

SYMPTOMS: Driving Performance | Runs Rough | Acceleration | Intermittent
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Nina DiFranco
COMMENTS:

2015-01-13 18:07:00	CUST SAYS:DD 14 having transmission problems. drives and then drops down to second gear.Service is backed up for 3 weeks. a 2nd dealership is back up for 2 days. TOld he cant get a loaner until they see the vehicle. Can I get him in sooner.DDDDPER CUST, DLR SAYS:DDn/aDDDDCRC ADVISED:DDI have contacted Freeway ford in Lyons near you and they are expecting your call. I was informed if you drop your vehicle off tonight they can have it looked at tomorrow.

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | CCT Criteria |
DEALER NAME: MacDonald Motors Inc

[redacted]40 REGION: A1 ZONE:
MODEL: F-SERIES MILEAGE: 14,000

[redacted]

SYMPTOMS: Start/Run/Move | Moving | Upshift Quality | Always
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Dylan Sola
COMMENTS:

2015-01-22 19:15:00 CUSTOMER SAYS: DDHe's been having trouble with the transmission. He's had it back to the dealer quite a few times and it doesn't shift right. It started with a humming noise and the dealer changed the plate. Then it wouldn't up shift correctly. It would also hang up while shifting down. His gas mileage has dropped. It's had 2 repairs and it's been in there 6 times to attempt a repair.DDDDPER CUST, DLR SAYS: DDn/aDDDDCRC ADVISED: DDI provided him the case number. I advised him that I will escalate this case to the SM at the

2015-01-23 17:23:00 [redacted]

11697 11-DEC-14 FL3Z 7Z490 E 0671111 DD Customer Comments CUST STATES ENGINE FEELS SLUGGISH, ALSO HUM NOISE IN TRANS. DD Tech Comments VERIFIED NOISE, REPLACED SEPARATOR PLATE PER TSB 14-0134 DDDetails 3664544 S07 5 3.4 MACDONALD MOTORS, INC. 12350 19-DEC-14 FL3Z 7A100 E 0672311 DD Customer Comments CUST STATES TRANS WONT SHIFT INTO 6TH GEAR UNTIL OVER 65MPH DD Tech Comments VERIFIED LATE SHIFT AND HARSH 1-2 SHIFT. REMOVED VALVE BODY AND FOUND VALVE A STICKING IN BORE. REPLACED VALVE BODY ASS`Y, RETESTED OK. DDDD--HOTLINE CONTACTED FOR THIS CONCERN ----noDD--TSB/SSM FOR THIS CONCERN -----no

2015-01-23 17:33:00 [redacted]-spoke with sa gary and was adv that the cust was just in and sa adv csm that in the trans and was also reprogrammed---as per sa the cust perceives the trans to be shifting differently now and sa stated that it does and veh has to get up to approximately 55-58 mph before shifting into o/d (6th gear)---sa stated that the cust is driving the veh for another week and drop veh off to the dlr for further testing and driving---

2015-01-23 17:49:00 [redacted]--spoke with mr harrington in regards to his trans concern and was adv that the trans is not shifting correctly, but did before the update was completed---cust stated that the veh will not shift into o/d at 45-50 mph anymore, but will shift into o/d at around 54-58 mph and sometimes at 65-70 mph---cust also relayed to csm that at one point the eng would revv up to 7,000 rpms before veh would shift into firt gear---cust has also lost 2 mpgs after update, went from 20 mpg to 18 mpg---csm adv cust that he would follow up with the dlr and cust after the veh has been dropped off for more testing---cust adv csm that he is scheduled to bring veh to dlr either on feb 1 or 2nd---fu 02/02/2015

2015-02-05 19:28:00 [redacted]--spoke with sm dale and was adv that the cust did return from his trip, but weather conditions prevented the veh to be driven at 70 mph and cust had requested a 4X4 pick up for rental and was adv by the dlr that they would not be able to honor this request, so cust is bringing veh back in, once he has completed the work with his veh, for further diag and test driving---fu 02/12/2015 w/dlr on appt

2015-02-12 18:38:00 obe to dlr asking if cust had a chance to schedule another appt in regards to the concern---fu 02/17/2015

2015-02-17 13:35:00 ibe from dlr stating that sm has test driven the veh for over 50 miles and is operating to factory specs---sm also compared veh to a like stock unit and veh behaved the same as that unit did---

2015-02-17 13:47:00 [redacted]---csm unable to lvm, since mailbox has not been set up---fu 02/20/2015 w/cust

2015-02-20 19:16:00 [redacted]---csm unable to lvm, since mailbox is full---closing case

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | CCT Criteria |
DEALER NAME: Langdale Ford Company
PA CODE: 04988 [redacted]
DLR SALES CODE: 24442
REGION:
ZONE: A02
MODEL YEAR: 2014
MODEL: F-SERIES
MILEAGE: 720
BODY STYLE: W1E - F150 4X4 SUPERCREW - STYLESIDE

[redacted]

SYMPTOMS: Start/Run/Move | Moving | Upshift Quality | OTHER
ANALYST NAME: P Rxsalp
OPEN ANALYST NAME: Anita Brix
COMMENTS:

2015-02-16 15:54:00	CUST SAYS:DDWhile driving, the speedometer, tripometer, odometer and a wrench light came up beside the odometer. The check engine light and airbag light came on. Third gear and fifth gear are all he had, the other gears were out. Dlrshp is saying that he needs a lead frame replaced in the transmission. The dlrsp advise it will take 2-3 days to get it fixed. The dlrshp has ordered the parts. Can he get a rental veh to get home? He was supposed to be at work today back in Virginia. He will need a 4-wheel drive veh to get home (because they just had a snowstorm where he lives and he will need a 4-wheel drive veh).DDDDPER CUST, DLR SAYS: Langdale Ford, Valdosta, GADDN/ADDDDCRC ADVISED:DDI will escalate your case/request to our Ford Regional Customer Service Manager who works daily with your dealership's management team. The Ford Regional Customer Service Manager has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Ford Regional Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Service Manager within 1 business day. The case number that I have established for you today is CAS-5977516-S5J8J. CSM is Jean Saporita 53727
2015-02-16 16:05:00	He can be reached at 276-733-7856.
2015-02-16 16:13:00	==NO ESP, NO RECALLS, RELATED WARRANTY HISTORY, NO HOTLINE, WSD 2-7-2015, MILEAGE 750==DDDD==CSM JSAPORITA EXT 77727- == OBC TO DEALER JACK S/M==CSM ADVISING OF CUST CONCERN==S/M ADVISING MAYBE ABLE TO GET VEH REPAIRED TOMORROW==CSM ADVISING WILL COVER RENTAL==S/M ADVISING WILL LOOK INTO RENTAL AND UPDATE CSM==DDDD==CSM JSAPORITA EXT 77727- =OBC TO CUSTOMER 276-733-7856 L/M FOR CUST ADVISING CALLING IN REFERENCE TO VEH==CSM PROVIDED CONTACT INFO FOR CUST TO RETURN CALL==CSM ADVISING FOLLOW UP FOR TUESDAY 2/17==
2015-02-17 13:35:00	==CSM JSAPORITA EXT 77727- == OBC TO DEALER 2300 SPOKE WITH JACK S/M==S/M ADVISING WAS ABLE TO GET CUST IN RENTAL==S/M ADVISING CUST WANTS TO DRIVE THE RENTAL BACK==S/M ADVISING WAITING ON PARTS TO REPAIR VEH==DDDD==CSM JSAPORITA EXT 77727- =OBC TO CUSTOMER [redacted] ==CSM ADVISING FOLLOWING UP WITH VEH==CUST ADVISING DRIVING BACK==CSM ADVISING IF RENTAL WAS ONE WAY OR IF NEEDED TO BE RETURNED==CUST ADVISING THINKS IT NEEDS TO BE RETURNED==CSM ADVISING WILL SEE IF ABLE TO LEAVE IN VIRGINIA AND CSM TO TRANSPORT VEH BACK TO CUST==CSM ADVISING WILL REVIEW AND CONTACT CUST ON THURSDAY 2/19==
2015-02-17 13:38:00	==CSM SENT E-MAIL TO S/M ADVISING:DDDDHi Jack,DDDDCan you check on something for me. Is it possible for the customer to leave the rental vehicle in Virginia? I will cover to transport the customers vehicle to him. DDDDCan you check with Hertz to see if able to leave vehicle there so customer does not have to drive back.DDDDThank you very much.
2015-02-19 15:19:00	CUST SAYS:DDHe has been speaking with CSM Jean, but does not have her contact information. DDDDPER CUST, DLR SAYS:DDn/aDDDDCRC ADVISED:DDOffered the Works.DDProvided case number and transferred to CSM extension.
2015-02-19 15:20:00	Email Created On: 2/19/2015 10:20:14 AMDDFrom: FMC360 Email SubscriptionDDTo: Gary Biunno, Jean SaporitaDDSubject: Document Customer Re-contact activity Completed, CaseNumber: CAS-5977516-S5J8J6. CRM:08131000005148DDDDDocument Customer Re-contact activity Completed
2015-02-19 16:24:00	==CSM JSAPORITA EXT 77727- == OBC TO DEALER 2300 SPOKE WITH JACK S/M==CSM SEEKING UPDATE ON VEH==S/M ADVISING WILL FINISH REPAIRS THIS MORNING BUT WANT TO TEST DRIVE AFTER REPAIRED==CSM ADVISING TO CHECK WITH RENTAL COMPANY TO SEE IF ABLE TO DO A ONE WAY RENTAL AND LOOK INTO A TRANSPORT COMPANY TO TRANSPORT VEH TO CUST==S/M ADVISING WILL LOOK INTO AND UPDATE CSM==DDDD==CSM JSAPORITA EXT 77727- =OBC TO CUSTOMER [redacted] SPOKE WITH MR. BEAMER==CSM ADVISING FOLLOWING UP WITH VEH==CSM ADVISING DEALER FINISHING REPAIRS THIS MORNING THEN WILL BE TEST DRIVING VEH==CSM ADVISING DEALER WILL BE LOOKING INTO LEAVING RENTAL IN VIRGINIA AND CSM WILL TRANSPORT VEH==CSM ADVISING WANT TO VERIFY VEH IS REPAIRED FIRST==CUST SEEKING IF TRANSPORTED CAN VEH BE DROPPED OFF AT DEALER==CSM ADVISING TRANSPORT COMPANY WILL CONTACT CUST TO SEE WHERE TO BRING VEH==CSM ADVISING WILL FOLLOW UP WITH CUST ON FRIDAY 2/20==
2015-02-20 18:28:00	==S/M SENT E-MAIL ADVISING:DDDDJean- 600.00 for the haul back to Virginia.and on rental car it will be 40.00 a day
2015-02-20 18:31:00	==CSM JSAPORITA EXT 77727- == OBC TO DEALER SPOKE WITH JACK S/M==CSM ADVISING OF E-MAIL S/M SENT ==CSM ADVISING THAT WILL BE FINE==S/M ADVISING TRANSPORT COMPANY WILL PICK UP VEH BEGINNING OF NEXT WEEK==S/M ADVISING CUST NEEDS TO BRING VEH TO THE LOCATION THAT IS CLOSET TO HIM==S/M ADVISING DEALER HAD NUMBER FOR CUST==CSM ADVISING TO HAVE S/A CONTACT CUST AND ADVISE OF THAT INFO==DDDD==CSM JSAPORITA EXT 77727- =OBC TO CUSTOMER [redacted] SPOKE WITH MR. BEAMER==CSM ADVISING TRANSPORT COMPANY WILL PICK UP VEH NEXT WEEK==CSM ADVISING OF THE RENTAL ==CSM ADVISED CUST WILL BE CONTACTED BY DEALER WITH THE RENTAL INFO TO RETURN==CSM ADVISING WILL FOLLOW UP ON WED TO MAKE SURE VEH IS IN TRANSPORT OR HAS BEEN DELIVERED==

2015-02-25 18:23:00	==[redacted] TO MAKE SURE VEH HAS BEEN PICKED UP==
2015-03-02 15:29:00	==CSM JSAPORITA EXT 77727- =OBC TO CUSTOMER [redacted]6 SPOKE WITH MR. BEAMER==CSM ADVISING RECEIVED E-MAIL STATING CUST DROVE AND PICKED UP VEH==CUST ADVISING DEALER NOT SURE WHEN TRANSPORTER WOULD PICK UP VEH==CSM SEEKING IF CUST HOME OR STILL DRIVING==CUST ADVISING ARRIVED HOME YESTERDAY==CSM ADVISING IF CUST STOPPED TO REST==CUST ADVISING DID STOP==CSM ADVISING WILL COVER HOTEL STAY==CUST ADVISING HAVE TWO OTHER DAYS FROM WHEN VEH BROKE DOWN==CSM ADVISING TO SEND TO CSM AND CSM WILL REIMBURSE CUST==CSM PROVIDED E-MAIL AND FAX FOR CUST TO SEND RECEIPTS==CSM ADVISING FORD COVERING RENTAL==CSM HAD CUST VERIFY ADDRESS==CSM ADVISING TO ALLOW 2-3 WEEKS TO RECEIVE CHECK==
2015-03-02 15:30:00	==S/M SENT E-MAIL ADVISING:DDDDJean got busy yesterday. The carrier did not pick up that truck because of the weather. The customer did drive back to our dealership and pick up his vehicle Saturday morning.
2015-03-02 18:51:00	==CSM JSAPORITA EXT 77727- =OBC TO CUSTOMER [redacted] RETURNING CUST CALL==CSM ADVISING RECEIVED CUST V/M AND FAX==CSM ADVISING JUST WANTED TO REVIEW COST WITH CUST==CSM ADVISING TOTAL REIMBURSEMENT WILL BE $264.48==CUST ADVISING THAT SOUNDS GOOD==CSM ADVISING TO EXPECT WITHIN 2-3 WEEKS==
2015-03-02 18:54:00	==CSM SENT E-MAIL TO S/M ADVISING:DDDDHi Jack,DDDDWhen you have a moment. I will be reimbursing Mr. Beamer hotel stays. The total cost will be $264.48. When you have a moment will you either add a line to theDDR/O or if closed, open an new R/O and send me the R/O number and line for the reimbursement. DDDDI have attached the customers receipts for your records.DDDDThank you very much.
2015-03-03 18:27:00	==CSM JSAPORITA EXT 77727- =OBC TO CUSTOMER [redacted] SPOKE WITH MR. BEAMER==CSM ADVISING RETURNING CUST CALL==CUST ADVISING WENT TO SELLING DEALER TO SPEAK ABOUT GETTING A NEW TRANS==CSM ADVISING NOT ABLE TO MAKE REPAIR DECISION==CUST ADVISING IF THERE IS ANY ONE ELSE TO SPEAK WITH ==CSM ADVISING IT WOULD NEED TO COME FROM A DEALER TO ENGINEERING AND IT WILL NOT BE APPROVED==CUST ADVISED SELLING DEALER STATED SAME INFO==CSM ADVISING IF THERE IS ANOTHER ISSUE IN FUTURE WITH TRANS THEN MAYBE A POSSIBILITY BUT WOULD NEED TO GO THROUGH ENGINEERING==CUST ADVISING JUST WANTED TO CHECK==
2015-03-06 16:17:00	==CSM JSAPORITA EXT 77727- == OBC TO DEALER 2300 SPOKE WITH JACK S/M==CSM SEEKING R/O FOR REIMBURSEMENT AUTH CODE==S/M ADVISED WILL SEND IN E-MAIL TO CSM==
2015-03-10 19:19:00	==S/M SENT E-MAIL ADVISING:DDDDr.o # 079877 line # 3 for rental 519.96 . the lodging is on job 4 .for how much you want to give them.pand a code 04988--thanks
2015-03-10 19:24:00	==CSM SENT E-MAIL TO S/M ADVISING:DDHi Jack,DDDDThank you for the information. Your P-11 auth. code for the rental is M06RJ. The reimbursement will be in the amount of $264.48. Your P-11 auth. code is M03HA.DDDDThank you very much,
2015-04-27 14:13:00	==CSM JSAPORITA EXT 77727- =OBC TO CUSTOMER SPOKE WITH [redacted] SPOKE WITH MR. BEAMER==CUST ADVISING HAVE NOT RECEIVED CHECK==CSM ADVISED DEALER PROVIDE THE CHECK==CSM ADVISED DEALER CHECKING ON THE CHECK WHEN CSM HAS UPDATE WILL INFORM CUST==

CASE ATTACHMENTS:

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
Criteria |

REGION: S1 ZONE: S1A
MODEL: F-SERIES MILEAGE: 2,000

SYMPTOMS: Start/Run/Move | Moving | Engagement Issues | Forward
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Donna Beck
COMMENTS:

2015-03-16 21:58:00	CUSTOMER SAYS: DDDealer cannot seem to fix his veh. Took veh in 4 times for the same issue. Today It downshifted from 2nd to 4th. Worse when it is cold and happens intermittently. He feels like this is being blown off and it is a very serious safety issue. If this isn't fixed this will be a lawsuit. Cust does not want to leave it there for them to drive they need to take his word for it. He paid a lot of money for a veh he does feel confident to drive. DD DDPER CUSTOMER, DEALER SAYS: DDThe cannot duplicate the issue since there are no codes. They need to drive it to duplicate the concern. DD DDCRC ADVISED: DDI will escalate your case/request to our Ford Regional Customer Service Manager who works daily with your dealership's management team. They have access to all Ford resources and can use these resources to assist you and your dealership regarding your situation. The Ford Regional Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call by the EOB tomorrow at the very latest. Your Case # is CAS-6126970. Offered the works.
2015-03-18 14:27:00	[redacted]014 F150-1 claim in AWS for a hard acceleration concern –WSD- 05-DECEMBER-[redacted]0217,14-0134- LTV 68- original owner -OBC to dealer @4060 and spoke to S/A tony [redacted] R was placed in the vehicle for a week and the concern did not present itself –OBC [redacted]nd he advised that it has at least been 3- csm explained that we understand that the [redacted]g the concern – customer advised that it intermittent when downshifting randomly and seems as though the vehicle gets confused – customer advised that they have had it for weeks and won't throw codes –csm explained that the dealer tech cannot repair the vehicle based on customer information - cust advised that the dealer did put a VDR in the vehicle but dealer did not get the recordings – cust advised that some issues happened but he didn't record it –customer advised that sometimes he can make it reproduce itself – csm questioned if he has gone a test drive with the tech – csm advised that we would not perform any repairs on the vehicle until the dealer duplicates the concern – cust admits it not as dramatic as it was-cust advised that he may bring the vehicle into the dealer (Billy Howell Ford) -but he doesn't have the time right now and he will call roadside assistance if he cant drive -
2015-03-18 14:28:00	csm advised cust to contact csm back when he brings the vehicle into a dealer -

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
ifornia Vehicle | CCT Criteria

REGION:
ZONE:
MODEL: F-SERIES
MILEAGE: 1,000

ANALYST NAME: P Rxsalp
OPEN ANALYST NAME: Alex Gonzalez

COMMENTS:

2015-03-17 13:57:00 CUST SAYS: DDStates that he is having trans issues with the veh. Further states that he has had this problem before with other ford veh and is not going to go through the hassle again in regards to the repairs on a relatively new veh. Cust states that the veh is a lease. The veh is not shifting properly. While pulling a trailer it would not shift out. Stays locked in the last gear, takes time before the next gear engages. Has not taken the veh into any dlr for these concerns. States that he has made a deposit of $1,000 and already has made the first monthly payment and is ok with that he states. He just does not want the veh as he feels will only cause him more aggravation due to the concerns with the trans. Cust requesting buyback at this time. DDDDDDPER CUST / DLR SAYS: DDN/ADDDDCRC ADV: Informed Cust:DDApologized and advised cust. I will escalate your case/request to our Ford Regional Customer Service Manager who works daily with your dealership's management team. The Ford Regional Customer Service Manager has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Ford Regional Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Service Manager within 1 business day. The case number that I have established for you today is CAS-6130715-Y7D6Q3DDDDFord's commitment is to honor the new vehicle limited warranty this does not guarantee that Ford will buyback your vehicle

2015-03-17 16:55:00 [redacted]

2015-03-17 16:57:00

2015-03-17 17:02:00 -- aws reviewed and no repairs in warranty historyDD-- no hotline contactDD-- state presumption appears to allow for DD-- during the period of two years following the motor vehicle's delivery orDD24,000 miles, whichever is earlier, either of the following occurs:DD1. The same nonconforming condition was subject to repair attempts four or moreDDtimes by the manufacturer or its authorized dealers, at least one attempt occurredDDduring the lemon law rights period, plus the manufacturer had a final repair attempt,DDand the nonconforming condition continues to exist; orDD2. The motor vehicle was out of service and in the custody of the manufacturer or anDDauthorized dealer due to repair attempts for a cumulative total of 30 or moreDDcalendar days, including the final repair attempt,

2015-03-17 17:03:00 -- veh has no repair history for transmission concerns DD-- veh has not been out of service for 30 days at this timeDD-- replacement/repurchase is denied at this time

2015-03-17 18:05:00 [redacted]ble to contactDD-- v.m. left and follow up set for 3-18

2015-03-18 13:41:00 per documentation customer has not taken it to the dealer for concernDD-- previous call yesterday on another case and reviewed this case with dealer and no service history for concern at this timeDD==========DD--

[redacted]

2015-03-24 18:51:00

2015-04-03 16:46:00

2017-02-02 20:58:00

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
iteria |

REGION: W3 ZONE: W3B
MODEL: F-SERIES MILEAGE: 4,800

ALLEY CREST COMPANIES |

SYMPTOMS: Start/Run/Move | Moving | Engagement Issues | Forward
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Brittany Soules
COMMENTS:

2015-03-23 19:32:00 CUSTOMER SAYS:DDVehicle is a fleet. DDThe transmission would slip out of gear. The gears lock up. This started a month or ago. The vehicle was at the dealer for a few days. About two weeks after the vehicle was returned, it would not upshift from 5th to 6th gear or come out of 5th gear. He brought the vehicle to the dealer, but no repairs were made. The vehicle had the vehicle lock up twice while on a trip. The vehicle has not been to the dealer in about a month. He is seeking vehicle repair. DDDDPER CUSTOMER DEALER SAYS:DDThe dealer said after the first trip to the dealer that it was within spec. The dealer said there were several codes, but they could not repair the vehicle at that time. DDDDCRC ADVISED: DDAdvised him of CSM Leroy's contact information. Advised him I will attempt to get CSM for him currently, if unavailable to leave voicemail with contact info and CSM will call back within 2 hours.

2015-03-23 23:47:00 CUSTOMER SAYS: Customer did not receive his 2 hour call back time. This is a vehicle that while driving down the highway will lock up.DDDDPER CUSTOMER DEALER SAYS: n/aDDDDCRC ADVISED: Encouraged to get the vehicle into the ford dealership in order for us to start diagnosing it as well as to help with looking into the concern once Leroy is involved. Advised he was not at his desk at the moment and may not have been here earlier today. Apologized for lack of contact and advised he should receive a call back tomorrow. DDDDSent message and request contact through case.

2015-03-23 23:50:00 CUSTOMER SAYS: Customer did not receive his 2 hour call back time. This is a vehicle that while driving down the highway will lock up.DDDDPER CUSTOMER DEALER SAYS: n/aDDDDCRC ADVISED: Encouraged to get the vehicle into the ford dealership in order for us to start diagnosing it as well as to help with looking into the concern once Leroy is involved. Advised he was not at his desk at the moment and may not have been here earlier today. Apologized for lack of contact and advised he should receive a call back tomorrow. DDDDSent message and request contact through case.

2015-03-24 14:35:00 [redacted]

2015-03-24 15:18:00

2015-03-24 15:34:00

2015-03-25 21:06:00

MARK BOWER : 702-429-1665DDDD1. left vmail - stating name, position, and reason for call (confirm repair status) DD2. provided case number and contact ph numberDD3. will f/u on WED MAR 25

2015-03-27 15:02:00 OBC TO DLR - SA CODY ROBINSON @ 702-558-8080 FORD COUNTRYDDDD--REPLACED FAILED #3

[redacted]

CASE ATTACHMENTS:



CASE ATTACHMENTS:

[redacted]

[redacted]	[redacted]
	ETA on repairs – csm will follow up on 05-04-2015
2015-05-04 18:43:00	Csm Autumn x77763—csm emailed S/M Jason -OBC to dlr @ 5484 and he advised that the customer has the vehicle with the CDR in the vehicle –to determine what solenoids the dlr has to order –csm will follow up on 05-11-2015
2015-05-11 14:21:00	[redacted]
2015-05-11 14:22:00	
2015-05-15 14:21:00	
2015-05-21 15:25:00	
2015-05-26 19:00:00	
	advised that after a GFR we would not be buying back or replacing the vehicle at this time as we feel we can get the vehicle repaired. The customer said back in December when this started on January. The customer advised that every time he has picked it up the transmission was slipping. The vehicle would shut down at a high rate of speed with his daughter in the vehicle. Because it doesn't throw a code and the dlr stated they drove it and it was only1 mile from the in and out mileage. The customer brought it back in on 01-22-2015 and hard acceleration and vehicle locked up and the customer had to take it back in again after they repaired it. The next time the customer came in the dealer hooked up a computer and the vehicle locked up @ 60 MPH and went into park. 2 Fridays ago her family was in the vehicle. The customer had her oil changed in April and the low pressure light came on and the vehicle turned off at 40 MPH. Customer no longer wants the vehicle. csm explained that the vehicle is the customers vehicle is her responsibility until she files for the lemon law . csm advised that the dealer has been working with engineering to address cust concerns . The customer thinks that someone was not paying attention on the assembly line. Customer no longer feels comfortable with her family in the vehicle. Cust does not have a lot of faith in the vehicle. Csm referred customer to the BBB.org.- csm advised of follow up .
2015-05-28 18:27:00	[redacted]
2015-06-03 15:33:00	
2015-06-05 18:12:00	
2015-06-09 12:42:00	
2015-06-10 18:38:00	

CASE ATTACHMENTS:

[redacted]

ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Judy Getman

COMMENTS:

2015-04-29 21:23:00 CUSTOMER SAYS :DDThe vehicle is having major transmission issues. It has been there for 21 days. He is SO disappointed in Ford , it's ridiculous. What can we do to repair the truck . He thinks the situation is ridiculous. DDDDAS PER CUST, DEALER SAYS:DDInstalled a part to fix the problem. DDDownshift balbe

[redacted]

2015-04-30 12:59:00

2015-04-30 20:14:00

2015-05-01 12:23:00 CUST SAYS:DD VEH has been to the DLR a month. Customer has heard nothing back from the CSM and is very frustrated. DDDDPER CUST, DLR SAYS:DD N/ADDDDCRC ADVISED:DD Advised that we do apologize you did not receive a call within 1 business day. I will notify the team that you have not been called and can provide you with the CSM's number. Re-opened case to document missed follow up/re-contact as it was closed by CSM as duplicate. Transferred to CSM's number.

2015-05-01 12:33:00 CSM LLAYTON XT 77784DDDDDUPLICATE CASE CLOSING: CAS-6784441-N3B0W9

CASE ATTACHMENTS:

[redacted]

2015-05-04 17:06:00 CUST SAYS:DDLooking for the hubcaps for my veh. This is the worst experience I've had purchasing a veh. The dlr won't take responsibility for what they did.DDDDPer Cust, DLR SAYS:DDn/aDDDDCRC ADVISED:DDAgent offered to take down feedback regarding the dlrshp experience, cust refused to clarify regarding the situation at the dlr, began using inappropriate language. Agent advised that no one at the CRC can assist the cust in shopping for hubcaps, the best people to assist are the parts dept at his local Ford dlr.

2015-05-04 17:22:00 [redacted]

2015-05-05 12:45:00

2015-05-05 13:09:00

concernDD- vehicle at body shopDD- being painted as customer stated that the dealership starched itDD-

2015-05-05 13:21:00 [redacted] to RyanDD- dealer advised could not duplicate the transmission g a sctrachDD- being painted as customer stated that the dealership ng with the customer and feels the customer is not truthfulDD-

2015-05-05 13:27:00 [redacted] xplained my roleDD- customer wants vehicle bought backDD- csm ocess that requestDD- customer states the dealership damaged his vehicle DD- tried to advise customer that he would need to continue to work with dealerDD- customer stated they have the Ford logo above the building so it is a Ford issueDD- customer wanted to know why I was even callingDD- customer wants to speak with my supervisorDD- (all 24 cases customer wanted to speak with a supervisor)DD- advised customer we are not able to repurchase his vehicleDD- customer did not want CSM to talk and he wanted to know why his battery died while it was at the dealership.DDadvised customer a supervisor would call him back by end of business tomorrow the 6th

2015-05-06 14:38:00 CUST SAYS:DDWanted to know where cust call is for today. wants to speak to a supervisor.DDDDPER CUST, DLR SAYS:DDn/aDDDDCRC ADVISED:DDAdvised cust that a supervisor will be calling by the end of day 5/6.

2015-05-06 20:07:00 DDSUP CALL IN REVIEW DDOBC to customer at #[redacted]–DDCustomer said trying to build a deck with a FORD FOCUS –SUP INFORMED that do not know what comment is in reference too DDCustomer talking about the loaner provided to him DDCustomer said has veh for 7mo's-recapping 2 incidents on veh/expressing how computers don't pick up codes, etcDDCustomer talking about transmission –shifting –engine (said engine shut off); battery died for no reason ----------CSM acknowledged concern and emphasized that sometimes, hardest thing for diag is being in position to replicate concern at handDDSaid DLRSHP damaged veh in re to scratch –customer feels DLRSHP also gauged tires –said was ok prior during rotation/report –Said DLSRHP always says "doesn't know" -----Said DLRSHP addressing scratch/not addressing tires though –feels like may take them to small claims courtDDDDCustomer said spoke to Attorney General Office this morning and working on line with Lemon Law –DDCSM informed that inquiry onto CCT was addressed in regards to question of buyback/replacement –POSITION RENDERED IN RE TO FMC NOT BEING ABLE TO PURCHASE/REPLACE VEH AT THIS TIMEDDCustomer said doesn't mind going thru Attorney General and asking for every dollar back DDDDCSM apologized to customer for overall experience/feelings of sale experience and service experience thus farDDCustomer went on to explain Sale Experience of when found veh initially via website/how doesn't disclose location of veh –gave feedback on siteDDDDCSM did inform that CCT could only assist in moving forward to repair/diagnosis concern =suggested if proceeding, possible 2nd opinion w/different dealership as could be proactive w/new set of eyes/hands on situation, etc ---Customer clearly doesn't know when/what concern is going to happen next as can't replicate concern at hand now ((LEASED VEHICLE)) ((registered in State of NY))DDDDCustomer said DLRSHP did call today –vehicle is ready ---will see options on price of tires/rims for customer to addressDDCSM informed that would like to keep open communication a bit – to see about AG and see about drivability concern when picks up veh – customer does drive a lot and will be in position to give some feedback soon – CSM informed would FU on Tuesday which customer appreciated

2015-05-12 19:45:00 [redacted]

2015-05-13 15:06:00 Customer Says:DDCustomer is upset, he said that the CSM was supposed to call him back but never did. Customer is upset with the customer service and said he will never buy a ford again. DDDDPer Customer, DLR Says:DDN/ADDDDCRC Advised:DDProvided customer with the CSM number and extension. Also, let him know that I am documenting this and she will be aware that you you're trying to get a hold of her.

2015-05-13 19:12:00	CUST SAYS:DDNobody is getting back in contact with me. I've left two messages and no one will call me back.DDDDPER CUST, DLR SAYS:DDn/aDDDDCRC ADVISED:DDInformed cust of the call back scheduled for today.
2015-05-13 20:16:00	-OBC TO CUST AT 9145848377 - NO ANSWER - NO VMDDDD- F/U TOMORROW
2015-05-13 21:26:00	CUST SAYS: He missed a call. He wants to speak with someone today. He is missing the calls when his unable to get to his phone.DDDDPER CUST, DLR SAYS: N/ADDDDCRC ADVISE: OBC to CSM Angela no answer. OBC to James left VM. OBC to COM Bill He requested the call be transferred back to Angela. Transfer to CSM Angela. CSM Angela placed Erika on the call and she spoke with cust.
2015-05-13 21:33:00	IBC from customer -via CRCDDAsked how everything is since had veh for a few days--customer said considering to take to an Indep Mechanic to test drive/see if normal behaviorDD--Customer said it's a weird feeling -bucks; will come to complete stop/shimmy at idle -DD--Customer will schedule a 2nd opinion -to road test/show another DLRSHP -seeking for feedback on concern whether normal/not normal; doesn't understand the bucking that's experiencing DD--Customer will schedule an appointment at Mahwah possibly for next Monday but let SUP CSM know so can contact DLRSHP before hand in re to case/case concern-DD-Advised
2015-05-13 21:34:00	[redacted]
2015-05-15 20:53:00	[redacted]
2015-05-20 16:54:00	1FTFW1EF6EK F42243DDSM said the CUST had issues with oil leaks, transmission concern, now hears a "clunk" when he goes into reverse. DLR states that CUST is scheduled to come in 5/22 for test drive with SM.
2015-05-20 20:33:00	CSM Erika sees update from SM/DLRSHP-will reschedule FU for 5-22
2015-05-22 15:40:00	CUST SAYS:DDI want to speak to Erika. I just came from the dlr today… I want to speak to Erika about how I was treated. I don't think I want to go back, they said "everytime you come in it's a new problem" well there wouldn't be new problems if they'd just fix them. DDDDPer Cust, DLR SAYS:DDn/aDDDDCRC ADVISED:DDAdvised per case notes, case actions that CSM Erika has a FU set for today.DDAdvised I will document this re-contact in the case. Provided cust CSM Erika's contact phone number and ext, cold transf cust to ext 53712.
2015-05-22 15:41:00	Email Created On: 5/22/2015 11:41:06 AMDDFrom: FMC360 Email SubscriptionDDTo: Bill Giunta, Erika Hernandez-BrightDDSubject: Document Customer Re-contact activity Completed, CaseNumber: CAS-7108316-P8C4Z1. CRM:08131000010095DDDDDocument Customer Re-contact activity Completed
2015-05-22 15:46:00	CUST SAYS: Cust called back in because he was transferred to the wrong CSMDDDDPER CUST, DLR SAYS: n/aDDDDCRC ADVISED: DDAdv cust that I will update the case and get him over to the CSM for further assistance
2015-05-22 17:23:00	CSM Taharria ext.77744****OBC TO DLRSHP @(845) 624-3600DDDDPER CUSTOMER DLR SAYS:DDService Advisor: RichDDThe client came in today, but he doesn't know the details as to why and what for.DDDDCSM sent an email notifying Robin, Bill, and Erica of this clients follow up today.
2015-05-22 17:28:00	Email sent to COMMs
2015-05-22 18:12:00	OBC to DLRHP #845-624-3600 –tt SM Joe ----said dealer principal has been handling concern w/customer personally –each time is a different concern –said DLRSHP, everytime customer comes in they have to protect themselves in re to camera/status of body on veh at time of drop off as endured allegation of things in past/scratches, etcDDDDDLRSHP said customer did have Legitimate water leak –replaced carpet ---addressed –in the past alreadyDDDDSM said Customer expressed "stumble/hesitation" at highway speeds –DLSRHP looked at twice, can't verifyDDDDCame in today ---------road test ---Said customer drove between 65-80mph –slight vibration in tire –not a transmission issue –SM said informed customer looking at tire concern/wheels are all scuffed –informed customer that tire balance is not warrantable as maintenance item--said afterwards, can't road test as speeds above legal limits –DLRSHP said would balance at no charge DDDD
2015-05-22 18:17:00	Email Created On: 5/22/2015 2:17:08 PMDDFrom: FMC360 Email SubscriptionDDTo: Bill Giunta, Erika Hernandez-BrightDDSubject: Document Customer Re-contact activity Completed, CaseNumber: CAS-7108316-P8C4Z1. CRM:08131000010117DDDDDocument Customer Re-contact activity Completed
2015-05-22 18:17:00	OBC to customer #914-584-8377 –said DLSRHP wants to start w/addressing tire, etc –CSM acknowledged & said spoke to DLSRHPDDCustomer possible miscommunication w/DLSRHP –said they thought he mentioned stumbled characteristic and customer said never used that wordDDCustomer said just felt a little uncomfortable about that but will call them and schedule an appointment to have the balance done/road test done like next Thursday/FridayDDCSM acknowledged –advised will FU on that Monday thereafter on Monday June 1st ---thanked customer for update DD
2015-06-01 18:15:00	OBC to DLHSRP SHULTZ 845-624-3600 –tt SM Joe –inquired if [redacted] test—SM said customer has not-team still has an open ticketDDC –left message to keep CSM posted when goes back to DLRHSP
2015-06-02 15:49:00	CUST SAYS:DDReceived call from extension 77512, needs to be SAYS:DDn/aDDDDDDCRC ADVISED:DDTransferred to CSM.
2015-06-02 19:08:00	Email Created On: 6/2/2015 3:08:34 PMDDFrom: FMC360 Email SubscriptionDDTo: Angela Keevis, Bill GiuntaDDSubject: Document Customer Re-contact activity Completed, CaseNumber: CAS-7108316-P8C4Z1. CRM:08131000010670DDDDDocument Customer Re-contact activity Completed
2015-06-02 19:08:00	Customer Says:DDcustomer is on his way back to the dlr again. there is another leak - Angela has been working with him on this case - they denied the buyback. but now there is DDwater is dripping on radio console. DDDDPer Customer DLR Says: DDN/a DDDDCRC ADVISED:DDAdvised customer i found the active case for the concerns - customer was becoming very aggravated- he wants to speak with Angela right now. i advised the customer that I will be transferring him to Angeles's ext. DDCold transfer to 53712
2015-06-02 19:16:00	CUSTOMER SAYS: DDJust spoke with someone who said they were going to transfer me to Angela and I got her VM. This is now the second VM I have left for her. I need her supervisor to contact me ASAP. DD DDDLR ADVISED: DDN/A DD DDCRC ADVISED: DDAdvised customer I will place the request for a supervisor however was not able to advise the customer it is a 1 business day call back.
2015-06-02 20:23:00	CUST Says : DDcustomer is calling back for the 4th time today, and wants to speak with Angela immediately. customer is HIGHLY irate and doesn't understand that the CSM can't contact him back or be transferred to her at this moment.DDDDper CUST DLR Says :DDn/aDDDDCRC Advised : DDadvised customer that the there is already a request for her to contact him back and she will get back to him.

2015-06-03 13:26:00	CUST SAYS:DD Customer is calling back today because he wants to speak with someone right now. He got upset and belligerent when i wanted to look at the notes and see who his CSM was and see if there was a missed appointment call back. Customer then screamed at me when i told him id transfer him to his csm - "no she doesn't answer and never calls back i want to speak to someone NOW". DDDDPER CUST DLR SAYS:DD n/aDDDDCRC ADV: DDI checked with my TL to see if there was someone who could take the call live, unfortunately there was no one available at this time to take the call live. Advised customer to please wait back for the supervisor or the CSM to call you back within the time frame allotted. Speaking to my TL, she told me to transfer it up to the COM (Bill), i advised the customer no one could take the call live and that i would be transferring him to the COM, he again being belligerent "Is he there? I don't want to hear a machine again, i want someone live, now" I transferred him through.
2015-06-03 15:35:00	IVVM from customer 6/2/2015DDVoice msg from Outside call [redacted] back to the dealer
2015-06-03 16:45:00	CUST SAYS:DDCust wants to speak with CSM Angela not voice msg. Looking for update to CAS-7108316. He says he is too busy to wait around on their phone calls and they never call him back. He has called numerous times already.DDDDPER CUST, DLR SAID:DDN/ADDDDCCR ADVISED:DDI tried to conference call with CSM, Angela x53712 three different times but could only reach her vmail. Adv cust he would receive a call back by end of business but he was not satisfied wanted to speak with CSM "NOW" or someone higher up and became very belligerent used profanity. Rcvd permission from SME-Sam G to transfer cust to disconnect line.
2015-06-03 19:32:00	CUST SAYSDDHas not heard back from case. Was connected to Bill and has not heard back. Is upset. Should he contact a lawyer. Knows this department can't assist.DDDDPER CUST DLR SAYSDDN/ADDDDCRC ADVISEDDDThe case shows as being in the hands of regional rep Angela. Connected cust.
2015-06-03 19:35:00	Email Created On: 6/3/2015 3:34:56 PMDDFrom: FMC360 Email SubscriptionDDTo: Angela Keevis, Bill GiuntaDDSubject: Document Customer Re-contact activity Completed, CaseNumber: CAS-7108316-P8C4Z1. CRM:08131000010772DDDDDocument Customer Re-contact activity Completed
2015-06-03 19:40:00	CUST SAYS:DDCust called in wanted to talk to a CSM was trying to go Through verification Gentleman was swearing and using profanity hung up before verification DDDDDDPER CUST,DLR SAYS:DDDDDDDDCRC ADVISED:
2015-06-03 19:46:00	CUST SAYSDDJust talked to someone that was not smart. Needs to talk to someone in regional department. Now.DDDDPER CUST DLR SAYSDDn/aDDDDCRC ADVISEDDDI advised just spoke to me and I did transfer to regional rep extension. The system tries to connect you with the next available representative. If there is no one available, it does take you to a machine and ask that you leave a detailed message with the best phone number to reach you and the case number for someone to be able to return the call.DDDDCust became upset and beligerent, stating it was beyond you little people. Ford needs to buy the car back or he would contact the attorney general.DDDDI advised will try to connect to regional deparment for further assistance. Connected to CSM extension.
2015-06-03 19:49:00	[redacted]
2015-06-04 12:26:00	Derrick Calderon: Once again my new truck going into shop. Looking like a lemon. 3rd time for sunroof leaking. Never mind the other stuff that has gone wrong. And it was my second choice. Horrible ford. Be very ashamedDDDDFordService: I want to help make your truck feel like your first choice. What's the year, model, and mileage on it? Any additional details regarding diagnosis and prior fixes would help as well. I'll look into additional resources on my end to assist. DDDDDerrick Calderon: It's a 2014 f150 lariat with 14000 miles moonroof leaked 3 times change liner once. Truck shut off all by itself in the middle of a intersection while making a left turn. Got it back from service battery die had to call road side. Do to that transmission was stuck in 5th gear til it reset itself. Called you guys and got no call back. Within the last 2 days called 8 times left 3 messages. Horrible horrible horrible. I had this truck 9 months now. Been in shop a total of 5 1/2 weeks. HorribleDDDDFord Service: I want a much better experience for you, Derrick. Please send me a PM with your VIN, phone number, and dealer info. I'll take a closer look at this.DDDDDerrick Calderon: Angela regional manager was suppose to be helping me. She hasn't returned my calls in 3 days horrible serviceDDDDFord Service: I want to make sure you get that call, Derrick. Please send me a PM with the info above or your case number. DDDDDDSending email to CSM/COM to find out about follow-up call before proceeding. DD
2015-06-04 12:53:00	[redacted]
2015-06-04 13:02:00	
2015-06-04 13:02:00	Email Created On: 6/4/2015 9:02:29 AMDDFrom: FMC360 Email SubscriptionDDTo: Angela Keevis, Bill GiuntaDDSubject: Document Customer Re-contact activity Completed, CaseNumber: CAS-7108316-P8C4Z1. CRM:08131000010800DDDDDocument Customer Re-contact activity Completed
2015-06-04 13:09:00	Responded to customer this am: DDFordService: I just spoke with Angela, and she let me know that you'd be receiving a call today from Erika, who is now handling your [redacted] few voicemails, but asked me to provide you with her direct calling shortly, though. DDDDDerrick Calderon: Yeah all no this one . I have a appointment with a attorney on Friday to much you will be able to do. You can't give me back my peace of mind or my timeDDDDFordService: I understand. Erika has assured me that she will be contacting [redacted]
2015-06-04 14:56:00	SEE UPDATE from Social Media team at 9:09amDDOBC to [redacted] has #; customer said yes yet doesn't work w/a phone access someoneDDCustomer confirmed again that meeting w/attorney tomorrow to see about rightsDDCUSTOMER IS EXTREMELY RUDE AND BELITTING IN HOW HE RESPONDS/SPEAKS TO OTHERS EVEN IN THE UNDERSTANDING ABOUT HIS LEVEL OF FRUSTRATIONDD-Customer mentioning history –recaps sales experience which CSM/SUP has discussed w/customerDD-Customer talking about turn issue in beginning and admitted that has NOT happened sinceDD-Customer said feels like a nuance-sales horrible –service is an issue –feels have to take off of work and be inconvenience DDCustomer seeking to have FORD take lease back give new veh –CSM apologized, informed prior that FMC WILL NOT BUYBACK/REPLACE AT THIS TIME AND CAN EXPLORE ON OWN AS RIGHT AS CONSUMERDD-CUSTOMER SAID WILL MAKE LIFE BUSINESS TO ENSURE THAT NO ONE ELSE WILL EVER BUY A FORD PRODUCT –SAID FMC CAN NEVER RESTORE CONFIDENCE SO NOW WILL WORK TO DESTROY FMC PEACE OF MIND DD-Customer did mention, that even tho veh is a lease, was thinking about purchasing the veh –customer [redacted]
	[redacted]

2015-06-08 21:03:00	[redacted]
2015-06-09 19:06:00	ERIKA is handling customer
2015-06-09 20:33:00	[redacted] DCustomer said a waste of $250.00 w/attorney –said went over options talk about leak –said no leaking thus farDDSaid did balance tires –at 1st seemed ok –said more/more that drive, feel vibration came back DDCustomer said anything that does will cost him $$$ --keeps truck and will have to go to DLRHSP/cost –tries to pursue w/attorney and will cost $$$DDCustomer will send over lease pay proof upon CSM inquiry DDCSM will review goodwill lease and be in touch with customer by Thursday –customer said okDD
2015-06-11 15:22:00	See attached VEHPAY PROOFDDVeh payment is $583.89DDEmail sent to SM Joe requesting RO/LINE
2015-06-11 17:48:00	OBC to customer at #914-584-8377 DDCSM informed real quick (customer was in H; mother just had stroke) that got vehpay and working on such for reimbursement etcDDAdvised will be in touch by Monday –customer agreedDD
2015-06-15 18:45:00	OBC to DLRSHP #845-624-3600 tt SA –gave direct # for SM Joe –seeking RO/LINE
2015-06-15 19:25:00	IBC from CRC –took call –was SM JoeDDInformed CCT doing goodwill vehpayDD$1168 ---DDRO #337285 DDLine #01DDP11: M12GS for $1168.00DDTeam will Mail check to customer and if interested, can discuss any/all ESP options w/Vinny in FinanceDDDDOBC to customer at #[redacted] –got VM –left message about vehpay / advised to call CSM and leave VM so know got VM; if not will call again on Wed DD
2015-06-17 19:58:00	Customer got VM –left CSM a VM acknowledging –informed still in hospital/hard to reach etcDDVehpay processedDDESP discussion can be between customer and Vinny in financeDDClosing caseDDIF CUSTOMER CALLS IN (HAS CSM DIRECT #/EXT#) AND NEEDS TO SPEAK TO ME, FEEL FREE TO CONTACT ME AT EXT#77706DD
2015-06-19 14:45:00	IBC from customer- transferred to SUPERVISOR Erika as customer advised he wanted a supervisorDD-customer requested Erika extension againDD- advised I do not know what is going on with his case as Erika took over,DD-[redacted]
2015-06-19 14:55:00	IBC from customer #8377 –said got CSM message –will talk to Vinny in financeDDCustomer said now, when steps on brakes, shimmy in steering wheel ----customer said spoke to other DSLRHPs, said informed when report DLRSHP won't take care of you –CSM informed would have to take to DLRSHP to show concern ((((SEE HISTORY OF CASES/CUSTOMER COMMENTS –EVERY TIME SOMETHING ADDRESSED/SOMETHING NEW IS BROUGHT TO SURFACE OF CONCERN)))))) ------DD-CSM suggested can take to a 2nd DLRSHP for service as seems customer doesn't trust DLSRHP by comments that make –customer said doesn't feel that DLRSHP on up and upDD-CSM informed if seeking a 2nd opinion/needs loaner of sorts-could review loaner if need be, etc upon customer concern of being w/out truckDD-Customer revisits options/comments on getting out of truck which CSM acknowledged and informed have discussed such already and FMC will not at this time buyback/replace DD
2015-06-19 15:53:00	CUST SAYS:DDHe just got off the phone with Vinny at the dlrshp about the pricing of the ESP. He knows nothing about this. Now he is going to take the truck to another dlrshp and not tell them anything. He is not going to tell them anything and see what they tell him.DD DDPER CUST, DLR SAYS: DDN/ADDDDCRC ADVISED: DDMr Calderon was rather obnoxious with CRC agent. He states that now he has caught Erika in a lie and nobody knows what he is talking about. He stated that he has already spoken wtih an attorney but the attorney hasn't started a case. I was about to transfer him to the CSM's extension. I accidentally hit the wrong button and disconnected the call. I have tried to place an OBC to the cust but calls keep coming in.
2015-06-19 19:14:00	---OBC to DLRSHP #3600-tt SM Joe (after an IRATE call from customer who dictates from CSM should do)DDSM said customer called DEALERSHIP IRATE-RUDE-SCREAMING-DEMANDING ESP POLICIESDDSM said customer got rude w/receptionist –wouldn't allow anyone to explain what was going on with ESP -etcDDSM WILL NOW JUST GENERATE REIMBURSEMENT CHECK TO CUSTOMER –THEY DO NOT WANT TO SERVICE VEH OR CUSTOMER DD

CASE ATTACHMENTS:

[redacted]

[redacted] Quality | Intermittent

ANALYST NAME: P Rxsalp

OPEN ANALYST NAME: Stieven Sperry

COMMENTS:

2015-05-18 20:40:00	CUST SAYS:DDJust recently bought an F-150 on March 23. He went to the DLR and leased a car for his wife and he had a Silverado hybrid (not his choice in car) that he traded in for his new truck as well. He assumed that he could put a snow plow on the truck and told the Salesman that he needed one that can plow. Customer seeking to know if we can approve a plow on it. He also brought it to the DLR for a concern and he is disappointed at the issue happening so soon. The DLR said that they need to replace the transmission. There was a hard shift on 1st to 2nd and harsh downshift. Customer seeking repair assistance as he is concerned there is a major repair so soon on the vehicle. DDDDPER CUST, DLR SAYS:DDYou won't get your VEH until mid this week as we have to order parts. DDDDCRC ADVISED:DDAdvised that the owner's Manual states: "Do not use F-150 vehicles equipped with the 3.5L, 3.7L or 5.0L engines for snowplowing. I did advised that as far as the repair goes I will escalate your case to the Service Manager at your dealership. The Service Manager will review your case to ensure all resources available through Ford Motor Company are utilized to assist you. You should contact your Service Manager for updates regarding your case. The case number that I have established for you today is CAS-7197483-Q2T4R1.DD

CASE ATTACHMENTS:



STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
en to dealer |

REGION:
ZONE:
MODEL: F-SERIES
MILEAGE: 5

OPEN ANALYST NAME: Gerardo De Jesus Maldonado

COMMENTS:

2015-06-10 14:05:00	CUSTOMER SAYS:DDHe is calling because he has been having constant transmission issues with his truck. He states while driving down the road the vehicle will lock into third gear making it feel as if he slammed on the brakes going 65mph. He brought it in multiple times and the last time an engineer stated that his vehicle was ready and repaired. He went on vacation and the vehicle did the same thing. He contacted the dealer who advised him to contact Ford for further assistance.DDDDDDPER CUSTOMER, DEALER ADVISED:DDReviewed the vehicle but couldn't find anything wrong then they had a engineer Dealer Advised to Contact Ford Assistance.He has yet to bring the vehicle to any dealer since he left his home and since he is traveling won't stop long enough to have it diagnosed till Sunday 6/14/15.DDDDCRC ADVISED:DDPer TL Tommy; We recommend the vehicle be properly diagnosed by a Ford dealer to determine the cause of the concern with the vehicle and to determine what help if any we can provide towards the repair and rental assistance.

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
teria |

REGION: S2 ZONE: S2D
MODEL: F-SERIES MILEAGE: 15,615

OPEN ANALYST NAME: Christopher Farmer

2015-06-29 22:02:00	CUST SAYS:DDHas been to the dlr 4 times for transmission issues and still not fixed the vhl is at the dlr right now and needs his truckDDCUST DLR SAYS:DDSaid to call us because I they cant fix the issue and said to call us for helpDDCRC ADV:DDI will escalate your case/request to our Ford Regional Customer Service Manager who works daily with your dealership's management team. The Ford Regional Customer Service Manager has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Ford Regional Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Service Manager within 1 business day. The case number that I have established for you today is CAS-XXXXXXX.DD
2015-06-30 13:34:00	"By " - Bill Mock there are no stored codes in the pcm, no TSB or SSM found to address this concern, the valve body was replaced in April, I have sent e-mail to FSE for advice
2015-07-01 21:49:00	[redacted] customer's concern. Dlr checked for SSM's and TSB for cust concern . none found . DDValve body was replaced 4/23/15 DDMarch 25 / could not duplicate DDDlr says this cust has been coming for years and purchasing from the dealership for years but dlr has explained cannot duplicate the concerns, will not just throw components at the veh. DDDlr involved Allen Knitter and a recorder was used with no recordings. DD**** the dealer has assured CSM they have exhausted all resources at this time and they are willing to work with him and try to address his concerns. **********
2015-07-01 22:46:00	obc to cust says the symptoms have actually changed.... originally would drop down into 3rd gear and lock into 3rd gear. Cust says he was in the emergency lane and then has to force it to stop and dash board indicates 654321 goes from 6=3=1 gears but it would not change gears was locked into 3rd gear. says that the RPM's reved very hard. DDcust says that he has taken it to the dealership due to no duplication the first time they told him to drive it and then to come back if it happens again . It did it again and then he took it back and feels this is life threatening. DDNow it feels like the truck won't come out of 1st gear when coming to a stop sign. DDcust says after the fourth time of trying to get this addressed =====cust says at 60-70 mph noticed it doesn't do it .DD CSM explained that without duplication the dealership is unable to make a repair. DDCSM suggested a second opinion and let the customer know that SM Bill speaks highly of him and is willing to continue to work with him. DDCUst advised CSM that he submitted a letter envoking the lemon law to the dealership but has not retained an attorney. DDCSM told cust she cannot release him from his vehicle and he says he owns it ...but doesn't want to drive the vehicle. DDCSM advised cust that at this time with no duplication of his concern he will have to take possession of the veh . cust says he will not drive the veh . DDDDDDDDDDD
2015-07-01 22:47:00	CSM advised cust she will consider an ESP as customer goodwill if he is choosing to stay in his vehicle. CSM advised cust will fu on Tues to discover what he's chose to do.
2015-07-02 17:39:00	"By " - Bill Mock: Hotline contact 108841079 is advising us to inspect the valve body and possibly replace a second time due to possible contamination, will be next week, spoke with customer and he has agreed to a rental supplied from Ford which he will pick up 7-3-15, estimate completion time 7-8-15
2015-07-07 21:13:00	CSM has spoken to SM and will fu on 7/10 for repair updates.
2015-07-10 12:46:00	"By " - bill mock: Mr Butner is to ride with tech 7-10-15 at 10 am to try to duplicate concern per hotline reuest- if unable to duplicate concern no repairs are to be attempted.
2015-07-10 16:10:00	"By " - Bill Mock: Had transmission tech rode for hour with VCM installed to duplicate concern, unable to duplicate, recontacting Ford, I have advised customer I will call him this afternoon.
2015-07-10 17:27:00	"By " - Bill Mock:Response from hotline is that there will be a FSE contact us within one busisness day to offer assistance and discuss vehicle, I will call customer.
2015-07-10 18:46:00	csm will await update from dlr on FSE contact previously mentioned in case notes for update to relay to customer. Dlr is contacting customer as well.
2015-07-13 20:41:00	obc to dlr Bill 8773318058 says they went for a long drive and the truck seemed to performing normal. Hotline contact made . No duplication of concerns so far and dlr was following hotline and was told FSE would contact him and as of today he has not been contacted. veh is at the dealership and currently waiting on the FSE to contact them.
2015-07-16 17:36:00	"By " - Bill mock: I spoke with Mr Butner today 7-16 and advised him all possible test have been ran and vehicle has been throughly test driven and unable to duplicate concern, he is to pick up vehicle and he stated he will speak with sales manager about tradeing vehicle
2015-07-17 19:32:00	"By " - Bill Mock: Customer traded vehicle for a 15 F150
2015-07-20 15:31:00	REQUEST RENTAL ASSISTANCE, CUSTOMER STATES VEHICLE WILL INTERMITENTLY DROP DOWN TO AND HAND IN LOWER GEARS, PERFORMED ALL TEST REQUIRED BY HOTLINE AND NO COEDS TO SUPPORT AND UNABLE TO DUPLICATE CONCERN VEHICLE DRIVEN 213 MILES CUSTOMER TRADED IN ON NEW F150
2015-07-20 18:48:00	RO 6900DDLine 01DDamount 255DDp 11 M03HA

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
CCT Criteria |

6 REGION: S3 ZONE: S3E
MODEL: MILEAGE: 8,814

SYMPTOMS: Start/Run/Move | Moving | Engagement Issues | OTHER
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Lorri Manning
COMMENTS:

2015-06-30 22:39:00 [redacted]e

2015-06-30 22:42:00

2015-06-30 22:43:00 he was merging into traffic in the rain.DDDD

2015-06-30 22:47:00 CUST SAYS:DDCust would prefer to speak with a live person & not leave a msg on Voice Mail.DDDDPER CUST, DLR SAYS:DDDlrshp thinks it's a valve body.DDDDCRC ADVISED:DDDid transfer to The CSM extension & got voicemail Cust did not want to leave a msg. wants a live person.DDDD

2015-07-01 21:18:00 CUST SAYS: DDHas an ongoing case, he was supposed to get a call today. Upset he still hasn't heard back from the regional manager. He wants to know why he bought a ford because this is serious. DDDDPER CUST, DLR SAYS:DDn/aDDDDCRC ADVISED: DDI do see case was escalated, i do apologize you haven't heard word back. I will be documenting case letting the regional customer service manager's team and management team be aware of the situation. I did attempt to reach CSM live, no answer, 1 day call back.

