

CASE NUMBER: [REDACTED]
OPEN: 09-29-2023 CLOSED:
RESPONSE TEAM: US Customer Roadside Proactive NA CRC
CASE CLASS LV 1234: Vehicle Concern | |
DEALER NAME: Rockwall Ford
PA CODE: 03567 DLR SALES CODE: 52520
VIN: [REDACTED] MODEL YEAR: 2021
BODY STYLE: R9A - BRONCO SPORT CX430 BASE
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | TX | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Moving | UNKNOWN | UNKNOWN
ANALYST NAME: SYSTEM
COMMENTS:
2023-09-29 18:29:54

STATUS: In Progress
BUSINESS UNIT NAME: Ford
COMMUNICATION: Proactive

REGION: C1 ZONE: C1A
MODEL: BRONCO SPORT MILEAGE:

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

OPEN ANALYST NAME: Dominique Dixon

2023-09-29 18:47:08 no ro info on uptime

OBC to Dir: - Bryan in service
Service Advisor:
Customer Name:
Customer Number:
CLV SCORE:
Is the veh there?
Mileage?
RO#
RO date
Veh Concern?
Diagnosis:
Repairs ETA:
Offer delivery?
rental?
loaner?
Warrantable?
Technician Pending or assigned?

2023-09-29 18:57:13

OBC to Dir:
Service Advisor: Bryan
Customer Name: [REDACTED]
Customer Number: [REDACTED]
CLV SCORE: 76
Is the veh there? yes
Mileage? 3,455
RO#598421
RO date- 9/28
Veh Concern? Warning lights , no crank
Diagnosis: replaced battery
Repairs ETA: vehicle is completed, waiting on pick up
Offer delivery?
rental?no
loaner?no
Warrantable? yes
Technician Pending or assigned? completed

2023-09-29 19:06:39

Case Number : [REDACTED]
Customer : [REDACTED]
Business Phone : [REDACTED]
Home Phone : [REDACTED]
Mobile Phone : [REDACTED]
LTV Score : 76
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number :
Part Number :
Dealer Name : Rockwall Ford
Dealer P&A : 03567
Dealer phone : 972-290-2200
VIN : [REDACTED]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 37455 Miles
Engine Specification : 1.5L Dragon I3 DI TC Gas B
Transmission Specification : 8 Speed Auto Transmission 8F35
Warranty Start Date : 2021-09-24
Open Recall/FSA :

21C31FRONT BRAKE PAD REPLACEMENT
22S21RIGHT-HAND ENGINE OIL SEPARATOR INSPECTION
22S73PCM PROGRAMMING AND DRAIN TUBE INSTALLATIONESP :0968 - USA 2021 NEW 84/85,000
PREMIUMCARE W/ROADSIDE
Hotline Contact : no
Warranty History : no

2023-09-29 19:14:27

Obc to cust-

VM LEFT OF ASSITNANCE PROVIDED AND STATUS UPDATE
AND WILL REACH BACK OUT FOR VEHICLE SATISFACTION

2023-10-03 19:27:37

OBC TO DLR -NEESE IN SERVICE
vehicle is not showing currently at dealership
not sure when customer picked up the vehicle

obc to cust -
no answer from cust , email sent to check for satisfaction

2023-10-04 15:53:04

Obc to dlr - vm left for customer on acceptance of ESP , cxs will follow up with email.

2023-10-05 15:58:32

OBC TO CUST - VM LEFT TO CUST ON ESP OFFERING

2023-10-09 20:22:44

OBC to cust-
VM LEFT FOR CUST, ON ESP OFFERING

NEXT- UTC letter

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 03-09-2021 CLOSED: 03-19-2021 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford SUV-CUV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle | CCT Criteria
DEALER NAME: Stivers Ford of Birmingham
PA CODE: 00305 DLR SALES CODE: 21011 REGION: S1 ZONE: S1C
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 7,000
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | AL | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | UNKNOWN
ANALYST NAME: Jason Ruiz OPEN ANALYST NAME: Joel Buebos
COMMENTS:
2021-03-09 17:07:01

NAME: [REDACTED] BOYFRIEND
CONTACT VIA PHONE: [REDACTED]
EMAIL: [REDACTED]

CUST SAYS:

They purchased a ford bronco. The dealership told them that this is a brand new veh but it has 4000 miles when we purchased it. This veh has been at the dealership for 4 times already because there are instances that the veh would start then you put it into gear then it would shut down. Sometimes the veh would not start at all and you have to wait for a couple of minutes to start it. There is also noise, like a growling noise when you are driving the veh. We just don't feel comfortable with the veh. My girlfriend has been left stranded due to this. We want ford to get us a different Bronco or get a different ford veh

AS PER DLR, CUST SAYS:N/A

CRC ADVISED:

I will escalate your case/request to our Ford Regional Customer Service Manager who works daily with your dealership's management team. The Ford Regional Customer Service Manager has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Ford Regional Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Service Manager within 1 business day. The case number that I have established for you today is [REDACTED]

Name(s) on title: [REDACTED]

Is customer purchasing or leasing? Finance

Vehicle Identification Number (VIN): [REDACTED]

State where vehicle was purchased: AL

State where vehicle is registered: AL

Ownership status (new/used/Certified Pre-Owned (CPO): The dealer told me that its a brand new veh with 4000 miles on it

Purpose of vehicle (business or personal): Personal

If business, number of vehicles registered to business: N/A

Primary reason for repurchase (why would the customer like a buyback?): I just don't want My girlfriend to be stranded no more. This happened to her twice were in she has to get a hotel because she is stranded.

2021-03-09 18:51:41

[REDACTED] CONTACT VIA PHONE: [REDACTED] EMAIL: [REDACTED]

[REDACTED] CUST SAYS: Cust called in that she need to F/U [REDACTED] since the car wont start since she was late for 2 and a half hours since she is stranded and 2 hrs to get towed and the whole panel was black and she went to the dealership they have to drive it off again and she was told that the wire is not tighten and they didn't do anything to put it into a paperwork since they were stranded last night.

PER CUST, DLR SAYS: N/A CRC ADVISE: Advised cust that this case was already been escalated 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.

2021-03-09 23:05:46

When did the concern begin? Has the vehicle had a history of at least one repair attempt for the same issue? Has the vehicle been to the dealer for the current concern within the past 30 days? When was the last time the vehicle was at the dealership? Where is the vehicle currently located? Is it at the dealership? What specifically is causing the customer to want the vehicle bought back? Have you had repairs completed for this concern at multiple dealerships? If yes, obtain names of dealerships and locations. Registered owner(s) name(s) for the vehicle? State where the vehicle is currently registered? What was the exact date the vehicle was purchased? State where the vehicle was purchased? Name of the dealer where the vehicle was purchased? Mileage on the vehicle at the time of purchase? What is the vehicle's current mileage? Is there a current concern with the vehicle? What is the repair status of the vehicle?

2021-03-10 16:25:13

3/09/2021

OBC to [REDACTED]
No answer/ did not leave VM

OBE (unsuccessful - email not found)

Hello Ms. [REDACTED]

This is Courtney from Ford Motor Company. I just tried to call you regarding the case, [REDACTED] for your 2021 Ford Bronco. I have a few questions I'd like to discuss with you. Please return my call at 866-631-3788 ext. 79069 or reply to this email (if preferred).

Thank you

Courtney Viser
Customer Experience Specialist
CVISER@ford.com|www.ford.com
office: 866-631-3788 ext. 79069
Hours: M-F 9am-5pm CST

Ford Confidentiality:

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

Ford Motor Company ®
Courtney Viser
Customer Experience Specialist
CVISER@ford.com | www.ford.com
office: 866-631-3788 ext. 79069

2021-03-10 18:08:52

Case Review 03/10/2021

Cxs needs to contact Dealership to see if they have a diagnosis on the vehicle and determine if a parts Sme or tech SME needs to be added to case and focus on repair while the good faith review is being initiated.

Review Kb Article- Repair Assistance request, Consequential expenses, and debit Card Process Cxs Overview.

Ford Motor Company ®
Syvonne Maddox
Lead Customer Experience Specialist
Smaddox9@ford.com| www.ford.com
Mon-Fri 7am-3:30pm
office: 866-631-3788 Ext 79268

2021-03-10 18:46:37

OBC to [REDACTED]

Customers

OBC to Stivers Ford of Birmingham

Spoke with SA Ed who transferred to SA Jenny Reaves. Jenny stated veh has not been diagnosed due to shop being busy. Will look at veh no later than tomorrow 3/11/2021

I will follow up with dealer 3/12/2021 for proper diagnosis then update cust.

Ford Motor Company ®
Courtney Viser
Customer Experience Specialist
CVISER@ford.com | www.ford.com
office: 866-631-3788 ext. 79069

RQ24-014 000005 GCCT

2021-03-10 18:47:15

Case Number : [REDACTED]
Customer : [REDACTED]
Business Phone : [REDACTED]
Home Phone : [REDACTED]
Mobile Phone : [REDACTED]
LTV Score : 56
Vehicle Purchase Status : Subsequent Owner
Ford Credit Contract Number :
Part Number :
Dealer Name : Stivers Ford of Birmingham
Dealer P&A : 00305
Dealer phone : (205) 941-6070
VIN : [REDACTED]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 7000
Engine Specification :
Transmission Specification :
Warranty Start Date : 2020-12-22
Open Recall/FSA :
ESP :
Hotline Contact :
Warranty History :

2021-03-10 21:48:19

*WEB*VEHICLE HAD A BATTERY REPLACED ON JANUARY 27TH, AT STIVERS AND I HAVE FOUND NO OTHER HISTORY OR BEING AT ANY OTHER DEALERSHIPS. WE HAVE PUT A BATTERY IN THE VEHICLE AGAIN TODAY TO MOVE IT FROM WHERE IT WAS TOWED AT. WE HAVE A HOTLINE CASE OPEN ON IT DUE TO THE FACT THAT WE CAN SEE MULTIPLE EVENTS THROUGH OASIS WHERE WARNING LIGHTS HAVE CAME ON 6 OTHER TIMES TO BE EXACT SINCE JAN 26TH. WHEN HOTLINE UPDATES US WE WILL UPDATE THE CASE.

2021-03-10 22:05:16

OBE to [REDACTED]

Good afternoon Mr. [REDACTED]

This is Courtney from Ford Motor Company. As promised, you can find my contact information below in the signature. Please feel free to reach out if yourself or [REDACTED] have any questions/concerns.

I will follow up with you all soon. Have a wonderful week!

Courtney Viser
Customer Experience Specialist
CVISER@ford.com | www.ford.com
office: 866-631-3788 ext. 79069
Mon – Fri 9am-5pm

Ford Confidentiality:

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

2021-03-11 22:16:53

OBC to Stivers Ford

Inquired on diagnosis of veh

Per Ed, tech was actively working on the veh now

I informed I'd call back tomorrow 3/12 for update

Ford Motor Company ®
Courtney Viser
Customer Experience Specialist
CVISER@ford.com | www.ford.com
office: 866-631-3788 ext. 79069

2021-03-12 16:58:08

Checked historical and VIN status: None

NAVIS verified ownership status: Original

Ford Motor Company ®
Kora Williams | Specialist
Specialized Buyback Handling Team, Ford CX Team

2021-03-12 16:58:46

Notes did not save call to dlr: on 3/11 BRT called dlr and was advised that they had changed the battery previously and that the customer vehicle came in completely dead. They changed the battery and were able to move the vehicles that it was blocking. Advised there are code in the history and they would be reaching out to hotline, advised he wouldn't be changing the battery and leaving it as last time. Advised he would get more information due to the codes and because the vehicle is a new vehicles. RO# (had the RO number but it did not save) OPEN DATE: 3/9/2021 MILEAGE:7773 Concern: No Start Tech: found codes and as of now they had to replace the battery to move the car Ford Motor Company ® Kora Williams | Specialist
Specialized Buyback Handling Team, Ford CX Team

RQ24-014 000006 GCCT

2021-03-12 17:07:34 OBC to dealer – 2563626900 - Tony Sera Ford spoke with [REDACTED] who advised the vehicle was only there for an oil change and inspection Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team

2021-03-12 17:08:42 At this time Ford does not believe the vehicle qualifies for repurchase/replacement. Once the repair is complete, we will review again for a Final recommendation Talking Points: •Deny GFR •Review notes in Milestones •Focus on vehicle repair Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team

2021-03-12 22:41:33 OBC to Stivers Ford

TSB water intrusion
Repair to be completed by Monday 3/15

OBC to Dr. [REDACTED]

Informed of dlr findings and repair estimated completion date

I will keep cust. up to date as repairs progress

Ford Motor Company ®
Courtney Viser
Customer Experience Specialist
CVISER@ford.com | www.ford.com
office: 866-631-3788 ext. 79069

