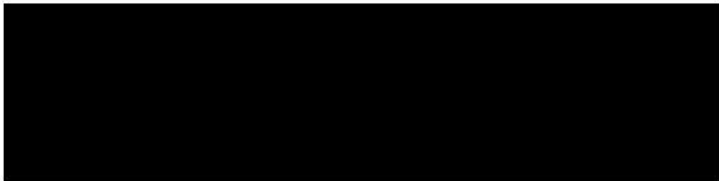


MODEL YEAR: 2022

MODEL: BRONCO SPORT

MILEAGE: 11

BODY STYLE: R9C - BRONCO SPORT OUTER BANKS 4X4

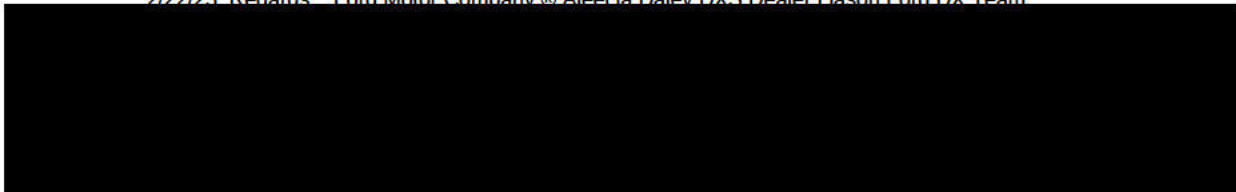


OPEN ANALYST NAME: SYSTEM

COMMENTS:

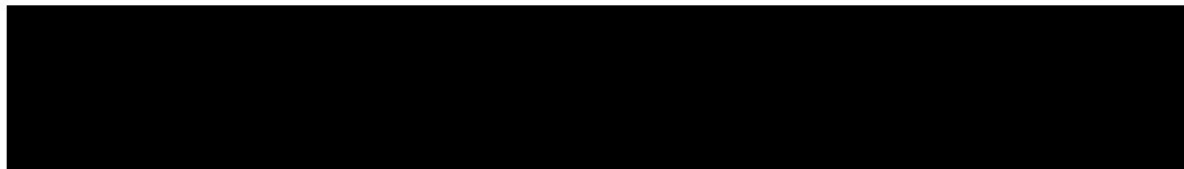
2023-02-02 17:14:14

dlr : Per my email yesterday, just checking on an extension for this case. Part needed is on backorder with no eta dlr : COPIS ACTIVE 2/2/23 dxs : Good Day, Following up at this time. IWL has been extended to 2/22/23. Regards Ford Motor Company @ Aleecia Daley DXS Dealer Liason Ford DX Team



2023-03-09 17:49:21

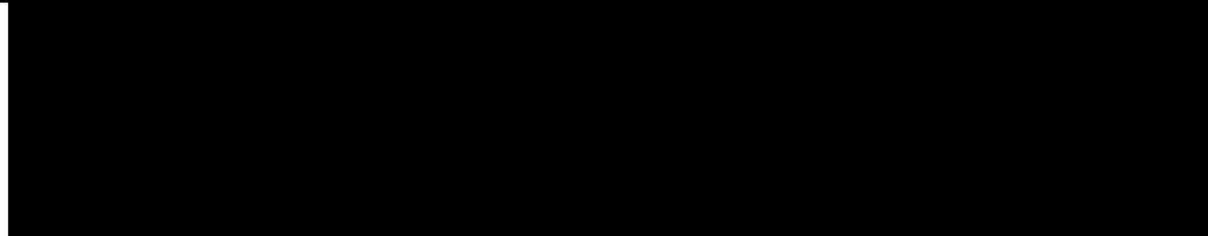
DXS Dealer Liason Ford DX Team ADaley6@ford.com | www.ford.com hours of operations 8:00a - 4:30p (



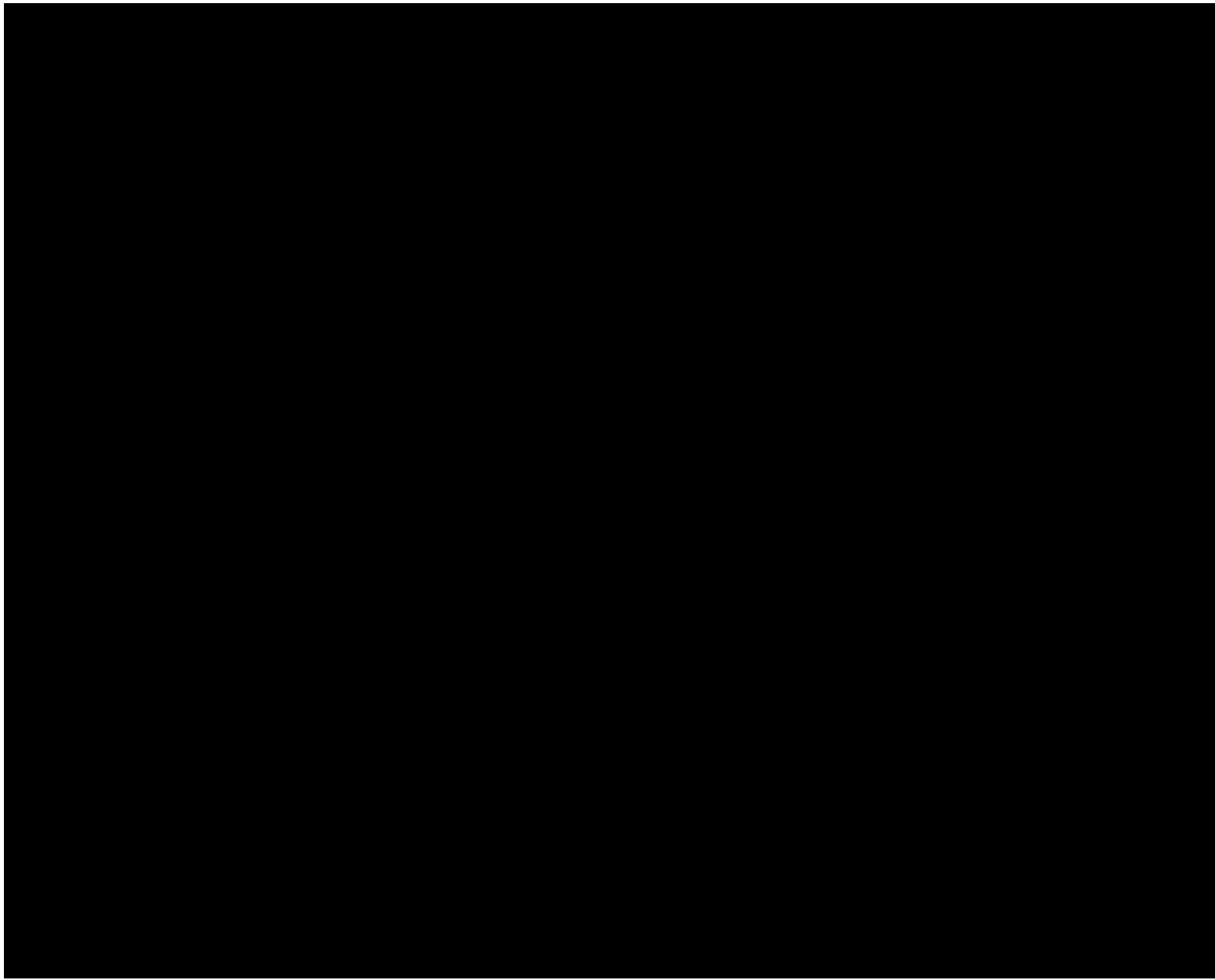
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2023-03-27 16:51:24



CASE ATTACHMENTS:



CASE ATTACHMENTS:



CASE ATTACHMENTS:

PA CODE: 07501

DLR SALES CODE: 71019

REGION: W1

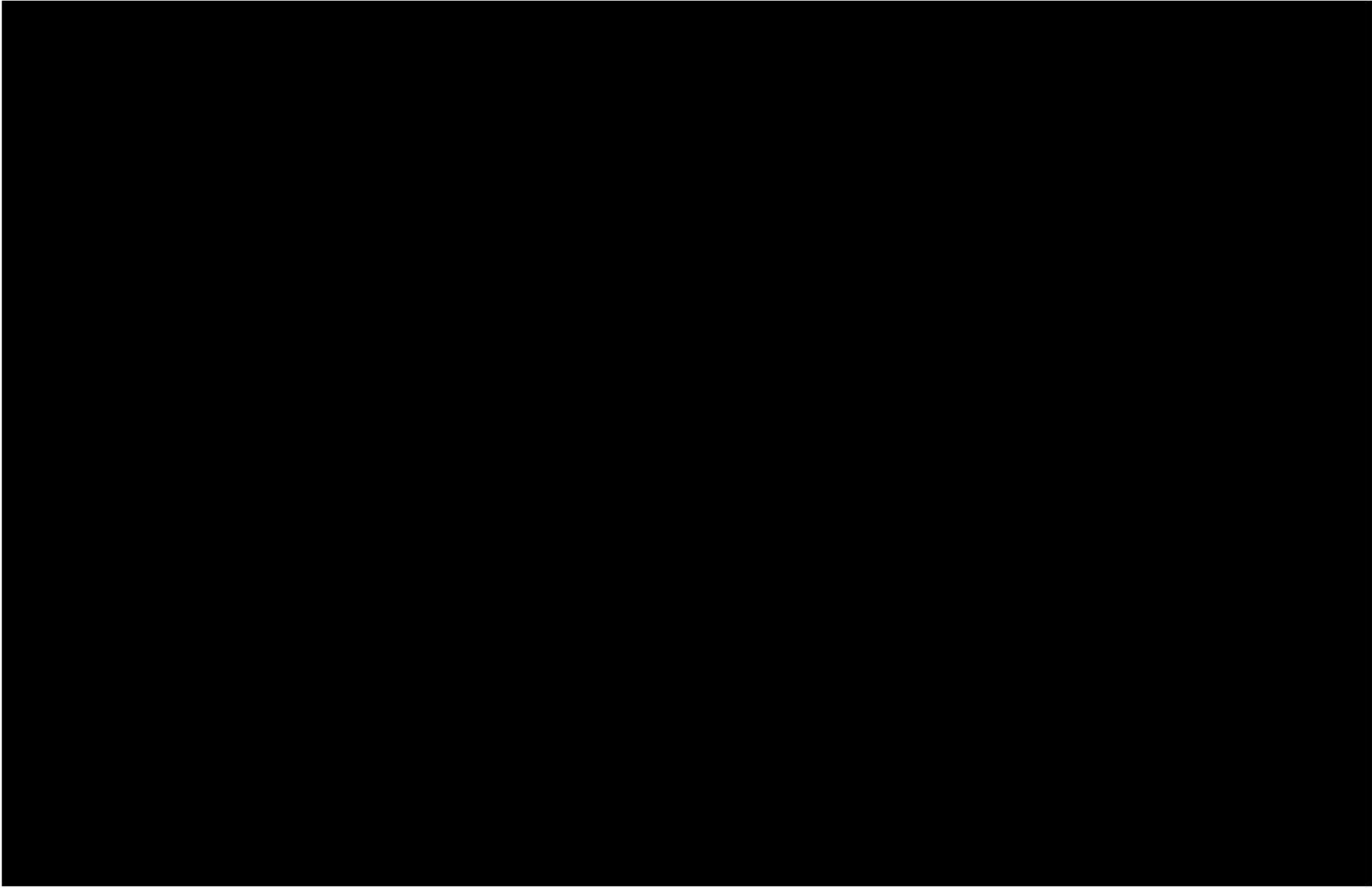
ZONE: W1A

MODEL YEAR: 2021

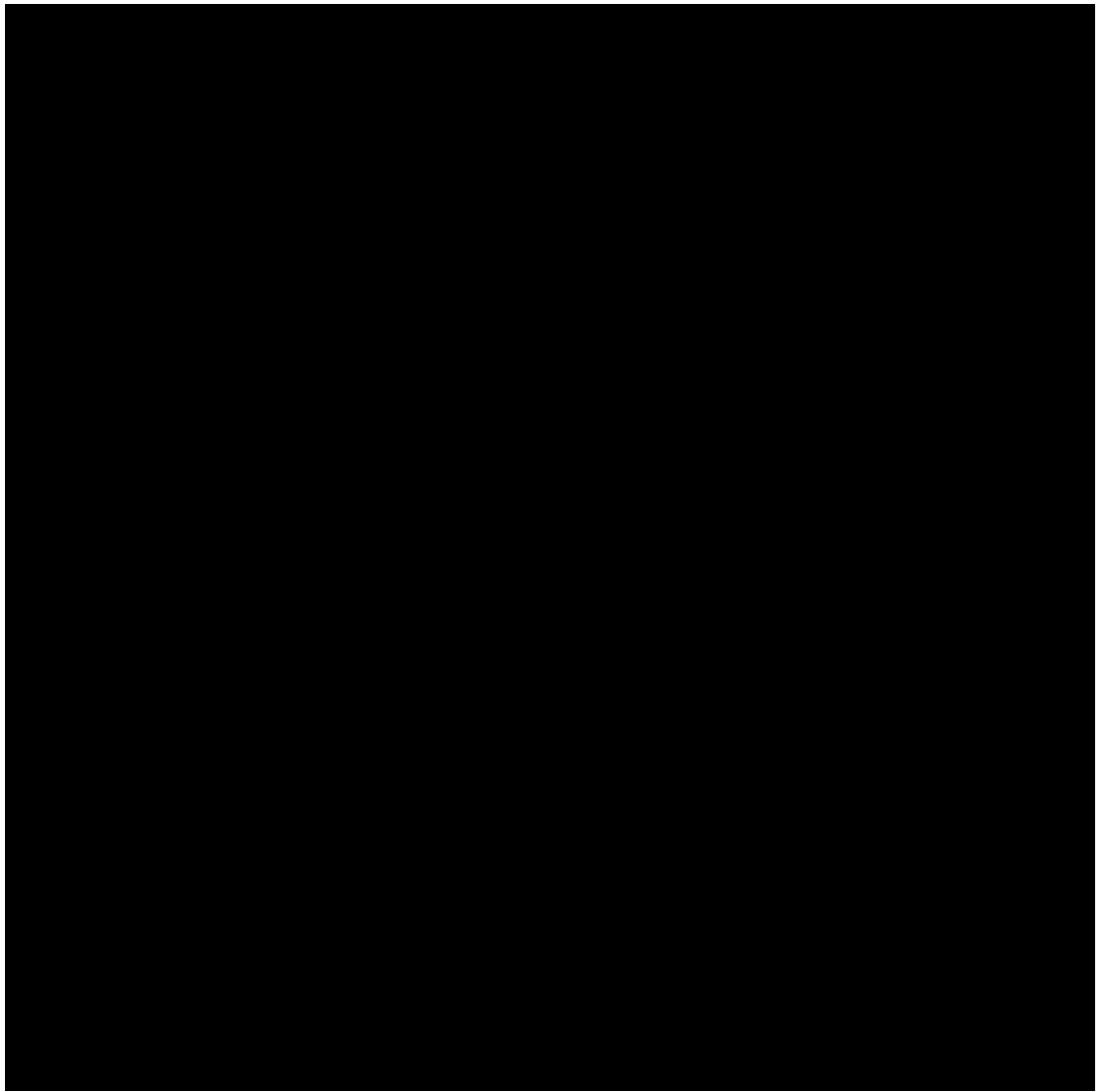
MODEL: BRONCO SPORT

MILEAGE: 38,541

BODY STYLE: R9A - BRONCO SPORT CX430 BASE



2023-06-14 20:03:39



2023-06-15 11:44:21

2023-06-16 17:32:48

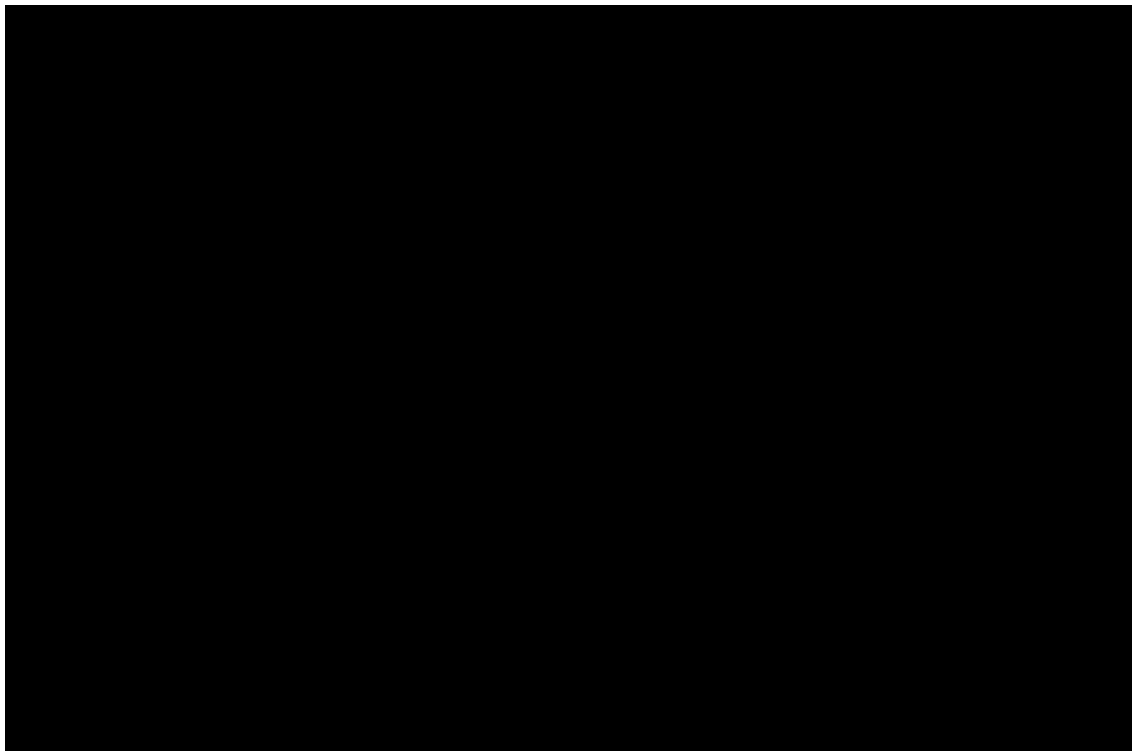
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2023-06-20 20:43:08



2023-06-24 14:17:42

2023-06-26 15:08:38

2023-06-29 14:41:33

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2023-06-29 18:15:07

2023-06-29 18:15:43

2023-06-29 18:16:13

2023-06-29 18:16:42

2023-06-29 18:36:03

2023-06-29 22:48:49

2023-07-05 16:20:26

2023-07-10 16:48:38

2023-07-14 14:11:28

2023-07-15 17:31:53

2023-07-19 14:38:16

2023-07-31 23:08:58

2023-08-01 19:20:27

2023-08-04 22:29:36

2023-08-07 18:04:38

2023-08-07 18:24:10

2023-08-07 18:28:07

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2023-08-29 16:09:53

2023-08-29 20:27:01

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2023-09-01 20:39:11

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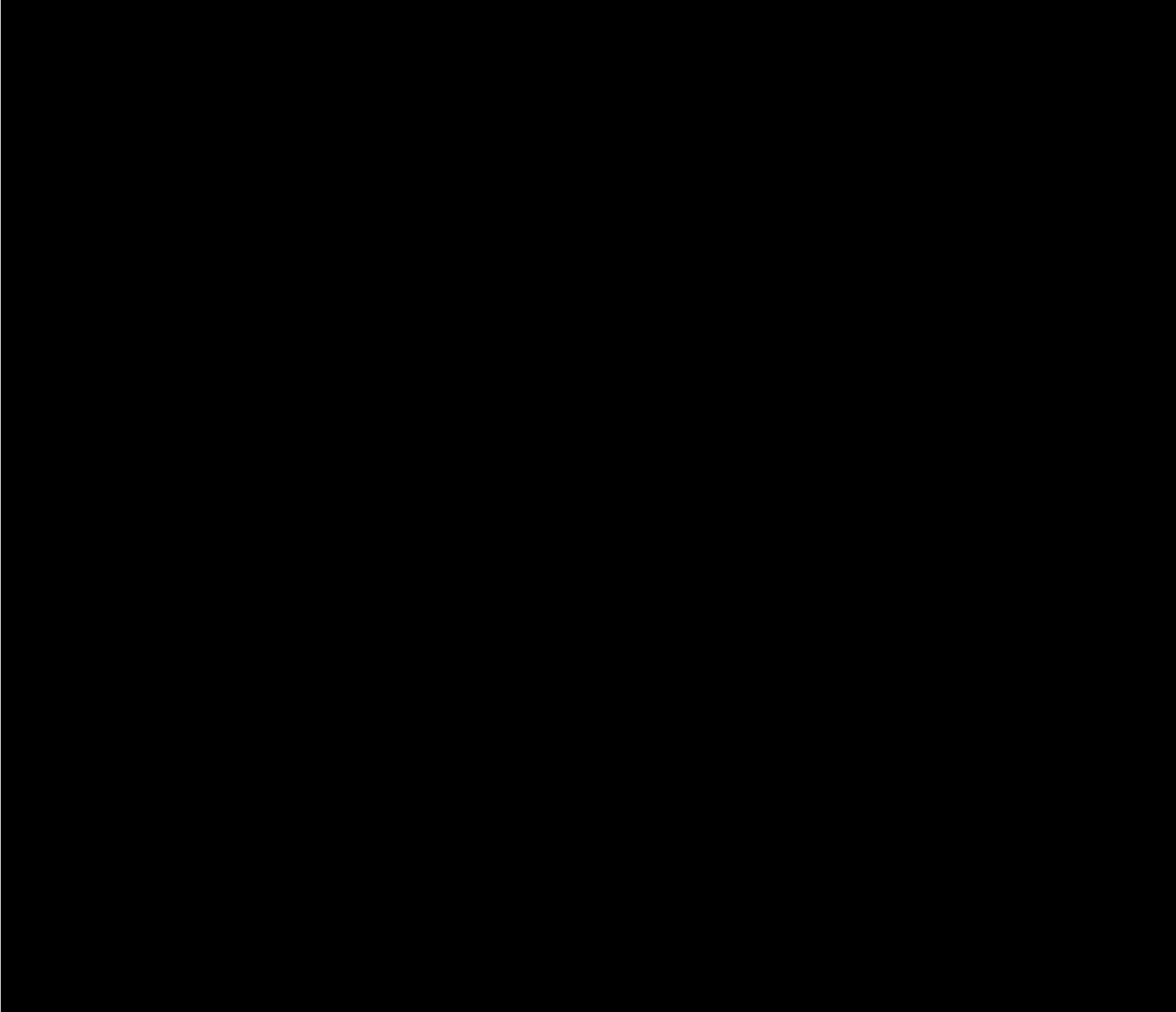
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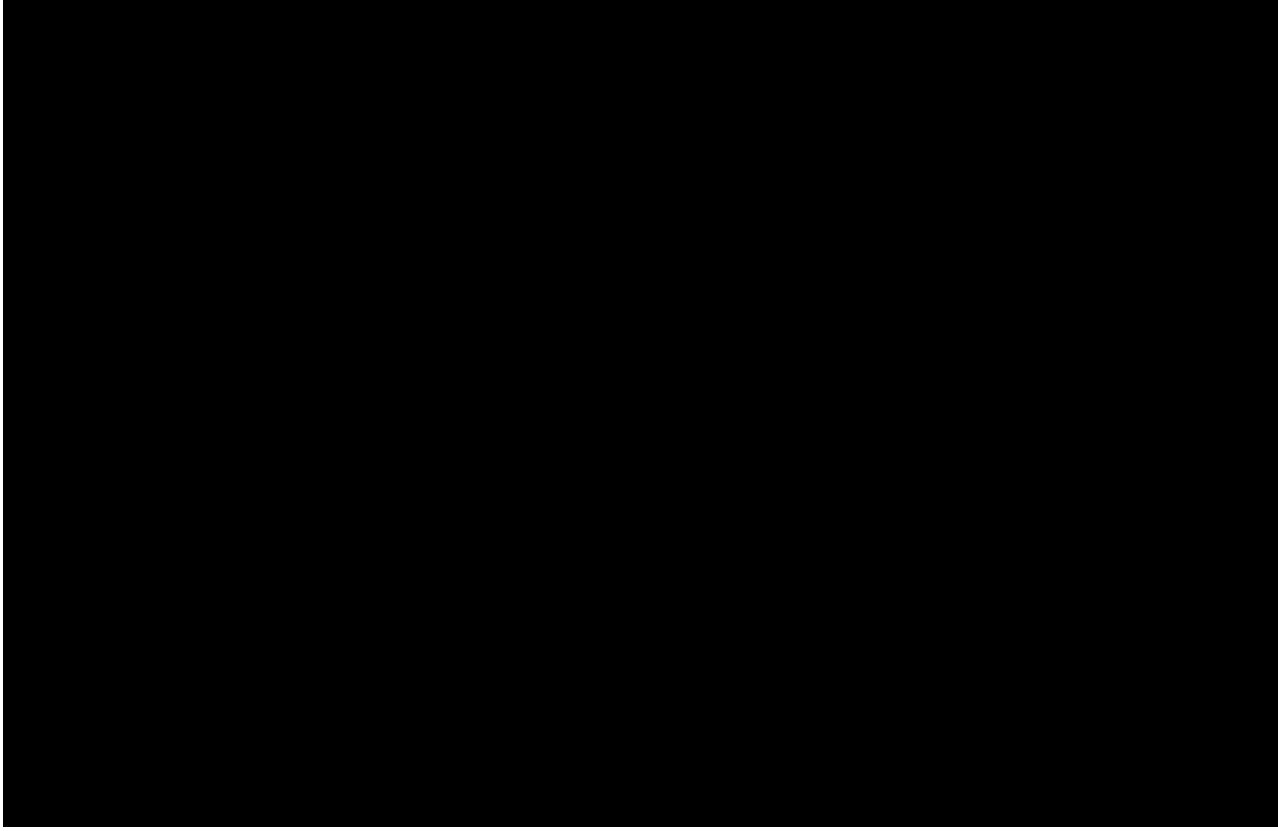
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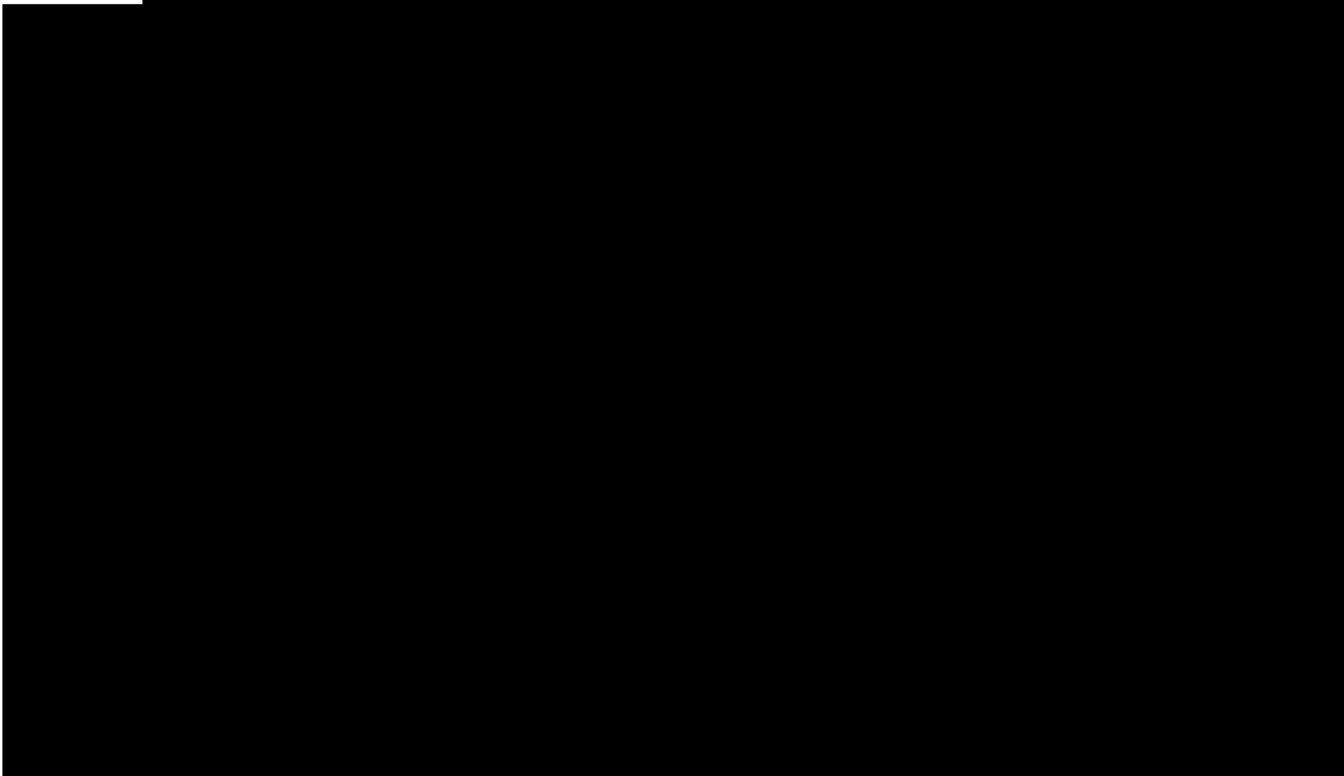
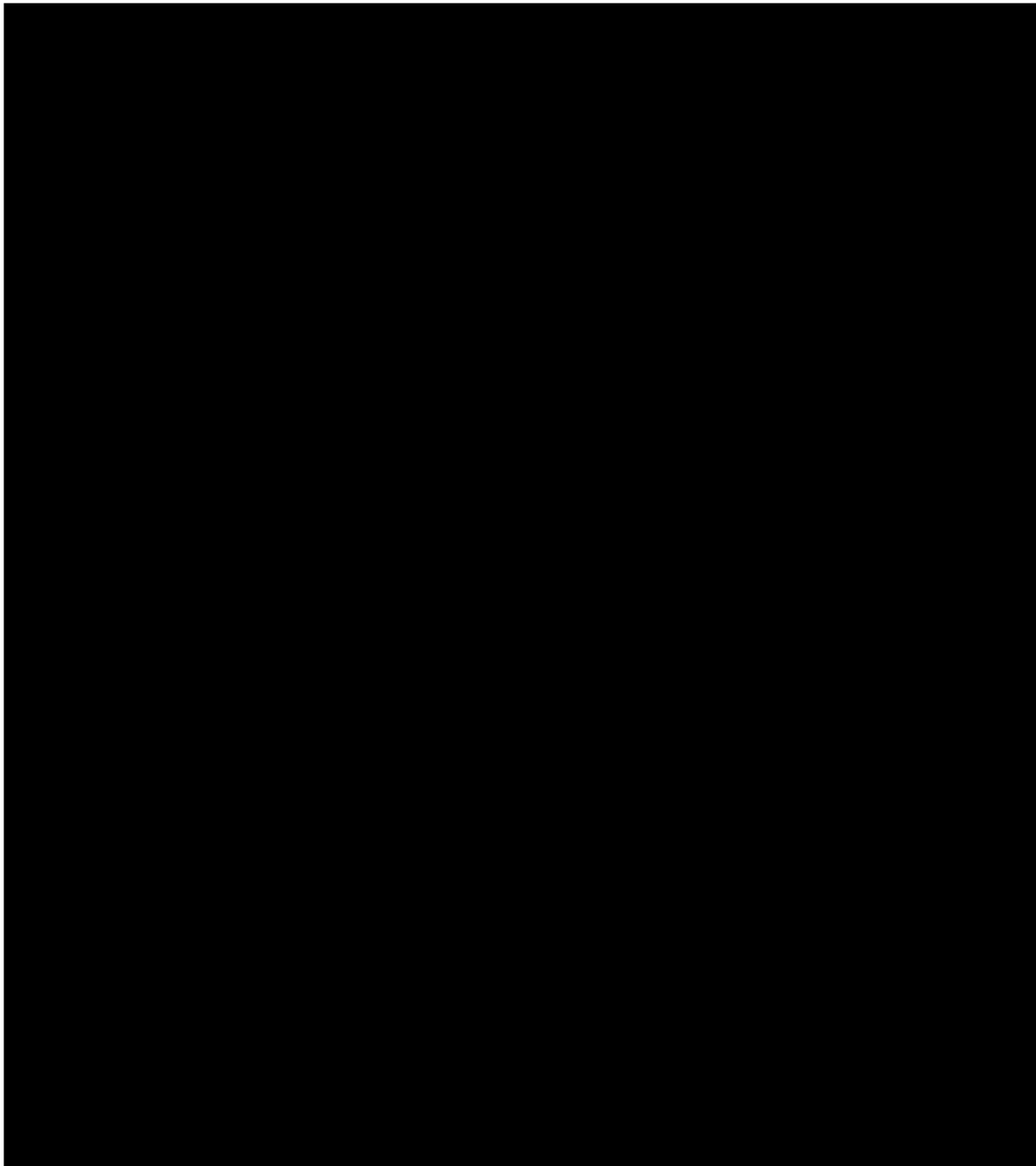
2023-09-12 11:44:22