2015-07-01 23:12:00 Cust Says:DDDealer called in asking about a follow up the customer was supposed to recieve today. However he has yet to hear back. General Sales Manager calling in to find out whats going on with his truck. DDDDPer Cust, Dlr Says:DDN/ADDDDCSR Advised:DDI am showing the case was escalated and he should be getting a call back by the end of business tomorrow. So no later then 5 pm.

2015-07-02 12:28:00 COM reviewing case.DDDDCSM...there is no current THL contact. I do not see any follow up call from dealer responding to THL reccomendations on 4-28-2015DDDDWoulf reccomend dealer continue to try and duplicate and re-contact THL with response and any addtional diagnosis.DDDDCSM Please open a Tech SME request to review...ty

2015-07-02 13:36:00 ==Original owner==LTV N/S==per COM ok to assist with T Code==DD==VEH is a 2014 F-150==DD==ESP None==DD==Recalls None==DD==WSD 4/16/15==DD==Mileage 8,400==DD==Engine Type - 3.7L 4V PFI V6 NA Gas==DD==Related Warranty History none== DD==Hotline on 4/28/15 #FD2C6010 recommend duplicate concern and see if it can be recorded with IDS==

2015-07-02 13:52:00 "By KRISTY TARVER" - PART RECEIVED TODAY - WORKING ON VEHICLE THANKS

2015-07-02 16:28:00 [redacted]

informed CSM that VEH was at DLR on 5-11 and Tech put a data recorder on VEH with 4,719 miles on it==Amanda stated that recorder was on VEH until 5/28/15 and DLR was unable to duplicate concern==

2015-07-02 18:36:00 *www.f150forum.com*DDDD-cust is posting publicly and privately regarding shifting issues with truckDDDD-cust provided current case number and stated he's waiting on a call from CSMDDDD-adv cust per case notes, CSM will be calling by COB today

2015-07-06 23:49:00 Hi Sandy,DDDDMr. Molesky posted the following in the F-150 forum today: DDDDSo as expected, no call and quite honestly I did not appreciate how there was not a hand off to someone else in the event she did not call. At this point it does not seem that anyone cares that the defect my truck had nearly got me killed, cost me several hours of work and personal time, endangered other motorists, and has likely even cost Ford several new vehicle sales all because nobody took this issue seriously and kept leaving me hanging waiting for a phone call. At one time I was proud to drive your product and now I cannot honestly encourage anyone else to purchase one.DDDDWould it be possible to give him a call at your earliest opportunity to discuss his case with him and alleviate his frustration? It appears he was expecting your call on 7-2 per the case notes and my colleague's response.DDDDThanks so much for your time, DDDDChadDDDDFord Motor Company ®DDChad Register | Social Media Specialist | MarketingDDcregist1@ford.com | www.ford.com

2015-07-07 22:00:00 [redacted]

erractically==CUST stated wanted pan dropped to see if DLR could locate erratic shift==DLR stated that Ford would not approve DLR doing this==CSM apologized CUST stated has happened 3 times and CUST could have been killed or killed someone else==CUST wants someone to tell him why the DLR could not have figured out his concern before==CSM stated that there are specific steps and processes that DLR has to abide by, but CSM could not explain why concern was not located sooner==CSM stated that DLR did contact Ford hotline and also put a data recorder on the VEH for 2 weeks to try to duplicate CUST concern==CUST stated that it was intermittent, but when it did happen was very dangerous==CUST stated that DLR finally changed the valve body and VEH is running fine==CSM apologized for not contacting CUST sooner and CUST stated appreciated that, but is still disappointed in Ford==CUST feels that when he asked for the pan to be dropped and Ford denied the DLR doing this, that his concern could have been resolved a lot sooner==CSM provided CUST with a 5/75 PremiumCare ESP as goodwill from Ford==CUST stated he appreciated it, but it still does not help that it took so long for his concern to be resolved because Ford would not let DLR do what needed to be done==CSM ensured that CUST has CSM contact info and CSM set F/U for next Tuesday, 7/14/15, to let CUST know that ESP loaded==

2015-07-07 22:02:00	==ADDED NOTE==CUST stated that current mileage is 8,814, which CSM updated in case==
2015-07-07 22:07:00	==CSM Sandy, ext. 77783, submitted 5/75 PremiumCare ESP to RAV==CSM will check OASIS on 7/14/15 and F/U with CUST==
2015-07-14 16:28:00	==CSM Sandy, ext. 77783, checked OASIS and 5/75 PremiumCare ESP has loaded==DDDD==CSM Sandy ext. 77783==OBC to CUST Timothy Molesky @ 919-452-4756==CSM informed CUST that 5/75 PremiumCare ESP has loaded to VEH VIN and CUST should receive hardcopy info from Ford in 2 to 3 weeks==CSM provided contact info and is closing case==

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
been to dealer |

REGION: G1 ZONE: G1B
MODEL: F-SERIES MILEAGE: 31,269

LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | Intermittent
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Yoanny Feliz
COMMENTS:

2015-07-08 15:27:00 Cust Says:DDclunking noise, downshift issues ocassionally,whinning/humming when shifting from park to reverse or park to drive, delayed engagement at an incline ocasionally. have taken veh to dlrshp for the same concerns 3x before. does not feel confortable nor confident that dlrshp will be able to fix veh once and for all. DDDDPer Cust, DLR says:DD n/aDDDDCRC Adv:DDI've documented your veh concerns. you have the option to take veh to a different ford dlrshp for assistance if you do not feel confident about your current dlrshp servcing the veh. also looked to see if they was any recalls or csp's for your veh and there's none. have your veh diag by the dlr to determined what is causing the issues.

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
ria |

REGION: C4 ZONE: C4D
MODEL: F-SERIES MILEAGE: 9,300

SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | OTHER
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: P Rxsalp
COMMENTS:

2015-08-19 15:56:00 [redacted] ays: I am having trouble with my transmission. the only time it stands out is when I'm on a long trip. its never acted too badly until its been on the road 2-3 hours. then i lose 5th gear. this happened first with 1000 miles. It then happened again about month later. I recently took 2200 mile trip to the east coast and it happened about 2 hrs into trip. I took the veh to the dlr & they put it on computer and nothing shows up. dlr says that they needs to attach a special computer to the veh, but my problem with that is that it only happens on long trip. I'm not going to take a trip just to prove it malfunctions. i think it may be some type of sensor malfunction. when driving in 6 gear it drops to 4th gear. its causing excessive wear on the veh and this could be a safety concern . I feel that ford owes me a new transmission. i want to be treated fairly. my wife and i were going to take a trip in 2 weeks but she refuses to drive in this veh in this condition. this is ruining my vacation. DDDDPer CUST, DLR Says: need to put computer on veh to analyze veh. it could be 1-6 different things of the transmission. DDDDCRC Advised: I will escalate your case/request to our Ford Regional Customer Service Manager who works daily with your dealership's management team. The Ford Regional Customer Service Manager has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Ford Regional Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Service Manager within 1 business day. The case

2015-08-25 15:37:00 [redacted]

2015-08-25 16:19:00 concerns with the vehicle missing 5th gear - cust states he has experienced this concern on several long mileage trips, when the veh is to move into 5th gear the veh will lose power, downshift hard, engine stays on and veh eventually grasp 6th gear and the veh will keep goin - cust states when the cruise control is set and the veh is on a hill the veh will downshift and skip 5th gear all together going into 4th - cust states the dlrshp said it is necessary to duplicate concern and have been advised by FMC engineers to place a flight recorder - cust states the dlrshp does not have this special tool and its an inconvenience to him having to use his time and money to duplicate the concern - cust state FMC needs to approve a trans replacement - csm advise FMC is not going to honor cust request without verifying the concern and the repair that is needed - cust states he has spent to much money to have this issue and states FMC can do what they like cust states he will trade the veh in for another make - csm advises she would be happy to contact the dlrshp and request they reach out to the zone manager to see if a flight recorder is available for use in the area -cust states he does not have the time nor does he feel its his responsibly - csm advise that it is necessary FMC has cust participation in replicating the concern so FMC can resolve it with the correct repair needed - cust disconnects the call

2015-08-25 16:40:00 [redacted]

2015-08-27 16:17:00 csm 77768 ibe from SM DDDDMy CSM just responded and said they do not have a flight recorder to loan.

2015-08-31 01:40:00 [redacted]
2015-09-01 15:18:00
2015-09-02 13:22:00 [redacted] M spoke with DOUG SA - csm advise the SM was reaching out to ZM and other personnel regarding a flight recorder - SA states they have contacted the ZM and waiting to see if one is available

2015-09-02 13:40:00 csm 77768- sends email to customer DDDDGood Morning Mr. Balser, DDDD I have contacted the dealership this morning requesting information where we stand with locating a flight recorder to record and duplicate your concerns with the transmission. I was unable to discuss this with the service manager at the dealership and gather very little information from the service advisor. I will contact the service manager later today and keep you update as soon as I have additional information. DDDDThank you

2015-09-04 14:23:00 Cust Says: veh has been in shop 3 weeks for transmission issues dlr cant figure out whats wrong with it, veh is at Tom Boland Ford DDDDlooses power, wont go into 5th gear, when downshifting it will skip gears DDDDDDDDPer cust, dlr says:DDDDDDDlr says:DDDDDDCRC Advised: will trans to CSM that is working on case and let them know you are trying to reach out to them

2015-09-06 18:23:00	CUST sent a f/u email attach [redacted] pported case notes by CSM.DDDD"Well, it's Friday, Sept 4 and I still have [redacted] RD representative. I called FORD again today. The representative I initially talked to, transferred me to Marie Vostic, but my call was dropped. I called by to her extension, and only got a recording. My truck has been at the dealership for 3 weeks and not a finger has been lifted to fix the problem. I only get the "run around" for Ford Motor CO. representatives. The idea of putting the flight simulator on the truck is only going to diagnose the problem after I spend more personal time and money driving the truck. The truck is not safe to drive in traffic. Also, fixing the problem is not going to take care of the damage done to the transmission up to this point. I can't believe what poor customer service I've received from FORD. Let me make myself clear though. I have NO complaints about Tom Boland Ford Dealership. Their actions are being dictated by Ford Motor Co.DDDDI wish some of my frustration could be felt by someone in FORD.DDDDtb"
2015-09-07 12:25:00	Cust sent a f/u email attached in CAS-7797416-Y3Z3Y0.DDDD"You evidently haven't understood anything I've tried to communicate. I'm totally frustrated with Ford's position on this matter. I truly like my truck. If it had a decent transmission, I'd have no complaints. I just simply want a reliable vehicle. DDDDAlso, I will be out of town until Mon, Sept. 14. I'd appreciate not hearing anything out of you until then. tbDDDDAlso, I'm taking my Nissan on the trip I'm going on this next week. Please send me the name, phone number, and email address of the next person higher on the food chain with Ford. I would prefer not speaking to Marie Bostic or anyone else at her level on this matter. I want to emphasize that I don't want any calls from FORD until Sept 14. Tb"
2015-09-09 15:13:00	com was advie to call on 9/14/15
2015-09-14 20:36:00	csm 77768- will contact cust after sup call
2015-09-14 20:48:00	com made obc talk to service manager he advise customer upset because they dont have flight recorder customer is going to take truck back where he bought it from fse states they have a flight recorder they can
2015-09-18 22:03:00	[redacted] no answer left a vm with contact info case number and requesting cust to contact csm regarding the flight recorder and selling dealer
2015-09-23 15:23:00	csm 77768- closing case for no response from cust

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
riteria |

REGION:
ZONE:
MODEL: F-SERIES
MILEAGE: 3,700

SYMPTOMS: Start/Run/Move | Moving | Upshift Quality | Intermittent
ANALYST NAME: P Rxsalp
OPEN [redacted]

[redacted]

[redacted] DDCUSTOMER SAYS: DDA month ago the transmission shift pattern started changing. I would go up a slight incline and the third gear would hang up. Tech put a computer on it and saw it was going to 3,000 RPM's. When it shifts drops hard back into second gear. I would like to get this addressed before something happens with the transmission. DD DDDLR ADVISED: DDN/A DD DDCRC ADVISED: DDI will escalate this to our Customer Care Team so they can investigate your request for repair assistance. Please stay on the line while I escalate this to the team so they can assist you further. Provided customer with case number and contact number for CSM

2015-09-17 18:00:00 [redacted]

2015-09-17 18:17:00 DJENNINGS EXT 77787= IBC FROM CUST SPOKE to MR Sealock -Cust advised the veh had to go to 2500 RPMS then it would shift - DDCust advsied at a 3 to 5 grade the rpms go to 2500 then shifts at 1200 - VEh will do this in 3rd gear - - Cust wanted FMC to know cust isnot complaining about the dlrhsp or the tech or Ray - CSM advised Ray will be contacting the Engineers and we may have some additional information tomorrow that we can share with the cust - CSM advised of follow up on 9/18

2015-09-21 13:19:00 CSM DJENNINGS EXT 77787= OBC TO DLRHS spoke [redacted] spoke to Ray SM – SM advised will have Mark shop Forman – will open the hotline today - DDDD CSM DJENNINGS EXT 77787=OBC TO CUST ADVISED OF ROLE AND CONTACT INFO (740) 680-4026 spoke to Sealock CSM advised the

2015-09-23 21:23:00 [redacted]

2015-09-25 17:49:00

[redacted]

2015-10-08 20:27:00

2015-10-08 20:34:00

CASE ATTACHMENTS:

[redacted]

TATUS: Resolved
USINESS UNIT NAME: Ford
OMMUNICATION: Phone
oln Loyalty Criteria | Has not been to Dealer

EGION: G4 ZONE: G4D
ODEL: F-SERIES MILEAGE: 17,000

SYMPTOMS: Start/Run/Move | Vibration | Moving/Driving | Intermittent
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Jackie Floyd
COMMENTS:

2015-09-28 16:22:00	CUST SAYS:DDHis veh has been in for service 3 times since the date of purchase, with progressively worsening issues. He notes a vibration at highway speed, he advises a miss on the up and downshift, followed by a loud noise. These have persisted since 5000 miles. He notes the issue worsens when it is raining. It was most recently in for service March 2015. He's received notifications offering Class Action and Lemon Law representation. He is becoming quite frustrated. He asks for secondary dlr alternatives.DDDDHe advises, additionally, a perception of poor workmanship, noting missing clips, wiring harnesses.DDDDPER CUST, DLR SAYS:DDWe've been unable to duplicate the issue.DDDDCRC ADVISED:DDProvided two nearby dlr contacts as alternatives and provided transfer to Woltz & Wind for service.

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
ria |

REGION: W1 ZONE: W1A
MODEL: F-SERIES MILEAGE: 27,184

SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | OTHER
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Sheauna Walker
COMMENTS:

2015-10-17 16:13:00 [redacted]

2015-10-19 20:59:00
2015-10-19 20:59:00

2015-10-19 21:01:00

2015-10-21 00:29:00

2015-10-21 00:31:00 Sent email to s/m Mike.
2015-10-21 23:42:00 Email from s/m Mike: Could check it out next week.DDLet me know when. OBC to cust @ [redacted] nd he is contacting dlr to make an appointment.

2015-10-27 23:47:00 [redacted]

2015-11-04 00:30:00
2015-11-04 23:24:00

2015-11-10 00:08:00

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION:
or Consumer Affairs Review |

REGION:
ZONE:
MODEL: F-SERIES
MILEAGE: 25,886

SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | Intermittent
ANALYST NAME: P Rxsalp
OPEN ANALYST NAME: P Rxsalp
COMMENTS:

2015-10-19 21:20:00	"By LARRY DAVIS" - CUST HAS BROUGHT VEH IN 2 TIMES FOR TRANS SHIFTING TO NEUTRAL THEN SLAMING BACK IN GEAR/DOWN SHIFTING FROM 6 TO 3 OR 5 TO 2 2 TIMES (SAME REPAIR ORDER) AFTER EXTENSIVE DRIVING, DIAGNOSIS AND HOT LINE CONTACT (REQ 109153900) DEALER UTD CONCERN, NO CODES STORED. CUST THEN STATED THAT TRUCK WORKING AS DESIGNED. NOW 4000 MILES LATER CONCERN HAS HAPPENED SEVERAL TIMES AGAIN. WILL BE BRINGING IN FOR A 3RD REPAIR ATTEMPT AND MOST LIKLEY HOOK UP FLIGHT RECORDER DEPENDING ON IS ANY CODES STORED NOW. ALSO CONTACTED FSE FOR ASSISTANCE.
2015-10-19 21:20:00	"By LARRY DAVIS" - TRANSMISSION DOWN SHIFT ISSUE
2015-11-18 20:01:00	"By LARRY DAVIS" - CUSTOMER RETURNED ON 10-21-2015 WITH SAME COMPAINT. TECH FINDINGS WERE THE SAME WITH NO CODES AND UNABLE TO DUPLICATE CONCERN AFTER EXTENDED TEST DRIVE. HOOKED UP FLIGHT RECORDER AND INSTRUCTED OWNER ON HOW TO USE RECORDER. CUSTOMER RETURNED 29 DAYS LATER ON 11-18-2015 AND REPORTED CONDITION DID NOT OCCURE DURING TIME FLIGHT RECORDER WAS INSTALLED. UNHOOKED FLIGHT RECORDER

CASE ATTACHMENTS:



STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
ncoln Loyalty Criteria | Has not been to Dealer

REGION: ZONE:
MODEL: F-SERIES MILEAGE: 17,603

HOME PHONE:
SYMPTOMS: Start/Run/Move | Noise | Moving/Driving | Always
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Dawn Montgomery
COMMENTS:

2015-10-21 18:07:00 CUST SAYS: I'm concerned about veh. Purchased veh last November 2014. Problem with rotors in the front. At 15 k , dlr replaced the front rotors and brake shoes. Something isn't right with trans. Trans pops and jumps when driving. Every time the veh shift there I s a slack in drive train. There is reporter on Fox stating about the 10 best cars to own, and we have one. Ford didn't get too good of ratings for trans. Oil change every 5k and tires rotated. Dlr left the cover lose when changing oil. Noise is always present when driving veh. Last time veh was brought in was August 1 or Sept 1.DDLooking to have concerns documented. DDDDPER CUST, DLR SAYS: n/aDDDDCRC ADVISED:DDProvided that case and concerns have been documented. Provided that veh needs to be diagnosed at dlr for concerns. Provided to speak to s/m he is in the best position to look into concerns further. Provided case #.

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Email
eria |

REGION:
ZONE:
MODEL: F-SERIES
MILEAGE: 15,510

SYMPTOMS: Start/Run/Move | Noise | Running/Standing | OTHER
ANALYST NAME: P Rxsalp
OPEN ANALYST NAME: P Rxsalp
COMMENTS:

2015-10-30 20:46:00 [redacted]

2015-11-02 13:25:00 [redacted]

2015-11-02 13:28:00

2015-11-02 20:09:00

2015-11-04 14:41:00
2015-11-04 14:45:00
2015-11-04 19:08:00
2015-11-05 14:19:00

2015-11-05 14:23:00
2015-11-06 19:41:00
2015-11-06 19:47:00

2015-11-06 19:50:00

2015-11-06 19:51:00

2015-11-06 19:52:00

2015-11-10 16:39:00

2015-11-10 16:42:00

2015-11-16 15:15:00

2015-11-16 15:24:00

2015-11-16 15:

2015-11-17 13:

2015-11-17 19:

2015-11-17 19:

2015-11-17 20:

2015-11-23 13:

2015-11-23 15:

2015-11-23 15:

2015-11-23 15:36:

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Email
ia |

REGION: G4 ZONE: G4V
MODEL: F-SERIES MILEAGE: 20,680

SYMPTOMS: Start/Run/Move | Moving | Shift quality steady state | OTHER
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: P Rxsalp
COMMENTS:

2015-11-03 19:14:00	E R M y c (F y D a v 5 r w p p d M l 3 t r Y t r A f i t l f : :
2015-11-03 19:17:00	* S
2015-11-04 13:05:00	C 2
2015-11-04 13:06:00	C s n
2015-11-04 15:32:00	E M n u A c D a r a e P (f
2015-11-04 15:32:00	C M r c t h d i f t
2015-11-04 17:06:00	I d h a B
2015-11-04 17:07:00	C a c

[redacted]

2015-11-04 17:07:00 [redacted]

2015-11-10 14:40:00 CSM closing case. Cust has not contacted back nor has made another appt.

2015-11-10 14:40:00 [redacted]

2015-11-24 16:23:00

2015-11-24 16:36:00

2015-11-25 18:40:00

2015-11-25 18:45:00

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION:
Request | CLP / Lincoln Loyalty Assistance |

REGION: C3 ZONE: C3D
MODEL: F-SERIES MILEAGE: 17,072

SYMPTOMS: Start/Run/Move | Moving | Upshift Quality | Always
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: P Rxsalp
COMMENTS:
2015-11-03 18:53:00

[redacted]

2015-11-03 20:10:00
2015-11-03 21:43:00
2015-11-03 21:45:00

CASE ATTACHMENTS:



STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
tside Criteria |

REGION:
ZONE: A11
MODEL: F-SERIES
MILEAGE: 36,000

SYMPTOMS: Start/Run/Move | Moving | Engagement Issues | Forward
ANALYST NAME: P Rxsalp
OPEN ANALYST NAME: Robert Frietsch
COMMENTS:

2015-11-05 14:45:00	CUST SAYS:DDWhen his veh is in 6th gear it will drop down to 3rd gear. He has been to 2 dlr 4 times. They have told him that this is normal operating conditions for his veh. He says he is going to contact a lawyer DDDDCUST SAYS DLR SAYS:DDN/ADDDDCRC ADVISED:DDI advised him that if the dlr says this is normal operating conditions for his veh we would have to go along with their assessment.

CASE ATTACHMENTS:



TATUS: Resolved
USINESS UNIT NAME: Ford
OMMUNICATION: Phone
n to dealer |

EGION: S1 ZONE: S1A
ODEL: F-SERIES MILEAGE: 34,000

SYMPTOMS: Start/Run/Move | Noise | Moving/Driving | Intermittent
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Taena Stephens
COMMENTS:

2015-11-18 00:29:00 CUST SAYS: DDthe transmission is making noise when downshifting. The dlr couldn't duplicate. The dlr added some lube to it. But the noise came back. The dlr says he should get transmission service done to see if it quits. DD DDPER CUST, DLR SAYS: DDthe dlr said its common and added a lubricant to it and it stopped 8-10k miles. DD DDCRC ADV: DDgo ahead a let the dlr diagnose the issue. Then we can see where it stands and what needs to be done.

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
riteria |

REGION: C4 ZONE: C4A
MODEL: F-SERIES MILEAGE: 11,000

SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | Always
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: April Carmen
COMMENTS:

2015-11-18 15:14:00 [redacted]

2015-11-20 16:53:00 [redacted]

2015-11-20 22:59:00 [redacted] is back in service dept today, did indeed find a problem with drivers seat track, Shop foreman also drove with cust for the banging, hard shift concern. Concern was on reaccel after slowing or cornering, had a bigger downshift than what hes used to, explained six spd trans may downshift 1, 2 or even 3 gears depending how hard you are on the gas.

2015-11-23 19:18:00 CUST SAYS:DDLast week on Monday I brought my veh in for warranty work, transmission and driver seat. The dlr called me back to say they couldn't find anything wrong. I picked it up, took it to my private shop, took it back to dlr on Thursday, they gave me a rental, said they'd have to order a part. It was supposed to arrive Friday morning, but when I called they said they hadn't received it yet. I was very disappointed that the dlr couldn't diag the issue on the first day and just dismissed me. That coupled with the fact that they delayed in ordering the part, this was a simple fix that they took a week to do. In spite of all this, everything was satisfactory; the dlr took care of me after once we figured out what was going on. I was disappointed when I took it in, but in the end they resolved it. DDDDPer Cust, DLR SAYS:DDn/aDDDDCRC ADVISED:DDThank [redacted]

[redacted]

[redacted]

[redacted]

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
eria |

REGION: A1 ZONE: G2B
MODEL: F-SERIES MILEAGE: 28,037

SYMPTOMS: Start/Run/Move | Moving | Upshift Quality | OTHER
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Robin Welch
COMMENTS:

2015-11-23 19:57:00 CONTACT VIA phone DD CUST SAYS:DDI took the veh to the dealer because the veh will get stuck in second gear. Once the veh gets in second it won't shift up or down. I'm able to put the veh in park and everything but I don't want to burn the engine up. the dealer says that they don't have rentals that they would be able to give me and this truck is the only transportation that I have so I wanted to know if ford could get me a rental while the dealer looks in to the issueDDDDDDPRE CUST, DEALER SAYS:DDn/aDDDDCRC ADVISED:DDI will escalate your case/request to our Ford Regional Customer Service Manager who works daily with your dealership's management team. The Ford Regional Customer Service Manager has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Ford Regional Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Service Manager within 1 business day. The case number that I have established for you today is CAS-8274569DD

2015-11-24 14:10:00 [redacted]

2015-11-25 19:39:00 [redacted]

2015-11-27 18:39:00 [redacted]

2015-11-30 21:11:00 [redacted]

2015-12-01 20:37:00 [redacted]

2015-12-02 20:07:00 [redacted]

2015-12-04 16:37:00 [redacted]

2015-12-11 19:58:00 [redacted]

2015-12-18 21:30:00 [redacted]

2015-12-21 18:39:00 [redacted]

2015-12-24 15:23:00 [redacted]

2015-12-29 17:18:00 [redacted]

2015-12-31 13:14:00 [redacted]

2016-01-05 17:28:00 [redacted]

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
Warranty Denied | General/Other

REGION: ZONE:
MODEL: F-SERIES MILEAGE: 2,000

SYMPTOMS: Start/Run/Move | Noise | Moving/Driving | OTHER
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Nicholas Phillips
COMMENTS:

2015-12-03 18:05:00 CUST SAYS: DDVeh is a POS. cust is very displeased with what is going on. Transmission was making a moaning noise. It went to the dlr a couple times, repairs were done, and it's just gotten worse since. The transmission started clunking and cust's gas mileage went down.DDDDPER CUST, DLR SAYS:DDThis is a normal operating characteristic.DDDDCRC ADV:DDOBC to dlr. They just duplicated concern yesterday by having a tech who drives this veh take it out. This noise occurs under load, uphill, turning right and occurs on the tech's veh too. The hotline said that if it exists in similar vehicles it is normal. Adv cust that the dlr has used their resources to properly diagnose the concern and have determined that this condition is normal for this veh. Adv that ford will support the decision of the dlr as they are our eyes and ears in the field. Adv cust that this is ford's resolution and a supervisor would work with the same resources and advise the same resolution. Adv of 1 day CB

2015-12-04 22:29:00 [redacted]

Guarriello however when i called the phone number provided i received a busy signal. I will make another attempt to reach you before the close of business on Monday. Advised if there is a better number to contact you please call 1 800 392 3673 and reference case number. DD

2015-12-07 18:42:00 [redacted] ht the vehicle and it was fine and then it started er and the pump and then when he got it back it hift violently and gas mileage dropped significantly. They're trying to tell customer that it is normal and it isn't. = Advised cust that Ford does want to repair the vehicle if it is not operating properly however in order to move forward with repairs we, as Ford, need a Dealership to verify there is a concern with the vehicle that is the result of a defect. Advised cust can seek a second opinion from a different Dlr if he disagrees with the current assessment. = The first time it went in for the problem they couldn't find it and when they figured it out they fixed it. Have better things to do then waste his time and get upset at people. Have worked on vehicles since he was 16. Began using profanity. If the Dlr and Ford are so sure its normal give cust a lifetime warranty on his transmission. = Advised cust we would not be able to meet this request for a lifetime warranty. = Now cust has to take more time off of work and go through all of this again to have the vehicle fixed. Again asked for a lifetime warranty if Ford is so sure that this is normal. Will not take more time off of work to have this looked at again. Stated supervisor should come and take the vehicle in for him. Began cursing again upset and asked what was the point of supervisor even calling back. = Advised cust again we would not be able to provide a lifetime warranty nor would supervisor be able to personally have the vehicle picked up and returned to customer. Advised these are the steps necessary to have the vehicle repaired under warranty. Advised cust should have been advised supervisor does have the same resources and would provide the same answert to this request. Advised my phone call today is per your request, = continued to use profanity and repeating demands as well as expressing dissatisfaction with Ford's policy. States the vehicle is under warranty so Ford should fix it. = Advised cust these are the steps that are necessary to have the vehicle repaired under the warranty. = Cust states maybe he should get an attorney = Advised legal representation is a right available to you as a consumer anytime you feel that is necessary. = Cust states that is what he is going to do and thanked for the callDD

CASE ATTACHMENTS:

[redacted]

TATUS: Resolved
USINESS UNIT NAME: Ford
OMMUNICATION: Phone
|

EGION: ZONE:
ODEL: F-SERIES MILEAGE: 31,000

HOME PHONE:
SYMPTOMS: Start/Run/Move | Moving | Engagement Issues | OTHER
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Kevin Eby
COMMENTS:
2015-12-04 17:56:00 [redacted]

2015-12-07 20:22:00
2015-12-07 20:22:00

2015-12-10 18:25:00

2015-12-14 14:46:00

2015-12-22 15:28:00
2015-12-22 15:29:00 [redacted]

2015-12-22 16:00:00

[redacted]

DDDTC:P1921:00DDPCMDD-DDDDAdditional CommentsDDComment From: FordComment Date: Dec 11 2015 17:13:52DHello Ken,DDThe PCM should not shift the transmission into a low gear without warring at a steady cruise. It is understood that lead frame was replaced in the past, but it is not clear if it was for this concern. With the lead frame replaced, an external circuit or module fault is suspected. It is seen that the harness was inspected, wiggle tested, and wetted down in attempt to duplicate this concern, but has not been duplicated. It is not clear if the Transmission range sensor codes have returned during any of this testing. DDIt is recommended to continue to try and duplicate this concern is a safe manor monitoring the transmission range, Turbine (TSS_SRC) and Output (OSS_SRC) speed sensors for faults. Reviewing the Pinpoint test for the TR it shares a common power with the TSS and OSS sensors. But does not share a common ground and signal circuit. Monitoring all these inputs may find a fault and assist in determining the source. DDIf either P1702 or P1921 return the associated pinpoint test, C, can be performed again to see if a fault can be determined. DDIf the fault cannot be determined, no repairs should be made as it will not be determinable if the repair fixed the concern or agitated it.DDComment From: DEALERComment Date: Dec 11 2015 17:27:58Dthird visit with same codes but were never set during tests. pinpoint test c performed 4 times now. leadframe was replaced for this concern. will monitor tss and oss but may take several weeks to duplicate. vehicle operating fine at this time.[k-bass1][WEB]DDComment From: FordComment Date: Dec 11 2015 17:48:49DKen,DDIf not already done so, consult with the customer for more information as to the exact conditions in which the commanded shift occurred. This can include time of day, cold/hot soak, weather, road/traffic conditions, speed, pedal inputs, etc. If the customer is comfortable with doing so, it may be helpful to have them drive the vehicle for you.DDDuring the test drive, monitor the CMP, brake on off, TR sensor and the PID's recommended previously. Once it is known what system is causing the fault, make repairs as needed and then retest. If no PID's are an indication of a fault, make sure that there are no circuits concerns between the PCM and the transmission, up to replacement of the harness if needed. DDHarness is at the

[redacted]

2015-12-22 16:09:00 [redacted]

intermittent. So not sure if we try to get it to act up and customer make a recording of event or replace the

[redacted]

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.

[redacted]

diagnostics already performed:Dconnectors and harness inspected and load tested-ok. tr pids monitored while driving and wiggle tested-ok. used water hose to wet down harness and connector-ok. leadframe/tr sensor replaced in august. shorted trailer socked replaced in September. DDParts Replaced:Dleadframe.DDYour Question:Dpcm seems to be intermittent concern in my opinion. are others having similar concerns? what advice can you give me? thanks.DDDTC:P1702:00DDPCMDD-DDDTC:P1921:00DDPCMDD-DDDDAdditional CommentsDDComment From: FordComment Date: Dec 11

[redacted]

2 AUG,
-H3P4W3

2 [redacted]

2015-12-28 18:27:00 [redacted]

2015-12-31 16:44:00

2016-01-04 14:26:00 [redacted]

2016-01-05 22:07:00

2016-01-07 22:03:00

2016-01-14 17:20:00 pending next stepsDDOBC to customer 320-249-6324DSpoke with Mike who advised that vehicle was dropped off yesterday. Explained that dealer is working with hotline, customer was already aware. Advised that dealer will continue to work with hotline so we can determine next steps and resolve his concerns. Advised that we are actively reviewing case and will continue to do so until concern is resolved. Customer thanked me for the call and advised that he doesn't have any other questions at this point. DDF/U 1/19

2016-01-18 21:02:00 IBC from Gerald - DD No contact from EH hot line customer is frustrated and picking up his vehicle.

2016-01-19 22:43:00 [redacted]

2016-01-19 22:44:00 [redacted]

[redacted]

[redacted]

2016-01-28 20:58:00

2016-01-28 22:29:00

2016-02-02 22:49:00

2016-02-02 22:50:00

2016-02-02 23:15:00

2016-02-05 15:29:00

2016-03-29 18:40:00

2016-04-06 20:50:00

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
st | CCT Criteria |

REGION:
ZONE:
MODEL: F-SERIES
MILEAGE: 21,213

SYMPTOMS: Start/Run/Move | Moving | Engagement Issues | Forward
ANALYST NAME: P Rxsalp
OPEN ANALYST NAME: Gina Nace
COMMENTS:

2015-12-18 17:21:00 [redacted]

2015-12-21 16:07:00

2015-12-21 16:08:00 PLEASE DISREGARD NOTES BELOW FOR ANOTHER CASE

2015-12-21 17:23:00 [redacted]

2015-12-21 17:24:00

2015-12-21 17:27:00

2015-12-23 16:59:00

2015-12-23 17:00:00 [redacted]

COMPLETEDD..... THE REPAIR ALL TOGETHER AT THIS POINT SIR. I
WISHDD..... I HAD A DEFINITE TIMEFRAME BUT I DO NOT. I'LLDD.....
TOUCH BASE DD12/16 13:20 -----[delivered]> HEY JOE, GOT YOUR MESSAGE JUST NOW. THEY'RE
TRYINGDD..... TO GET TO YOUR TRUCK TO START THE TEARDOWN
TODAYDD..... AND WE'LL SEE HOW FAR THEY GET WITH THAT.
PENDINGDD..... ON WHADD12/15 08:46 -----[delivered]> WEEKLY RATE FROM YOUR
PREVIOUS RENTAL. LET ME KNOWDD..... IF I CAN BE OF ANY FURTHER ASSISTANCE

[redacted]

2016-01-07 17:45:00

2016-01-07 17:46:00

2016-01-08 15:30:00

2016-01-11 16:50:00

2016-01-14 21:48:00

2016-01-14 21:48:00

2016-01-14 22:23:00

2016-01-18 18:03:00

2016-01-18 20:06:00

2016-01-18 20:08:00

2016-01-20 17:16:00

2016-01-21 20:56:00

2016-01-21 20:56:00

2016-01-21 20:58:00

2016-01-21 21:22:00

2016-01-21 21:24:00

2016-01-27 16:09:00

2016-01-28 15:06:00

2016-01-28 16:47:00

2016-01-29 16:40:00

2016-01-29 16:51:00

2016-01-29 16:55:00

2016-02-03 15:38:00

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
/ Lincoln Loyalty Criteria | Has been to Dealer

REGION: W2 ZONE: W2A
MODEL: F-SERIES MILEAGE: 17,000

SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | OTHER
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Lorri Manning
COMMENTS:
2015-12-21 22:22:00

[redacted]

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
Criteria |

REGION: W2 ZONE: W2A
MODEL: F-SERIES MILEAGE: 17,000

ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Kyrsten Brawner
COMMENTS:

2015-12-29 19:47:00 [redacted]

2015-12-30 21:52:00

2016-01-07 19:25:00

2016-01-14 23:34:00

2016-01-14 23:35:00

2016-01-15 22:49:00

2016-01-15 22:51:00

2016-01-20 18:11:00

2016-01-20 18:39:00

[redacted]

2016-01-20 18:39:00

[redacted]

2016-01-20 20:00:00

2016-01-20 20:02:00

[redacted]

2016-01-20 22:35:00

Steven,DDDD When a rental is approved through Ford Motor Company it would go through the dealership. The only reason I advised that I would approve the rental you have is because I was advised that you already have one. To save you more frustration I approved to reimburse you for the rental that you already have at a rate of $30 per day or for upgraded rental at $50 per day so that you would not have to turn this one in and pick up another one. If you would prefer turning in the rental that you have and getting one through the dealership that would be ok and I will reimburse what you have paid so far again at a rate of $30 per day excluding taxes and insurance. I can only cover the rental for the time that you have it as I will need a copy of the rental invoice once the rental is returned. DDDDShelly's case notes indicate that she advised she could not provide a rental until there was a diagnosis and the concern was warrantable but that if you did go ahead and get a rental we would look into reimbursement for you. I also see in the notes that Shelly advised she would cover upgraded rental up to $60 per day so I will honor that offer. DDDDPlease understand that if you are speaking with an attorney I will no longer be able to assist you or speak to you regarding your case

[redacted]

truck. DDDDAs far as my fathers payment and rental car costs go, I wasn't offered a rental car from the dealer until I got Shelly at ford customer service involved even then she told me to just rent a car on my own and I'd be reimbursed. Just as you told me when you was included in this case.DDDDAre you able to reimburse me $50 per day starting when I dropped the truck off until i pick it up? That would cover my fathers payment as well as the rental car I just rented.DDDDThe way I'm looking at it is: 2 ford representatives (Shelly and yourself) told me to rent a car by myself and i would be be reimbursed, no one told me where to rent it. What if I rented my fathers pick up from him?DDDDAlso, as far as page 6 regarding what ford won't

[redacted]

to cause death or serious bodily injury if the vehicle is driven; DD• The manufacturer or its agents have made four or more attempts to repair the same warranty problem; or DD• The vehicle has been out of service for more than 30 days (not necessarily all at the same time) while being repaired for any number of warranty problems; or DD• The problems are covered by the warranty, substantially reduce the vehicle's use, value, or safety to the consumer and are not caused by abuse of the vehicle; DD• If required by the warranty materials or by the owner's manual, the consumer has to directly notify the manufacturer about the problem(s), preferably in writing. The notice must be sent to the address shown in the warranty or owner's manual (for bullets 1 and 2). DDIf these criteria are met, the Lemon Law presumes that the buyer or lessee is entitled to a replacement vehicle or a refund of the purchase price. However, this presumption is rebuttable. The manufacturer may show that the criteria has not been met (for example, because the problems are minor) and therefore, the buyer or lessee is not entitled to a replacement vehicle or refund. DD*Source: California

[redacted]

2016-01-21 18:06:00 [redacted]

2016-01-22 16:23:00 VEHICLE PAYMENT ASSISTANCE

2016-01-22 16:23:00 [redacted]

2016-01-22 16:27:00 [redacted]

2016-01-22 23:11:00 [redacted]

2016-01-25 16:20:00 [redacted]

2016-01-25 16:21:00 [redacted]

2016-01-26 17:56:00 [redacted]

2016-01-27 18:55:00 [redacted]

2016-01-29 15:57:00 [redacted]

2016-02-01 19:48:00 [redacted]

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
Lincoln Loyalty Criteria | Has been to Dealer

REGION: S1 ZONE: S1D
MODEL: F-SERIES MILEAGE: 11,020

SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | Intermittent
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Scott Hermanns
COMMENTS:

2015-12-30 17:57:00 CUSTOMER SAYS: downshift is hard causing backend hops wants rental/loaner veh while his veh is in for warranty while being repairedDD DD DDPER CUST, DLR SAYS: DD DD DDCRC ADVISED:I will escalate your case to the Service Manager at your dealership. The Service Manager will review your case to ensure all resources available through Ford Motor Company are utilized to assist you. You should contact your [redacted]ur resources, your point of contact will be [redacted]3. The case number that I have established for

2016-01-15 13:58:00 CUST SAYSDDcalling back in to check on the loaner that he requested DDDDCUST SAYS, PER DLR DDn/aDDDDCRC ADVDDwe submitted a case to the SM at the dlr so he can attempt to get coverage through FMC on your behalf. i recommend speaking with the SM and providing the case number

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
n-California Vehicle | CCT Criteria

REGION: G2 ZONE: G2D
MODEL: F-SERIES MILEAGE: 30,000

SYMPTOMS: Start/Run/Move | Moving | Engagement Issues | Forward
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: William King
COMMENTS:
2016-01-06 14:45:00 [redacted]
2016-01-06 14:52:00 between 2nd and 3rd. It has been repaired 3 times. I have another appt with the dlr. The wipers keep going out. I no longer want this veh. It is not dependable. I want Ford to buy it backDDDDPER CUST,DLR SAY:DDNADDDDCRC ADVISED:DDI will escalate your case the CSM agent who will contact you within 1 bs day. Advise of Csm escalation process

2016-01-07 14:58:00 [redacted]

2016-01-07 15:45:00 [redacted]
noise intermittent – when the lead frame was replaced – cust states the frame was not put on properly causing a overheat – the reason why the cust no longer takes his veh to selling dlshp – the reason why cust wants veh bought back – csm advised cust that fmc is not able to meet the request of a buyback – due to miles on the veh –cust said that the dlrshp told him that they would call when they had it set with their windshield guy – csm said tghat sm paul would be contacted back –and that the dlshp will call to schedule - csm pressed the issue to have the windshield replaced and let the dlrshp look into the trans again while there

2016-01-14 13:34:00 [redacted]

2016-01-14 15:42:00

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
air / Warranty Denied | No Known Fix - Within CLP/CCT Criteria

REGION:
ZONE: A02
MODEL: F-SERIES
MILEAGE: 16,948

SYMPTOMS: Start/Run/Move | Noise | Running/Standing | OTHER
ANALYST NAME: P Rxsalp
OPEN ANALYST NAME: Douglas Gibson
COMMENTS:

2016-01-13 22:45:00 [redacted]

2016-01-14 17:37:00

2016-01-14 17:45:00

2016-01-14 17:56:00

2016-01-19 13:08:00 csm Jennifer x 77724 made obc to dlr 2400-spoke with s/a Amy, states dlr has not heard back from nhl as of yet, dlr did contact fse and he is waiting for the case to escalated to him before he is able to look at the veh.

2016-01-19 16:59:00 [redacted]

2016-01-25 19:51:00

2016-01-25 19:59:00

2016-01-25 21:52:00

2016-01-25 21:53:00

2016-01-26 14:44:00

2016-02-02 15:01:00

2016-02-02 18:21:00

2016-02-02 18:29:00

2016-02-08 18:23:00

2016-02-11 14:42:00

2016-02-12 12:42:00

2016-02-16 21:15:00

2016-02-16 21:19:00

2016-02-17 13:24:00

2016-02-22 13:38:00

2016-02-23 13:44:00

2016-02-26 13:53:00

2016-02-26 19:35:00

2016-03-02 18:41:00

2016-03-03 19:57:00

2016-03-03 20:01:00

2016-03-09 18:00:00

2016-03-14 12:29:00

2016-03-15 19:45:00

2016-03-22 16:00:00

2016-03-25 19:01:00



CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
been to dealer |

REGION:
ZONE:
MODEL: F-SERIES
MILEAGE: 19,895

| OTHER
OPEN ANALYST NAME: Brittany Waters

ANALYST NAME: P Rxsalp
COMMENTS:
2016-02-11 16:36:00

[redacted]

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
riteria |

REGION:
ZONE:
MODEL: F-SERIES
MILEAGE: 12,000

SYMPTOMS: Driving Performance | Lack/Loss of Power | OTHER | OTHER
ANALYST NAME: P Rxsalp
OPEN ANALYST NAME: Brenton Meunier
COMMENTS:

2016-02-11 21:34:00 [redacted]

2016-02-12 12:32:00

2016-02-12 13:00:00

2016-02-12 13:25:00

2016-02-12 13:56:00

2016-02-15 15:04:00

2016-02-16 13:36:00

2016-02-17 14:22:00

2016-02-18 13:48:00

2016-02-18 14:41:00

2016-02-19 13:53:00

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
een to dealer |

REGION:
ZONE:
MODEL: F-SERIES
MILEAGE: 12,000

ANALYST NAME: P Rxsalp
OPEN ANALYST NAME: Johnny McCrary
COMMENTS:
2016-03-12 00:51:00

[redacted]

CASE ATTACHMENTS:

[redacted]

TATUS: Resolved
USINESS UNIT NAME: Ford
OMMUNICATION: Phone
hicle | 12 Model Years or Newer

EGION: W2 ZONE: W2B
ODEL: F-SERIES MILEAGE: 29,800

SYMPTOMS: Driving Performance | Lack/Loss of Power | Cruise/ Steady Speed | Intermittent
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Shannon Rickards
COMMENTS:
2016-04-01 19:44:00

[redacted]

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
ot been to dealer |

REGION:
ZONE:
MODEL: F-SERIES
MILEAGE: 35,500

SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | Intermittent
ANALYST NAME: P Rxsalp
OPEN ANALYST NAME: Gina Nace
COMMENTS:
2016-04-12 17:33:00

[redacted]

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
riteria |

REGION: G4 ZONE: G4V
MODEL: F-SERIES MILEAGE: 30,000

SYMPTOMS: Start/Run/Move | Moving | Upshift Quality | Intermittent
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Simone Hollis
COMMENTS:

2016-04-14 20:15:00

[redacted]

2016-04-15 11:50:00

2016-04-15 12:04:00

2016-04-15 13:27:00

2016-04-21 12:55:00

2016-04-21 14:16:00

2016-04-22 21:21:00

2016-04-22 21:24:00

2016-04-25 13:10:00

2016-04-25 17:22:00

2016-04-27 14:04:00

2016-04-27 14:04:00

2016-04-27 16:07:00

2016-04-27 16:21:00

2016-05-02 12:51:00

2016-05-02 13:52:00

2016-05-02 13:54:00

2016-05-04 23:07:00
2016-05-04 23:07:00

2016-05-06 17:22:00

2016-05-06 17:32:00

2016-05-09 19:21:00

2016-05-09 19:32:00

2016-05-09 19:32:00
2016-05-11 21:38:00



CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
ria |

REGION:
ZONE:
MODEL: F-SERIES
MILEAGE: 25,300

SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | Always
ANALYST NAME: P Rxsalp
OPEN ANALYST NAME: Ashley Adams
COMMENTS:

2016-04-19 15:07:00

[redacted]

2016-04-19 15:39:00

2016-04-19 15:39:00

2016-04-19 16:02:00

2016-04-27 13:51:00

CASE ATTACHMENTS:

[redacted] STATUS: Resolved

[redacted] | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Moving | Shift Quality Steady State | Intermittent

ANALYST NAME: P Rxsalp OPEN ANALYST NAME: P Rxsalp

COMMENTS:

2016-04-26 16:00:00

2016-04-26 20:36:00

2016-04-26 20:41:00

2016-04-26 20:41:00

2016-04-26 20:42:00

2016-04-26 23:40:00

2016-04-27 23:04:00

2016-04-29 21:18:00

2016-05-03 18:09:00

2016-05-31 22:15:00

[redacted]

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Email
ide CRC | |

REGION:
ZONE:
MODEL: F-SERIES
MILEAGE:

SYMPTOMS: Start/Run/Move | Pedals | Clutch | OTHER
ANALYST NAME: P Rxsalp
OPEN ANALYST NAME: P Rxsalp
COMMENTS:
2016-04-27 17:40:00

[redacted]

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
pair / Warranty Denied | General/Other

REGION: G2 ZONE: G2A
MODEL: F-SERIES MILEAGE: 12,600

SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | OTHER
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Trina Jarvis
COMMENTS:

2016-05-06 18:41:00	CUST SAYS: DDCustomer states that he about 4 months ago he took his foot off the accelerator and never hit brake and the shift lever never moved but it jumped down into first gear and he went into the steering wheel but did not get hurt. He pulled over and it ran in first gear and then it was ok. He took it to dlr and they could not find anything wrong with it. Has not happened to it since then but he did hear about the recall and so he just came from dlr again and they can not find anything. He is concerned now that it may happen as he is getting ready to go out of town.DDDDPER CUST. DLR SAYS:DDCould not find anythingDDDDCRC ADVISED: DDAdvised customer that there are no recalls on his vehicle and recalls are VIN specific. Advised him that he can keep check on the Ford Owner site and how to look for the information. Advised him if it should happen again to make sure if he can get to a safe location and contact RA so they can check it while he is having the issue.

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
rnia Vehicle | 12 Model Years or Newer

REGION:
ZONE:
MODEL: F-SERIES
MILEAGE: 33,752

SYMPTOMS: Driving Performance | Hesitates/Stumble | Acceleration | OTHER
ANALYST NAME: P Rxsalp
OPEN ANALYST NAME: Rickelle Williams
COMMENTS:
2016-05-11 22:18:00 CUST SAYS: DDmy vehicle is a lemon its been in service 3 times already its still under warranty it dumped a

[redacted]

2016-05-31 21:31:00	CUST SAYS:DDWould like to speak with csm.DDDDPER CUST/ DLR SAYS:DDN/ADDDDCRC ADVISED:DDAdvised cust he has a f/u for tomorrow. Transferred cust to csm.
2016-06-03 11:44:00	Email Created On: 6/3/2016 7:44:18 AMDDFrom: FMC360 Email SubscriptionDDTo: Leonard Hendricks, Patricia McmanusDDSubject: Document Customer Re-contact activity Completed, CaseNumber: CAS-9462068-D7M1W6. CRM:08131000037663DDDDDocument Customer Re-contact activity Completed
2016-06-03 11:44:00	Email Created On: 6/3/2016 7:44:18 AMDDFrom: FMC360 Email SubscriptionDDTo: Leonard Hendricks, Patricia McmanusDDSubject: Document Customer Re-contact activity Completed, CaseNumber: CAS-9462068-D7M1W6. CRM:08131000037663DDDDDocument Customer Re-contact activity Completed
2016-06-03 11:44:00	Email Created On: 6/3/2016 7:44:18 AMDDFrom: FMC360 Email SubscriptionDDTo: Leonard Hendricks, Patricia McmanusDDSubject: Document Customer Re-contact activity Completed, CaseNumber: CAS-9462068-D7M1W6. CRM:08131000037663DDDDDocument Customer Re-contact activity Completed
2016-06-03 13:26:00	[redacted]
2016-06-08 17:58:00	
2016-06-08 18:02:00	
2016-06-20 23:32:00	warranty and roadside asst for 5 years or 60,000 miles. Shift erratically but happens intermittently. States all he wants is a buyback. Windows have intermittent issue with going up and down. States that drive shaft has concerns as well. After completing a review of the information in your request for repurchase of your vehicle Ford Motor Company has determined that we will not be able to meet your expectations for repurchase or replacement under the Lemon Law for CA. If you feel Ford Motor Company has made an error in this decision or if you would like more information regarding the Lemon Law criteria for your state, please review the information in the back of your owner's manual regarding what your rights are as a consumer. Cust asked for more info on lemon law. CSM advised not a lawyer and unable to asst cust with information on lemon law. Advised cust that would be happy to try and work with cust and dealer to repair veh. Cust states that he does not want a repair just wants a buyback. Cust requesting supervisor. Advised cust would be 1 business day for call back.
2016-06-23 18:56:00	[redacted]
2016-06-24 20:21:00	
2016-06-27 19:51:00	

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
eria |

REGION:
ZONE: A04
MODEL: F-SERIES
MILEAGE: 31,000

SYMPTOMS: Start/Run/Move | Moving | No Movement | OTHER
ANALYST NAME: P Rxsalp
OPEN ANALYST NAME: Dylan Johnson
COMMENTS:

2016-05-24 14:47:00

[redacted]

2016-05-25 13:49:00

2016-05-25 13:53:00

2016-05-25 14:07:00

2016-05-25 14:35:00

2016-06-02 13:09:00

2016-06-02 13:18:00

2016-06-08 20:42:00

2016-06-21 17:31:00

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION:
Request | Parts/Technical Assistance |

REGION: S1 ZONE: S1D
MODEL: F-SERIES MILEAGE: 52,510

SYMPTOMS: Start/Run/Move | Noise | Moving/Driving | Intermittent
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: P Rxsalp
COMMENTS:

2016-06-02 20:06:00	[redacted]
2016-06-03 12:05:00	[redacted]
	2023DDVIN: 1FTFW1ET3EKD88760DDYear : 2014DDMake: FORDDDModel: F-SERIESDDMileage: 52510DDWarranty Start Date: 9/26/2014DDEngines Specification: 3.5L V6 GAS DOHC TIVCTDDOpen Recall/FSA: 12M02 SYNC WITH MYFORD/MYLINCOLN TOUCH - WARRANTY EXTENSION COVERING ACCESSORY PROTOCOL INTERFACE MODULE (APIM) DD 16S24 BRAKE MASTER CYLINDER REPLACEMENT DDDDESP: 0968 - USA 2014 NEW 60/100000 PREMIUMCARE W/ROADSIDE DDHotline Contact:F6JFQ014 NHL V48 GOOD AUTOMATIC TRANSMISSION DDAdditional Symptom: SQUAWK ON DOWNSHIFT DDDDWarranty History: 30-NOVEMBER-2015 DDDD DEALER: Marshal Mize Ford, Inc. DD WARRANTY CLAIM NUMBER: 637225 ODOMETER: 039239M ROAD TEST COULD NOT RECREATE THE CONCERN WITH OUT A TRAILER EEC TEST6 NO DTC CALL OASIS NO SSM OR TSB CALL HOT-LINE REMOVE THE TRANSMISSION & TARE DO WN FOR INSPECTION REPLACE THE OVER DRIVE CLUTCH ASSEMBLE & THE DIRECT CLUTCH ASSEMBLE CLEAN ALL INTERNAL PARTS DISASSEMBLE THE MAIN CONTROL & CLEAN ALL VALVES ARE FREE & MOVE FREELY REASSEMBLE THE MAIN CONTROL BUILD THE TRANS BADDDDDEALER: Marshal Mize Ford, Inc. DD WARRANTY CLAIM NUMBER: 633148 ODOMETER: 033668M DDTEST DROVE AND THE VEHICLE WAS VIBRATING FROM THE FRT AND REAR BRAKES INSP ECTED FRT AND REAR BRAKE PADS AND THE WERE 6-7 MM ON THE FRT AND THE REAR PA DS WERE 7MM TURNED ROTORS THE LF WAS 33.26MM BEFORE AND 32.86MM AFTER TURNIN G THE RF WAS 33.52MM BEFORE AND 32.78MM AFTER THE LR WAS 24.57MM BEFORE AND 23.71MM AFTER TURNING THE RR WAS 24.62MM BEFORE AND 23.73MM AFTER RETEST DRO DD DDDD TEST DROVE AND VERIFIED CLICK NOISE PERFORMED TSB 14-0090 OPERATION 140090 B LUBED DRIVE SHAFT U-JOINT LOCK RINGS AND NOISE STILL PRESENT PERFORMED NO OIL SLINGER AND RETEST NOW THE NOISE IS GONE DD DD--02-JUNE-2015 DDDD DEALER: Marshal Mize Ford, Inc. DD WARRANTY CLAIM NUMBER: 624652 ODOMETER: 021964M PERFORM EVA ROAD TEST FIRST ORDER TIRE AND WHEEL PER HOTLINE INSTALL TRAN MOUNT PERFORMED LOAD FORCE BALANCE OF ALL FOUR TIRES. ALL LOAD FORCE MEASURE MENTS WITHIN ACCEPTABLE LEVELS. WITH ONE FOR A RAPTOR TRUCK TO POSSIBLY VIBR ATION ISSUES. RETEST, OKDDDDWITH THE FSE HE AGREED WITH A REED TYPE NOISE SPENT MORE TIME WITH THE CHASSIS EAR FOUND THE NOISE WAS LOUDEST ON THE TRANSFER CASE TAIL HOUSING & THE DIFFERENTIAL CALL HOT-LINE WAS INFORMED TO USE THE XL-16 ADDITIVE KIT FOR THE NOISE BECAUSE TDDDD DDVERIFIED WATER LEAK AT RF AREA ABOVE HEADLINER COMING FROM SATELLITE RADIO ANTENNAE. REMOVED SAT ANTENNAE AND RESEALED TO BODY. RETEST, UNABLE TO VERI FY ANY MORE LEAKS AT THIS TIME.DDDDTEST DROVE VERIFY CONCERN, INSPECT FRONT & REAR BRAKE CALIPERS & PADS, OK. M EASURE RUNOUT OF FRONT & REAR ROTORS,ALL HAVE EXCESSIVE LATERAL RUNOUT MACHINED FRONT & REAR ROTORS, RETEST OK. LF 33.87 TO 33.27, RF 33.83 TO 33.5 2, LR 24.89 TO 24.62 RR 24.94 TO 24.57DDDDDD11-MAY-2015 DDDD DEALER: Marshal Mize Ford, Inc. DD WARRANTY CLAIM NUMBER: 623157 ODOMETER: 020423M VERIFIED POWER ADJUSTABLE PEDALS AND STEERING COLUMN ARE INOP. PERFORMED IN SPECTION AND DIAGNOSIS. FOUND C2414B AT SCCM NOT FULLY SEATED. PLUGGED IN CO NNECTOR AND RETEST, ALL FUNCTIONS RESTORED.DDDD11-MAY-2015 DDDD DEALER: Marshal Mize Ford, Inc. DD WARRANTY CLAIM NUMBER: 623157 ODOMETER: 020423M DDPART NUMBER PART DESCRIPTION QUANTITYDD LABOR OPDD CONDITION CODEDD CONDITION DESC DD3A706 STRG STOP 000 999A 41 STICKS/BINDS/GRABS DD VERIFIED NOISE IN FRONT AT FULL LOCK TURNS AT TIMES. LUBRICATED STEERING STOPS AND RETEST, NOISE IS NO LONGER PRESENT. MTIME NO OP
2016-06-03 12:07:00	csm escalated to tac.
2016-06-07 16:20:00	TAC notes 06/03/2016 == Outbound call to speak with service manager Mitchell regarding the vehicle. The vehicle originally came in with the concern on June 2nd 2015 where the main control body was replaced at 12,000 miles. At 37,000 miles it returned with the same noise and the XL16 additive was installed which resolved the concern for 2,000 miles. At 39,000 miles the transmission was overhauled and the direct and overdrive clutches were replaced and the clutches soaked in transmission fluid. At 52,000 miles it returned with the same concern. The vehicle has been down for a total of 28 days with 4 repair attempts. Spoke with technician James who states that the noise is present on a 5-3 downshift when accelerating up hill. The XL16 additive was added in the past and it didn't return for a few thousand miles. We discussed the number of repair attempts and agreed with installing a transmission assembly due to customer satisfaction purposes. The dealer will continue with filling out a cost cap and ordering the transmission assembly. A follow up call will be placed on Wednesday to check the status of the repair.
2016-06-09 14:16:00	TAC update == Outbound call to speak with Mitchell and James. The transmission was installed and the vehicle was road tested for 2 miles before the wrench light set. The vehicle returned to the dealer and the P0741/P1744 codes were present. The connectors were checked and pinfit checked at the lead frame with no concerns found. The codes were cleared and the vehicle road tested again and after 3 miles the codes returned. We discussed the repair direction and EFC04821 which would allow replacement of the
2016-06-13 18:08:00	[redacted]

2016-06-15 18:14:00	Outbound call was placed this morning to speak with service manager Mitchell. The second replacement transmission was installed and the vehicle has been road tested twice with no additional concerns. The vehicle will be road tested today and tomorrow before releasing the vehicle back to the customer.
2016-06-15 18:22:00	obe to dealer seeking further update.
2016-06-17 19:00:00	per dealer CAS 9681952 FINNEY BACK IN VEHICLE
2016-07-01 18:26:00	case reopened briefly to add Technical Generic InformationD
2017-11-08 11:59:00	"By " - GABY DID YOU SPEAK WITH THIS CUSTOMER IN THE LAST FEW DAYS?? HE SAID SOME ONE FROM FORD TOLD HIM THER EWAS A FIX FOR HIS TRANS CONCERN. IF SO WHAT IS IT?? WILLIE OUR FSE AND I ARE NOR AWARE OF IT .