2021-03-17 16:43:03 BRT Kora Williams x77710 OBC to dealer –(205) 941-6070, Spoke with SA Jessica advised the vehicle is going for the road test and will be picked up. Advised outside of the warranty repair the customer is requesting ford to pay for new tires due to the times she has had to get her vehicle towed. BRT closing milestone. BRT previous decision notated on 3/12 stands. Ford Motor Company ® Kora Williams | Specialist Specialized Buyback Handling Team, Ford CX Team

2021-03-18 17:03:55 OBC to Johnathan from Stivers

Johnathan informed veh is ready for pickup

Will call cust

Ford Motor Company ®
Courtney Viser
Customer Experience Specialist
CVISER@ford.com | www.ford.com
office: 866-631-3788 ext. 79069
M-F 9am-5pm CST

2021-03-19 16:41:08 OBC to delegate/ no answer / vm full

OBC to Johnahan at Stivers

Johnathan confirmed cust. picked up veh.

closed case

Ford Motor Company ®
Courtney Viser
Customer Experience Specialist
CVISER@ford.com | www.ford.com
office: 866-631-3788 ext. 79069
M-F 9am-5pm CST

2021-03-19 16:46:06 Case Number : [REDACTED]
Customer : [REDACTED]
Business Phone : [REDACTED]
Home Phone : [REDACTED]
Mobile Phone : [REDACTED]
LTV Score : 56
Vehicle Purchase Status : Subsequent Owner
Ford Credit Contract Number :
Part Number :
Dealer Name : Stivers Ford of Birmingham
Dealer P&A : 00305
Dealer phone : (205) 941-6070
VIN : [REDACTED]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 7000
Engine Specification :
Transmission Specification :
Warranty Start Date : 2020-12-22
Open Recall/FSA: :
ESP :
Hotline Contact :
Warranty History :

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 10-21-2021 CLOSED: 11-01-2021 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford SUV-CUV NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Levittown Ford, LLC
PA CODE: 07792 DLR SALES CODE: 13082 REGION: N1 ZONE: N1A
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 2,400
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | NY | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Running | Not Listed | UNKNOWN
ANALYST NAME: Danielle Henderson OPEN ANALYST NAME: Wendy Gonzales
COMMENTS:
2021-10-21 18:32:08

CONTACT VIA: [REDACTED]
CUST SAYS: car stop and shut off mid way in a street
stuck in Drive and unable to put on neutral I want a rent a car from Ford the dealer said i needed to conatct Ford
CUST SAYS, DLR SAYS:
CRC ADVISED: The case number that I have established for you today is [REDACTED]

2021-10-21 20:16:22 OBC CUST VEH was having network connectivity problem. Screen goes blank & Car stopped. VEH wouldnt shift gears to neutral. Had it towed to DLR where purchased. Issue unknown after 3 days at DLR. Need a rental. DLR has no known ETA. [REDACTED] CUST spoke with Rob at the DLR NEXT STEP: Contact DLR and follow up with CUST - Ford Motor Company @ Customer Relationship Center - Passenger Vehicle Team Danielle Henderson Danielle.henderson@ford.com | www.ford.com office: 1-866-631-3788 ext. 79265

2021-10-21 20:17:53 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : [REDACTED] TV Score : NA Vehicle Purchase Status : Original Owner Ford Credit Contract Number : NA Part Number : NA Dealer Name : Levittown Ford, LLC Dealer P&A : 07792 Dealer phone : 5163364718 VIN [REDACTED] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 2400 Engine Specification : NA Transmission Specification : NA Warranty Start Date : 2021-05-21 Open Recall/FSA : NA ESP : NA Hotline Contact : NA Warranty History : NA

2021-10-21 21:38:57

Case Progression Specialists

Updated VOR"Primary Reason"to "RO Details Not Received".Initial contact to dealer not complete

NEXT STEP:
I recommend agent should:

Follow-up with Dealer for further details regarding vehicle concern and repair process
Set regular follow-up to properly progress case

NOTE: Ensure All necessary fields in the VOR are updated according to case status and information provided in the VOR is accurate each time case is being progressed.

Ford Motor Company.
CXS Magreola Olaseni
Customer Experience Specialist/ SWAT/Ford Truck Team
omagreol@ford.com/www.ford.com

2021-10-22 14:05:51 OBC SM and SA Unavailable. Left a voicemail for the SA Nico. And left my contact information for the SM with the Secretary. NEXT STEP: Folow up with DLR through Portal message. Follow up with CUST with updates. Ford Motor Company @ Customer Relationship Center - Passenger Vehicle Team Danielle Henderson Danielle.henderson@ford.com | www.ford.com office: 1-866-631-3788 ext. 79265

2021-10-22 16:38:35 IBC/OBC Customer calling for an update on his case Advised Customer that I will send an email to the CXS and her her reach Next Step Email CXS/Document recontact Customer Experience Specialist - Car/SUV Team Candace Bell cbell98@ford.com | Office: 1-866-631-3788 ext. 79689

2021-10-22 16:59:58 OBC unable to speak with DLR. NEXT STEP: contact CUST nad reschedule follow up. Ford Motor Company @ Customer Relationship Center - Passenger Vehicle Team Danielle Henderson Danielle.henderson@ford.com | www.ford.com office: 1-866-631-3788 ext. 79265

2021-10-22 18:42:36 IBC CUST called for update on case. I have been unsuccessful at reaching the DLR and will continue to reach out to gather more information. NEXT STEP: Reschedule follow up with CUST & contine to getting information from DLR. Ford Motor Company @ Customer Relationship Center - Passenger Vehicle Team Danielle Henderson Danielle.henderson@ford.com | www.ford.com office: 1-866-631-3788 ext. 79265

2021-10-25 16:31:17 OBC SM at DLR. staged to go into shop to see what is wrong. DLR does not have any loaners to give CUST. NEXT STEP: Update CUST and stay in touch with DLR for VEH diagnostic Ford Motor Company @ Customer Relationship Center - Passenger Vehicle Team Danielle Henderson Danielle.henderson@ford.com | www.ford.com office: 1-866-631-3788 ext. 79265

2021-10-25 17:33:19 OBC informed CUST on the updated status. The DLR does not have any loaners. The VEH is still being looked at for the issues it was bought in for. NEXT STEP: Follow up with DLR Ford Motor Company @ Customer Relationship Center - Passenger Vehicle Team Danielle Henderson Danielle.henderson@ford.com | www.ford.com office: 1-866-631-3788 ext. 79265

2021-10-26 13:52:39 OBC Called for SM. He was unavailable. The Secretary that answered took my information down for him to call me back. NEXT STEP: Send a Portal message to DLR. Ford Motor Company @ Customer Relationship Center – Passenger Vehicle Team Danielle Henderson Danielle.henderson@ford.com | www.ford.com office: 1-866-631-3788 ext. 79265

2021-10-26 18:47:04 OBC Spoke with the SM. He stated they are still looking into the VEH to check for connectivity issues and they also replaced the battery. He is waiting to hear back from Tech for additional update. NEXT STEP: Follow up with the DLR for additional updates. and Follow up with CUST Ford Motor Company @ Customer Relationship Center – Passenger Vehicle Team Danielle Henderson Danielle.henderson@ford.com | www.ford.com office: 1-866-631-3788 ext. 79265

2021-10-26 20:19:07

Case Progression Specialists

Updated VOR "Primary Reason" to "RO Details Not Received". Per case notes, dealer is still working on vehicle to determine vehicle issue.

Agent should consider advising dealer to initiate Hotline if there is no clear path to repair and submit TechSme activity.

NOTE: Ensure All necessary fields in the VOR are updated according to case status and information provided in the VOR is accurate each time case is being progressed.

Ford Motor Company.
CXS Magreola Olaseni
Customer Experience Specialist/ SWAT/Ford Truck Team
omagreol@ford.com/www.ford.com

2021-10-27 15:03:06 OBC spoke with SM. He stated that a part for the transmission was ordered yesterday and should be in today or tomorrow. The part was ordered through United Radio. He did not have a order number or part number when asked. NEXT STEP: Update CUST. and schedule follow up with DLR tomorrow 10/27/2021. Ford Motor Company @ Customer Relationship Center – Passenger Vehicle Team Danielle Henderson Danielle.henderson@ford.com | www.ford.com office: 1-866-631-3788 ext. 79265

2021-10-27 19:13:11 OBC informed CUST of the part that has been ordered and its estimated arrival date which is tomorrow. CUST is adamant about getting help with a rental. NEXT STEP: Look into rental resources to offer CUST Ford Motor Company @ Customer Relationship Center – Passenger Vehicle Team Danielle Henderson Danielle.henderson@ford.com | www.ford.com office: 1-866-631-3788 ext. 79265

2021-10-27 21:23:12

Case Progression Specialists

Updated VOR "Primary Reason" to "RO Details Not Received". Per case notes, Part has been ordered via United Radio.

Agent will check in with dealership from time to time on part status.

NOTE: Ensure All necessary fields in the VOR are updated according to case status and information provided in the VOR is accurate each time case is being progressed.

Ford Motor Company.
CXS Magreola Olaseni
Customer Experience Specialist/ SWAT/Ford Truck Team
omagreol@ford.com/www.ford.com

2021-10-28 16:28:51 OBC Rob SA. He will be checking in with the technician and email me with a update on when the repairs can be expected to be done and if all the concerns have been met. NEXT STEP: once email is received notify and update CUST. Ford Motor Company @ Customer Relationship Center – Passenger Vehicle Team Danielle Henderson Danielle.henderson@ford.com | www.ford.com office: 1-866-631-3788 ext. 79265

2021-10-28 17:46:54 OBC Informed CUST he will have the responsibility of paying out of pocket and to email the receipts and any other information concerning the VEH to me. NEXT STEP: Complete Rental Activity once receipts are received. Schedule Follow Up with CUST for Monday. Schedule Follow Up with DLR for update on part and repair ETA. Ford Motor Company @ Customer Relationship Center – Passenger Vehicle Team Danielle Henderson Danielle.henderson@ford.com | www.ford.com office: 1-866-631-3788 ext. 79265

2021-10-29 13:38:32

Case Progression Specialists

Updated VOR "Primary Reason" to "RO Details Not Received". Per case note, repair has not begun, agent need to contact dealer for more details such as:

What concerns are there to be met?
Is there a possible delay?
What is the estimated repair date?
Are parts available?
Is there a clear path to repair?

NOTE: Ensure All necessary fields in the VOR are updated according to case status and information provided in the VOR is accurate each time case is being progressed.

Ford Motor Company.
CXS Magreola Olaseni
Customer Experience Specialist/ SWAT/Ford Truck Team
omagreol@ford.com/www.ford.com

2021-11-01 15:40:44

OBC spoke with SA Rob. He advised me that [REDACTED] Picked up his VEH Saturday. NEXT STEP: Follow up with CUST for satisfaction and close case Ford Motor Company @ Customer Relationship Center – Passenger Vehicle Team Danielle Henderson Danielle.henderson@ford.com | www.ford.com office: 1-866-631-3788 ext. 79265

2021-11-01 15:43:45

OBC CUST is satisfied NEXT STEP resolve and close case. Ford Motor Company @ Customer Relationship Center – Passenger Vehicle Team Danielle Henderson Danielle.henderson@ford.com | www.ford.com office: 1-866-631-3788 ext. 79265

2021-11-01 15:44:51

Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : Vehicle Purchase Status : Original Owner Ford Credit Contract Number : NA Part Number : NA Dealer Name : Levittown Ford, LLC Dealer P&A : 07792 Dealer phone : 5163364718 VIN : [REDACTED] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 2400 Engine Specification : NA Transmission Specification : NA Warranty Start Date : 2021-05-21 Open Recall/FSA : NA ESP : Hotline Contact : Warranty History :

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 04-20-2022 CLOSED: 04-20-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Inquiry | Technical Advice | Referred to dealership |
DEALER NAME: Tom Holzer Ford, Inc.
PA CODE: 02709 DLR SALES CODE: 48030 REGION: G2 ZONE:
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 8,402
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | MI | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Hesitates/Stumble | Not Listed | UNKNOWN
ANALYST NAME: Sharion Brown OPEN ANALYST NAME: Sharion Brown
COMMENTS:

2022-04-20 21:26:44

Sharion Brown/79202/sbrow475@ford.com call transferred from ford credit. cust upset that he has issues with his bronco and he states he has to make multiple appts. he says the veh has stalled on him, it makes a noise, and it is falling apart. he feels the vehicle was rushed to sale and it was built in a hurry. he says he has an appt for the recall but he was unable to give them the other issues with the veh, advised cust will contact dlr to see if the concerns can be added to his appt. obc to dan, he said that the veh will need to be at the dlrshp for a couple of days to address the other concerns. he will add the noise and that the veh stalled to the appt. advised cust he said he is ok with the veh being there, he has parts that needs to be reattached. advised cust to make sure he shows that to the SA over they go to look at the veh so that can be added as well. he said he will wait to see if they take care of the concerns for him Next step close case Sharion Brown Customer Experience Specialist sbrow475@ford.com 866.631.3788 EXT. 79202

2022-04-20 21:28:27

Case Number: [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : na LTV Score : 97 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : na Part Number : na Dealer Name : Tom Holzer Ford, Inc. Dealer P&A : 02709 Dealer phone : 2484741234 VIN : [REDACTED] Year : 2021 Make : ford Model : bronco Mileage : 8402 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-09-11 Open Recall/FSA : : 21c31 22s21 ESP : 0972 - USA 2021 2 YR TIRECARE-GROUP 1-INCLUDE 1ST DAY RENTAL Hotline Contact : na Warranty History : na

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 08-19-2022 CLOSED: 09-26-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Oroville Ford, Inc.
PA CODE: 09534 DLR SALES CODE: 72452 REGION: W2 ZONE: W2A
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 5,800
BODY STYLE: R9D - BRONCO SPORT BADLANDS 4X4
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | CA | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Lack/Loss of Power | UNKNOWN | UNKNOWN
ANALYST NAME: Maria Contreras OPEN ANALYST NAME: Taneka Sparrow
COMMENTS:

Thank you for choosing to chat with us. We will be with you shortly. You are currently 1 waiting in queue. You are now chatting with Taneka. Please do not enter any sensitive personal data such as social security number or credit card numbers.