CASE ATTACHMENTS:



Regards,





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2023-06-30 22:42:13

2023-06-30 22:43:02

2023-07-03 21:59:06

2023-07-07 18:24:58

2023-07-07 18:25:18

2023-07-07 22:38:39

2023-07-11 22:19:26

2023-07-13 20:37:59

2023-07-13 21:09:38

2023-07-28 15:55:09

2023-08-29 18:44:54

2023-08-29 18:58:01

[REDACTED] I want to start off by apologizing for failing to contact you regarding the fuel injector replacement concerns related to your 2022 Ford Escape. I was informed the case had been escalated to another department and I would no longer be handling it. The dealership stated the fuel injectors have been replaced at not cost and the vehicle was picked up in mid July 2023. Your recent fuel injector replacement was completed by a Ford factory-trained technician, which hopefully provides you with peace of mind. In the event there are unresolved issues I can assist with, or if you have any further questions or concerns regarding this repair, the Ford Protect ESP plan, or any additional comments or feedback, please do not hesitate to reach out to me directly at 800-392-3673, Extension 79030 or by email at mmillerb@ford.com . If I am unavailable, please leave me a detailed message and I will return your call as soon as possible. Please reference the case number indicated above for a quicker response. Please look for an email within the next few days that includes a brief survey regarding your experience with me in completing your case. We value your feedback so that we can better understand what we can do to improve in the future. Thank you for being a valued customer and a part of the Ford family. Respectfully, Michelle Millerbarnett Customer Experience Specialist Ford CX Team O: (800) 392-3673 Ext: 79030 email: mmillerb@ford.com Ford Confidentiality: ----- Please do not submit any sensitive personally identifiable information for security reasons, such as credit card numbers, driver's license numbers, SSN, DOB, etc. Thank you.

2023-08-29 19:22:12

[REDACTED] I understand you have concerns about your vehicle's fuel injectors, even though they have been repaired. As an offer of goodwill, I would like to offer you a Ford Protect BaseCare Plus plan with a suggested retail price of \$4,650.00 to provide you with peace of mind going forward. This service contracts 84 components (of the engine, transmission, brakes, front suspension, rear and front-wheel drive, and air conditioning, etc.) for up to 5 years from the warranty start date or 200,000 miles (odometer reading), whichever comes first. Ford Protect BaseCare coverage is 100% backed by Ford Motor Company, using Ford-authorized parts for covered repairs, and factory-trained and certified technicians. If any future repairs are needed, the Extended Service Plan provides rental car reimbursement for up to 10 days and covers towing costs up to \$100. There is no limit to the number of repairs during the coverage period, and there is only a \$100 deductible per occurrence. Do you approve of this offer? Upon your approval, I will begin the process to purchase this service plan on your behalf. Your patience, understanding and loyalty to the Ford Brand are greatly appreciated. Feel free to reach out to me with additional questions, concerns. Michelle Millerbarnett Customer Experience Specialist Ford CX Team O: (800) 392-3673 Ext: 79030 email: mmillerb@ford.com Ford Confidentiality: ----- Please do not submit any sensitive personally identifiable information for security reasons, such as credit card numbers, driver's license numbers, SSN, DOB, etc. Thank you.

2023-08-29 22:17:58

---Safety net

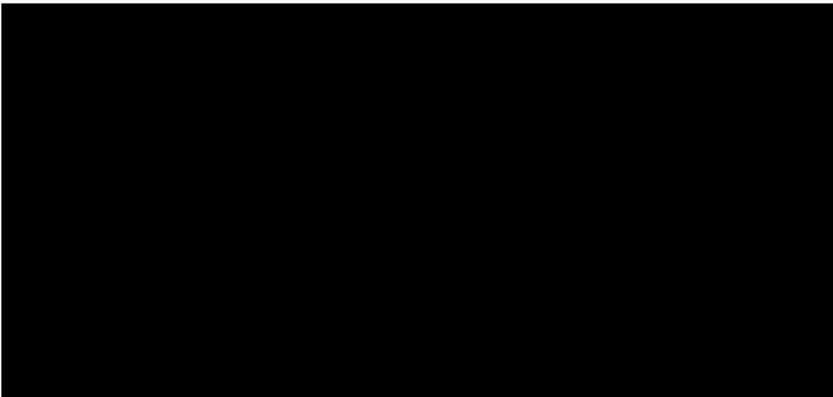

-- Safe for closure

Ford Motor Company ©  
Marchelle McNack  
Customer Experience Supervisor

CASE ATTACHMENTS:  
2023-06-23 21:20:23

Latonya Evans

[CAS-41892358-V8H2G1 - Packer French.docx](#)

Thank you for reaching out to Ford Motor Company. We have received your correspondence regarding the 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS recall notification that you received for your 2022 Ford Escape.

We appreciate you expressing your concern with the service action that has been provided for this recall. Per the terms of the 22N18 recall, our Ford dealerships are advised to replace all three high-pressure fuel injectors. This service will be performed at no charge to you.

I can assure you that 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. Should another fix or further instructions be necessary, Ford Motor Company will be sure to notify both you and your Ford dealership.

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](http://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.

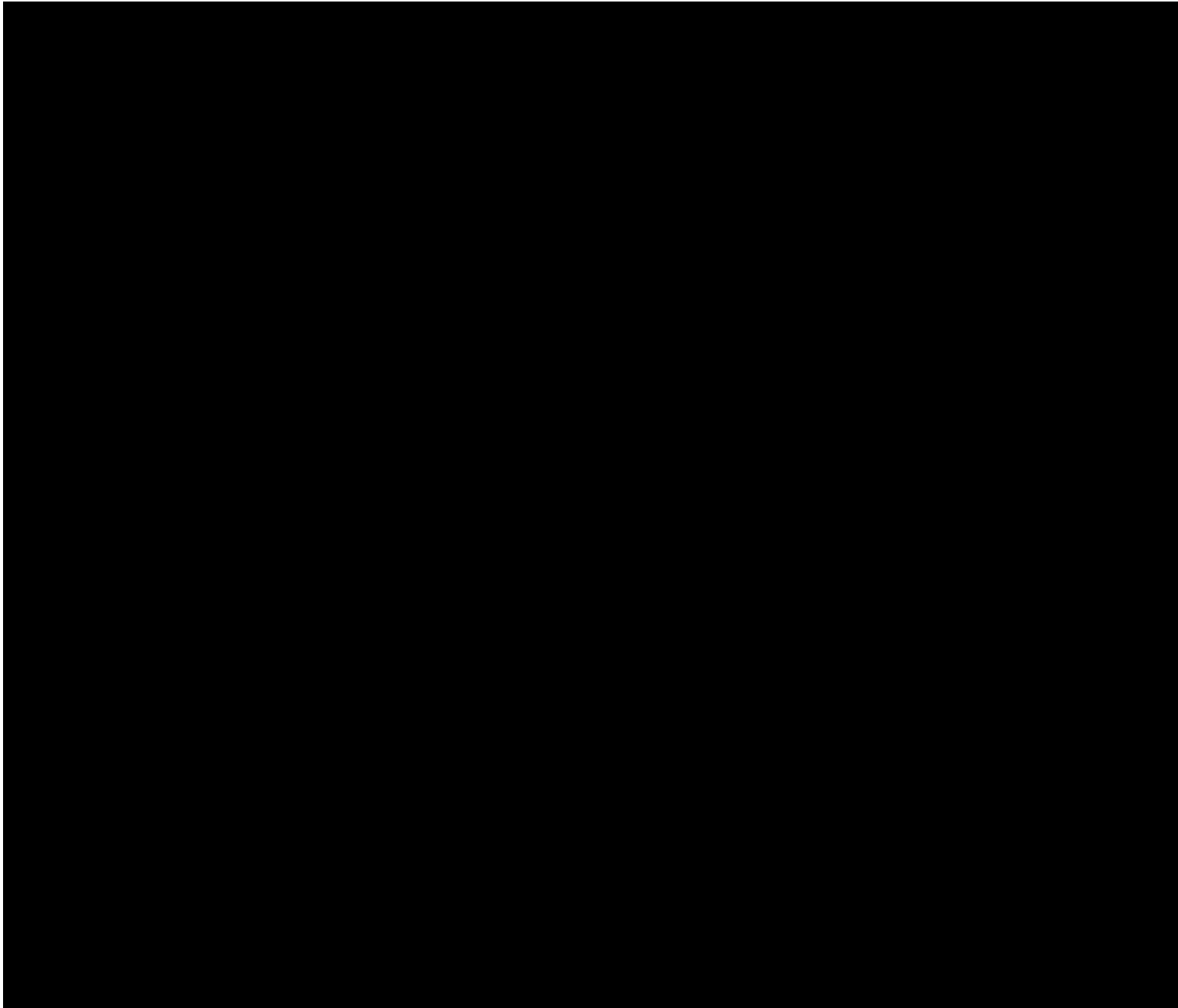
Sincerely,

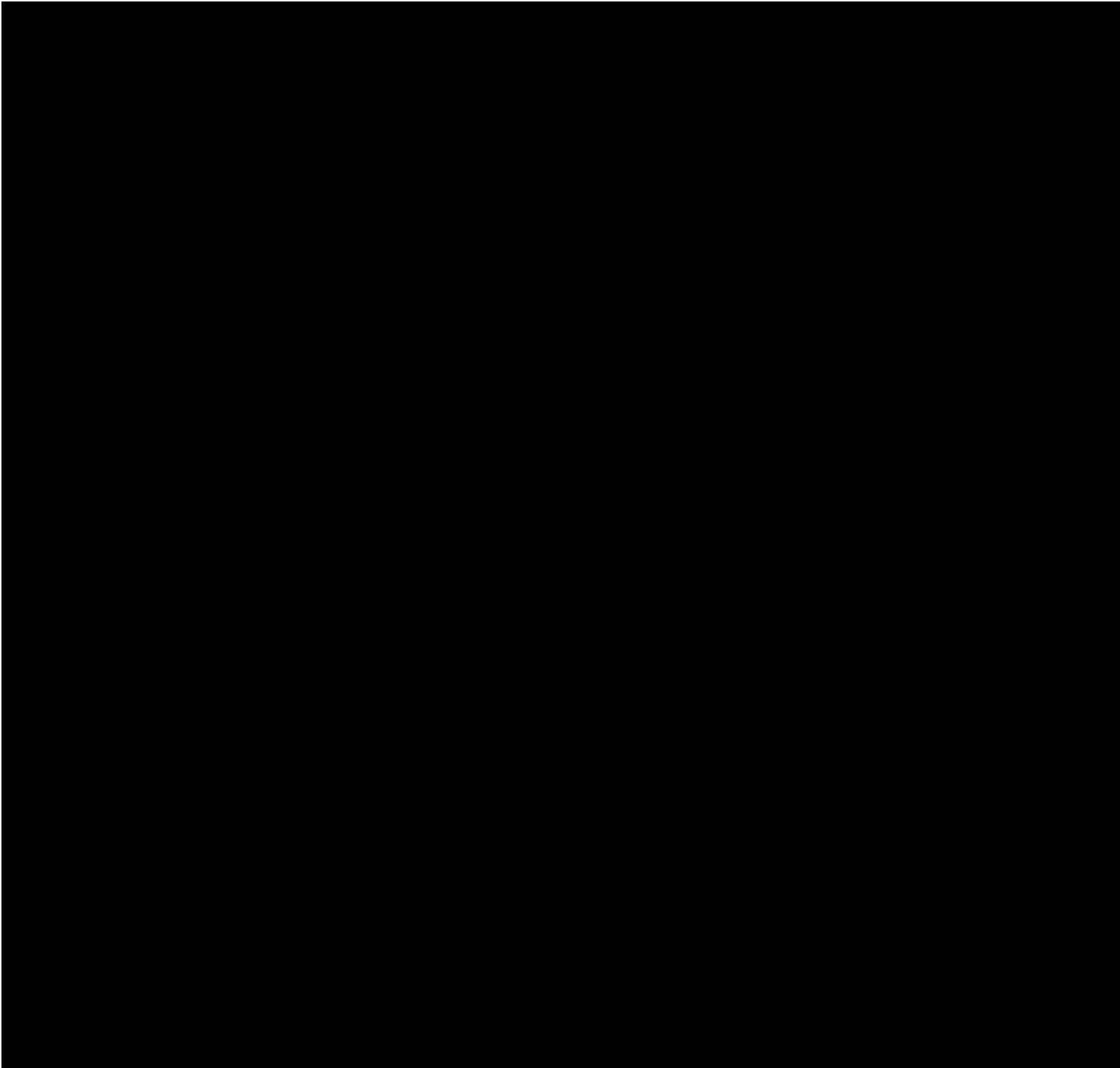


Maya  
Customer Service Representative  
Ford Motor Company

2023-06-20 13:53:54

CASE ATTACHMENTS:





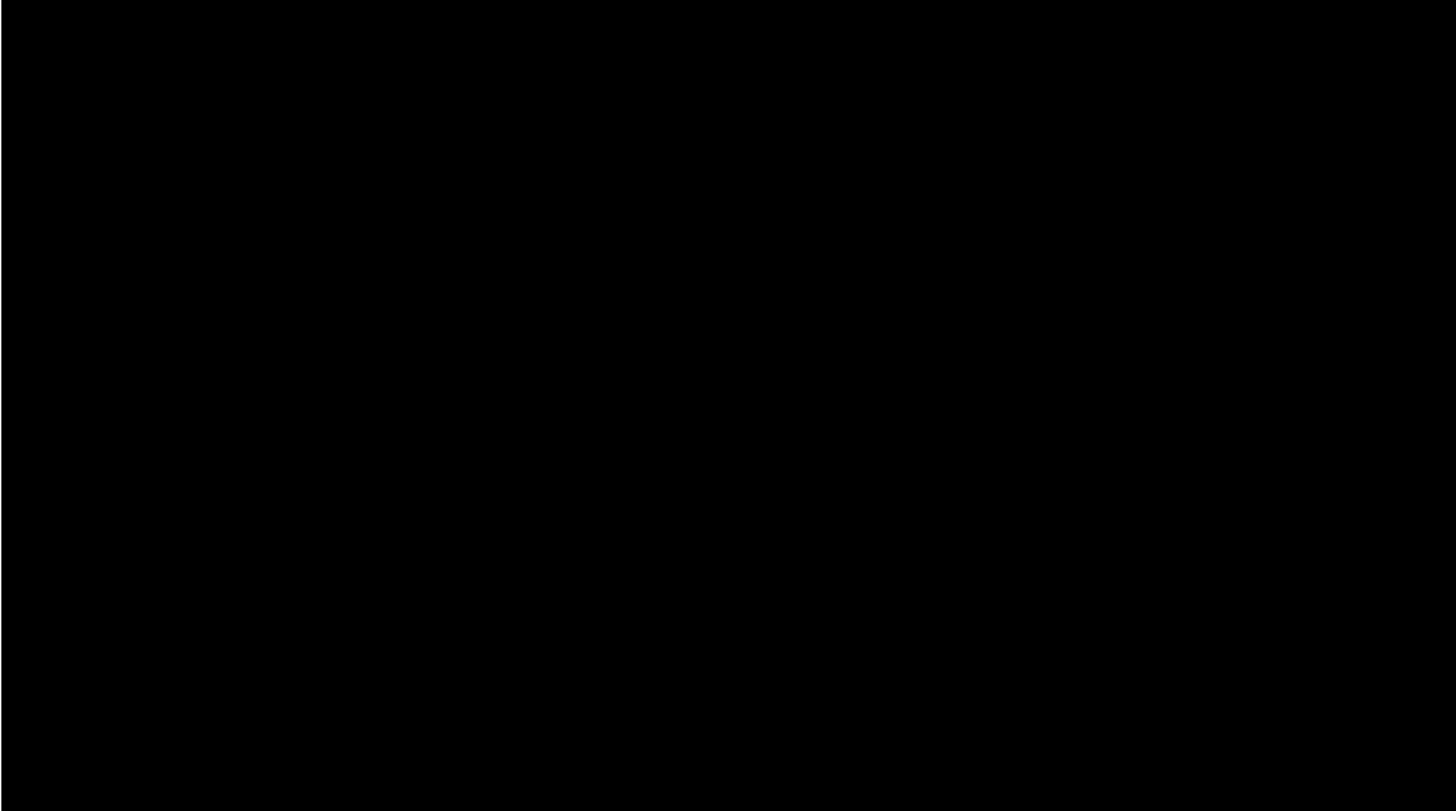


**Checklist for Third Party Agency matters**

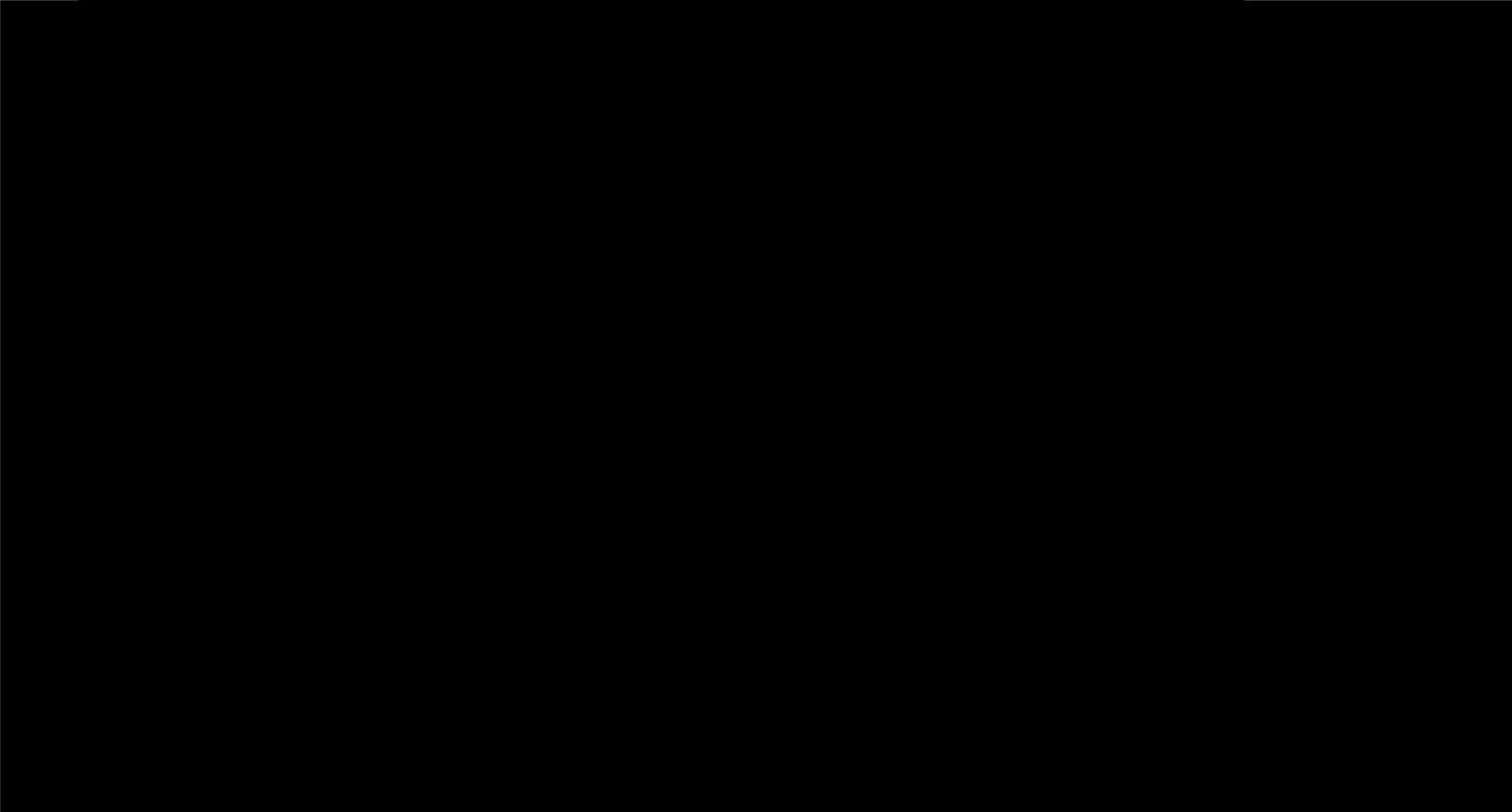
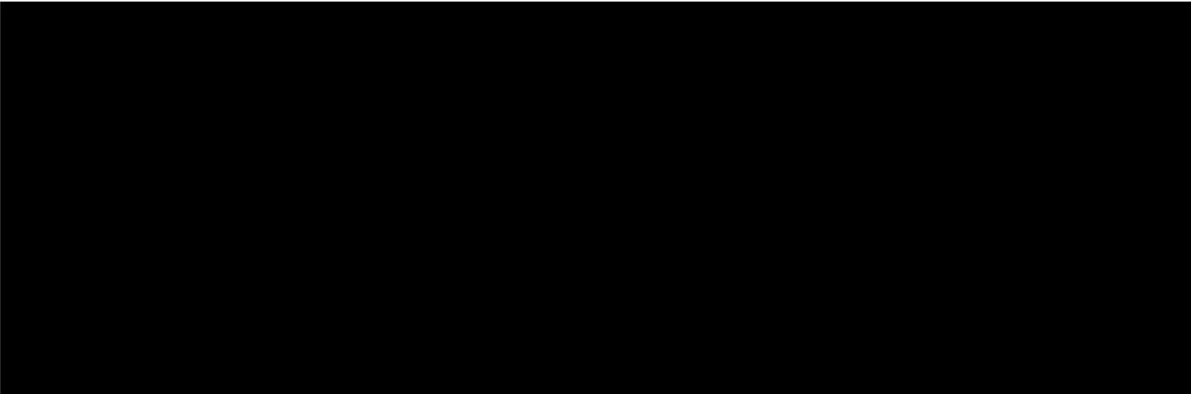
If applicable, this checklist is a reminder to assist an agent with ensuring that all documents and resources were utilized to handle a customer’s issue in order to effectively handle the response to the agency:

<b><u>Included</u></b>	<b><u>Not applicable</u></b>	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Original document received from agency
<input type="checkbox"/>	<input checked="" type="checkbox"/>	OASIS
<input type="checkbox"/>	<input checked="" type="checkbox"/>	AWS
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Relevant GCQIS contacts
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Relevant TSB’s
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Relevant recalls
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Relevant Special Service Messages
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Response sent to agency

***Note: Please place this checklist in each 3<sup>rd</sup> party case file created in the G drive folder. Check the applicable boxes.***



Got recall for fuel line 22S73  
Took to dealer  
Went to pick up lights were still on  
Left veh  
New fuel injector and fuel pump  
Picked up  
Week later went into limp mode wouldn't go over 9 mph 22S73  
Got it back



2023-07-20 15:27:17

Ford Motor Company © Madison Bridges Customer Experience Specialist, Ford CXS Team/ PV Team

2023-07-20 17:57:22

2023-07-20 17:59:49

2023-07-20 20:03:59

2023-07-20 20:30:11

2023-07-20 21:11:49

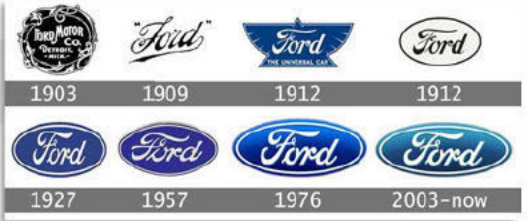
CASE ATTACHMENTS:  
2023-07-14 22:09:59

Alison Jackson

[Cooley BB.docx](#)

# CA BUYBACK REQUEST

## ◆ INTAKE ◆



CUSTOMER CONTACT / BUSINESS NAME		[REDACTED]	
TYPE OF PURCHASE <b>NEW   CPO   USED   PRIVATE SALE <u>OR</u> GIFT</b>	TYPE OF PURCHASE New		
PURCHASE STATE, DATE & MILEAGE	PURCHASE STATE Mississippi	PURCHASE DATE 11/18/2019	MILES @ PURCHASE 4885
WHERE VEHICLE PURCHASED <u>OR</u> FROM WHOM?	NAME OF SELLING DEALER /BUSINESS <u>OR</u> SELLER Courtesy Ford		
REGISTERED OWNER(S) NAME(S) & STATE WHERE VEH IS REGISTERED	REGISTERED OWNER(S)	STATE REGISTERED	
IS VEH USED PRIMARILY FOR PERSONAL <u>OR</u> BUSINESS?	[REDACTED] Personal		
<b>IF BUSINESS</b> , HOW MANY <u>TOTAL VEH ARE REGISTERED</u> IN CA TO THE BUSINESS?	TOTAL NUMBER OF VEH THE BUSINESS HAS REGISTERED IN CA N/A		
DOES VEH HAVE ANY MODIFICATIONS <u>OR</u> AFTERMARKET COMPONENTS?	EX.: LIFT   OVERSIZE TIRES   UTILITY BOXES   GPS / ALARMS N/A		
<b>IF APPLICABLE</b> , DOES VEH TOW <u>OR</u> HAUL ANYTHING?	EX.: CAMPERS   TRAILERS   5 <sup>TH</sup> WHEELS N/A		
WAS VEH PURCHASED <u>OR</u> LEASED BY A FULL-TIME ACTIVE-DUTY MILITARY MEMBER, WHO WAS STATIONED <u>OR</u> RESIDING IN CA AT THE TIME OF PURCHASE/LEASE <u>OR</u> AT THE TIME THE REQUEST IS FILED?	YES	NO No	

### CURRENT CONCERN(S)

PRIMARY MECHANICAL CONCERN FOR BUYBACK REQUEST	Veh keeps having check engine light popuate every time its repaired
--	---

IWL?	Y / N
VFH OFF-ROAD?	Y / N
TFCH SMF?	Y / N
PARTS SMF?	Y / N

NAME OF ALL DLR's <b>&amp;/OR</b> MECHANICS WHERE VEH HAS BEEN SERVICED / REPAIRED	Courtesy Ford
--	---------------

VEH CURRENTLY @ DLR?	NAME OF DLR (If Applicable) <b>&amp; SA</b> Yes	DATE VEH ARRIVED @ DLR:
----------------------	--	-------------------------

<b>IF YES</b> , LOANER/RENTAL NEEDED?	Y / N N/A	IF NO, EXPLAIN, HAVE 2 <sup>ND</sup> VEH, ETC...
---------------------------------------	--------------	--

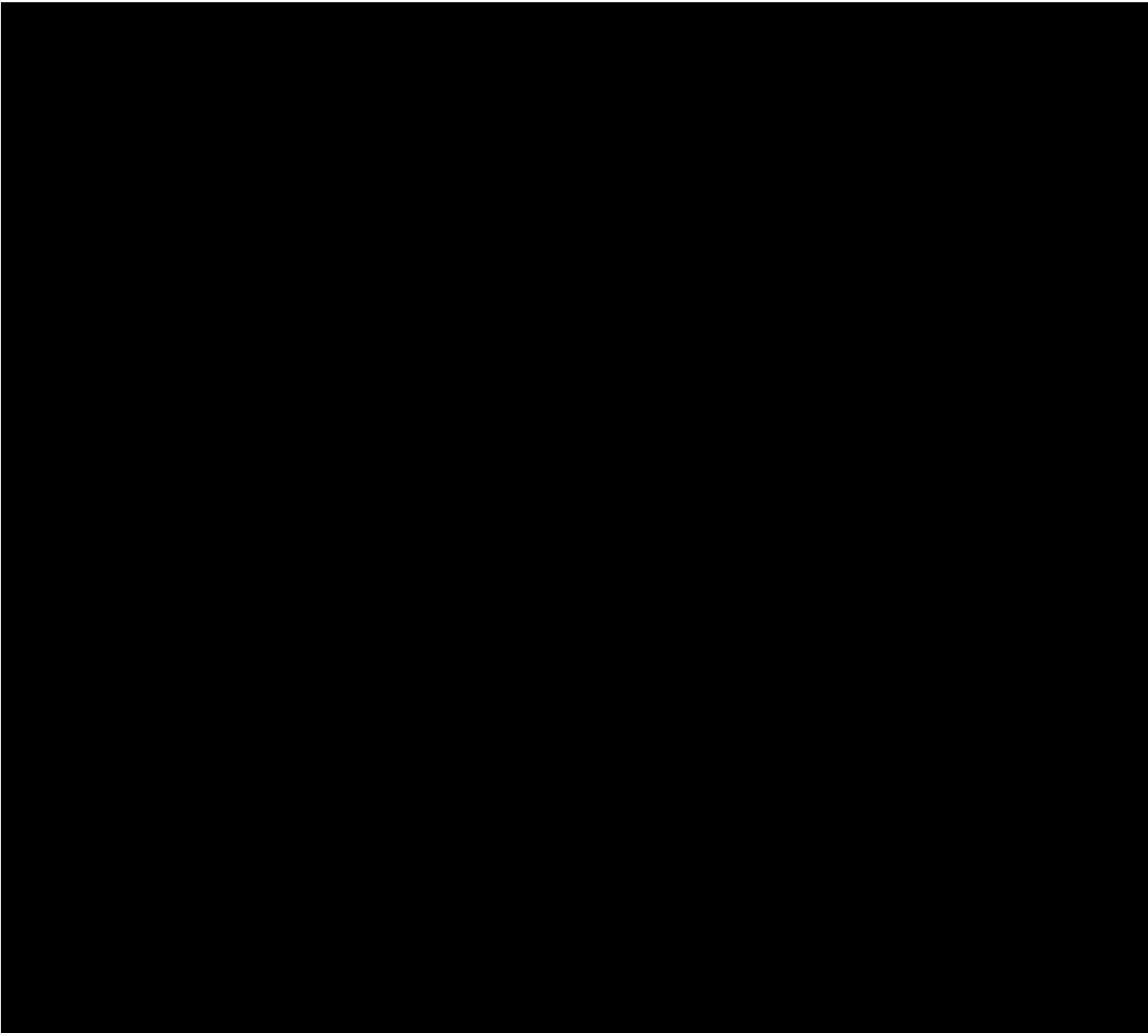
<b>IF NO</b> , WILLING TO GO TO DLR?	Y / N yes
--------------------------------------	--------------

<b>IF WILLING TO GO TO DLR</b> , NEED TO SET APPT. FOR CUST?	Y/N	NAME OF DLR)
--	-----	--------------

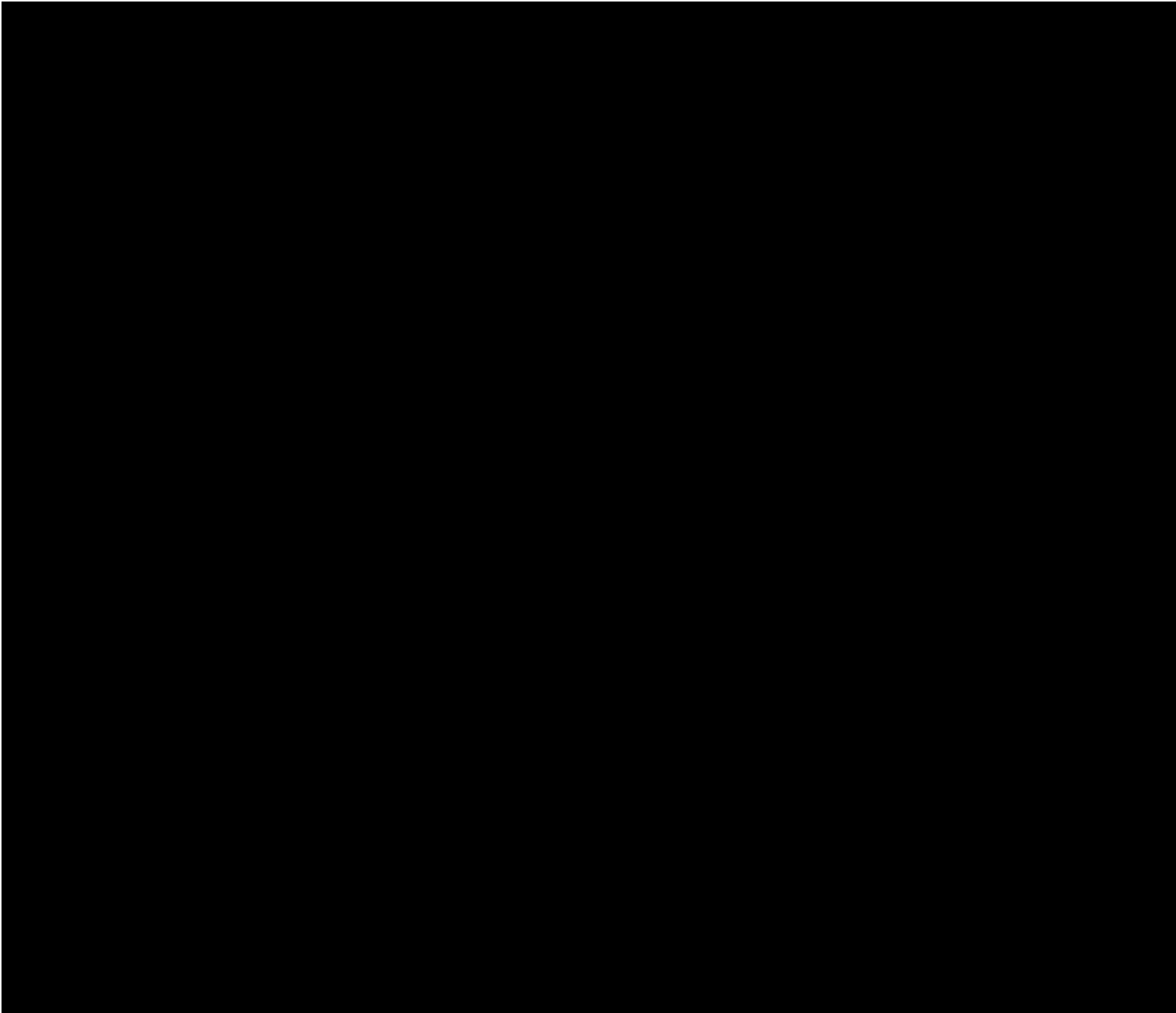
<b>TECH ASSISTANCE NEEDED?</b>	Y / N N/A	MISC. NOTES
--------------------------------	--------------	-------------

**FOR INTERNAL USE ONLY**





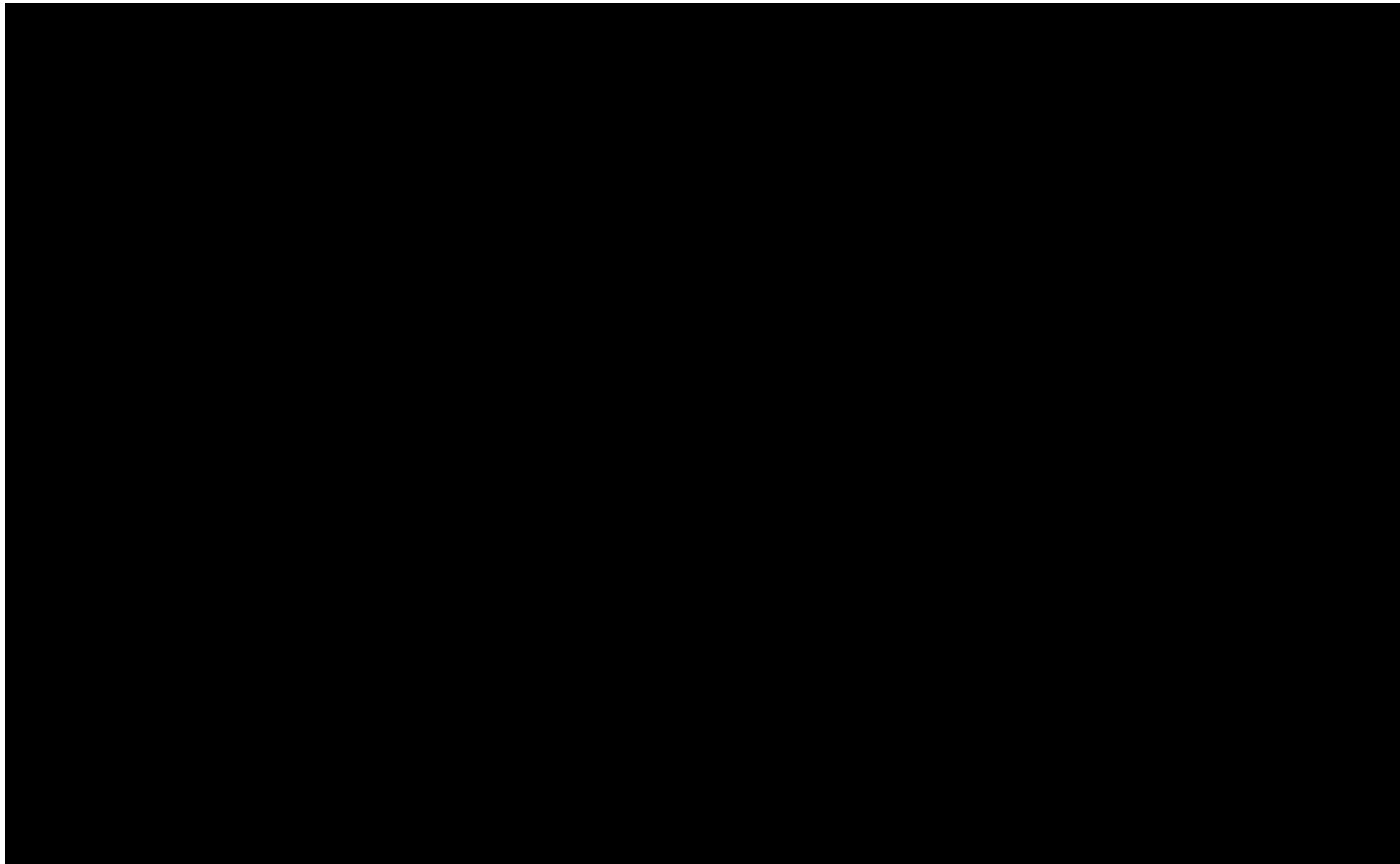
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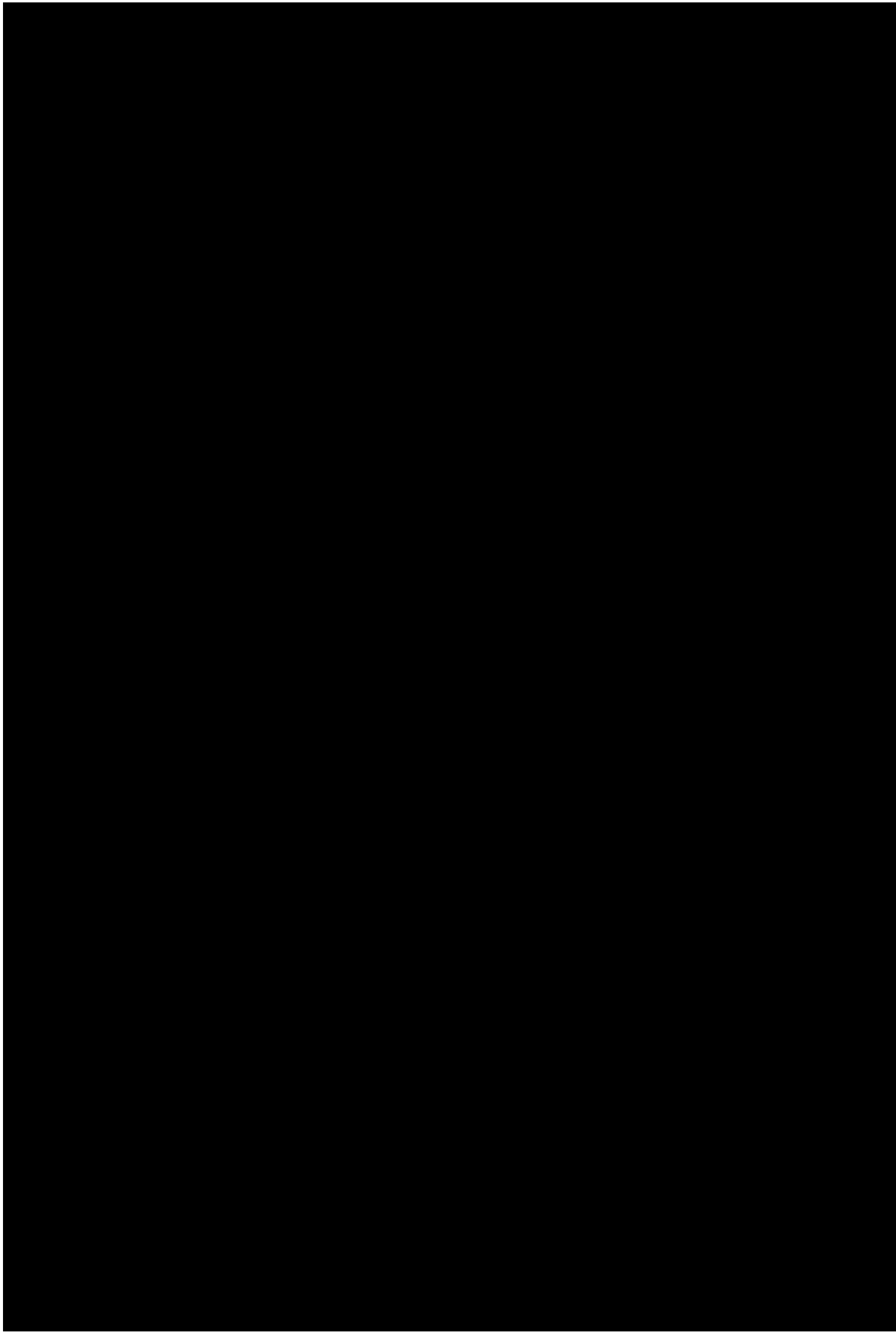
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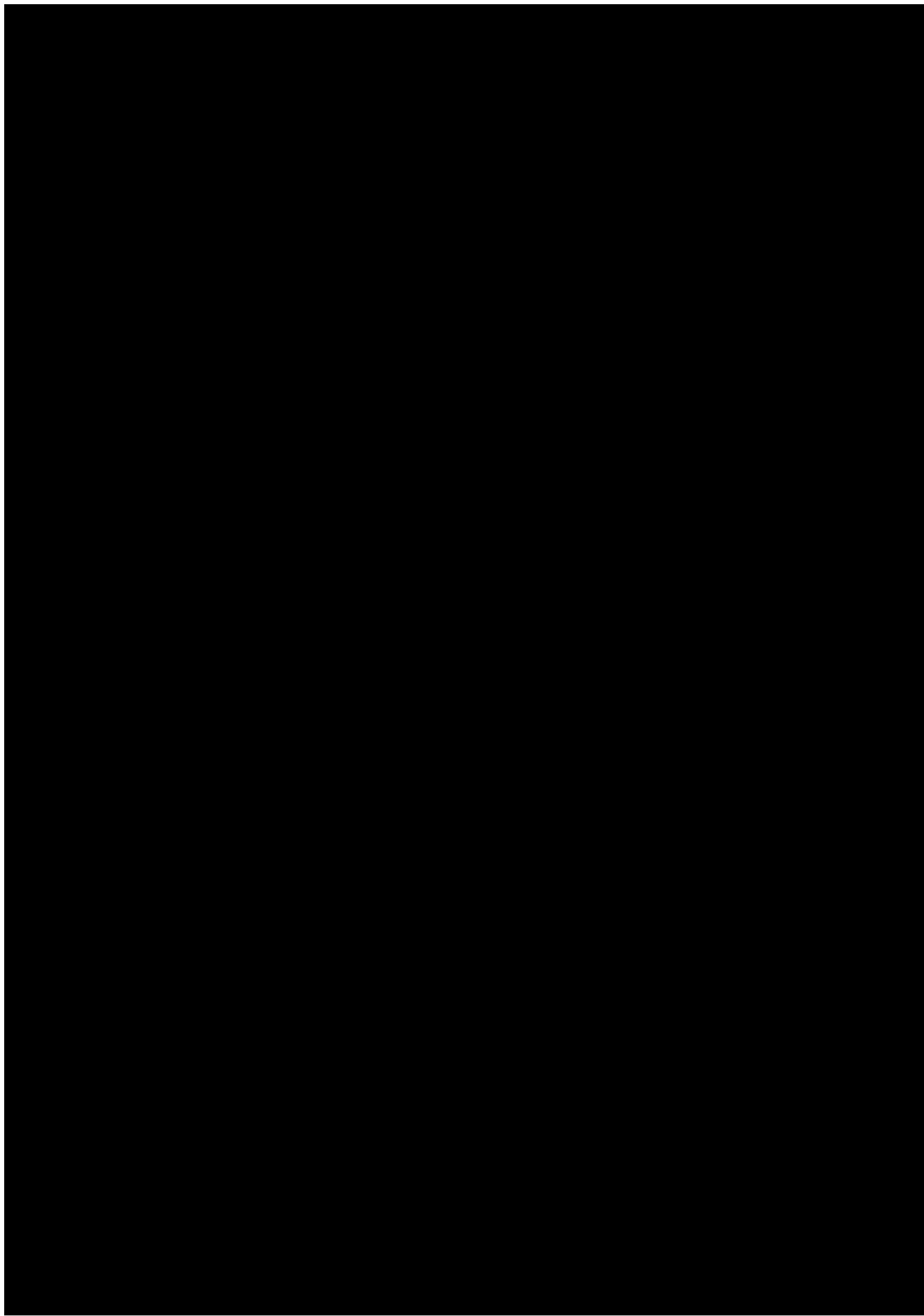