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
riteria |

REGION: CE ZONE:
MODEL: F-SERIES MILEAGE: 59,860

| USA

SYMPTOMS: Start/Run/Move | Noise | Running/Standing | OTHER
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Margo Marchado
COMMENTS:

2016-06-02 22:24:00 [redacted] t o s to D

2016-06-03 11:44:00 [redacted]

2016-06-03 11:45:00

2016-06-03 11:45:00

2016-06-03 12:16:00

2016-06-03 12:18:00 [redacted]

2016-06-03 13:59:00

2016-06-03 13:59:00

2016-06-03 13:59:00

2016-06-03 14:43:00

2016-06-03 15:04:00

2016-06-06 13:15:00

2016-06-07 14:42:00

2016-06-07 14:48:00

2016-06-13 15:05:00

2016-06-13 15:06:00



CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
[redacted]teria |

REGION:
ZONE:
MODEL: F-SERIES
MILEAGE: 33,607

SYMPTOMS: Start/Run/Move | Vibration | OTHER | OTHER
ANALYST NAME: P Rxsalp
OPEN ANALYST NAME: Tanaya Jackson
COMMENTS:

2016-06-09 21:48:00 [redacted] has been there for a week already. Cust dissatisfied with the issues he's been having. Cust doesn't think the vehicle is reliable. cust wants to regain trust in ford. Dealership trying to do best they can to fix the issues. Request for extended warranty on the vehicle at no cost to him. cust is seeking 100,000 mile coverage for these issues. DDDDPER CUST DLR SAYS:DDn/aDDDDCRC ADVISED:DDi will escalate your case/request to our Ford Regional Customer Service Manager who works daily with your dealership's management team. The Ford Regional Customer Service Manager has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Ford Regional Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Service Manager within 1 business day. The case number that I

2016-06-10 13:50:00 [redacted]

2016-06-10 13:53:00 Previous caseDDCAS-9340210-T0K2Q9

2016-06-10 14:31:00 [redacted]he stated that it has been there since last Friday but they have not been able to duplicate his concerns regarding the shifting. He stated the SM drove as well as the Tech, customer has stated that the vehicle has a weak shift from 2nd to 3rd and a soft down shift and vibration and coming to stop (they resurface the rotor and balance his tires) and stumbling while coming to a stop, they duplicated once but has not acted up again. They will be releasing the vehicle back to

2016-06-10 14:46:00 [redacted]

2016-06-17 20:47:00

2016-06-24 18:35:00

2016-07-01 15:53:00

2016-08-03 13:45:00

CASE ATTACHMENTS:



STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION:
quest | Parts/Technical Assistance |

REGION: ZONE:
MODEL: F-SERIES MILEAGE: 26,851

SYMPTOMS: Start/Run/Move | Moving | Engagement Issues | Forward
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: P Rxsalp
COMMENTS:

2016-06-20 17:39:00	"By " - Customer has had his vehicle in our shop on multiple occasions for a harsh downshift after traveling for more than an hour. We have not been able to duplicate the customer concern. There are no codes in the system, no tsb's or related ssm messages. We tried installing the VDR for the customer while they were on vacation and the VDR apparently was not working. When we brought it in the shop no recordings were made. The VDR we have is no longer functional and cannot be repaired. Have talked to the FSE Matt who has asked me to drive the vehicle for 1 hour to see if I can get it to act up which I will be doing. Customer is frustrated as are we and would like assistance resolving the problem.
2016-06-20 17:51:00	Good Afternoon,DDDDPlease remain in contact the FSE to address customer concerns. CSM is unable to provide repair direction to the dealership as I am not trained to do so. Sorry I cannot help on this one.DDDDThanks!DD-James
2016-06-20 20:18:00	"By " - DROVE THE TRUCK FOR 76 MILES AT HIGHWAY SPEEDS WITH CRUISE ON AND OFF AND NOT ABLE TO DUPLICATE THE CUSTOMER CONCERN. TALKED TO THE CUSTOMER AND HE PREAPPROVED ME DRIVING IT BEFORE I DID. CUSTOMER STATED AGAIN THAT IT WAS RANDOM AND THAT WHEN IT HAPPENED IT WAS VERY NOTICEABLE AND THAT THE SHIFTER ON THE DASH WOULD DROP FROM 6 TO 2.
2016-06-21 14:03:00	"By " - DROVE THE VEHICLE FOR 40 MINUTES TODAY AND STILL DID NOT DUPLICATE CUSTOMER CONCERN.
2016-06-21 14:05:00	"By " - CALLED CUSTOMER AND HE STATED THAT WE MAY NEED TO START THROWING PARTS AT THE VEHICLE WHICH I DID NOT COMMENT ON. JUST SAID WE NEEDED TO BE ABLE TO VERIFY THE PROBLEM
2016-06-22 19:57:00	Good Afternoon,DDDDThank you for advising the customer on the proper warranty process. FMC will not approve repairs under warranty unless there are substantial facts to back up repairs. Please let me know if the vehicle will be returned to the customer.DDDDThanks!DD-James

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
iteria |

REGION: C3 ZONE: C3D
MODEL: F-SERIES MILEAGE: 37,000

SYMPTOMS: Start/Run/Move | Moving | Engagement Issues | Forward
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Earl Marble
COMMENTS:

2016-06-28 18:58:00 [redacted]

2016-06-28 20:43:00

2016-06-28 20:50:00

2016-06-29 14:36:00

2016-06-29 15:07:00

2016-06-29 15:09:00 CSM processed RAV activity.DDVeh does not qualify for buybackDDState of louisiana presump 4 attempts in one yr, or 90 days down. DDNo Buyback.

2016-06-29 15:44:00 [redacted]

continue to work with Rountree because of no rental / loaner. Jim Taylor Ford in Rustin, he asked them to chk for water leak, and hard shift. They fixed the leak, but no issues w/ trans. The moon roof was still leaking, still shiftng abnormal. they had appointment delays, and the no loaner etc.... He tried Rountree for the leaking moonroof. Rountree said hard shift sound like lubricant on drive shaft, customer assumed was common. His friends had same problem, and those dlrs couldn't duplicate theirs either. Customer feels no dupe = no fix is just wrong. He was a Chevy person for 15 years. He is regretting spending 40,000 on this veh. He also bought an expedition. He wouldn't wait 2 weeks for appt at Rountree. DDDDDDSo he brought to Wray Ford because it's close to home. He borrowed a veh from parents. He left truck in shop for a week and a half. He wanted the transmission looked at. He got info from a transmission specialty shop. They said won't be fixed unless you replace the whole trans. He wants a dependable veh for $40k. He has been patient. Now they say they can't find anything wrong with it. But before he leaves parking spot, the whole truck will shake and slam into gear. He's embarrased of the truck's behavior. They did tighten screws to seal off to prevent the leak. The moonroof has not leaked, but the trans .... it's getting to where it is every morning, he can feel it in 2nd gear. Feels like someone slammed into him from the back, that's how hard it shifts. Something has to be done. He feels and asks me if the DLR is delaying the repair process because he has warranty? Are they just brusing it under the rug?DDDDCSM advises the DLR must duplicate the concern or have an error code to point them in the direction of the repair. CSM describes the warranties, the deductibles, the expiration points. CSM advised vehicle does not qualify for buyback. Csm advises read warranty guide for next steps if you disagree. Customer says down the line he will gather his documentation and statements from trans shops and will take it to the next level. CSM says there are limited options with Ford, because Ford views your vehicle as operating normally at this point. Custoemr asks if we can switch his v-6 Eco boost to V-8. CSM says we are using the only resource to pay for repairs: your warranty. Your warranty will only allow for replacement part of what was originally put into the vehicle. No other programs to allow for discount if you pay out of pocket. CSM advises closing the case, but keep my number if veh back in DLR or leaking, call me. CSM advises he speak with Henry at DLR the S/M when he goes to pick up truck. Customer agrees to all and we say goodbye.

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION:
Request | CLP / Lincoln Loyalty Assistance |

REGION: S3 ZONE: S3B
MODEL: F-SERIES MILEAGE: 65,889

LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | Always
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: P Rxsalp
COMMENTS:

2016-06-30 19:36:00

2016-06-30 20:30:00

2016-06-30 20:36:00

2016-06-30 20:36:00
2016-07-06 16:17:00

2016-07-06 16:19:00

2016-07-06 16:21:00
2016-07-13 12:16:00

2016-07-13 12:17:00

2016-07-26 13:18:00

2016-07-26 13:19:00

2016-07-29 18:19:00

[redacted]

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
Lincoln Loyalty Criteria | Has been to Dealer

REGION: G2 ZONE: G2A
MODEL: F-SERIES MILEAGE: 25,000

SYMPTOMS: Start/Run/Move | Moving | Shift Quality Steady State | Always
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Taena Stephens
COMMENTS:

2016-07-01 20:32:00	CUST SAYS: DDthe veh has been shifting erratically. The veh has been at the dlr since yesterday and they cannot figure out what the issue is. They have sent an email to the hotline. The veh bogs down when upshifting and revs when its downshifting and doing it all at the wrong times. The dlr says they can't provide a loaner or a rental. I had planned to go away this weekend and I have already paid for the trip. DD DDPER CUST, DLR SAYS: DDno rentals or loaners they are $30/ day. DD DDCRC ADV: DDI adv that we got him 5 days from the dlr and that he has until Wednesday to turn it in. DD DDOBC TO DLR: DDRay Backers ASM - The SM authorized 5 days and that Mike Pitt will be calling him. He should think about a rental agreement when purchasing a car.
2016-07-06 18:51:00	[redacted]
2016-07-07 19:49:00	

CASE ATTACHMENTS:

[redacted]

TATUS: Resolved
USINESS UNIT NAME: Ford
OMMUNICATION: Letter
Loyalty Criteria |

EGION: N4 ZONE: N4C
ODEL: F-SERIES MILEAGE: 26,719

SYMPTOMS: Start/Run/Move | Moving | Engagement Issues | OTHER
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: P Rxsalp
COMMENTS:

2016-07-15 18:43:00 [redacted]

2016-07-18 21:11:00

2016-07-22 15:29:00
2016-07-22 15:29:00
2016-07-25 13:02:00
2016-07-25 13:05:00

2016-07-25 20:30:00 [redacted]

2016-07-29 20:05:00

2016-08-02 19:23:00

2016-08-04 20:16:00

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
iteria |

REGION: NE ZONE: NEB
MODEL: F-SERIES MILEAGE: 15,000

SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | OTHER
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Cameron Lemmerman
COMMENTS:

2016-07-19 14:27:00 [redacted] AYS:DDcurrently having down shifting issues, cruise on driver side door. Master cylinder needs to be replaced DDown shifted by itself, going at a high speed, almost thrown from vehicle. Dhas an appointment for 7/26, requested a loaner vehicle, they wont have one, until 7/26, which is why he has to wait.DDDwant to know has a safety recall, for master cylinder, dlr doesn't have the parts in stock, he wants ford ""to do something for him to make him feel better"Dnext appointment is for power window, and transmission repairs and sync help, Dwanted to purchase a back up camera for vehicle, he can not afford it, wants ford to buy him one for inconveniences DD DDPER CUST, DLR SAYS: DD DDParts are not in stock for Master Cylinder repairs. willing to provide rental assistance for repairs.DD DDCRC ADVISED: DDYou do currently have a recall for master cylinder. 16S24. I will escalate your case/request to our Ford Regional Customer Service Manager who works daily with your dealership's management team. The Ford Regional Customer Service Manager has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Ford Regional Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Service Manager within 1 business day. The case number that I have established for you today is CAS-10085611

2016-07-20 13:00:00 [redacted]

2016-07-20 13:33:00 [redacted]

2016-07-27 16:56:00

2016-07-27 18:34:00

2016-07-27 19:20:00

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
Criteria |

REGION: C1 ZONE: C1D
MODEL: F-SERIES MILEAGE: 42,000

HOME PHONE:
SYMPTOMS: Start/Run/Move | Moving | Engagement Issues | Forward
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Pam Arvik
COMMENTS:

2016-07-25 22:03:00 [redacted] - Dealer has had trouble fixing transmission, we have pulled and dissassembled 3 times. Since we have had vehicle here or a long time, we had replaced the customer cracked windshield, filled the tank with fuel and changed his oil and filter. We should have it going tommorrow, the 26th and told him we would deliver it to him.

2016-07-25 22:06:00 CONTACT VIA PHONE DDDDCUST SAYS: DDThe dlr has been trying to fix it for 5 weeks. He dropped the truck off on June 21st. While he was driving veh it would shift from 3rd to 4th, 4th to 3rd. The tires were wearing on the inside edges. As of last week, finally the truck was all put together. He was supposed to pick it up last Wed. Friday the truck started dropping into drive really rough. They have taken apart the transmission again. This is a horrible inconvenience. The dlr has always been polite, but he wants his vehicle fixed and returned to him. He has dealt with many people at the dlr. He asks for 2 months payment reimbursement, which would be a total of $1295.90. DDDDPER CUST DLR SAYS:DDOur power is off, no parts, have to order new parts. The transmission wore out internal part from shifting roughly. Seals have just came in, but one of them are missing. We have not been able to work on it, the power is out. We again do not have all the parts. We have taken apart the transmission again. DDDDCRC ADVISED:DDOBC TO DLR:DDSpoke with Scott. He has been into this transmission 3 times. He replaced a cracked windshield and changed his oil at no charge. Provided VIN. DDI will escalate your case/request to one of our Ford Regional Customer Service Manager who works daily with your dealership's team. Your Regional Customer Service Manager will contact you tomorrow. Provided case number.

2016-07-26 12:00:00 [redacted]

2016-07-26 12:05:00 [redacted]

2016-07-26 13:22:00 [redacted]

2016-07-26 13:23:00 [redacted]

2016-07-27 23:44:00 [redacted]

2016-07-28 15:24:00

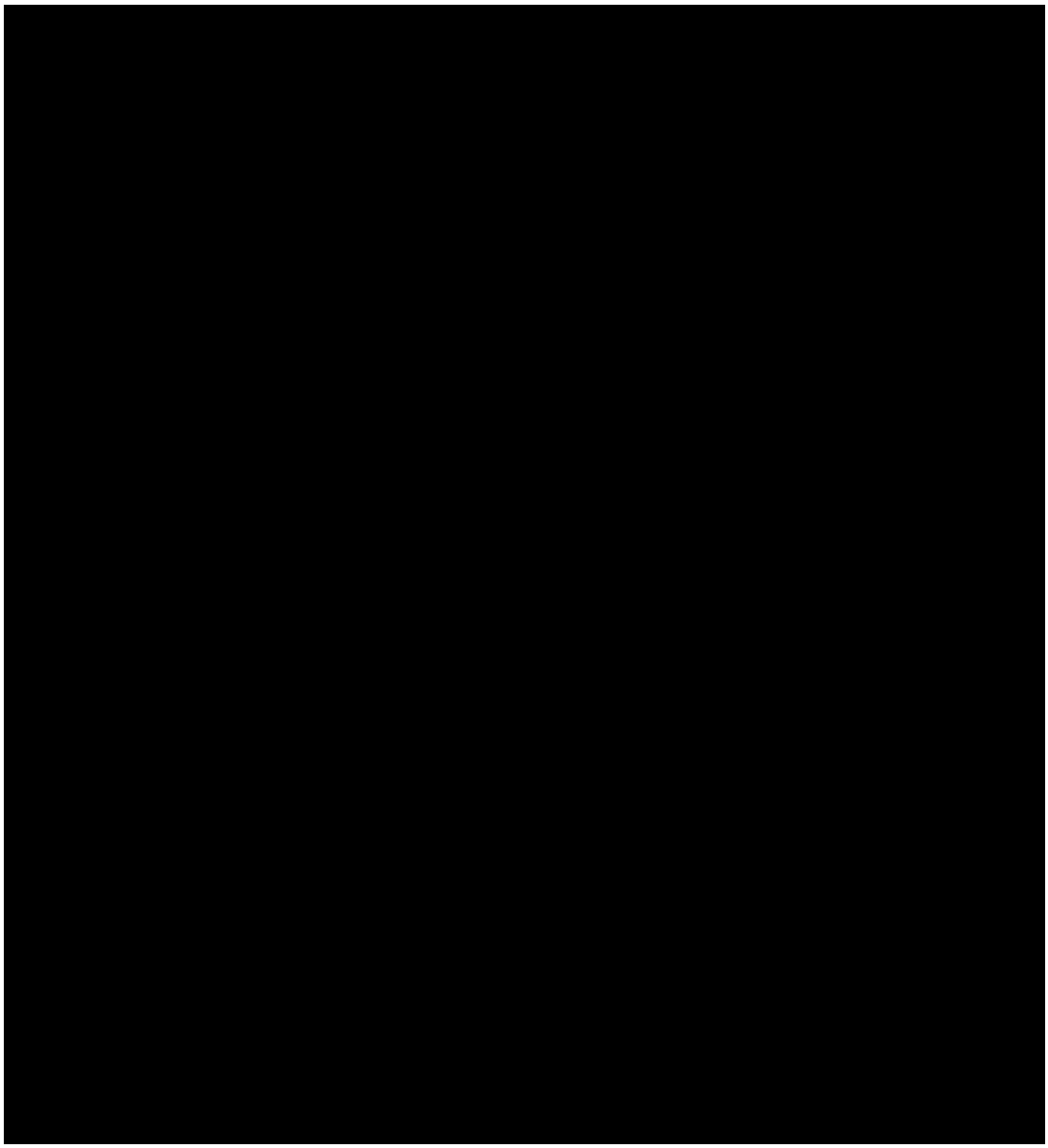
2016-07-28 15:29:00

2016-07-28 15:30:00

2016-07-28 15:31:00

2016-07-28 17:15:00

2016-07-28 17:18:00



CASE ATTACHMENTS:



STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
en to dealer |

REGION:
ZONE:
MODEL: F-SERIES
MILEAGE: 24,000

SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | Intermittent
ANALYST NAME: P Rxsalp
OPEN ANALYST NAME: Reina Mora
COMMENTS:

2016-07-27 12:35:00	CUST SAYS:DDI have a concern with my F-150, truck was serviced for regular maintenance yesterday. Transmission making a noise when downshifting. On the expressway if you want to speedup and downshift to 3rd or 4th gear it makes a noise and you can feel the impact on the transmission and you hear a metal to metal noise.DDDDPER CUST, DLR SAYS:DDn/aDDDDCRC ADVISED:DDAdvised cust to schedule an apt at his dlrshp to have the veh diagnosed for this concern. I will document the concern on the veh.

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Email

REGION: C3 ZONE: C3B
MODEL: F-SERIES MILEAGE: 40,000

SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | Intermittent
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: P Rxsalp
COMMENTS:

2016-08-09 13:29:00	08/09: Consumer submitting undated Demand. Received by FMC (08/08/16).DDC/R there have been 3 or more repair attempts to repair the same substantial defect or condition.DDConsumer concern: Vibration while driving. Harsh shifting at 5th to 4th gear and 3rd to 2nd. There is also a delay in electronic panel informing the driver what gear the vehicle is in. If the vehicle sits for 2 days, the 3rd gear shifts very harshly.DDConsumer [redacted]Law. -- Final Repair Attempt.
2016-08-09 13:34:00	[redacted]dvise that FMC received the notice requesting the Final Repair Attempt.DI advise that I would be submitting a request for a FSE to supervise the repair attempt.DI confirmed with the consumer that the vehicle is currently down. I advise that I will keep her updated on the repair process. Consumer wants CALA to email her his contact information.
2016-08-09 14:04:00	08/09: TFOAM # 20182896 Opened.
2016-08-09 18:41:00	we have driven this truck three times and have been unable to duplicate the concern. monitored the gear functions while driving and have not seen any problems at all. told customer that when we have a flight recorder available we could install in his truck to see if there is an intermittent concern that he might capture some data. at this time we do not find anything wrong with the vehicle. we provided the customer with a rental at our expense since aug. 1st. I will inform customer that if the rental is not returned today, the expense will be his responsibility from this day forward.
2016-08-10 12:18:00	Thank you for the message. The consumer requested a FRA, and FSE King has been assigned, so he will likely be in touch soon, just to go over everything.
2016-08-10 13:44:00	CUSTOMER PICKED UP THE VEHICLE YESTERDAY AND RETURNED THE RENTAL. CUSTOMERS TRUCK IS WORKING AS DESIGNED AS FAR AS OUR TEST DRIVES HAVE SHOWN
2016-08-10 13:44:00	CUSTOMER PICKED UP THE VEHICLE YESTERDAY AND RETURNED THE RENTAL. CUSTOMERS TRUCK IS WORKING AS DESIGNED AS FAR AS OUR TEST DRIVES HAVE SHOWN
2016-08-11 14:50:00	[redacted]for FRA.
2016-08-11 18:02:00	[redacted]@ 1 pm for the repair attempt.
2016-08-11 18:02:00	[redacted]Consumer elects 08/23 for the FRA. CALA to notify SM and
2016-08-11 18:03:00	08/11/16: FRA notice sent to Lewis Ford Sales and FSE.
2016-08-23 20:15:00	FSE TEST DROVE THE TRUCK TODAY, 08-23, WILL REPORT TO LEGAL DEPT
2016-09-01 12:53:00	09/01/16: FSE inspection attached. FSE was unable to duplicate any concerns. Additional pictures included on TFOAMS.
2016-09-01 12:55:00	[redacted]CALA left VM discussing the FRA and requesting to be called
2016-09-06 19:14:00	09/06/16: No new contact from consumer. CALA closing case.
2016-10-11 16:33:00	10/11/16: IBVM from consumer.DConsumer requests CALA contact her.
2016-10-11 16:33:00	10/11/16: IBC from consumer.DConsumer is upset that there has been no contact from FMC. CALA advises he attempted to call on 09/01/16. Consumer advises they transferred to a different cellular service, which is why they were not available. I confirm the repair attempt request was received, and the FSE performed an inspection. Consumer reports the vehicle is giving concerns. I directed the consumer to take the vehicle in for further repairs. Consumer is seeking guidance on lemon law, CALA directed consumer to BBB AutoLine program for further assistance.

CASE ATTACHMENTS:



STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
air / Warranty Denied | General/Other

REGION:
ZONE:
MODEL: F-SERIES
MILEAGE: 29,900

SYMPTOMS: Driving Performance | Hesitates/Stumble | Acceleration | Intermittent
ANALYST NAME: P Rxsalp
OPEN ANALYST NAME: Aaron Breaux
COMMENTS:

2016-08-09 00:04:00

CUST SAYS:DDIn Jan this year I opened a case. The case went by the side and got closed. Since then I've gone to a different dlr, and they've been told to not look at it because it's normal.DDDDThe truck feels like a mess, bucking, vibrating, brought it in a couple times. They ruled out transmission, noticed multiple misfires. They did some testing, the hotline says it's normal and told them to stop looking. Going on since I had the truck, bought it a year ago. Want it to be fixed. Had a few different dlrs and nobody can figure it out. I don't want to lemon the truck. The truck has drivability issues. I got it to do it for the dlr. Sometimes when coming to a stop it will jam into first gear. It's mainly a problem when the veh is in 5th or 6th gear.DDDDDLR SAYS, PER CUST:DDWe have to stop looking at it because the hotline says it's normal and to stop looking at it.DDDDCRC ADVISED:DDBecause the hotline has deemed it normal there's no assistance we can provide at this time. All we can do is suggest another dlr to see if they're willing to work with you but if they call the hotline they will get the same answer so we can't guarantee anything. Cust said he would try a different dlr. Let cust know I would document his concern.

CASE ATTACHMENTS:

[redacted]

ATUS: Resolved
SINESS UNIT NAME: Ford
MMUNICATION: Phone

GION: NE ZONE: NEB
DEL: F-SERIES MILEAGE: 15,000

SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | OTHER
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Cameron Lemmerman
COMMENTS:

2016-08-19 18:08:00 Best Contact Method: PhoneDDCUST SAYS DD"after bringing the veh in, the dlrshp put 7.8 miles on veh, trying to duplicate the concern. the dlrshp reset the computer, and the concern has not been resolved. DDhas another appointment on the 22nd of august for the same concern, and he feels as if it they will do the same thing. DThe concern is the sync display, when on a highway, going 5 mph, for no reason, the truck starts to downshift, from 6 to 5 to 4. dlrshp is telling the vust he is nuts. went online and saw ford has a recall for the cruise control. and the dlrshp is not fixing the truck, DDthey did not correct the issue the first time, Roberta lied to cust, she stated, they never made an appointment with the dlrshp, he doesn't want Roberta's help, if anything he would like to speak with her supervisor, cust feels as if she is trying to drive a wedge between the cust and the dlrshp. DDdlrshp is convinced the cust is making this up, its all in his head.D Dwhen in cruise control, and engage the manual transmission shifting so he can see the current gear of the veh, custr does not use the manual shifting, just pulls the indicator to be viewed on the dash, to see what gear the truck is in. He can see the truck downshifting by itself, when the veh has the cruise control on. cust is trying to record the behavior of the veh on his phone to show the dlrshp he is not making this up. " DD DDPER CUST, DLR SAYS: DD DD DDCRC ADVISED: DDHigh Priority: I will escalate your case/request to our Ford Regional Customer Service Manager who works daily with your dealership's management team. The Ford Regional Customer Service Manager has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Ford Regional Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Service Manager within 1 business day. The case number that I have established for you today is CAS-10353509. Roberta will be reaching out to you by the end of business Monday, i will document that you feel the concern will not be fixed correctly, and that you think the drshp will just do the same reset on the computer they have already done. cust wants this fixed, once and for all.

2016-08-20 11:59:00 [redacted]

2016-08-20 12:02:00

2016-08-22 14:02:00

2016-08-22 14:53:00

2016-08-24 18:16:00

2016-08-25 18:24:00

2016-08-30 18:18:00

2016-08-30 20:28:00

2016-09-06 15:38:00

2016-09-08 18:41:00

2016-09-14 19:16:00

2016-09-14 19:25:00

2016-09-16 16:24:00



CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
T Criteria |

REGION: G4 ZONE: G4W
MODEL: F-SERIES MILEAGE: 29,000

SYMPTOMS: Start/Run/Move | Moving | Engagement Issues | OTHER
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Leshon Phillips
COMMENTS:

2016-08-19 21:07:00

[redacted]

2016-08-22 14:30:00

2016-08-22 14:36:00
2016-08-22 14:38:00

2016-08-22 20:52:00

2016-08-24 21:21:00

[redacted]

2016-08-24 21:22:00
2016-08-31 21:19:00
2016-09-01 18:52:00

2016-09-12 20:32:00

2016-09-21 20:33:00

2016-09-22 15:43:00

2016-09-29 21:19:00

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
iteria |

REGION: S3 ZONE: S3D
MODEL: F-SERIES MILEAGE: 60,061

SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | OTHER
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Christine Gorski
COMMENTS:

2016-08-26 20:49:00 [redacted]

2016-08-26 20:51:00
2016-08-27 12:01:00

2016-08-27 12:02:00

2016-08-27 12:03:00

2016-08-29 19:43:00

2016-08-29 21:07:00

2016-08-29 21:11:00 [redacted]

2016-08-30 15:46:00

2016-09-08 15:00:00

2016-09-14 20:14:00

2016-09-19 16:26:00

[redacted]

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
Vehicle | 12 Model Years or Newer

REGION: W2 ZONE: W2B
MODEL: F-SERIES MILEAGE: 39,000

SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | Uphill
ANALYST NAME: P Rxsalp2 OPEN ANALYST NAME: Tiauna Pollard
COMMENTS:

2016-08-26 21:53:00 [redacted]

2016-08-27 12:01:00

2016-08-27 12:03:00

2016-08-29 21:22:00

2016-08-29 22:38:00

2016-08-30 20:12:00

2016-08-30 20:14:00

2016-08-30 21:57:00

2016-08-30 22:05:00

2016-08-30 22:06:00

2016-08-30 22:39:00

2016-08-30 22:41:00

2016-08-31 13:19:00

2016-08-31 13:19:00

2016-08-31 16:00:00

2016-08-31 16:01:00

2016-08-31 16:02:00

2016-08-31 19:46:00

2016-08-31 19:51:00

2016-08-31 22:33:00

2016-08-31 22:37:00

2016-08-31 22:40:00

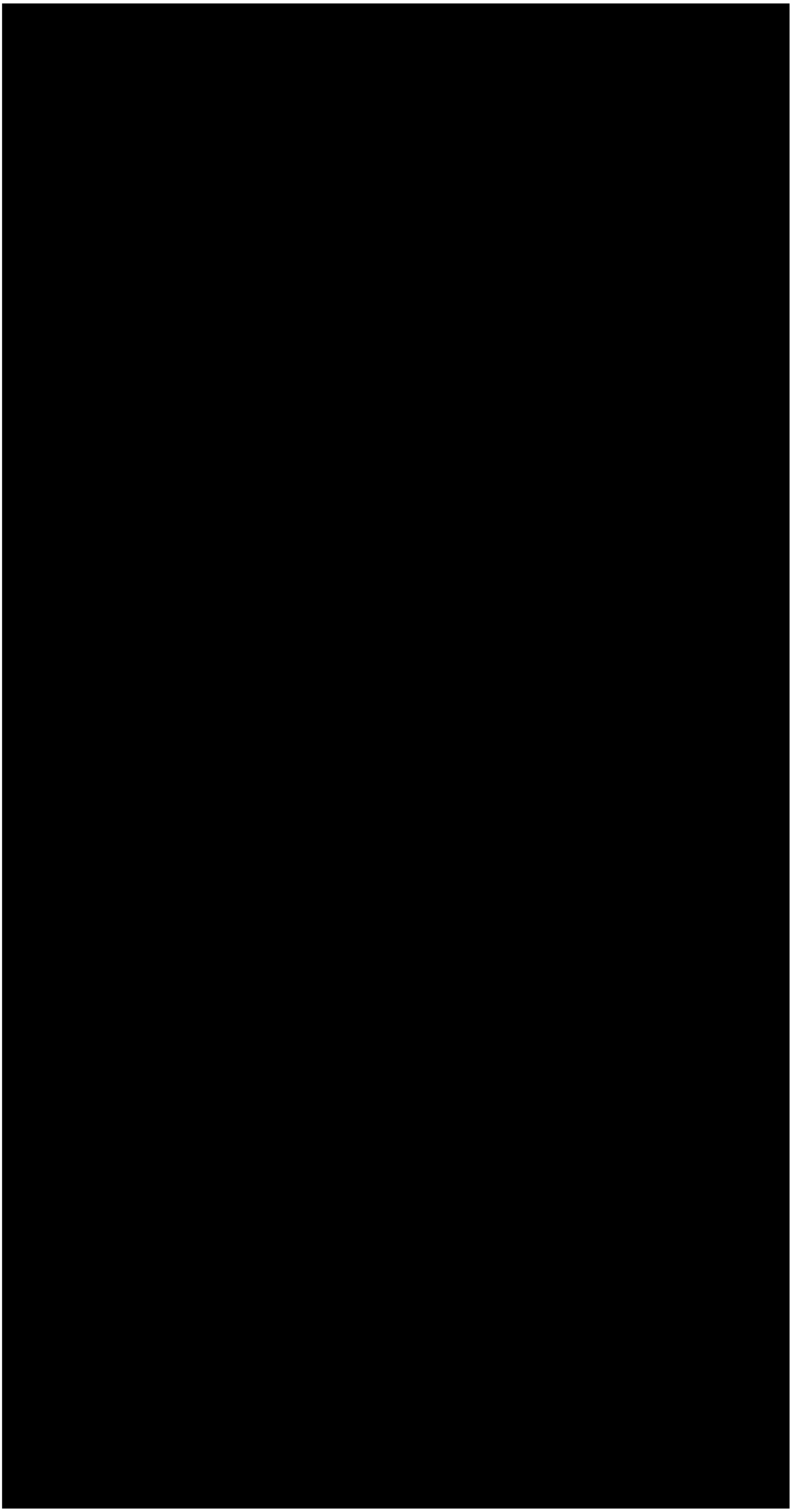
2016-08-31 23:01:00

2016-09-01 19:19:00

2016-09-02 13:08:00

2016-09-02 14:11:00

2016-09-02 14:17:00



2016-09-02 14:19:00

2016-09-08 16:34:00

2016-09-12 23:10:00

2016-09-15 22:13:00

2016-09-15 22:14:00

2016-09-15 22:15:00

2016-09-16 21:53:00

2016-09-16 22:15:00

2016-09-20 23:12:00

2016-09-20 23:13:00
2016-09-21 12:56:00
2016-09-21 13:44:00
2016-09-21 18:57:00

2016-09-27 21:09:00

2016-09-27 21:19:00
2016-09-27 21:19:00
2016-09-28 13:59:00
2016-09-28 16:16:00
2016-10-03 17:17:00
2016-10-05 14:15:00

2016-10-05 15:02:00

2016-10-05 16:33:00

2016-10-06 15:17:00
2016-10-07 17:00:00

2016-10-10 14:35:00

2016-10-14 13:35:00
2016-10-18 14:00:00
2016-10-18 16:26:00

2016-10-18 20:17:00

2016-10-25 16:41:00
2016-12-05 16:58:00

2016-12-05 21:31:00

2016-12-12 14:07:00
2016-12-12 14:08:00
2016-12-12 14:08:00
2016-12-12 14:08:00
2016-12-12 14:08:00
2016-12-13 21:13:00
2016-12-13 21:26:00
2016-12-14 21:16:00
2016-12-14 21:17:00
2016-12-14 21:17:00
2016-12-30 16:33:00
2017-01-19 17:25:00
2017-01-19 17:25:00
2017-01-19 17:25:00
2017-01-19 17:25:00
2017-01-19 17:25:00
2017-01-27 15:46:00



CASE ATTACHMENTS:
2019-03-23 09:11:39
2019-03-23 09:11:39
2019-03-23 09:11:39
2019-03-23 09:11:39
2019-03-23 09:11:39
2019-03-23 09:11:39

2019-03-23 09:11:39
2019-03-23 09:11:39
2019-03-23 09:11:39
2019-03-23 09:11:39
2019-03-23 09:11:39



[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION:
equest | CLP / Lincoln Loyalty Assistance |

REGION: W2 ZONE: W2A
MODEL: F-SERIES MILEAGE: 36,161

SYMPTOMS: Start/Run/Move | Moving | Engagement Issues | Forward
ANALYST NAME: P Rxsalp2 OPEN ANALYST NAME: P Rxsalp
COMMENTS:

2016-09-16 22:29:00 [redacted]

2016-09-19 14:39:00

2016-09-19 14:42:00

2016-09-22 21:12:00 the customer says it is. Eli then found the vehicle has been there for two weeks and asked if he could call the CSM back he needs to find out more. CSM stated that was fine.

2016-09-26 20:16:00 Customer stated he spoke SA ray who told the customer he could not tell them when hey could get the vehicle in the shop, and Ray told him to keep the rental. CSM stated he would call the dealer and try to call back today. If the customer did not hear from the CSM today to please call back tomorrow. CSM calling the dealer

2016-09-26 20:19:00 Spoke to Eli and he stated that he spoke to the dispatcher and to get the vehicle done. Eli stated he though it would be in the shop today. SM stated he would talk to the dispatcher and update the case so the CSM could call the customer

2016-09-26 20:21:00 Spoke to the customer and stated the SM was going to find out where the vehicle is in the repair process. Eli will update the case so CSM can let the customer know what he can expect. Follow up set to 9/27

2016-09-29 22:16:00 "By Suzanne Richards" - VEHICLE COMPLETED AND CUSTOMER PICKING UP TODAY REQUEST RENTAL ASSISTANCE FOR 18 DAYS.

2016-09-29 22:20:00 RENTAL ASSISTANCE REQUEST FOR 18 DAYS

2016-09-30 14:51:00 [redacted]

2016-09-30 17:58:00

2016-09-30 19:29:00

and/or proprietary information for disclosure to and use by the intended recipient only. If you have received this communication in error, please delete or destroy it and all copies and attachments immediately, and notify the sender. If you are not the intended recipient, be advised that any review, distribution or printing of this communication is prohibited. An error in transmission is not intended to waive confidentiality or privilege. We reserve the right, to the extent permitted under applicable law, to monitor electronic communications.

2016-10-24 17:37:00	[redacted]
2016-10-25 23:09:00	
2016-10-26 20:05:00	
2016-10-26 20:06:00	
2016-11-01 15:18:00	
2016-11-01 15:19:00	
2016-11-01 15:30:00	
2016-11-01 15:30:00	
2016-11-01 17:42:00	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted] ALL CUSTOMERS QUESTIONS CUSTOMER WILL CALL DEALERSHIP AND SCHEDULE AN APPOINTMENT TO SIGN DOCUMENTS AND GET AN INSPECTION.
2016-11-09 19:14:00	SPOKE WITH CUSTOMER ADVISED THAT WE DON'T HAVE WORKSHEET YET THAT I WOULD NEED FINANCE CONTRACT AND PAYMENT HISTORY. ALSO ADVISED CUSTOMER THAT WOULD NEED AN ESTIMATE ON THE CRACKED WINDSHEILD. CUSTOMER ADVISED THAT HE WOULD GET ESTIMATE.
2016-11-09 19:15:00	SPOKE WITH TERRY FROM THE DEALERSHIP ADVISED THAT CUSTOMER CAME IN AND WAS INQUIRING ABOUT WHAT FORD WAS OFFERING AND SHE ADVISED CUSTOMER THAT SHE HAS NOTHING TO DO WITH THE AMOUNT BEING OFFERED. ALSO ADVISED CRACKED WINDSHEILD.
2016-11-10 16:40:00	Contacted Customer/Attorney and/or Processing Dealer
2016-11-10 16:40:00	Mailed Customer Offer and/or Dealer Packet
2016-11-10 16:40:00	submit for worksheet
2016-11-10 16:40:00	Received Sale and/or Finance Documents
2016-11-11 22:20:00	ws to audit.
2016-11-14 17:06:00	emailed customer the worksheet for approval
2016-11-15 23:01:00	[redacted]
2016-11-15 23:01:00	
2016-11-15 23:08:00	
2016-11-21 20:13:00	
2016-11-22 17:14:00	
2016-11-22 17:14:00	Customer Accepted Final Financial Worksheet
2016-11-22 17:14:00	emailed customer the worksheet for acceptance
2016-11-22 17:15:00	customer accepted worksheet-- pending signed dealer packet for a check
2016-11-22 22:28:00	submitted for a check
2016-11-22 22:28:00	Received signed documents required to issue funds
2016-11-23 17:57:00	customer sent me estimate for the cracked windshield for $166.65 and customer asked to be waived-- per vanessa it was approved and put copy of email of approval in file
2016-11-23 18:08:00	Sent email to RAV Ops approving to waive $166.65 estimate to repair cracked windshield.
2016-11-23 18:34:00	[redacted]
2016-11-29 18:28:00	
2016-11-29 18:28:00	
2016-11-29 19:39:00	
2016-12-02 22:07:00	

CASE ATTACHMENTS:

2019-03-23 10:28:09	TJ Shaw
2019-03-23 10:28:10	P Rxsalp



CUSTOMER RELATIONSHIP CENTER - GOOD FAITH REVIEW WORKSHEET

[redacted]

Vehicle Year, Make, Model: 2014 > FORD > F-SERIES > W1E - F150 4X4 SUPERCREW - STYLESIDE	Current Mileage: 36161
WSD: 0/07/2014	Ownership Status (i.e. new, used): NEW If used, purchase date
State Purchased: CA	State Registered: CA

DEALERSHIP INFORMATION

Dealership Name: FUTURE FORD LINCOLN	P&A Code: 07749
Dealership Contact Person: TIM CRABTREE	Phone Number: 916-786-7636

WHEN COMPLETING THE FOLLOWING INFORMATION, PLACE AN "X" IN THE APPROPRIATE BOX:

	YES	NO	
Is the vehicle currently repaired?	X		
Is the vehicle currently at the dealership?		X	
Is the customer currently in a rental vehicle?		X	
Is the GCQIS Report related to the primary concern?	X		If yes, GCQIS Report #: G4UDN007
Has the FSE been involved in the repairs?		X	FSE Name:

LEMON LAW INFORMATION

State: CA

Presumption Period: 18/18000	Time Period for 1st Occurrence: 18/18000	
Number of Repair Attempts: 4	Days Out of Service: >30	Is this a Final Repair Attempt State: NO

EXPLAIN THE MECHANICAL CONCERN AND THE PRIMARY REASON FOR THE BUYBACK REQUEST

Customer seeking GFR for buyback due to the number of repairs

PRIMARY CONCERN DETAILS

Date of 1st repair for primary concern related to buyback request: 03/28/2016	Mileage: 29010
Number of repair attempts for primary concern: 3	Estimated days out of service for repairs: 69
Specify type of days (i.e. Calendar, Business, Working): calendar	

Submitted by (CSM): TJ SHAW	Date: 11/1/16

[redacted]

- Indicate source of Repair Order Summary (i.e. Physical R/Os or AWS): AWS
- Are there additional ROs not accounted for on this worksheet? (Yes/No) NO *If Yes, ensure case notes indicate such.
- Name/Position/Phone Number of Dealership Contact: Tim Crabtree SM at 916-349-3398

RO or Document Number	RO Opened Date	AWS Load or RO Closed Date	Mileage	Vehicle Concern	Services Performed	Days Out of Service
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
Beyond Presumption Period (18 Month/18000 Miles)						
916490	28-MAR-2016	04/18/16	29010	CUSTOMER REQUEST COMPLETE RECALL 14C10 SEAT FRAME CLEARANCE ADJUSTMENT CUSTOMER STATES TRANSMISSION IS SHIFTING HARD FROM 2ND TO 3RD AND 3RD TO 4TH, WHEN IT`S COLD OR SITTING A WHILE	PERFORM SEAT CLEARANCE ADJUSTMENT INSPECTED MAIN CONTROL BODY, FOUND CONTAMINATION THROUGH OUT ASSEMBLY, FOUND PRESSURE REGULATOR VALVE BORE WITH SOME WEAR, NEED TO REPLACE MAIN CONTROL BODY. 6411 REMOVED AND REPLACE	21
919817	22-APR-2016	05/28/16	29389	CUSTOMER STATES TRANSMISSION IS SHIFTING HARD FROM 2ND TO 3RD TO 4TH AFTER IT SITS FOR A WHILE OR ON COLD STARTS IN THE MORNING, CHECK AND ADVISE REFER TO LAST RO 916490	AS DISCUSSED, IT IS ADVISED TO COMPARE THE CUSTOMER?S VEHICLE TO SIMILAR VEHICLES WITH THE SAME DRIVETRAIN, TRANSFER CASE, AND WHEELBASE. COMPARE THE SHIFT FEEL OF EACH GEAR, SPECIFICALLY THE 2-3 & 3-4 SHIFT, TO THE CUSTOMER?S VEHICLE. THIS COMPAR	20
936258	15-AUG-2016	09/30/16	36161	CUSTOMER STATES WILL STUDDER WHILE DOWN SHIFTING FROM 4TH TO 3RD. CHECK AND ADVISE HAVE RAY TAKE A TEST DRIVE WITH CUSTOMER.(RAY VERIFIED CUSTOMER CONCERN) CUSTOMER STATES AFTER TRUCK IS WARMED UP, VEHICLE HAS A ROUGH IDLE,CHECK AND ADVISE. WHEN TRUCK IS STATIONARY	REPLACED TCC, AND SSB SOLENOIDS AS REQUESTED REASSEMBLED FILLED TRANSMISSION WITH FLUID, CLEARED SHIFT ADAPTIVE LEARNING AND ROAD TESTED SATISFACTORY, WILL GIVE VEHICLE TO SHOP FOREMEN FOR EXTENDED ROAD TEST.245// ROAD TEST DID NOT VERIFY SHUDDER ON 4-3 DOWN SHIFT. OK TO RETURN TO CUSTO MER. REPLACED CYLINDER 4 COIL REMOVED SPARK PLUG AND IS FOULED,REPLACED SPARK PLUG RETEST AND FOUND OK AT THIS TI ME	28
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				

NHL and TAR Details				
Action NHL/FSE	Date	Concern	Report #	Repair
	MM/DD/YY			
	MM/DD/YY			
	MM/DD/YY			
	MM/DD/YY			
	MM/DD/YY			
	MM/DD/YY			

Total days down: 69



CALENDAR DAYS: *All days in a month including weekends and holidays.*

BUSINESS DAYS: *Monday through Friday. Hours and excluded holidays vary, but typically the day covers the period from 9 a.m. to 5 p.m.* ***Note:*** *If the Service Dept. is closed on Saturday, this would not be considered a working day, even though other areas of the dealership may be open.*

WORKING DAYS: *A regular Federal work day. It does not include Saturdays, Sundays or public legal holidays.*

RENTAL AGREEMENT FACE PAGE

[redacted]

License No.	State
VIN	
Year/Make/Model/Color	

Additional Driver's Name	Birth Date	
NONE		
Driver's License No.	State	Expires
Additional Driver's Name	Birth Date	
NONE		
Driver's License No.	State	Expires

RENTAL VEHICLE INFORMATION

Date and Time IN	09/29/2016	05:19 PM
Date and Time OUT	09/12/2016	07:31 AM
Date and Time DUE IN	09/13/2016	07:31 AM

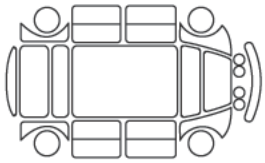
		FUEL OUT	FUEL IN
Vehicle VIN	[redacted]		
Vehicle Description	2015 NISSAN ALTIMA BRILLIANT SILVI	F	F
Mileage IN	11614	3/4	3/4
Mileage OUT	10335	1/2	1/2
Miles Driven	1279	X	X
Miles Allowed	0	1/4	1/4
Chargeable Miles	1279	E	E

CUSTOMER INSURANCE INFORMATION

Insurer		Agent
AAA		
Policy No.	Expiration Date 08/17/2017	Telephone

DAMAGE DESCRIPTION

Initials_____



Condition Out:

Condition In:

RATES DO NOT INCLUDE FUEL	RENTAL CHARGES
HOURS: 0 @ $ 13.96 PER HOUR	0.00
DAYS: 18 @ $ 27.91	502.38
WEEKS: 0 @ $ 0.00	0.00
MILES: 1279 @ 0.00 ¢ PER MILE	0.00
TOTAL TIME & MILEAGE CHARGES →	502.38
TAXABLE FUEL ____ GAL. @ $6.00	0.00
ESTIMATED TOTAL CHARGES	502.38
TAXABLE SUB-TOTAL →	502.32
TAX @ 7.50 %	37.68
NON-TAXABLE FUEL ____ GAL. @ $____	
	-0.06
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	540.00
TOTAL CHARGE →	0.00

METHOD OF PAYMENT

$_____ ❑ CHECK
____/____ EXPIRES ❑ AMEX ❑ MC ❑ VISA ❑ OTHER
#_____
❑ CARD VERIFIED

REFUNDED
$ 0.00

CUSTOMER INITIALS
X_____

Fuel Disclosure

You are required to return the Vehicle with at least the same amount of fuel as when rented. If you do not return the Vehicle with at least the same amount of fuel; you will pay us a refueling fee of $ _____ plus fuel @ $ 6.00 per gallon.

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree that binding consideration exists, as further described in Section 2 of the Terms and Conditions of this Agreement.

_____ **Your Signature**

All Charges Subject to Final Audit

California Rental Agreement Terms and Conditions ("Terms and Conditions")

1. **Definitions**. "**Agreement**" means all terms and conditions found on the "Face Page" and in these Terms and Conditions. "**You**" or "**your**" means the person identified as the Customer on the reverse side of this Agreement, each person signing this Agreement, every Authorized Driver and each person or organization to whom charges are billed by us at its or the Customer's direction. You are jointly and severally bound by this Agreement. "**We**," "**us**" or "**our**" means the independent automobile dealer or its affiliate named elsewhere in this Agreement. "**Vehicle**" means the automobile or truck identified in this Agreement and each vehicle we substitute for it, and all its tires, tools, accessories, equipment, keys and documents. **The Vehicle may be equipped with global satellite positioning ("GPS") technology or another telematics system and/or an event data recorder, and privacy is not guaranteed.** The Vehicle may be a temporary substitute for a Customer-owned or Customer-leased vehicle that you have given us the opportunity to service or repair. "**Authorized Driver**" means: (a) the Customer and the Customer's spouse; (b) additional drivers listed by us in this Agreement; (c) if the Customer is a business entity, Authorized Driver includes Customer employees who are permissible drivers on the business entity's auto insurance policy; and (d) the Customer's employer and co-workers, if engaged in business activity with the Customer. Authorized Drivers are the only persons permitted to drive the Vehicle. Each Authorized Driver must be at least age 21 and possess a valid driver's license. "**Charges**" means the fees and charges that are incurred under this Agreement. "**Rental Period**" means the period between the time you take possession of the Vehicle until the Vehicle is either returned to or recovered by us and checked in by us.

2. **Rental; Consideration; Indemnity and Warranties**. This is a contract for rental of the Vehicle offered to you. Your signature on the Face Page is acceptance of this offer, and is acknowledgment that binding consideration exists, as follows: our opportunity to service or repair a vehicle you left with us; the financial benefits we receive from others for the service/repair work; the financial benefits we receive from others to obtain and use this Vehicle as a service replacement vehicle; a fee you pay us; and/or the rights and obligations of this Agreement. We may repossess the Vehicle at your expense without notice to you if the Vehicle is abandoned or used in violation of law or this Agreement. We also have the right to monitor the Vehicle through GPS or other remote tracking devices where permitted under applicable law. You agree to indemnify us, defend us and hold us harmless from all claims, liability, costs and attorney fees we incur resulting from or arising out of this Agreement or your use of the Vehicle. **We make no warranties, express, implied or apparent, regarding the Vehicle, no warranty of merchantability and no warranty that the Vehicle is fit for a particular purpose.**

3. **Inspection; Condition and Return of Vehicle**. You must return the Vehicle to our office on the date and time specified in this Agreement with at least as much fuel as when rented, unless we offer, and you purchase, a pre-paid fuel option. You also will check and maintain Vehicle fluid levels. If you wish to extend the Rental Period you must return the Vehicle to our office for inspection and written amendment by us before the Date Due In. The Vehicle must be returned in the same condition that you received it except for ordinary wear. If the Vehicle is returned after closing hours, you remain responsible for all damage to or loss of the Vehicle until we inspect it on reopening for business. All Charges may continue to accrue until the return location opens for business. You must obtain our prior approval before servicing the Vehicle or replacing parts or accessories. You grant us, our agents, assigns and each person with a financial interest in the Vehicle the right to inspect the Vehicle during this rental.