Taneka 02:43 PM

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

rebecca 02:43 PM

who do we contact regarding my daughter brand new ford bronco that has now been at the dealership 19 days and nobody can fix it

[REDACTED] 02:43 PM

she has not had this vehicle more that 60 days and is unsafe

[REDACTED] 02:43 PM

not had it more than 60 days

[REDACTED] 02:44 PM

It is not safe the vehicle has shut off on her while driving and now just keeps throwing codes and wont drive .

Taneka 02:45 PM

Thank you for chatting about this, Patricia! I'll be happy to look into this for you! What Dealership is your daughter's vehicle located?

[REDACTED] 02:45 PM

Oroville Ford Oroville ca 95965

[REDACTED] 02:45 PM

Under Kristen Eberle

[REDACTED] 02:46 PM

We are told they have a request out for contact from a ford engineer . but how long is this gonna take and not fair she is without her car

Taneka 02:47 PM

Thank you for that information! Do you have the Vehicle Identification Number to research this, [REDACTED]

[REDACTED] 02:48 PM

yes getting it now

Taneka 02:49 PM

No problem! I'll stand by.

[REDACTED] 02:50 PM

she is logging into the pp to get the vin sorry

Taneka 02:50 PM

No worries! Can you also provide me with a good email address [REDACTED]

[REDACTED] 02:50 PM

[REDACTED] 02:51 PM

[REDACTED] 02:51 PM

Taneka 02:51 PM

Awesome! Thank you so much for that information! What is the vehicle mileage? An estimate will be fine.

[REDACTED] 02:52 PM

appro . 5800

Taneka 02:53 PM

Thanks! Please allow me a few moments to look into this for you.

[REDACTED] 02:53 PM

thank you

Taneka 02:56 PM

You're very welcome! I'm still looking into this for you, I'll just need a few more moments.

Taneka 02:59 PM

[REDACTED] is the Dealer saying that they waiting on a part?

[REDACTED] 02:59 PM

no

[REDACTED] 03:00 PM

No first they said waiting for engineer to contact then called today told her to come get it then called her back and said nevermind becuase when they went to pull it around it did the same trowing of codeds and not

working

[REDACTED] 03:01 PM

sorry codes.. and not working

[REDACTED] 03:02 PM

the vehicle starts and you can go then its like the brain stops says nothing is working no abs nothing and

send all kids of fault codes

Taneka 03:02 PM

Thank you so much for explaining! For clarification purposes, in what way would you like for Ford Motor Company to assist?

[REDACTED] 03:03 PM

I want this car fixed or replaced she hs been given a rental and told not to go more than 100 miles a day and cannot be used for work purposes however her car is how she makes her money this is not fair .. so who do

we call to get this car replaced this is appaling

[REDACTED] 03:04 PM

This being a new car is unacceptable

Taneka 03:08 PM

Thank you so much for clarifying [REDACTED] I can get this escalated for Financial assistance for you! Would you prefer us to contact you or Kristen?

[REDACTED] 03:08 PM

Kristen Eberle

Taneka 03:09 PM

No problem! What is her best method of contact?

[REDACTED] 03:09 PM

Taneka 03:10 PM

Thank you for that! I will also get you added as a delegate on her account. What's a good email address for her?

[REDACTED] 03:10 PM

[REDACTED] 03:10 PM

Taneka 03:13 PM

Thank you for that! [REDACTED] I'm actually not able to escalate this for Financial assistance until a diagnostic is made. However, I am unable to escalate this for repair assistance for you.

[REDACTED] 03:14 PM

I will try the dealership again on Monday but honestly this is horrible .

Taneka 03:15 PM

Sorry about that, [REDACTED] That was a typo

Taneka 03:15 PM

I am able to escalate this for repair assistance for you!

I am able to escalate this for repair assistance for you!
Taneka 03:16 PM
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. Kristen can expect an email from your Customer Experience Specialist within 1 business day. The case number that I have established for you today is [REDACTED] Is there anything else I can assist you with today?
[REDACTED] 03:17 PM
Thank you I will send this to my daughter
Taneka 03:18 PM
You're very welcome, [REDACTED] Sorry for the confusion. You may choose to email or print a transcript of this entire chat session by clicking the "+" sign located next to the text box in this chat window. Please keep in mind, the option to email yourself the transcript will only be available while this chat session is active. Otherwise, you will only be given another chance to print the transcript once this chat window has closed.
Taneka 03:20 PM
I haven't heard from you in a few minutes. Do you need more time?

2022-08-19 20:27:52

o CONTACT VIA:530-715-5100
o CUST SAYS:my daughter brand new ford bronco that has now been at the dealership 19 days and nobody can fix it
o PER CUST, DLR SAYS:We are told they have a request out for contact from a ford engineer .
o CRC ADVISED: escalate for repair assistance

2022-09-10 00:19:40

OBC to Customer no answer Next Steps: f/u 9/15 Ford Motor Company Customer Relationship Center- Truck Team Maria Contreras mcontr68@ford.com/ www.ford.com Office: 1.866.631.3788 Ext. 79256 Mon-Fri 1:30 PM-10:00 PM

2022-09-19 22:17:14

OBC to Dealer left vm Next Steps: f/u 9/20 Ford Motor Company Customer Relationship Center- Truck Team Maria Contreras mcontr68@ford.com/ www.ford.com Office: 1.866.631.3788 Ext. 79256 Mon-Fri 1:30 PM-10:00 PM

2022-09-20 22:08:48

OBC to Dealer vehicle repaired. OBC to customer said that vehicle is working fine Next Steps: safety net to close Ford Motor Company Customer Relationship Center- Truck Team Maria Contreras mcontr68@ford.com/ www.ford.com Office: 1.866.631.3788 Ext. 79256 Mon-Fri 1:30 PM-10:00 PM

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 08-29-2022 CLOSED: 10-05-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION:
CASE CLASS LV 1234: Vehicle Concern | Parts Issue | Unit Down (not drivable) |
DEALER NAME: Advantage Ford
PA CODE: 02677 DLR SALES CODE: 71063 REGION: W1 ZONE: W1B
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 9,025
BODY STYLE: R9A - BRONCO SPORT CX430 BASE
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | CA | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Hesitates/Stumble | Acceleration | Hot
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Joseph Securata
COMMENTS:
2022-08-29 17:07:35

CONTACT VIA PHONE [REDACTED]
EMAIL ADDRESS: [REDACTED]

Cust Says:
recall about transmission about 3 months ago when I heard it | dealer mention that they dont have the part | 3 weeks ago my veh is broke down | they charge me \$200 for diagnosis | I am not satisfied about the service |

Per Cust Dealer Says: Transmission needs to be replaced |

CRC Advised:

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

2022-08-30 14:15:01

Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED]
Home Phone : [REDACTED] Mobile Phone : [REDACTED] TV Score : 68 Vehicle Purchase Status : Original
Owner Ford Credit Contract Number : NA Part Number : NA Dealer Name : Advantage Ford Dealer P&A :
04250 Dealer phone : 6263599689 VIN : [REDACTED] Year : 2016 Make : Ford Model : ESCAPE
Mileage : 83000 Engine Specification : 1.6L 16V DI TC I4 170PS SIGMA Transmission Specification : 6 SPD
AUTO TRANS 6F MID-RANGE Warranty Start Date : 2016-02-05 Open Recall/FSA : 22S43
TRANSMISSION SHIFTER CABLE BUSHING ESP : 0968 - EXPIRED Hotline Contact : NA Warranty History : NA

2022-08-30 15:12:23

OBC to Customer, [REDACTED] No Answer - Left Voicemail to advise that I received the case information and wanted to reach out to let them know that I will be the case manager that will further assist with the case - Advised that I will schedule another follow up to speak with them tomorrow so we can go over the specifics of the case Next Steps: F/U with customer by next day 8/30 for initial customer contact Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496

2022-08-30 16:39:18

CUST SAYS: Customer called in wants to speak to the case handler as he didnt answer the call. Customer received voice mail. AS PER CUST/DLR SAYS: CRC ADVISED: Advised that Scheduled follow will be 09/01/22
Provided CXS contact number 866-631-3788 ext. 79496
Transferred to CXS

2022-08-31 16:44:18

ibc-cust calls in requesting to speak with agent cust agrees to wait for return called NEXT STEP: notate case CXS Taylor Customer Experience Specialist Ford CX Team TWILS226@ford.com | www.ford.com office: 866-631-3788 ext. Ford Confidentiality: ----- For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number

2022-08-31 17:27:52

IBC from Name. [REDACTED] Per cust. -cust requesting to speak with cxs Actions - advised cust cxs has f/u set for today, submit recontact Next Step -no further action Ford Motor Company Tiara Douglas Customer Experience Specialist, Ford CXS Team tdoug138@ford.com | www.ford.com Office: 866-631-3788 ext. 79597

2022-08-31 20:03:00

OBC to Customer, [REDACTED] who advised that he dropped the only car he has off to the dealer - Customer advised that on Monday he received a voicemail from dealer stating they were not able to figure out what was wrong with his trans however they do know that the trans would need to be replaced - Customer was advised that he could keep his vehicle Per dealer he had to wait until they call him so they can get the part - Customer kept vehicle and when he was at a stop light the vehicle would not move - Customer had to have vehicle towed to the dealership - Customer states that he just paid off vehicle in February and was going to get the new vehicle Per dealer it would cost \$6000 for him to get a new transmission and the dealer is waiting for him to give authorization for the repair - Customer states that he only has 80,000 miles on the vehicle and does not see why the trans would need to be replaced - Customer is also questioning the recall on the vehicle and wants to see if that applies - Customer does not feel he should have to pay - Explained that I will reach out to the dealership to gather info about his repair and the repair cost & follow back up with him Next Steps: Contact dealer for diagnosis Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496

2022-09-01 14:40:11

OBC to Advantage Ford, 6263599689, SPoke with SA Marco who advised RPM revving high veh would not move forward clunks into gear towed in for trans trans on back order wit no eta not warranty has nothing to do with crnt internal with trans Customer Concern: towed in for trans concern - RPM revving high - veh would not move forward - clunks into gear Repair Required: replace transmission Repair Status: waiting on customer authorization Financial Cost: \$5932 retail rate - SA agreed to offer warranty pricing & asked to call/email him at a later time so that he can get those amounts Loaner/Rental: N/A - due to part not having eta not able to determine end date for loaner/rental Vehicle Status: currently at dealer Part Status: transmission on back order with no eta Length of Repair: 3-5 days once parts are received RO No: 502274 RO Date: 8/25 RO Miles: 83,701 Line Number: 02 EMAIL: MBARILLAS@ADVANTAGEFORD.COM

2022-09-01 14:45:51 Spoke with Parts to request a copis case be created - Was advised that there is no order in place on that repair ticket - Was advised that Service would need to turn in the requisition form so that they could place the order - Asked once the form is turned in could we get a copis created if the part is back ordered - Was advised that they will be ordering that part through FAD and would need a day or two to get the Y-Shipper number Next Steps: Email dealer to gather warranty pricing in order to submit fin assist Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496

2022-09-01 17:32:38 IBC FROM CUST STATED HIS AGENT IS EXPECTING A CALL FROM HIM CXS: SENT THE CUST OVER TO THE AGENTS VM

2022-09-01 17:53:34 OBC to Dealer, 6263599689, Spoke with SA Marco who advised that he has not had the chance to get the warranty pricing yet - Was advised tat he should have the information by this afternoon - SA advised that he will reply back to my email to provide it to me Next Steps: F/U with customer by end of 9/1 to provide an update Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496