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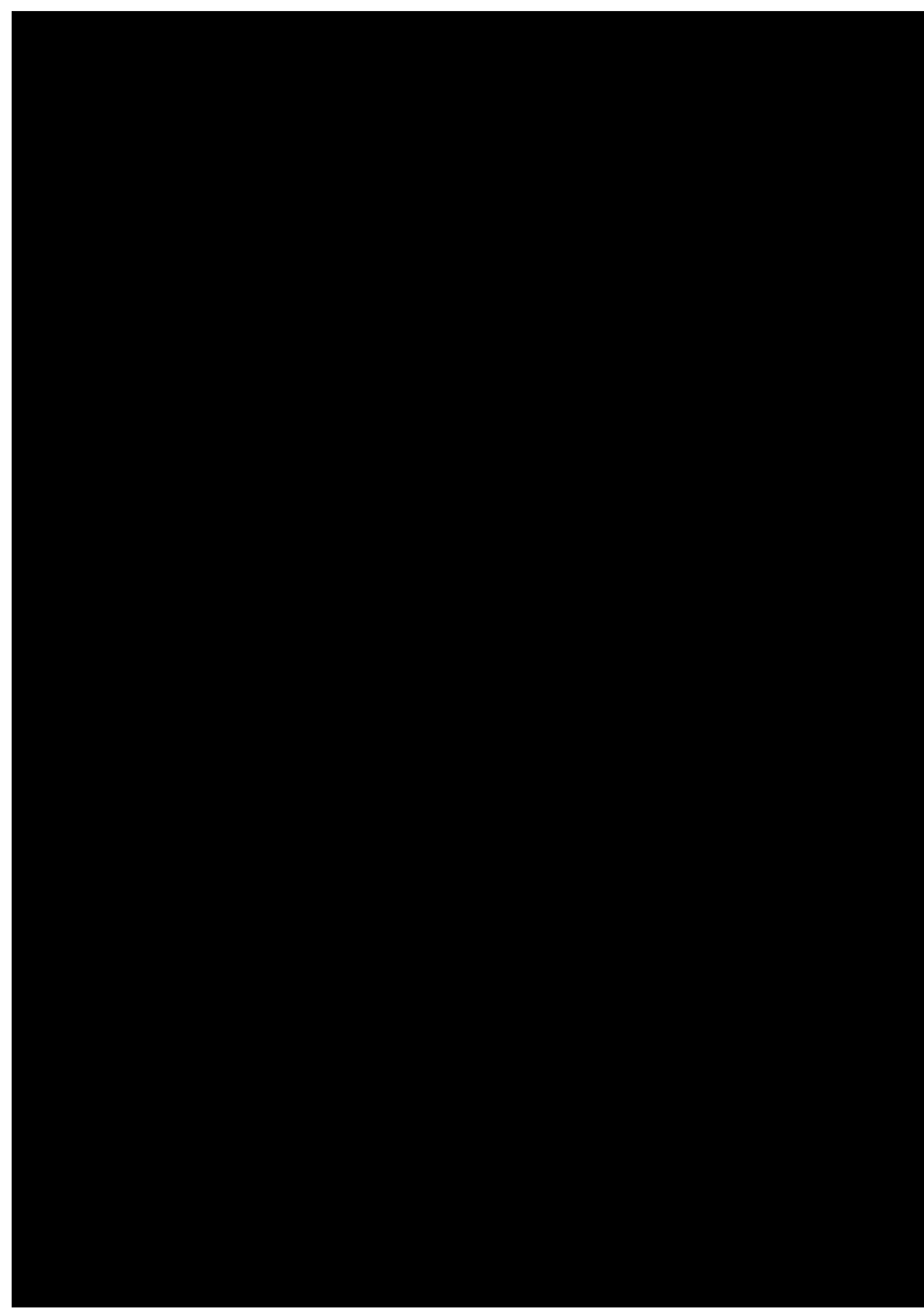


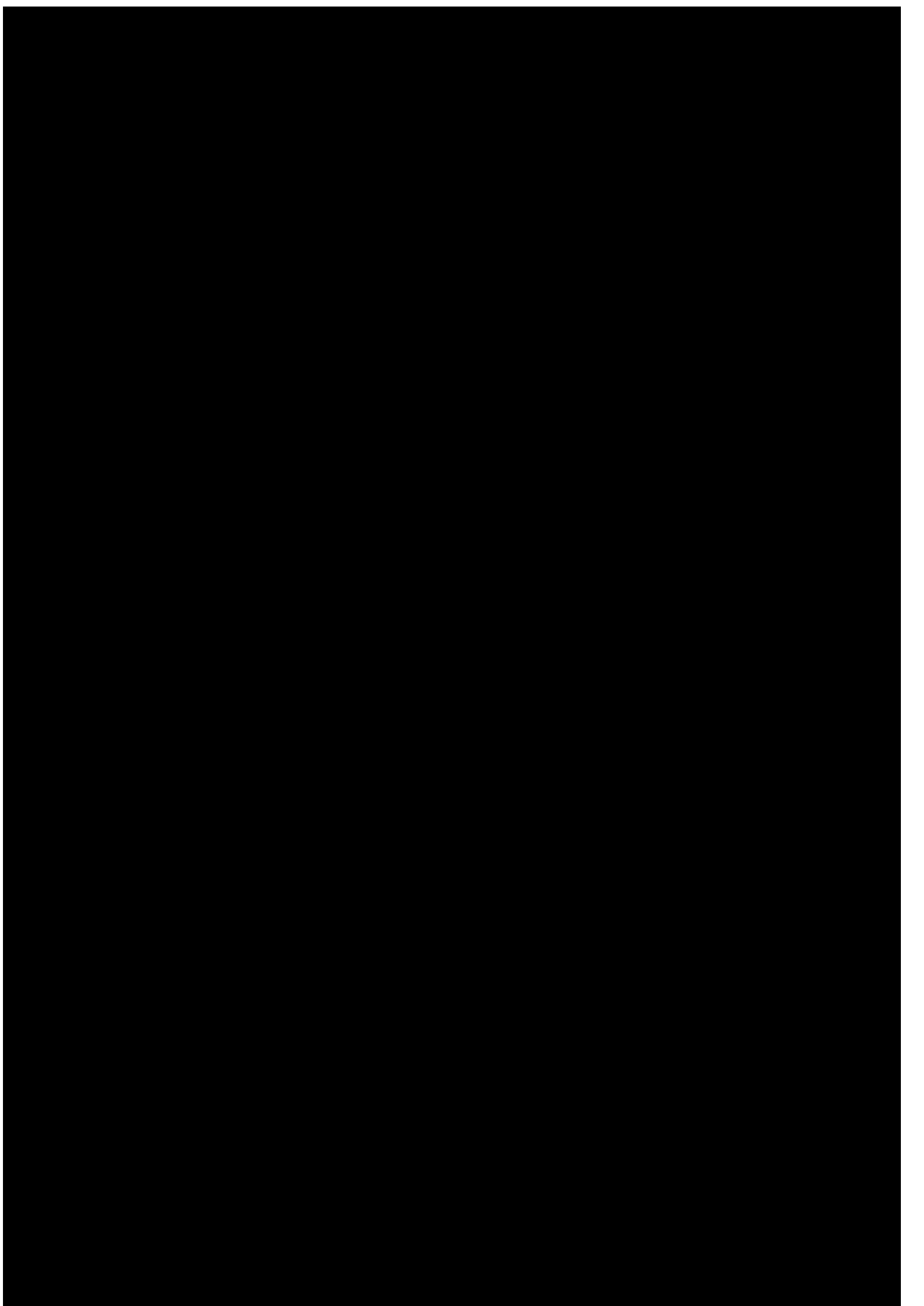
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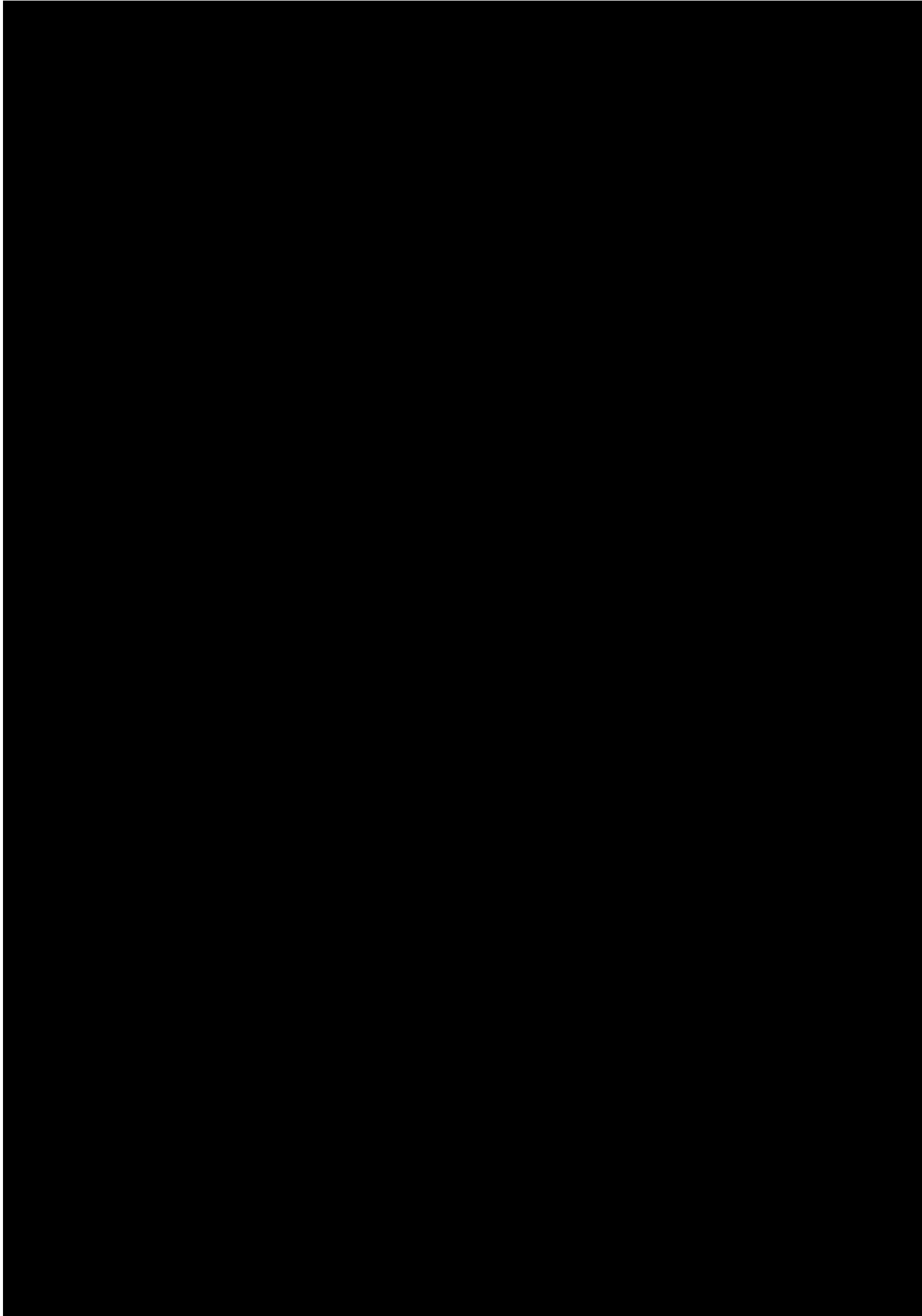


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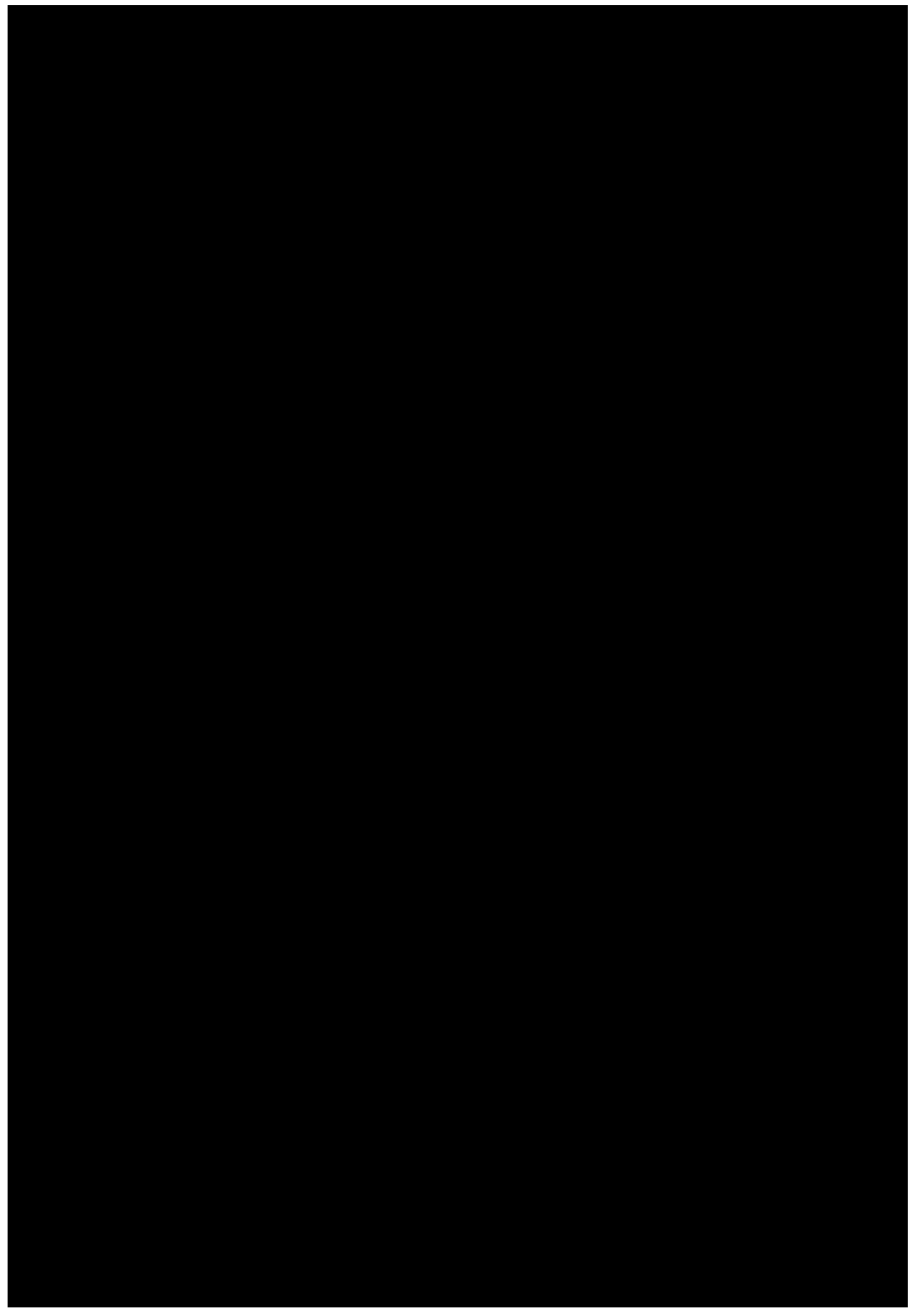




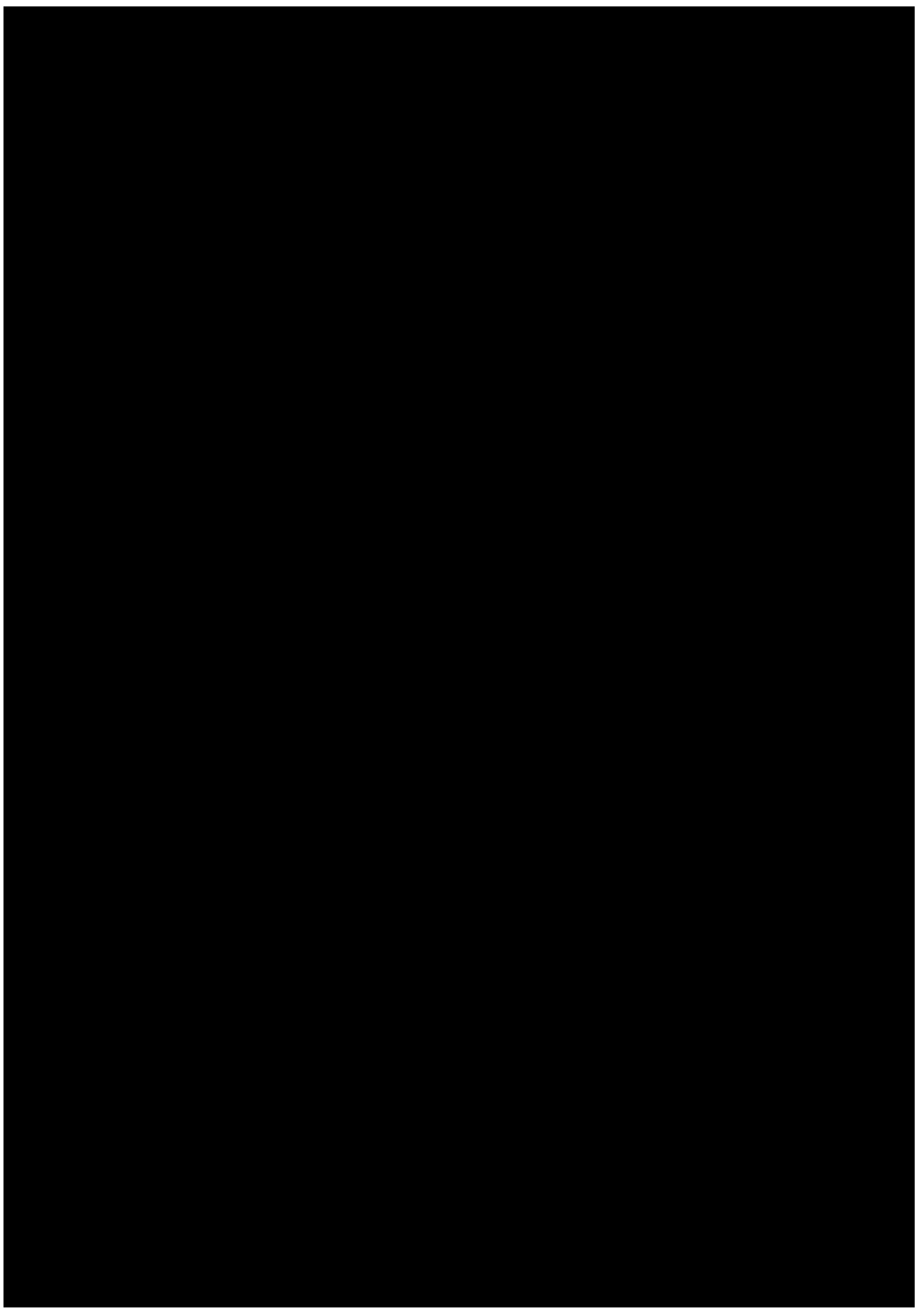
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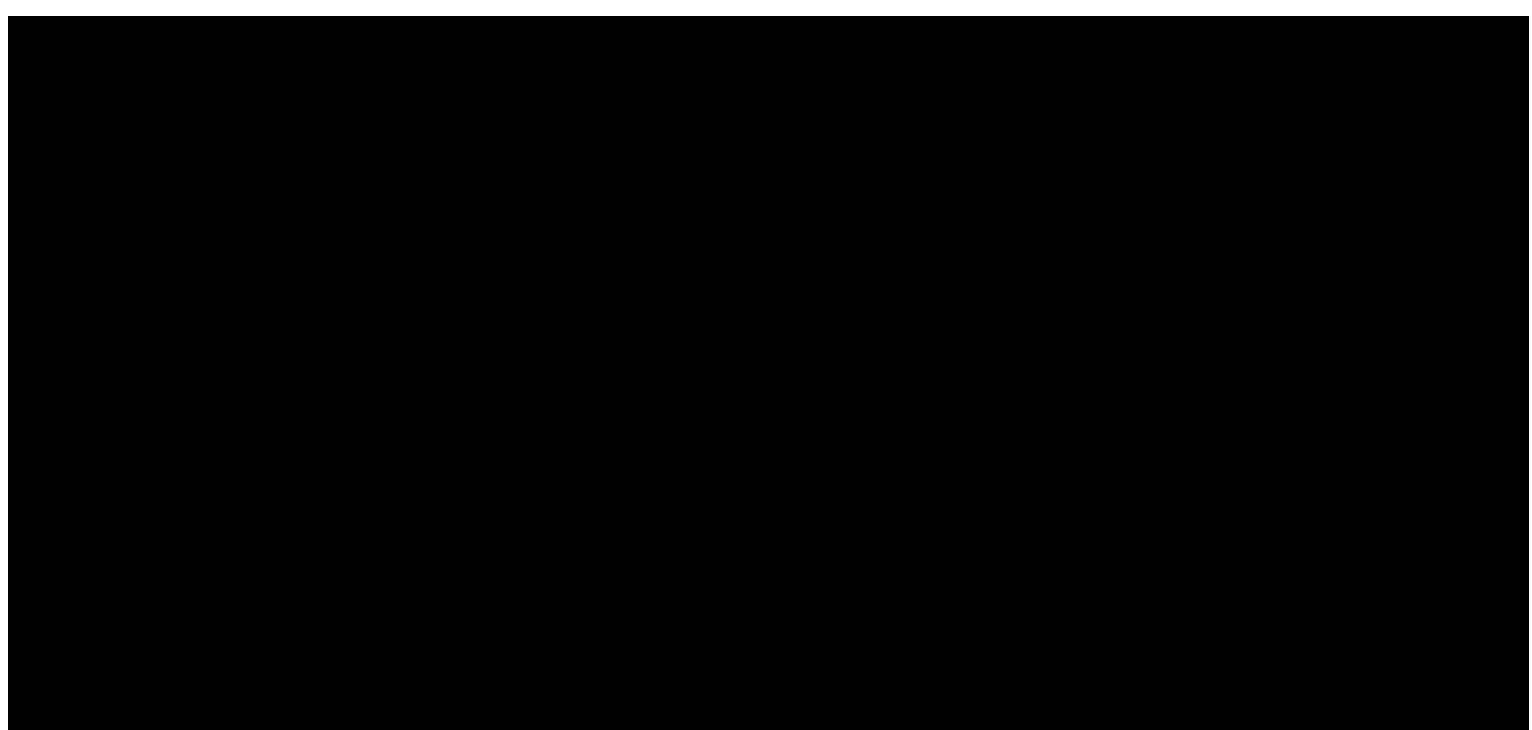


CASE ATTACHMENTS:



CASE ATTACHMENTS:





CASE ATTACHMENTS:

...the first of these is the fact that the ...

...the second of these is the fact that the ...

...the third of these is the fact that the ...

...the fourth of these is the fact that the ...

...the fifth of these is the fact that the ...

...the sixth of these is the fact that the ...

...the seventh of these is the fact that the ...

...the eighth of these is the fact that the ...

...the ninth of these is the fact that the ...

...the tenth of these is the fact that the ...

...the eleventh of these is the fact that the ...

...the twelfth of these is the fact that the ...

...the thirteenth of these is the fact that the ...

...the fourteenth of these is the fact that the ...

...the fifteenth of these is the fact that the ...

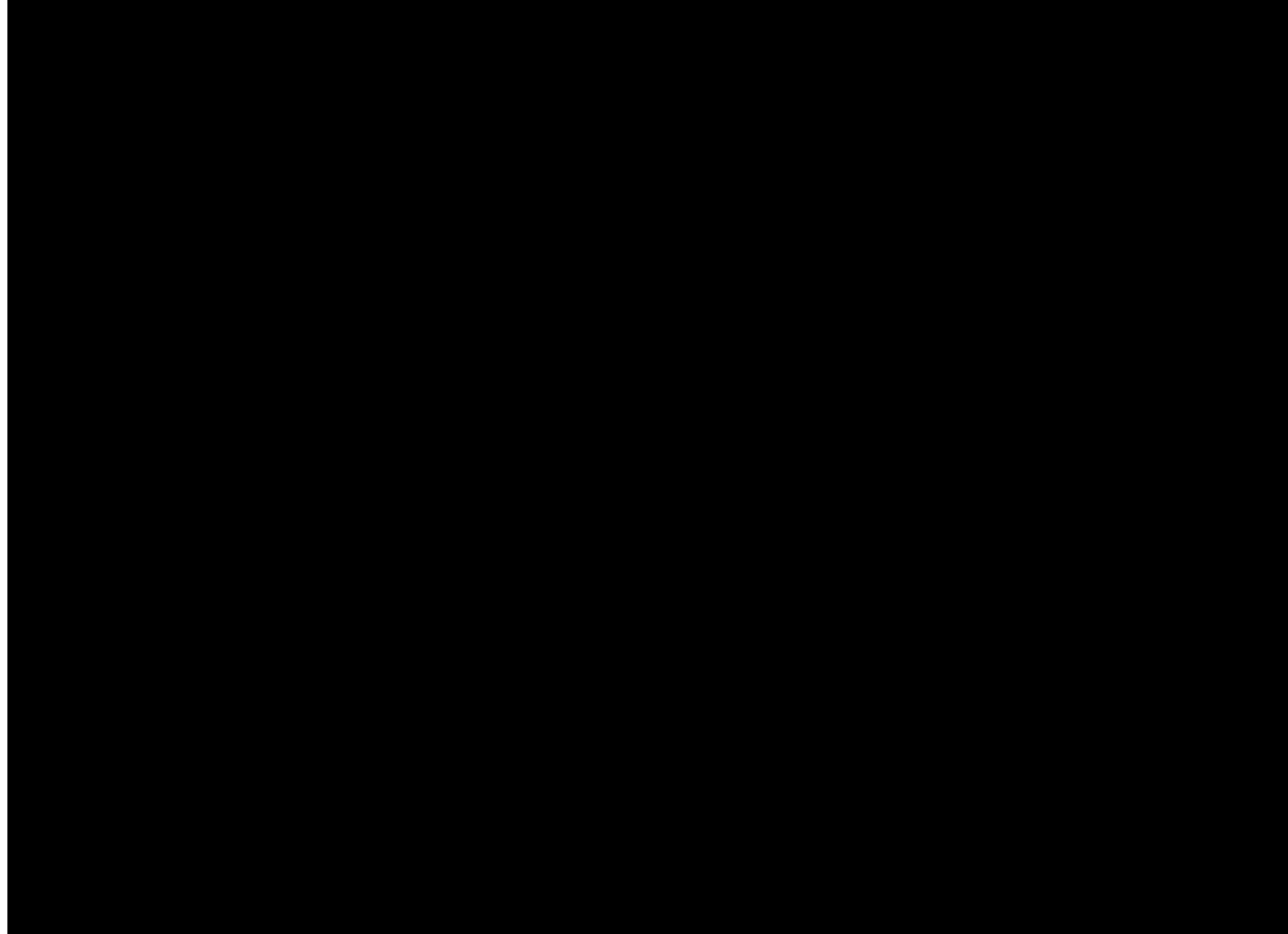
...the sixteenth of these is the fact that the ...