4. **Responsibility for Damage or Loss; Reporting to Police**. You are responsible for all damage to and loss of the Vehicle caused by collision whether or not you are at fault. Your responsibility will include: (**a**) all physical and mechanical damage to the Vehicle measured as follows: (i) if we determine that the Vehicle is a total loss, the fair market value of the Vehicle, less salvage; (ii) if we determine that the Vehicle is repairable: (A) the difference between the value of the Vehicle immediately before the damage and the value immediately after the damage; or (B) the reasonable estimated retail value or actual cost of repair; (**b**) an administrative fee in accordance with Cal. Civil Code § 1936; (**c**) our actual charges for towing, storage, and impound fees; and (**d**) all costs associated with our enforcement of this Agreement or collection of Charges, including attorneys' fees, collection fees, and costs whether or not litigation is commenced. You are also responsible for missing equipment. You are responsible for loss due to theft of the Vehicle and all damage due to vandalism that occurs in connection with a theft, if you fail to exercise ordinary care while in possession of the Vehicle. You are responsible for damage due to vandalism not associated with theft of the Vehicle up to a maximum of $500. Allowing a person who is not an Authorized Driver to use the Vehicle is not an exercise of ordinary care, but a willful and reckless act, and is a breach of this Agreement

5. Prohibited Uses. The following uses of the Vehicle are prohibited and constitute material breaches of this Agreement. The Vehicle shall not be used: (a) by anyone who is not an Authorized Driver or not licensed to drive, or by anyone whose driving license is suspended; (b) by anyone under the influence of alcohol, prescription or non-prescription drugs; (c) by anyone who obtained the Vehicle or extended the Rental Period by giving us false, fraudulent or misleading information; (d) for an illegal purpose or in the commission of a crime; (e) to carry persons or property for hire; (f) to push or tow anything; (g) in a race or speed contest; (h) to teach anyone to drive; (i) outside the United States or Canada, or outside the geographic area described elsewhere in this Agreement, if any; (j) on an unpaved surface; (k) when the odometer has been tampered with or disconnected; (l) when it is reasonable to expect you to know that further operation of the Vehicle would damage it; (m) where applicable, by anyone who lacks experience driving a vehicle equipped with manual transmission; (n) to transport an animal (other than a service animal); (o) to carry more passengers than the number of existing seatbelts; or (p) by anyone who is sending an electronic message, including text (SMS) messages or emails, while operating the Vehicle. Smoking is not permitted in the Vehicle. PROHIBITED USE OF THE VEHICLE VIOLATES THIS AGREEMENT AND VOIDS ALL LIABILITY AND OTHER INSURANCE COVERAGE (WHERE PERMITTED BY LAW).

6. **Insurance**. You are responsible for all damage or loss you cause to others. You agree to maintain automobile insurance during the term of this rental agreement which provides to the owner, to us, and to you, the following primary coverage: (**a**) Bodily injury ("BI") and property damage ("PD") liability coverage; (**b**) Personal injury protection ("PIP), no-fault, or similar coverage where required; (**c**) Uninsured/underinsured ("UM"/"UIM") coverage where required, and (**d**) Comprehensive and collision damage coverage extending to the Vehicle. Your insurance coverage will provide at least the minimum limits of coverage required by the financial responsibility laws of the state where the loss occurs. **Where permitted by law, by signing this Agreement, you reject UM, UIM, and supplemental no-fault or PIP coverages.** Where we are required to provide such coverage, you hereby select the minimum limits required by law. Because you are providing auto insurance, we are not. In states where the law requires us to provide insurance, your insurance will be primary. Any insurance we are required to provide applies only to claims of accidental BI and PD resulting from the use of the auto, and is excess to any other valid and collectible insurance whether primary, secondary, excess or contingent. Our insurance policy contains exclusions, conditions, and limitations applicable to anyone claiming coverage. You agree to cooperate with our insurer if any claim is made, and give us immediate notice of damage, claim, or lawsuit against you. Our insurance applies only in the United States and Canada. You must obtain written permission and purchase special liability insurance to use or operate the Vehicle in Mexico. Engaging in a Prohibited Use described in paragraph 5 or any other material breach of this Agreement will void any insurance coverage.

7. **Charges**. **You permit us to reserve OR set aside against your payment card at the time of rental a reasonable amount in addition to the estimated total charges. We may use the reserve to pay all Charges. We will authorize the release of any excess reserve or set aside upon the completion of your rental, and your payment card issuer's rules will apply to your credit line or your account being credited for the excess and may not be immediately released by your card issuer.** You will pay us all Charges, including: (**a**) $50 or the maximum amount permitted by law, whichever is greater, if you pay us with a check returned unpaid for any reason; (**b**) all expenses we incur recovering the Vehicle if it is not returned to the renting location on the date and time promised; (**c**) all costs, including pre- and post-judgment attorney fees, we incur collecting payment from you or otherwise enforcing our rights under this Agreement; (**d**) a 2% per month late fee on all charges due us that are not paid when due; (**e**) a reasonable fee not to exceed $350 to clean the Vehicle if it is returned substantially less clean than when rented; (**f**) fuel and a refueling fee if you return the Vehicle with less fuel than when rented; (**g**) a mileage charge based on our experience if the odometer is tampered with; and, (**h**) towing, storage charges, Tolls, Violations, forfeitures, court costs, penalties and all other costs we incur resulting from your use of the Vehicle during this rental.

8. **Your Property**. You release us, our agents, and our employees from all claims for loss of or damage to personal property that was left with us or carried in the Vehicle. If you fail to claim property left in the Vehicle for more than 30 days, we may dispose of that property in a manner we choose.

9. **Responsibility for Tolls, Traffic Violations, and Other Charges**. You are responsible for paying the charging authorities directly all tolls ("Tolls") and parking citations, photo enforcement fees, fines for toll evasion, and other fines, fees, and penalties (each a "Violation") assessed against you, us or the Vehicle during this rental. If we are notified by charging authorities that we may be responsible for payment of a Toll or Violation, you will pay us or a processing firm ("Processor") of our choosing an administrative fee of up to $50 for each such notification. You authorize us to release your rental and payment card information to a Processor for processing and billing purposes. If we or the Processor pay a Toll or Violation, you authorize us or the Processor to charge all such payments, service fees and administrative fees to the payment card you used in connection with this rental.

10. **Personal Information**. You agree that we may disclose personally identifiable information about you to applicable law enforcement agencies or to our affiliates or third parties in connection with our enforcement of our rights under this Agreement

11. **Miscellaneous**. No term of this Agreement can be waived or modified except by a writing that we have signed or on a form that we provide. This Agreement constitutes the entire agreement between you and us. All prior representations and agreements between you and us regarding the use of the Vehicle are void. A waiver by us of a breach of this Agreement is not a waiver of an additional breach or waiver of the performance of your obligations under this Agreement. You waive all recourse against us for criminal prosecutions we take against you for breach of this Agreement. Our acceptance of payment from you or our failure, refusal or neglect to exercise our rights under this Agreement does not constitute a waiver of another provision of this Agreement. Unless prohibited by law, you release us from all liability for consequential, special or punitive damages in connection with this transaction or the reservation of a vehicle. If a provision of this Agreement is deemed void the remaining provisions are valid and enforceable.

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[redacted]

ATUS: Resolved
SINESS UNIT NAME: Ford
MMUNICATION: Phone

GION: G5 ZONE: G5Y
DEL: F-SERIES MILEAGE: 37,000

SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | Intermittent
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: April Carmen
COMMENTS:

2016-09-22 13:42:00

2016-09-23 11:58:00

2016-09-23 11:59:00

2016-09-23 16:17:00

2016-09-30 14:12:00

[redacted]

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
ncoln Loyalty Criteria |

REGION: ZONE:
MODEL: F-SERIES MILEAGE: 100,000

LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | Intermittent
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Christine Moreton
COMMENTS:

2016-09-27 15:41:00 CUST DELEGATE SAYS:DD He brought the vehicle to the dealer the other day for a power seat concern and a transmission noise concern and the vehicle had an issue when it was engaged in Reverse it seemed to jerk and clunk into gear. DDCustomer states the technician rode with him and was able to duplicate the concerns regarding the transmission. Customer states he left the vehicle with the dealer. The dealer advised him that the vehicle is ready for pick up. Customer went to get the vehicle and he was billed. Customer wants to know what the bill is about because he has premium care esp and premium maintenance plan. Customer states he left the Repair Order there, did not pay the bill, and picked up the vehicle. Customer wants to know why he was billed. He advised that the dealer put an additive into the transmission. DDHe states the vehicle currently vibrates when engaging the brake. Vehicle also downshifts rather abruptly which he feels is abnormal. He states the seat seems to be working fine now. DDDDPER CUST, DEALER SAYS:DDWe put an additive in your transmission fluid. DDDDCRC ADVISED:DDI have no way of advising unless I have the information from the Repair Order, since you left the repair order at the dealer, I can contact the dealer and get details and advise you accordingly. Customer agreed and understood.DDOBC to dealer, the S/A over the R.O. (Bruce) was not available. Spoke with a different advisor who pulled the R.O. information. S/A advised CRC that the transmission concern was diagnosed by the dealer was not able to duplicate the concern so they charged him diagnostics. S/A advised CRC that they added an additive based on a TSB that is not on the customer's vehicle. And there is no coverage from the customer's ESP or Maintenance plan for that. CRC understood. S/A advised CRC that the dealer tested the power seat and it worked fine, they checked the track and it worked good too. They were not able to find fault in the vehicle for the concerns. CRC understood and thanked Dealer for time and information. DDDDAdvised customer that he was charged because there was no fault found in the vehicle regarding the power seat concern nor the transmission concern and so the dealer will charge for their time to diagnose the vehicle. The warranty was not utilized because it was not applicable to do so. Adding additive is not covered under the ESP or the Maintenance Plan. Advised customer that he should go to the dealer and pay the bill and discuss the situation with the S/M Randall Watkins. Customer agreed. Advised customer that issues with the vehicle have been documented here at FORD. Customer understood.

2016-09-30 16:52:00 [redacted]

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION:
equest | CLP / Lincoln Loyalty Assistance |

REGION: S3 ZONE: S3B
MODEL: F-SERIES MILEAGE: 78,640

LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | Always
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: P Rxsalp
COMMENTS:
2016-10-25 19:28:00 [redacted]

[redacted]005 000202 GCCT

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION:
Request | CLP / Lincoln Loyalty Assistance |

REGION: C1 ZONE: C1E
MODEL: F-SERIES MILEAGE: 71,444

LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Start/Run/Move | Moving | Engagement Issues | OTHER
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: P Rxsalp
COMMENTS:

2016-11-07 17:14:00 [redacted]

2016-11-07 17:18:00
2016-11-07 17:18:00

2016-11-07 17:42:00

2016-11-07 22:31:00

2016-11-08 13:46:00

2016-11-08 14:02:00
2016-11-08 15:57:00
2016-11-08 15:57:00

2016-11-08 16:33:00

2016-11-08 16:52:00 [redacted]
2016-11-08 19:42:00
2016-11-09 13:54:00

2016-11-09 13:54:00
2016-11-09 13:54:00
2016-11-18 15:13:00
2016-11-18 15:18:00

2016-11-30 18:53:00	A 3rd gear in transmission shifts erratic and acceleration creates a high pitched sound. They're having transmission issues on a few of their vehicles. This customer has multiple Ford vehicles and have a very high LTV score of 97. Ford is assisting with the repair covering most of the cost with the understanding that any subsequent repairs on this and other fleet units will be handled on a case-by-case basis.
2016-11-30 18:56:00	A 3rd gear in transmission shifts erratic and acceleration creates a high pitched sound. They're having transmission issues on a few of their vehicles. This customer has multiple Ford vehicles and have a very high LTV score of 97. Ford is assisting with the repair covering most of the cost with the understanding that any subsequent repairs on this and other fleet units will be handled on a case-by-case basis.

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
Lincoln Loyalty Criteria | Has been to Dealer

REGION: C3 ZONE: C3D
MODEL: F-SERIES MILEAGE: 65,051

LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | Always
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Tiauna Pollard
COMMENTS:
2016-11-09 16:06:00 [redacted]

2016-11-09 20:35:00

2016-11-09 20:53:00
2016-11-10 14:03:00

2016-11-10 14:15:00

2016-11-10 14:23:00
2016-11-10 14:25:00
2016-11-10 14:31:00

2016-11-10 14:39:00

2016-11-10 14:42:00

2016-11-11 16:07:00

2016-11-11 16:28:00

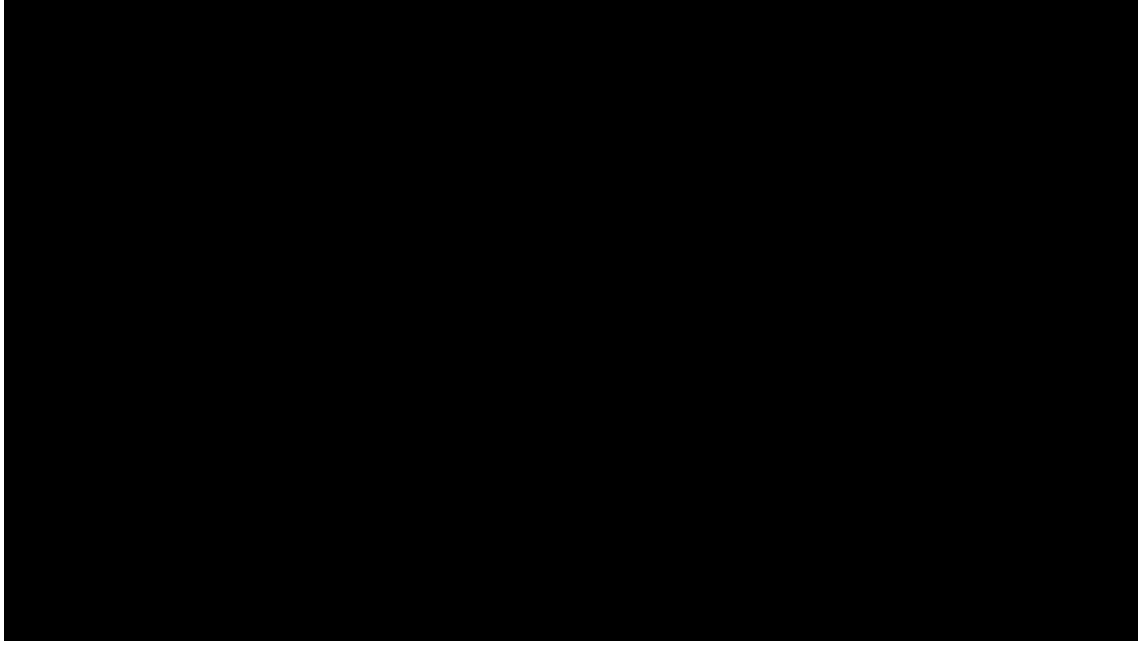
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2016-11-11 18:00:00

2016-11-14 21:18:00

2016-11-15 19:21:00
2016-11-15 21:22:00

2016-11-15 21:30:00

2016-11-15 21:31:00
2016-11-18 12:17:00



CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
coln Loyalty Criteria |

REGION:
ZONE:
MODEL: F-SERIES
MILEAGE: 31,000

SYMPTOMS: Start/Run/Move | Noise | Moving/Driving | Intermittent
ANALYST NAME: P Rxsalp
OPEN ANALYST NAME: Logan White
COMMENTS:

2016-11-17 15:03:00	CUST SAYS: DDI'm having troubles with my truck. I've had it serviced by the dlr, but I'm still unhappy with it. The veh has a trans problem, and has had it since purchase. The service dept has worked the issue, but I'm worried that my trans will go out when I go out of wty. I'm trying to figure out what I can do to actually get the veh fixed. I've had it at the dlr multiple times, and I've had to wait for several weeks just to get in, and then several days without my veh while it's there. While driving, when I downshift, there's a loud banging noise and the veh shakes very bad.DDDDPER CUST, DLR SAYS: DDWe can't do anything more other than reprogram the veh.DDDDCRC ADVISED:DDApologized for the situation. Adv that the dlr does have to duplicate the concern in order to properly diagnose the issue. Adv cust of PowerTrain wty, and expiration date/mileage and coverage. Adv cust that at this time, the only thing I could advise him to do would be to continue working with the SM at the dlr to get the veh fully repaired.DDI'm escalating this case to the SM at the dealership, providing additional resources and authorities, to ensure that all Ford's resources are being utilized in order to get this situation fully taken care of. Please provide the SM with this case number, and they will be your main point of contact for this situation.
2016-11-17 15:04:00	**NOTE TO SERVICE MANAGER**DDYour CSM, Marie, does not automatically see Medium cases. Please ensure that you are utilizing Technical Hotline in order to get Mr. Cavendish taken care of. If you require additional assistance, please reach out to CSM Marie directly.

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Email

REGION:
ZONE:
MODEL: F-SERIES
MILEAGE: 20,167

SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | Intermittent
ANALYST NAME: P Rxsalp
OPEN ANALYST NAME: P Rxsalp
COMMENTS:

2016-11-22 00:05:00

[redacted]

2016-11-24 00:05:00

2016-11-24 00:14:00

2016-11-28 16:49:00

2016-12-01 04:16:00

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Email
ria |

REGION: C1 ZONE: C1A
MODEL: F-SERIES MILEAGE: 25,500

SYMPTOMS: Start/Run/Move | Moving | Shift quality steady state | OTHER
ANALYST NAME: P Rxsalp OPEN ANALYST NAME: P Rxsalp
COMMENTS:
2016-11-25 05:40:00 [redacted]

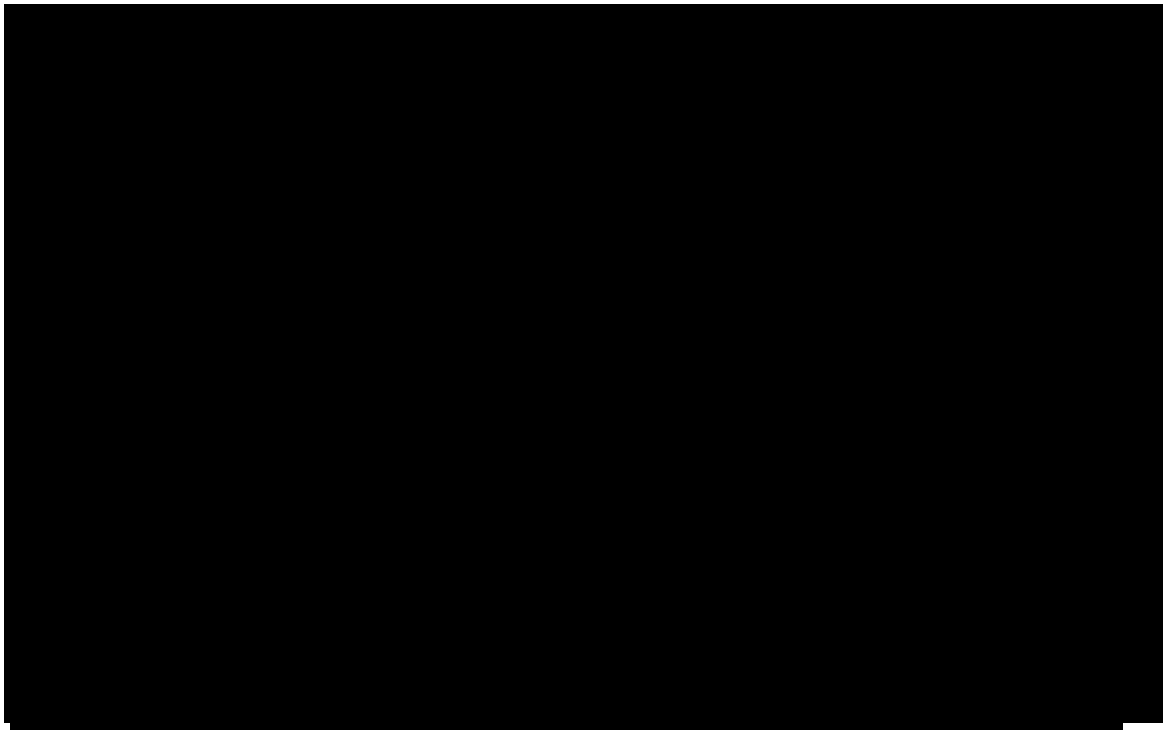
2016-11-26 00:37:00 [redacted]

2016-11-28 13:53:00

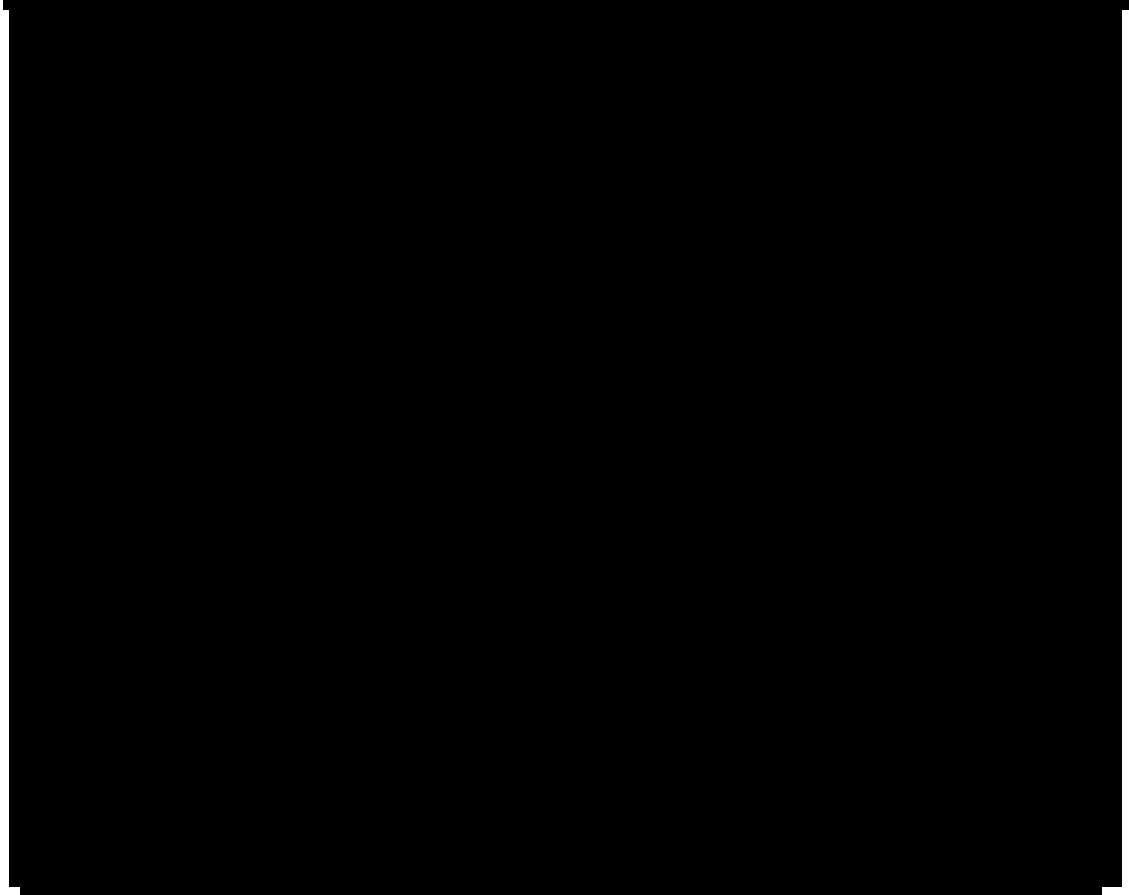
2016-11-28 14:39:00
2016-11-28 15:35:00

2016-11-28 16:15:00

2016-11-28 19:06:00



2016-11-30 20:39:00



2016-12-07 22:15:00

2016-12-07 22:15:00

2016-12-07 22:16:00

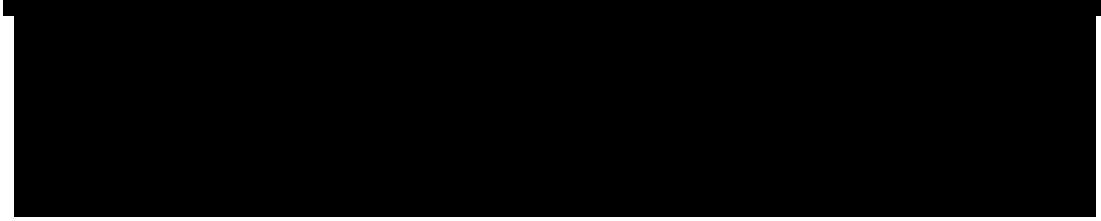
2016-12-14 16:46:00

2016-12-16 13:33:00

2016-12-16 18:03:00

2017-01-04 14:26:00

2017-01-04 14:27:00



CASE ATTACHMENTS:



STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
ot been to dealer |

REGION:
ZONE:
MODEL: F-SERIES
MILEAGE: 35,800

SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | Hot
ANALYST NAME: P Rxsalp
OPEN ANALYST NAME: Brittany Andrews
COMMENTS:

2016-11-28 16:26:00	CUST SAYS:DDDDVehicle is going from cruise control to reduced speed went from 5th gear to second gear in one move when hit reduce speed button. Heard others where having issues so Wondering if any active recalls on vehicle. bought used and they did an inspection and just wanted to make sure nothing was missed.DDDDDDPER CUST, DRL SAYS:DDN/A DDDDDDDDCRC ADVISED:DDDDWe 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.

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
ot been to dealer |

REGION:
ZONE:
MODEL: F-SERIES
MILEAGE: 22,000

SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | Always
ANALYST NAME: P Rxsalp
OPEN ANALYST NAME: [redacted]
COMMENTS:

2016-12-06 19:31:00	CUST SAYS: thumps when shifting feels like you’re getting hit when the vehicle down shifts DPer Cust, DLR SAYS: N/ADDCRC ADVISED: Advised that the SM can look into the concern once the veh has been diagnosed at the dlr.D

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
ornia Vehicle | CCT Criteria

REGION: C1
ZONE: C1A
MODEL: F-SERIES
MILEAGE: 31,279

ANALYST NAME: P Rxsalp2
OPEN ANALYST NAME: Randi Kaplan
COMMENTS:

2017-01-03 18:36:00 [redacted]

2017-01-04 13:01:00

2017-01-04 13:04:00

2017-01-04 14:27:00 [redacted]

2017-01-04 14:32:00

2017-01-04 15:02:00

2017-01-04 15:16:00

2017-01-04 20:16:00 [redacted]

2017-01-12 15:43:00

2017-01-16 13:43:00

2017-01-16 13:44:00

2017-01-16 20:32:00

2017-01-18 19:48:00

2017-01-23 20:53:00

2017-01-24 12:22:00

2017-01-24 12:22:00

2017-02-17 18:31:00

2017-02-22 18:57:00

2017-02-23 15:08:00

2017-03-01 19:56:00

CASE ATTACHMENTS:
2019-03-23 09:28:12



CUSTOMER RELATIONSHIP CENTER - GOOD FAITH REVIEW WORKSHEET

[redacted]

Vehicle Year, Make, Model: 2014 Ford F-series		Current Mileage: 2900
WSD: 05/12/15	Ownership Status (i.e. new, used): New used, Purchase date: MM/DD/YY Mileage at purchase:	If
State Purchased: TX	State Registered: TX	

DEALERSHIP INFORMATION

Dealership Name: Bob Tomes Ford	P&A Code: 02531

[redacted]

Is the vehicle currently at the dealership?	X		
Is the customer currently in a rental vehicle?	X		
Is the GCQIS Report related to the primary concern?		X	If yes, GCQIS Report Number:
Has the FSE been involved in the repairs?	X		FSE Name:

LEMON LAW CRITERIA

State: TX		
Presumption Period: 12		Time Period for 1st Occurrence: 12/12
Number of Repair Attempts: 3 +	Days Out of Service: 30 calendar days	Is this a Final Repair Attempt State: Yes

EXPLAIN THE MECHANICAL CONCERN AND THE PRIMARY REASON FOR THE BUYBACK REQUEST

vehicle shifts hard into gears

PRIMARY CONCERN DETAILS

Date of 1st repair for primary concern related to buyback request:	Mileage:
Number of repair attempts for primary concern:	Estimated days out of service for repairs:
Specify type of days (i.e. Calendar, Business, Working):	
Submitted by (CSM):	Date: 4/25/2024

- Indicate source of Repair Order Summary (i.e. R/Os or AWS):
- Are there additional ROs not accounted for on this worksheet? (Yes/No) *If Yes, ensure case notes indicate such.
- Name/Position/Phone Number of Dealership Contact:

RO or Document Number	RO Opened Date	AWS Load or RO Closed Date	Mileage	Vehicle Concern	Services Performed	Days Out of Service
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
Beyond Presumption Period (## Month/###### Miles)						
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				

Total days down: ___

FYI

CALENDAR DAYS: *All days in a month including weekends and holidays.*

BUSINESS DAYS: *Monday through Friday. Hours and excluded holidays vary, but typically the day covers the period from 9 a.m. to 5 p.m.* ***Note:*** *If the Service Dept. is closed on Saturday, this would not be considered a working day, even though other areas of the dealership may be open.*

WORKING DAYS: *A regular Federal work day. It does not include Saturdays, Sundays or public legal holidays.*

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
lifornia Vehicle | CCT Criteria

REGION: G1 ZONE: A06
MODEL: F-SERIES MILEAGE: 53,000

OPEN ANALYST NAME: Laura Grimaldi

2017-02-01 22:35:00 CUST SAYS: Had several problems with his truck, took to a dlr for a grinding noise all the time while he is driving, it has been happening since 20,000 miles, when he drives about 65 mph. 1st time they did somework on the transmission, the second time they didn't know how to fix it. He took it to a different dlr and they said told the customer to take it back to the original dlr because they do not want to touch it. He can't keep missing work to get it repaired. PER CUST, DLR SAYS: See notes above CRC ADVISED: I will escalate your case/request to our Ford Regional Customer Service Manager who works daily with your dealership's management team. The Ford Regional Customer Service Manager has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Ford Regional Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Service Manager within 1 business day. The case number that I have established for you today is CAS-11 Ford's commitment is to honor the new vehicle limited warranty this does not guarantee that Ford will buyback your vehicle.

2017-02-01 22:37:00 [redacted]

2017-02-02 13:48:00

2017-02-02 13:49:00

2017-02-02 14:21:00

2017-02-02 20:24:00

2017-02-03 13:00:00

2017-02-03 13:02:00

2017-02-03 18:52:00

2017-02-07 14:26:00

2017-02-07 21:18:00

2017-02-07 21:19:00

2017-02-08 17:20:00

2017-02-08 17:42:00

2017-02-09 16:00:00

2017-02-13 22:52:00

it wasn't fixed. He called us and was told to try to find another dlr, the second dlr said they didn't want to work on something another dlr serviced. Customer took his vehicle back to the first dlr several times, each time the vehicle never came back running right. When the customer tried to take the vehicle back they kept saying they were booked up and he said he wanted to drop off his truck and get a loaner until his vehicle is fixed. The dlr took it that he was going to take the loaner and never come back for his truck. He just talked to the SM Tim and he said they didn't want to work on the truck based on the last conversations they had. Dlr is saying customer asked them to roll back the miles on the vehicle and customer is denying he ever said that. Issue with transmission, there is a grinding noise when it shifts gears. He took a test drive with Bull Valley Ford, he duplicated the noise for them that it was at the 36,000 miles, but when he brought it back 5000 miles later he wanted them to mark that this problem was ongoing since it had 36,000 miles. He was asking it to be notated not fraudulently. H etook it to Cucci Ford, he took them on a test drive, the technician heard the noise, he left the truck with them for a week, plus they took care of the recall and then told them they didn't want to do anything on the transmission because they didn't know what they did or didn't do. The active buyback case, was denied because he has to try to fix this vehicle twice. But he can't find another dlr that will look at it to try to fix it again. He works 7-3:30 central time and usually calls the CRC center around 5pm eastern time. He needs to talk to someone after $:30 pm eastern time. He needs help trying to find a dlr to

2017-02-14 21:41:00

2017-02-21 21:51:00

2017-02-21 21:53:00

2017-02-24 15:29:00
2017-02-24 16:55:00
2017-02-24 22:30:00

2017-02-28 16:54:00

2017-03-07 17:02:00
2017-03-08 14:14:00

2017-03-08 17:10:00

2017-03-09 13:58:00
2017-03-10 19:09:00

2017-03-13 18:40:00

2017-03-13 18:43:00
2017-03-23 21:28:00

2017-03-24 12:59:00

2017-03-24 14:10:00

2017-03-24 17:49:00
2017-03-24 18:06:00
2017-03-27 16:57:00

2017-03-29 14:09:00
2017-03-29 14:36:00

2017-03-30 12:50:00

2017-03-30 14:17:00

2017-04-04 19:19:00

2017-04-04 21:52:00

2017-04-06 15:17:00

2017-04-06 15:19:00



CASE ATTACHMENTS:
2019-03-23 11:07:27



CUSTOMER RELATIONSHIP CENTER - GOOD FAITH REVIEW WORKSHEET

[redacted]

Vehicle Year, Make, Model: 2014 Ford F-150		Current Mileage: 53000
WSD: 1/12/15	Ownership Status (i.e. new, used): NEW used, Purchase date: MM/DD/YY Mileage at purchase:	If
State Purchased: IL	State Registered: IL	

DEALERSHIP INFORMATION

Dealership Name:	P&A Code:
Dealership Contact Person:	Phone Number:

WHEN COMPLETING THE FOLLOWING INFORMATION, PLACE AN "X" IN THE APPROPRIATE BOX:

	YES	NO	
Is the vehicle currently repaired?			
Is the vehicle currently at the dealership?			
Is the customer currently in a rental vehicle?			
Is the GCQIS Report related to the primary concern?			If yes, GCQIS Report Number:
Has the FSE been involved in the repairs?			FSE Name:

LEMON LAW CRITERIA

State:		
Presumption Period:	Time Period for 1st Occurrence:	
Number of Repair Attempts:	Days Out of Service:	Is this a Final Repair Attempt State:

EXPLAIN THE MECHANICAL CONCERN AND THE PRIMARY REASON FOR THE BUYBACK REQUEST

PRIMARY CONCERN DETAILS

Date of 1st repair for primary concern related to buyback request: 3	Mileage: 35763
Number of repair attempts for primary concern: 3	Estimated days out of service for repairs: 9
Specify type of days (i.e. Calendar, Business, Working): BUSINESS	
Submitted by (CSM): Judy Wolfe	Date: 2/2/17

- Indicate source of Repair Order Summary (i.e. R/Os or AWS): AWS
- Are there additional ROs not accounted for on this worksheet? (Yes/No) *If Yes, ensure case notes indicate such.
- Name/Position/Phone Number of Dealership Contact:

RO or Document Number	RO Opened Date	AWS Load or RO Closed Date	Mileage	Vehicle Concern	Services Performed	Days Out of Service
00781802	4/1/16	4/10/15	5692	Speaker	Replaced	9
00088802	4/15/15	4/15/15	6301	Rental	Rental for maintenance	NA
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
Beyond Presumption Period (12 Month/12,000 Miles)						
01013701	6/14/16	7/11/16	35763	Shifting	TSB 1400134	
60942301	1/5/17	1/6/17	51450	4x4	Replaced actuator	
60942303	1/5/17	1/6/17	51450	16s34	Performed	1
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				

Total days down: ___

FYI

CALENDAR DAYS: *All days in a month including weekends and holidays.*

BUSINESS DAYS: *Monday through Friday. Hours and excluded holidays vary, but typically the day covers the period from 9 a.m. to 5 p.m.* ***Note:*** *If the Service Dept. is closed on Saturday, this would not be considered a working day, even though other areas of the dealership may be open.*

WORKING DAYS: *A regular Federal work day. It does not include Saturdays, Sundays or public legal holidays.*

[redacted]

TATUS: Resolved
USINESS UNIT NAME: Ford
OMMUNICATION: Phone
Loyalty Criteria |

EGION: N4 ZONE: N4V
ODEL: F-SERIES MILEAGE: 82,349

[redacted] | Engagement Issues | Forward

ANALYST NAME: P Rxsalp2 OPEN ANALYST NAME: Joshua Menendez

COMMENTS:

2017-02-20 18:27:00 ***Attention Service Managers: Your CSM (Customer Service Manager) does not see this case. If you are seeking assistance from Ford Motor Company please utilize the Technical Hotline, if appropriate. Please reach out to your CSM directly as well, if needed.*** Customer says: Cust his dealership is having trouble diagnosing the issues with his vehicle. the cust says the vehicle drops in and out of gear and slams when it gets back in so hard his wife almost hit the windshield. Also seems to go up in RPM's but it doesn't want to accelerate. cust says the issue is serious and he feels that the dealership is not wanting to address the issue because there is no light coming on and that there is nothing they can do. Per customer dealer says: Dealership has said they cannot address the concern because there is no light coming on in the vehicle to run codes on. they tried diagnosing this once and helped the cust with a rental in the meantime but the issue still has not been duplicated. CRC advised: I will escalate your case to the Service Manager at your dealership. The Service Manager will review your case to ensure the resources available to assist with

2017-02-21 12:35:00 [redacted]

2017-03-01 13:11:00

2017-03-06 14:40:00

2017-03-15 16:16:00

CASE ATTACHMENTS:



STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
/ Lincoln Loyalty Criteria | Has not been to Dealer

REGION:
ZONE:
MODEL: F-SERIES
MILEAGE: 33,000

SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | Always
ANALYST NAME: P Rxsalp2
OPEN ANALYST NAME: Aidinette Paulino
COMMENTS:

2017-02-23 20:59:00	Cust says: cust states he has taken veh to dlr several times now for the same issue where veh does not down shift at 30miles an hour of 5th gear, causes transmission to shudder making veh shake. states the dlr tells him the is something wrong with veh but engineers states it is running accordingly to standards. states he wants his veh fixed if transmission needs to be changed to change it has spent all this money purchasing this veh expecting it would last a long time and feels veh is not going to last himat all. Per cust DLR Says: is told there is nothing they can do cause all is running according to standards. CRC Advised: advised to take veh to dlr since it has been more than 30 days since veh was last seen in dlr. advised dlr has all the resources available to try to figure out what is wrong with veh, i can only document his concern.

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
t been to dealer |

REGION: S2 ZONE: S2D
MODEL: F-SERIES MILEAGE: 38,200

SYMPTOMS: Start/Run/Move | Moving | Engagement Issues | Forward
ANALYST NAME: P Rxsalp2 OPEN ANALYST NAME: Brad Sweitzer
COMMENTS:

2017-02-27 17:40:00	CUST SAYS: When driving working the vehicle downshifts random. Day after he bought it he took it to a dealer. Dealer said there's no code, cant do anything. Customer feels its a major safely issue. Says he will contact his attorney. PER CST DLR SAYS: No code. CRC ADVISED: Adv customer he could try another dealership because the vehicle is still within the Powertrain warranty. Customer will go to another dealership. 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. (REFER TO NEAREST LOCAL DEALER OR SERVICING DEALER OF CHOICE)
2017-02-27 17:47:00	CUST SAYS: Customer says if he were to buy a toyota he wouldnt have the same issues. Customer says our customer service is terrible and kept asking "what would happen if I were to die because of this issue" PER CST DLR SAYS: n/a CRC ADVISED: I explained to the customer it has to have a proper diagnosis for the dealer to do anything. He said it wasn't pulling a code and the symptom wasn't showing when taking it to the dealer. He said a mechanic did notice it shift a little fast, but couldn't find the symptom. Customer wanted to
2017-02-27 19:33:00	[redacted]
2017-02-28 18:21:00	
2017-03-06 20:07:00	
2017-03-06 20:10:00	

2017-03-07 22:29:00



CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
/ Lincoln Loyalty Criteria | Has been to Dealer

REGION: C2 ZONE: C2D
MODEL: F-SERIES MILEAGE: 44,950

OPEN ANALYST NAME: Morganne Moore

COMMENTS:

2017-03-01 14:53:00

[redacted]

2017-03-01 15:04:00

2017-03-01 15:41:00

2017-03-01 16:20:00

2017-03-03 19:21:00

2017-03-07 20:00:00

2017-03-14 20:18:00

[redacted]

2017-03-22 18:08:00

2017-03-30 16:47:00

2017-03-30 16:48:00

2017-03-30 16:49:00

2017-04-05 18:03:00

2017-04-05 18:05:00

2017-04-07 17:42:00

2017-04-11 18:32:00

2017-04-11 18:34:00

2017-04-11 18:35:00

2017-04-14 12:58:00

2017-04-14 14:16:00

2017-04-14 14:16:00

2017-04-14 14:16:00

2017-04-14 19:14:00



CASE ATTACHMENTS:

2019-03-23 10:02:46	Lynda Weaver	Papke.pdf

ATTN: [redacted] 9-PAGES

1-880 723-5341

RECEIPTS FROM [redacted]

PECAN PARK 200.00
50.00

EMAILED ON 3-30-17

			200.00
			50.00
	COUNTRY SUNSHINE EXTENDED STAY		129.01
3-1-17	LONGHORN REST		74.19
3-2-17	COSTCO GROCERIES		32.29
	BB CUTTER SMOKEHOUSE		15.91
3-3-17	GAS		20.00
	OLIVE GARDEN		5.85
	OLIVE GARDEN		55.52
	WALMART - GROCERIES		13.59
	OLIVE GARDEN		
3-4-17	OLIVE GARDEN		7.31
	HEB GROCERY STORE		27.65
			25.11
3-5-17	STRIPES - GAS		20.00
	COTINO REST.		29.84
	SKIPPERS REST.		71.50
3-6-	CHESSARS REST		36.48
	BJ'S RV PARK SENT ME A CHECK FOR 1/2 OF MY DEPOSIT FOR NOT SHOWING UP AT CAMPGROUND	+	14.00

$828.34

Country Sunshine

1601 South Airport Rd
Weslaco, TX 78596
Phone: 956-969-1557
Fax: 956-969-1558
countrysunshine_mgr@equitylifestyle.com

[redacted]

[redacted]

[redacted]

$129.01

6 DAYS @ 18.07 = 108.4
Electricity 20.5
$129.0

Itinerary

Guest Name	Type	Site	Check-In	Check-Out	Total Charges
[redacted]	STAND	204	2-Jan-2017	8-Mar-2017	$1,333.28

Made Date	Charges	Tax	Total
15-Sep-2016	1 Electric Meter Deposit @ $50.00	$0.00	$50.00
26-Jan-2017	Metered bill - ID 659917 - 203 @ $0.154410	$0.00	$31.35
28-Feb-2017	Metered bill - ID 677433 - 291 @ $0.133730	$0.00	$38.92
8-Mar-2017	2 Month Current Season @ $542.00	$0.00	$1,084.00
8-Mar-2017	6 Day Current Season @ $18.07	$0.00	$108.42
8-Mar-2017	Metered bill - ID 681970 - 154 @ $0.133730	$0.00	$20.59
	Site Total - 204	**$0.00**	**$1,333.28**
	Reservation Total	**$0.00**	**$1,333.28**

Made Date	Paid By	Payment	Total
15-Sep-2016	[redacted]	Payment Received - Visa Deposit on 2 month stay	-$200.00
2-Feb-2017		Payment Received - Check elerent elec deposit chase10	-$965.35
		Total Payments	**-$1,165.35**
		Balance Due	**$167.93**

[redacted]

[redacted]

[redacted]

LongHorn 5496
701 E Expressway 83
Weslaco, TX 78596
Check # :66050

Table 84
Saul M
08:00 PM 03/01/2017
Transaction #:Offline
Gst 2

[redacted]

Tip Not Included

Suggested tip amounts are provided for your convenience.	20% - $12.44 18% - $11.19 15% - $9.33

Tip..... 12.00

Total... 74.19

$ 74.19

X
Cardmember agrees to pay total in accordance with agreement governing use of such card.

Guest Copy

[redacted]

[redacted]

Bar-B-Cutie SMOKEHOUSE

Bar-B-Cutie
1933 W Interstate 2
Pharr, TX 78577
ph 956-782-1335

Thank You for Visiting Bar-B-Cutie

TABLE: #32 - 1 Guest
Your Cashier was Term2 AM Cashier
3/2/2017 1:21:04 PM
Sequence #: 0000121
ID #: 0689060

ITEM	QTY	PRICE
1/2 [illegible]		
20oz [illegible]		
Chicken Breast Sandwich	1	$1.99
Order of Fries	1	$5.49
	1	$3.79
Subtotal		$18.37
Tkt. Discounts		($3.67)
Total Taxes		$1.21

[redacted]

Pharr #1108
1501 West Kelly Ave.
Pharr, TX 78577

WHOLESALE

Payment Amount: $15.91

Tip: _____

Total: _____

Ask Us About Catering
Your Next Party or Event!

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
Lincoln Loyalty Criteria | Has been to Dealer

REGION: C1 ZONE: C1V
MODEL: F-SERIES MILEAGE: 62,112

ANALYST NAME: P Rxsalp OPEN ANALYST NAME: Jeremy Majors
COMMENTS:
2017-03-14 21:07:00 [redacted]

2017-03-15 12:09:00
2017-03-29 21:59:00
2017-03-29 22:09:00
2017-04-05 18:29:00
2017-04-05 19:13:00

2017-04-24 19:31:00 [redacted]

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
coln Loyalty Criteria | Has not been to Dealer

REGION: N2 ZONE: N2A
MODEL: F-SERIES MILEAGE: 18,414

SYMPTOMS: Start/Run/Move | Moving | Engagement Issues | OTHER
ANALYST NAME: P Rxsalp2 OPEN ANALYST NAME: Roberta Raszipovits
COMMENTS:

2017-03-20 13:50:00 Contact cust delegate via phone. Cust Says: Cust adv that the back window blew out on him over the weekend. Cust adv that the veh is having ongoing issues with the transmission. Cust states that when driving the veh at 30 mph the veh will drop a gear and slam into 3rd. Cust adv that on start up the veh shifts roughly from second into third. Cust mentioned that the veh has had multiple issues with the veh and is afraid to have the veh out of warranty. Cust has the veh currently. Cust has not been to the dlr yet. Cust is working with getting an appt. Cust is loosing faith in the veh. Cust is seeking buyback. Per Cust Dlr Says: N/a. CRC Says: Adv cust of case escalation for one business day call back no later than cob tomorrow. Adv cust case

2017-03-20 17:06:00 [redacted]

2017-03-20 17:24:00

2017-03-21 11:59:00 [redacted]

2017-03-21 12:00:00

2017-03-21 16:49:00

2017-03-21 18:15:00

2017-03-21 18:39:00	[redacted]
2017-03-22 19:46:00	
2017-03-23 18:58:00	[redacted]
	Customer stated CSM was not willing to help him. Customer did confirm that CSM was performing good faith review based on prior concerns with vehicle and current transmission concern. Prior concerns: Back window switch is broken SYNC concerns previous Clock spring not Transmission concern Customer advising that he has not made an appointment to have the vehicle diagnosed for a transmission concern. Customer stated that he is not able to take vehicle to dlrshp that he trusts until back glass is replaced. Glass will need to be replaced in the rear of the vehicle - not scheduled to be completed until the end of this month. Customer advised that he is not able to take vehicle to dlrshp for current diagnosis and may not be able to take the vehicle to a dealership until sometime next month. Advised customer that when he is ready to take vehicle in contact CSM Sandy. Customer declined, indicated that he would prefer not to speak with her again. Apologized to customer, explained that CSM is assigned to that region and she would continue to work on case. Customer again objected, advised customer to re-contact ACOM when he is ready to return vehicle to dlrshp. Customer agreed, confirmed he has ACOM's contact information. Advised customer that good faith review is unable to be completed until current diagnosis on vehicle has been completed. Explained to customer that dlr would need to make determination of cause of failure, whether related to prior concerns, new concerns, etc. No further needed by CCT at this time. CSM instructed to close case.
2017-03-23 21:00:00	CSM SANDY EXT 77777 Advised by management to close case as the customer not going to have the issues addressed at this time. CASE CLOSED

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION:
Request | CLP / Lincoln Loyalty Assistance |

REGION: C1 ZONE: C1E
MODEL: F-SERIES MILEAGE: 61,815

SYMPTOMS: Start/Run/Move | Vibration | Moving/Driving | Intermittent
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: P Rxsalp
COMMENTS:

2017-03-31 13:19:00 [redacted] - Client has had vehicle in several times for concern of vibration and noise in rear of vehicle on acceleration while driving 55-60 mph. Client would like to request trade in assistance, or ESP since vehicle is close to powertrain warranty expiration based off of mileage. I have attached every invoice showing concern.

2017-03-31 13:21:00 [redacted] have several more invoices, but it would not allow me to attach them, if they are you will provide an email address.

2017-03-31 13:23:00 ESP request -This case requires further assistance from your CSM. You will receive contact within 4 business hours.

2017-03-31 13:45:00 [redacted]

2017-03-31 13:51:00

2017-04-04 14:02:00

2017-04-05 18:23:00

2017-04-10 17:58:00

2017-04-10 17:58:00

2017-04-11 15:10:00

2017-04-12 14:15:00

2017-04-12 14:56:00

2017-04-12 14:56:00

2017-04-13 21:34:00



2017-05-05 14:25:00

2017-05-05 14:26:00

2017-05-05 14:50:00

2017-05-05 15:32:00

2017-05-09 18:18:00

2017-05-09 20:07:00

2017-05-09 20:16:00

2017-05-17 17:02:00

2017-05-17 17:04:00

2017-05-18 12:15:00

2017-05-26 14:39:00

2017-05-26 14:40:00

2017-05-26 15:24:00

2017-05-26 16:57:00

2017-05-26 16:59:00

2017-06-02 17:50:00

2017-06-07 20:01:00

2017-06-07 21:32:00

2017-06-07 21:34:00

2017-06-07 21:35:00

2017-06-08 13:51:00

2017-06-12 21:38:00

2017-06-15 21:15:00

2017-06-15 21:49:00

2017-06-15 22:26:00

2017-06-21 20:03:00

2017-06-21 20:04:00

2017-06-28 16:56:00

2017-06-28 18:16:00

2017-06-28 18:20:00

2017-06-28 19:13:00

2017-07-06 16:01:00

2017-07-06 20:55:00

2017-07-06 20:56:00

2017-07-07 14:18:00

2017-07-08 15:01:00

2017-07-10 14:23:00

2017-07-11 13:11:00

2017-07-11 20:59:00

2017-07-11 21:00:00

2017-07-12 19:00:00

2017-07-12 20:04:00

2017-07-14 17:14:00

2017-07-14

2017-07-17

2017-07-17 20:46:00

2017-07-19 22:55:00

2017-07-21 13:18:00

2017-07-24 17:19:00
2017-07-24 19:38:00

2017-07-24 19:43:00

2017-07-25 23:47:00

2017-08-01 19:21:00

2017-08-01 19:24:00

2017-08-07 19:46:00

2017-08-07 19:46:00

2017-08-11 19:46:00

2017-08-11 19:47:00

2017-08-17 16:35:00

2017-08-17 16:35:00

2017-08-18 19:15:00

2017-08-18 19:29:00

2017-08-18 19:47:00

2017-08-24 15:24:00
2017-08-24 15:27:00
2017-08-24 15:30:00

2017-08-24 15:43:00

2017-08-31 19:18:00



CASE ATTACHMENTS:
2019-03-23 10:56:00
2019-03-23 10:56:00
2019-03-23 10:56:00
2019-03-23 10:56:00
2019-03-23 10:56:00
2019-03-23 10:56:00
2019-03-23 10:56:00
2019-03-23 10:56:00



[redacted]

08:07 06JUL15 | 12:52 20JUL15

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	VIBRATION / SUDDER AROUND 3RD - 4TH AND IN 4TH GEAR						
	45	STEERING/SUSPENSION					
		7147	ISS				(N/C)

18476 unknown. TEST DROVE VEHICLE FOR A WEEK AND A HALF.NEVER COULD DUPLICATE ANY TRANSMISSION CONCERN.SHOP FOREMAN ALSO DROVE VEHICLE.RETURN VEHICLE TO CUSTOMER.

****

B	MULTI POINT INSPECTION						
CAUSE: THE SERVICE LISTED BELOW, VALUED AT $31.80,WAS PROVIDED BY MCLARTY FORD AT NO CHARGE BECAUSE "MCLARTY FORD MEANS MORE VALUE"							
	99P	MULTI POINT INSPECTION					
		7147	IFS				(N/C)

****

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that In no event shall dealer be liable for incidental or consequential

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your

NOTICE PURSUANT TO PROPERTY CODE, §70.001

I AM THE PERSONOR AGENT ACTING ON BEHALFOF THE PERSONWHO IS OBLIGATED TO PAY FOR THE REPAIROF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS& COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00

RQ24-005 000265 GCCT

[redacted]

R.O. OPENED	READY	OPTIONS: SOLD-STK:P1928 ENG:3.5_Liter_GTDI
11:06 05MAR15	15:33 06MAR15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A BUMP LIKE IT TAKES A LONG TIME TO SHIFT ALL THE WAY DOWN WHEN COMES TO A STOP.			
10 FUEL/DRIVEABILITY			
7147 ISS			(N/C)
7830 COULD NOT DUPLICATE			
**********			
B VIBRATION FEEL IN TRANS AND ALSO WHEN SHIFTING THRU THE GEARS AROUND 40-50 MPH. FEELS LIKE IT DRAGS THRU SHIFTS. WHEN SHIFTS TO "N" ACTS LIKE IT STAYS ENGAGED.			
10 FUEL/DRIVEABILITY			
7147 ISS			(N/C)
7830 COULD NOT DUPLICATE			
**********			
C MULTI POINT INSPECTION			
CAUSE: THE SERVICE LISTED BELOW, VALUED AT $31.80,WAS PROVIDED BY MCLARTY FORD AT NO CHARGE BECAUSE "MCLARTY FORD MEANS MORE VALUE"			
99P MULTI POINT INSPECTION			
7871 IFS			(N/C)
GBATT CHECKED BATTERY IS WITHIN COLD CRANKING AMPERAGE , IS OK AT THIS TIME			
7871 IFS			(N/C)
GBK CHECK BRAKES			
7871 IFS			(N/C)
GTIRE CHECK TIRES			
7871 IFS			(N/C)
**********			
D RENTAL WILL BE AT MCLARTY FORDS EXPENSE. NO CHARGE TO CUSTOMER.			
CSI RENTAL WILL BE AT MCLARTY FORDS EXPENSE. NO CHARGE TO CUSTOMER.			
9999 ICSI			(N/C)
**********			
E** $39.95...CHANGE OIL & FILTER, ROTATE TIRES, INSPECT FRONT BRAKE PADS. TEST BATTERY, CHECK AIR & CABIN FILTER, TOP OFF FLUID			

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	

RQ24-005 000266 GCCT

[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09DEC14 IS			17:30 31MAR15			CASH	06MAR15

R.O. OPENED	READY	OPTIONS: SOLD-STK:P1928 ENG:3.5_Liter_GTDI
11:06 05MAR15	15:33 06MAR15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	LEVELS, UP TO 5 QUARTS....$10.00 REBATE, GO TO WWW.FORDOWNER.COM						
CAUSE: COMPLETE TIRE ROTATION AND OIL AND FILTER CHANCE.							
	WRKS $39.95...CHANGE OIL & FILTER, ROTATE TIRES, INSPECT FRONT BRAKE PADS. TEST BATTERY, CHECK AIR & CABIN FILTER, TOP OFF FLUID LEVELS, UP TO 5 QUARTS....$10.00 REBATE, GO TO WWW.FORDOWNER.COM						
	7871	CPF				15.60	15.60
1	AA5Z*6714*B	FILTER ASY - OIL			8.69	5.60	5.60
6	XO*5W30*BSP	MOTORCRAFT SAE 5W-30 API GF-5			3.75	3.75	22.50

****

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DESCRIPTION	TOTALS
LABOR AMOUNT	15.60
PARTS AMOUNT	28.10
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	43.70

RQ24-005 000267 GCCT

[redacted]

09DEC14 IS			17:30 16MAR15			CASH	25MAR15

R.O. OPENED	READY	OPTIONS: SOLD-STK:P1928 ENG:3.5_Liter_GTDI
09:43 16MAR15	15:44 25MAR15	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A SHUDDER BETWEEN 3rd AND UP. J.P. RODE WITH CUST.
30 AUTO TRANSMISSION
7147 ISS (N/C)

9111 UNKNOWN. CUSTOMER RODE WITH SHOP FOREMAN.VEHICLE ACTED-UP ONE TIME WHILE THEY WERE DRIVING.CUSTOMER LEFT VEHICLE WITH US TO CHECK OUT.ROAD TESTED VEHICLE SEVERAL MILES.VEHICLE HAS NOT ACTED-UP INE TIME SINCE.SHOP FOREMAN HAS DROVE VEHICLE AGAIN SEVERAL TIMES AND STILL WILL NOT ACT-UP.PERFORMED NORMAL DIAGNOSIS FOR TRANSMISSION CONCERN.ALL CHECKED NORMAL.CHECKED FOR CODES WITH IDS SCAN TOOL.NO CODES.WE KEPT VEHICLE FOR OVER A WEEK.DROVE VEHICLE PERIODICALY.STILL NO CONCERN PRESENT.RETURNED VEHICLE TO CUSTOMER.VEHICLE WILL HAVE TO GET MORE CONSISTENT WITH CONCERN IN ORDER TO DIAGNOSE PROPERLY.