2022-09-01 18:13:04 OBC to Customer, [REDACTED] to advise that after speaking with the dealership I was able to verify that his current concern with the transmission has nothing to do with the recall that is currently on his vehicle - Advised that the dealership has determined that his transmission needs to be replaced and the repair would be an out of pocket expense Advised that he would not be required to pay the full price of the repair and that Ford is willing to cover a portion of the repair cost - Explained that I am waiting to ear back from Marco with some additional information then I will be able to determine exactly how much coverage he would be able to receive Customer asked if I needed to speak with a manager or something because he does not feel that he should pay for a transmission at 80,000 miles - Explained to customer that no supervisor or manager would be able to provide full coverage because we all utilize the same resources - Apologized for the inconvenience and informed customer once I hear back from Marco I will give him a call to let him know about his assistance offer Next Steps: F/U with dealer for warranty pricing Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496

2022-09-02 14:32:56 OBC to Dealer, 6263599689, Spoke with SA Marco who advised that he replied to my email and he did send the information over to me Next Steps: Submit Fin Assist Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496

2022-09-02 20:55:58 IBE from Dealer: From: Marco Barillas Sent: Thursday, September 1, 2022 3:19 PM To: Thompson, Janice (J.) Subject: Re: Hilton Marpaung Repair Cost WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Warranty Price for PARTS: \$ 4848.01 Warranty Price for LABOR: \$ 1547.50 Total Repair Cost: \$ 6395.51 Repair Order Number (6 digits please): 502274 Repair Order Open Date: 08/25/2022 Repair Order Open Miles: 83701 Line Number for possible financial contribution:02 Any financial support for this repair will come from the CRC, not your FLP (P18) budget. Thank you for your assistance. Marco Barillas Advantage Ford 1031 Central Ave Duarte CA 91010 (626) 359-9689

2022-09-06 20:48:03 IBC from Customer wanting to get an update on the case - Explained to customer that Marco did send over the pricing for his repair - Advised that after speaking with the dealership we were able to come up with a discount on the cost of his repair - Advised that Ford would be covering the majority of the repair and he would be responsible for \$2,558.20 of the repair plus any applicable taxes Customer asked if there was anyway to get the amount lowered - Explained to customer that the transmission repair is close to \$6000 and Ford is paying a large amount for the repair and the amount provided would be the lowest that we could do for his cost - Customer states that he is not able to come up with \$2500 - Customer asked if there was a payment plan Explained to customer that the dealership would be receiving the payment and that he could reach out to them to see if that would be an option for him to pay a little bit over time - Advised that I will follow back up with him tomorrow to see what he decides to do Next Steps: F/U with customer by 9/7 to verify if he would like to move forward with the repair Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496

2022-09-07 17:00:24 -OBC to Customer, [REDACTED] who advised that he called the dealership this morning and he was told that he needed to speak with someone else in finance that will not be available until later in the afternoon - Customer plans to give them a call back to see if the payment plan can be approved - Customer asked if I could give him a call within 2 hours

2022-09-07 19:33:48 -OBC to Customer, [REDACTED] who advised that he had not spoken with the guy yet but will be giving them a call now - Customer asked if I could give him a call back in about 10 minutes - Explained that if I have the availability I will give him a call - However if not, then I will call him tomorrow as I initially suggested - Customer says okay

2022-09-07 20:06:16 OBC to Customer, [REDACTED] who advised that the person who would approve the payment plan informed him that they would need to speak with the manager and asked if he could call back within an hour - Explained to customer that my shift would be ending before that time is up and informed the customer that I would give him a call back tomorrow morning - Provided customer the exact amount that he would need to pay is \$2558.20 plus any applicable taxes Next Steps: F/U with customer by next day, 9/8 to confirm acceptance of assistance offer & verify if he would like to move forward with the repair Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496

2022-09-08 17:26:20 OBC to Customer, [REDACTED] who advised that he spoke with the dealership and they informed him that they do not have the payment plan option anymore - Customer asked again if we could lower the price and I informed him that is the lowest we could go Customer states that he would have to move forward because he needs his car - Explained to customer that he would need to reach out to the dealership to authorize the repair so that they can move forward with ordering parts - Explained that I will also reach out to the dealer to inform them of his assistance Next Steps: F/U with dealer to advise of assistance amount & to verify part status Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496

2022-09-12 16:08:19 OBC to Dealer, 6263599689, Was advised that Marco is the SA however he was not in today and that he is the only one that can provide an update - Asked if the SM was available Spoke with SM Frank who advised that it looks like it is holding authorization for a transmission overhaul - Asked if they received a call from the customer yet - SM was not able to verify that within the notes on the ticket - Explained that the customer was offered fin assist which he did agree to and I wanted to provide that info to the dealership - Was advised that Marco would be back in tomorrow and I could leave my contact info so he can call me back first thing with update Next Steps: F/U with customer by end of 9/12 to provide an update Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496

2022-09-12 16:48:37 OBC to Customer [REDACTED] who advised that he did call the dealer to authorize the repair - Customer asked if Marco sent me an email - Advised that I had not received anything - Customer states that the dealer asked if he could talk to me about offering the dealership assistance with getting a part that they can not get Explained to the customer that I will follow up with the dealership to get an update on the status of the repair and to inquire about the part that they are waiting on and offer any assistance that I can in expediting the part - Advised that I will follow up with him if I receive any new information Next Steps: F/U with dealer for part inquiry Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496

2022-09-14 15:15:02 OBC to Dealer, 6263599689. Spoke with SA Marco who advised that the customer did call him to authorize the repair however the problem they are having is that the transmission is on back order with no eta - SA asked if there was any way that I could help him out with that - SA advises that he is aware of the assistance amounts - Asked to speak with parts to verify some details Spoke with Parts who advised that it is still showing on order however there is a component shortage - Asked if we could get a copis case created & to ensure that it is a parts order status case with the vehicle marked as off road - Was advised that he will do that Next Steps: F/U with customer by end of 9/14 to provide an update Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496

2022-09-14 15:19:53 OBC to Customer [REDACTED] No Answer - Left Voicemail to advise that I did speak with Marco at the dealership and got the information about the part that we are waiting on - Advised that I have also requested for an escalation be submitted for the delayed part and will monitor that for him Next Steps: F/U with dealer for part status Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496

2022-09-21 17:55:24 OBC to Dealer, 6263599689, Spoke with Marco who advised that they are still waiting on the transmission part which is back ordered with no eta - SA advised that the customer vehicle is there at the dealership Spoke with Eddie in Parts to inquire about the date the part was ordered and an order number - Eddie advised that he does have a copis number and all the information would be available on there - Eddie advised case no [REDACTED] Next Steps: Submit Parts SME for FAD Order Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496

2022-09-21 18:11:14 OBC to Customer [REDACTED] who advised that he spoke with Marco at the dealership and was informed that there is still no eta for the part - Advised that I have also reached out to the dealership as well to get his part information - Explained that I have partnered with the dealership to put in an escalation for the delayed part Advised that there are no updates at this time regarding an eta however informed customer that I will continue to monitor it for him and provide him with any updated information as it becomes available to me Next Steps: F/U with dealer for part inquiry Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496

2022-09-26 12:06:17 Due to ongoing core and component issues the lead time on reman engines and transmissions is averaging 90 to 120 days from date of ordering.
NOTE: All FAD orders that are escalated in a case are checked daily for any change in status of shipping.
If this is a non-warranty repair the dealer may want to consider the aftermarket.

2022-09-27 13:13:18 SME closing escalation. Order was cancelled by the merchandiser

2022-09-28 14:03:38 -OBC to Dealer, 6263599689, Was advised that the back counter people would not be in until 8 AM which is in another hour - Was advised that I would need to speak with them to get an update on the status of the part

2022-09-28 20:24:35 OBC to Dealer, 6263599689, who advised that the transmission is on back order from FAD - Advised that I received a notification that the order had been canceled - Provided RO No: 502274 - Was advised that the vehicle was traded in by the customer and the order was canceled Next Steps: F/U with customer by end of 9/28 Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496

2022-09-28 20:39:29 OBC to Dealer, 6263599689, Was advised that SA Marco was assisting another customer and was asked to leave my contact info for him to reach back out to me - Provided my email as jthom880@ford.com - Asked if she could see any updates & was advised that she only saw a 2021 Bronco and was not showing anything on a 2016 Ford Escape Next Steps: F/U with customer by end of 9/28 Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496

2022-09-28 20:46:23 OBC to Customer [REDACTED] who advised that he spoke with 1 of the managers who informed him that it could take up to 2 months to get the part - Customer states that he needed a vehicle and decided to trade that vehicle in for a Bronco Customer has not had any problems with the vehicle so far - Explained that if he requires any assistance in the future with any of his Ford products he can give Ford a call for further assistance - Provided loyalty statement and advised customer of survey Next Steps: Close & Resolve Case Ford Motor Company Janice Thompson - SUV Team Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496

2022-09-29 21:00:47 All Cases Has the vehicle been repaired & returned to the customer? NO, vehicle was traded Have you asked the customer did you resolve their issue to the satisfaction? YES If the answer is no, it is appropriate to speak with your Sup on the next steps NA Did you close out all obligations you may have with the dealership (Repair \$\$\$ assistance, rental, etc. - if necessary)? YES Did you close out all obligations you may have with the customer (If necessary)? YES Do you think goodwill is appropriate in this case? NA If you made an offer - did it tie to the physicals of the case? (rental as an example) NA Did you complete final repair satisfaction check? NA Did you send the case closing email to highlight value we brought by assisting? YES Proofread email Does email clearly state what assistance was provided to the customer? YES Did you complete the following prior to closing (i.e. enter symptom codes, ensure VIN is attached to case, etc.)? YES

2022-09-29 21:07:28

OBE to Customer: From: Thompson, Janice (J.) Sent: Thursday, September 29, 2022 4:07 PM To: 'Hilton M'
Subject: RE: CASE # [REDACTED] Thank you for contacting Ford Motor Company and allowing us to assist you with your 2016 Ford Escape vehicle concerns. We hope that you find that contacting Ford to advocate for you was valuable. Our goal is to be sure our Ford owners continue to support our brand. It was a pleasure to be able to partner with our dealer to provide escalation for the delayed part required towards the repair of your vehicle. My apologies that we were not able to get the part available in a timely manner however I am glad to hear that the dealership was able to get you into another vehicle. We hope that your experience met your expectations. If there were any delays in your repair, we sincerely apologize as we are working against some tough times and appreciate your patience. I'll be completing your case and sending you an email within the next few days with a brief survey regarding your experience with me as a Customer Experience Specialist. (Sometimes it may go to your spam/junk folder.) The 1-5 "Brand Likelihood to Recommend" rating section is reflective of your experience with me. There will be a separate survey regarding your experience with the dealer. Ford and I value your honest feedback to help us understand how we can improve in the future. If you have any further questions or concerns regarding this repair, please let us now by contacting us via phone within the next 30 days with your case #. Thank you for your time and loyalty. Ford Motor Company @ Janice Thompson Customer Experience Specialist jthom880@ford.com | www.ford.com office: 866-631-3788 ext. 79496

2022-10-03 15:28:15

*** Safety Net ****

Obc to Cx to ensure he was satisfied with repairs . Offered Cx a maintenance plan for his new vehicle . Cx already had one .

Cxs can close case.

Syvonne Maddox
Business Operations Supervisor
866-631-3788 ext 79268
2091 Oakwood Blvd.
Dearborn, MI 48124 USA

2022-10-04 16:30:44

IBC: Spoke with Ray who states that he wanted to know if the case is closed. He states that the customer came in to get his 2016 Ford Escape repaired but never did because he went ahead and got a 2021 Eco Sport. He states he see the Eco Sport instead of the 2016 Next Steps: Notify agent regarding the dealership concern. Sermon Swafford Ford Motor Company Customer Experience Specialist -PV Team Sermon Swafford sswaffor@Ford.com | www.ford.com O: 1-866-631-3788 ext. 79372

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 11-16-2022 CLOSED: 12-21-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Elder Ford of Tampa
PA CODE: 04615 DLR SALES CODE: 24208 REGION: S3 ZONE: S3B
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 34,418
BODY STYLE: R9D - BRONCO SPORT BADLANDS
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | FL | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Battery Range | Combined | UNKNOWN
ANALYST NAME: Gabrielle Davis OPEN ANALYST NAME: Alexis Mitchell
COMMENTS:
2022-11-16 22:15:47

INQUIRY CXS Alexis —

IBC from: [REDACTED]

VIN: [REDACTED]
VEH: 2021 BRONCO
CLV: 54
WSD: 16-June-2021
Mileage: 34418
ESP: YES / TireCARE
WITHIN FLP:
VEH LOCATION: DEALER
DEALER: Elder Ford of Tampa
CUST Concern: REPAIR ASSISTANCE
PER CUST: Bought veh about 1yr and 5 months ago and since April veh has been stalling. Cust states she has towed her veh in for the 3rd time bc her veh stalled on her. Veh got towed in today. Dlr cannot get any codes or find what is going on. Every time veh has been at dlr they cannot get a code for it, there are no recalls. Cust states she just got her veh back on Saturday 11/12/22, it is now Wednesday 11/16/22, and her veh is back at dlr for same thing. she loves her veh but it's a big concern when her veh stalls on her and especially when she has her child in the veh as well. Cust is working with Daniel Beaver

**First time this happened veh went to Park Ford. And these last two times veh has been to Elder Ford

OBC to DLR @(813) 498-0779:
Service rep Arlene transferred me to SA Daniel - Spoke with Daniel and I inquired about getting FSE engage. Daniel states he will have to run through the process bc this is only their 2nd time having cust veh. Daniel states battery is completely dead so dlr will be changing the battery and cust has given authorization for dlr to drive her veh home so, dlr will drive her veh home and put some miles onto veh and will test veh again in the morning.