...the seventeenth of these is the fact that the ...

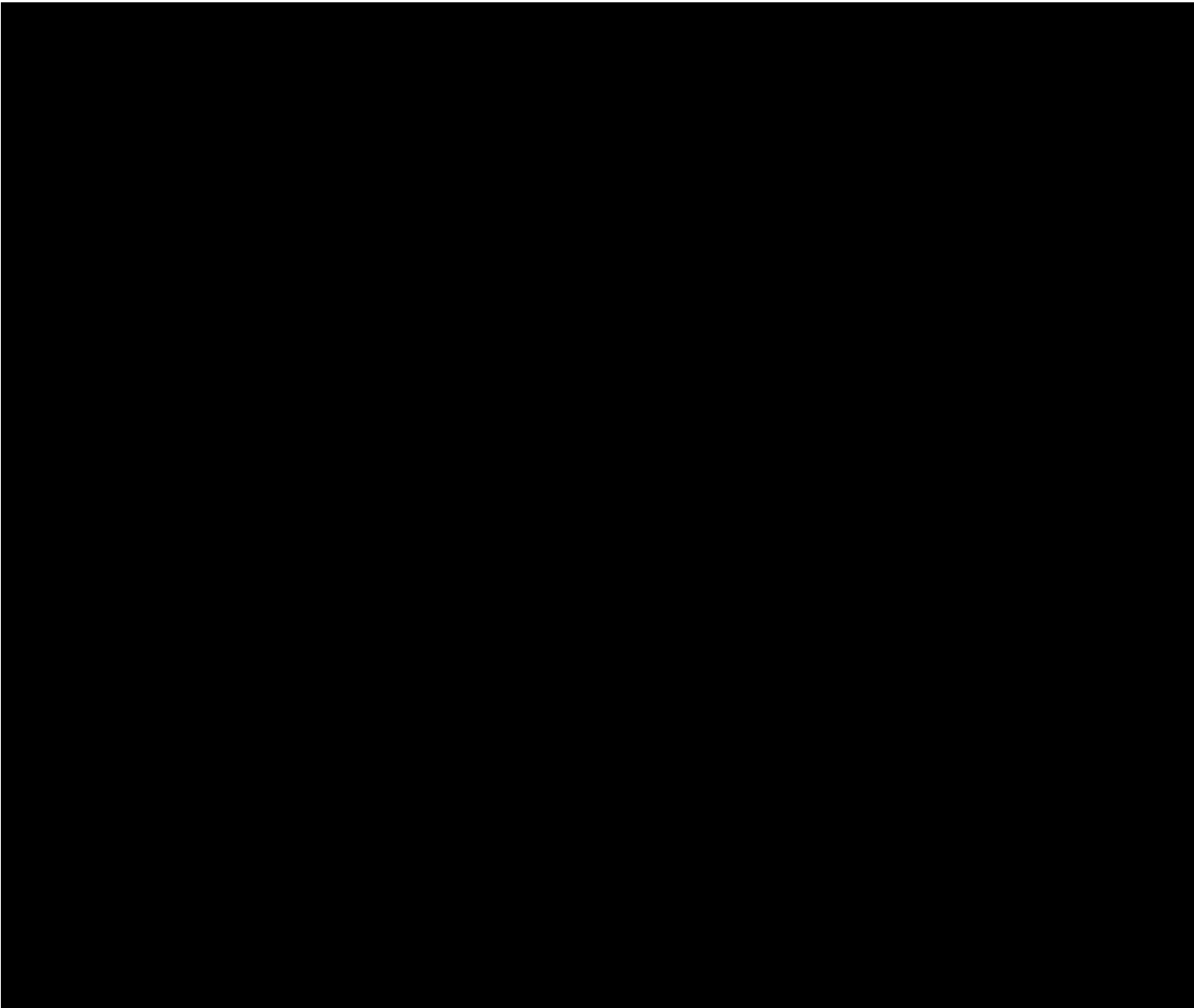
...the eighteenth of these is the fact that the ...



CASE ATTACHMENTS:



CASE ATTACHMENTS:



CASE ATTACHMENTS:

Has the customer filed a claim with their insurance company .Yes and had been settled ,  
When did the vehicle catch fire?  
On Febuary 3, 2024  
Where did the fire originate in the vehicle?  
On the engine of the veh.  
Was the vehicle running when the fire started?  
Yes, it was running.  
Where is the vehicle currently located?  
they turn over to insurance company and sitting on the insurance parking lot  
Was a fire report filed with the fire department  
Yes  
If a fire report was filed, can you provide a copy of the report?  
No idea about the report  
If no fire report copy is available, what is the report number, and in what city and county was the report filed?  
Have no idea if their was a copy of incident report or not.  
What was the city and state where the fire occurred?  
California near Emeryville  
Were any injuries sustained for which the parties sought treatment? NO injuries If yes, provide the first and last names of all injured parties.  
No Injuries  
Is the vehicle repairable?  
NO it was totally burnt.  
Are you seeking any form of assistance from Ford Motor Company?  
If yes, Financial assistance  
Other than the vehicle, were there any other damages  
None, only the veh.  
Can you confirm you are not currently seeking any form of assistance from Ford Motor Company?  
No,  
I advised cust to stay connected to her Insurance Company.

2024-04-22 17:00:00

IBC CUST REQUESTING AN UPDATE ON THE CASE

PER AFF THE CASE IS CLASSIFIED CORRECTLY - THE CUST HAS NOT RECEIVED A LETTER OR EMAIL

ADVISED CUST I WOULD DOCUMENT THE CASE FOR THE AGENT TO CALL BACK AS SOON AS POSSIBLE

PROVIDED CUST WITH CRC NUMBER866-631-3788 - AS CUST HAD INCORECT #

CASE ATTACHMENTS:

CUST SAYS:

Cust is calling about his 2022 Bronco. It has leaking gas. He called the dealer 2 weeks ago but never call him back. Seeking assistance.

PER CUST, DLR SAYS:

n/a

CRC ADVISED:

Advised cust about the csp on 22n18. If an affected vehicle is experiencing leaking high-pressure fuel injectors, or has DTC P0087 with wrench light, dealers are to replace all three high-pressure fuel injectors. This service must be performed at no charge to the vehicle owner. We recommend that your vehicle be inspected by a Ford/Lincoln dealership to determine the cause of any symptoms your vehicle may be experiencing. Dlr can determined if there will be any assistance or coverage that Ford can provide based on diagnosis.

If there is no coverage under applicable warranties, recalls, or ESPs, repairs and services would be your responsibility.

Unable to attach KB article

Repair assistance

Customer Satisfaction Program (CSP) Designations

CASE ATTACHMENTS:

everything was fine. started yesterday while it idle shaking, popped the hood the whole engine shimmy once every 3 seconds. engine wasn't experiencing for this problem tried to had all day to bring them to them got an email that he missed his appointment, cannot do anything for 48 hours. have tow it to them been using loaner veh for his uncle for the last 2 days.. wasn't told that he can bring at all day appointment. currently parked on uncle's house. Per Cust Dir Says: Rountree-Moore Ford, THEY NEVER TRIED TO FIX THIS PROBLEM. spoke coniqua and told that she can assist the cust to set an appointment today around 1pm. CRC Advised: 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS In some of the affected vehicles there is a possibility that a high-pressure fuel injector may crack, which may result in fuel accumulating on the top of the engine. Liquid fuel and/or fuel vapor that accumulates near a sufficiently hot surface may ignite resulting in an under-hood fire, increasing the risk of injury. called service at Rountree-Moore Ford, did a warm transfer to schedule the appointment.

CASE ATTACHMENTS:

CRC ADVISED:

Advised cust of the 23B56 FRONT DOOR CHECK-ARM REINFORCEMENT BROKEN SPOT WELDS - advance

A complete Dealer Bulletin will be provided to dealers by the end of the 2nd quarter, 2024, to support this customer satisfaction program. Owners of record will be notified when the full dealer bulletin is launched via first-class mail after repair instructions and parts ordering information have been provided to dealers

22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS - needs to be diagnosed first

This program provides a no-cost, one-time replacement (if needed) of all three high-pressure fuel injectors for 15 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first.

Charges may apply if the veh issue is not related with the program/recall. We need to consider that there are other components on the veh that may cause the same issue. Under most state laws, a Ford or Lincoln service department is entitled to ask for payment of a diagnostic fee which covers the labor cost to determine the cause of a vehicle's concern. Upon diagnosis, if the repair is covered under an applicable warranty, Ford Protect Extended Service Plan, Recall, or Customer Satisfaction Program, it is customary for the diagnostic fee to be waived.

Offered to get him transferred however cust refused.  
Case number: CAS-49204029-K9B6N1

CASE ATTACHMENTS:

Pittsville Motors, Inc. Has a tech assigned? YES Repair Status: Repair Order Closed Is there COPIS Ticket? If so, what is the status? NO Is there a TAC Request? If so, what is the status? NO Is there evidence of a loner vehicle? NO Ford Motor Company © Tamika Durham Proactive Customer/Dealer Advocate tdurha10@ford.com | www.ford.com Office: 866-631-3788 ext. 79468 Hours: 8:00 am – 4:30 pm CST

2024-06-03 22:06:39

2024-06-04 14:42:44

Tamika Durham/79468/tdurha10@ford.com

2024-06-11 21:29:02

2024-06-17 17:10:46

CASE ATTACHMENTS:

2024-06-07 18:14:36

replaced and covered by ford. cust doesnt want a bandaid repair but a complete repair as per cust, dlr says: n/a crc advised: I will escalate your case/request to our Customer Experience Specialist who works daily with your dealership's management team. The Customer Experience Specialist has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Customer Experience Specialist will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Experience Specialist within 1 business day.

2024-06-07 19:37:51

OBC - Called customer back and we went over her issue. She said that it was the Fuel Injector that caused the issue power failure while she was driving. She said they told her they did what is authorized that was Ford issued. They did exactly what was authorized by Ford. They have a drainage tube and she feels that is not a fix. They told her if a fuel injector cracks and leaks, then it can be repaired. She wants to know if we can do this one exception to do a total repair under warranty. I told her we could not do that, warrant will not cover a repair that does not need to be repaired yet. I let her know I could get her with Supervisor to explain it better to her.

N/S - Send customer to Sup Que

Ford Motor Company @  
Mary Vasquez  
Customer Relationship Center –Spanish PV Team  
MVASQU38@ford.com | www.ford.com  
office: 866-631-3788 ext. 79379

CASE ATTACHMENTS:

2024-07-25 18:17:47

cust says: received a copy of consumer report and it has a recall on cracked fuel injectors on 2020 escape. cust wants to know if his veh is part of the recall. one time he smelled gasoline on the veh as per cust, dlr says: n/a crc advised: adv that there's no active recall on the veh, however there's 23B56 INSPECT FRONT DOOR CHECK-ARM REINFORCEMENT SPOT WELDS. asked cust id he is referring 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS. adv that it's not a recall but a csp. csp is an available upgrade to a specific component or an extension of an existing warranty and time and mileage limitations do apply. adv that he can have his veh diagnosed to determine if it will be covered by the csp or not. adv to view all safety recalls and programs associated with their vehicle by visiting <https://www.ford.com/support/recalls/> kb: Field Service Action Guidelines and Handling Customer Satisfaction Programs Recall Repair Work

CASE ATTACHMENTS:

2024-08-05 20:54:26

Ford Motor Company has authorized your dealer to reprogram the powertrain control and body control modules free of charge (software and labor). 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS This program provides a no-cost, one-time replacement (if needed) of all three high-pressure fuel injectors for 15 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. This is a one-time repair program DLR will have to contact the Ford internal dept (SSSC). We recommend that your vehicle be inspected by a Ford/Lincoln dealership to determine the cause of any symptoms your vehicle may be experiencing. If there is coverage under applicable warranties, recalls, or ESPs, the dealership would know what to do about it however if there is none the repairs, services and diagnostics fee may apply.

CASE ATTACHMENTS:

2024-09-11 14:51:54

CUST SAYS: Noticed some sign of faulty fuel injectors on my ford Escape, checking for the recall. Noticed a couple of months ago, I am at idle and saw the RPM keeps fluttering down like loosing power. At the redlight the veh stalled completely. PER CUST, DLR SAYS: N/A CRC ADVISED: Adv that there is no open recall for the fuel injectors. However, there's a CSP on the veh 23B56 INSPECT FRONT DOOR CHECK-ARM REINFORCEMENT SPOT WELDS 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS This program provides a no-cost, one-time replacement (if needed) of all three high-pressure fuel injectors for 15 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. This is a one-time repair program. Adv that this might be connected w/ the issue of the veh but the dlrshp is the one who can determine that if the problem of the veh is connected w/ the program, if not, charges may apply.

CASE ATTACHMENTS:

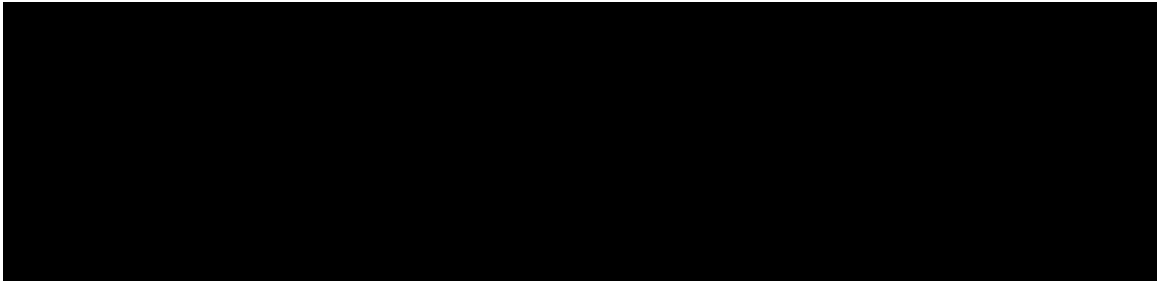
repair the recall but put a new recall on it they smelled gasoline while driving they have the car for a whole month, and they can't smell fuel and they are sending it back home have not been started since they had it has not been running or driven they cannot duplicate. they are refusing to do the recall for the fuel injectors and the vehicle is experiencing all the information in the recall.

OBC

called service dept spoke with SHANE SA regarding cust vehicle concerns the father came in here this morning to ride with tech to duplicate the smell unable to duplicate the smell the vehicle has been in several times complaining about smelling gas fumes when the car warmed up tech looked several times but could not duplicate the concern had them drive he smelled it one time and could not smell it this morning contacted hotline they had them look at few things go in reprogram pcm and add drain tube in case they leaking or check engine light they even sent into sssc if they can install the injectors has the check engine or any fault code they said fault code was not replacing injectors would not be act replaced they replaced purge valve at one time at no charge to custom never duplicated the concern. just been checking it at the store just turning the vehicle on daily to see if the smell was duplicating never drove the vehicle or put any miles while it was down at the dealer.

CXS

Informed cust service dept stated they have utilized all their resources and with being able to duplicate the concern without seeing a visible leak or fault codes to to pinpoint a problem and informed cust she can always take it to another dealer for a second opinion.



CASE ATTACHMENTS:

CUST SAYS:021 Ford Bronco Sport and have been smelling a fuel smell for some time and was able to get it into the dealer today to have it checked out. I was told the catalytic converter may have a crack and needs to be replaced.get this work done under warranty/recall (I see the vehicle has a recall, but it does not appear under my vin).cannot pay \$2500

PER CUST;DLR SAYS:

The recomondation I received was that the catalytic converter possibly has a crack on the top and would need to be replaced. Said they checked other clamps and did not notice any leaks.

CRC ADVISED: escalating case for fin assist

Bot CU said:  
I know this vehicle has had some fuel injector issues as well, and I want to confirm that work has all been done.

Customer - 1:59 PM

You said:  
It will be my pleasure to assist you today, Justin! Was this work also advised by the service team to be completed?

Sent - 2:00 PM

Bot CU said:  
I am wondering if there is someone within Ford that I can talk to get this work done under warranty/recall (I see the vehicle has a recall, but it does not appear under my vin)

Customer - 2:00 PM

Bot CU said:  
It was advised but because of the cost I was not able to get it done to look at finances. But as I researched some more I became a little more confused/frustrated.

Customer - 2:01 PM

You said:  
I do see that your vehicle has a customer satisfaction program 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS. This program provides a no-cost, one-time replacement (if needed) of all three high-pressure fuel injectors for 15 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. Can you please tell me how many miles your vehicle has?

You said:  
You can find recall and CSP information on this link [https://www.ford.com /support/recalls/](https://www.ford.com/support/recalls/) .

Sent - 2:03 PM

Bot CU said:  
I dont have exact, but its about 81,000

Bot CU said:  
I did see that and was wondering if that had been done on my vehicle.

Customer - 2:04 PM

Bot CU said:  
I was under the impression that all recalls had been done, but I saw that come up under my vin.

Bot CU said:  
would an issue with those cause a fuel smell when stopped or not moving?

Customer - 2:05 PM

You said:  
That one has not been completed on your vehicle yet. Allow me a moment to look into that! Can you please provide me the dealership name that inspected your vehicle?

Sent - 2:06 PM

Bot CU said:  
Hudson Ford

Customer - 2:06 PM

You said:  
Thank you very much! When was the inspection done? Here is what I see regarding the CSP If an affected vehicle is experiencing leaking high-pressure fuel injectors, with wrench light. However I do not see anything related to the smell.

Sent - 2:08 PM

Bot CU said:  
my issue with the ticket I recieved today was because it appeared they just recomended the catalytic converter and didn't actually see an issue. Noted by the work \"Possibly\"

Bot CU said:  
I had it in today. The other recall work was done about 4-5 months ago.

Customer - 2:09 PM

You said:  
I appreciate that information. I see that on 0815/2023 PROGRAMMED PCM AND INSTALLED DRAIN TUBE PER RECALL. 22S73.

Sent - 2:11 PM

Bot CU said:  
I currently do not have any warning lights

Customer - 2:11 PM

You said:  
Thank you for telling me. What has the service manager advice you?

Sent - 2:13 PM

Bot CU said:  
The recomondation I received was that the catalytic converter possibly has a crack on the top and would need to be replaced. Said they checked other clamps and did not notice any leaks.

Bot CU said:  
My issue is I do not know if they physically saw a crack or just taking a guess. I can not pay \$2500 for a guess, especially when I am just over 1000 miles over the emissions warranty.

Customer - 2:14 PM

You said:  
I certainly hear what you are saying. The only current symptom you have with your vehicle is the fuel smell, correct?

Sent - 2:15 PM

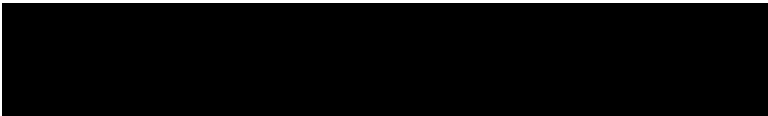
Bot CU said:  
correct. This occurs when stopping or warming up/sitting still. The first time I noticed it was when I ran into a store and came back out and smelled very distinct.

Bot CU said:  
It doesn't 100% make it go away, but if I turn off the engine shut off it sometimes seems to help the smell.

Customer - 2:17 PM

You said:  
Thank you very much for the information you have provided me! Allow me one moment, Justin.

You said:  
Can you please provide me your physical address?



You said:  
Great! Can you please provide me your best contact method?

Sent - 2:22 PM

Bot CU said:  
Phone: 715-977-1586

Customer - 2:23 PM

You said:  
Thank you very much!

Sent - 2:24 PM

Bot CU said:  
anything more?

Customer - 2:26 PM

You said:  
Not at this time I am currently documenting this information with details you have provided! Thank you for waiting!

Sent - 2:27 PM

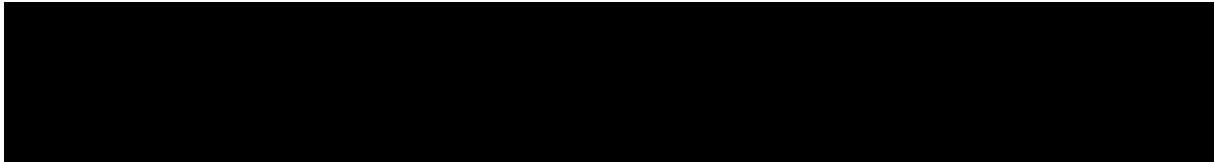
Bot CU said:  
ok

Customer - 2:28 PM

You said:  
Thank you for your patience!

Sent - 2:30 PM

Bot CU said:  
no problem.



Sent - 2:33 PM

Bot CU said:  
yes please

Customer - 2:34 PM

You said:

Excellent! You will receive a call from a 1-800 number. Is there anything else I can help you with today?

Sent - 2:35 PM

Bot CU said:  
not at this time.

Customer - 2:35 PM

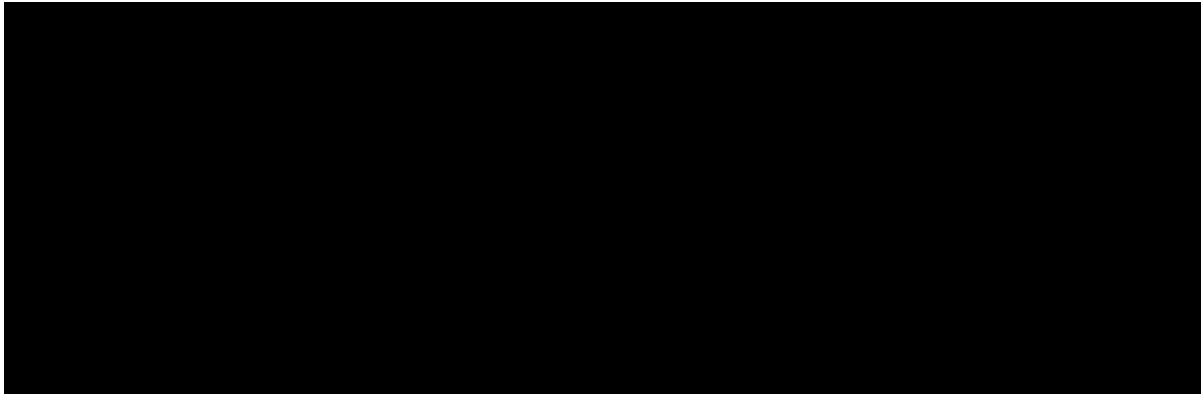
Bot CU said:  
thank you

Customer - 2:35 PM

[REDACTED] thank you for contacting Ford Motor Company. At the end of this chat, there will  
regarding your experience with my performance today. We appreciate any feedback  
you may have. Have a great day!

Sent - 2:35 PM

2024-02-23 21:15:08



Customer - 2:56 PM  
You said:  
Thank you for holding, currently reviewng [REDACTED] which was opened on the 20th of this month.  
One moment.  
Sent - 2:58 PM  
Bot CU said:  
correct  
Customer - 2:58 PM  
You said:  
Thank you for holding, one moment.  
Sent - 2:59 PM  
Bot CU said:  
Has there been any movement?  
Customer - 3:01 PM  
You said:  
Not yet, I see case is escalated but looking to see if an agent has been assigned yet.  
One moment.  
Sent - 3:02 PM  
Bot CU said:  
My concern is the smell seems to be getting worse and miles are already a concern of mine. First mentioned under the emissions warranty during oil change but now it is over the amount by a small amount.  
Customer - 3:03 PM  
Bot CU said:  
I am also having to park outside for fear of a fire concern.  
Customer - 3:03 PM  
You said:  
Understood, I will do all I can to help. One moment.  
You said:  
I'm still working on your case, one moment.  
Sent - 3:06 PM  
Bot CU said:  
ok  
  
Bot CU said:  
as an FYI i do have to leave my computer in about half hour  
Customer - 3:06 PM  
You said:  
Thank you for these details, Justin. I will work as quickly as I can.  
One moment.  
You said:  
Appreciate your patience, still attempting to find your case worker.  
Bare with me.  
You said:  
Thank you for your patience, Justin. Looks like the previous agent escalated and notated the case correctly but due to a system glitch it didn't get assigned to the right team so currently working with my team lead on this.  
One moment.  
You said:  
Thank you for holding, all set. I advised a missed follow-up on this case and requested a call to you within 1 business day. No later than Monday, you should be hearing from our Customer Service Specialist.  
You advised the best daytime contact method is by phone, should I leave as is?  
Sent - 3:14 PM  
Bot CU said:  
yes  
  
Bot CU said:  
is there also a phone number I can have just in case? It was hard to find this chat.  
Customer - 3:15 PM  
You said:  
Sure, our Ford Customer Service number is 800-392-3673. Hours are:  
Monday - Friday: 8:00 a.m. - 11:00 p.m. EST  
Saturday: 8:00 a.m. - 8:00 p.m. EST  
Contact the Telecommunication Relay Service by dialing 711 (for hearing and speech impaired).  
Sent - 3:16 PM  
Bot CU said:  
perfect. thank you for your help.  
Customer - 3:16 PM  
You said:  
Anytime! Is there anything else I can look into for you today?  
Sent - 3:17 PM  
Bot CU said:  
not at this time. I will give it until monday to hear back from your team.  
Customer - 3:19 PM  
You said:

Please do and thank you for understanding. Thank you for contacting Ford Motor Company. At the end of this chat, there will be a survey that appears regarding your experience with my performance today. We appreciate any feedback you may have. Have a great day!  
Sent - 3:19 PM

2024-02-27 14:32:50

I have never had so many issues with a new vehicle and sure hope Ford does the right thing...especially as a life long Ford fan.