****

B MULTI POINT INSPECTION
CAUSE: THE SERVICE LISTED BELOW, VALUED AT $31.80,WAS PROVIDED BY MCLARTY FORD AT NO CHARGE BECAUSE "MCLARTY FORD MEANS MORE VALUE"
99P MULTI POINT INSPECTION
7147 IFS (N/C)

****

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00

CUSTOMER RELATIONSHIP CENTER - GOOD FAITH REVIEW WORKSHEET

[redacted]

Vehicle Year, Make, Model: 2014 Ford F150	Current Mileage: 56,314
WSD: 12/10/2014	Ownership Status (i.e. new, used): sub owner per navis If used, Purchase date: N/A Mileage at purchase: N/A
State Purchased: TX	State Registered: AR

DEALERSHIP INFORMATION

Dealership Name: McLarty ford	P&A Code: 06016
Dealership Contact Person: SM Matthew Binning	Phone Number: (903) 792-7121

WHEN COMPLETING THE FOLLOWING INFORMATION, PLACE AN "X" IN THE APPROPRIATE BOX:

	YES	NO	
Is the vehicle currently repaired?		X	
Is the vehicle currently at the dealership?	X		
Is the customer currently in a rental vehicle?	X		
Is the GCQIS Report related to the primary concern?	X		If yes, GCQIS Report Number: H3FEY002 NHL
Has the FSE been involved in the repairs?		X	FSE Name:N/A

LEMON LAW CRITERIA

State: AR

Presumption Period: 24 /24000 which ever is later	Time Period for 1st Occurrence: 24 /24000 which ever is later	
Number of Repair Attempts: 3 + plus final repair attempt	Days Out of Service: 30 + or 5 attaempts on any non conformity	Is this a Final Repair Attempt State: yes

EXPLAIN THE MECHANICAL CONCERN AND THE PRIMARY REASON FOR THE BUYBACK REQUEST

Vehicle in several times for concern of vibration and noise in rear of vehicle

PRIMARY CONCERN DETAILS

Date of 1st repair for primary concern related to buyback request: 12/11/14	Mileage: 445
Number of repair attempts for primary concern: 2	Estimated days out of service for repairs:
Specify type of days (i.e. Calendar, Business, Working): Calendar days	

[redacted]

- Indicate source of Repair Order Summary (i.e. R/Os or AWS): Aws
- Are there additional ROs not accounted for on this worksheet? (Yes/No) NO *If Yes, ensure case notes indicate such.
  - Name/Position/Phone Number of Dealership Contact: Matt Binning SM 903) 792-7121

RO or Document Number	RO Opened Date	AWS Load or RO Closed Date	Mileage	Vehicle Concern	Services Performed	Days Out of Service
237992 mclarty ford	12/11/14	12/12/14	445	pulls to left and shakes can feel at any speeds-but is really bad on interstate	felt vibration checked balance on all four tires. balanced all four tires and re-tested. verified repair	1??
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
Beyond Presumption Period (24 Month/24000 Miles)						
256327 mclarty ford	09/15/15	10/2/15	25193	feels like a slip in trans. seems worse from 3rdto 4th shift. can feel in feet when it happensand hear it, seems to be more consistant undermedium accel	transmission has a squawk noise on 5-3 downshift.during road test noise was con firmed.contacted ford hotline .they said to do tsb#14-0100.add wl- 16 additive to transmission.customer needs to drive vehicle several hundred miles to see if this takes care of no ise.	10?
257206 mclarty ford	10/12/15	11/03/15	26369	noise in trans while driving. noise in transstill present after additive was put influid	drove vehicle again and the squawk on the 5-3 downshift is gone.customer must be hearing another noise not related to transmi	11?
281047 mclarty ford	10/18/16	01/13/17	52280	recall...16s24	nstalled new brake master cylinder per fsa 16s24	23 ??
111255	01/31/17	02/22/17	54197	noise when it is	on the 4x4 then turn	27???

mclarty ford johnston ford				shifting and the rpms stay the same, but it sounds like it is slippin g. noise happens at normal acceleration	off the want will grind on the rh side, takes it twice to get it to grind. second application causes unit to grind. replaced rh iwe and vacuum check valve, verified repair.	
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				

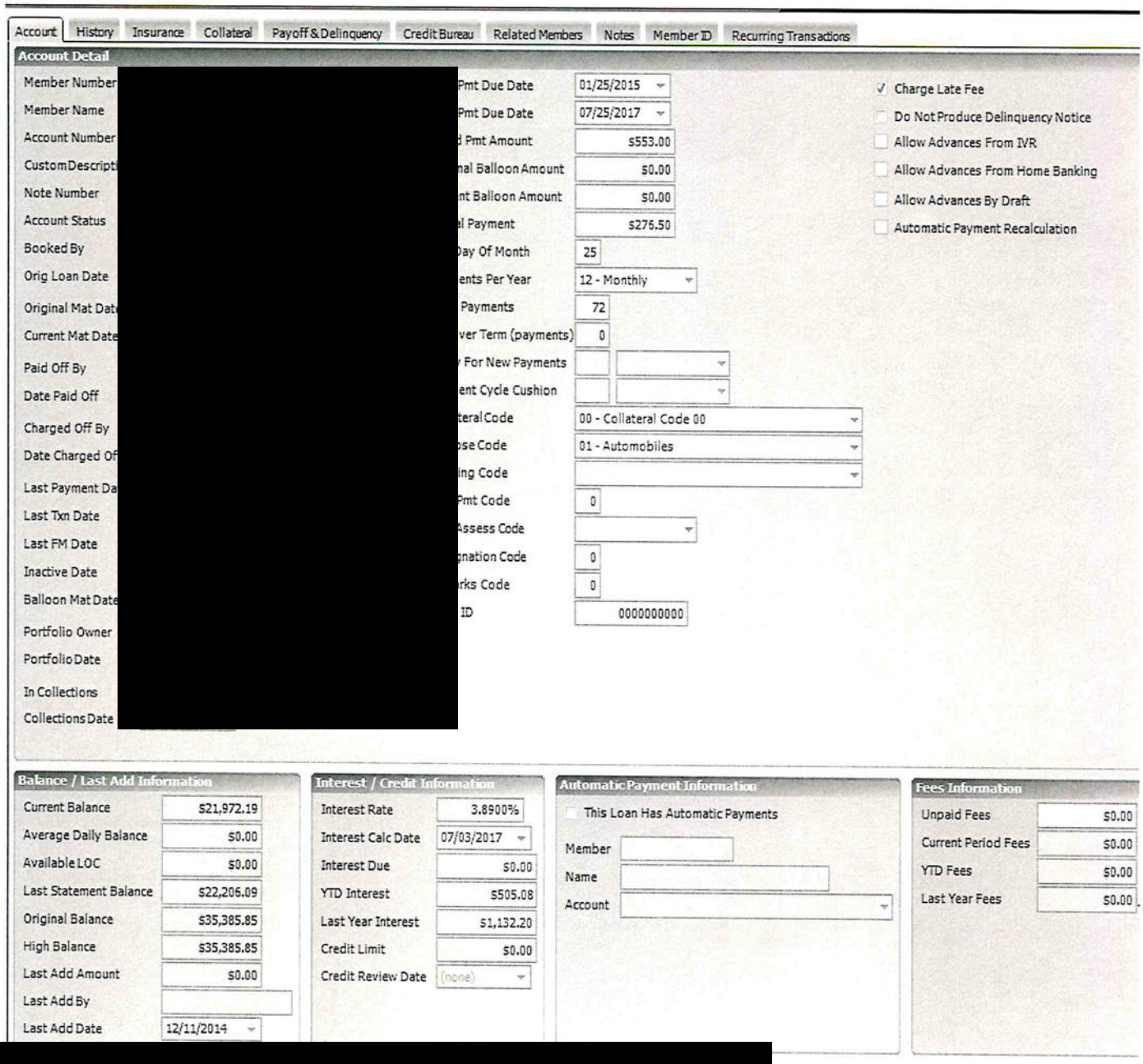
Total days down: ___



CALENDAR DAYS: *All days in a month including weekends and holidays.*

BUSINESS DAYS: *Monday through Friday. Hours and excluded holidays vary, but typically the day covers the period from 9 a.m. to 5 p.m.* ***Note:*** *If the Service Dept. is closed on Saturday, this would not be considered a working day, even though other areas of the dealership may be open.*

WORKING DAYS: *A regular Federal work day. It does not include Saturdays, Sundays or public legal holidays.*



[redacted]

RIS SHEPPARD
ARKANA FCU

Morris Sheppard Texarkana Federal Credit Union
FEDERAL CHARTER NUMBER 1
419 W. 4th Street
Texarkana, TX 75501
Ph: 903-798-3918
Fax: 903-794-3152
www.morrissheppardfcu.org

LOANLINER

LOAN AND SECURITY AGREEMENTS

[redacted]

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit is $ 34,089.00 which includes your downpayment of $
3.890 %	$ 4,406.54	$ 35,385.85	$ 39,792.39	

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments		When Payments Are Due
71	$ 553.00	MONTHLY	BEGINNING 01/25/2015
1	$529.39		12/25/2020

Property Insurance: You may obtain property insurance from anyone you want that is acceptable to the credit union. If you get the insurance from us, you will pay$

Late Charge:
5% OF PAYMENT WITH MINIMUM OF $5 AND MAXIMUM OF $25.

Prepayment: If you pay off early you will not have to pay a penalty.

Required Deposit: The Annual Percentage Rate does not take into account your required deposit, if any.

☐ **Assumption:** Someone buying your mobile home cannot assume the remainder of the loan on the original terms.

Demand: ☒ This obligation has a demand feature.
☐ All disclosures are based on an assumed maturity of one year.

Filing Fees	Non-Filing Insurance
$ 197.85	$

Security: Collateral securing other loans with the credit union may also secure this loan. You are giving a security interest in your shares and dividends and, if any, your deposits and interest in the credit union; and the property described below:

[redacted]

SIGNATURES

By signing as Borrower, you agree to the terms of the Loan Agreement. If property is described in the "Security" section of the Truth in Lending Disclosure, you also agree to the terms of the Security Agreement. If you sign as "Owner of Property" you agree only to the terms of the Security Agreement.

CAUTION: IT IS IMPORTANT THAT YOU THOROUGHLY READ THE AGREEMENT BEFORE YOU SIGN IT.

[redacted]

[redacted]

CERTIFICATE OF DEPOSITS NOW BEING OFFERED
BEGINNING AUGUST 15, 2017.
CONTACT US AT 903-798-3918 FOR DETAILS

Member Number: 2080

Statement period:
December 01 2014 thru July 31 2017

VISIT US ONLINE AT WWW.MORRISSHEPPARDFCU.ORG
TO TAKE ADVANTAGE OF SAVINGS WITH SPRINT,
TURBOTAX, AND MANY MORE MERCHANTS.

Payment Information

Scheduled Payment Amount:	553.00	Past Due As Of:	07/25/2017
Payment Due Date:	08/25/2017	Amount Past Due:	276.50
Current Amount Due:	553.00	Total Due This Statement:	829.50

Date	Transaction	Total Payment	Late Fee	Finance Charge	Principal	Balance
Dec 01	Previous Balance					0.00
Dec 11	New Loan-Mixed				35,385.85	35,385.85
Feb 02	Payment-Transfer	553.00		199.88	353.12-	35,032.73
Mar 02	Payment-Transfer	553.00		104.54	448.46-	34,584.27
Apr 02	Payment-Transfer	553.00		114.26	438.74-	34,145.53
May 01	Payment-Transfer	553.00		105.53	447.47-	33,698.06
Jun 01	Payment-Transfer	553.00		111.33	441.67-	33,256.39
Jul 01	Payment-Transfer	553.00		106.33	446.67-	32,809.72
Aug 03	Payment-Transfer	553.00		115.39	437.61-	32,372.11
Sep 01	Payment-Transfer	553.00		100.05	452.95-	31,919.16
Oct 01	Payment-Transfer	553.00		102.05	450.95-	31,468.21
Nov 02	Payment-Transfer	553.00		107.32	445.68-	31,022.53
Dec 01	Payment-Transfer	553.00		95.88	457.12-	30,565.41
Jan 01	Payment-Transfer	553.00		100.98	452.02-	30,113.39
Feb 01	Payment-Transfer	553.00		99.49	453.51-	29,659.88
Mar 01	Payment-Transfer	553.00		91.67	461.33-	29,198.55
Apr 01	Payment-Transfer	553.00		96.47	456.53-	28,742.02
May 02	Payment-Transfer	553.00		94.96	458.04-	28,283.98
Jun 01	Payment-Transfer	553.00		90.43	462.57-	27,821.41
Jul 01	Payment-Transfer	553.00		88.95	464.05-	27,357.36
Aug 02	Payment-Transfer	553.00		93.30	459.70-	26,897.66
Sep 01	Payment-Transfer	553.00		86.00	467.00-	26,430.66
Oct 03	Payment-Transfer	553.00		90.14	462.86-	25,967.80
Nov 01	Payment-Transfer	553.00		80.26	472.74-	25,495.06
Dec 15	Payment-Transfer	553.00		119.55	433.45-	25,061.61
Jan 29	Payment-Transfer	553.00		120.19	432.81-	24,628.80
Feb 06	Payment-Transfer	276.50		21.00	255.50-	24,373.30
Feb 15	Payment-Transfer	276.50		23.38	253.12-	24,120.18
Mar 01	Payment-Transfer	276.50		35.99	240.51-	23,879.67
Mar 15	Payment-Transfer	276.50		35.63	240.87-	23,638.80
Apr 03	Payment-Transfer	276.50		47.87	228.63-	23,410.17
Apr 17	Payment-Transfer	276.50		34.93	241.57-	23,168.60
May 01	Payment-Transfer	276.50		34.57	241.93-	22,926.67
May 15	Payment-Transfer	276.50		34.21	242.29-	22,684.38

RQ24-005 000274 GCCT

Date	Transaction	Total Payment	Late Fee	Finance Charge	Principal	Balance
Jun 05	Payment-Transfer	276.50		50.77	225.73-	22,458.65
Jun 15	Payment-Transfer	276.50		23.94	252.56-	22,206.09
Jul 03	Payment-Transfer	276.50		42.60	233.90-	21,972.19
Jul 31	New Balance					21,972.19

YTD finance charges paid 505.08

Member Number: 2080

[redacted]

15:09 22JUN15 | 15:49 22JUN15

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	$39.95...CHANGE OIL & FILTER, ROTATE TIRES, INSPECT FRONT BRAKE PADS. TEST BATTERY, CHECK AIR & CABIN FILTER, TOP OFF FLUID LEVELS, UP TO 5 QUARTS.						
CAUSE: COMPLETE TIRE ROTATION AND OIL AND FILTER CHANCE.							
	WRKS	$39.95...CHANGE OIL & FILTER, ROTATE TIRES, INSPECT FRONT BRAKE PADS. TEST BATTERY, CHECK AIR & CABIN FILTER, TOP OFF FLUID LEVELS, UP TO 5 QUARTS.					
		7832	CQC			15.60	15.60
	1	FL*500*SB12	FILTER ASY - OIL		28.10	28.10	28.10
	6	XO*5W20*DSP	OIL - ENGINE		3.75	0.00	0.00
		**********					
B	QUICK LANE MULTI POINT INSPECTION						
CAUSE: THE SERVICE LISTED ABOVE, VALUED AT $31.80,WAS PROVIDED BY MCLARTY FORD AT NO CHARGE BECAUSE "MCLARTY FORD MEANS MORE VALUE"							
	Q99P	QUICK LANE MULTI POINT INSPECTION					
		7832	IFS				(N/C)
	GBATT	CHECKED BATTERY IS WITHIN COLD CRANKING AMPERAGE , IS OK AT THIS TIME					
		7832	IFS				(N/C)
	GBK	CHECK BRAKES					
		7832	IFS				(N/C)
	GTIRE	CHECK TIRES					
		7832	IFS				(N/C)
		**********					

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that In no event shall dealer be liable for incidental or consequential

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your

NOTICE PURSUANT TO PROPERTY CODE, §70.001

I AM THE PERSONOR AGENT ACTING ON BEHALFOF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIROF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A

DESCRIPTION	TOTALS
LABOR AMOUNT	15.60
PARTS AMOUNT	28.10
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	43.70

RQ24-005 000276 GCCT

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
ria |

REGION: ZONE: S2
MODEL: F-SERIES MILEAGE: 47,000

SYMPTOMS: Start/Run/Move | Moving | Engagement Issues | OTHER
ANALYST NAME: P Rxsalp2 OPEN ANALYST NAME: Sierra Bernier
COMMENTS:

2017-04-12 16:27:00 CUST SAYS: Purchased a new vehicle not even 2 years ago, cust is having issues with the transmission, has been to 2 dlrs, issue happens intermittantly, cust doesn't know what to do at this point. The vehicle feels like someones rear ended the cust when coming out of fourth gear. Large jerk after coming in and out of fourth gear PER CUST DLR: CRC ADVISED: I will escalate your case/request to our Ford Regional Customer Service Manager who works daily with your dealership's management team. The Ford Regional Customer Service Manager has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Ford Regional Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Service Manager within 1 business day. The case number that I have established

2017-04-13 11:59:00 [redacted]

2017-04-13 11:59:00

2017-04-13 17:59:00

2017-04-13 18:22:00

2017-04-13 18:43:00

2017-04-13 18:44:00
2017-04-20 17:51:00
2017-04-20 17:51:00
2017-04-27 17:53:00

2017-04-27 18:34:00

2017-04-27 18:35:00
2017-04-27 18:39:00

CASE ATTACHMENTS:

2017-04-20 14:52:00

2017-04-20 14:53:00
2017-04-21 12:27:00

2017-04-21 13:05:00

2017-04-21 14:11:00

2017-04-21 14:13:00

2017-04-25 15:43:00

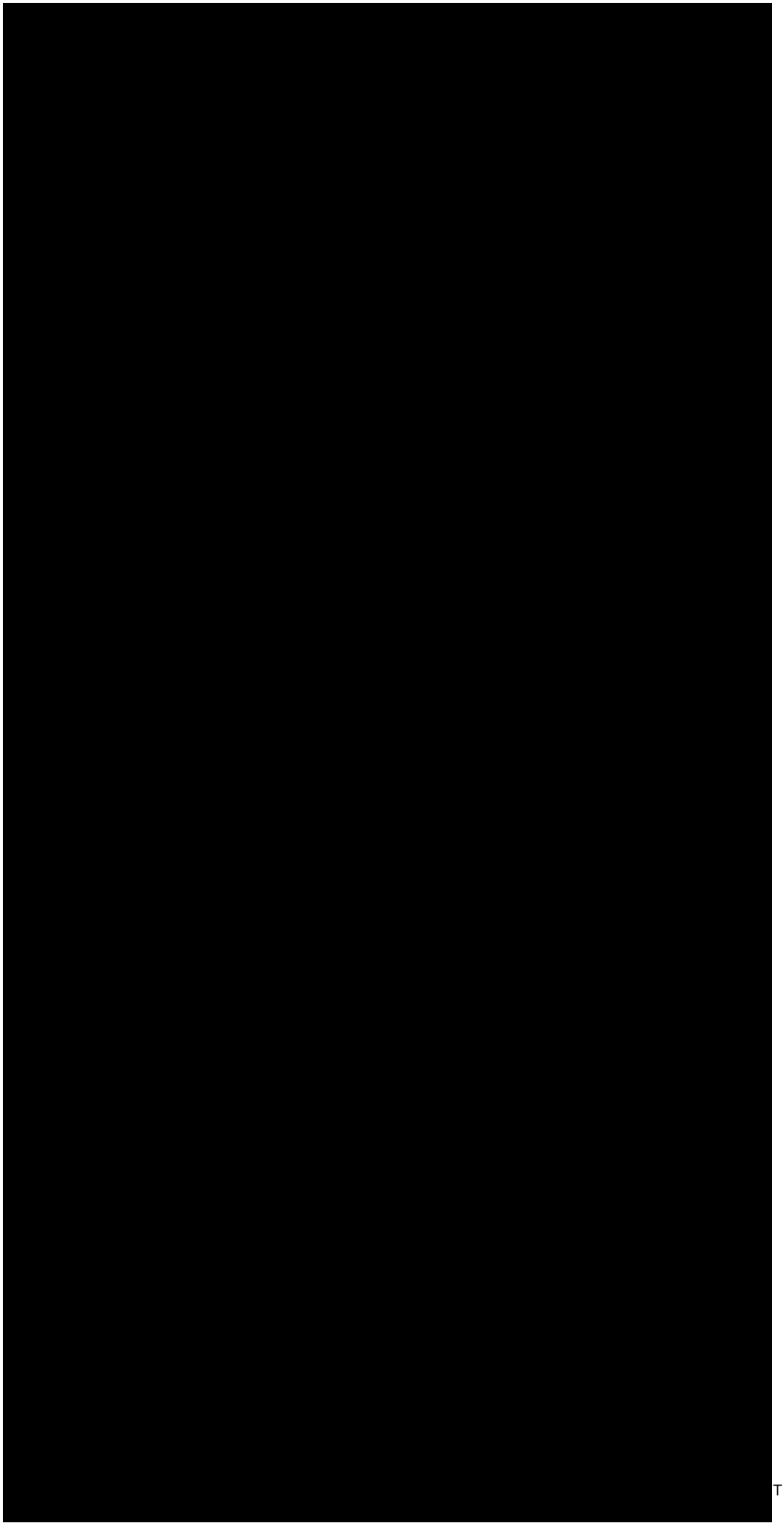
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2017-04-25 15:44:00

2017-04-25 15:44:00

2017-04-25 15:44:00

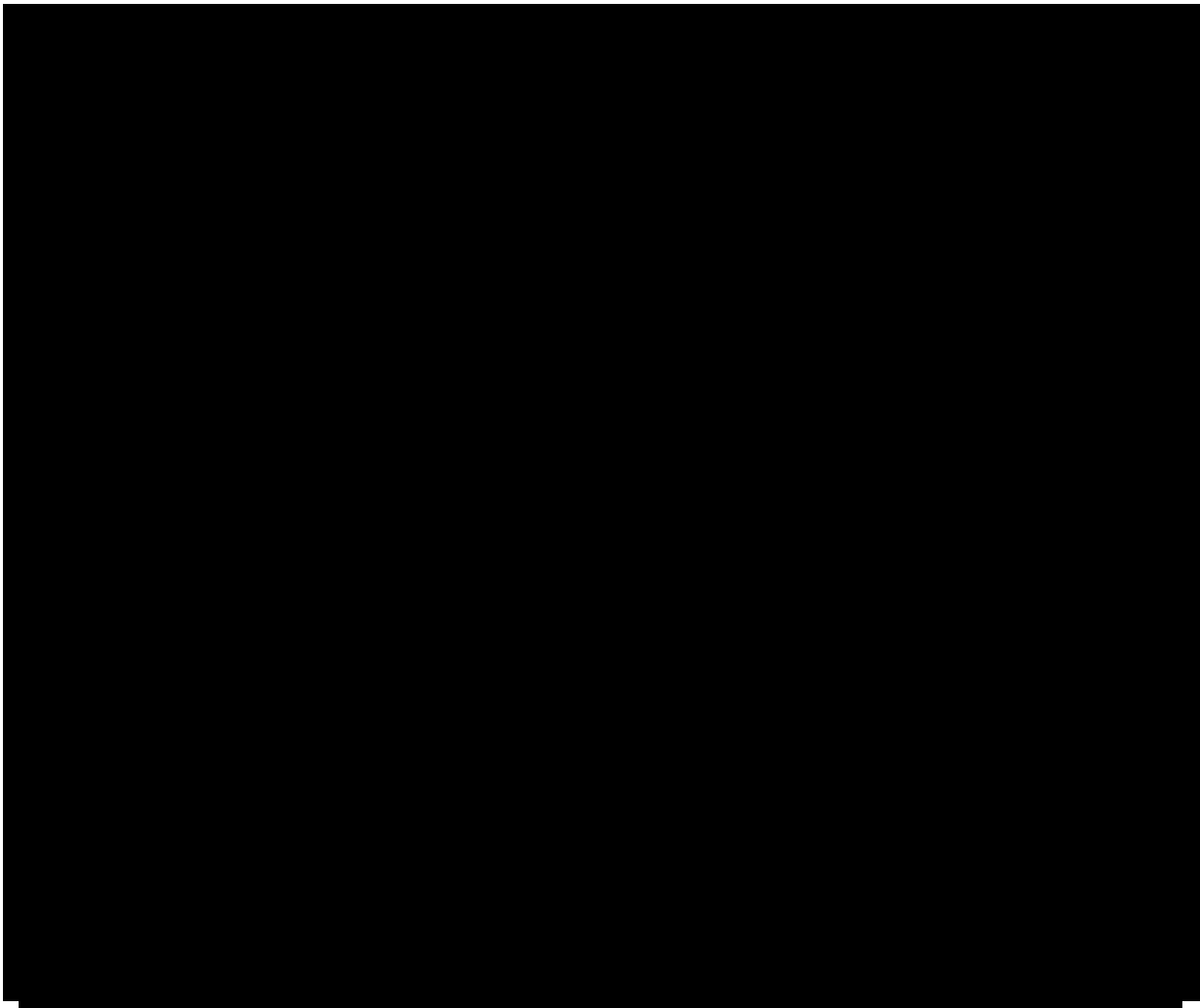
2017-04-25 17:42:00

2017-05-02 19:14:00
2017-05-02 19:14:00
2017-05-04 13:19:00
2017-05-04 19:42:00



T

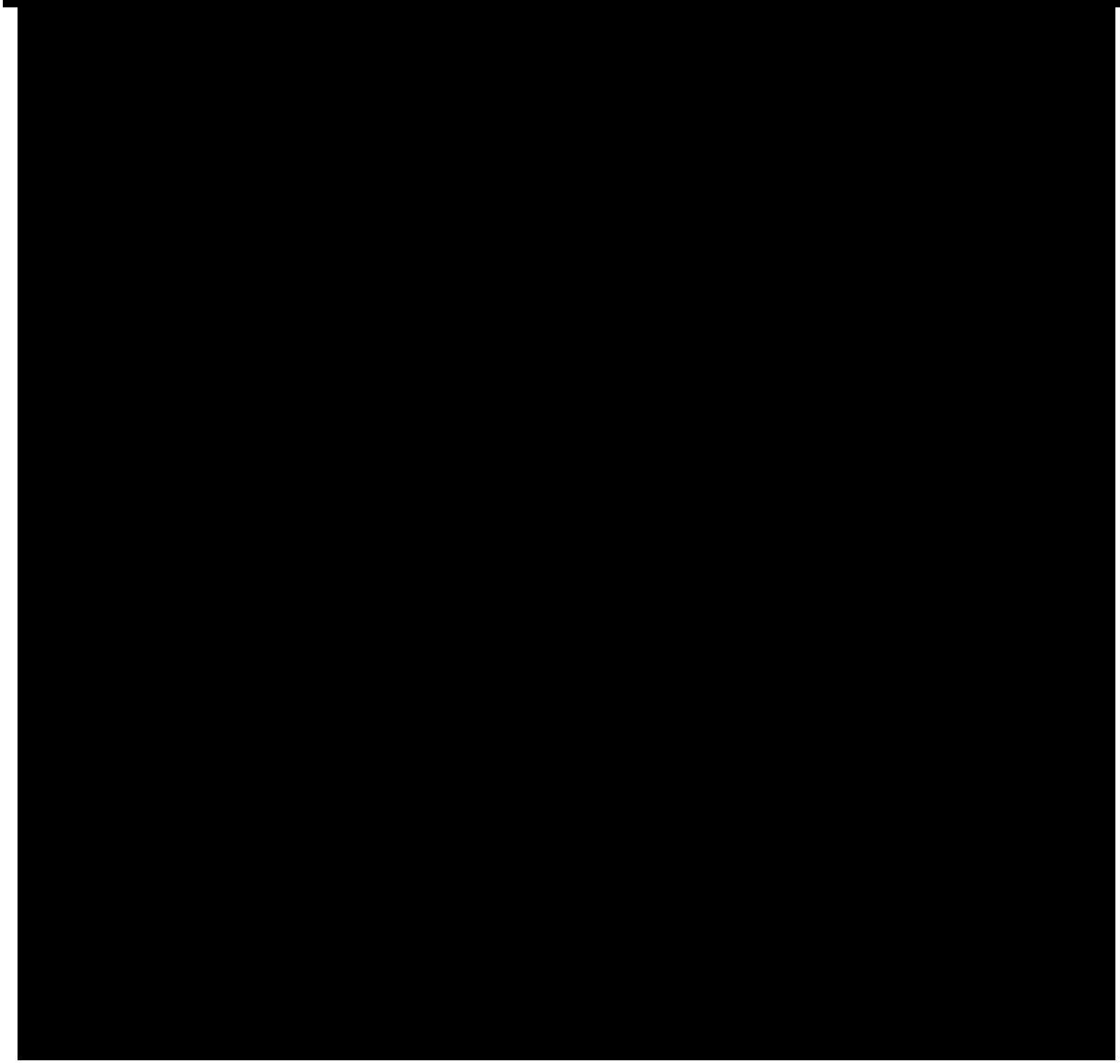
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2017-05-09 12:38:00

2017-05-09 13:32:00

2017-05-11 20:10:00



2017-05-11 20:10:00

2017-05-11 20:10:00

2017-05-12 15:16:00

2017-05-15 16:55:00

2017-05-16 19:02:00

2017-05-16 19:13:00

2017-05-16 19:35:00

2017-05-17 12:26:00

2017-05-17 12:30:00

2017-05-18 12:34:00

2017-05-18 12:39:00

2017-05-18 13:11:00

2017-05-18 13:12:00

2017-05-18 16:24:00

2017-05-25 15:56:00

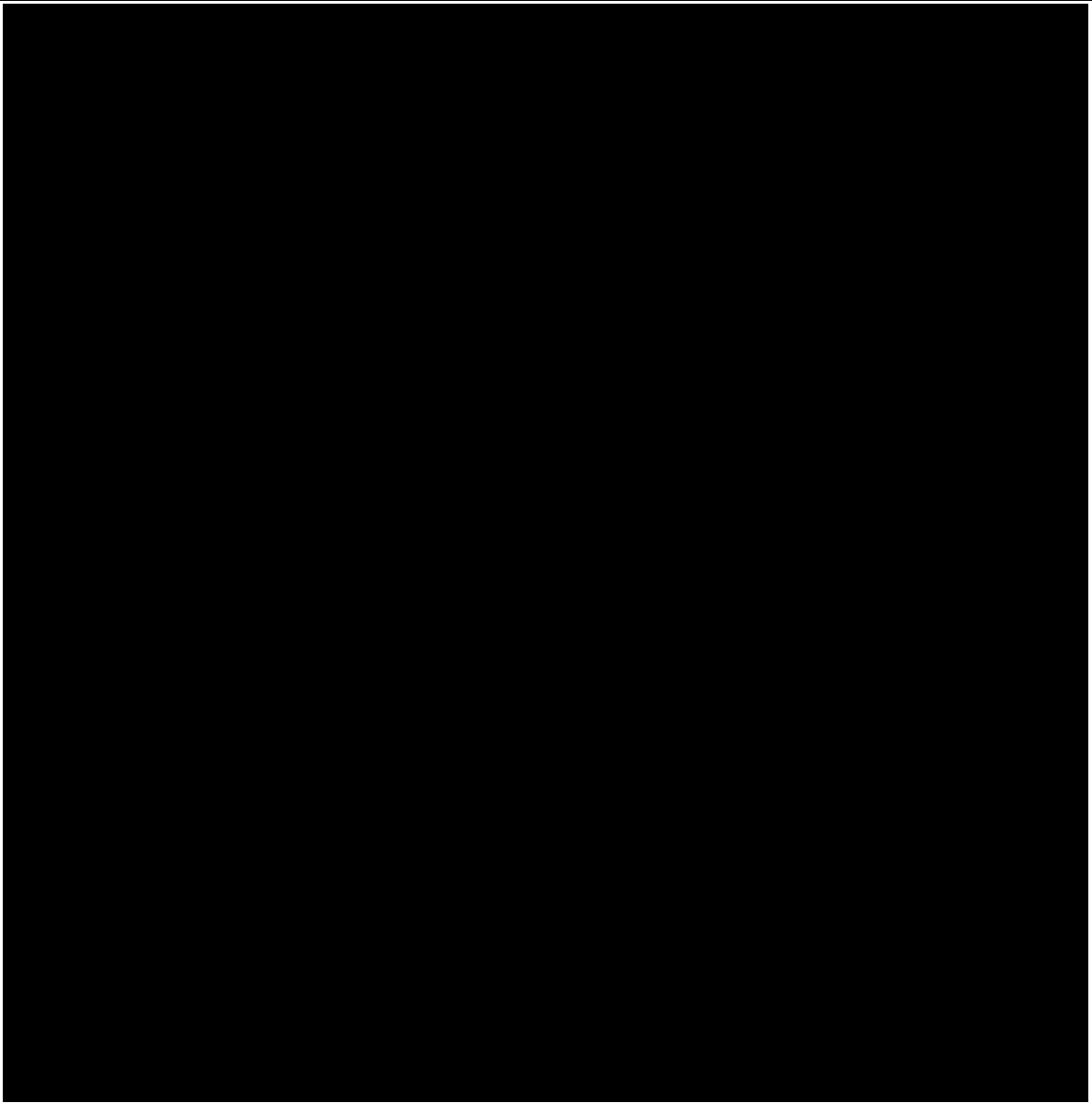


2017-05-25 16:00:00

2017-05-25 16:04:00

2017-05-26 17:34:00

2017-05-30 12:26:00



2017-05-30 12:32:00

2017-05-30 16:23:00

2017-05-31 12:31:00

2017-06-06 18:31:00

2017-06-06 18:32:00

2017-06-06 18:32:00

2017-06-07 12:30:00

2017-06-07 12:35:00

2017-06-07 13:08:00
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2017-06-07 14:03:00

2017-06-07 14:06:00
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2017-06-12 16:33:00

2017-06-12 16:53:00

2017-06-14 17:35:00
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2017-06-14 17:56:00

2017-06-14 18:07:00
2017-06-14 18:08:00
2017-06-14 19:17:00

2017-06-15 12:32:00

2017-06-16 12:38:00

2017-06-16 12:38:00

2017-06-16 16:38:00

2017-06-23 16:11:00

2017-06-23 16:13:00

2017-07-17 13:56:00

201

201

CASE ATTACHMENTS:
2019-03-23 10:58:09
2019-03-23 10:58:09
2019-03-23 10:58:09



From: [redacted]
Sent:
To:
Subject:
Attachments:

[redacted]

[redacted] Bank. They do not have billing statements on their website, nor do they put the VIN, make or model in the payment book. I am attaching a picture of the payment book, Suntrust's financing letter with the VIN, a copy of the title application listing Suntrust as the lien holder, and two screenshots (one from Crossroads website and one from Suntrust).

Regards,

[redacted]

I apologize, I thought you had declined the vehicle payment. I am very happy to provide that. Please send me a statement that reflects payment due, payment made and identifies your vehicle by either made and model or VIN.

Ford Motor Company ®
Jessica de Koekkoek | Customer Service Manager | FCSD
866-631-3788 x 77820 | eFax: 1-888-314-0332
JDEKOEKK@ford.com | www.ford.com

[redacted]

[redacted]

[redacted]

Thank you for your help. Where can I anticipate the payment you were going to provide?

[redacted]

On Jun 7, 2017 8:33 AM, "DeKoekkoek, Jessica (J.)" <JDEKOEKK@ford.com> wrote:

[redacted]

Thank you for the update. I will be closing your case at this time, but please do not hesitate to reach out to me if you experience further concerns.

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[redacted]

I had some questions about the transmission and have spoken to the general manager. I'm going to hold on to the truck and see if it smooths out after it learns again.

[redacted]

[redacted] "DeKoekkoek, Jessica (J.)" <JDEKOEKK@ford.com> wrote:

The dealership has informed me they returned your vehicle to you. Are you satisfied with your repairs?

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JDEKOEKK@ford.com | www.ford.com

[redacted]

To: DeKoekkoek, Jessica (J.)
Subject: RE: cas-12134182 CRM:00036000001827

I dropped the truck of this afternoon. The General Manager and technician heard the noises and the shifting issues.

[redacted]

[redacted], "DeKoekkoek, Jessica (J.)" <JDEKOEKK@ford.com> wrote:

Thank you for the follow up. Please do confirm with me when you return for repairs so I may follow the progress. Thank you.

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JDEKOEKK@ford.com | www.ford.com

[redacted]

Ms. DeKoekkoek,

I am sorry for the delay in my response, but I wanted to have some time in driving the truck so I could know how it was working.

Right off, I noted a knocking noise from around the steering column, I informed the General Manager about it, and that I would monitor it. The noise persisted and I sent him a video of the steering wheel making a noise as it is rocked side to side a few inches. When I hit a bumpy patch of road, it rattles rather badly as well. I am going to take the truck back on Tuesday for this to be looked at.

The next items the General Manager is not aware of, but he is included on the email.

Yesterday, I took the truck up a rather steep mountain and heard strong vibration as I climbed to the top that sounded as if it was from the engine bay. My wife described it as sounding like static from the speakers, but the radio was off. The noise was initially heard over the radio.

The first day, the transmission felt good. However, on occasion it will shift rough going into second gear. Today, it started shifting roughly into fifth gear. While these shifts do not occur every time, it is concerning.

Another oddity is a hissing noise that occurs when a door is being closed. It sounds like liquid hitting something hot coming from the passenger side of the engine compartment. I have been asking about this noise from the first time I took it in to have the catalytic converter replaced in January.

At this time I do not feel confident in this truck or that the repairs have been adequate thus far.

Regards,

[redacted] eKoekkoek, Jessica (J.) <JDEKOEKK@ford.com> wrote:

Have you had a chance to drive your vehicle and asses your repairs?

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JDEKOEKK@ford.com | www.ford.com

[redacted]

Your dealership has informed me your vehicle has been released back to you. How are you feeling about those repairs?

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JDEKOEKK@ford.com | www.ford.com

[redacted]

27

Unfortunately, Ford Motor Company does not discuss the reasons why a vehicle was or was not found eligible for a buy back in accordance with the lemon laws. Your DMV has some excellent information available regarding the next steps you can take if you disagree with our findings.

Thank you

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866-631-3788 x 77820 | eFax: 1-888-314-0332
JDEKOEKK@ford.com | www.ford.com

[redacted]

From: John Wessinger [mailto:jdwessinger@gmail.com]
Sent: Thursday, May 18, 2017 9:09 AM

To: DeKoekkoek, Jessica (J.)
Subject: RE: cas-12134182 CRM:00036000001827

Could you provide me with details? Is there anything else that can be done?

Regards

[redacted]

On May 18, 2017 8:37 AM, "DeKoekkoek, Jessica (J.)" <JDEKOEKK@ford.com> wrote:

[redacted]

I received the results late yesterday afternoon and unfortunately your vehicle will not meet the parameters in your state for repurchase or replacement of your vehicle. We will continue to focus on your repairs.

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866-631-3788 x 77820 | eFax: 1-888-314-0332
JDEKOEKK@ford.com | www.ford.com

[redacted]

From: John Wessinger [mailto:jdwessinger@gmail.com]
Sent: Wednesday, May 17, 2017 6:32 PM
To: DeKoekkoek, Jessica (J.)
Subject: RE: cas-12134182 CRM:00036000001827

[redacted]

Do you have any updates from the Good Faith Review?

[redacted]

On May 17, 2017 8:28 AM, "DeKoekkoek, Jessica (J.)" <JDEKOEKK@ford.com> wrote:

[redacted]

Thank you for the update.

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Jessica de Koekkoek | Customer Service Manager | FCSD
866-631-3788 x 77820 | eFax: 1-888-314-0332
JDEKOEKK@ford.com | www.ford.com

[redacted]

You may be aware, but the transmission is going to be replaced and they are not sure about the coolant and I've not heard much about the A.C. either.

Regards

[redacted]

Purchased in North Carolina

[redacted]

Your dealership will have your repair history for you.

Would you please confirm your address, the state your vehicle was purchased in and the state it is registered in?

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JDEKOEKK@ford.com | www.ford.com

[redacted]

Could I also get a copy of a complete Oasis report for my truck?

I really do appreciate Ford's willingness to stand behind their products.

Regards,

[redacted]

Thank you for starting that process. I was actually going to ask what it would take for Ford to start something like this, considering what I know of the truck's history. Had I not been diligent in observing my coolant, the engine could have suffered a catastrophic failure rather easily. Even with the second rebuild of the left side, I had a low level of coolant on Tuesday morning. At this point, I have little confidence in it taking me to work, much less on family trips, towing or hauling.

Thank you so much for your assistance and I hope you come back promptly with the buyback approved.

Regards,

[redacted]

I am so sorry for your frustrations. We have a process called a Good Faith Review wherein we take your vehicle statistics and repair history and hold that up against the lemon laws in your state to determine your eligibility for a buy back in accordance with the lemon laws in your case. I will initiate this for you shortly. I will update you 05/17.

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866-631-3788 x 77820 | eFax: 1-888-314-0332
JDEKOEKK@ford.com | www.ford.com

[redacted]

From: John Wessinger [mailto:jdwessinger@gmail.com]
Sent: Tuesday, May 09, 2017 9:30 AM
To: DeKoekkoek, Jessica (J.)
Cc: john.hargett@crossroadscars.com

[redacted]M:00036000001827

Thank you for that. At this point, I really won't another truck. This truck has been nothing but a thorn in my side from when I bought it. Considering the time I've owned this truck, it has not been in my possession for half of the time I've owned it, I have no desire to even look at the truck, much less own it. While a payment is nice, it does not cover loss of time from work or family, much less the stress and anxiety that has resulted from this. I thought I was buying a quality vehicle, but lemon is not quite a strong enough word to describe this truck.

I will have the truck back at the dealer today, though at this point, I have no confidence in its ever being properly repaired.

[redacted]

I am so sorry you continue to experience repair concerns. I understand how frustrating and time consuming this can be and I would like to offer you reimbursement for a vehicle payment at the close of your repairs.

I will continue to follow the status of your repairs through completion to ensure your satisfaction.

Thank you

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JDEKOEKK@ford.com | www.ford.com





I picked up my 2014 F-150 today, May 8. On the ride from Kernersville to Lewisville I noted several issues that should have been picked up in the test drive that was defined as extensive in the work order notes.

1. On the ride home, I had it set to Max AC, with the knob as cold as it could go, and the fan on high, but it blew hot air the whole way. Before the repair, the AC would freeze you out of the truck. I did confirm the heater worked excellently.

2. There is a hard jerk that occurs every time the truck down shifts from 5th to 4th gear that my wife said felt like the breaks were slammed when they were not.

3. When shifting from Reverse to Drive there is a hard jerk as well.

4. After arriving home and walking around the truck, I smelt antifreeze.

While less severe, these next two issues lead me to question the overall workmanship of the repairs, pictures are attached.

5. Two screws are missing from the bumper so it is loose.

6. Under the hood, on the driver side, there is a fabric panel that was haphazardly hanging and unattached on the right side.

I have spoken with Mr. Hargett, and he informed me that he will have another loaner for me tomorrow so these issues can be resolved. The truck has been at Crossroads Ford Kernersville for one month straight. Now, it has been in the shop for about two months since I bought it on December 26, 2016.

At this moment I have no faith in the repairs and now have several other issues to deal with. I have wasted so much time away from work and my family that it's ridiculous. I just want it fixed promptly, but properly. Buying a "Certified Pre-Owned" vehicle should not leave me questioning if I'm going to make it to work, much less across town.

Regards,

[redacted]

[redacted]

Your repairs are nearly complete. I expect them to be done late tomorrow if all goes according to plan.

I will touch base with you 05/11 to give you time to drive the vehicle and see how you feel about those repairs.

Thank you

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JDEKOEKK@ford.com | www.ford.com



[redacted]

Thanks for the update. Just so you know, I will have no access to email or phone calls until the latter part of next week.

Regards

[redacted]

The dealership has informed me your repairs are currently in progress. I will continue to monitor this to ensure the dealership has all the resources they require. I will touch base with you again 05/02/2017.

Thank you

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[redacted]

You are very welcome. I do wish I had a more exact answer for you than that. Please do let me know if you have further questions or concerns.

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866-631-3788 x 77820 | eFax: 1-888-314-0332
JDEKOEKK@ford.com | www.ford.com



[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted] dealership sets their own policies in place as they are independently owned and operated. I do hope the extensive warranty coverage left on your vehicle will give you some peace of mind.

Thank you

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866-631-3788 x 77820 | eFax: 1-888-314-0332
JDEKOEKK@ford.com | www.ford.com



[redacted]

Ms. DeKoekkoek,

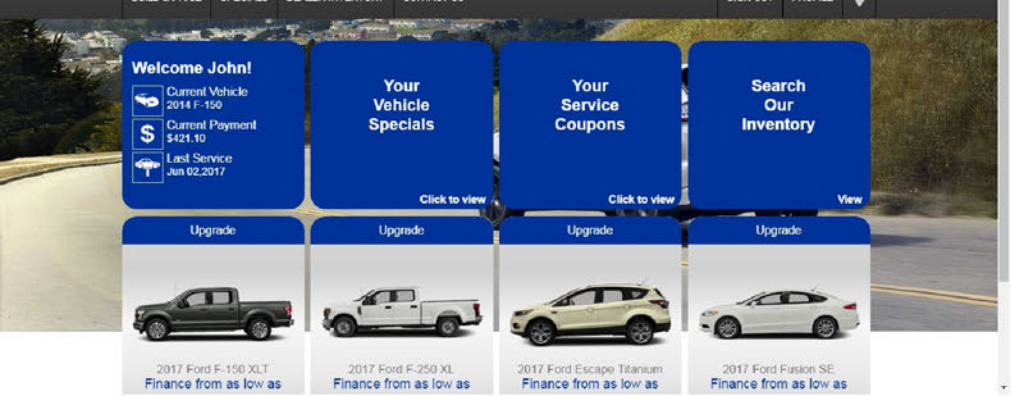
I have a question about Ford policy. When I bought my truck, I asked a couple of times why the previous owner sold it and was told he just wanted something else, there was nothing wrong with the truck. After learning the history of the truck, I spoke with the general manager of Crossroads Ford and asked why this wasn't relayed to me. He informed me that since it was repaired under warranty, he was under no obligation to reveal this repair. Is this truly how the policy is? If I had known this aspect of the truck's history, I would not have bought it in the first place.

Regards,

[redacted]com> wrote:

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866-631-3788 x 77820 | eFax: 1-888-314-0332
JDEKOEKK@ford.com | www.ford.com




Welcome John!
Current Vehicle
2014 F-150
Current Payment
$421.10
Last Service
Jun 02,2017
Your Vehicle Specials
Click to view
Your Service Coupons
Click to view
Search Our Inventory
View
Upgrade
2017 Ford F-150 XLT
Finance from as low as
Upgrade
2017 Ford F-250 XL
Finance from as low as
Upgrade
2017 Ford Escape Titanium
Finance from as low as
Upgrade
2017 Ford Fusion SE
Finance from as low as

Telephone: 800.786.8787

January 3, 2017

[redacted]

Dear Client(s),

Thank you and welcome to SunTrust Bank.
Congratulations on the purchase of your vehicle! We are pleased to help you with financing your recent purchase. Maintaining your trust and providing you with superior service are our primary goals.

How do I make my payments?
SunTrust provides convenient options for managing your loan account and making your loan payments.

- Online – Visit suntrust.com to access your account and make electronic payments from a SunTrust or other financial institution account. It's easy, convenient, and secure. Simply sign up for Online Banking and enjoy these benefits:
  - Make same-day or future-dated payments (payments will be credited to your account same day if scheduled by 11:59 p.m. ET),
  - Schedule recurring payments to ensure payments are made on time, and
  - Edit or delete scheduled payments.

  Sign up for Online Banking at suntrust.com/signup. Choose SunTrust Account, click Begin Enrollment, and enter the requested information.

- Mail or Bank Branch – In the next few weeks, you will receive a payment coupon book for your monthly loan payments. If the coupon book does not arrive before your first payment due date, please use the temporary coupon below. Simply mail the completed coupon along with your payment to the address shown on the coupon, or you may make your payment at any SunTrust Bank branch.

Your privacy is our priority.
SunTrust understands that financial information protection is important to you, especially in today's online environment. Please read and carefully review the enclosed SunTrust Privacy Policy that details how your information is protected.

RQ24-005 000303 GCCT

Enjoy the benefits.
As a valued SunTrust client, you may qualify for additional benefits on a variety of SunTrust products, from checking accounts to mortgage loans. To hear more about these exciting offers or if you have questions about your account, please contact us at 800.786.8787 Monday through Friday 8 a.m. to 8 p.m. and Saturday 8 a.m. to 5 p.m. ET.

Sincerely,

Loan Servicing
SunTrust Consumer Banking Servicing and Operations

Enclosures: SunTrust Privacy Policy
Federal and State Disclosures



TE DUE PAYMT	PAYM'T NO.	ACCOUNT NUMBER	DUE ON OR BEFORE	"ON TIME" PAYMENT
01/26/17 1	[redacted]		JAN 26, 2017	$421.10
1/22/17 DATE			PAY AFTER	"LATE" PAYMENT
			FEB 05, 2017	$427.10

PLEASE ENTER AMOUNT PAID

$.

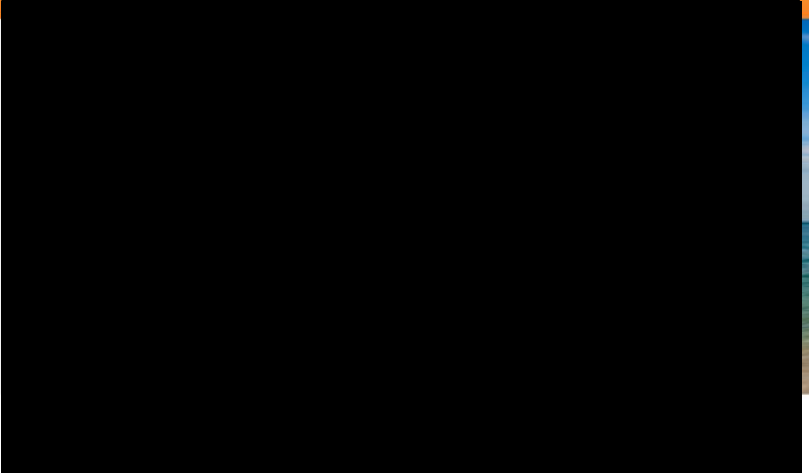
PAYMENT MUST BE RECEIVED ON OR BEFO

CHECK NO.

AMOUNT

SUNTRUST
CONSUMER LOAN PAYMENTS
PO BOX 791144
BALTIMORE MD 21279-1144

[redacted]





CUSTOMER RELATIONSHIP CENTER - GOOD FAITH REVIEW WORKSHEET

[redacted]

Vehicle Year, Make, Model: 2014 Ford F-series	Current Mileage: 36241
WSD: 01/29/2015	Ownership Status (i.e. new, used): Used If used, Purchase date: 12/26/2016 Mileage at purchase:
State Purchased: NC	State Registered: NC

DEALERSHIP INFORMATION

Dealership Name: Crossraods Ford of Kernersville	P&A Code: 05604
Dealership Contact Person: Bill Mock	Phone Number: 336-996-3700

WHEN COMPLETING THE FOLLOWING INFORMATION, PLACE AN "X" IN THE APPROPRIATE BOX:

	YES	NO	
Is the vehicle currently repaired?		X	
Is the vehicle currently at the dealership?	X		
Is the customer currently in a rental vehicle?	X	X	
Is the GCQIS Report related to the primary concern?	X		If yes, GCQIS Report Number: GQQIO001
Has the FSE been involved in the repairs?		X	FSE Name:

LEMON LAW CRITERIA

State: NC		
Presumption Period: 24/24	Time Period for 1st Occurrence: 24/24	
Number of Repair Attempts: 4	Days Out of Service: 20 Business Days	Is this a Final Repair Attempt State: Yes

EXPLAIN THE MECHANICAL CONCERN AND THE PRIMARY REASON FOR THE BUYBACK REQUEST

Coolant leak

PRIMARY CONCERN DETAILS

Date of 1st repair for primary concern related to buyback request: Out of presumption	Mileage: Out of presumption
Number of repair attempts for primary concern: Out of presumption	Estimated days out of service for repairs: Out of presumption
Specify type of days (i.e. Calendar, Business, Working): Out of presumption	

Submitted by (CSM): Jessica de Koekkoek	Date: 05/16/2017

[redacted]

- Indicate source of Repair Order Summary (i.e. R/Os or AWS): AWS
- Are there additional ROs not accounted for on this worksheet? (Yes/No) Yes *If Yes, ensure case notes indicate such.
- Name/Position/Phone Number of Dealership Contact: Bill Mock; Service Manager; 336-817-3767

RO or Document Number	RO Opened Date	AWS Load or RO Closed Date	Mileage	Vehicle Concern	Services Performed	Days Out of Service
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
Beyond Presumption Period (## Month/###### Miles)						
12713523	10/10/2016	12/27/2016	3213	Cooloant loss	Reoringed injectors	72
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				
	MM/DD/YY	MM/DD/YY				

Total days down: -_72__

FYI

CALENDAR DAYS: *All days in a month including weekends and holidays.*

BUSINESS DAYS: *Monday through Friday. Hours and excluded holidays vary, but typically the day covers the period from 9 a.m. to 5 p.m.* ***Note:*** *If the Service Dept. is closed on Saturday, this would not be considered a working day, even though other areas of the dealership may be open.*

WORKING DAYS: *A regular Federal work day. It does not include Saturdays, Sundays or public legal holidays.*

[redacted]

CASE ATTACHMENTS:

[redacted]

CASE ATTACHMENTS:



those vehicles were recalled for. When driving at 45 mph, the veh skidded to a halt 3 times on the way home. Last night, the veh did the same thing. She decided to start looking online. She is paying $800/month for this veh and now the dlrshp wants to charge her a $210 diagnostic fee. It could cost over $1,000 to get the veh repaired. PER CUST, DLR SAYS: Shults Ford Lincoln N/A CRC ADVISED: OBC to Dlrshp - spoke to George in Service. He said the diagnostic fee is $110, not $210. I advised Mrs Magerl of same. I advised her that her veh is NOT included in the recall. She would be responsible for the repair but th repair comes with a 2/unlimited spw honored at all US and Canadian F-L dlrshps. I advised that if Ford issues a recall after she gets the veh repaired, she can submit receipt to S/M at dlsrhp for review to see if eligible for reimbursement. I advised recalls only get a 12/12 warranty. I offered to transfer her to the dlrshp, she said "no" and hung up.