CXS ADV: Informed cust of Dlr call and
Adv will create a case for repair assistance. Explained/offered repair assistance and cust accepted, cust states she wants her veh back and this has happened 3x already where her veh stalled out.

Provided case # and adv will connect cust to a specialist who will further assist with case - Provided case # - Redirecting to Concern

NEXT STEPS:
Assign to concern

KB ARTICLES:
-Verification Process
-Inquiry Call Handling
-Customer Loyalty Verbiage
-CXS Quality Assurance Matrix

Ford Motor Company —
Inquiry CXS Alexis M.
amitc137@ford.com | www.ford.com
office: 866-631-3788 ext.79342
eFax:

2022-11-16 22:19:37

INQUIRY CXS Alexis —

CXS was disconnected/dropped from call when connecting to concern line - CXS was automatically placed back into ready aux when contacting Concern Line. - CXS unable to make OBC to cust. Case is assigned to Concern Team.

Case still needs to be assigned to a Concern Agent

CUST is in need of repair assistance. Dlr needs to be advised to engage FSE if cannot get codes tomorrow so FMC can engage TAC. Veh is located at dlr. Notes are on case down below.

2022-11-16 22:42:08 Gabrielle Davis/ ext 79798/ gdavi215@ford.com ibc from customer transferred from inquiry [REDACTED] customer confirmed the concerns with the vehicle Concern: vehicle is stalling on customer next steps: contact dlr and advise to engage w hotline for recommendations to repair the vehicle / fu with sa to see if they were able to duplicate the concern/ obtain ro/ sa information Ford Motor Company @ Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2022-11-17 20:18:19 Gabrielle Davis/ ext 79798/ gdavi215@ford.com plan of action: obtain ro information from SA OBC to dlr: spoke with SA Dawn Dan Beaver is working with customer but isnt available , SA Dawn transferred me to his vm where i left a detailed message to contact me with ro information regarding this customer. next steps: speak with SA Dan for vehicle status Monday 11/21 Ford Motor Company @ Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2022-11-21 16:39:37 Gabrielle Davis/ ext 79798/ gdavi215@ford.com plan of action: check on vehicle status / hotline engagement OBC to dlr: spoke with: update: RO: Open date: Email: dbeavers@elderfordoftampa.com Part: Eta: no answer from SA Dan spoke with Deliani where she took down my contact information for SA Dan to call me back next steps: obtain ro from SA Dan Ford Motor Company @ Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2022-11-26 19:44:34 Gabrielle Davis/ ext 79798/ gdavi215@ford.com plan of action: call dlr and obtain ro OBC to dlr: spoke with Dawn replaced the battery - veh may be ready Dan isnt in- Monday morning ro : 104036 open date: 11/16/22 next steps: check on vehicle status Monday 11/28 Ford Motor Company @ Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2022-11-28 16:25:05 Gabrielle Davis/ ext 79798/ gdavi215@ford.com plan of action: speak with SA Dan on vehicle status OBC to dlr: spoke with SA Natalie unable to get ahold of Dan adv SA Natalie to have Dan reach out with updates on the vehicle status. OBC to customer: no answer from customer left customer a vm regarding vehicle. next steps: confirm vehicle is ready with SA Dan Ford Motor Company @ Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2022-11-30 16:37:28 Gabrielle Davis/ ext 79798/ gdavi215@ford.com plan of action: check vehicle status OBC to dlr: spoke with SA Dan customer pu veh and engine light came back on, reset the battery monitoring system, replaced the battery and customer has had vehicle since last week obc to customer: spoke with customer customer stated she havent drove the veh since pu bc shes scared, may drive it today to see if repairs are complete, adv customer i would check on her Saturday for satisfactory. next steps: fu with customer for satisfactory 12/3 Ford Motor Company @ Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2022-12-03 17:04:36 Gabrielle Davis/ ext 79798/ gdavi215@ford.com plan of action: call s=customer and check on satisfactory OBC to customer: spoke with customer vehicle feels like it was to stall out but it hasnt. customer stated if shes having any other issues she will call back no further questions next steps: safety net for closure Ford Motor Company @ Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2022-12-03 17:19:08 Ronchele Babineaux Ford Motor Company Business Operations Supervisor case progression -always offer customer a GWG if applicable -if the customer advised that the vehicle feels like it may stall out-offer repair assistance/document that you offered repair assistance -please off a maintenance plan for the inconvenience and document if the customer accepted or not -upload in morley if customer accepts

2022-12-05 16:31:51

From: Davis, Gabrielle (G.)
Sent: Monday, December 5, 2022 10:32 AM
To: [REDACTED]
Subject: [REDACTED]

As an offer of goodwill, I would like to offer you a Ford Protect Limited Maintenance Plan valued at \$385.00. Coverage will begin once the plan is processed, and you will be covered up to 3 years/45,000 miles (odometer reading). This plan covers all of your scheduled maintenance like oil and filter replacement, tire rotation, and multi-point inspection. This is a prepaid plan, meaning you pay nothing for covered services. Do you approve of this offer? Upon your approval, I will begin the process to purchase this service plan on your behalf.

Customer Experience Specialist/CX Team
Gdavi215@ford.com | www.ford.com
office: 866-631-3788 ext. 79798
efax:

2022-12-17 21:54:40

CASE NUMBER [REDACTED]

2022-12-21 21:03:04 ***Case Progression Specialist*** Morley activity 816761 : Rejected Reasons: 1. Region is incorrect. Region should be S3. Please correct, save, and re-transmit as soon as possible to avoid possible deletion. Thanks for partnering. Ford Motor Company @ Julian Gomez Lead Agent, Ford CX Team Jgome191@ford.com | www.ford.com

2023-02-10 13:37:10 Vehicle Concern: cust states extended warranty was supposed to expire once cust reaches 45,000 miles. cust states that extended warranty was placed at the mileage at that cust was already at. what are you seeking from the Ford Motor Company? Cust looking for update Where is the vehicle located? Dealership - Elder Ford of Tampa CLV score 54 Mileage 39,000 Yr/make 2021 is it a warrantable repair? What did the Service Dept States the issues was? what is CXS REQUESTING: What AAF article are you using? Next steps: close case DEANDRE MILLER HeHim His Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team O: (866) 631-3788

2023-02-10 15:08:25 Customer called regarding an error in her extended service plan, and was calling to speak with her agent to get it corrected, redirected to CRC for further assistance.

2023-02-10 15:10:21 ibc FROM marketing cust was offered maintenance plan but her millage was entered incorrectly she had 35k when it was offered plan is showing as expired cust veh is having the servie done now and deler was the one to advise it is not active next step sent email to agent

2023-02-10 15:18:54

Case# [REDACTED] IBC cust states she was having issues with her Bronco. Cust stated she was offered an ESP and the mileage was imputed incorrectly. When she signed up for the ESP she had 37005 miles. The policy was supposed to be until 45000 miles or 06/16/2024. The warranty expired at the same mileage she already had on her veh. Cust states her veh is in srvc for maint. now and she does not have 24 hours adv cust even if policy mileage can be changed or updated it will take longer than 24 hours. Cust stated she had to go and could not wait any longer. Cust disconnected before I could offer contact info.

2023-02-10 19:52:43

Lauren from Ford Marketing called us with our customer Ms. [REDACTED] on her other line trying to get assistance about the Limited Maintenance Plan that Ms. [REDACTED] was given by Ford Motor Company. On her [REDACTED] she was offered the 3 years/45,000 miles Limited Maintenance Plan on 12/05/2022 by Gabrielle Davis at 1-866-631-3788 ext. 79798 but there was an error on the region noted 12/21/2022 by Julian Gomez where until now there was no plan registered yet. Ms. [REDACTED] was very upset about this delay as no one informed her about the incorrect information that must be updated. She called Ford CRC and was informed that it will take a week to be processed but on 12/03/2022 she received a text message that says it will take the registration 2 weeks and 4 to 6 weeks for her contract to arrive where is very upset that it will take another week for her plan to be registered. Her vehicle is at the dealer right now wanting to make service and she wants to have the plan registered right away. Her phone number is [REDACTED]. This has been escalated in our Department.

Jay Esponilla
Ford Protect Extended Service plan Administration Hotline
1-800-521-4144

2023-02-20 19:58:48

Morley Case Progression Specialist
Morley activity:830067
ESP Has been transmitted.

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

2023-02-21 13:15:39

IBC>CUST

[REDACTED]
calling to find out about her esp that was GWG
Dlrshp told cust to contact for refund
for what she paid out of pocket
Cust is going to email GDAVI215@ford.com
seeking reimbursement advised to send paid receipts
did not promise cust any reimbursements
email

Hi Gabrielle,
Customer called seeking reimbursement for the routine maintenance she paid for at the dlrshp due to the MP not being attached to her vehicle. The dlr told her to request it from FMC. She is going to email you. I did not promise anything to her.
Best Regards,
Nancy

Nancy Peters
Customer Experience Specialist-PVT-CONCERN
office: 866-631-3788 ext. 79439
npeter33@ford.com | www.ford.com
Hours M-F 7-330pm CST

2023-02-28 20:34:13

IBC: CUST: [REDACTED] Phone Number: [REDACTED] Delegate: n Owner: y VIN: [REDACTED]
[REDACTED] Issue: ESP done incorrectly SMS: y Survey: y Called CUST today because they were having issues with their Bronco and ESP was put in wrong with region OBC to DLR: Elder Ford of Tampa Phone Number: 813-933-6571 SA: ACTIONS TAKEN: WebEx cxs on case Next Steps: FCR Hector Rivera Passenger Vehicle Concern Advocate Hrver21@ford.com | www.ford.com Office: 866-631-3788 ext. 79784 M-W 10:30AM-7PM CST F-SAT 10:30AM-7PM CST

CASE ATTACHMENTS:

CASE NUMBER [REDACTED] STATUS: In Progress
OPEN: 12-15-2022 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Truck Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: ESP/ESC Coverage | Reimbursement Request | |
DEALER NAME: Cutter Ford, Inc.
PA CODE: 07908 DLR SALES CODE: 72204 REGION: W1 ZONE: W1C
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 22,665
BODY STYLE: R9A - BRONCO SPORT CX430 BASE
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | HI | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | Slow Crank/Battery | Always
ANALYST NAME: Dorene Brooks OPEN ANALYST NAME: Dorene Brooks
COMMENTS:
2022-12-15 18:07:06

IBC: [REDACTED] MS [REDACTED] WAS AUTHORIZED BY HER DAUGHTER [REDACTED] TO CALL AND REQUEST A REFUND FOR A BATTERY REPLACEMENT. SHE WAS TRAVELING WHEN HER BATTER WENT OUT. SHE CALLED ROADSIDE ASSISTANCE, THEY GAVE HER A JUMPSTART AND INFORMED HER THAT SHE NEEDED TO REPLACE HER BATTERY. SHE CONTACTED CUTTER FORD, NEAREST DEALER TO HER LOCATION, WHEN SHE ARRIVED CUTTER FORD, WAS GETTING READY TO CLOSE AT 12:00 NOON IN HAWAII SO SHE WENT TO THE PARTS DEPARTMENT AND PURCHASED A NEW BATTERY, HER SPOUSE INSTALLED IT. CUTTER FORD CHARGED THE FULL PRICE FOR THE BATTERY IN THE AMOUNT OF \$285.80 MS. [REDACTED] IS SEEKING A REIMBURSEMENT. THE VEHICLE IS A 2021 FORD BRONCO SPORT, MILEAGE: 22665, VIN [REDACTED] CLV 95.

NEXT STEP: ATTACHED DOCUMENTS, ENTER A SAFETY NET AND FOLLOW UP WITH MS. [REDACTED] ON THURSDAY 12/15/2022

Ford Motor Company
CXS Name Dorene Brooks
Customer Experience Specialist/Ford CXS Team
dbroo138@ford.com, www.ford.com
office: 866-631-3788 ext.79345
Schedule 7:00am-3:30pm M-F

2022-12-15 18:12:52

Case Number : [REDACTED]
Customer : [REDACTED]
Business Phone : [REDACTED]
Home Phone : [REDACTED]
Mobile Phone : [REDACTED]
LTV Score : 95
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : N/A
Part Number : N/A
Dealer Name : Cutter Ford, Inc.
Dealer P&A : 07908
Dealer phone : 8085649210
VIN : [REDACTED]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 22665
Engine Specification :1.5L Dragon I3 DI TC Gas B
Transmission Specification :8 Speed Auto Transmission 8F35
Warranty Start Date : 2021-07-10
Open Recall/FSA: : 22S73PCM PROGRAMMING AND DRAIN TUBE INSTALLATION
ESP :0968 - USA 2022 NEW 60/100000 PREMIUMCARE W/ROADSIDE
Hotline Contact : N/A
Warranty History : 08-OCT-2022

2022-12-15 22:38:23

OBE and IBE:
From: Brooks, Dorene (D.)
Sent: Thursday, December 15, 2022 4:12 PM
To: [REDACTED]
Subject: RE: [REDACTED]

You are welcome, I had tech issues with my system and was not able to call you back earlier.