Customer - 8:12 AM

You said:

No worries. Just a moment please.

You said:

Thank you for holding, Justin.

You said:

I am going to create a follow up for you. The specialist should reach out to you within one business day.

Would you be able to confirm your best contact method?

Sent - 8:18 AM

Bot CU said:

Can they reach out today? This has gone on over a week (being in contact with Ford) to get resolved and I have been told they would reach out to me twice before.

Bot CU said:

This needs to get resolved this morning!

Bot CU said:

I DO NOT want to drive it with the engine light on.

Customer - 8:20 AM

You said:

I hear you, Justin. If you would like, you can take the vehicle to a Ford dealership if you have any concerns at this time.

You said:

Was there anything else I could look into for you today?

You said:

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

Sent - 8:23 AM

Bot CU said:

I have already done this and they have given me a solution. My issue is they wanted me to pay for this \$2500 for a new vehicle and I feel this should be covered by Ford! This was my reason and explained in my first conversation.

Bot CU said:

I mentioned the issue during 2 - 3 oil changes and then was finally told I would need to make an apt. with full service. I did this and it took 2 weeks to get in...pushing the vehicle just over 80K (which is the emissions warranty).

Bot CU said:

Now I have been driving it for 2 weeks longer and the miles have gone up more.

Customer - 8:26 AM

You said:

I hear you, Justin. What I can do today, is document your concern as feedback. By providing your feedback, Ford Motor Company will be aware of the concern that you have brought to my attention.

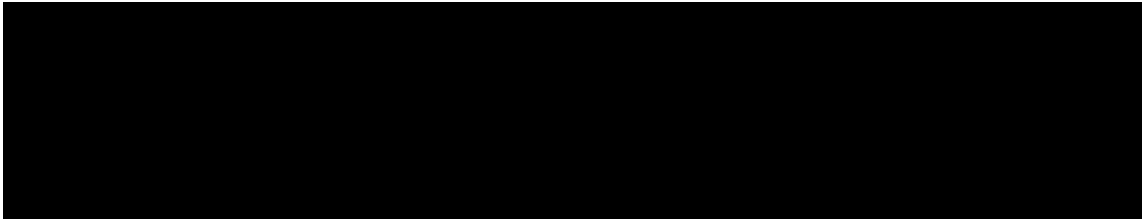
You said:

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

You said:

I'll be closing this chat. Please feel free to chat with us again if you need further assistance!

Sent - 8:32 AM



Hello, I was talking with someone else about my Bronco Sport issues and was disconnected. There was a message on what you were going to do, but I was not able to read it before the chat locked up and did not reload

Bot CU said: I created a case a week ago and need to get my issues addressed. As I told the other person, my check engine light has now come on and the problem is getting worse!

CU

Bot CU said: I created a case a week ago and need to get my issues addressed. As I told the other person, my check engine light has now come on and the problem is getting worse!

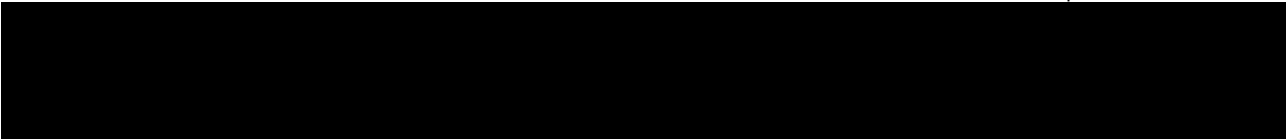
Customer-9:00 AM

You said: I'll be happy to look into this for you. Can you please confirm your physical address, phone number, and current mileage?

You said: I'll be happy to look into this for you. Can you please confirm your physical address, phone number, and current mileage?

Sent-9:01 AM

Bot CU said: the last I read was someone would contact me within 24 hours which is not acceptable as I have



Bot CU said: 1350 Marjorie Street, Hammond WI Phone: 715-977-1586

Bot CU said: Current millage is just under 82K

CU

Bot CU said: Current millage is just under 82K

Bot CU said: this issue was brought up a couple times when brought in for an oil change. On my last oil change the girl at the counter said I would need to have full service look at it. This took 2 weeks to get in once the appointment was scheduled.

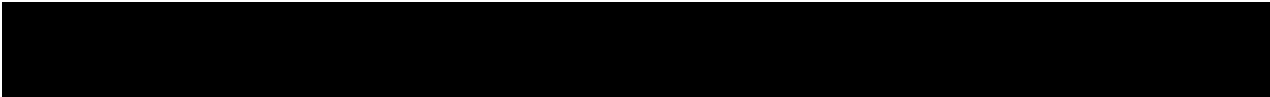
CU

Bot CU said: this issue was brought up a couple times when brought in for an oil change. On my last oil change the girl at the counter said I would need to have full service look at it. This took 2 weeks to get in once the appointment was scheduled.

Customer-9:03 AM

You said: Thank you for providing me with this information. Can you please provide me with the case number for your escalation? Can you confirm if it was in regard to a reimbursement, Justin?

You said: Thank you for providing me with this information. Can you please provide me with the case number for your escalation? Can you confirm if it was in regard to a reimbursement, Justin?



Bot CU said: this was not regarding a reimbursement. I wanted it covered by the emissions warranty. I don't have \$2500 to get it fixed, which is what my dealer said it would cost.

CU

Bot CU said: this was not regarding a reimbursement. I wanted it covered by the emissions warranty. I don't have \$2500 to get it fixed, which is what my dealer said it would cost.

Bot CU said: The issue is with a catalytic converter. I also see there is a recall when I search online for the make/model of the Bronco Sport, but it does not come up under my vin.

CU

Bot CU said: The issue is with a catalytic converter. I also see there is a recall when I search online for the make/model of the Bronco Sport, but it does not come up under my vin.

Customer-9:06 AM

You said: Thank you for providing me with the case number. Please allow me a few moments while I review the case information.

You said: Thank you for providing me with the case number. Please allow me a few moments while I review the case information.

Sent-9:06 AM

Bot CU said: This is not an issue that should happen with a new vehicle. I have a car with 250,000 miles on it that still has the original parts!

CU

Bot CU said: This is not an issue that should happen with a new vehicle. I have a car with 250,000 miles on it that still has the original parts!

Customer-9:07 AM

You said: Thank you for keeping me informed. Please allow me a few moments while I review the case information.

You said: Thank you for keeping me informed. Please allow me a few moments while I review the case information.

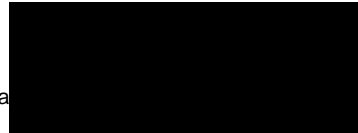
Sent-9:08 AM

Bot CU said: To add to this, I have been parking outside for fear of fire in my garage and the health issues that could come with the emissions..which I can smell in the cabin.

CU

Bot CU said: To add to this, I have been parking outside for fear of fire in my garage and the health issues that could

come with the emissions..which I can smell in the cabin.  
Bot CU said: It should be in the case. But I had this reviewed a  
catalytic converter was the issue.



ld me the

CU

Bot CU said:

It should be in the case. But I had this reviewed at Hudson Ford in Hudson WI.. Who told me the catalytic converter was the issue.

Customer-9:09 AM

You said: Can you please confirm your physical address, phone number, and best contact method?

You said:

Can you please confirm your physical address, phone number, and best contact method?

Sent-9:09 AM

Bot CU said: I already did that above..

CU

Bot CU said:

I already did that above..

Bot CU said: phone is the best contact method.

CU

Bot CU said:

phone is the best contact method.

Customer-9:10 AM

You said: I do apologize. I see that information now.

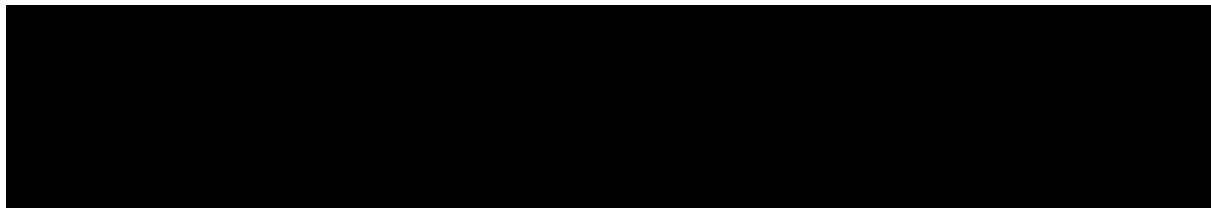
You said:

I do apologize. I see that information now.

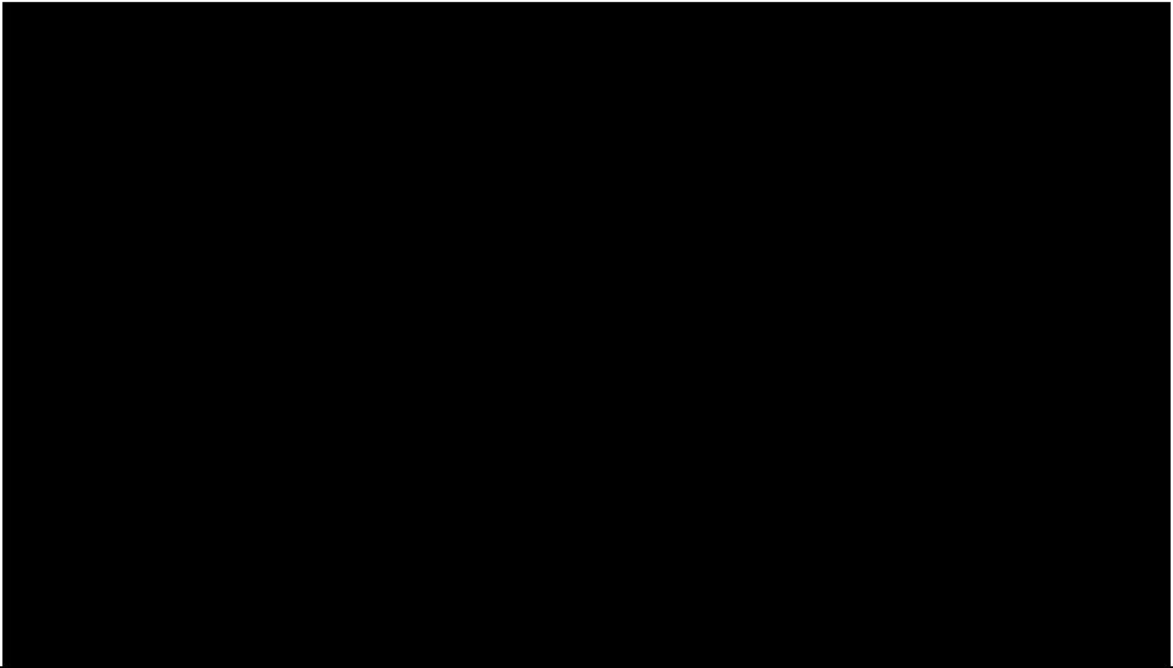
You said: Thank you. Please allow me a few more moments while I review this case and the information Camberlynd provided you.

<span style="font-size:8.0pt">

2024-02-27 15:33:06



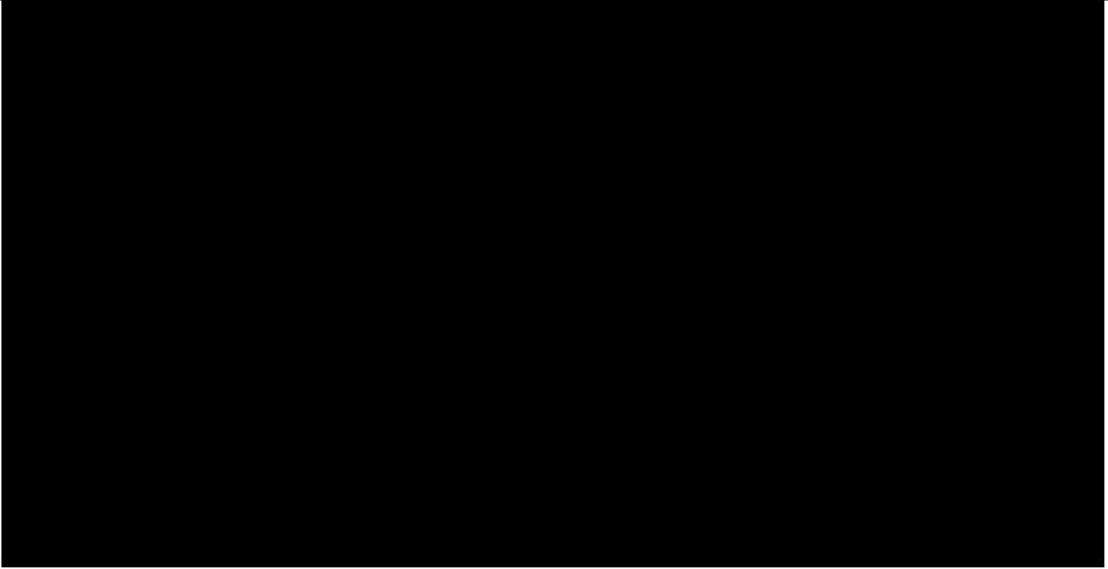
2024-02-27 19:04:53



2024-03-28 18:54:15



2024-04-01 15:58:55



CASE ATTACHMENTS:

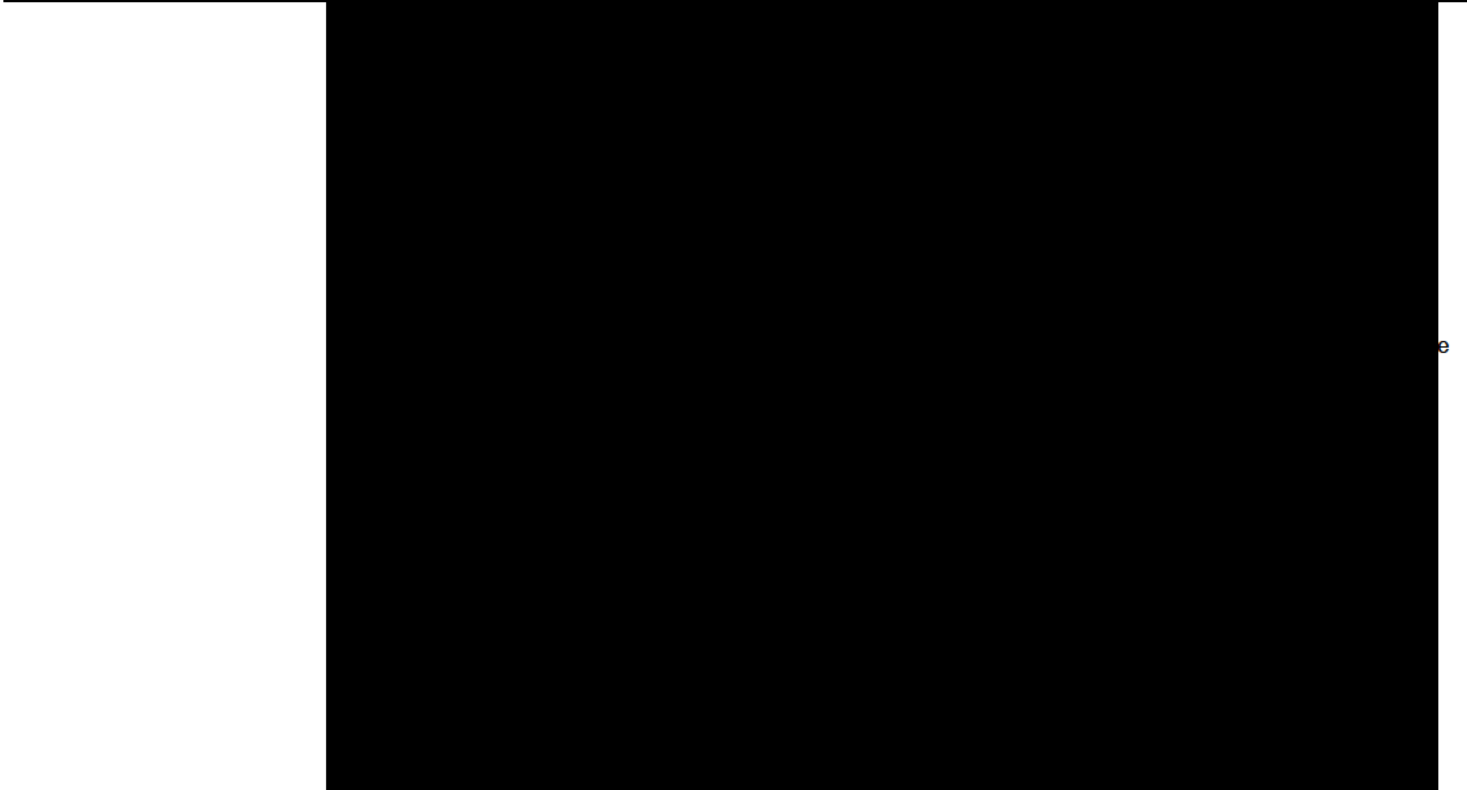
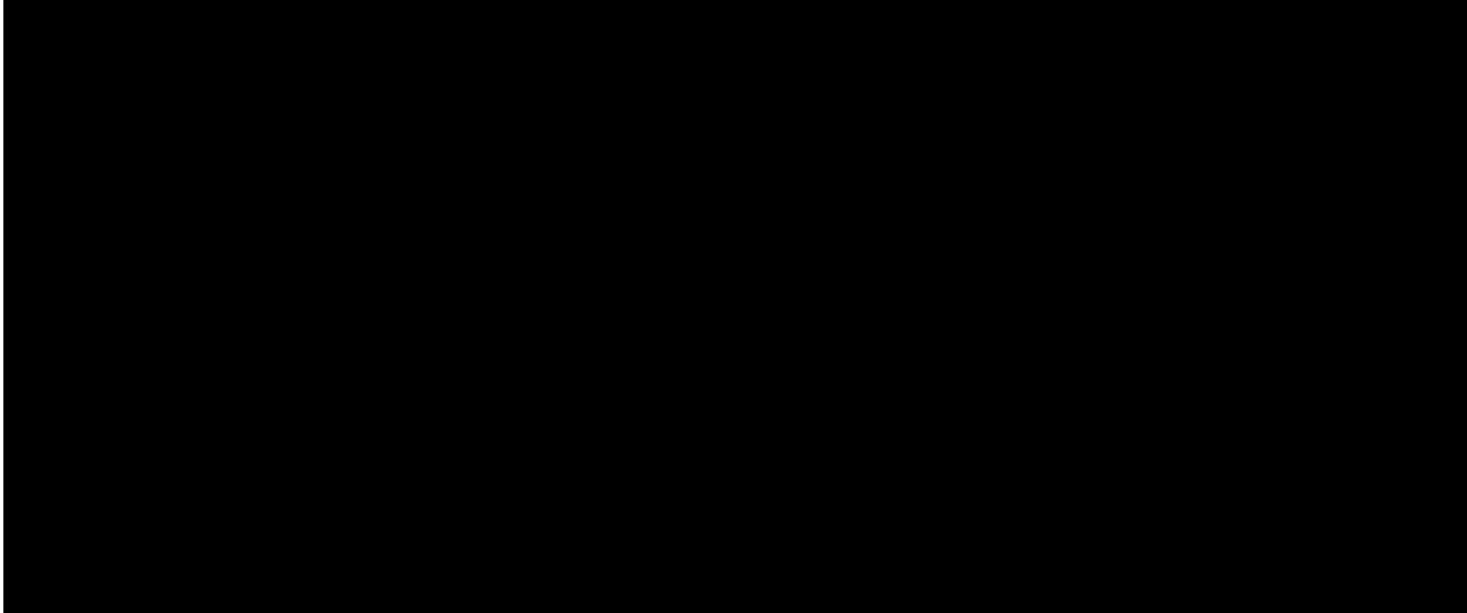
VEH Symptom:

CUST Current Concern: CXS received an IBC from BEV Agent Tiffany stating that CUST is seeking assistance with scheduling a service appointment.

CUST stated that when she purchased her VEH in 2022 there was a recall shortly placed out for the fuel injectors. CUST stated that the DLRSHIP repaired the VEH and she spoke with CXS Candance. CUST stated that she believes that the VEH produces steam, but this only occurs in the winter. CUST mentioned that the VEH produces a gas smell that is intermittent. CUST stated.

CUST stated that she will go in person to have the VEH DIAG. CXS informed CUST of the CSP 22N18 and it has expired by date of 3/31/2024.

CASE ATTACHMENTS:



e

CASE ATTACHMENTS:

23B56INSPECT FRONT DOOR CHECK-ARM REINFORCEMENT SPOT WELDS  
22N18REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS

OBC to dlr service department and spoke with Evan to request when do they have cust bring his veh in for repairs. He informed they have a wait for diagnosis for at least 7 to 10 business days. he informed for the 23B56 there is a list to wait for the parts and informed they have no loaners, but they do work with enterprise. The cust did speak with Evan about his concerns with the fuel pump and how the veh skips while driving. The dlr informed that they have loaners but there is a 120 days wait list. The SA informed he would have the SM Steve Bishop reach out to me for further assistance, and I provided my contact information.

I informed cust that he would need to get the veh to the dlr for diagnosis and we can look into a rental but cust seems to not want to take the vhe to the dlr unless he has a loaner or rental available. I informed cust I would reach out to the dlr SM for more information on how we can assist and provide an update on tomorrow.

NEXT STEP: FCR

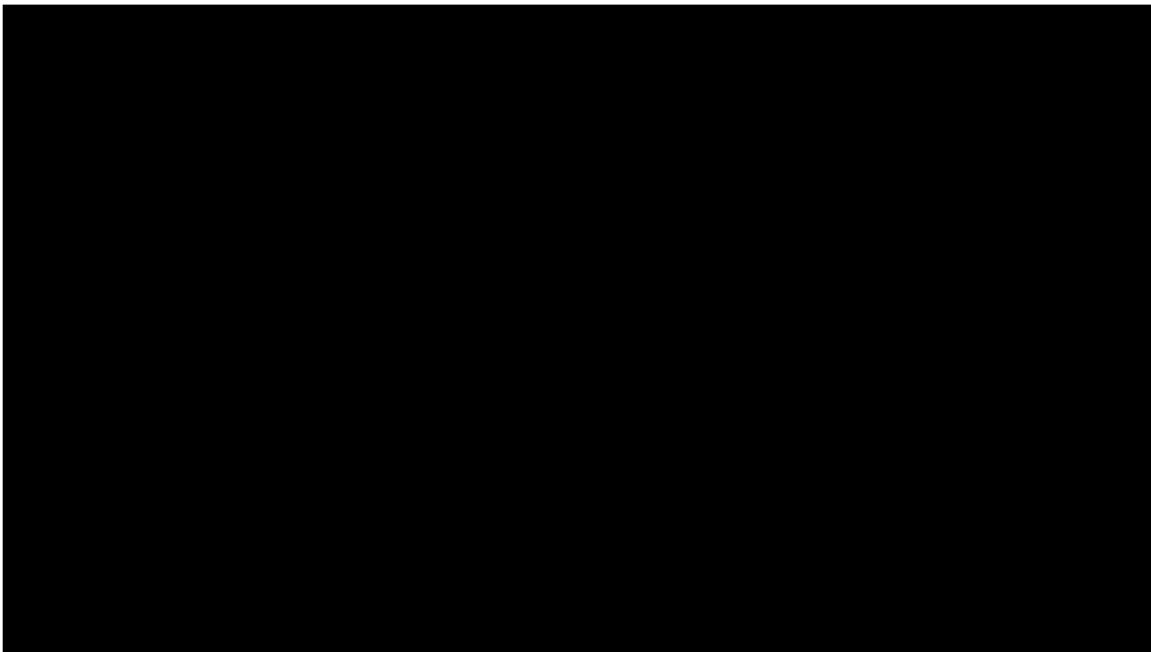
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2024-07-17 23:18:08

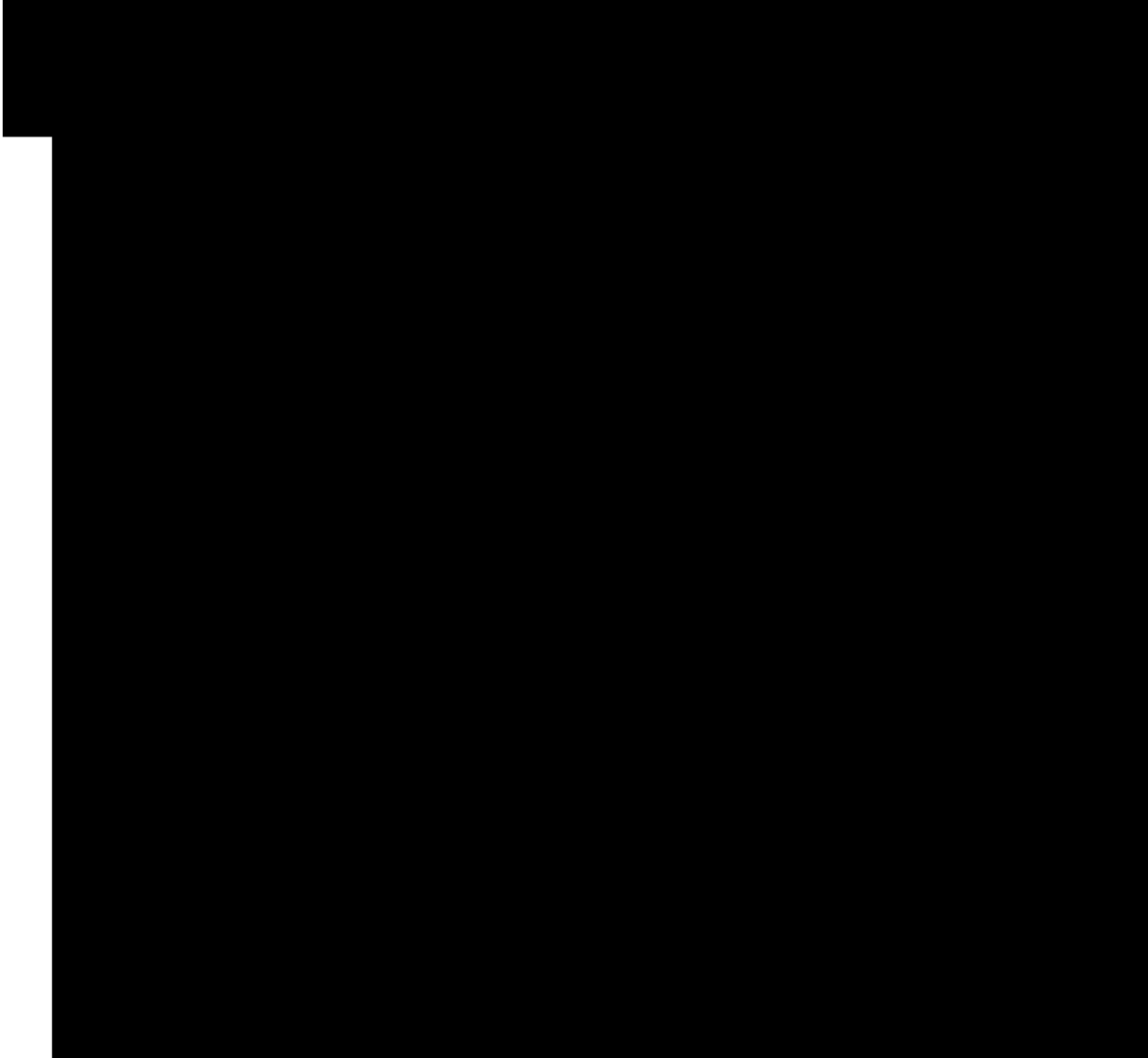
2024-07-18 19:23:29

2

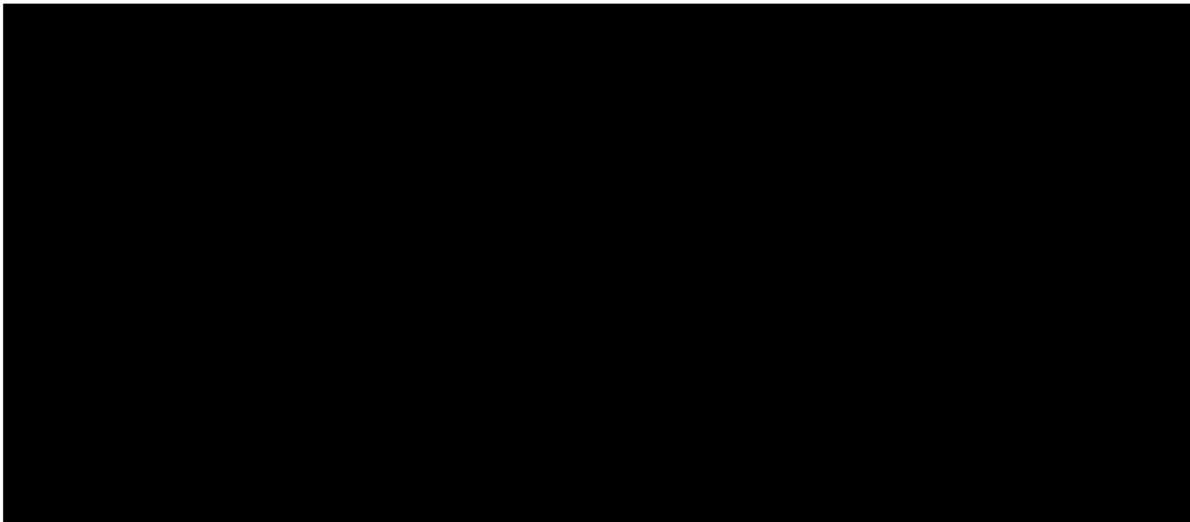
2024-07-23 19:45:47



2024-07-23 20:13:38



2024-07-24 16:47:39



Customer's Expectations: Customer seeking rental approval before his vehicle has been diagnosed, customer is also seeking retribution and compensation for pain and long-suffering this experience has caused him.