CASE ATTACHMENTS:

[redacted]

CASE ATTACHMENTS:



CASE ATTACHMENTS:



CASE ATTACHMENTS:

[redacted]

[redacted]

[redacted]

	thing to her. SM Maria will advise the sales manager and GM that the cust is interesting in trading the veh for them to contact her. NEXT STEPS for CSM: is veh back at the dlr? 4/10
2018-04-10 19:55:00	CSM Stacey ext 77745 OBC to cust 856) 207-0694 she is interested in trading the veh in but she hasn't heard from the dlrs sales department. She is waiting to hear back from SM Maria on when a loaner will be available so she can bring the veh back in. The dlr has only duplicated the concern twice in all the times she has had it at the dlr and she believes that. This doesn't happen all the time. Advised I will contact the cust

[redacted]

2018-05-01 18:29:00

2018-05-01 19:25:00

2018-05-04 14:11:00

2018-05-04 19:01:00

2018-05-04 19:32:00

2018-05-10 20:27:00

2018-05-12 12:17:00

2018-05-15 19:56:00

2018-05-15 20:32:00

2018-05-22 18:57:00

2018-05-22 18:58:00



CASE ATTACHMENTS:

[redacted]

2018-02-07 14:30:00

2018-02-07 14:50:00

2018-02-07 16:43:00

2018-02-08 13:09:00

2018-02-08 13:10:00

2018-02-13 13:56:00

2018-02-20 13:34:00

2018-02-23 21:10:00

2018-02-26 14:15:00

2018-02-26 14:31:00

2018-02-27 16:47:00

2018-02-27 16:48:00

2018-02-28 16:34:00

2018-03-01 18:29:00

2018-03-02 15:32:00

2018-03-02 15:33:00

2018-03-05 15:41:00

2018-03-09 16:30:00

2018-03-09 16:30:00

2018-03-14 14:58:00

2018-03-14 14:59:00

2018-03-14 20:19:00

2018-03-15 13:32:00

2018-03-15 13:32:00

2018-03-22 12:43:00

2018-03-22 12:44:00

2018-03-29 12:54:00

2018-03-29 12:55:00

2018-03-29 12:56:00

2018-04-04 19:11:00

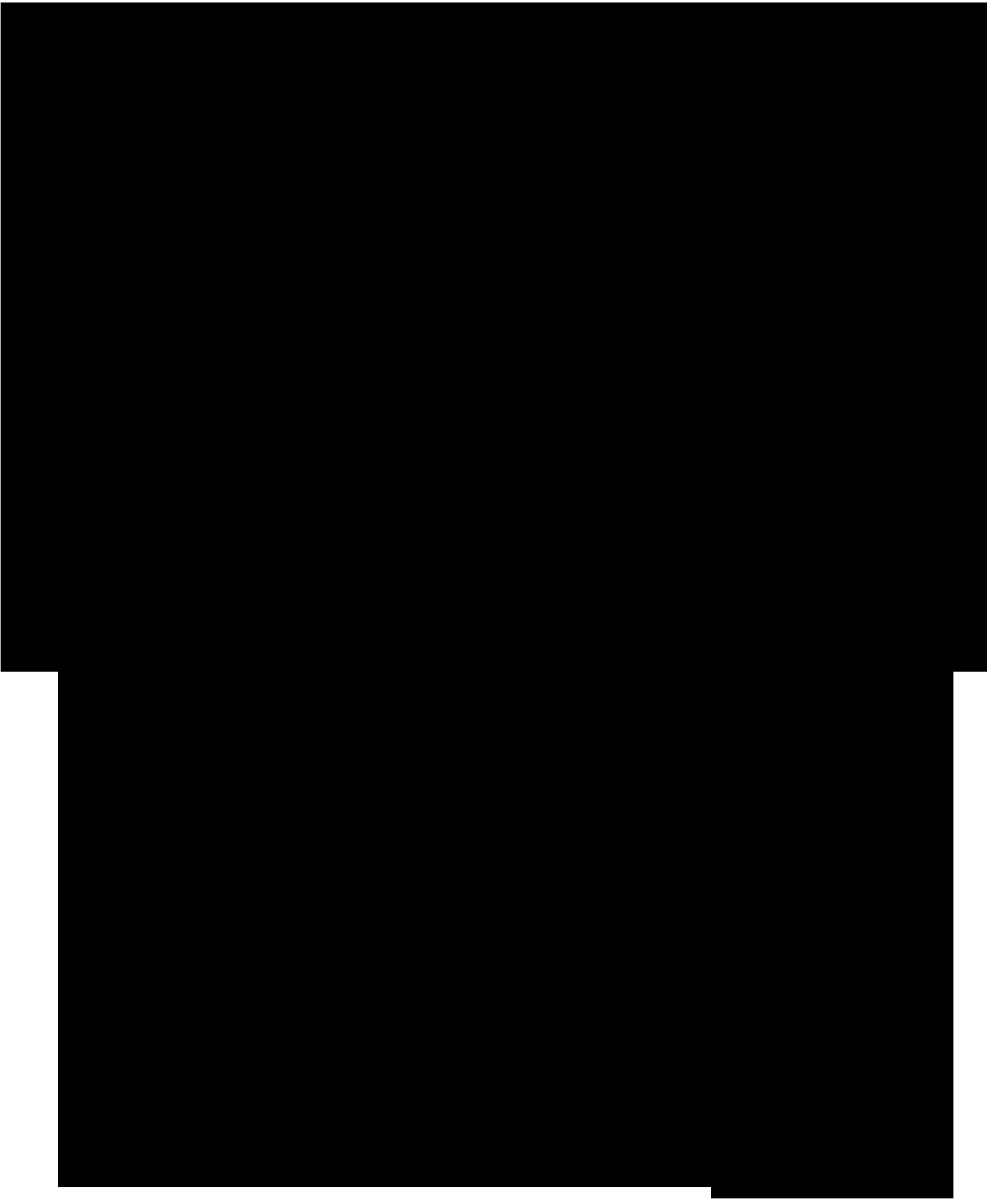
2018-06-19 16:35:00



CASE ATTACHMENTS:

[redacted]

CASE ATTACHMENTS:



2018-03-13 15:34:00



2018-03-13 16:28:00
2018-03-13 16:28:00

2018-03-13 19:48:00
2018-03-13 19:49:00

CASE ATTACHMENTS:

[redacted]

2018-03-08 21:51:00

2018-03-08 21:52:00

2018-03-09 00:18:00

2018-03-10 01:35:00

2018-03-15 14:09:00

[redacted]

CASE ATTACHMENTS:



CASE ATTACHMENTS:

[redacted]

[redacted]



RQ24-005 000340 GCCT

ARMS® AUTO NATION FORD AVENUES

Dealership 01 AUTO NATION FORD AVENUES File Owner DAVIS, JAMES

Customer File for BARNES, CHARLES PO Number 4401110

[redacted]

Effective Date and Time	Year	Make	Model	VIN	Starting Mileage	Ending Mileage	Mileage	Rate Charged
3/22/18 3:30 PM	2018	FORD	F15C	[redacted]	5	1014	979	$29.32

ADDITIONAL INFORMATION:

[redacted]

4/5/18	4:38 PM	RENTAL BRANCH	NEED EXT TO CLOSE Ticket has been close pended on 4/5/18.
3/22/18	3:34 PM	RENTAL BRANCH	Ticket 536564 opened on 3/22/18 at 3:30 PM
3/21/18	4:58 PM	RENTAL BRANCH	Authorization confirmed by Enterprise at 4:58 PM Reservation number Z20631

[redacted]

* Time is displayed based on your local time zone GMT-04:00

Top of Page

Invoicing:

Print Rental History too

Printer Friendly Page View as PDF

RENTAL INFORMATION:
ENTERPRISE RENT-A-CAR Location:
ENTERPRISE RENT-A-CAR (4330)
10733 PHILIPS HWY

JACKSONVILLE, FL 32256-1554
(904) 288-8560

AUTHORIZATION DETAIL:

Days	14
Rate	No Limit
Direct Bill Percent	100%
Total Authorized:	**$0.00***

RQ24-005 000341 GCCT

[redacted]

drive shaft broke. Seek assistance to see if Powertrain warranty is still active or will cover the repair. Has not been a Ford dlr. PER CUST, DLR SAYS: N/A CRC ADVISED: 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.

CASE ATTACHMENTS:

[redacted]

TATUS: Resolved
USINESS UNIT NAME: Ford
OMMUNICATION: Phone
arranty Denied | General/Other

EGION: G4 ZONE: A04
ODEL: F-SERIES MILEAGE: 26,063

SYMPTOMS: Start/Run/Move | Moving | Engagement Issues | OTHER

ANALYST NAME: P Rxsalp2 OPEN ANALYST NAME: Andrea Defilippo

COMMENTS:

2018-05-03 13:50:00 CUST SAYS: I have an ongoing problem with the trans. When I am in in second gear going down to first gear it slams into gear. The dlr could not duplicate the problem. Most of the time it does it when coming to a stop sign. It is an intermittent issue. I am worried that if it gets worse and goes out of warranty. It also goes into tow haul on its own. I took the veh to the dlr yesterday, and they told me that they could not duplicate it. PER CUST, DLR SAYS: I took the veh to the dlr yesterday, and they told me that they could not duplicate it. CRC ADVISED: Advised that if the dlrshp can not duplicate it then they can not repair it.

CASE ATTACHMENTS:



CASE ATTACHMENTS:

[redacted]

SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | Intermittent

ANALYST NAME: P Rxsalp2 OPEN ANALYST NAME: Jenielyn Pascual

COMMENTS:

2018-08-31 14:02:00 [redacted]

2018-08-31 14:08:00

2018-08-31 14:11:00

2018-09-03 00:30:00

2018-09-04 18:09:00

2018-09-05 15:43:00

2018-09-10 15:54:00

2018-09-11 12:14:00

2018-09-11 14:45:00

2018-09-18 16:22:00

2018-09-24 16:41:00

CASE ATTACHMENTS:

[redacted]

CASE ATTACHMENTS:

[redacted]

SYMPTOMS: Start/Run/Move | Moving | Engagement Issues | OTHER

ANALYST NAME: P Rxsalp2 OPEN ANALYST NAME: Ian Wines

COMMENTS:

2018-10-19 14:34:00

2018-10-19 14:35:00

2018-10-19 14:38:00

2018-10-19 16:30:00

2018-10-19 17:27:00

2018-10-22 00:31:00

2018-10-23 13:27:00

2018-10-23 13:33:00

2018-10-23 16:48:00

2018-10-24 12:37:00

2018-10-24 12:39:00

2018-10-24 13:42:00

2018-10-24 15:49:00

2018-10-24 16:25:00

2018-10-25 13:30:00

[redacted]

2018-10-25 13:54:00

2018-10-25 14:38:00

2018-10-30 13:22:00

2018-10-30 14:52:00

2018-10-31 14:54:00

2018-10-31 14:58:00

2018-11-01 14:05:00

2018-11-01 15:24:00

2018-11-01 15:33:00

2018-11-01 17:26:00

2018-11-06 15:38:00

2018-11-06 15:39:00

2018-11-06 16:50:00



CASE ATTACHMENTS:

[redacted]

SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | OTHER

ANALYST NAME: P Rxsalp2 OPEN ANALYST NAME: Jeffrey Mariscotes

COMMENTS:

2018-12-04 20:17:00 [redacted]

2018-12-04 20:19:00

2018-12-04 20:24:00 [redacted]

2018-12-04 20:41:00

2018-12-05 16:11:00

2018-12-05 16:12:00

2018-12-05 20:24:00

2018-12-05 21:18:00

CASE ATTACHMENTS:

[redacted]

2019-01-22 19:21:00
2019-01-22 21:36:00

2019-01-22 21:42:00



CASE ATTACHMENTS:

[redacted]

2019-01-07 14:26:00

2019-01-07 14:27:00

2019-01-07 14:31:00

2019-01-09 20:15:00

2019-01-09 20:19:00

[redacted]

2019-01-09 21:46:00

2019-01-09 22:37:00

2019-01-10 13:02:00

2019-01-10 21:58:00

[redacted]

2019-01-11 19:46:00

2019-01-14 15:06:00

2019-01-15 13:50:00

2019-01-16 14:11:00



CASE ATTACHMENTS:

[redacted]

2019-02-13 22:21:00

CASE ATTACHMENTS:

[redacted]

said that he bought the vehicle in Davidson Ford. They assisted cust to get the vehicle but after he sign up for the contract, they provide me the key and thats it. They go away, they never tell me how to start the vehicle so I just figure it out by myself. They treat me like a dirt and I will never go and buy vehicle at the Davidson Ford. PER CUST, DLR SAYS: na CRC ADVISED: 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

[redacted]

CASE ATTACHMENTS:

[redacted]

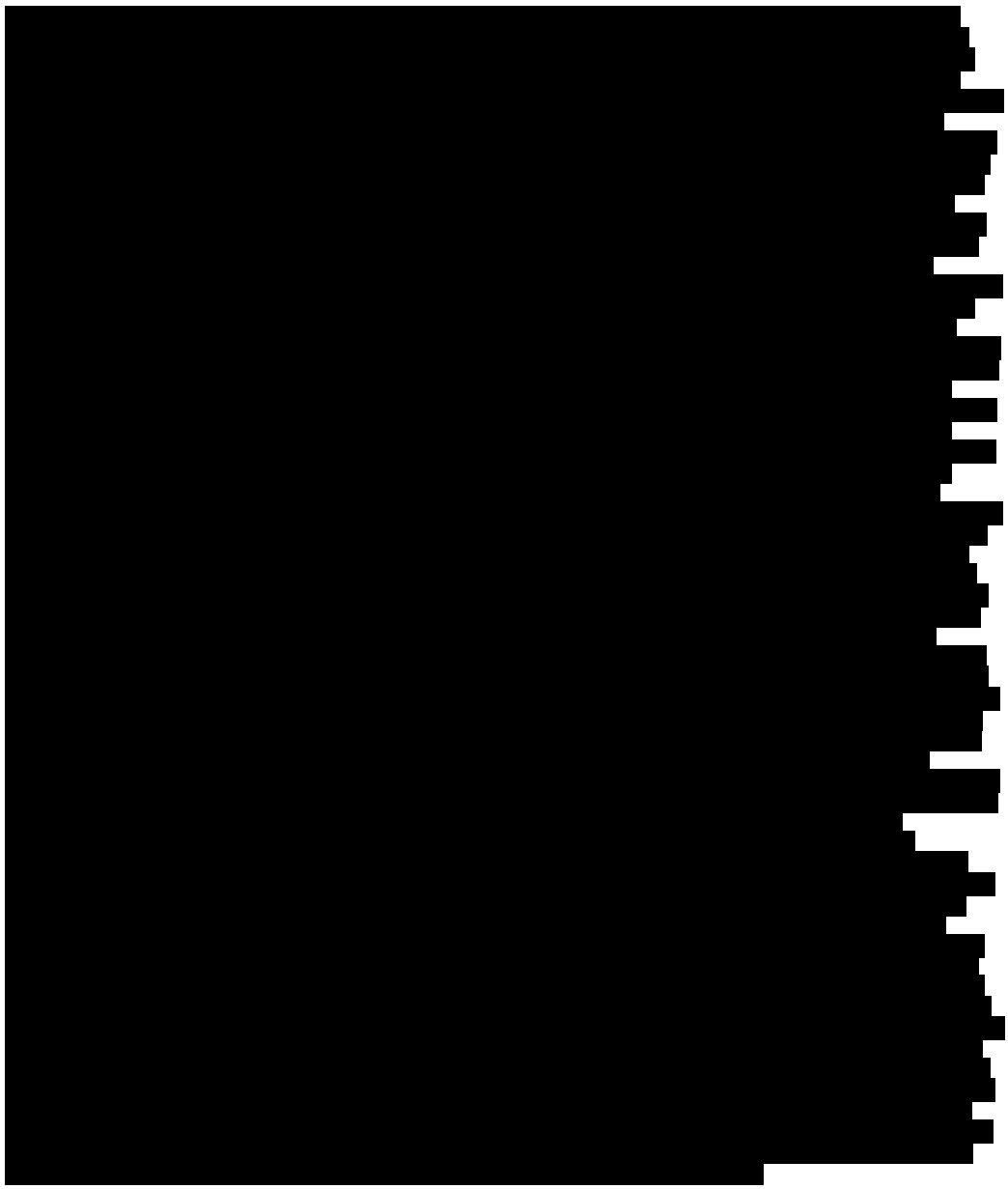
SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | OTHER

ANALYST NAME: P Rxsalp2

[redacted]

[redacted]

[redacted]



CASE ATTACHMENTS:

[redacted]

SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | OTHER

ANALYST NAME: P Rxsalp2

OPEN ANALYST NAME: Rodel Dela cruz

COMMENTS:

2019-02-15 16:29:00

[redacted]

2019-02-15 16:51:00

CASE ATTACHMENTS:

[redacted]

SYMPTOMS: Start/Run/Move | Moving | Downshift Quality | OTHER

ANALYST NAME: P Rxsalp2

OPEN ANALYST NAME: Helen Joy Borromeo

COMMENTS:

2019-02-15 17:22:00

[redacted]

CASE ATTACHMENTS:

[redacted]

PA CODE:	DLR SALES CODE:	REGION:	ZONE:
VIN:	MODEL YEAR:	MODEL:	MILEAGE: 19,774

[redacted]

[redacted] P Rxsalp2 OPEN ANALYST NAME: Joana Marie Legaspi

COMMENTS:

2019-02-15 20:43:00	Cust says: I had to call about 2006 mustang about the recall,but the representative like you trying to ask some few question saying that they do have department who can assist me further,I have 2014 f-150, the recall that you guys issued 11 to 13 describe the same with my issue on my truck right now. I would like voice my concern for my personal truck recall issue dscribe mine what I have experience Actually I'm not experiencing any issue right now started jerking rapidly the odometer jump up. I have an intermittent issues like on my transmission - downshift unexpectedly Asper dlr says: no problem found CRC Adv.: 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.

CASE ATTACHMENTS:

[redacted]

[redacted]NALYST NAME: P Rxsalp

COMMENTS:

2019-02-20 19:01:00

[redacted]

2019-02-20 20:04:00

2019-02-20 20:05:00

CASE ATTACHMENTS:



CASE ATTACHMENTS:



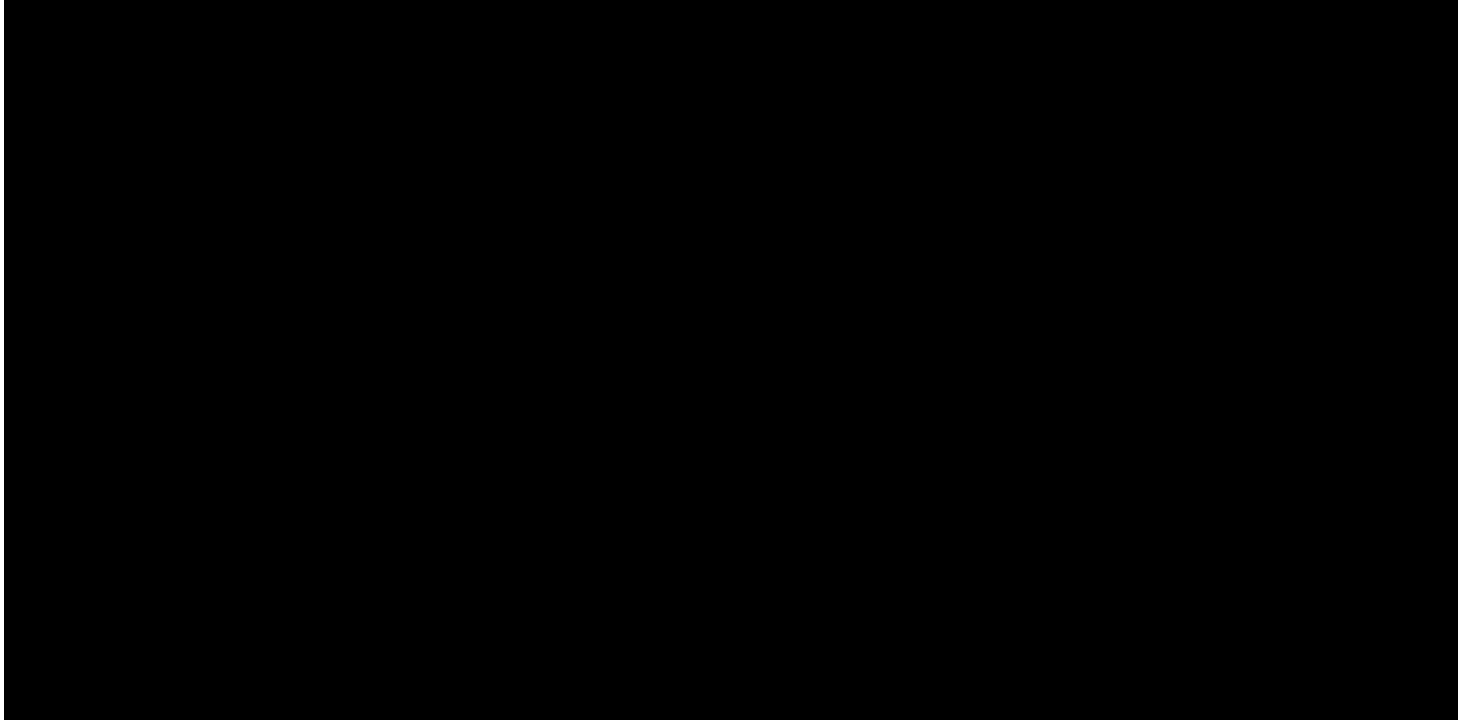
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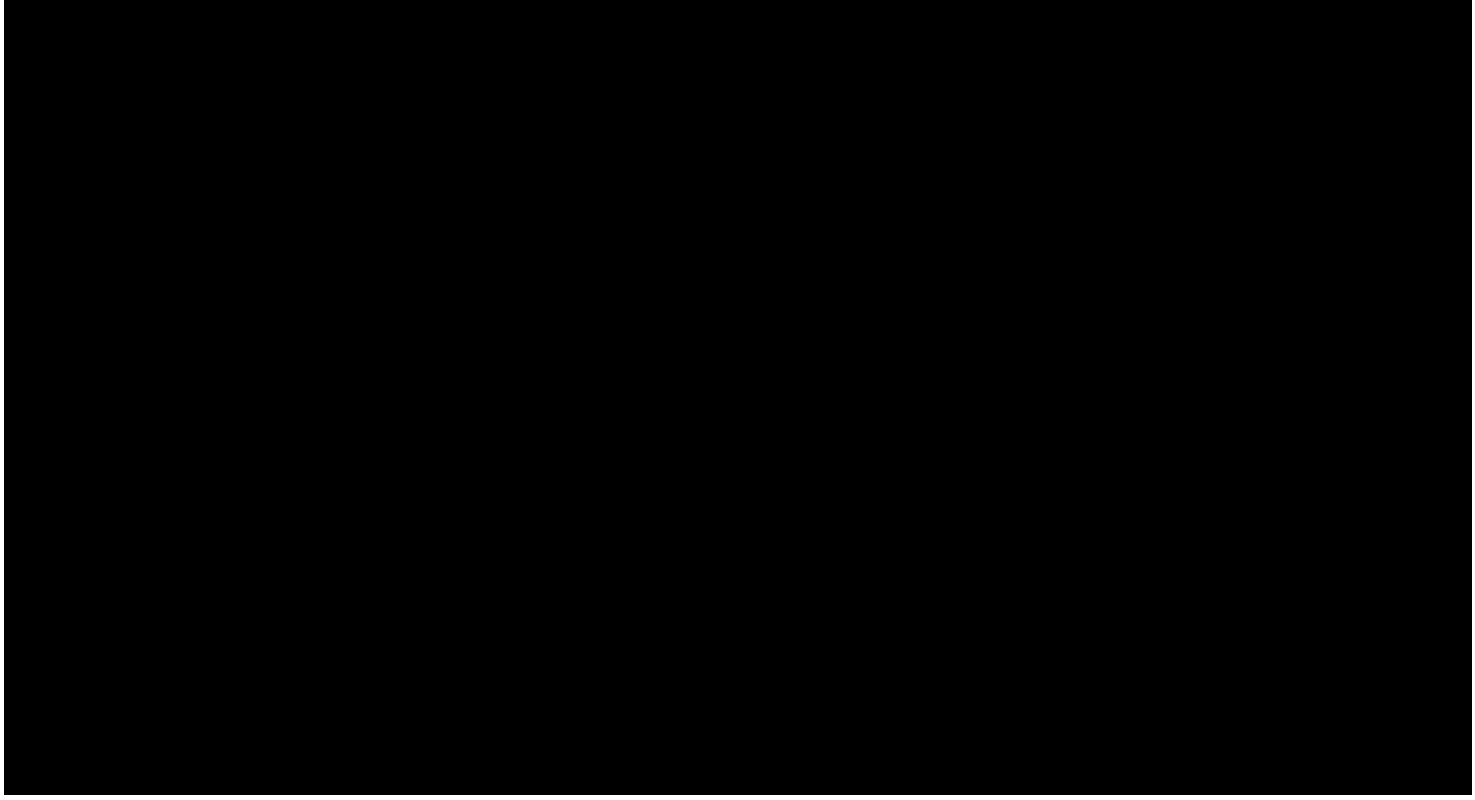
CASE ATTACHMENTS:



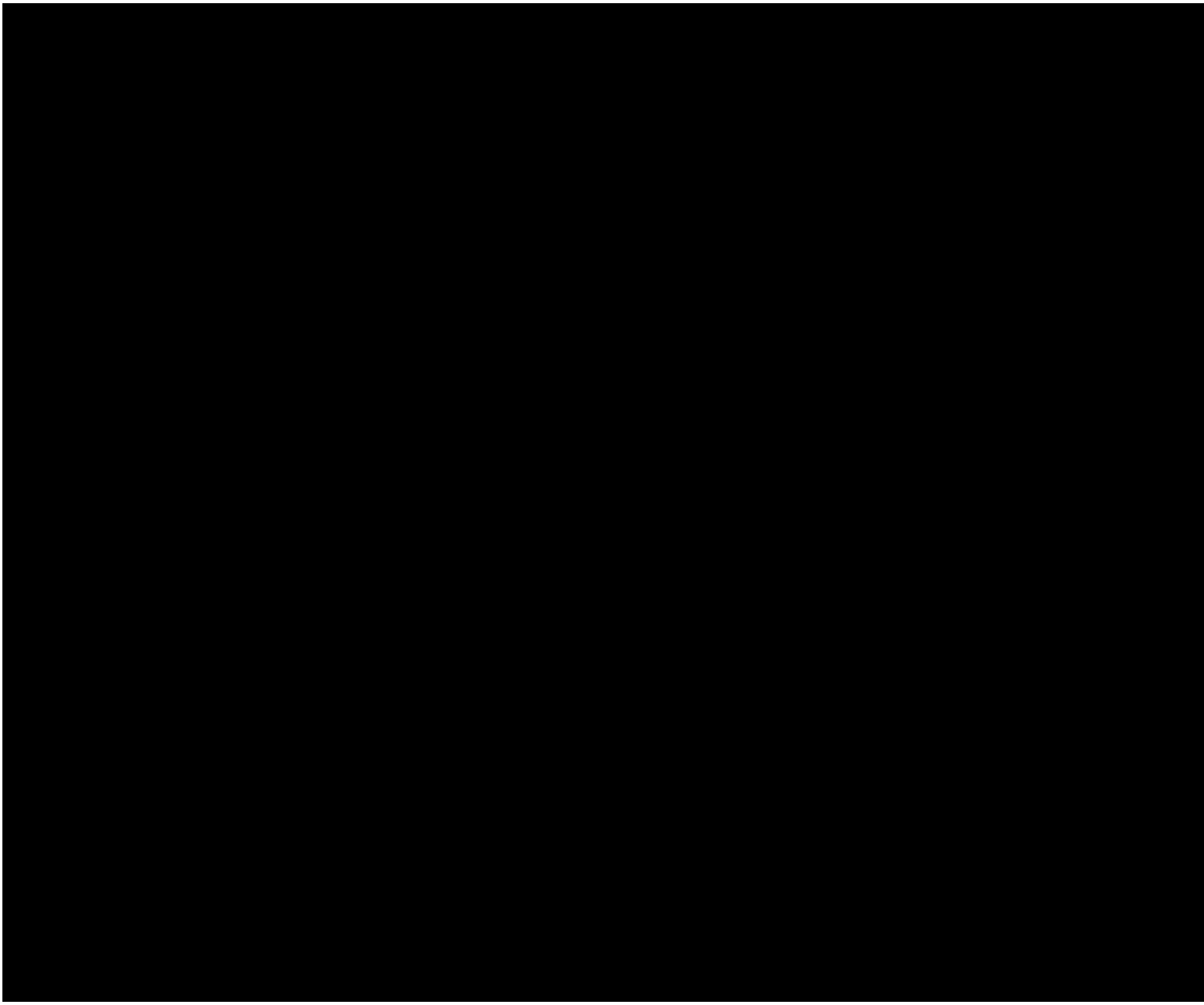
CASE ATTACHMENTS:



CASE ATTACHMENTS:



CASE ATTACHMENTS:



CASE ATTACHMENTS:

[redacted]

CASE ATTACHMENTS:



CASE ATTACHMENTS:

[redacted]

ANALYST NAME: P Rxsalp2

OPEN ANALYST NAME: P Rxsalp2

COMMENTS:

2019-04-25 23:09:00

[redacted]

2019-04-26 18:13:00

2019-04-30 13:08:00

2019-04-30 13:08:00

CASE ATTACHMENTS:

[redacted]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Chat
een to dealer |

REGION:
ZONE:
MODEL: F-SERIES
MILEAGE: 55,000

SYMPTOMS: Start/Run/Move | Moving | Upshift Quality | Intermittent
ANALYST NAME: P Rxsalp2
OPEN ANALYST NAME: P Rxsalp2
COMMENTS:
2019-06-20 22:05:00

[redacted]

2019-06-21 15:50:00

[redacted]

CASE ATTACHMENTS:

[redacted]

2019-06-28 16:40:00

2019-06-28 17:25:00

2019-06-28 17:29:00
2019-06-28 17:30:00

2019-06-28 20:08:00

2019-07-01 13:35:00
2019-07-08 12:20:00

[redacted]

CASE ATTACHMENTS:

[redacted]

HOME PHONE:
SYMPTOMS: Start/Run/Mo[redacted]
ANALYST NAME: Jim Zorz
COMMENTS:
2019-07-01 19:27:00

CASE ATTACHMENTS:

[redacted]

CASE ATTACHMENTS:



CASE ATTACHMENTS:



CASE ATTACHMENTS:

[redacted]

[redacted]

2019-07-

2019-07-

2019-07-

2019-07-

2019-07-

2019-08-

[redacted]

2019-08-02 17:55:30

2019-08-02 18:08:11

2019-08-03 17:09:21

2019-08-03 17:16:54

2019-08-07 17:01:54

2019-08-08 17:04:23

2019-08-08 21:42:57

2019-08-12 13:14:35

2019-08-12 13:21:29

2019-08-15 17:06:45

2019-08-19 18:52:32

2019-08-19 18:56:02



CASE ATTACHMENTS:
2019-08-03 13:54:32
2019-08-12 13:14:35



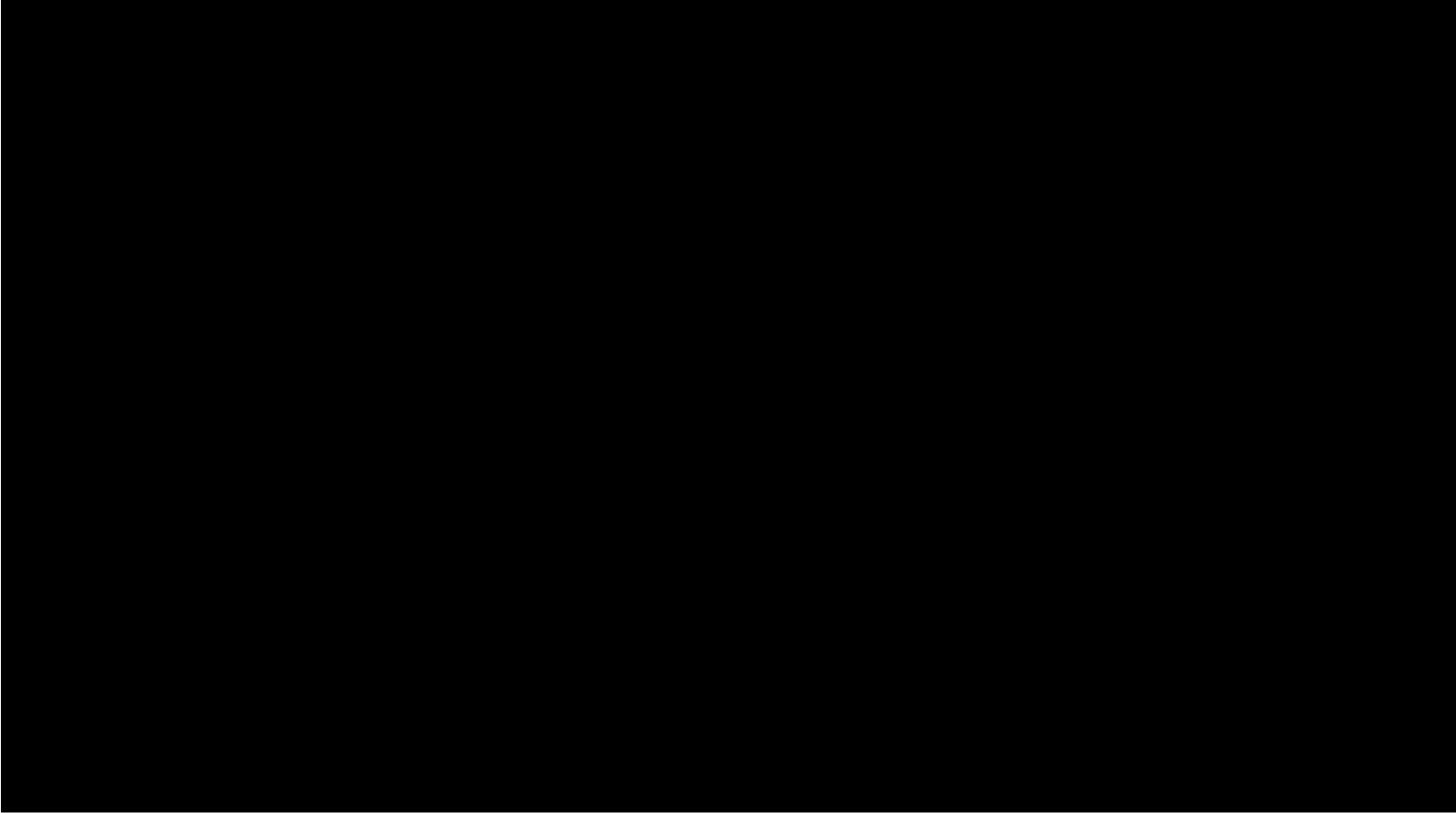
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COMPLETE AND READY FOR PICK UP.

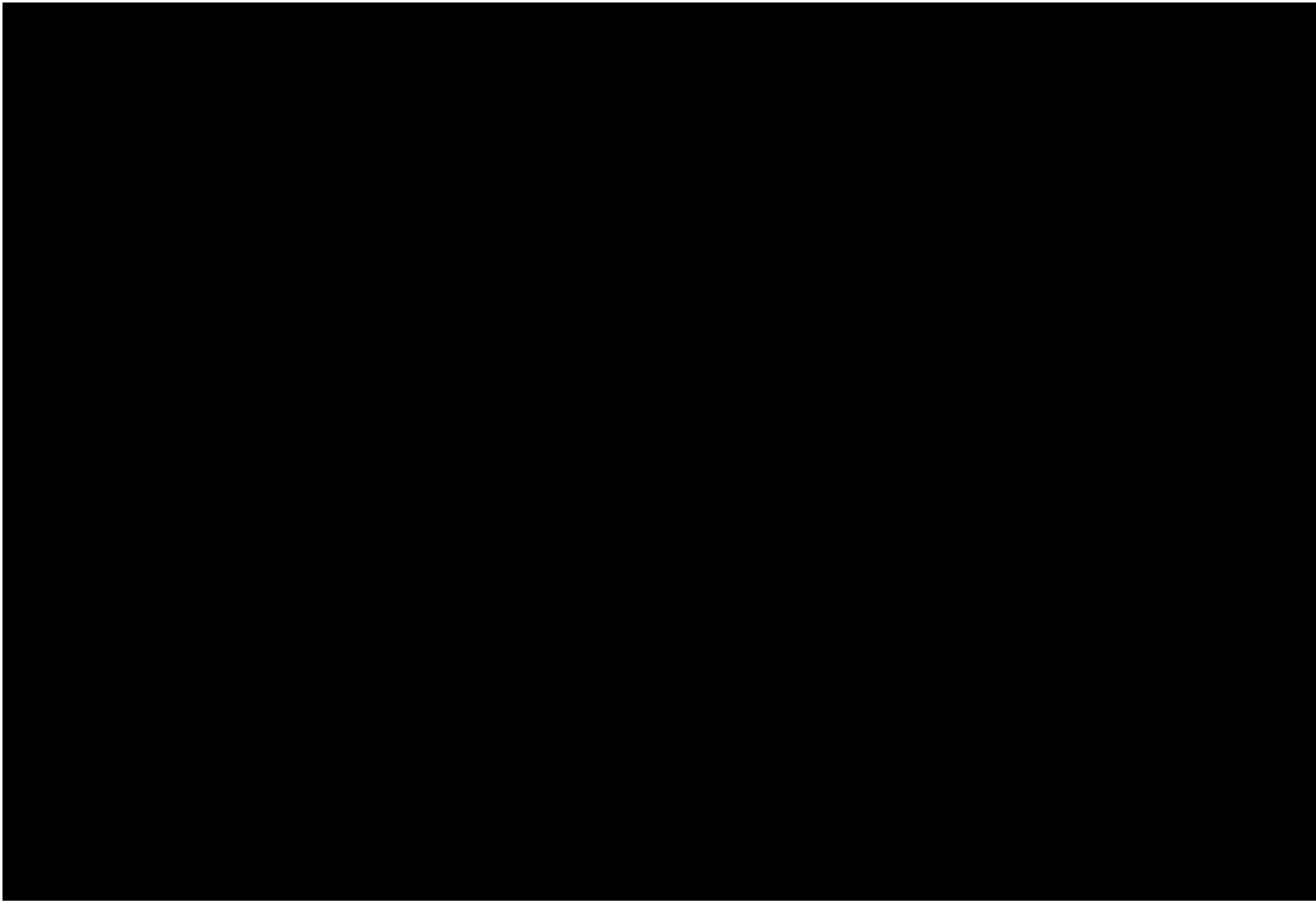
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Sub Total: 955.61

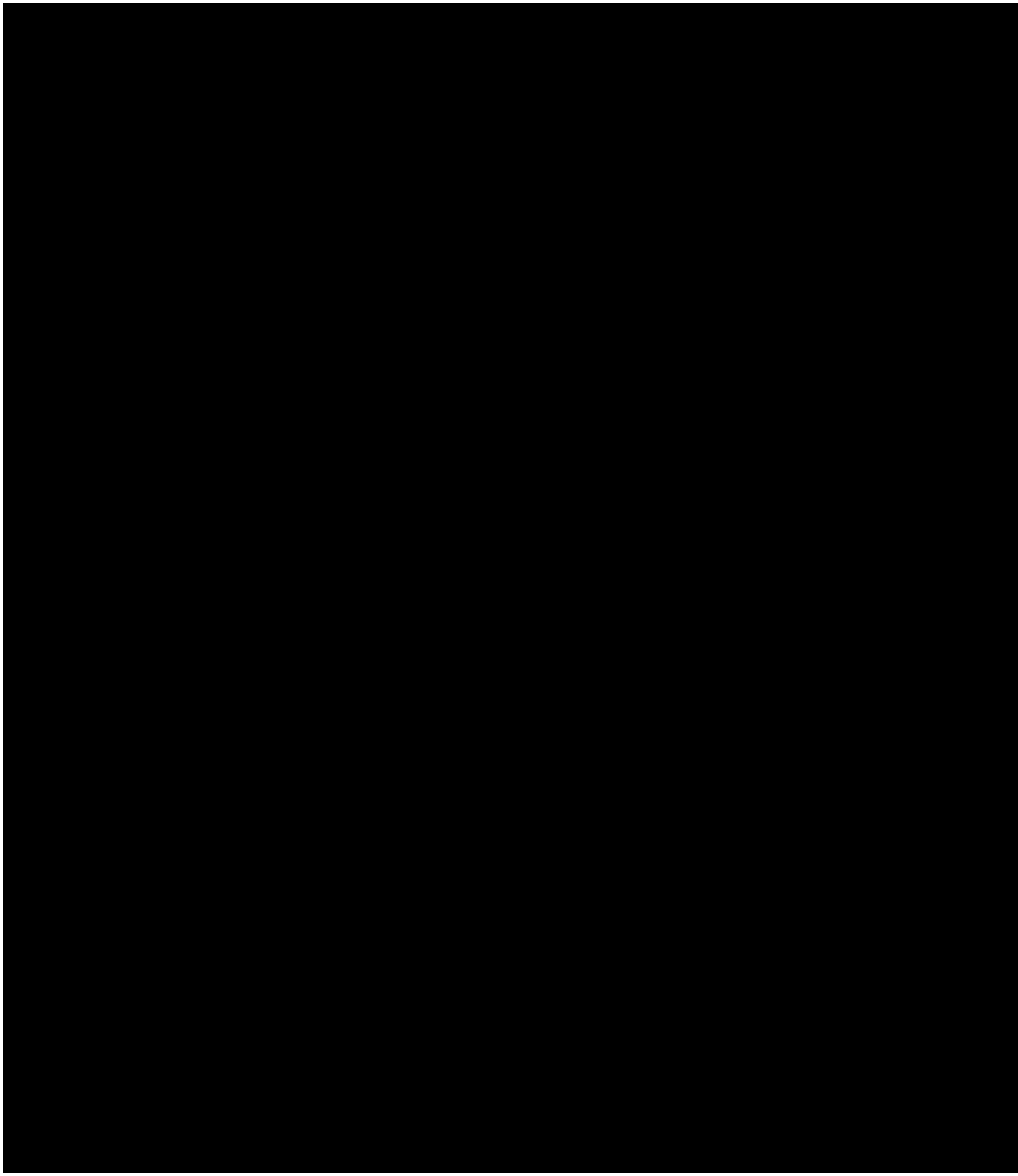
#2 - AMMENITIES: OFFERED AMMENITIES.



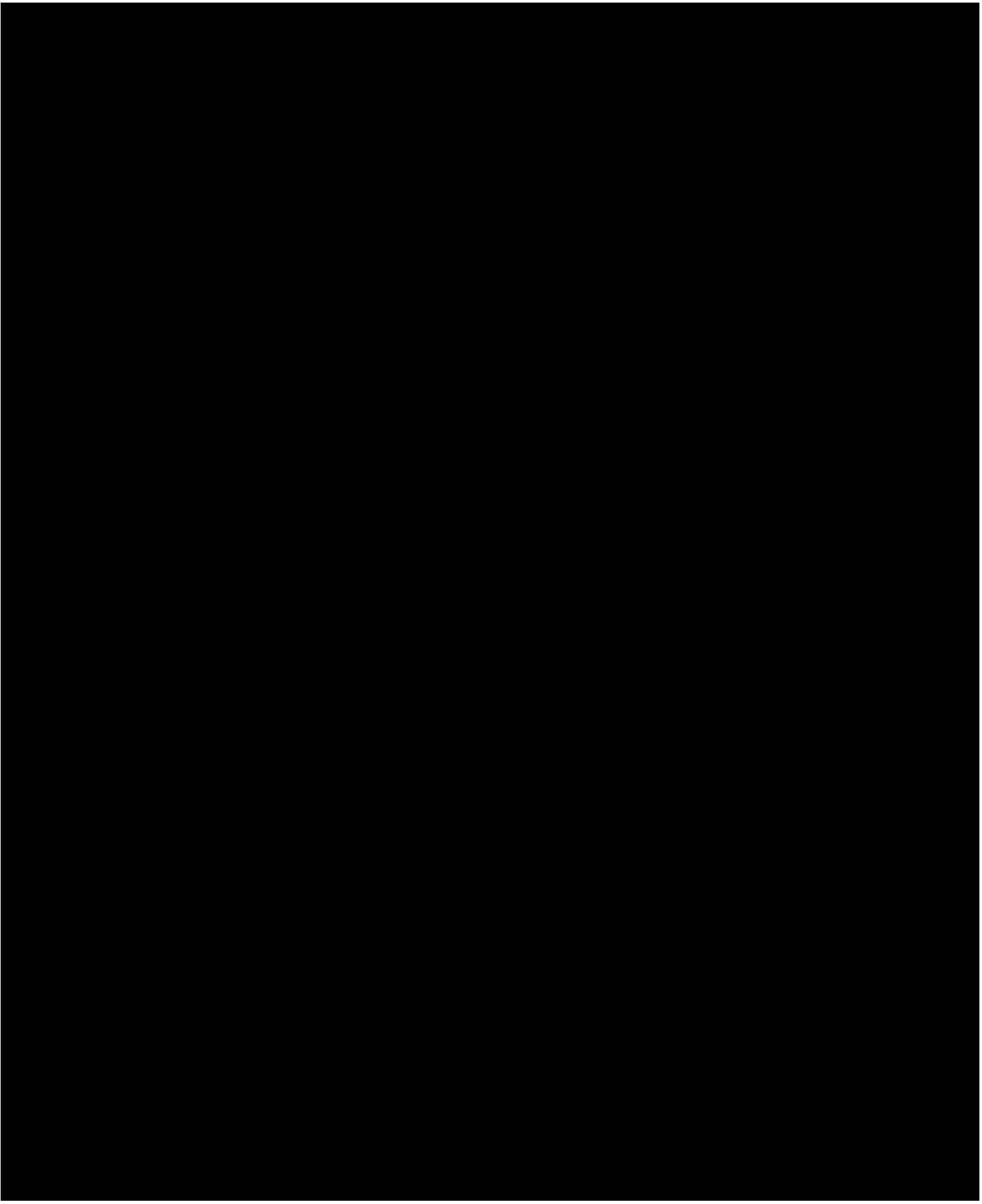
CASE ATTACHMENTS:



CASE ATTACHMENTS:



CASE ATTACHMENTS:



CASE ATTACHMENTS:

2019-10-09 18:37:25	Helena Moreno	UTC Contact Mahala.docx



I would like to ensure your concerns have been addressed, as it is my sincere desire that you remain satisfied with your vehicle and the service you received.

In the event there are unresolved issues I can assist with, Please contact me at 1-866-631-3788, ext. 79344. I am available Monday through Saturday from 9a.m. to 5:30 p.m. with Thursday and Sunday off (Central Standard Time).Unless I hear back from you , I will assume you no longer require my assistance.

Sincerely,

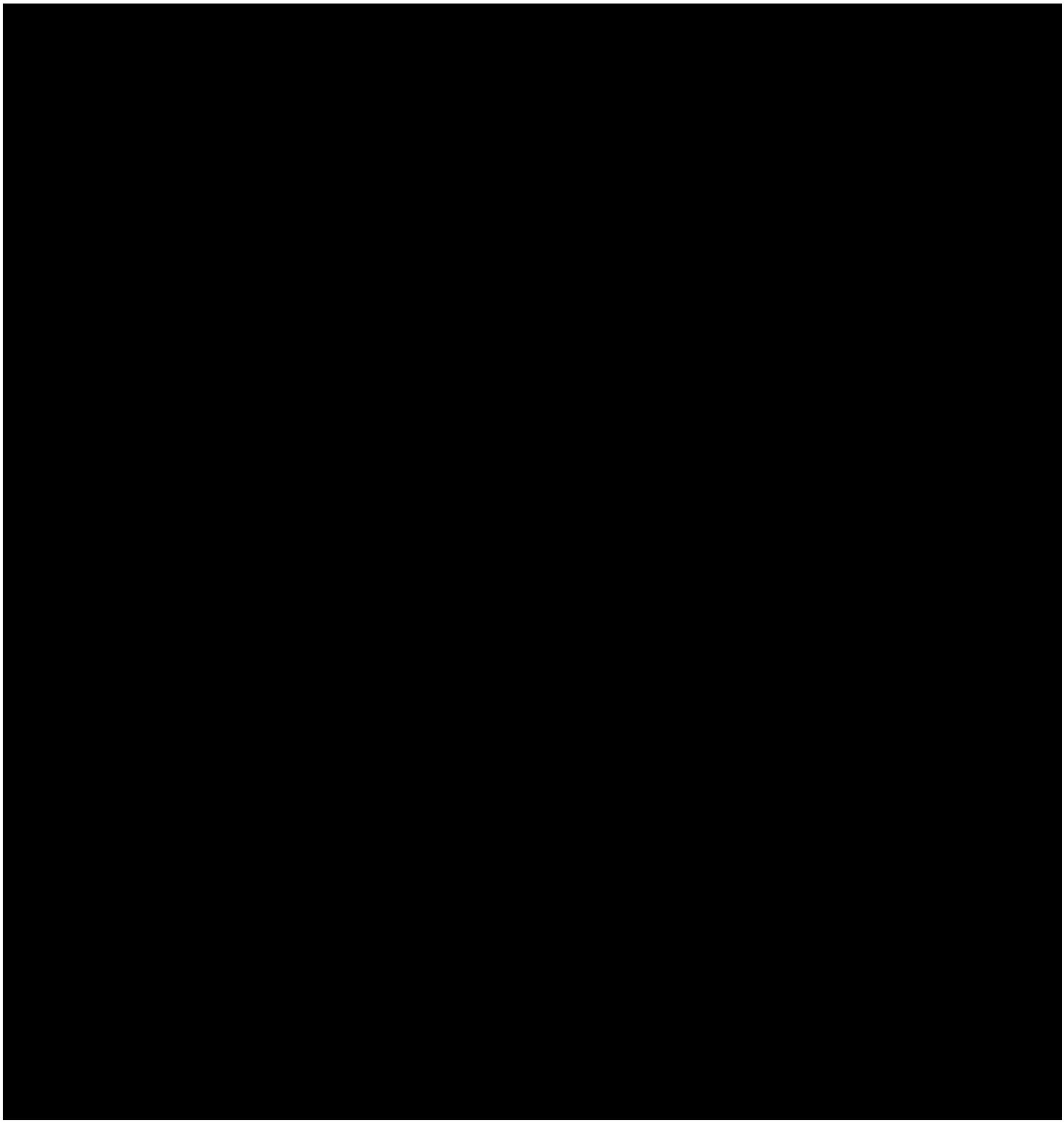
Helena Moreno
Ford Customer Care Team
Ford Truck Specialist
866-631-3788 ext. 79344 (direct) | 8664910959 (fax)
hmoren19@ford.com



CASE ATTACHMENTS:

[redacted]

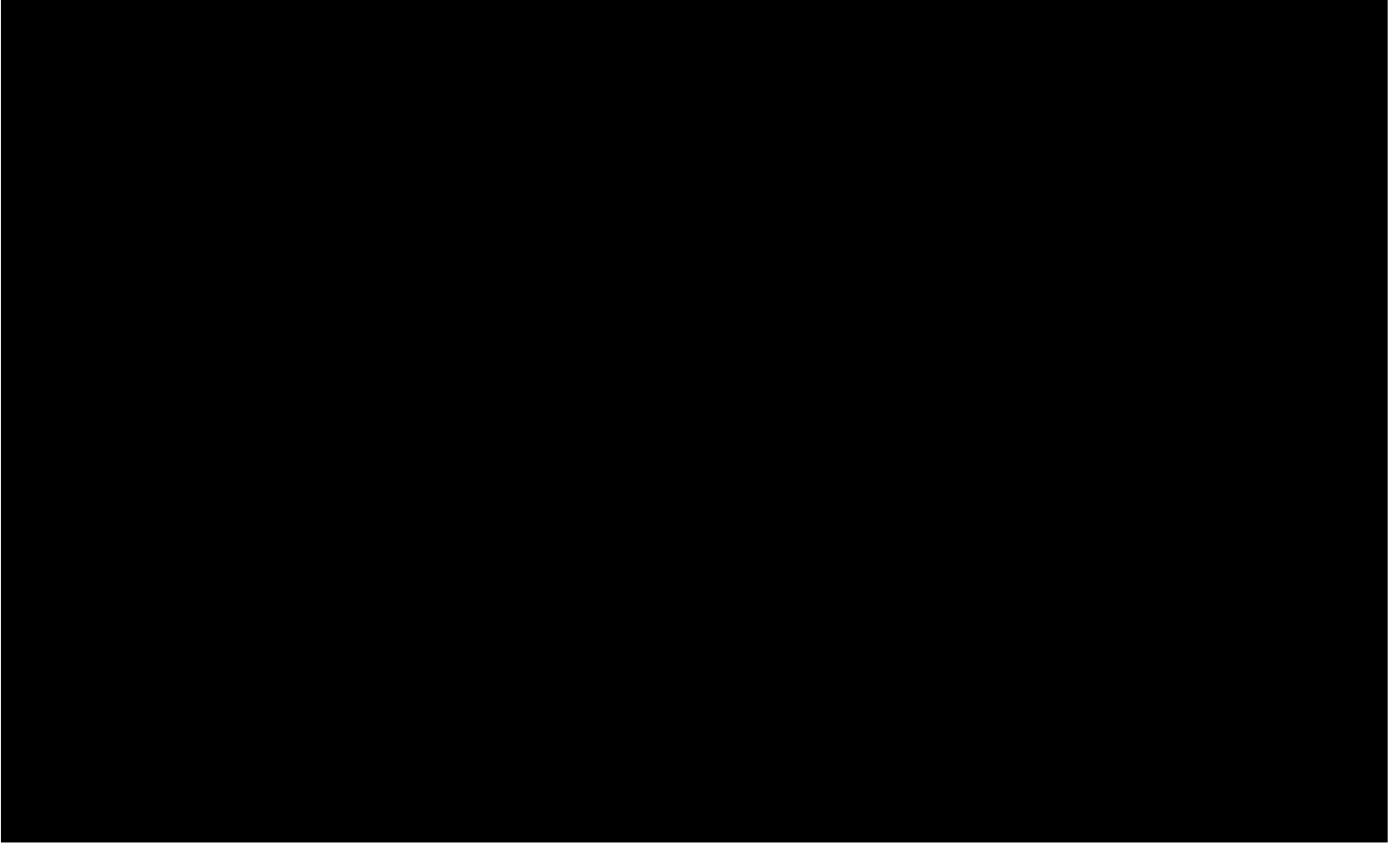
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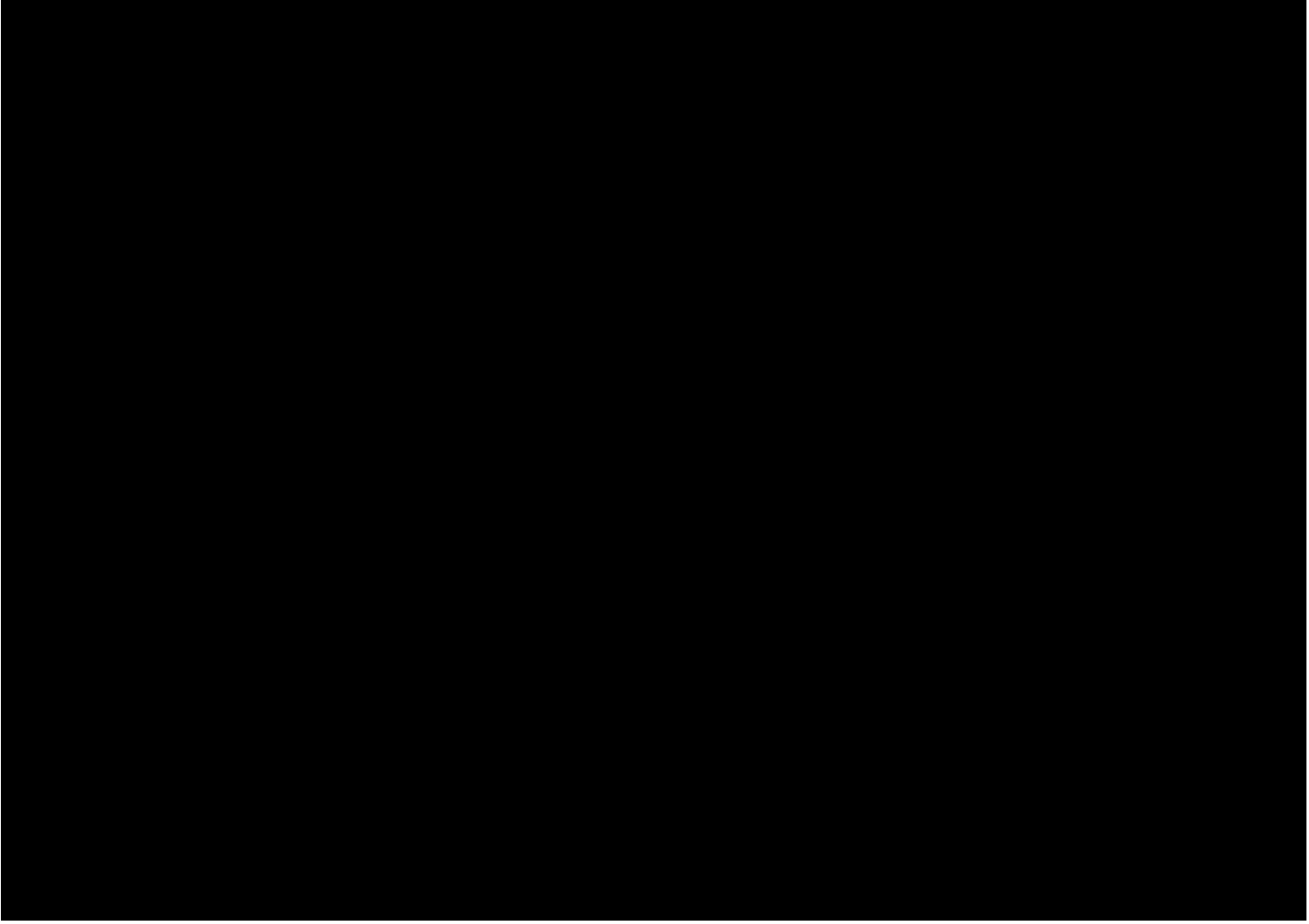
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CASE ATTACHMENTS:



CASE ATTACHMENTS:



CASE ATTACHMENTS:

[redacted]

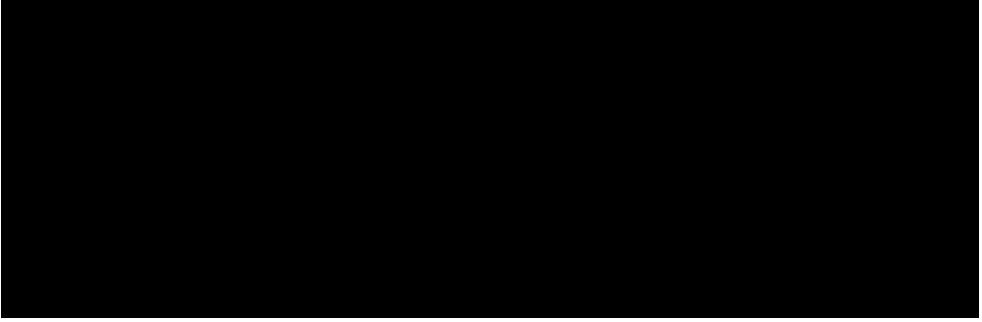
CASE ATTACHMENTS:



CASE ATTACHMENTS:



CASE ATTACHMENTS:



GALPIN Motors
Rent a Car

GALPIN FORD SERVICE
15505 ROSCOE BL
NORTH HILLS, CA 91363
818-787-3800

[redacted]

ONLY THE BELOW NAMED PERSONS ARE AUTHORIZED AS ADDITIONAL DRIVERS. IF NONE, PRINT "NONE" ACROSS THIS SECTION AND HAVE SIGNED BY CUSTOMER.

NAME _____ DRIVERS LICENSE # _____ AGE _____

NAME _____ DRIVERS LICENSE # _____ AGE _____

FUEL	OUT	IN
	E	E
	1/4	1/4
	1/2	1/2
	3/4	3/4
	F X	F X

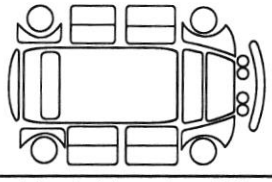
FUEL PURCHASE OPTION

DECLINES	ACCEPTS

By initialing, You accept or decline to pre-purchase a full tank of fuel from Us at $ _____ per gallon. You will not receive credit for unused fuel. If You decline the Fuel Purchase Option and return the Vehicle with less fuel than when rented, You agree to pay Us a refueling charge of $_____ per gallon to return the fuel level to the same as when rented.

DAMAGE DESCRIPTION

Condition Out:



Condition In:

Any daily rate is based on a 24-hour period. The time the rental begins is noted on this agreement.

MISCELLANEOUS INFORMATION:

ORIGINAL VIN: 3FA6P0LU9LR170890
EXCHANGES:

PAYMENTS:

FWAR FORD* INT PAYMENT: 203587 06 02 20 $660.40

FUEL PURCHASE OPTION gals.	$	
TAXABLE SUB TOTAL	$	$660.40
SALES TAX	$	
VEH. LIC. COST REC. FEE	$	
NON-TAXABLE SUB TOTAL	$	
SUB TOTAL	$	
LESS CREDITS	$	
ESTIMATED TOTAL CHARGES	$	$660.40
LESS DEPOSIT	$	$0.00
BALANCE DUE		$0.00
CASH REFUND CUSTOMER INITIALS	$	$0.00

☐ **PERMISSION TO TOW TRAILER WITH LOAD CAPACITY IN EXCESS OF 2,000 POUNDS; NOT TO EXCEED MANUFACTURER'S WEIGHT SPECIFICATIONS.**

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; permit us to reserve against your payment card the amount noted in the Charges column; agree that binding consideration exists, as further described in Section 2 of the Terms and Conditions of this Agreement; and authorize us to to adjust your payment card account to reflect changes in amounts due or overpaid as a result of our audit.

_____ Your Signature

ALL CHARGES ARE SUBJECT TO FINAL AUDIT

RETURN LOCATION (IF DIFFERENT FROM OUR LOCATION)

EXTEND TO	ADDITIONAL CASH DEPOSIT $	DATE	INITIALS

VEHICLE CONDITION	SPARE & JACK O.K.	CUST. INIT.
OUT	☐	
IN	☐	

CHECKED OUT BY:	CHECKED IN BY:
SANCHEZ, DIANA	GALDS

CREDIT CARD CO. ☐ VISA ☒ MC ☐ DISCOVER ☐ AMEX ☐ OTHER EXP. DATE _____ AUTHORIZATION NUMBER 15159B

PREPARED BY: SANCHEZ, DIANA

TO ORDER MORE WWW.TGRENTALAGREEMENTS.COM

FL CA (01/2016)

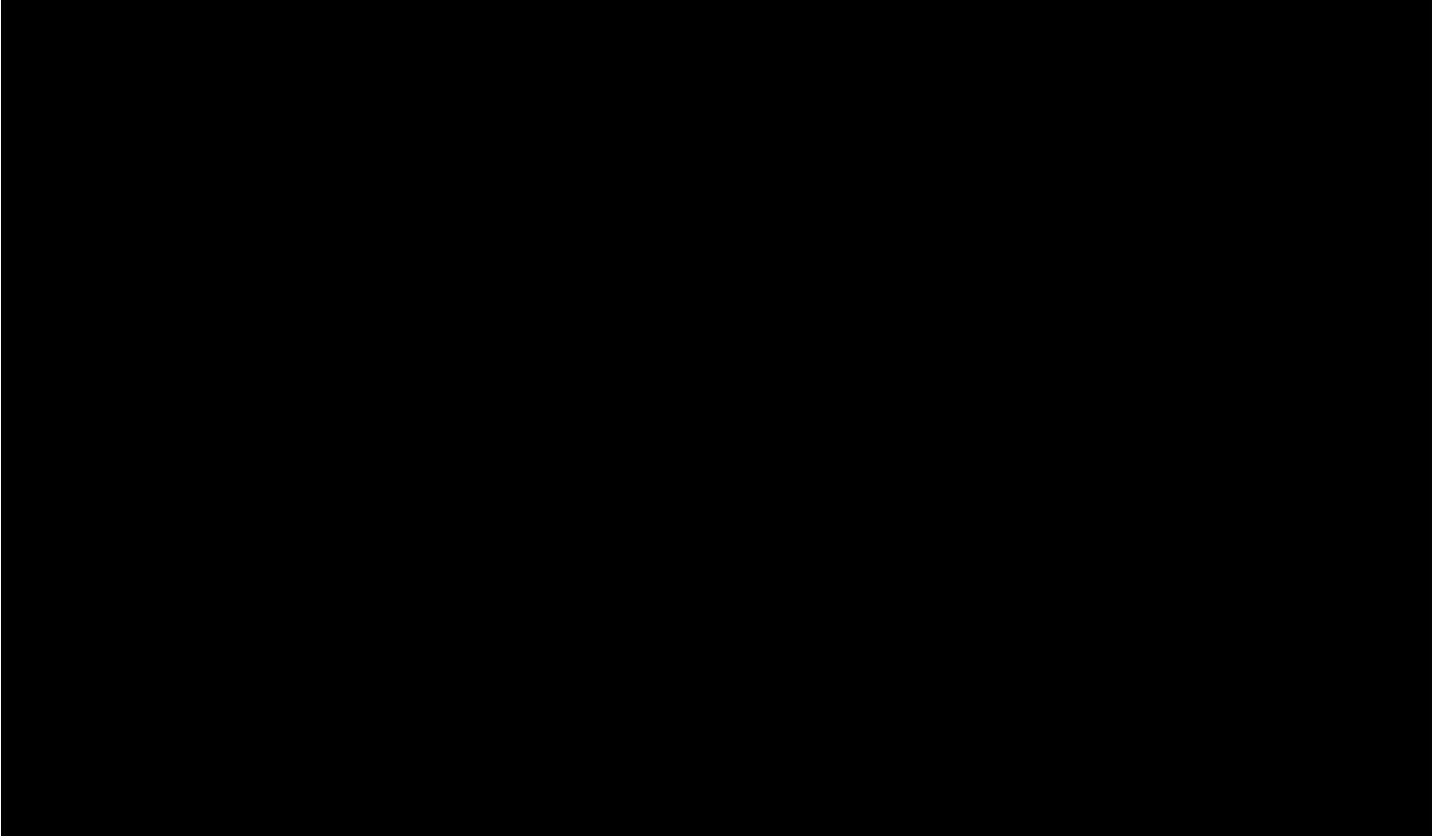
RQ24-005 000444 GCCT



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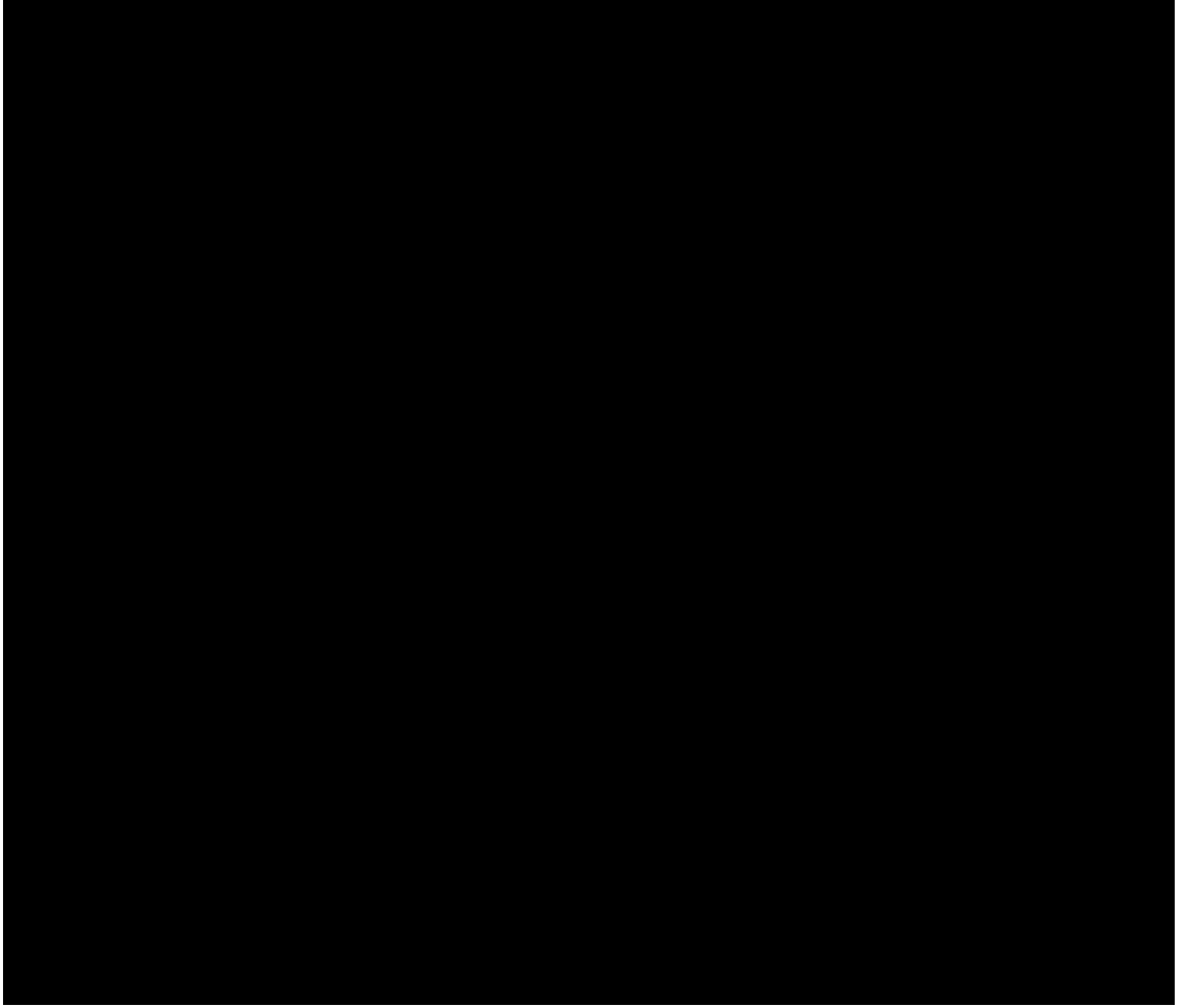


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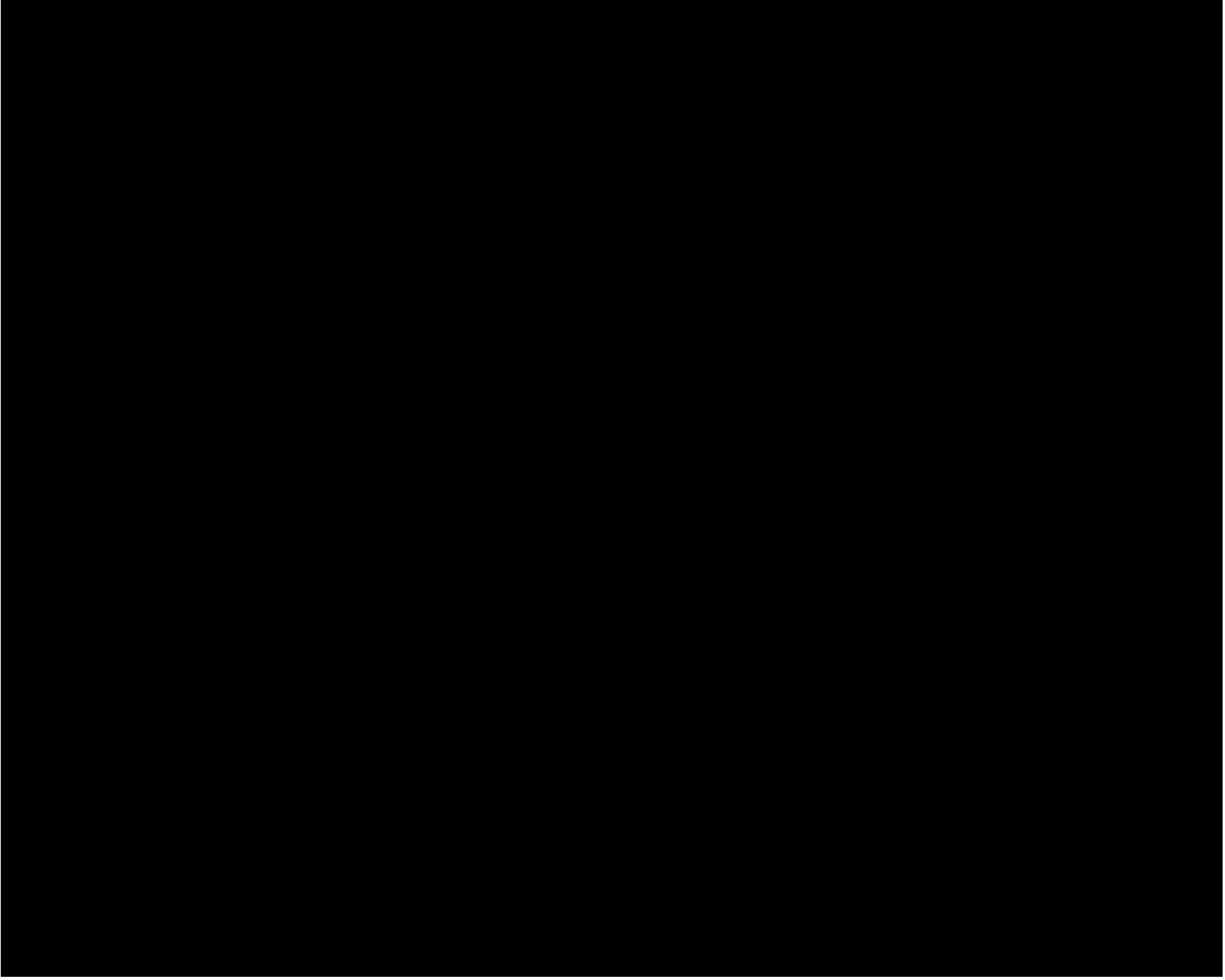
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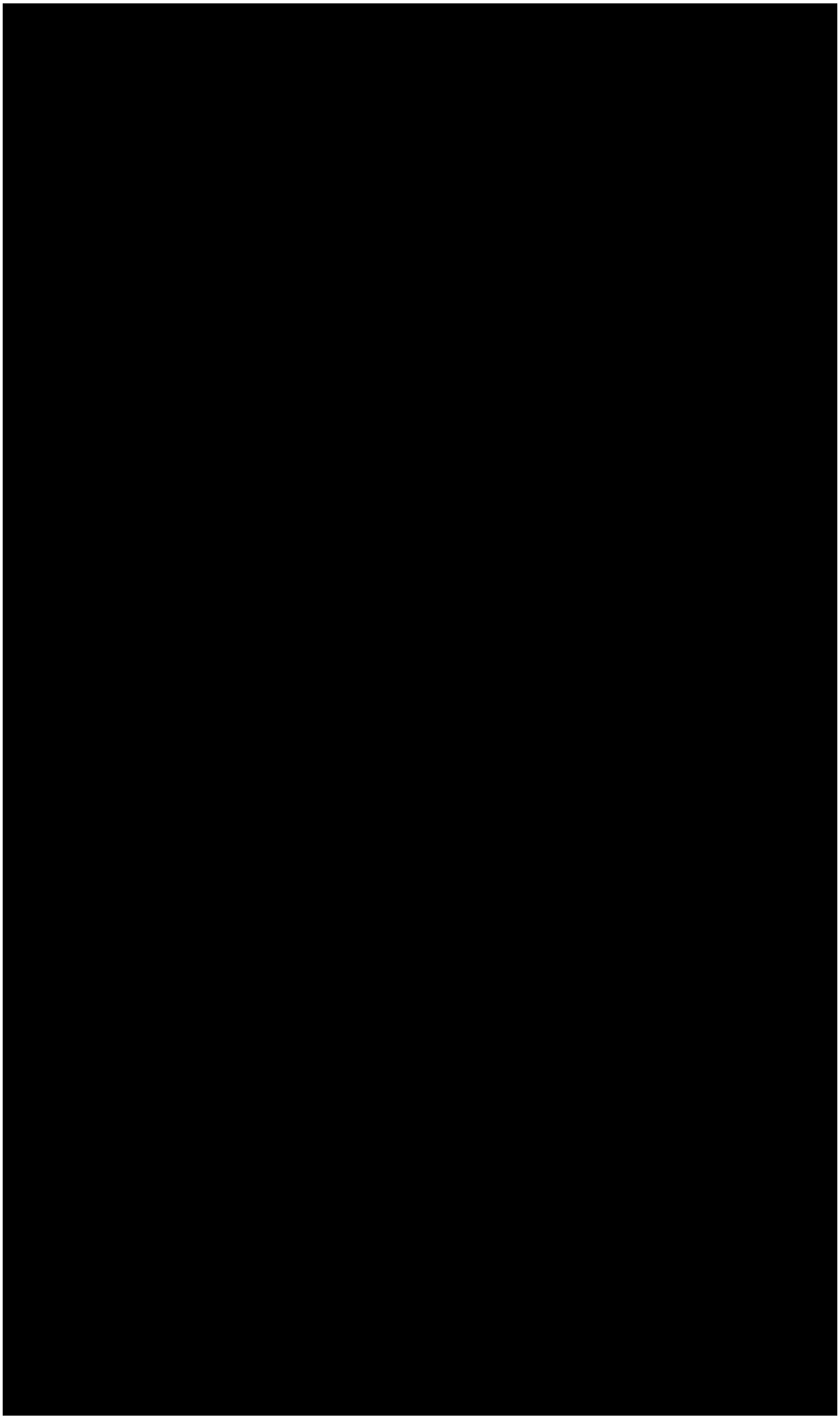


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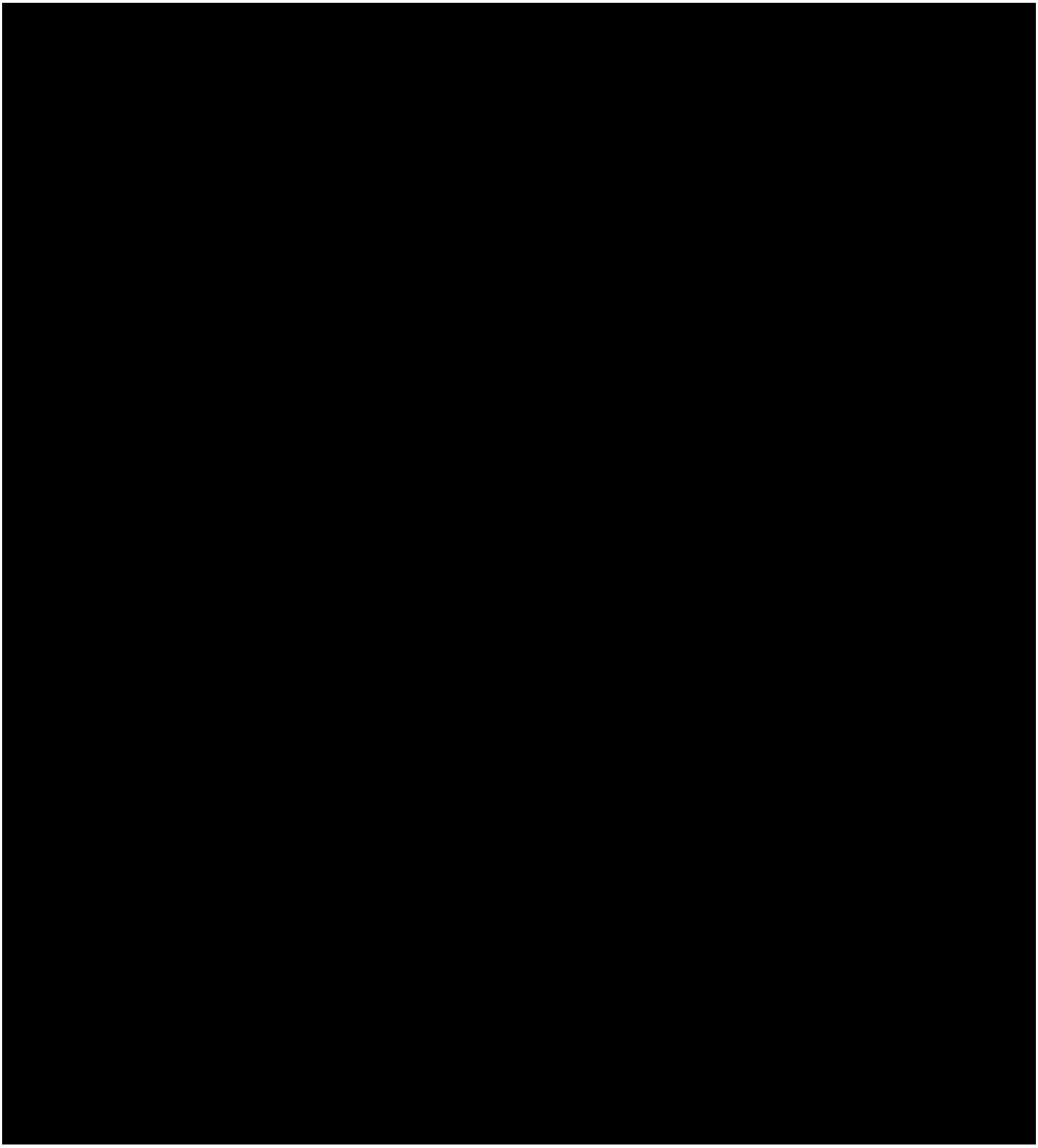




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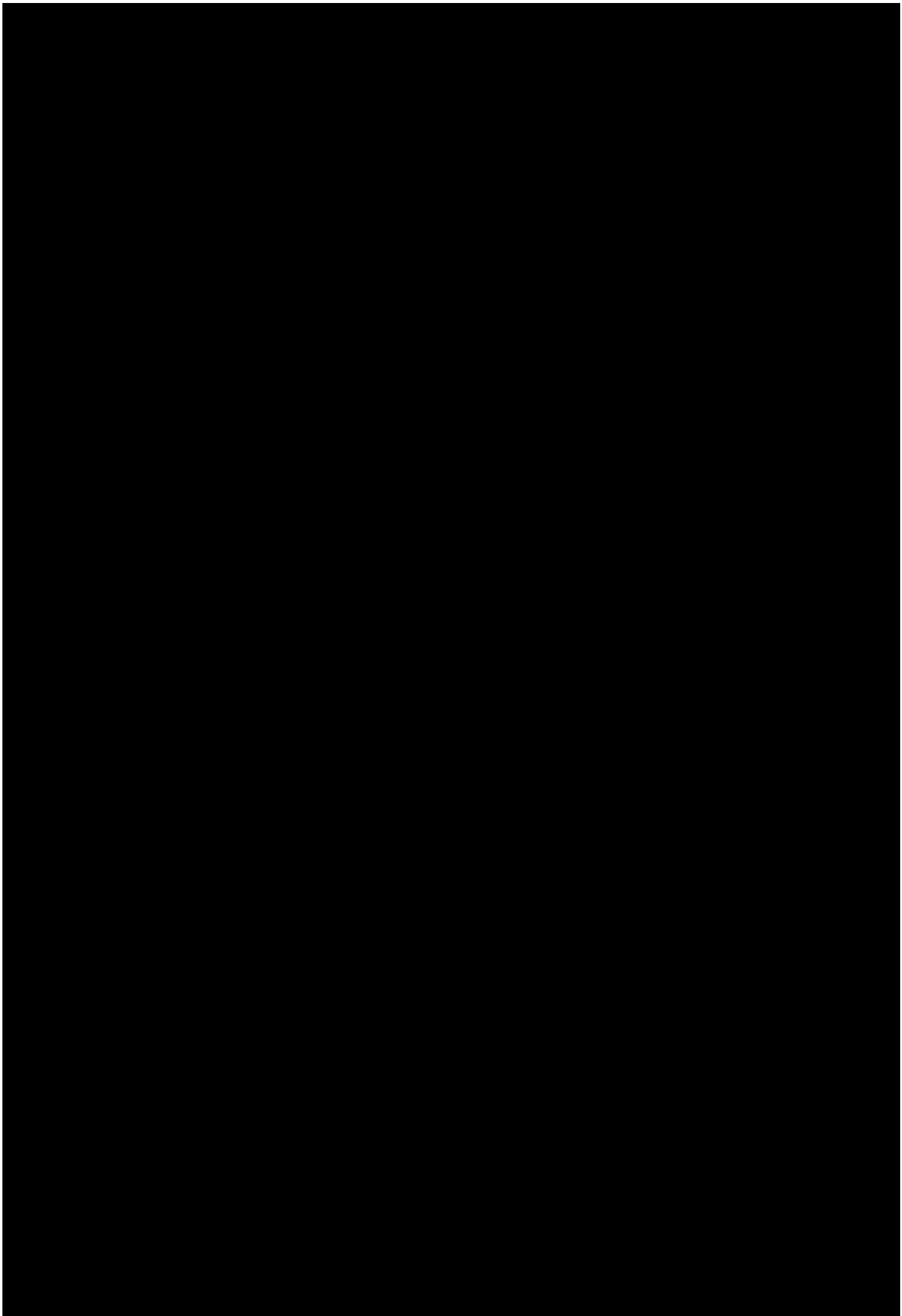
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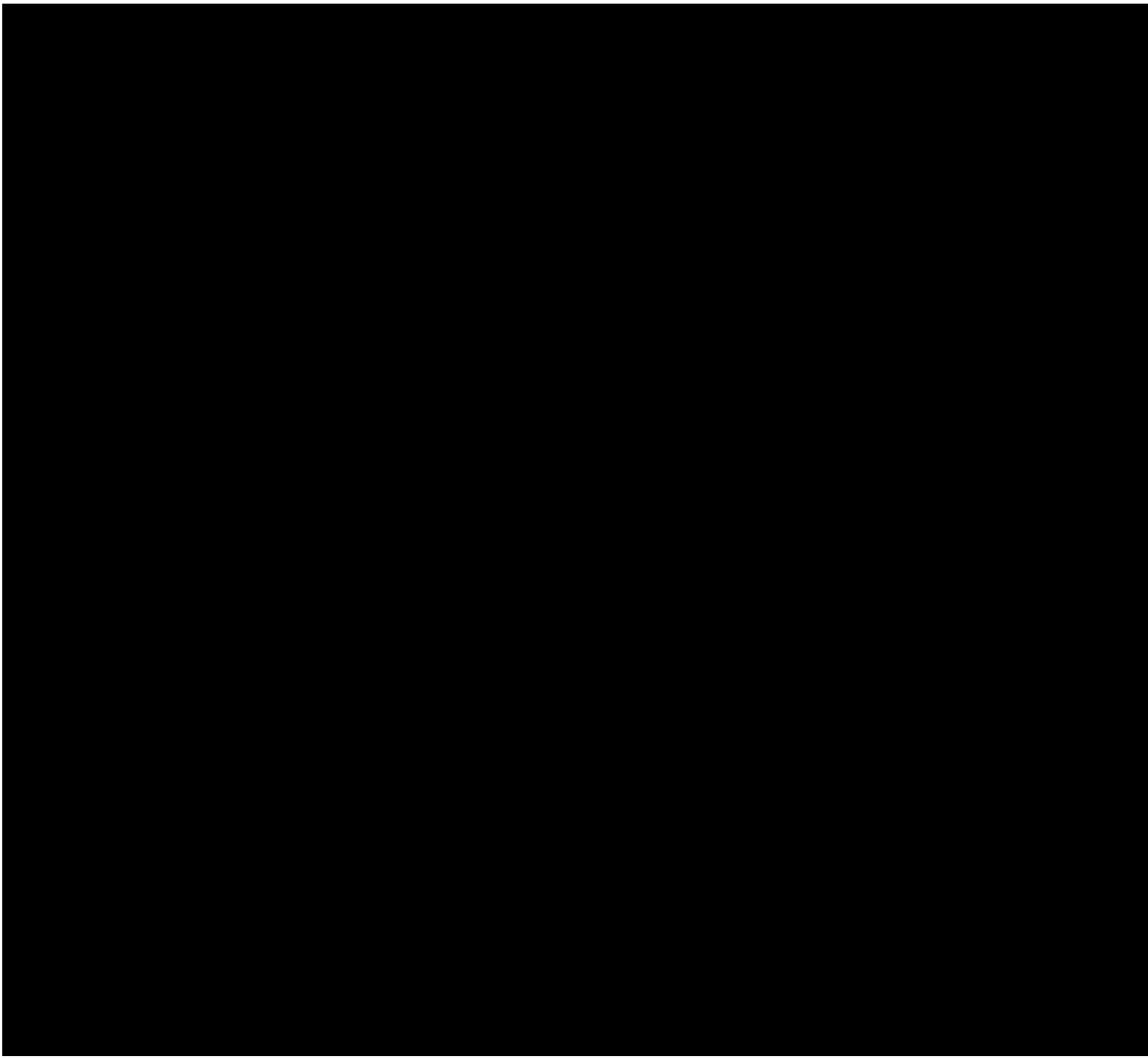
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Ford Dispute Resolution Program

Post Office Box 1270
Melbourne, FL 32902

[redacted]

Recalls are Vehicle Identification Number specific and there are many factors that determine when and/or if a recall may or may not be initiated, either voluntarily by Ford Motor Company, or at the direction of the National Highway Traffic Safety Administration. Some of these include the number of like vehicles experiencing the same concern; were the vehicles built at the same plant; the number of concerns reported by our dealerships; calls from consumers to our Customer Relationship Center, and whether or not the concern is considered a safety issue.

The Ford New Vehicle Limited Warranty (NVLW) provides coverage for repairs as assurance against defects in factory-supplied materials and workmanship for three years or 36,000 miles, whichever occurs first. Our Powertrain Warranty is five years or 60,000 miles driven, whichever occurs first. Ms. Black's vehicle is 8 years old, and has been driven approximately 155,000+ miles, with no extended coverage, recalls, or programs applicable to the stated concern regarding the vehicle's downshift, gear, wrench light, and trouble code P0720. Because the vehicle is not currently involved in any recalls or customer satisfaction programs and is beyond all warranty parameters, we will not be meeting the expectation for repairs and a recall.

Thank you for bringing this matter to our attention. Please consider this our closing report.

Sincerely,

[redacted]

Amelia, VA 23002

Checklist for Third Party Agency matters

If applicable, this checklist is a reminder to assist an agent with ensuring that all documents and resources were utilized to handle a customer's issue in order to effectively handle the response to the agency:

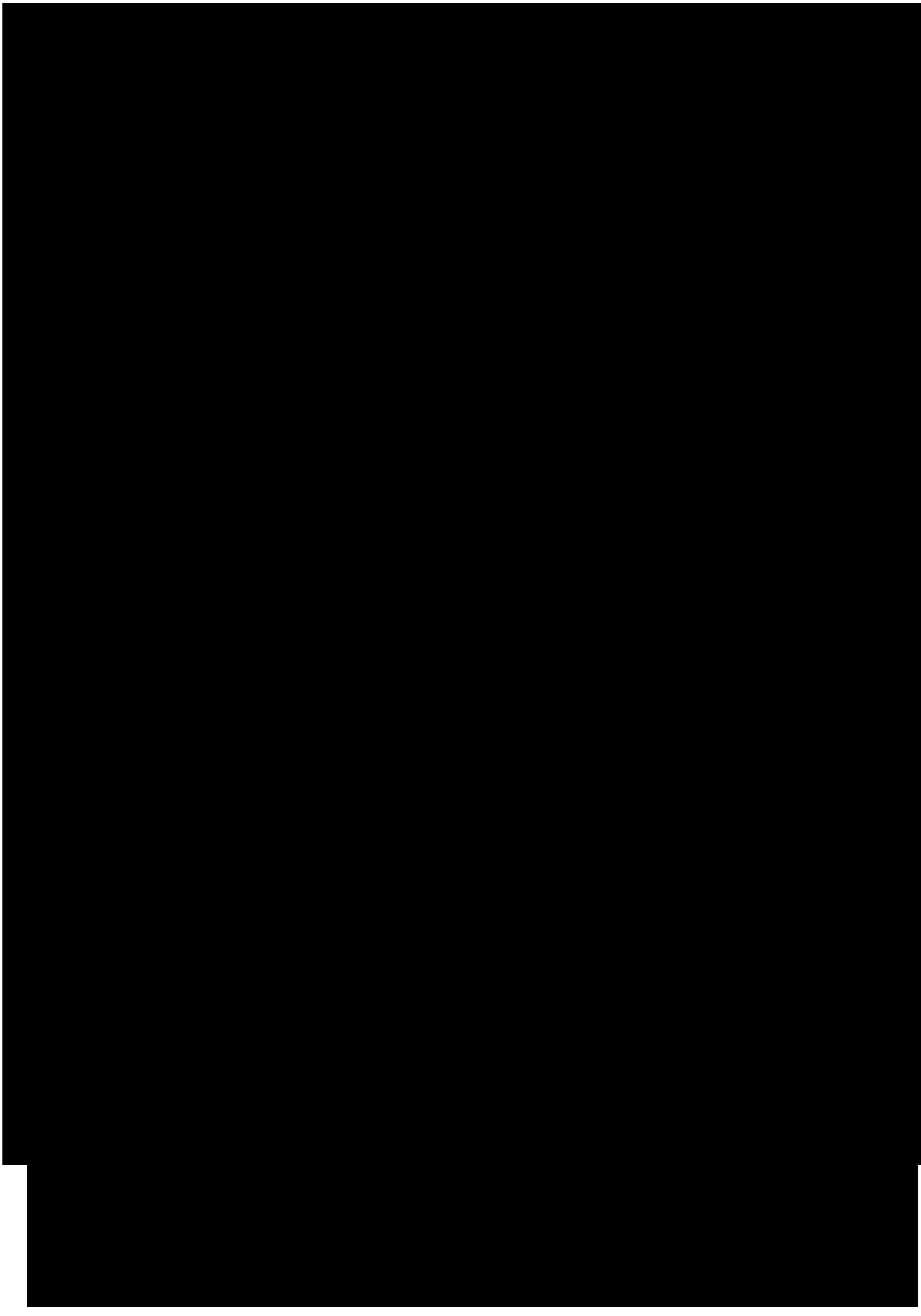
Included	Not applicable	
☒	☐	Original document received from agency
☒	☐	OASIS
☒	☐	AWS
☐	☒	Relevant GCQIS contacts
☐	☒	Relevant TSB's
☒	☐	Relevant recalls
☐	☒	Relevant Special Service Messages
☒	☐	Response sent to agency

Note: Please place this checklist in each 3rd party case file created in the G drive folder. Check the applicable boxes.

[redacted]

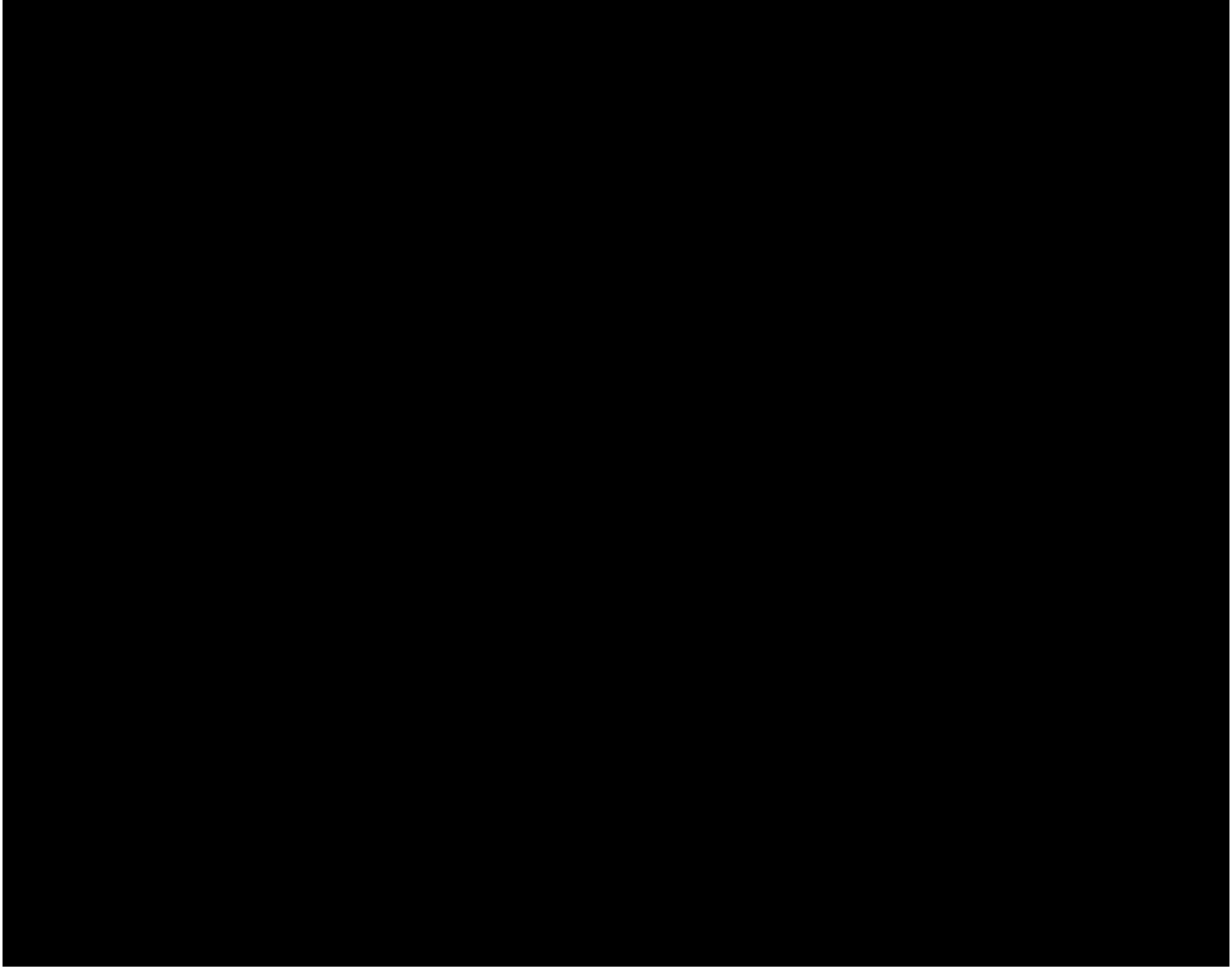
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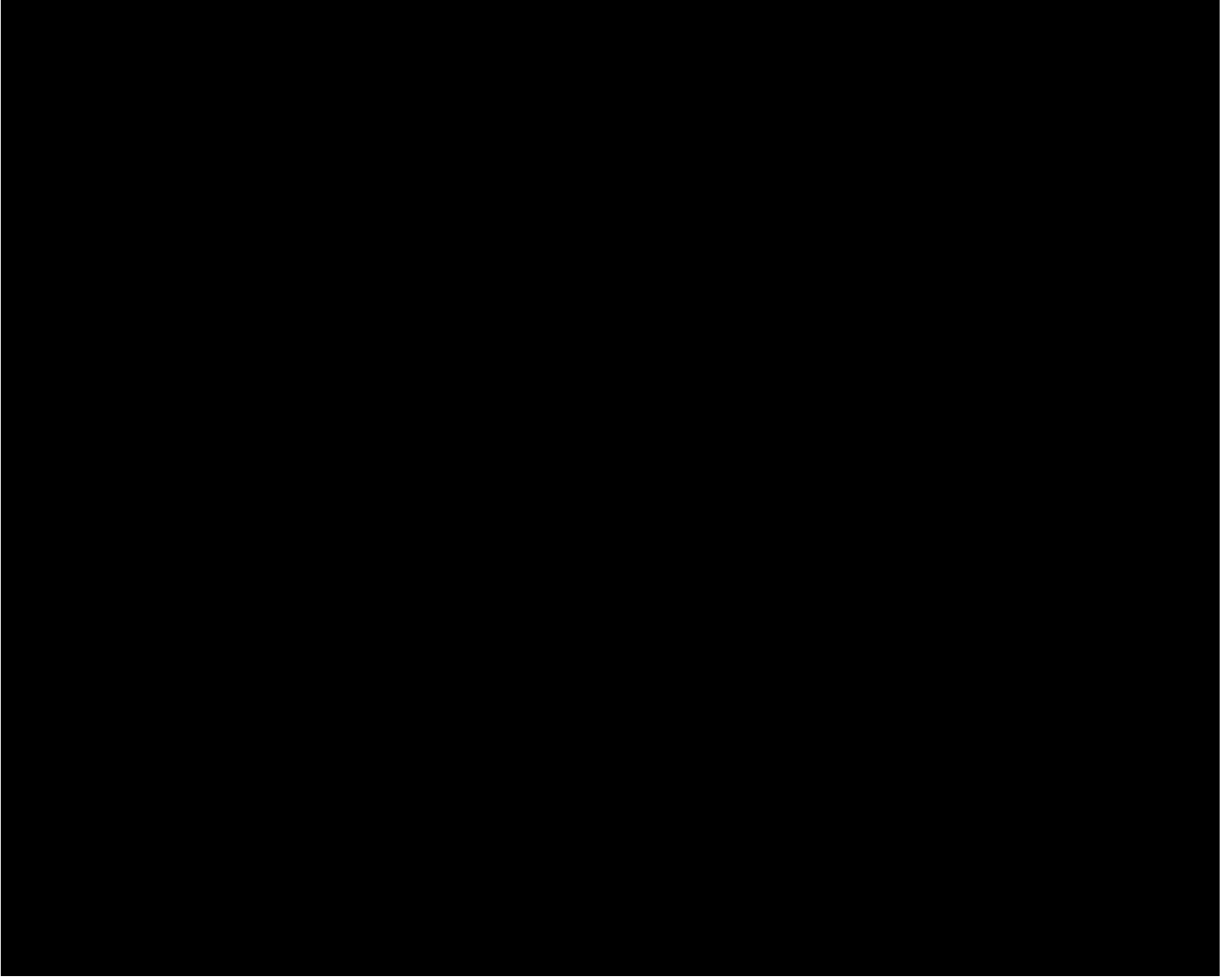
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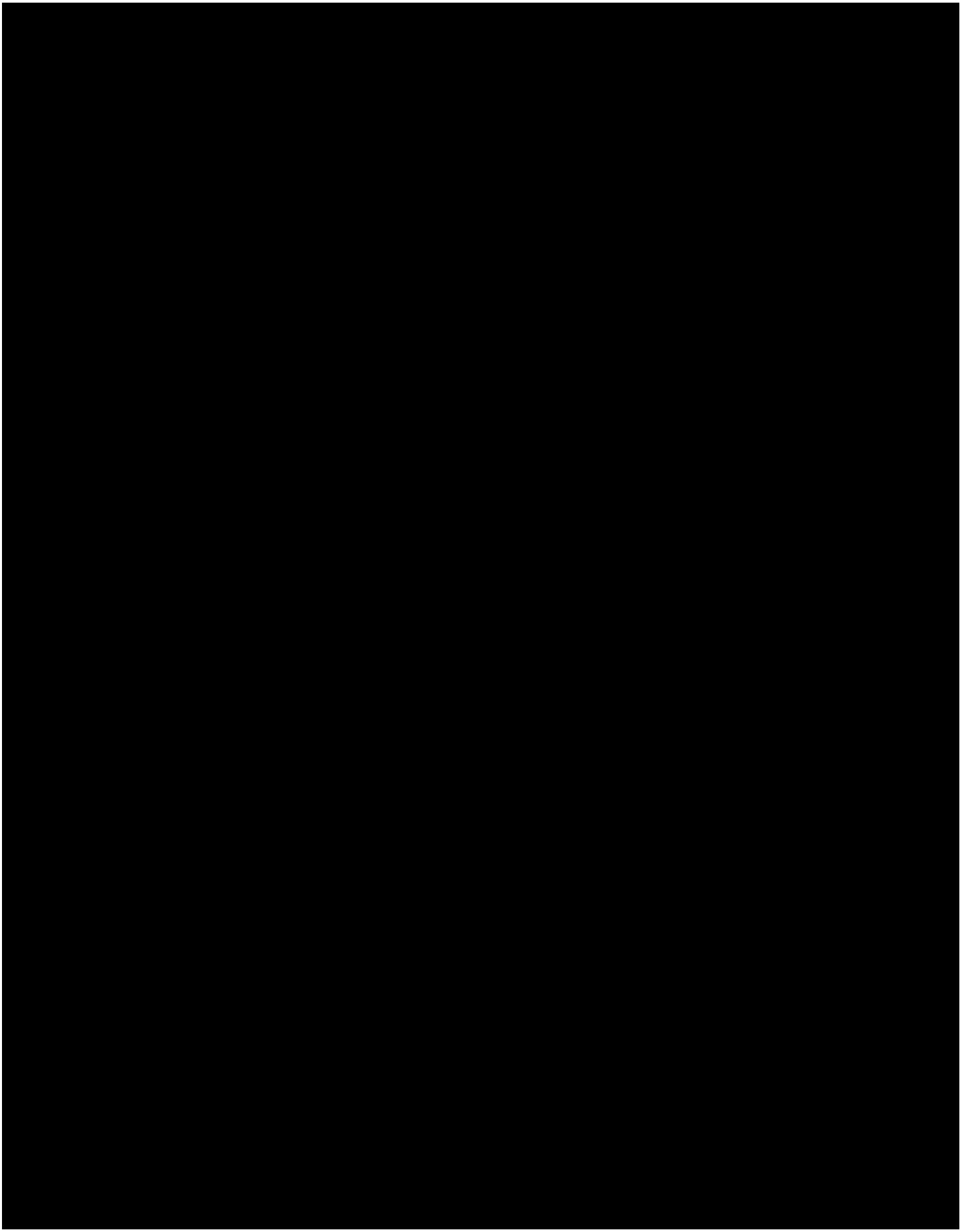
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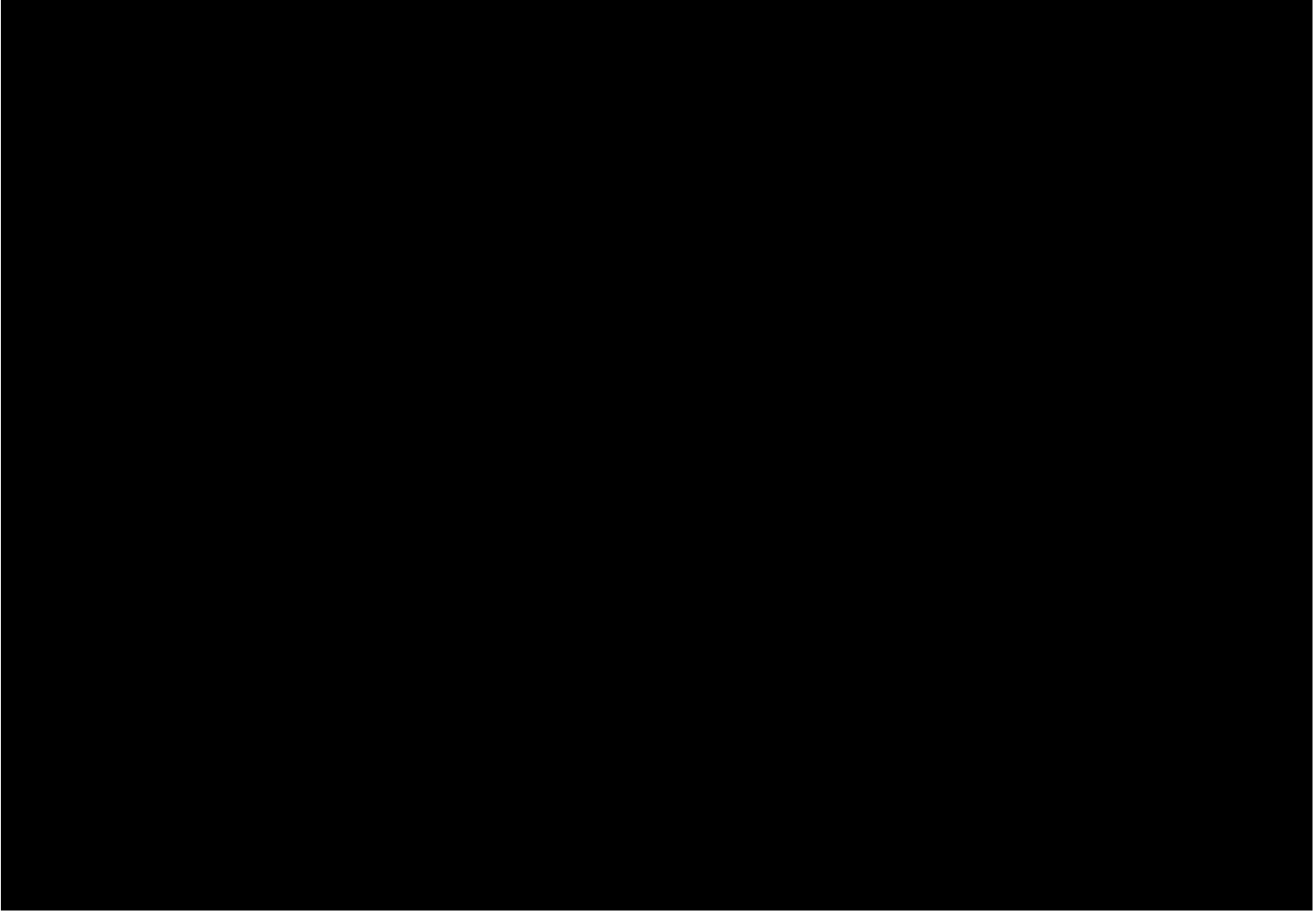
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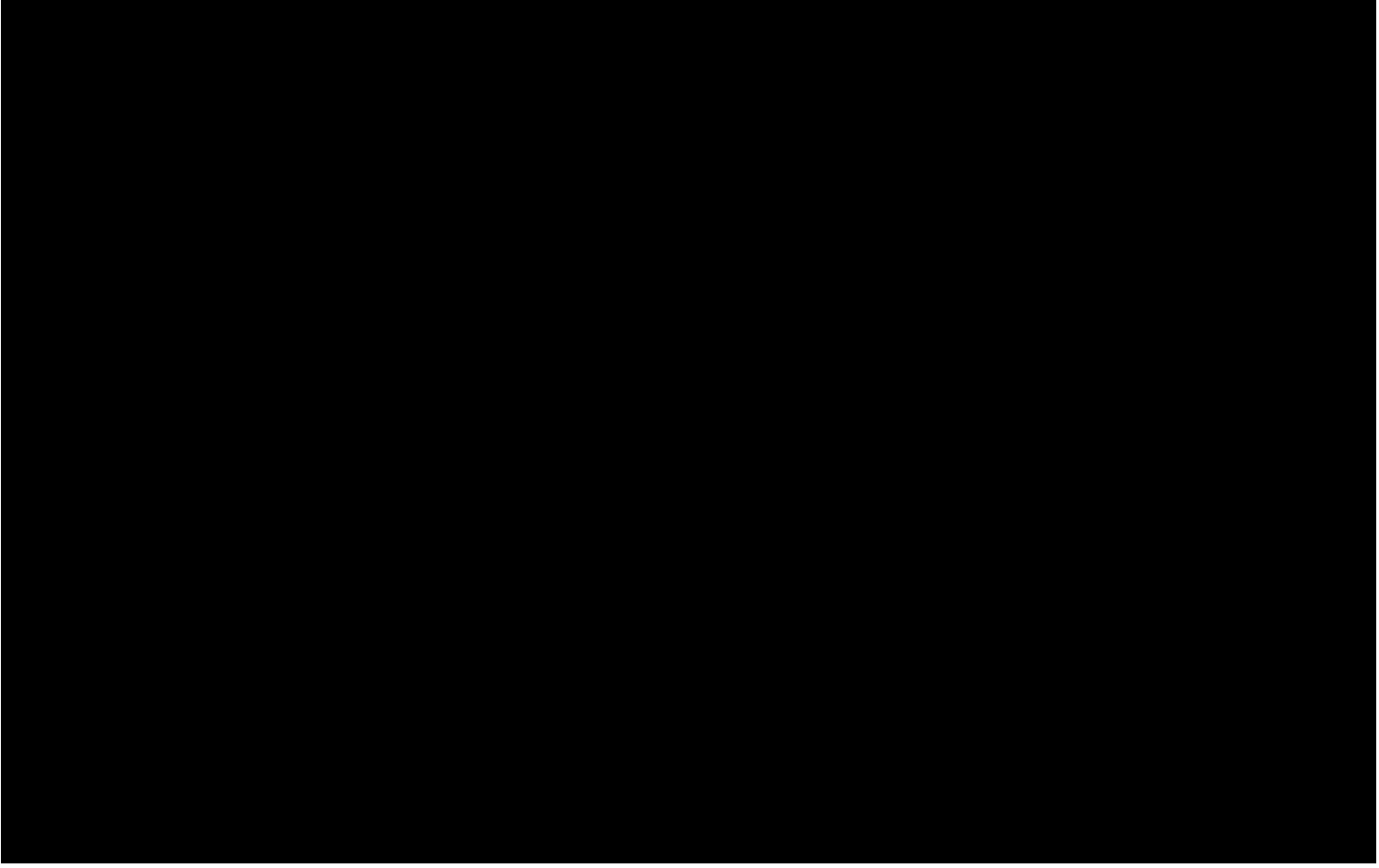
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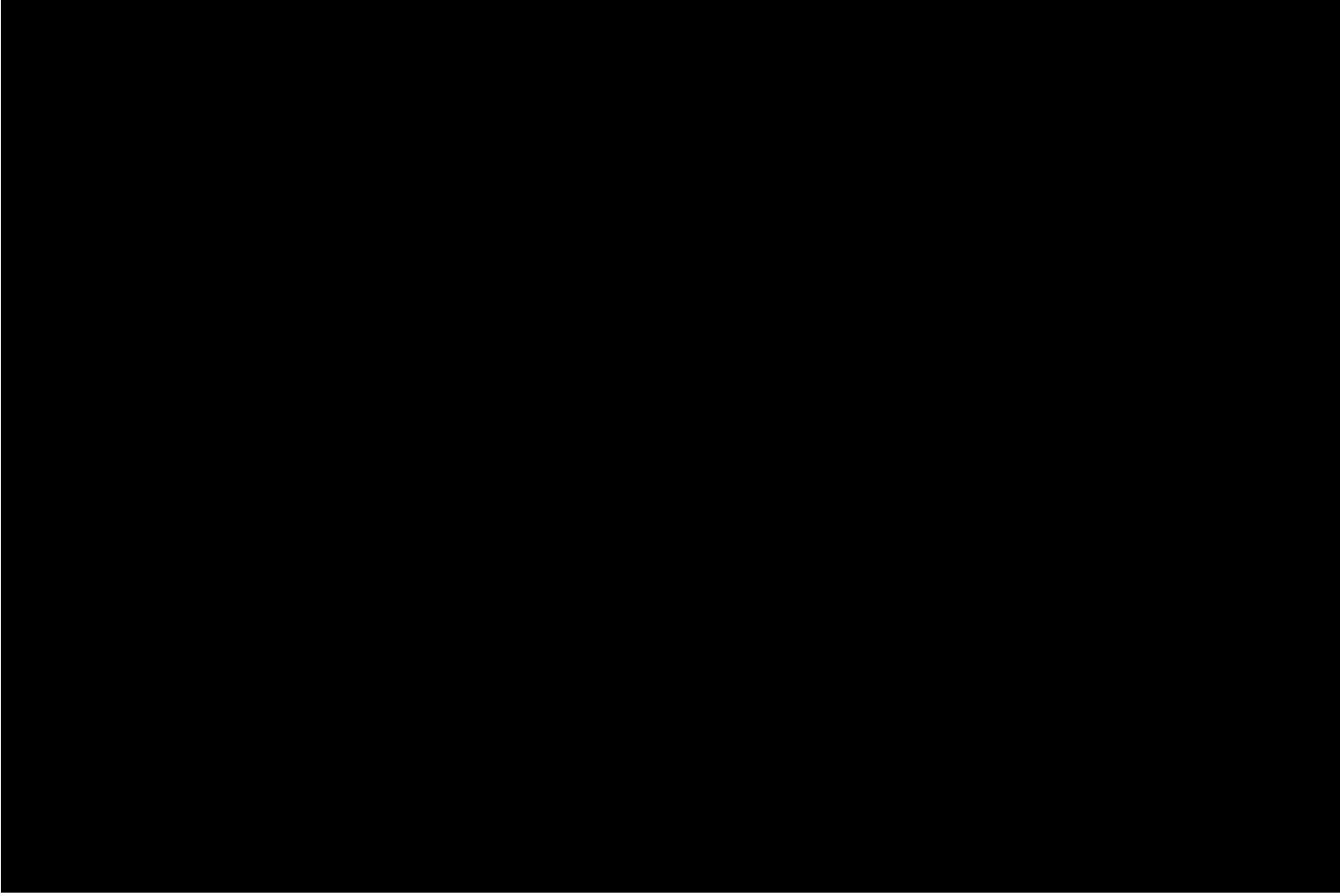


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2022-11-30 14:54:11	Marsha Wojewski-Boyd	brendon lipperman.docx



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

Please know that consideration for reimbursement of repairs can only be made if those repairs are performed by an authorized Ford dealership, using genuine Ford parts. This policy allows Ford Motor Company to monitor the quality of the work performed and parts used in the repair of your vehicle. Any repairs or services not completed at a Ford dealership would be the responsibility of the customer. Therefore, since your repair was not performed at a Ford dealership, we are unable to offer any reimbursement.