Thank you,

Dorene Brooks
Customer Experience Specialist
Office: 866-631-3788 Ext: 79345
dbroo138@ford.com, www.ford.com
Schedule 7:00am-3:30pm M-F

From: [REDACTED]@fullertonfordoc.com>
Sent: Thursday, December 15, 2022 4:11 PM
To: Brooks, Dorene (D.) dbroo138@ford.com>
Subject: RE: [REDACTED]

Great, thank you so much!

[REDACTED]
Office Manager
karla.l@fullertonfordoc.com
<https://clicktime.symantec.com/15tpJ96LgcMHSfWptGtWw?h=nyaeAat9AFkKbqyX--CdZs0dh--TMkXf1G9ojRayBP4=&u=www.fullertonfordoc.com>
714-526-5501 | 714-930-4000
700 W Commonwealth Ave
Fullerton, CA [REDACTED] The information contained in this message may be confidential and is for the intended recipient only. Any unauthorized use, disclosure, dissemination of the information, or copying of this message is prohibited. If you received this message in error, please delete it immediately and notify the sender so that our records can be corrected.

From: Brooks, Dorene (D.) dbroo138@ford.com>
Sent: Thursday, December 15, 2022 2:06 PM
To: [REDACTED]@fullertonfordoc.com>
Subject: RE: [REDACTED]

Hello [REDACTED]

I will be follow up with you on Friday 12/16/2022. I will process the reimbursement.

Thank you,

Dorene Brooks
Customer Experience Specialist
Office: 866-631-3788 Ext: 79345
dbroo138@ford.com, www.ford.com
Schedule 7:00am-3:30pm M-F

From: [REDACTED]@fullertonfordoc.com>
Sent: Thursday, December 15, 2022 11:32 AM
To: Brooks, Dorene (D.) dbroo138@ford.com>
Subject: RE: [REDACTED]

Hello Dorene,

Here are the supporting documents you requested. Any questions or concerns please let me know.

[REDACTED]
Office Manager
karla.l@fullertonfordoc.com
<https://clicktime.symantec.com/15tpJ96LgcMHSfWptGtWw?h=nyaeAat9AFkKbqyX--CdZs0dh--TMkXf1G9ojRayBP4=&u=www.fullertonfordoc.com>
714-526-5501 | 714-930-4000
700 W Commonwealth Ave
Fullerton, CA 92832

2022-12-16 16:55:00

Safety net:

Supervisor approves of reimbursement and receipt for \$285.80

RQ24-014 000029 GCCT

2022-12-16 20:00:42

IBE:
From: [REDACTED]
Sent: Friday, December 16, 2022 12:35 PM
To: Brooks, Dorene (D.)
Cc: [REDACTED]@fullertonfordoc.com
Subject: 2021 Ford Bronco Battery Reimbursement

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

Good Morning Dorene,
Thank you for assisting us in getting the reimbursement for the Bronco's battery. Your assistance throughout this process has been greatly appreciated!

In regards to address for the reimbursement Visa card, the address is [REDACTED] Waianae, HI [REDACTED]
You can also reach me at [REDACTED] If there are any questions or concerns regarding this matter.

Again, thank you so much for your help. You have been very attentive and we appreciate all that you have done for us. Happy Holidays!

Kind regards,
[REDACTED]

Ford Motor Company
CXS Name Dorene Brooks
Customer Experience Specialist/Ford CXS Team
dbroo138@ford.com, www.ford.com
office: 866-631-3788 ext.
Schedule 7:00am-3:30pm M-F

2022-12-22 16:22:47

Comerica Debit Card Reimbursement Template

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

NOTES:

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

[REDACTED]
Primary Reason for Reimbursement Offer(s): Repair Reimbursement
Is this reimbursement due to parts delay:
Part Name/Number: BAGM-48H6-760

Date of Expected Date of Vehicle Repair: 11/19/2022
Is there a risk for a Buyback Request: No

GCCT Case # [REDACTED]

Customer Information

Name: [REDACTED]
Mailing Address: [REDACTED] WAIANAE, HI [REDACTED]

Mailing Address Verified: Yes
Is the customer a Citizen of India: No

VIN: [REDACTED]

Reimbursement Information (fill in each payment type entered in [REDACTED])

Consequential Expense Reimbursement: N/A

Amount: N/A

Vehicle Payment Reimbursement: N/A

Amount: N/A

Rental Reimbursement: N/A

Amount: N/A

(#13 in Morley Submission Form) Reason for Customer Reimbursement: Repair Reimbursement = Casual

Part Code

Causal Part Number: BAGM-48H6-760

Amount: \$285.80

2022-12-22 16:28:25

Ford Cash Settlement/Debit Card Case Transmission
CASE NUMBER: [REDACTED]

RQ24-014 000030 GCCT

2022-12-22 18:13:04

OBC: [REDACTED] CALL TO CUSTOMER SPOKE TO MS. [REDACTED] SHE WAS AUTHORIZED BY HER DAUGHTER [REDACTED] TO CALL AND REQUEST A REIMBURSEMENT FOR A BATTERY REPLACEMENT. MS. [REDACTED] ALSO WORKS AT A FORD DEALERSHIP AND THEY ALL DRIVE FORD VEHICLES. I INFORMED MS. [REDACTED] THAT I ENTERED A REQUEST FOR THE REIMBURSEMENT AND AS SOON AS IT IS MAILED BY COMERICA BANK, I WILL CALL AND LET HER KNOW. MS. [REDACTED] THANKED ME FOR MY ASSISTANCE AND I INFORMED HER THAT I WILL FOLLOW UP WITH HER WHEN IT HAS BEEN MAILED OR ON WEDNESDAY 12/28/2022, SHE STATED THAT WOULD BE FINE.

NEXT STEP: MONITOR MORLEY AND FOLLOWUP WITH MS. [REDACTED] ON WEDNESDAY 12/28/2022

Ford Motor Company
CXS Name Dorene Brooks
Customer Experience Specialist/Ford CXS Team
dbroo138@ford.com, www.ford.com
office: 866-631-3788 ext.79345
Schedule 7:00am-3:30pm M-F

2022-12-28 15:42:26

OBE:
From: Brooks, Dorene (D.)
Sent: Wednesday, December 28, 2022 9:40 AM
To: [REDACTED]
Subject: RE: [REDACTED]

Hello Ms [REDACTED]

I hope you are having a nice day. I am just following up with you. The debit card has not been mailed yet. I will continue to monitor your case and let you know when it has been mailed or follow up with you on Friday 12/30/2022.

Thank you,

Dorene Brooks
Customer Experience Specialist
Office: 866-631-3788 Ext: 79345
dbroo138@ford.com, www.ford.com
Schedule 7:00am-3:30pm M-F

2022-12-30 19:44:00

OBC: [REDACTED] CALL TO CUSTOMER SPOKE TO MS. [REDACTED] SHE WAS AUTHORIZED BY HER DAUGHTER [REDACTED] TO WORK WITH ME ON HER BEHALF. I INFORMED MS. [REDACTED] THAT THE DEBIT CARD HAS BEEN MAILED, SHE STATED THAT IS GREAT. I INFORMED MS. [REDACTED] THAT I will be completing her case and, she will receive a brief survey within the next few days regarding her experience with me. This survey is solely reflecting on what I was able to do for her and how well I kept her updated. Ford Motor Company and I add value to her honest feedback to help us understand how we can improve in the future. MS. [REDACTED] STATED THEY WOULD BE HAPPY TO COMPLETE THE SURVEY AND THANKED ME AGAIN FOR MY ASSISTANCE.

NEXT STEP: SEND A RECAP EMAIL AND ENTER A SAFETY NET TO CLOSE.

Ford Motor Company
CXS Name Dorene Brooks
Customer Experience Specialist/Ford CXS Team
dbroo138@ford.com, www.ford.com
office: 866-631-3788 ext.79345
Schedule 7:00am-3:30pm M-F

2023-01-07 14:29:26

Safety net:

Advocate can resolve case

CASE ATTACHMENTS:

2022-12-16 13:33:44

Dorene Brooks

2022-12-22 16:24:34

Dorene Brooks

[REDACTED].pdf

Comerica Debit Card Reimbursement Template [REDACTED]

[REDACTED].docx

November 28, 2022

To whom this may concern,

On Saturday, November 19, 2022 at approximately 11:15 am HST, my 2021 Ford Bronco's battery was found dead. I had contacted Cutter Ford in Aiea, Hawaii two times and left a message for their service department at approximately 11:30 am to see if I could get a battery replacement there due to my manufacture's warranty with Ford (vehicle was purchased July 2021) & since I was in the area. I ended up contacting Ford's roadside assistance through the app and received a call from (520)770-4732 stating that they had received my request for roadside assistance and would send someone out shortly. At approximately 12:05 am HST, roadside assistance arrived to jumpstart my battery and I was told that I needed a new battery. I called Cutter Ford again one more time to see if I could still get my battery replacement there due to my warranty and the representative stated that I would need to get in contact with the service department, which I had already done so an hour before and had not received a response back. I ended up receiving a call at 12:34 pm HST from the service department and the lady stated that they were closed and couldn't replace my battery.

Due to the unforeseen circumstances with battery being dead and having to be jump started, we ended up driving to Cutter Ford to see if we could get the battery due to us living over 30+ miles away from the Ford dealership. The service advisor Brian Ayala went out of his way and was able to bring us a battery even though the lady before stated they were closed and were not able to assist us until Monday. Mr. Ayala exemplified great customer service and helped his customers tremendously by going out of his way. His care and compassion was extraordinary and he deserves recognition for his work because this great attitude is what brings customers back.

We called the customer service line and were told that we needed to provide copy of the receipt and explanation for reimbursement of battery under the manufacture's warranty.

If there are any questions or concerns regarding this, please feel free to contact me at [REDACTED] between the hours of 9:00 am PST-5:00 pm PST or at [REDACTED]

Kind Regards,

[REDACTED]

Cutter

Cutter Ford, Inc.
Db. Cutter Ford Mitsubishi

98-015 Kamehameha Highway Alea, Hawaii 96701 (RD-2309)
98-021 Kamehameha Highway Alea, Hawaii 96701 (RD-2872)
Phone: (808) 564-9210 www.cutterford.com
Parts: (808) 564-9210 Service: (808) 564-9216

INVOICE

PAGE 1

SERVICE ADVISOR: 82654 BRIAN AYALA

MAIANGA, HI

HOME:

WTS:

CONT:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	21	FORD BRONCO		WFE990	21689/21689		
DEL DATE	PRCD DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12JUN21 CD			18:00 19NOV22		185.00	CASH	19NOV22
RC OPENED		READY	OPTIONS: SOLD-STK:210290 DLR:07908				
12:51 19NOV22		13:00 19NOV22					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A Replace Motorcraft tested Battery. Three years/Unlimited mileage.							
CUSTOMER TO PAY JUST FOR BATTERY, NO INSTALL							
P PAY FOR PARTS ONLY, NO LABOR CHARGE							
1 CF						0.00	185.00
1 BAGM*48H6*760 BATTERY					272.94	272.94	272.94
CORE CHARGE C						16.00	16.00
-1 BAGM*48H6*760 CORE RETURN					16.00	16.00	16.00
PARTS:	272.94	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	272.94
21689 CUSTOMER TO PAY FOR BATTERY. NO INSTALL							

ESTIMATE: 198.90 19NOV22 12:51 SA: 82654
CONTACT:

THANK YOU AND HAVE A NICE DAY!

LIC #

PAID

CUTTER FORD INC.

NOV 19 2022

CASH:
CHECK NO
CREDIT CARD

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 111 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/terms. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/terms.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	272.94
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	272.94
LESS INSURANCE	0.00
SALES TAX	12.86
PLEASE PAY THIS AMOUNT	285.80

CUSTOMER COPY

RQ24-014 000034 GCCT

CUTTER FORD ISUZU
98-015 KAMEHAMEHA HWY
AIEA, HI 96701
(808) 564-9210

Bank ID: [REDACTED]
Merchant ID: [REDACTED]
Term ID: [REDACTED]

Sale

XXXXXXXXXX [REDACTED]

VISA

Entry Method: Chip

Total: \$

285.80

11/19/22

13:54:09

Inv #: [REDACTED]

Appr Code: [REDACTED]

Apprvd: Online

Batch#: [REDACTED]

Retrieval Ref. #: [REDACTED]

Visa Credit

AID: [REDACTED]

TSI: [REDACTED]

TVR: [REDACTED]

Customer Copy

THANK YOU!