Customer advised that FMC owes him retribution for everything he has been put through. Customer states the dealership intentionally let his warranty expire so that he would have to pay out of pocket for repairs.

Customer states that case advocate and other agents he spoke with advised he was not able to email us any documentation.

What information did the lead provide to the customer?

Please advise customer that we will be more than happy to assist with rental reimbursement once vehicle has been diagnosed but that not even me as a SUP can provide an approval on rental prior to a diagnosis.

LA advised that was not true and if offered to provide his case advocate's email but customer became upset and refused and advised he tried to send us the documentation for his fuel repair previously and we declined so now whatever we need we can get from the dealership.

LA reviewed vehicle information and LA did not find any Ford ESP's. LA will check with customer to determine who is paying for repairs. (Customer may be seeking fin assist as well.)

LA reached out to case worker who advised she believed concerns were recalls. LA checked with customer and he advised he is seeking reimbursement for repair he had done in 2023 to his fuel system as he believes that is what the recall is now covering.

Lead suggested Recommendation (Next Steps):



2024-07-25 20:55:20

OBC to dlr service dept and no answer/voicemail available.

EMAIL SENT

2024-07-29 15:32:48

Professional Greeting? yes



Reason for Call/Issue: Vehis at shop. Dealer advised they found an oil leak. He wants retribution for all he has been through as he has receipts the oil leak has never been fixed. He needs a rental bc the loaner he is in does not allow him to travel out of state for his doctor appointment. He feels it is unsafe for him to drive the veh. Seems he wants a buyback.

What did you advise the customer? I did reach out to his case manager; however, she is not currently available to answer her a voicemail



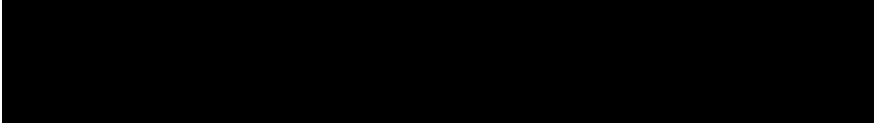


2024-07-31 21:21:14

OBC to dlr service dept and no answer/voicemail available. I called the SA Rodney Bogany line and no answer. I left a voicemail informing I am seeking the RO cost details to determine if I can assist with the repair cost.

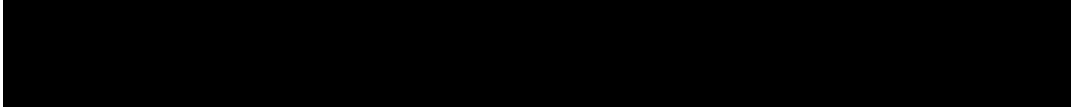
OBC to cust he informed he is in a loaner and would like to rental be switched to a rental due to his doctor's appointments outside of Texas. I advised cust the loaners/rental are courtesy, and I can look into seeing if the dlr can put him in a rental. Cust informed he wanted compensation for all the repairs he has had done with his veh. He stated he has made payments for recalls and would like a refund. I informed cust he could go to the dlr for the refund or mail in for the refund. Cust stated to email him the details so he can mail in for the refund. I informed cust I will reach out to him tomorrow to provide an update on the rental assistance.

NEXT STEP:8/1/24 fu with dlr to confirm if the repair is warrantable and fu with cust with an update on a rental veh



2024-07-31 21:55:22

EMAIL SENT TO CUSTOMER ASSIST WITH RECALL REFUND:



To verify eligibility and expedite reimbursement, give your paid original receipt to the service manager at your local Ford dealer. Dealers have the ability to review and approve recall refunds quickly, and you are encouraged to contact your dealer.

If the dealership does not assist you can submit for your refund at the address provided below which can take up to 60 days for the refund to be issued.

Ford Motor Company  
P.O. Box 6251  
Dearborn, MI 48121-6251

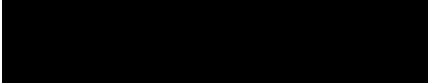
Please if mailing in for your reimbursement please provide information needed below:

Claimant name and mailing address  
Vehicle make, model, and model year  
Vehicle Identification Number (VIN) and, for replacement equipment, a description of such equipment or, for tire, the model, size, and TIN (DOT code on the tire)  
Identification of the recall number; either the Ford or National Highway Traffic Safety Administration (NHTSA) recall number  
Provide the owner's name of the recalled vehicle at the time the repair was completed.  
An original paid receipt of the repair that includes:

A breakdown of the amount for parts.  
Labor and other costs.  
Taxes.

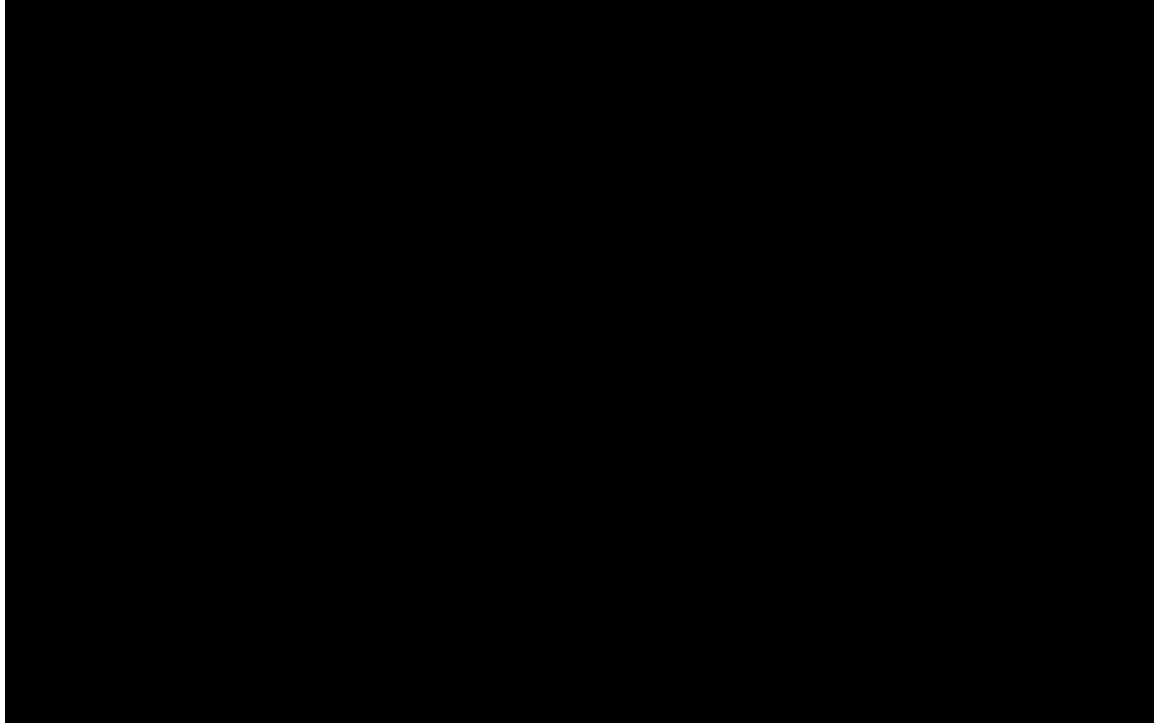


2024-08-01 20:40:08

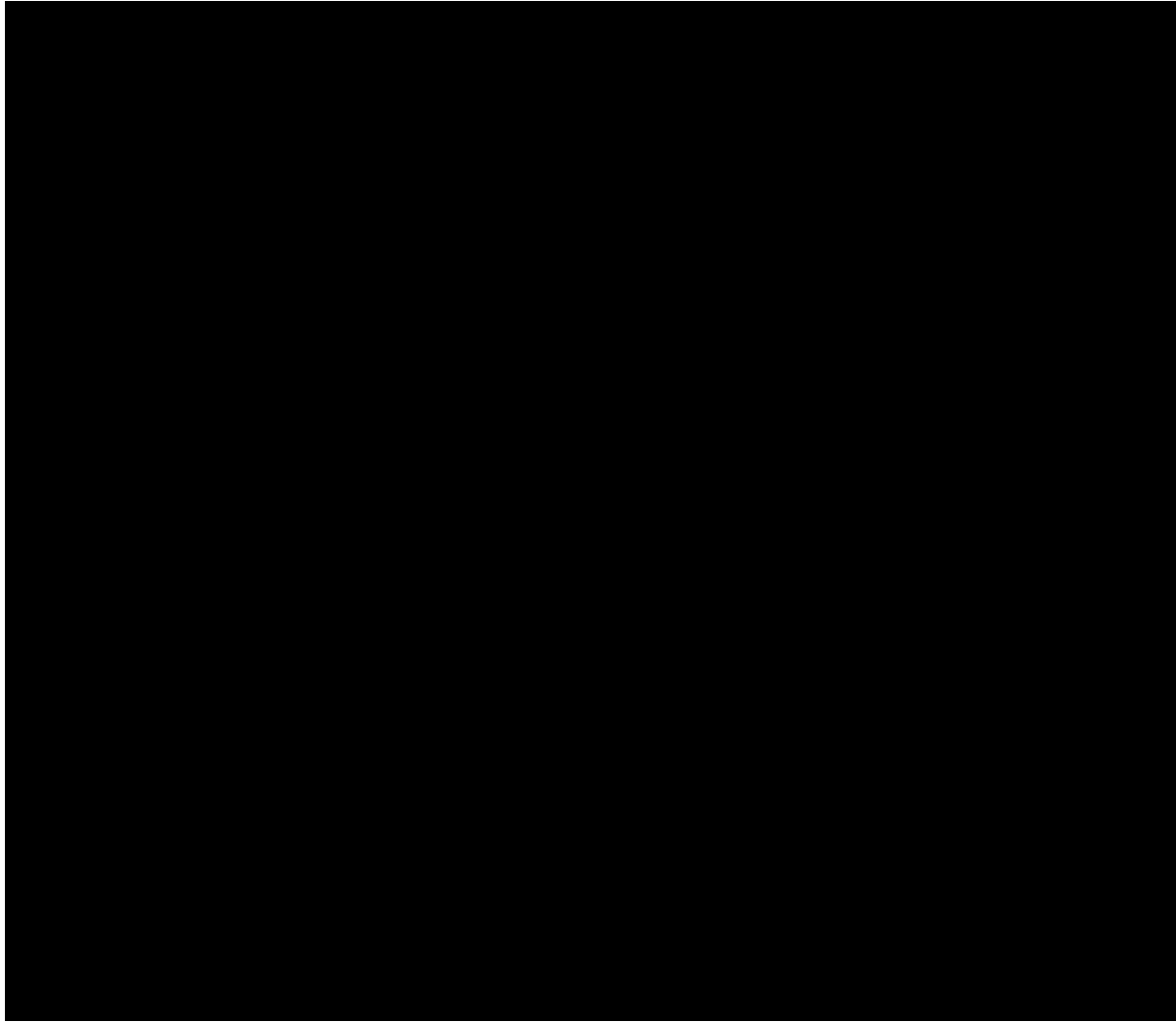


and no answer. I left a voicemail informing I am seeking informing on the able and if the dlr works with a rental agency to see if we can put the cust in a rental. I left my contact information for further assistance.

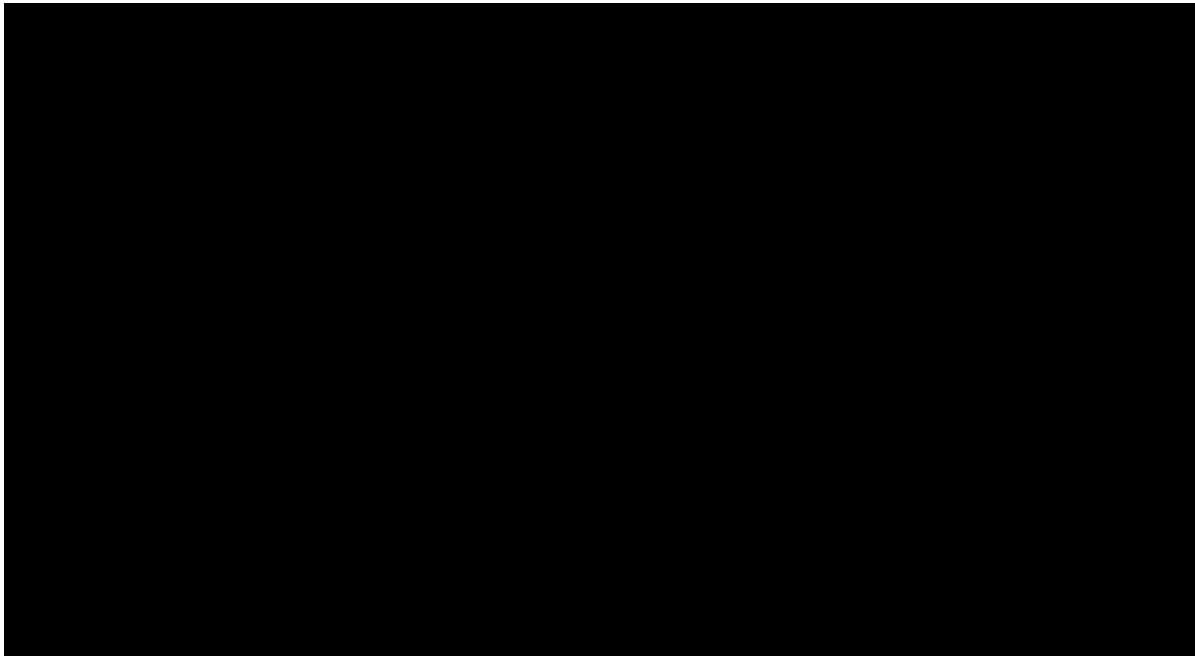
2024-08-01 20:44:48



2024-08-02 22:52:48



2024-08-08 19:17:33



2024-08-09 20:13:01

I am checking in on the status of this repair. I wanted to check in and see if the customer had to get a rental or if the vehicle has been returned to the customer.

I have also attached my colleague Cierra Palmer who is assisting with Carletta's cases as well while she is out.

Please advise.

Thank you for your partnership.

Best regards,  
Mary Scott

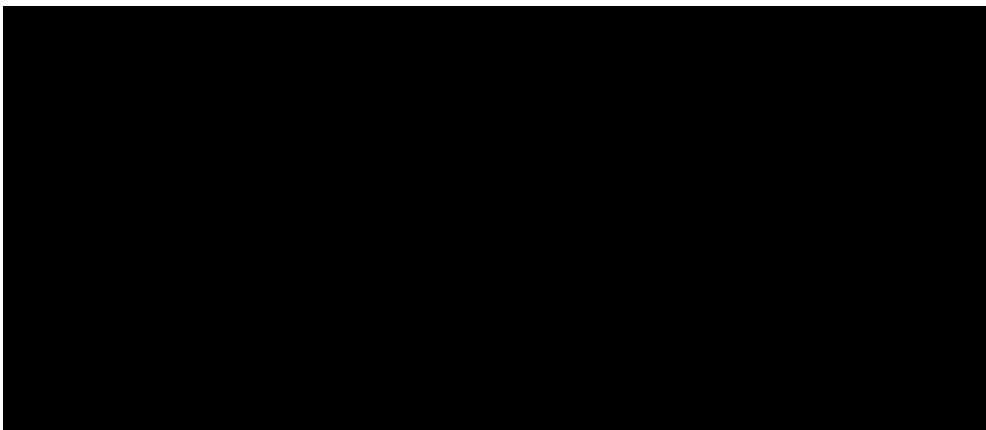
2024-08-12 16:49:05

IBC from cust:

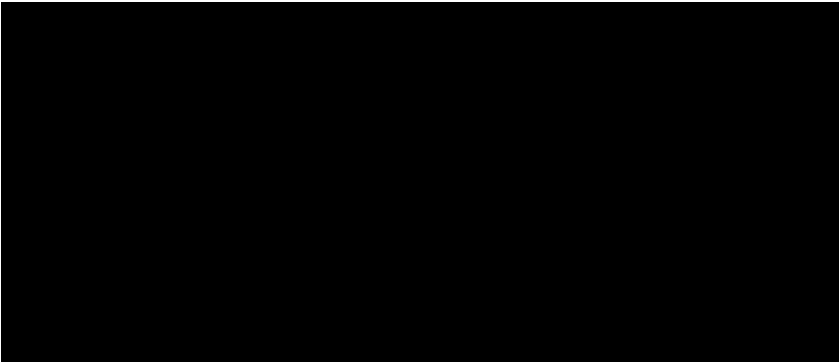
Cust called requesting to be put in a rental veh today

Cxs advised cust we provide rental reimbursement after repairs are complete and the rental is turned in.

Cust states thats not what he was told by his case manager and requested to speak with a sup.



2024-08-12 18:02:19



I was on the phone with the dealership and the customer when I confirmed with Rodney the service manager we could pay for a rental. The customer and dealership advised the customer must go out of state to a doctor's appointment and that they would need a rental for 4 days. I described the terms of 40.00 per day for a Ford rental that is not from a Ford dealership but an outside rental company. The dealership advised they would get what they could. The service manager advised that they would pay for the rental and get reimbursed. I have since emailed the service manager and not received a response.

The vehicle is still down and at the dealership on RO 190642 that was opened on 7/29/2024.

No reimbursements can be processed while the customer is still in the vehicle.

The customer was made aware that there may be an additional charge if they get a rental vehicle over \$40.00 per day as that is all that we would cover on their behalf.

The customer was also advised that amounts over \$40.00 would not be approved. The customer was in a loaner vehicle from the dealership that could not go out of state.

I advised the customer and the service manager whomever gets the rental to provide me with the V.I.N. info so that I may add the expense to this case. This action has also not taken place.

Nothing has changed about this case. The information is still the same that I provided via telephone.

Please see the case notes from 8/2/2024.

Thank you for your partnership.

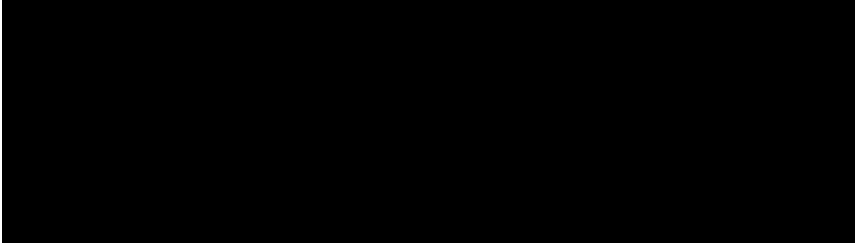
Best regards,  
Mary Scott

2024-08-14 17:35:18



IBC from CX:

Customer was looking for an update regrading getting put in rental. I advised customer we do rental reimbursements once vehicle is returned. Customer wanted to speak with agent. Reached out to agent via webex no response. When returned back to the line customer was unresponsive line was silent.



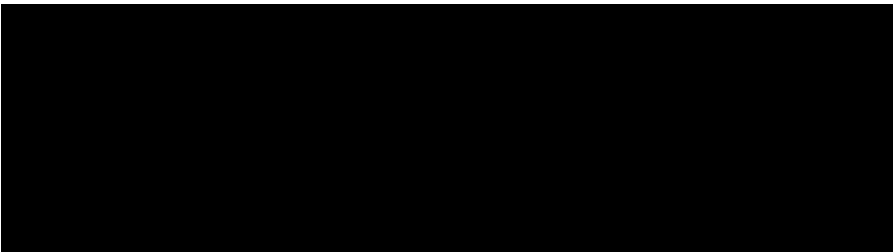
2024-08-14 19:38:58

SUP ESCALATION has been completed. Please see task for notations.

Ford Motor Company ®  
Customer Relationship Center – Truck Team Lead  
Vernez Moorer  
Vmoorer1@ford.com | www.ford.com  
Monday-Friday (12:30pm-9pm CST)

2024-08-16 15:10:14

OBC to cust and informed cust the status of the case. I advised cust that an email was sent to him offering fin assist from the quoted received from the dlr. Cust stated he feels he should not have to pay anything, and this should have been done when he was under warranty. Cust stated he would like to do a Buyback due to the vehicle being a lemon. I advised cust I need information to put in the buyback. He stated he did not have the information with him, and I informed I would email him the information needed to complete the buyback request. I informed cust that due to him being outside warranty for fin assist we do not cover the entire repair cost, and he would have to pay something towards the repair cost. Cust stated he will not be paying anything. I advised cust once he sends me the information needed to continue the buyback process, I will put in the request for him.



2024-08-16 15:10:40

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] = \$612.56  
CUST SHARE = \$408.38 plus taxes  
TOTAL = \$ 1020.94

Secundra Walker  
Ford Motor Company @\*  
Operations Supervisor SUV/CAR  
Ph. 800-392-3673  
Swalk178@ford.com | www.ford.com

2024-08-21 21:02:35

[REDACTED]

2024-08-21 22:16:51

2024-08-30 20:09:26

OBC to SA Rodney, he informed the cust was at the dlr and would like to accept the FAR offer FS \$612.56 and cust share \$408.38. SA requested for me to email him the offer and Informed I would email him the details for his records. I would email him the offer for his records. He informed the cust would like a rental and I informed we can offer \$45 a day for reimbursement to the dlr for approval code. He stated they will start repairs on 9/4/24 and it should be completed within a day or two days.

NEXT STEP: 9/6/24 fu with dlr on the repair status and fu with cust with an update

Carletta Joiner  
Customer Experience Specialist, Ford CX Team  
Email: cjoiner4@ford.com  
Office: 866.631.3788 ext 79535  
Business Hours: 9AM-5:30PM C.S.T Monday-Friday

2024-08-30 20:16:29



Total Parts Amount \$160.99  
Total Labor Amount \$859.95  
Total Amount \$1,020.94

Ford authorize dealer to move forward with ordering parts. We will assist in rental for \$45 a day and will provide approval once the vehicle is repaired and rental receipt provided.

Thanks for your partnership,

Ford Motor Company ©  
Carletta Joiner  
Customer Experience Specialist, Ford CX Team  
Email: cjoiner4@ford.com  
Office: 866.631.3788 ext 79535  
Business Hours: 9AM-5:30PM C.S.T Monday-Friday

2024-09-04 20:33:15

OBC to dlr service dept to confirm if the dlr has started the repairs and the SA was not available. I left a voicemail informing I ma checking on the status of the veh and provided my contact information.

EMAIL SENT TO SA REQUESTING REPAIR STATUS UPDATE:



2024-09-09 17:36:31

OBC to dlr service department and spoke with SA Rodney, he informed they are waiting on parts which were 7 to 10 days out. He informed he is looking to have the vehicle completed by the end of this week. He advised the cust is not in a rental due to his enterprise not having any Ford vehicle available. SA informed they made the cust return the loaner back to them.