I recommend that you hold on to your receipt, so if Ford Motor Company issues a recall or a Customer Satisfaction Program relating to your specific vehicle and concern, you may be eligible for a refund at that time. Recalls are Vehicle Identification Number specific and there are many factors that determine when and/or if a recall may or may not be initiated, either voluntarily by Ford Motor Company, or at the direction of the National Highway Traffic Safety Administration. Please know inclusion in a recall, CSP or other program is based on several specific factors including, but not limited to, the production date, production location, vehicle model and suppliers used.

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

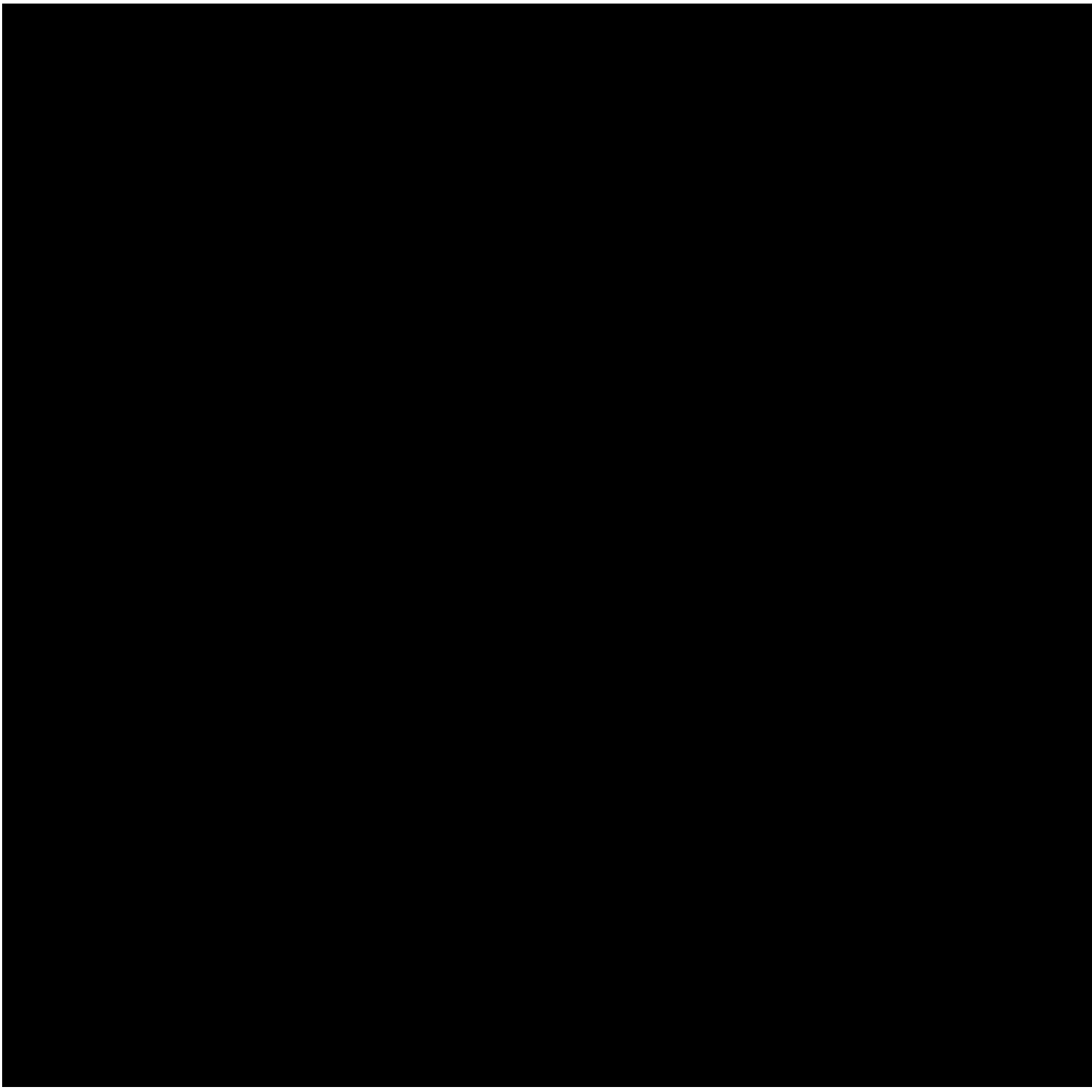
Thank you for giving us the opportunity to review your request.





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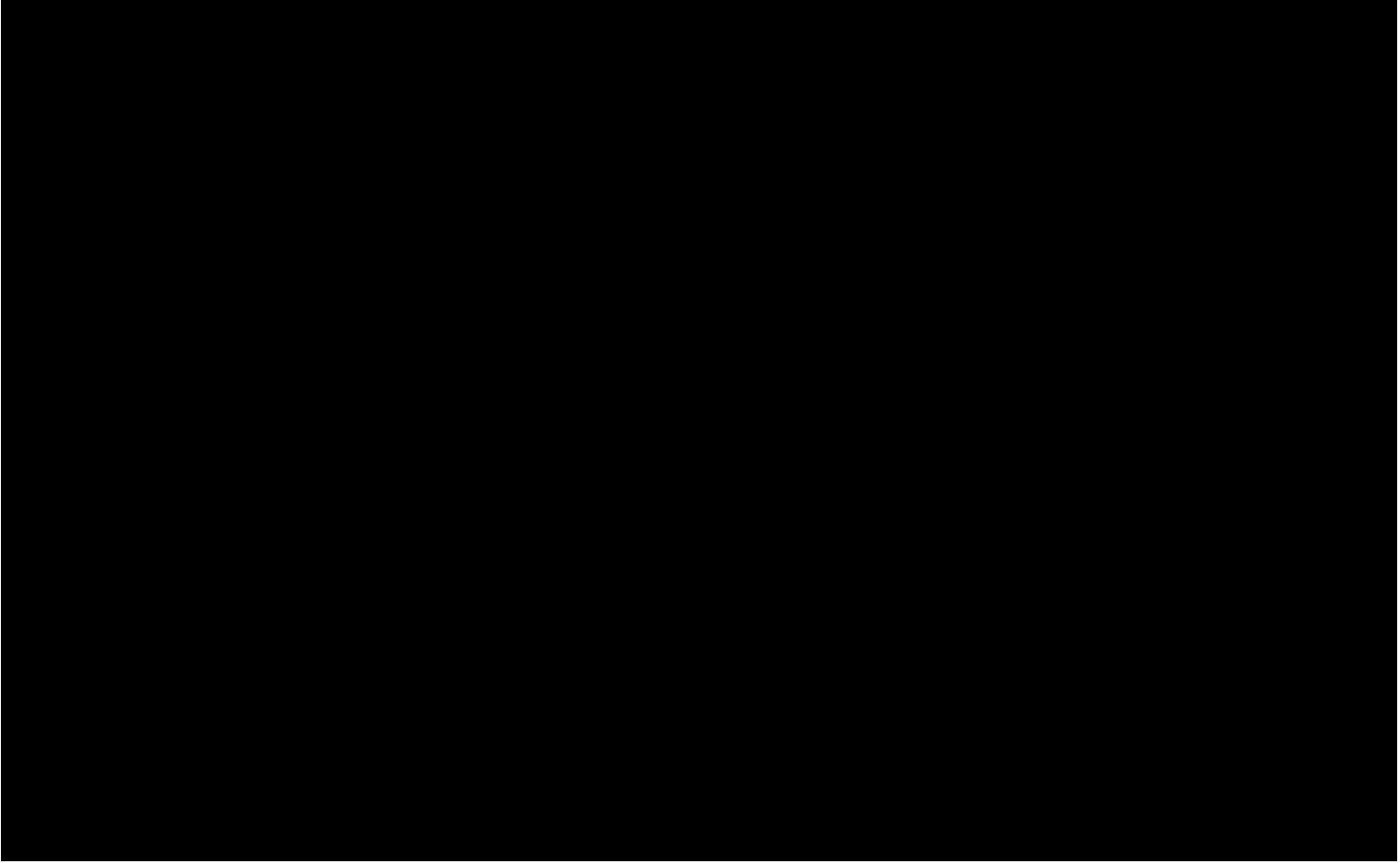
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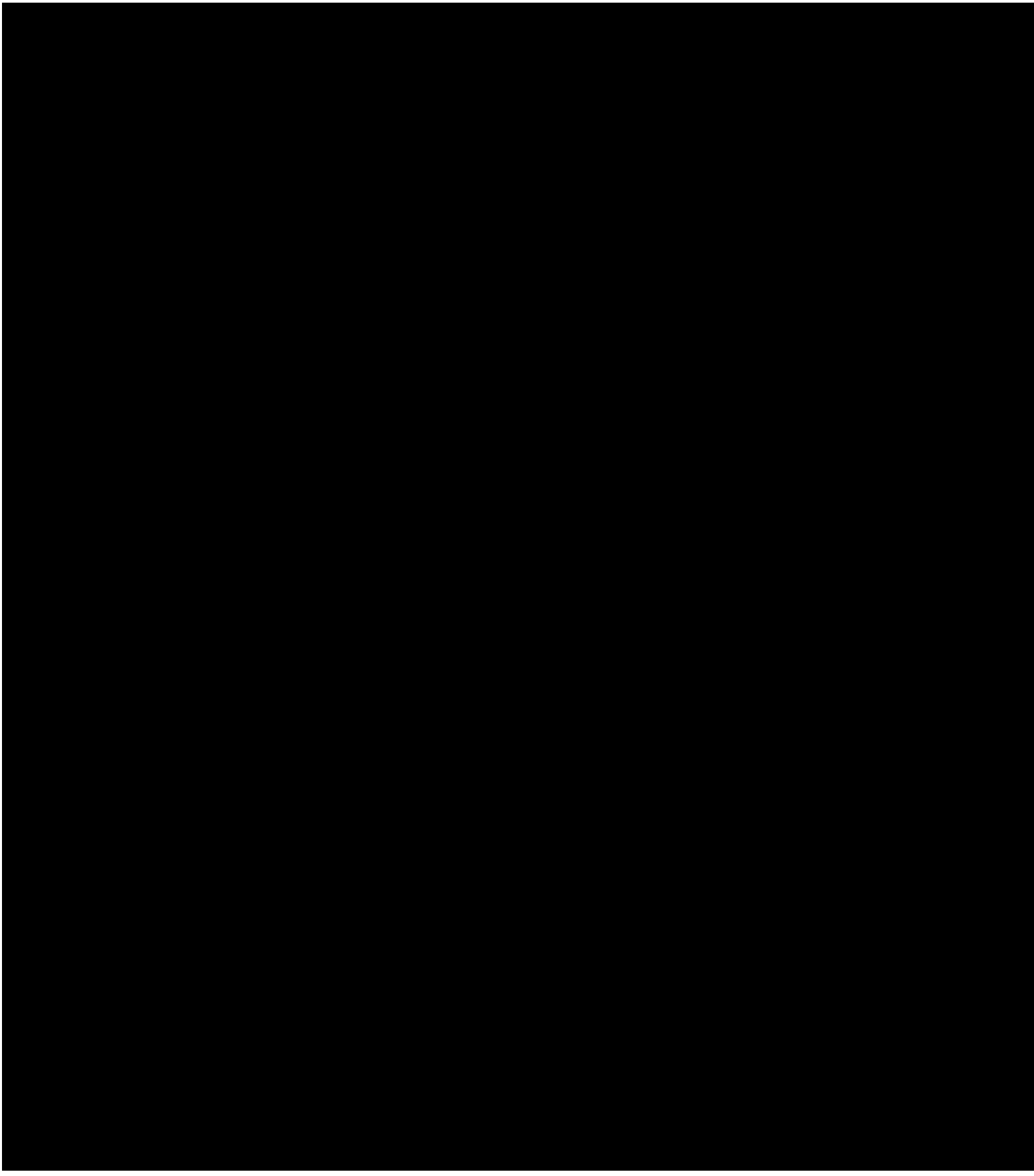
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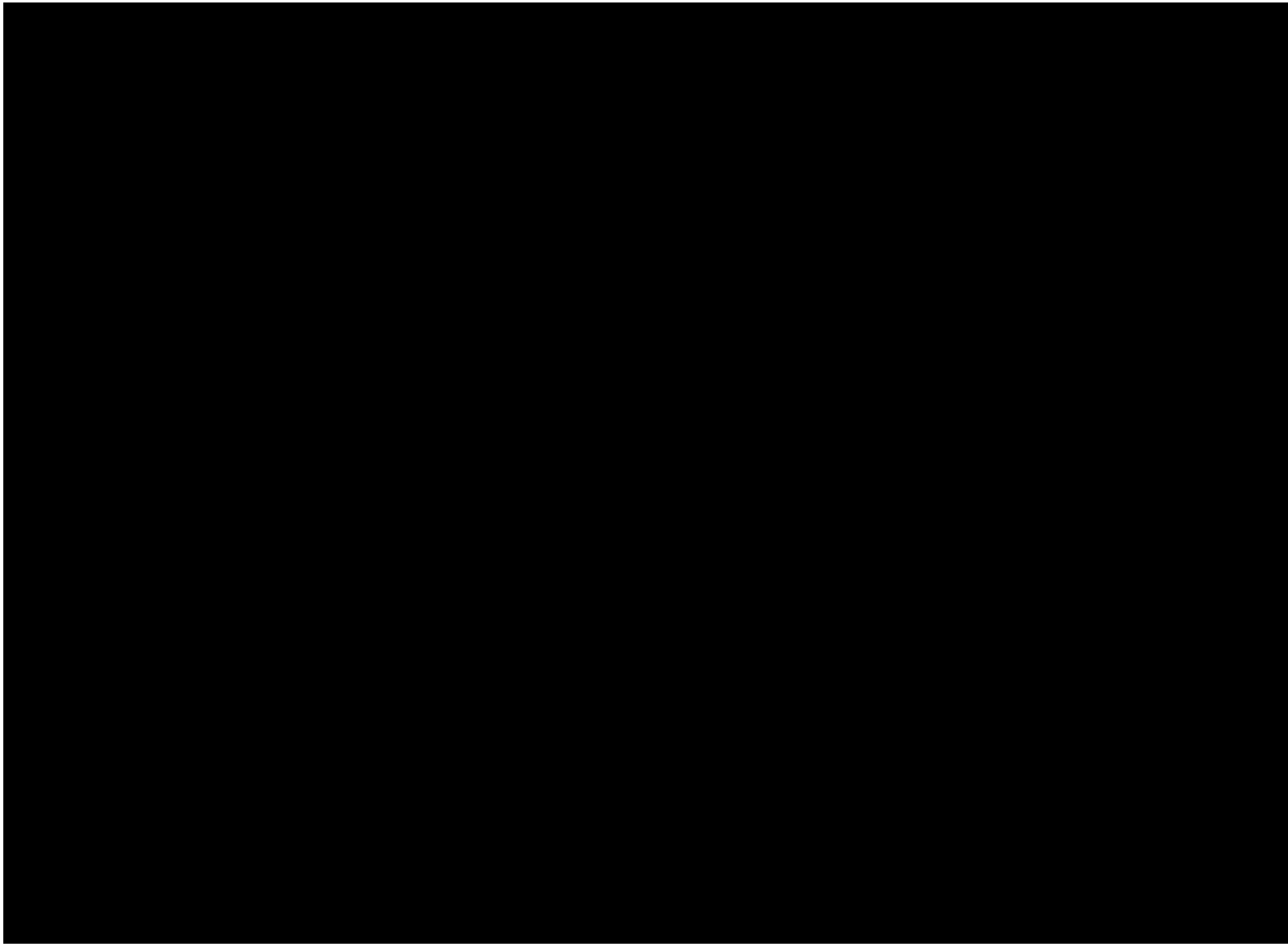
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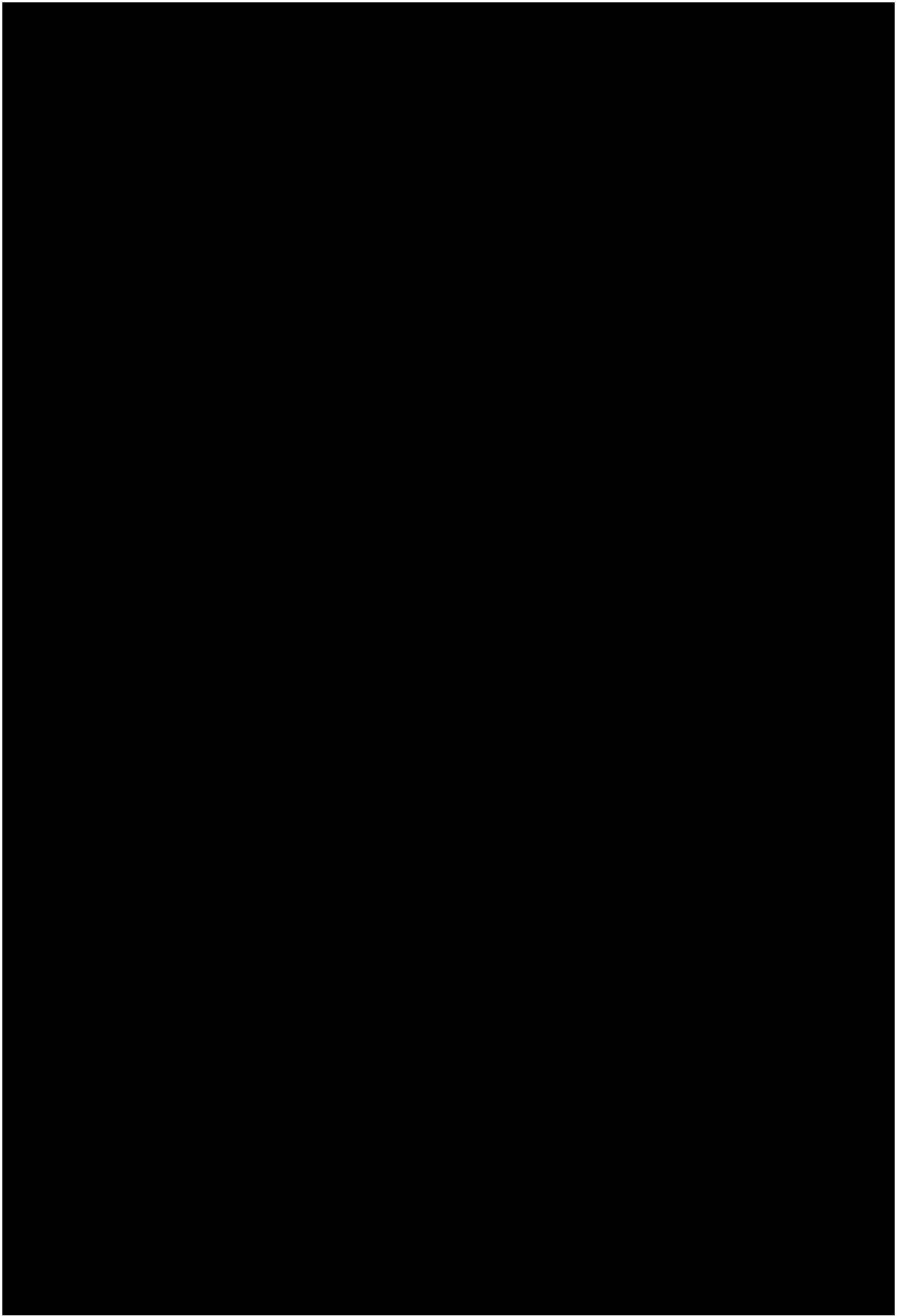
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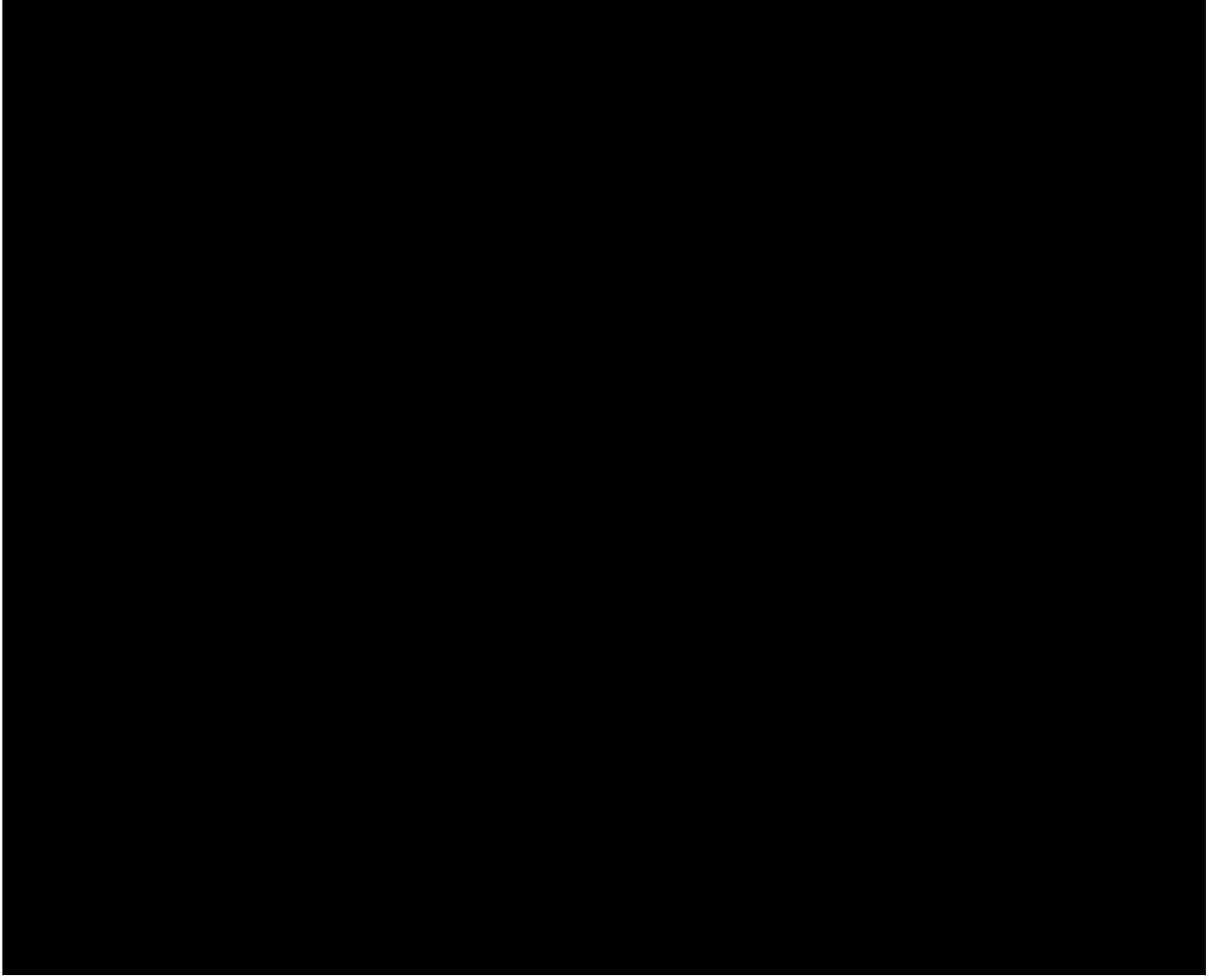
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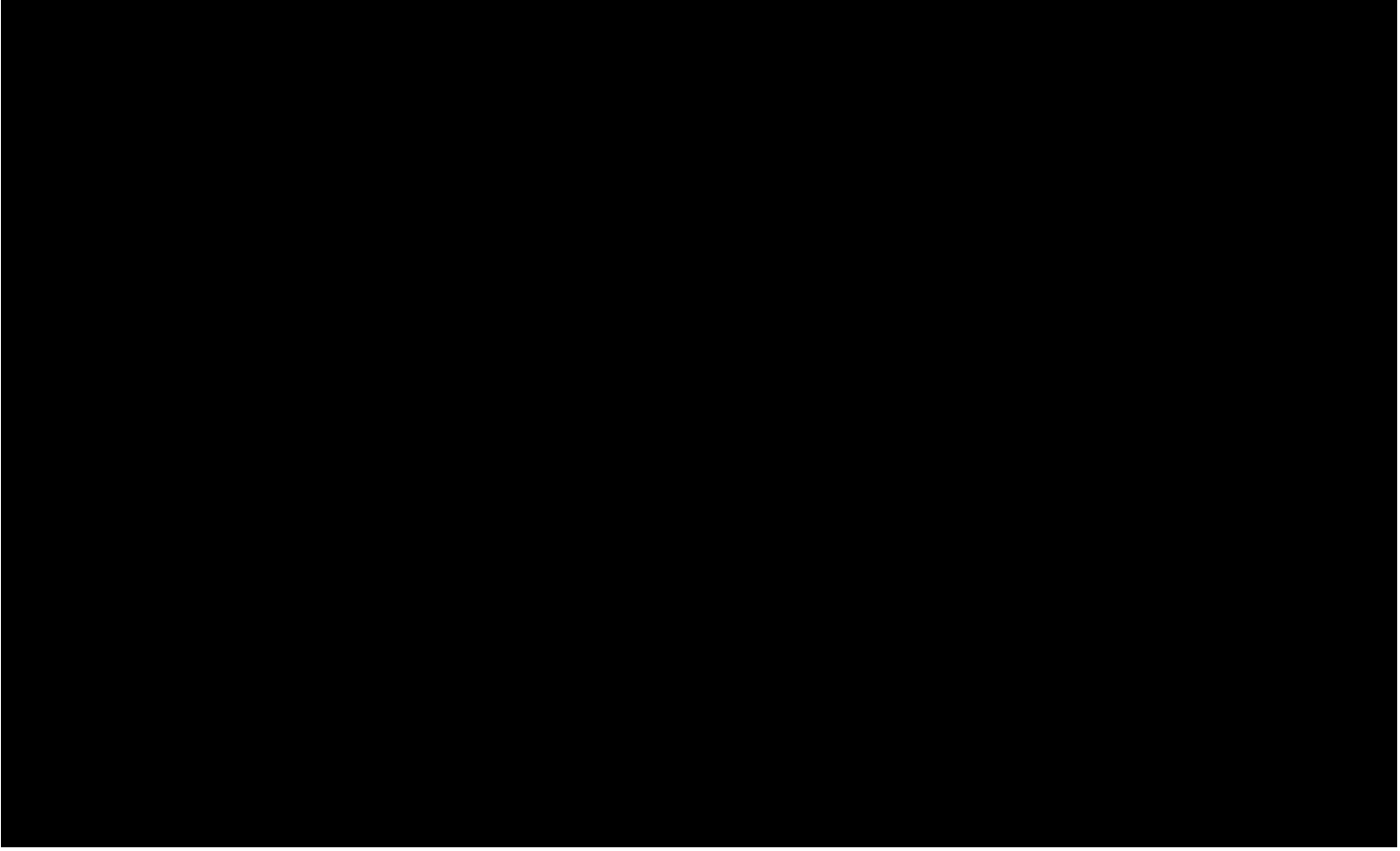
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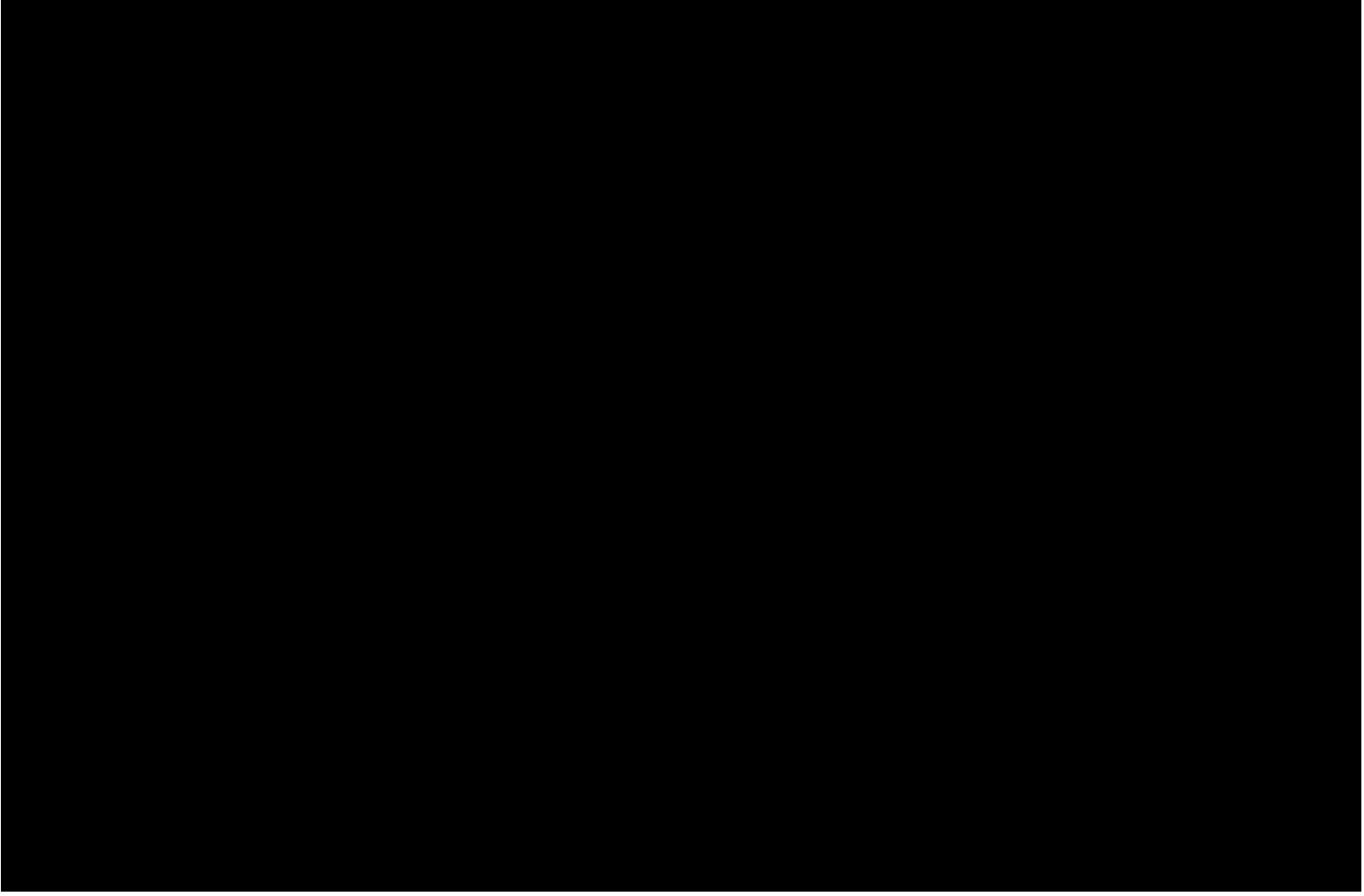
CASE ATTACHMENTS:

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CASE ATTACHMENTS:



2023-06-06 23:07:00	CUST SAYS: 2014 f-150 could not driving because transmission drops down to first gear, is safe to drive,, as per dlre recall 19S07 some areason the truck is not include for recall. As per Dlr cust says: n/a CRC ADVISED: no recall I advised customer that vehicle is not involved in any recall. Recalls are always VIN specific not all veh with the same year make and model have the same recall. If vehicle is not involved, this means that it was built on a different date, different plant and is using a different part than those affected vehicles. Advised cust that he will be notified by FMC via mail if his vehicle got affected by any recall. After reviewing my resources, there are no warranties or programs in effect that would provide coverage of your current concern. I recommend that you keep your receipts in case Ford initiates a program in the future based on your situation. Ford/Lincoln dealerships have 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.

CASE ATTACHMENTS:

[redacted]

advised there is no recall peformed on the veh based on the Service history and there is no active recall on the transmission

advised I'll report the issue ansd specific VIN to NHTSA and wait for a recall in the future, if he needs to have it fix as soon as possible, he has to keep the receipt for possible reimbursement in the future, provided the website to check
FORD.COM/SUPPORT/RECALLS
cust wanted to know a dealer, cold transferred to
Broadway Ford Truck Sales, Inc.



CASE ATTACHMENTS:



and VEH originally from Canada. PER CUST, DLR SAYS: DLR told him to contact Ford CRC ADVISED: I advised the CUST that the VEH is not involved in a recall program. I advised that recalls are VIN specific and not all VEH's even with the same yr, make and model can be included in a recall. If a VEH is not affected it might because it was built at the different time,plant or part than the affected ones. We recommend that your vehicle be inspected by a Ford/Lincoln dealership to determine the cause of any symptoms your vehicle may be experiencing. After reviewing my resources, there are no warranties or programs in effect that would provide coverage of your current concern. I recommend that you keep your receipts in case Ford initiates a program in the future based on your situation.

CASE ATTACHMENTS:

[redacted]

Took veh to dealer
Cust seeing fin assist
Cust does ot met CLP

NEXT STEPS: close

Patricia Rucker
SheHerHers
Customer Experience Specialist, Ford Passenger Vehicle Team
O: (866) 631-3788 ext. 79723
I am an inquiry agent. I do not progress cases. Please assist the customer.

CASE ATTACHMENTS:



CUST SAYS:

im checking for a recall, becuase im having the same issue on the vehicle , when im about 70 mph there is a sudden downshift in the gear

I took it in a 2 dealership and they cannot fix the issue they are not listening to me its like they're not fully checking the vehicle thats why I have the same issue again and again

AS PER CUST,DLR SAYS:
N/A

CRC ADVISED:

Advised cust that recalls are VIN specific and not all veh with the same year make and model will have the same recall. Your vehicle may have been built at a different plant using a different part than those vehicles involved in recalls or CSP's.

I have reviewed if there are any warranties, ESPs, Recalls or CPS on the vehicle and I am not seeing any. For the mean time Ford would not be able to offer any assistance toward the cost of this repair. However, we here at ford is continuously looking for ways to improve your experience, which is why im documenting the concerns you are experiencing. I encourage you to keep your receipts in case a recall is issued and you may be eligible for reimbursement.

I advise that I can escalate this but there is no assistance towards the cost of the repair just to eliminate the problem of the vehicle
I just highly advise to keep the receipts

I will be escalating this case to a Customer Experience Specialist on the escalated [Truck/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 CAS-46023298

2023-11-07 17:00:22

CXS made an obc to the cust to address his concern, cxs advised there isn't a recall for this issue attached to his VIN CXS advised that recalls are VIN specific, and offered formal complaint customer accepted cust says he looked on youtube, and says he heard from someone else that they are having the same problem and would like it documented Cust says concern has been going on for a year, and each time he takes it to the dlr they aren't fully checking the vehicle Cust says he is thinking about taking vehicle back to the dlr CXS advised it is recommended he take his vehicle back to the dlr for diagnosis and reference his case number if he needs any further assistance Next steps: formal complaint Customer Experience Specialist – Truck Team Allencia Sibley Asibley2@ford.com | www.ford.com Office: 1-866-631-3788 ext. 79694

CASE ATTACHMENTS:

[redacted]

• Intermittent or consistent: (I/C) I
• Fluid Level & condition: full/clean
• DTCs Present: P0706, TR sensor A circuit range/performance
P0707, TR sensor A circuit low
P1702, TR sensor circuit intermittent
P1921 TR signal
• Original Failure: thermal bypass closed, nothing blocking it, overheated and caused internal failure,
• Cooler replaced/flushed: flushed
• Any modifications: none
• Part number: BL3Z7000BRM
• Part Correct: (Y/N) Y
• Serial Number: W2062313
• Warranty start Date: 02/04/2024
• Warranty Expires: 02/04/2027
• Previously replaced or repaired: (Y/N) N
• If yes date: Mileage: NA
• Install Miles: 124760
• Current Miles: 125039
• Miles traveled: 279
• Registered: (Y/N) Y
• Selling dealer: Corwin Ford of Springfield
• Dealer phone# 4178834330
• Dealer Contact: 4176

• Next action step: Discussed options and labor, - I sent IRF PPT for this, they will speak with customer, if they keep the vehicle they will perform the PPT and contact Corwin Ford for parts and labor submission, if this is a repair they will contact us back to continue the claim, or they may just send to Corwin Ford

CASE ATTACHMENTS:

[redacted]

CRC ADVISED:

Advised cust that there is no active program/recall on the veh that will cover the repair. Repair will be his/her responsibility. May take the veh to a local ford dlr for further assistance.

Adv that recalls are vin specific and if the veh is not involved on a recall it is possible that the veh was built at a different time or using a different part than the affected ones.

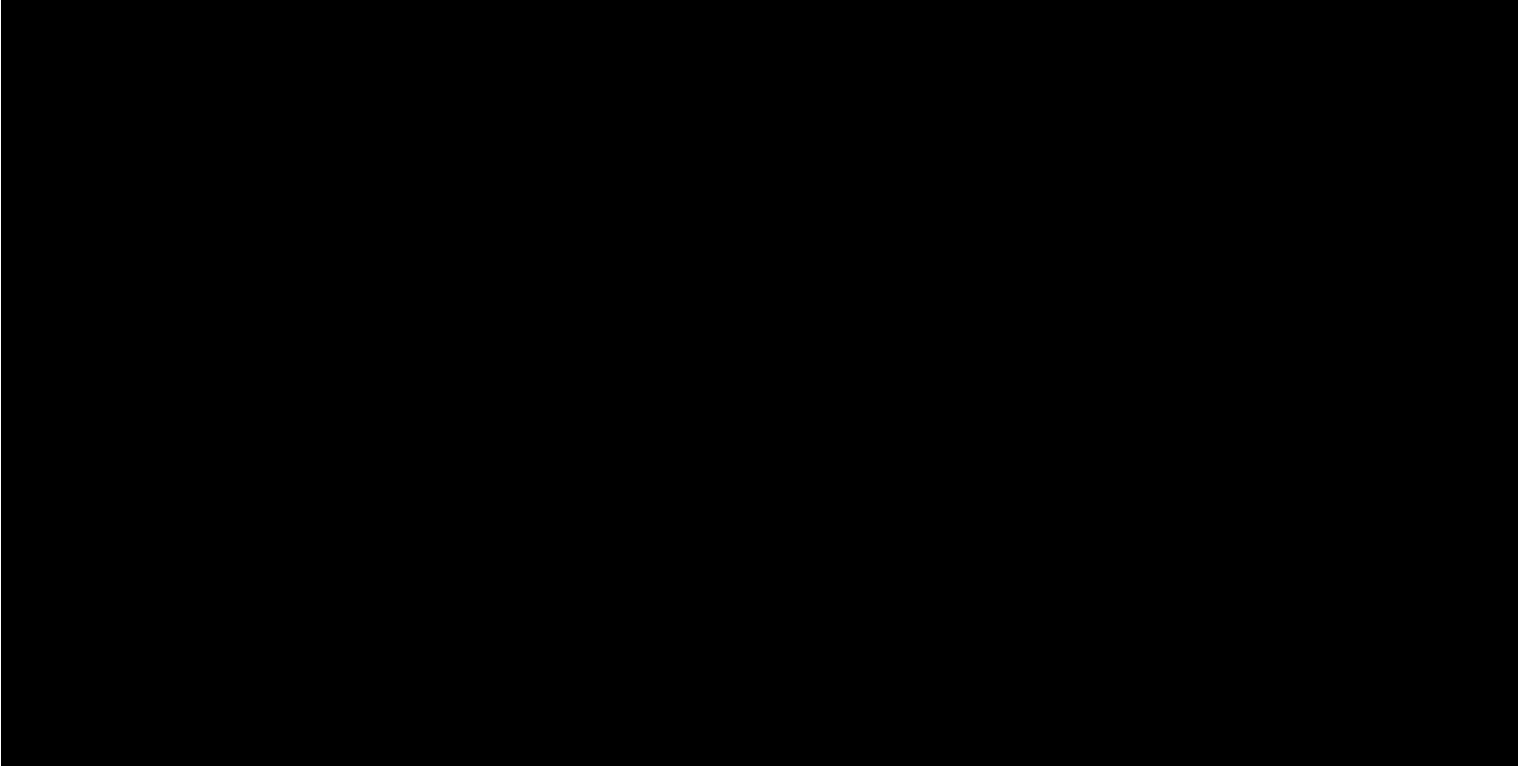
Adv to keep the original paid receipts just in case ford will initiate a recall based on the veh issue for future reimbursement.

Case number: CAS-48401214-J0C0V2

2024-03-19 14:57:03

note:
Error after saving the VIN on cust's profile.Record saved with error: GCCT is the SOR for this data

CASE ATTACHMENTS:



Per Cust; Dlr Says:
N/A

CRC Advised:
adv cust that I do not see any recalls on his veh relating to his concern. I suggest to bring your veh to any ford dlr to have this diagnosed by our factory-trained technician and determine the specific symptom. However, Charges may apply.

After reviewing my resources, there are no warranties or programs in effect that would provide coverage of your current concern. Ford would not be able to offer any assistance toward the cost of this repair. However, we have documented the concerns you are experiencing. I recommend that you keep your receipts in case Ford initiates a program in the future based on your situation and you may be eligible for possible reimbursement.

Recalls and CSP are VIN specific, not all vehicle with the same year make and model will have the same recall because your vehicle may have been built at a different plant using different parts than those vehicles involved. Ford will send you a letter if your vehicle has recall.

adv cust of the website: ford.com/support/recalls

CASE ATTACHMENTS:

[redacted]

Cust Says:
I am trying to find if I do have a recall and if ford can do something about my powertrain issue | my veh is at the dealership under repair and there is leadframe issue | my veh is downshifting hard on free way | IS $2500 worth or too much for the repair? |

Per Cust Dealer Says: N/A

CRC Advised:
Agent told cust After reviewing my resources, there are no warranties or programs in effect that would provide coverage of your current concern. I recommend that you keep your receipts in case Ford initiates a program in the future based on your situation. | cust understood | Agent told cust As per TREAD Act since this is a National Law, I recommend for you to keep the receipt since I will document this call and this will be review by NHTSA and engineers of Ford to check for reconsideration if your veh is part of recall | cust understood | eoc

CASE ATTACHMENTS:

[redacted]

Concern: been having issues with veh rebuilt transmission and still under warranty and 2nd time transmission is gone and deferential dlr mentioned veh is still
when you step on gas drivetrain makes noise if the veh goes downhill it will jam into 2nd or 3rd gear

seeking: cx wonders why they can't replace the part

obc to dlr:
veh does not meet requirements to replace it under cost cap analysis part cx waiting on should be in within 2 weeks.

[redacted]

CASE ATTACHMENTS:

[redacted]

	located?Can you send me an email about this? Asking if there iis any other phone number she can call As per Dlr cust says: n/a CRC ADVISED: Your veh is not part of recall 19s19 - its only for veh built from May 7, 2012 through October 27, 2013. Recalls are VIN specific. Not all vehicles with the same year, make and model will have the same type/list of recalls. It would depend on when and where the vehicles was manufactured. After reviewing my resources, there are no warranties or programs in effect that would provide coverage of your current concern. I recommend that you keep your receipts in case Ford initiates a program in the future based on your situation. We are A satellite location that's affiliated with our central Florida customer service center We have separate team responsible in email response you may visit owner.ford.com > Live chat > vehicle chat > We only have 1 main number its the 800393673 I am fully empowered by ford to assist you , anyone here at ford using the same resources and anyone here at ford will give same response.
2021-05-11 20:46:51	CUST SAYS: calling about the recall on the transmission. The affected trucks were produced from May 2012 to Oct 2013 - Mine was built a week later. I don't have the money to pay for the repair. I have no transportation and im currently walking. Need to speak with someone that can help me. CAS-31724808 PER CUST, DLR SAYS: CRC ADVISED: I tried to check for other programs that would provide assistance on the repair cost. After reviewing my resources, there are no warranties or programs in effect that would provide coverage of your current concern. If the vehi is part of the recall then ford will acknowledge the repairs If there's another person or dept that can provide a different answer I'll be referring you over but there's none. Customer would like to speak with someone from the main office. Asked for the phone number but advise that we only have their mailing address. Ford Consumer Affairs P.O. Box 6248 Dearborn, MI 48126 Agent's notes: Unable to add KB Link due to GCCT issue AAF Article: Fin Assist Denied

CASE ATTACHMENTS:

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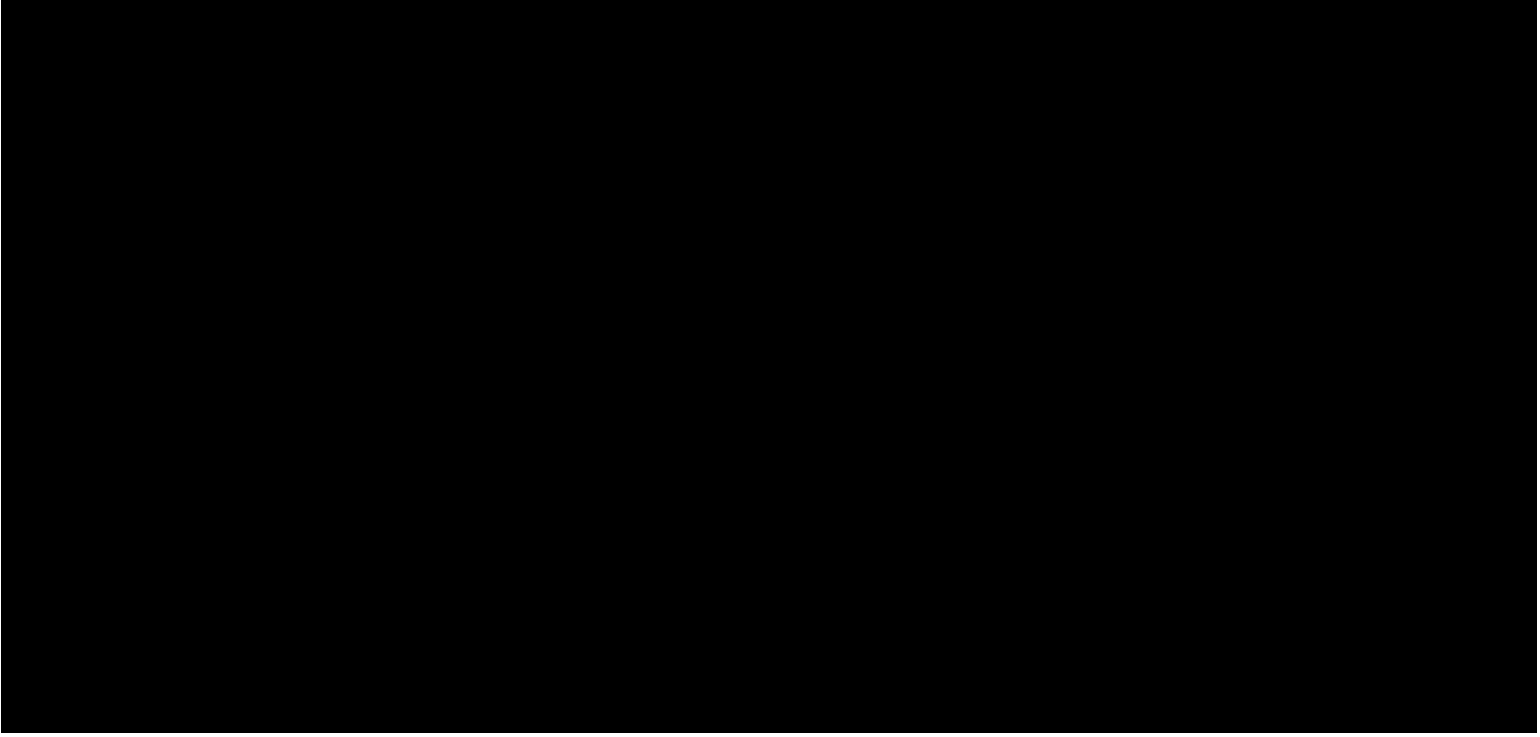
CUST SAYS: wants to check if there is recall on the veh, transmission lead frame issue, veh will not shift properly, check engine light flashes, issue happens randomly, veh was taken to the dlrshp yesterday, customer seeking assistance for the cost of the repair, estimated cost of the repair is $1000 PER CUST DLR SAYS: N/A CRC ADVISED: Advised customer veh is not part of any recall. Informed customer CSP 19N01 is not showing on his VIN. After reviewing my resources, there are no warranties or programs in effect that would provide coverage of your current concern. I recommend that you keep your receipts in case Ford initiates a program in the future based on your situation.

CASE ATTACHMENTS:

[redacted]

included in the recall they will not fixed the issue. While driving the wrench came up in my dash I got the P0702 code. as per cust dlr says: n/a CRC advised: Advised that her 2014 F-150 is not included in 19N01. Her truck was built in Dearborn Plant from November 22, 2013 and for vehicles included is for 2011-2013 built at the same plant from April 28, 2010 through October 28, 2013. What we can do is document and forward this info to NHTSA for investigation. ***Got a connection recovering

CASE ATTACHMENTS:



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CASE ATTACHMENTS:

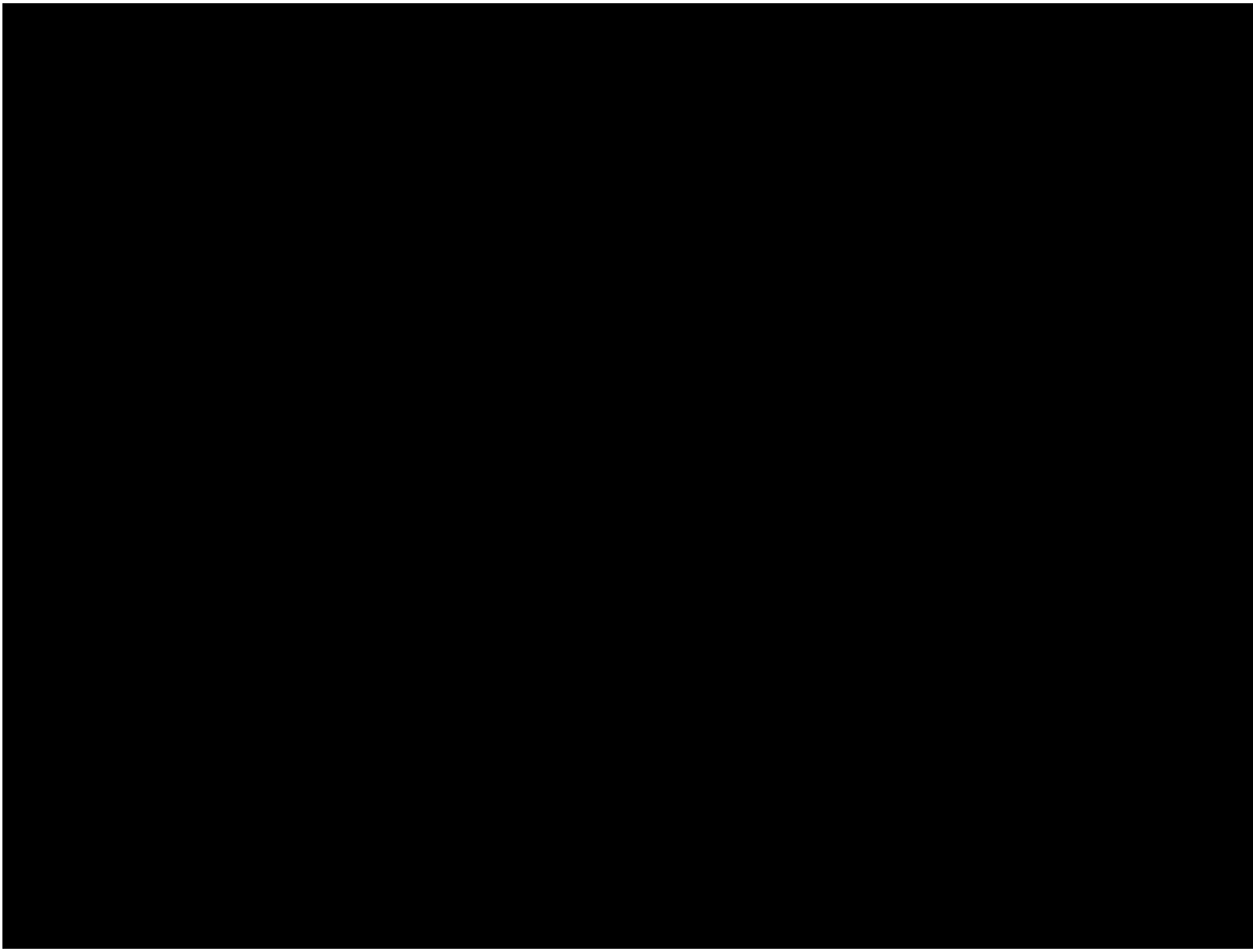
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