ENCRYPTED TRANSACTION

CASE NUMBER [REDACTED] STATUS: In Progress
OPEN: 01-06-2023 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Tech Support |
DEALER NAME: Brown's Ford of Amsterdam, Inc.
PA CODE: 02728 DLR SALES CODE: 13607 REGION: N1 ZONE: N1V
VIN [REDACTED] MODEL YEAR: 2022 MODEL: MAVERICK MILEAGE: 475
BODY STYLE: W8F - MAVERICK SUPERCREW 4X4 AWD
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: AMSTERDAM | NY | [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Start/Run/Move | Starting | No Crank | Always
ANALYST NAME: Alice Malone OPEN ANALYST NAME: Dominique Dixon
COMMENTS:
2023-01-06 21:29:05

OBC to DLR
Is the veh currently located at the dealership? Yes
Service Advisor:
Customer Name [REDACTED]
Customer Number [REDACTED]
Mileage: 410
RO#: 41024
RO Open date: 1/5/2023
Veh Concern (reason veh was towed in): veh died
Diagnosis (if available): N/A
Repairs ETA (if available): N/A
Was the cust put in a rental or loaner? Loaner: [REDACTED]
Are the repairs Warrantable? N/A
Has a Technician been assigned? No
Spoke with SM who stated that veh was previously in on 12/29 for the same issue. Battery was tested and they Reset BMS. I inquired if tech support was needed and he stated that he is not sure at this moment until further diag is completed

Ford Motor Company®
Customer Relationship Center – Truck Team
CXS Alice Malone
amalon34@ford.com | www.ford.com .
office: 866-631-3788 ext. 79264
Mon, Wed-Sat 7:30 AM-4 PM CST

2023-01-06 21:33:46

Uptime Data
RO#: [REDACTED]
RO Open Date : Jan 6, 2023 6:45:00 AM
Dealer Name : Brown's Ford of Amsterdam, Inc.
Has a tech assigned? No
Repair Status Veh booked into dlr

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CXS Alice Malone
amalon34@ford.com | www.ford.com .
office: 866-631-3788 ext. 79264
Mon, Wed-Sat 7:30 AM-4 PM CST

2023-01-06 21:45:12

OBC to CUST
Spoke with cust and explained my role
I advised cust that I will be working with the dlrshp to assist in getting his veh repaired as soon as possible.
Cust stated that the veh was not towed in and that he actually brought the veh in and confirmed this is the 2nd time for the same issue. i explained to cust that will we determine if further tech assistance is need and I will provide him with regular update on the status of his veh

Next Steps: send f/u email to cust with my contact information
Follow Up: Wednesday 1/11

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2023-01-12 20:54:34

IBC from [REDACTED] VIN [REDACTED] BCN [REDACTED] Per customer: The customer missed his agent call and I advised his agent will call him Actions: Next steps: update agent Shaterica Campbell scamp173@ford.com She|Her|Hers Customer Experience Specialist//inquiry O: 866-631-3788 ext. F: 8334330724 **I AM AN INQUIRY AGENT**

2023-01-12 20:54:55

OBC to DLR
Spoke with SM Tyler who stated that the Battery was replaced. Veh will be released today.
Next Steps: offer cust prem ESP

OBC to CUST
No answer. LVM to confirm cust is picking up veh and offer prem esp

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2023-01-16 18:51:17

** Note from 1/12

OBC to CUST
Returned call from cust and spoke iwth [REDACTED]
I confirmed with cust that veh was picked up from the dlrshp. cust stated that he does have possession of the veh and are satisfied with the repairs so far. He stated that he had the same issues with the veh previously and he is not sure if the dlrshp actually completed any repairs. I informed the cust that the battery had been replaced but if he disagrees with the diag/repairs of the veh, he is able to take the veh to any Ford authorized dlrshp. I offered cust prem esp. Cust stated that he already purchased one of those from the dlr. I offered cust the LMP and he accepted. I informed cust i would send an email of the details but will process the plan on his behalf.

Next Steps: Submit Morley.
Follow Up: Friday 1/20

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amalon34@ford.com | www.ford.com .
office: 866-631-3788 ext. 79264
Mon, Wed-Sat 7:30 AM-4 PM CST

2023-01-18 17:26:43

ibc from cust-cust calling about esp that was offered when I looked in morley it states deleted, did not tell cust but informed agent cust would like cb [REDACTED]

csx- reached out to agent via webex, left msg

Ford Motor Company®
Youlanda Mitchell |Customer Experience Specialist | Houston CRC
866-631-3788 ext. 79568
ymitch4@ford.com | www.ford.com
M-F 11:00am-7:30pm

2023-01-20 21:50:48

OBC to CUST
Spoke with [REDACTED] and informed him that I am still waiting on the ESP to process and I will notify him once I confirm it is active on his VIN.

Next Steps: Wait to hear back from Sterling regarding plan
Follow Up: Wednesday 1/25

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CXS Alice Malone
amalon34@ford.com | www.ford.com .
office: 866-631-3788 ext. 79264
Mon, Wed-Sat 7:30 AM-4 PM CST

RQ24-014 000037 GCCT

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]

STATUS: Information Provided

OPEN: 01-13-2023

CLOSED: 01-13-2023

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC

COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | |

DEALER NAME: Sarasota Ford

PA CODE: 01167

DLR SALES CODE: 24402

REGION: S3

ZONE: S3B

VIN [REDACTED]

MODEL YEAR: 2021

MODEL: BRONCO SPORT

MILEAGE:

BODY STYLE: R9A - BRONCO SPORT CX430 BASE

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | FL | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Slow Crank/Battery | UNKNOWN

ANALYST NAME: Danita Allison

OPEN ANALYST NAME: Alice Malone

COMMENTS:

2023-01-13 17:11:56

UPTIME NOTES RO# [REDACTED] RO Open Date: 1/12 Dealer Name:Sarasota Ford Has a tech assigned? Y
Repair Status COMPLETE

2023-01-13 17:23:41

Case Number: [REDACTED] Customer : [REDACTED] Business Phone : Home Phone :
[REDACTED] Mobile Phone : LTV Score : 72 Vehicle Purchase Status : Original Owner Ford Credit Contract
Number : Part Number : Dealer Name : Sarasota Ford Dealer P&A : 01167 Dealer phone : 9413663673 VIN
[REDACTED] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 17162 Engine
Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35
Warranty Start Date : 2021-04-28 Open Recall/FSA : : 22S73 PCM PROGRAMMING AND DRAIN TUBE
INSTALLATION ESP : Hotline Contact : Warranty History : [REDACTED]

2023-01-13 17:29:48

DEALER INITIALS : Service Advisor: JOSEPH GARLAND Customer Name:[REDACTED] Customer
Number:[REDACTED] Customer Email: N/A Is the veh there? Mileage? 17162 RO# 406348 RO date 1/12 Veh
Concern? VEH WOULD STOP AND ONLY START WHEN JUMPED Diagnosis: REPLACE BATTERY
Repairs ETA: COMPLETE Does the dlr Offer delivery? Y Rental? N/A Loaner? N/A Warrantable? N/A
Technician Pending or assigned? ASSIGNED

2023-01-13 17:32:27

DanitaAllison/EXT. 79426/dallis23@ford.com OBC: To dlr spoke with service rep Jolesha she advised veh
had already been repaired c=veh would stop and only start when jumped dlr replace battery NO
CUSTOMER CONTACT Next Steps: Resolved Hours of Operation: Monday- Friday: 9:00AM CT to 5:30PM
CT Danita Allison SheHerHers Customer Experience Specialist office: 866-631-3788 ext. 79426

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 01-16-2023 CLOSED: 02-03-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | |
DEALER NAME: D & D Motors, Inc.
PA CODE: 00976 DLR SALES CODE: 21795 REGION: S2 ZONE: S2A
VIN [REDACTED] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 17,522
BODY STYLE: R9A - BRONCO SPORT CX430 BASE
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | SC | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | UNKNOWN
ANALYST NAME: Kora Williams OPEN ANALYST NAME: Dominique Dixon
COMMENTS:
2023-01-16 18:05:13

Service Advisor: katy
EM: newsales2@ddmotors.com
CLV:
when veh came to a stop it completely shut down Tech has been assigned but no diagnoses just yet just . call
back on next buisness day
Customer Name: [REDACTED]
Customer Number: [REDACTED]
Customer Email:
Is the veh there? yes
Mileage? 17,522
RO# [REDACTED]
RO date 1/16
Veh Concern?
Diagnosis: no
Repairs ETA: no
Does the dlr Offer delivery? yes
rental? no
loaner? no
Warrantable? no
Technician Pending or assigned? assigned

SA stated to call back by 430 with diagnoses of veh
Angela Epps
SheHerHers
Customer Experience Specialist / Ford Cxs
O: 1-866-631-3788 Ext.79335

2023-01-16 19:33:08 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : n/a Home Phone : [REDACTED] Mobile Phone : n/a LTV Score : 79 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : D & D Motors, Inc. Dealer P&A : 00976 Dealer phone : 8648770711 VIN : [REDACTED] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 17522 Engine Specification : Transmission Specification : Case Number : [REDACTED] Customer : [REDACTED] Business Phone : Home Phone : [REDACTED] Mobile Phone : LTV Score : 79 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : D & D Motors, Inc. Dealer P&A : 00976 Dealer phone : 8648770711 VIN : [REDACTED] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 17522 Engine Specification : Case Number : [REDACTED] Customer : [REDACTED] Business Phone : Home Phone : [REDACTED] Mobile Phone : LTV Score : 79 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : D & D Motors, Inc. Dealer P&A : 00976 Dealer phone : 8648770711 VIN : [REDACTED] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 17522 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 15-December-2021 Open Recall/FSA : 22S73 ESP : none Hotline Contact : n/a Warranty History : 22s21 21c31

2023-01-17 00:07:18 *OBC* spoke to cust after his recall. all dash lights shut down. On sat drove out about 12 miles. once got into traffic at the light everything went dead. there was no power. Informed cust that diagnoses is still ongoing will followup with him On next business with diagnose, cust also stated that he will need a rental during the repair of veh. Angela Epps SheHerHers Customer Experience Specialist / Ford Cxs O: 1-866-631-3788 Ext.79335

2023-01-17 00:09:33 *OBC* called the dlr for eta on diagnoses , transferred to vm. followup on next business day Angela Epps SheHerHers Customer Experience Specialist / Ford Cxs O: 1-866-631-3788 Ext.79335

2023-01-17 17:06:01 *OBC* updated the tcm tech will be test driving it in the next hour to make sure the veh is driving correctly. NEXT STEPS> followup with cust Angela Epps SheHerHers Customer Experience Specialist / Ford Cxs O: 1-866-631-3788 Ext.79335

2023-01-17 17:09:47 *OBC* called cust to give him information from the SA Katy has giving that tcm was updated and waiting for it to be test drove by tech. NEXT STEPS> followup in an hour Angela Epps SheHerHers Customer Experience Specialist / Ford Cxs O: 1-866-631-3788 Ext.79335

2023-01-17 20:09:37 *OBC* Called the dlr to speak to SA Katy to see if diagnoses been completed. sent to vm to leave a message. Angela Epps SheHerHers Customer Experience Specialist / Ford Cxs O: 1-866-631-3788 Ext.79335

2023-01-17 21:08:53 *OBC* called the dlr front desk stated that Sa is currently on the phone she will give her the message to call me back. Angela Epps SheHerHers Customer Experience Specialist / Ford Cxs O: 1-866-631-3788 Ext.79335

2023-01-17 21:43:33 *OBC* called dlr stated that the tech performed code in avs sccm pcm pscm rcm acm ipma updated pcm . reinstalled battery junction box, inspected the terminal and cleaned the terminal. veh is ready to be picked up. Angela Epps SheHerHers Customer Experience Specialist / Ford Cxs O: 1-866-631-3788 Ext.79335

2023-01-17 21:44:27 OBC called cust to inform him the veh is ready to be picked up. no answer. sent to vm Angela Epps SheHerHers Customer Experience Specialist / Ford Cxs O: 1-866-631-3788 Ext.79335

2023-01-18 17:00:24 *OBC* Called cust no answer. sent vm to have cust to call back at his earliest convenience. NET STEPS> send a email for communication Angela Epps SheHerHers Customer Experience Specialist / Ford Cxs O: 1-866-631-3788 Ext.79335

2023-01-18 17:10:08 *OBC* From: Epps, Angela (A) Sent: Wednesday, January 18, 2023 11:09 AM To: [REDACTED] Subject: [REDACTED] Hi [REDACTED] Hi this is Angela your customer experience specialist contacting you from ford motor company. I have been in contact with your Service Advisor kathy and I was informed that your 2021 Ford Bronco sport has been repaired and picked up. If you can confirmed this with me by reaching out by phone or reaching out by email that would make my assistance very appreciated. If you would address my concerns today. Thank you again for being a loyal customer with ford motor company. Angela Epps SheHerHers Customer Experience Specialist- Proactive / Ford Cxs O: 1-866-631-3788 Ext.79335

2023-01-19 17:18:03 *OBC* spoke with cust to confirmed that veh has been repaired and picked up. Cust confirmed information. Cust stated that he is very happy with his repair NEXT STEPS> process goodwill gestured Angela Epps SheHerHers Customer Experience Specialist / Ford Cxs O: 1-866-631-3788 Ext.79335

2023-01-25 15:11:32

Case Progression Specialist

Morley activity 823177 has been rejected.

REJECTION REASON:

Debit card template is missing.

NOTE: Please re-transmit after corrections have been made or risk the request being removed completely from Morley

Olaseni Magreola
FORD MOTOR COMPANY
Lead Agent/Ford Truck Team
omagreol@ford.com

2023-01-25 18:41:06

Case Progression Specialist

Morley activity [REDACTED]
For Consequential Expenses (\$200.00 Gift Card), has been transmitted.

Was unable to update the VOR.

Proactive Roadside Case.

For future submissions, please compile all attachments using the "Morley Submission" tab under "Actions" and "Tasks" in GCCT. This process is recommended. This step places all documentation supporting the reimbursement in one location for faster review. Please note that future submissions without this task may be cause for rejected. For ESP's it simple just put that the customer accepted your offer of GW, and that the repairs were warrantable, in the description of this task, as there are no attachments needed for ESP's.

Ford Motor Company ®
Carolyn L. Speight
Lead Agent
Email: cspeigh2@ford.com | www.ford.com
Office: (866) 631-3788 ext. 79217
Mon. – Fri. 9:00 a.m. – 5:30 p.m. (Central)

2023-01-31 19:02:52 OBC spoke with cust advised him your debit card has been processed and approved. As previously discussed, your Comerica Debit Mastercard may take up to seven to ten business days to arrive in the mail via regular US Postal Mail. If further assistance is needed, please do not hesitate to contact us. We appreciate your business, and thank you for being part of the Ford family. Angela Epps SheHerHers Customer Experience Specialist / Ford Cxs O: 1-866-631-3788 Ext.79335

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: In Progress
 OPEN: 01-24-2023 CLOSED: BUSINESS UNIT NAME: Ford
 RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
 CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |
 DEALER NAME: Ford of Clermont
 PA CODE: 05793 DLR SALES CODE: 24542 REGION: S3 ZONE: S3C
 VIN: [REDACTED] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
 BODY STYLE: R9A - BRONCO SPORT CX430 BASE
 LAST NAME FIRST NAME MIDDLE: | |
 ADDRESS:
 CITY STATE ZIP COUNTRY: | FL | | USA
 HOME PHONE:
 SYMPTOMS: Driving Performance | Stalls/Quits | At Idle | Always
 ANALYST NAME: Daija Jackson OPEN ANALYST NAME: # FordGCCTUTM-PROD
 COMMENTS:
 2023-01-24 21:03:35 Daija Jackson|Ext.79488|djack314@ford.com Uptime Note: Is the veh there? no Mileage? 28008 RO#: 29138 RO date: 1/23 Veh Concern? MPI Maint main shop Diagnosis: n/a Repairs ETA:1/24 rental? no loaner?no Warrantable? no Technician Pending or assigned? completed Copis Active? no TAC Active? no Next Steps: Call DLR Ford Motor Company @ Customer Relationship Center – Passenger Vehicle Concern Team Daija Jackson DJACK314@ford.com | www.ford.com office: 866-631-3788 ext.
 2023-01-24 21:43:09 Daija Jackson|Ext.79488|djack314@ford.com OBC to DLR: spoke with svc andrea Adrianna says the veh is completed waiting on the cust to pick up. Is the veh at the dlr? yes Cust CLV: 83 Customer Name [REDACTED] and Customer Number: [REDACTED] Customer Email: no What is the veh concern?auto start turned veh off, battery died What is the diagnosis? battery replaced Is there a clear path to repair? yes Are repairs Warrantable? yes What warranty are repairs covered under? N/a Technician Pending or assigned? completed Repair Order #: 29138 Repair Open date: 1/23 P&A code: Mileage at RO: 28983 Service advisor: Katelyn Confirm vehicle repair ETA : 1/24 RO Closure date: n/a Offer delivery? n/a Next Steps: Send cust SMS offering ESP Ford Motor Company @ Customer Relationship Center – Passenger Vehicle Concern Team Daija Jackson DJACK314@ford.com | www.ford.com office: 866-631-3788 ext.
 2023-01-24 21:55:23 Case Number : [REDACTED] Customer : [REDACTED] Business Phone :n/a Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 83 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Ford of Clermont Dealer P&A : 05793 Dealer phone : 3523946161 VIN : [REDACTED] Year : 2021 Make : FORD Model : BRONCO SPORT Mileage : 28984 Engine Specification : 1.5L Dragon I3 DI TC Gas B Transmission Specification : 8 Speed Auto Transmission 8F35 Warranty Start Date : 2021-03-09 Open Recall/FSA: : 1 ESP : 1 Hotline Contact : no Warranty History : 5
 2023-01-24 23:34:57 Daija Jackson|Ext.79488|djack314@ford.com OBC to cust: I called and left a voicemail for cust repair satisfaction and Premiumcare offer Next Steps: Set follow up for satisfaction Ford Motor Company @ Customer Relationship Center – Passenger Vehicle Concern Team Daija Jackson DJACK314@ford.com | www.ford.com office: 866-631-3788 ext.
 2023-01-27 20:47:02 dJohn860@ford.com 1/24 I called and left a voicemail for cust repair satisfaction and Premiumcare offer 2nd attempts Obc to cust [REDACTED] Straight to voicemail . Cxs left vm calling on behalf of agent regarding repair satisfaction and esp offer Email sent -allow customer response NEXT STEPS Final attempt to confirm repairs and offer premium care esp Fu on 1/30/23 Donna Johnson Ford Motor Company Passenger Vehicle Concern -Project Advocate dJohn860@ford.com | www.ford.com Monday -Friday | 815am-445pm office: 866-631-3788 ext 79464
 2023-01-27 23:01:22 [REDACTED] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. So sorry we've been hard to get a hold of, work has been a little crazy! What's included with the premium care extended service plan and how long does it last? Cxs confirmed questions customer had regarding offer . NEXT STEPS awaiting gwg acceptance Submit esp fu on status 1/30 Donna Johnson Ford Motor Company Passenger Vehicle Concern -Project Advocate dJohn860@ford.com | www.ford.com Monday -Friday | 815am-445pm office: 866-631-3788 ext 79464
 2023-01-30 16:54:08 Daija Jackson|Ext.79488|djack314@ford.com OBC to cust: I called and left a voicemail for Premiumcare acceptance. Next Steps: Safety net Email closure Ford Motor Company @ Customer Relationship Center – Passenger Vehicle Concern Team Daija Jackson DJACK314@ford.com | www.ford.com office: 866-631-3788 ext.
 2023-01-30 17:15:20
 Ford Motor Company®
 Angel Miller
 Business Operations Supervisor – PV Team
 amill286@ford.com | www.ford.com
 Mon - Fri 7:45 AM – 4:15 PM
 Safety Net: CXS may resolve case.
 2023-02-08 15:45:47
 Morley activity 827387 has been rejected.
 Advocate Action Needed -
 Customer has core plan premium plan already attached to VIN in oasis please offer any other core plan or maintenance plan as GWG.
 Please correct, save and re-transmit as soon as possible to avoid deletion.
 Thank you for your partnership,

2023-02-08 19:46:26

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

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

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 01-24-2023 CLOSED: 02-18-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |
DEALER NAME: Metro Ford Inc
PA CODE: 04871 DLR SALES CODE: 24003 REGION: S3 ZONE: S3A
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 19,385
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | FL | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | Slow Crank/Battery | Always
ANALYST NAME: Tyeshia Campbell OPEN ANALYST NAME: # FordGCCTUTM-PROD
COMMENTS:
2023-01-24 23:46:18 Confirm Repair Order Details: 6083372 Technician pending or assigned? VEHICLE BOOKED INTO
DEALERSHIP Is there a COPIS Ticket? If so, what is the status? N/A Is there a TAC Request? If so, what is
the status? N/A Is there evidence of a loner vehicle? N/A

2023-01-25 19:53:51

UPTIME RESEARCH
RO #: [REDACTED]
RO open Date : Jan 24, 2023 10:46:19 AM
Dealer Name: Metro Ford
Has a tech assigned? n/a
Repair Status: Vehicle Booked into Dealership

Case Number : [REDACTED]
Customer : [REDACTED]
Business Phone : [REDACTED]
Home Phone : [REDACTED]
Mobile Phone : [REDACTED]
LTV Score : 69
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : n/a
Part Number : n/a
Dealer Name : Metro Ford Inc
Dealer P&A : 04871
Dealer phone : 3057519711
VIN : [REDACTED]
Year : 2021
Make : FORD
Model : BRONCO SPORT
Mileage : 19385
Engine Specification :
Transmission Specification :
Warranty Start Date : 2021-06-17
Open Recall/FSA: :

22S73PCM PROGRAMMING AND DRAIN TUBE INSTALLATION
ESP : CTIREWHL
0972 - USA 2021 6 YR TIRECARE-GROUP 1-INCLUDE 1ST DAY RENTAL ;CPCLIGHT
0968 - USA 2021 NEW 72/75,000 PREMIUMCARE W/ROADSIDE ;CESPMNQC
0968 - USA 2021 NEW 72/75K PREM MAINT(M&W) 7.5K INTERVAL
Hotline Contact : n/a
Warranty History : n/a

OBC to DLR, spoke with SA Fernando Arechaga, who informed me that he has not been able to get in contact with the customer, so he does not know what that concern is. I provided SA with another contact phone number for the customer. Obtained the following info:

Service Advisor: Fernando Arechaga
Email: yourservice@metroford.com
Customer Name: [REDACTED]
Customer Number: [REDACTED]
CLV SCORE: 69
Is the VEH there?
Mileage? 19,385
Offer Delivery? Yes
Technician Pending or assigned? No, because the DLR does not know what the concern is.

Sent SMS to customer

Next: f/u with dlr to confirm cust concern and veh diagnosis. 1/26 by 7:30 PM CST

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RQ24-014 000048 GCCT

2023-01-26 19:21:13

OBC to DLR spoke with SA Fernando, who informed me that the vehicle has not been diagnosed yet because he cannot get in contact with the customer. Offered to call the customer while DLR was still on the line. Customer answered, provided the following:

Veh Concern: Put veh on get around app, veh started acting up after something was put on his veh (requirement from app). Veh did not want to start; low battery; had to jump start veh shuts down after 20 mins of driving.

Cust stated he prefer's a text before a call.

Call Ended.

OBC to DLR:

SA Fernando says vehicle could be diagnosed by tomorrow 1/27.

Nxt Steps: f/u with DLR & Cust, 1/27 by 7:30 pm CST

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2023-01-27 22:54:00

OBC to DLR, spoke with SA Fernando who informed me that the customer vehRight head light is broken, causing left headlight LED to stay on. The part is on back order, Per SA they removed the right headlight, the left LED is now off and customer can pick up their vehicle until part arrives. Due to the damage the repair is not warrantable it was caused by an accident.

OBC to customer, no answer, left voicemail.

Nxt Steps: No goodwill offer, customer caused of failure due to accident. f/u with customer 1/31 by 7:30 pm CST to determine if he picked up his vehicle or not. If so, case closure.

2023-01-31 20:31:05

OBC to customer, who informed me that he has not picked up his vehicle because the DLR is still working on the battery issue. I advised the customer that I would call the DLR to confirm and follow up with a SMS.

OBC to DLR, spoke with SA Fernando who informed me that the vehicle is ready for pick up and he stated he already explained this to the customer.

Sent Customer SMS.

Nxt Steps: f/u 2/3 to confirm customer picked up vehicle.

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2023-02-03 23:33:17

DLR Closed.

OBC to customer, no answer left voicemail.

Nxt Steps: f/u with customer to confirm repair satisfaction 2/9 by 7:30 pm CST

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2023-02-09 23:50:39

OBC to customer, informed me that he has not picked up his vehicle yet because nobody has called from DLR.

OBC to DLR, no answer in service department.

Back to customer informed him I would f/u with the DLR tomorrow regarding his vehicle pick up.

Nxt Steps: f/u with DLR 2/10 by 7:30 pm CST

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2023-02-10 23:04:28

OBC to DLR, spoke with SA Alex who informed me that they were about to close and everyone was gone for the day. She did confirm that the customer vehicle was ready for pick up she told me she would have the SA Fernando call the customer tomorrow to let them know.

Sent customer SMS regarding his vehicle being ready for pick up.

Nxt: f/u with customer 2/13 by 7:30 pm CST

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RQ24-014 000050 GCCT