SMS will be sent to customer for an update.

NEXT STEP: 9/13/24 fu with dlr for repair status and fu with cust on an update on the repair status

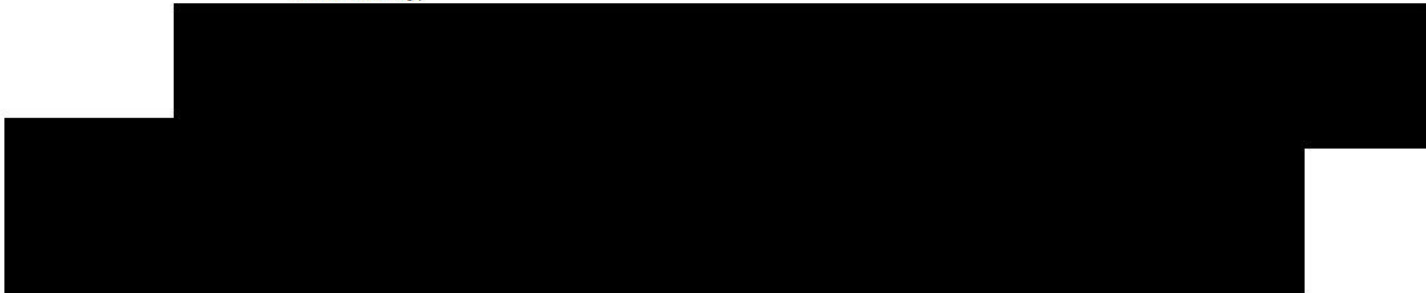


2024-09-13 21:31:16

OBC to service dept and was informed SA Rodney was not available. Rep informed she will leave my contact information to have the SA contact me back.

EMAIL SENT TO SA REQUESTING REPAIR STATUS:

Hello Rodney,

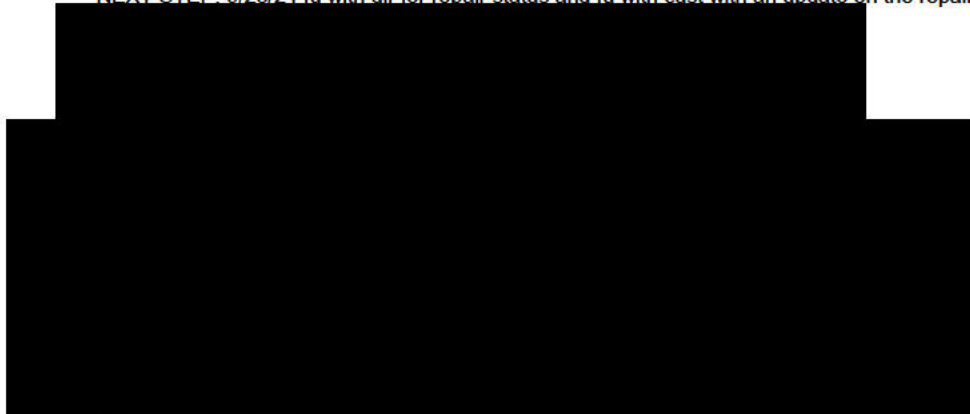


2024-09-17 21:08:12

OBC to dlr service dept and spoke to Adam, he informed the mechanic part is almost completed. He informed they are now taking the veh to the body shop for the door repair.

SMS will be sent to cust for an update.

NEXT STEP: 9/23/24 fu with dlr for repair status and fu with cust with an update on the repair status



2024-09-23 16:34:14

2024-09-23 16:51:00

Ford Share: \$612.56

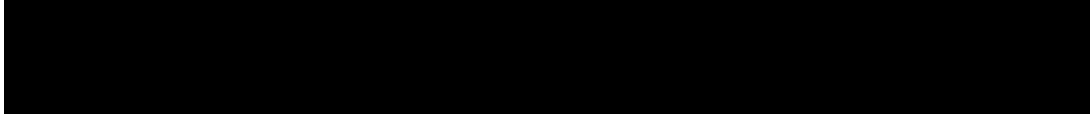
Thanks for your partnership,

Ford Motor Company ©  
Carletta Joiner  
Customer Experience Specialist, Ford CX Team  
Email: cjoiner4@ford.com  
Office: 866.631.3788 ext 79535  
Business Hours: 9AM-5:30PM C.S.T Monday-Friday

2024-09-25 21:19:06

OBC to cust to check to see if he has picked up the veh due to the dlr stated the veh is completed. Cust stated he has not picked up the veh due to him having a third party esp. I advised cust he would need to inform the SA the information to have them put in the claim to confirm if the repair will be covered. Cust stated he will reach out to the dlr to provide the SA the information needed.

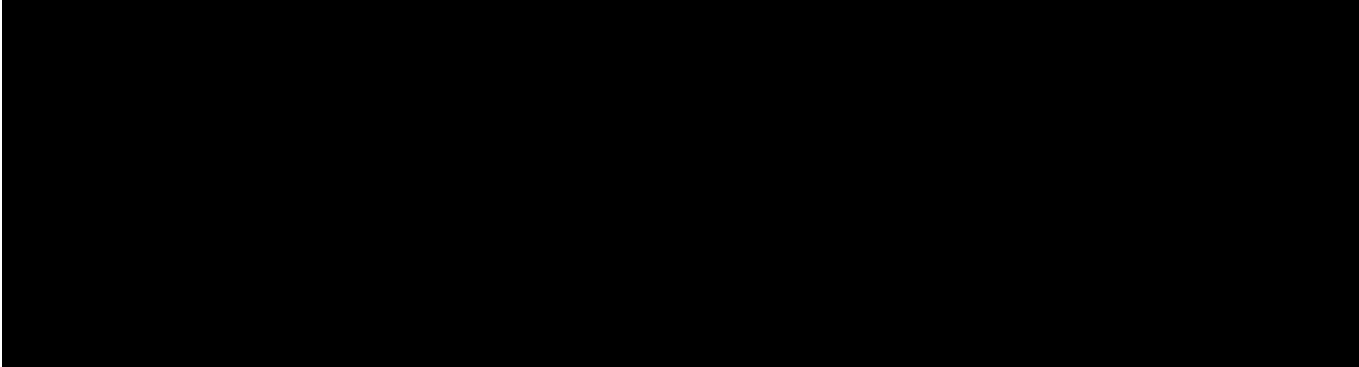
NEXT:10/1/24 fu with cust to confirm if he has provided the third party esp to the dlr



2024-10-01 16:49:18

OBC to dlr service dept and no answer or voicemail available. Sent the SA a email asking if cust has picked up his vehicle due to the repair being completed.

OBC to cust and one answer/voicemail not available due to voicemail not being set up. Will SMS cust for an update to confirm if he has picked up the veh.



CASE ATTACHMENTS:  
2024-08-26 17:43:43

Carletta Joiner

[Williams receipts from previous repairs.pdf](#)

Customer recently submitted a complaint due to dealership advising of no recall then charging for spark plugs to later advise there was a recall and a remedy that was at no cost to her after paying out of pocket for a repair that didn't rectify her concern. Customer says if this recall is having this concern with fuel injectors twice already and needing spark plugs on a brand-new bronco then she doesn't want the car and want it brought back traded sold or something. Due to customer using BB verbiage I offered to submit BB request. Customer did not have needed information. Questionnaire sent to email. Advised customer once the needed information is provided her request can be submitted.

Next Steps: No further action customer doesn't have needed information to complete milestone at this time FCR until needed information is provided

Ford Motor Company  
Customer Experience Specialist/PV Concern  
Tiffany Abrams  
Tabrams5@ford.com | www.ford.com  
1-866-631-3788 ext. 79651

2024-07-10 12:15:40

Dealer P&A code was not correct. I have corrected the P&A code. Properly assigned. Please allow 3-5 days for processing.  
**\*\* NOT A CUSTOMER-FACING AGENT \*\* DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER**

2024-07-11 12:50:05

2024-07-11 12:50:15

2024-07-17 20:05:34



Plan of action: CXS will contact CUST to provide BB decision and to verify if they will be taking VEH to DLR if not there already.

OBC to CUST:

CXS called to speak to CUST and advised their BB was denied because VEH does not meet state requirements for repurchase or replacement for OH, VEH is outside of presumption, 1 year or 18,000 miles from the WSD.

CUST confirmed VEH has already been repaired and is in their possession.

CXS offered to provide BBB information for independent arbitration but, CUST inquired if I could email the information over to them instead.

CXS confirmed I can do so.

NEXT STEPS: CXS will document case note.

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

2024-07-17 20:12:42

Hello Ms. Dixon,

Down below is the contact information to the Better Business Bureau as promised.

BBB AUTO LINE  
1676 International Drive  
Suite 550  
McLean, Virginia 22102  
1-800-955-5100

If you have any further questions or concerns, please feel free to reach out anytime.

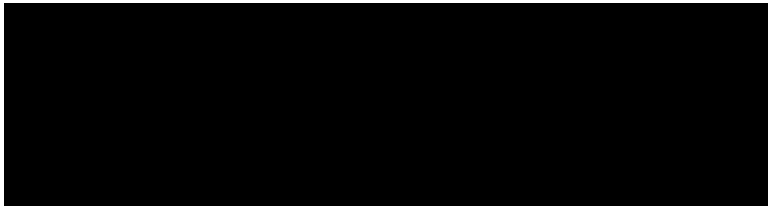
Kind regards,

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

2024-07-23 18:19:17

Confirmed that agent Ariauna provided BB decision and confirmed that customer had her vehicle. Inquired on the repairs and if they were done to customer satisfaction and customer confirmed she had no concerns with her vehicle at this time. I provided GWG for FP LMP and customer accepted. informed customer of final recap email and survey

Next Steps: Process Morley, send final email and SN to close.



2024-07-26 17:56:31

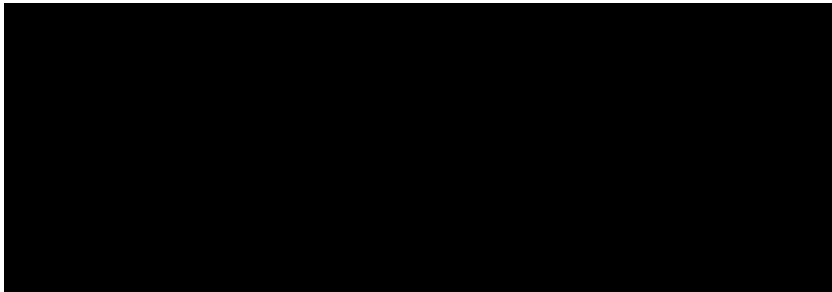
\*\*\*\*\*SAFETY NET\*\*\*\*\*

CLV: 85

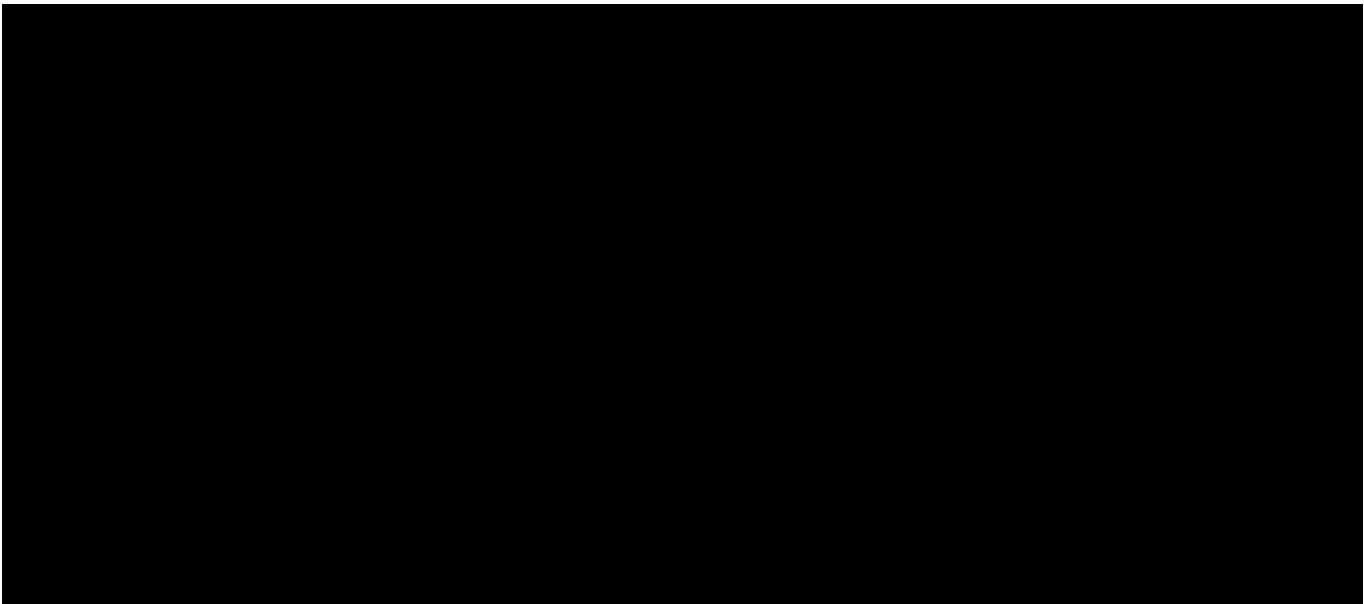
OBC to the customer to confirm customer satisfaction. The customer confirmed their CUST experience with Case Manager Tiffany was great! As the survey was mentioned the customer advised that they are willing to participate regarding their experience with Case Manager

Buyback denied

- customer is in vehicle and repair have been completed the customer has confirmed repair satisfaction
- Goodwill offered and accepted for MP
- a final Recap Email sent to the customer



CASE ATTACHMENTS:



[REDACTED]

Bot CU said: Is ford replacing fuel injectors for my vehicle? I see there is a notice for them.

CU

Bot CU said:

Is ford replacing fuel injectors for my vehicle? I see there is a notice for them.

Customer-5:33 PM

You said: It would be my pleasure to assist in this today, Ralph!

You said:

It would be my pleasure to assist in this today, Ralph!

Sent-5:35 PM

Bot CU said: Ok

CU

Bot CU said:

Ok

Customer-5:35 PM

You said: I see this CSP currently 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS. May I ask if you are having current issues with this vehicle?

You said:

I see this CSP currently 22N18 REPLACEMENT OF HIGH-PRESSURE FUEL INJECTORS. May I ask if you are having current issues with this vehicle?

Sent-5:36 PM

Bot CU said: Yes, the car is not accelerating normally.

CU

Bot CU said:

Yes, the car is not accelerating normally.

Customer-5:37 PM

You said: May I verify your full mailing address, phone number, best contact method and the current mileage of this vehicle?

You said:

May I verify your full mailing address, phone number, best contact method and the current mileage of this vehicle?

Sent-5:38 PM

Bot CU said: 4127 Andito, San Antonio, TX 78261

[REDACTED]

5053507271, miles 63500

Bot CU said: Call or text

CU

Bot CU said:

Call or text

Customer-5:39 PM

You said: Thank you! May I ask if this is only during accelerating it has this loss of power?

You said:

Thank you! May I ask if this is only during accelerating it has this loss of power?

Sent-5:40 PM

Bot CU said: I believe so but I've not been driving because I feared it would stop running.

CU

Bot CU said:

I believe so but I've not been driving because I feared it would stop running.

Customer-5:42 PM

You said: I would advise having this vehicle diagnosed as the next step. I have the Ford Roadside Contact information here. You can call them at 1-800-241-3673. They are open 24/7. Would you like me to find a Ford dealer near you for this diagnosis?

You said:

I would advise having this vehicle diagnosed as the next step. I have the Ford Roadside Contact information here. You can call them at 1-800-241-3673. They are open 24/7. Would you like me to find a Ford dealer near you for this diagnosis?

Sent-5:44 PM

Bot CU said: I have a dealership near me, but what will that cost or is it covered by ford?

CU

Bot CU said:

I have a dealership near me, but what will that cost or is it covered by ford?

Bot CU said: I'm a disabled veteran and can't be stranded

CU

Bot CU said:

I'm a disabled veteran and can't be stranded

Customer-5:47 PM

You said: I cannot speculate on this. However, If any CSP or recalls cover this then everything would be covered such as the diagnosis and towing.

You said:

I cannot speculate on this. However, If any CSP or recalls cover this then everything would be covered such as the diagnosis and towing.

Sent-5:47 PM

Bot CU said: Customer has ended the conversation. 5:48 PM

Bot CU said:

Customer has ended the conversation. 5:48 PM

CASE ATTACHMENTS:

2024-08-28 18:08:37

b.) CUST SAYS: "I have been having issues with this vehicle two weeks after I purchased it. I have been to a couple of Ford dealerships due to the problems. The one stated without a light on showing there is an issue they can't help me and the other dealership stated that it's the fuel injectors but the vehicle is not consistently doing the things it needs to to warrant a fix. But it does consistently do it and they stated they feel it and hear but no light on? I'm super frustrated and no one will help meet  
It has a grinding noise when driving 22-27 mph, the whole car shakes at 10 and 14mph, and it does not like to take off very fast and shifts rough and whistles when taking off. I can't run the AC when I take off otherwise it hesitates, and now it will have moments when you hear grinding when it moves gears. I leaked gas out the front a bit awhile back but the dealership said well it's not doing it now, it could have been from all the shaking in the engine but I'm not a mechanic so I don't know for sure. Any help would be appreciated."

c.) PER CUST, DLR SAYS: see above

d.) CRC ADVISED: Reviewed for repair assist. The vehicle is not at the dlr. Referred cx to the dlr. Encouraged cx to reach back out once the vehicle is at the dlr. Document and close case.



Bot CU said:  
I have been having issues with this vehicle two weeks after I purchased it. I have been to a couple of Ford dealerships due to the problems. The one stated without a light on showing there is an issue they can't help me and the other dealership stated that it's the fuel injectors but the vehicle is not consistently doing the things it needs to to warrant a fix. But it does consistently do it and they stated they feel it and hear but no light on? I'm super frustrated and no one will help meet

Bot CU said:  
Me\*

Customer - 1:31 PM

You said:  
I appreciate you reaching out to us about this, Stephanie! I am more than happy to look into this matter for you! While I do so, could you please verify the current mileage on the vehicle?

Sent - 1:32 PM

Bot CU said:  
18748.2

Customer - 1:33 PM

You said:  
Excellent! Could you also verify your full mailing address?

Sent - 1:33 PM

Bot CU said:  
812 Mast Court Hampstead NC 28443

Customer - 1:34 PM

You said:  
Perfect! May I have your preferred method of contact?

Sent - 1:35 PM

Bot CU said:  
Cell phone-607-329-4482

Customer - 1:35 PM

You said:  
Would you prefer a text message or phone call to that number?

Sent - 1:35 PM

Bot CU said:  
Phone call

Customer - 1:36 PM

You said:  
You got it! Just so I'm aware, could you please tell me a little more about the symptoms the vehicle is exhibiting?

Sent - 1:36 PM

Bot CU said:  
It has a grinding noise when driving 22-27 mph, the whole car shakes at 10 and 14mph, and it does not like to take off very fast and shifts rough and whistles when taking off. I can't run the AC when I take off otherwise it hesitates, and now it will have moments when you hear grinding when it moves gears. I leaked gas out the front a bit awhile back but the dealership said well it's not doing it now, it could have been from all the shaking in the engine but I'm not a mechanic so I don't know for sure. Any help would be appreciated.

Customer - 1:40 PM

You said:  
I'd like to make sure your concerns are addressed. I see you are typing, I'll give you a few more moments.

Sent - 1:40 PM

Bot CU said:  
Sorry there is a lot wrong for this car took me a minute to type it all

Customer - 1:41 PM

You said:  
No worries! I appreciate those details! Just so I know, could you tell me the date you last took the vehicle to the dealership for this concern?

Sent - 1:41 PM

Bot CU said:  
Let me see if I can find my last communication in my text, just a second

[REDACTED]

Customer - 1:45 PM

You said:

Excellent, thank you! Just so I'm sure, could you please tell me exactly what you're seeking from Ford regarding this matter?

Sent - 1:46 PM

Bot CU said:

I would like my vehicle fixed, it should not be doing these things or get a solution of some sort

Customer - 1:47 PM

You said:

Thank you for sharing that with me! I am taking a deeper look into this matter now. Please give me a few moments to do so.

Sent - 1:49 PM

Bot CU said:

Ok thank you!

Customer - 1:49 PM

You said:

You're most welcome! Thank you so much for your patience! I appreciate you taking the time out of your day to chat with me about this! In order for Ford to consider offering assistance with this matter, your vehicle must be at your preferred Ford dealership. Please take your 2022 Bronco Sport to the Ford dealership

[REDACTED]

You said:

So that you have this information later, you may choose to download the full transcript once this chat session has concluded by selecting the down arrow located in the lower left corner of the chat window. Feel free to ask me any other questions you may have!

Sent - 1:52 PM

Bot CU said:

So what do I say when I take it there? They won't just let me do if they have already stated they can't help me?

Customer - 1:55 PM

You said:

Thats a great question! You may inform them that you have reached out to us about this matter. You may also let them know, if Ford is able to assist, this will open up communication between Ford Motor Company and the dealer to ensure the resources available to assist with repairs are being fully utilized by the Service Department. In the event that your dealer is unable to pinpoint and resolve your concerns, your dealer will be able to contact the Special Service Support Center through internal resources for additional assistance to resolve the vehicles concerns. In addition, you may take the vehicle to any dealership you'd like. It does not have to be the same one if there's other options local to you. I hope that helps! Feel free to ask me any other questions you may have!

Sent - 1:58 PM

&

2024-09-20 18:50:02

[REDACTED]

Cust called back saying veh is at dlr. Dlr called her while I held. SA Eric told cust that it is a normal operating characteristic

[REDACTED] A adv him and the tech test drove (they initially thought rear disk-not the case. Whistling noise is from the turbo (completely normal). Inside veh when you turn on, there is a sound (SA wasn't sure but tech said normal for the engine-normal operating characteristic). I adv dlr to show cust a similar make/model so she can see it's a normal operating characteristic. Issues started 2 weeks after buying. Between 22-27 mph, the veh will sounds like a card in a wheelspoke and the whole veh shakes at 9-10 or 13-14 mph. Cust is going out of town and won't have service 9/29-10/6. Cust says she is going to try to get rid of veh, so I mentioned LL process and she agreed.

NS: BB case

Ford Motor Company ®

Customer Experience Specialist – Passenger Vehicle Team

Natalie Barrios

Nbarrio3@ford.com |www.ford.com

office: 1-866-631-3788 ext. 79840

CASE ATTACHMENTS:

Provided Genuine Empathy & Reassurance? Y

VEH Year/Make: 2021 Ford Bronco Sport  
Mileage: 80604  
WSD: 03/18/2021  
CLV: N/S  
Meet FLP? N  
Is the vehicle at the dealership? Y  
- Is it attached to the case? Y  
- (If apply) Name of Service Advisor:  
-

Reason for Call/Issue: Cust has been experiencing a gas smell in her vehicle the dealer still doesn't know where its coming from, Cust has been experience smoke coming from her vehicle due to fuel injectors and was told it was a fuel sensor. Cust took it to another dealer, and it was told it was her exhaust system and was told it was \$2800  
What are you seeking from FMC?

Reviewed Oasis? Y  
What were your findings?  
VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY  
LAST KNOWN COUNTRY --> (OWNER EFFECTIVE DATE -)

Did you check recalls, warranty, ESP & warranty history? Y

OBC to DLR  
Spoke with: N/A  
- Information Received: N/A

Resolution Provided? No programs or warranties that's available at the moment provided Cust the information to send written communicate. Cust is over in mileage for a buyback  
Ford Consumer Affairs  
P.O. Box 6248  
Dearborn, MI 48126  
Reason for transfer to Case Manager: N.A

CASE ATTACHMENTS:

Bot CU said:  
I received repeated messages about changing out my high pressure fuel injectors I brought my bronco in for it and they said it's just a computer update is this true

Bot CU said:  
Or do the injection need to be replaced  
Customer - 2:18 PM

You said:  
Good afternoon, Michael! I would love to look into this inquiry for you. Just to clarify, are you currently experiencing issues with your vehicle while driving?

Sent - 2:20 PM

Bot CU said:  
It feels like it doesn't get fuel sometimes

Customer - 2:21 PM

You said:  
I see that you are still typing. I will wait for the additional messages.

Sent - 2:22 PM

Bot CU said:  
I'm thinking they never sent you that they did the recall or you at ford wouldn't send the message again  
Customer - 2:22 PM

You said:  
To get started I would like to confirm some ownership information. May I ask, are you currently the sole registered owner of the vehicle you're chatting in about?

Sent - 2:24 PM

Bot CU said:

Yes

Customer - 2:24 PM

You said:

Got it! To ensure our records are current, can you please confirm your address and phone number?

Sent - 2:25 PM

Bot CU said:

15 country squire ln sandyhook ct 06482. 203 434 5047

Customer - 2:26 PM

You said:

Thanks! While I look over the vehicle information, what is an approximate current mileage?

Sent - 2:28 PM

Bot CU said:

30,000

Customer - 2:29 PM

You said:

Thank you! Please bear with me 2-3 minutes.

Sent - 2:30 PM

Bot CU said:

Ok

Customer - 2:31 PM

You said:

I appreciate your patience! I currently do not see an open recall for your vehicle. You can also confirm that information here: <https://www.ford.com/support/recalls/>  
So that I may better understand, which recall is the one you stated was already completed?

Sent - 2:33 PM

Bot CU said:

The message from ford was to replace high pressure fuel injectors

Customer - 2:34 PM

You said:

This is listed under Customer Satisfaction Program (CSP). A CSP provides an upgrade to a specific component or extends an existing warranty. These programs have time and mileage limitations, and they do expire. Ford Motor Company will conduct repairs specifically designated in a CSP.

Sent - 2:36 PM

Bot CU said:

ok thank you Vanessa

Customer - 2:36 PM

Bot CU said:

Customer has ended the conversation. 2:37 PM

2024-09-11 19:46:22

CRM lag issues causing delayed responses

RQ24-008.2 000121 GCCT

CASE ATTACHMENTS: