



STATUS: Resolved

BUSINESS UNIT NAME: Ford

COMMUNICATION: Proactive

OPEN: 09-05-2024

CLOSED: 09-05-2024

RESPONSE TEAM: US Customer Roadside Proactive NA CRC

CASE CLASS LV 1234: Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: CMA's Williamsburg Ford

PA CODE: 05207

DLR SALES CODE: 27486

VIN: 3FMCR9C61PRD84013

MODEL YEAR: 2023

BODY STYLE: R9C - BRONCO SPORT OUTR BNKS 4X4 4DR

LAST NAME FIRST NAME MIDDLE: Informational Case NA CRC | Generic Contact |

ADDRESS:

CITY STATE ZIP COUNTRY: | | |

HOME PHONE:

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

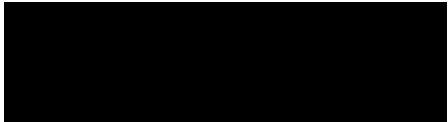
REGION: N4

ZONE: N4C

MODEL: BRONCO SPORT

MILEAGE:

OPEN ANALYST NAME: FordTCC-DSUnknow-Prod-CX



05207
CMA's Williamsburg Ford
Repair Order Closed
Sep 5, 2024 5:18:19 PM
0000000000690318

Flag N - Repair Complete Not Invoiced
Sep 5, 2024 9:23:43 AM

Flag B - Tow to Work Starting
Sep 5, 2024 5:19:30 AM

05207
CMA's Williamsburg Ford
Technician Clocks On
Sep 4, 2024 8:49:02 PM
0000000000690318
0d 0h 0m

05207
CMA's Williamsburg Ford
Vehicle Completed
Sep 4, 2024 8:49:02 PM
0000000000690318
0d 20h 29m

05207
CMA's Williamsburg Ford
Vehicle Booked Into Dealer
Sep 4, 2024 5:55:46 PM
0000000000690318
0d 2h 53m

05207
CMA's Williamsburg Ford
Towing Successful
Sep 4, 2024 10:58:29 AM

0d 6h 57m
Dead battery & Tow

05207
CMA's Williamsburg Ford
Towing Required
Sep 4, 2024 8:23:08 AM

0d 2h 35m
Dead battery & Tow

2024-09-05 18:19:22

Veh was towed to the dlr for a dead battery, and repairs are done

PCDA made an obc to the cust for satisfaction call, but no answer PCDA left a detailed VM to introduce myself, explain my role and advising that I will resolve case will email him my tact info; PCDA reminded cust of survey

Next steps: recap email and resolve

Proactive Customer Dealer Specialist
Allencia Sibley
Asibley2@ford.com | www.ford.com
Office: 1-866-631-3788 ext. 79694
Monday-Friday 7:00 AM -3:30 PM CST

CASE ATTACHMENTS:

CASE NUMBER: CAS-51936715-X9C2X5 STATUS: Resolved
OPEN: 10-30-2024 CLOSED: 11-01-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Customer has vehicle |
DEALER NAME: Northside Ford
PA CODE: 04410 DLR SALES CODE: 52063 REGION: C2 ZONE: C2B
VIN: [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] BADLANDS 4X4
LAST NAME FIRST NAME MIDDLE: Informational Case NA CRC | Generic Contact |
ADDRESS:
CITY STATE ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | No Crank | Always
ANALYST NAME: [REDACTED] OPEN ANALYST NAME: # FordTCC-DS-PROD01-CX
COMMENTS:
2024-10-30 13:31:55

2024-10-30 13:47:05

OBC to Dealer: 2105259800

- Reason for call: Roadside called
- Last 8 of VIN: NRE13878
- Vehicle: BRONCO SPORT
- Service Advisor: Charles
- Service Advisor Email and Contact Info: ctorres@ncford.com
- Customer Name: Summer Broome
- Customer Number: (806) 252-8105
- Location of Vehicle: at dlr
- Dealer Name: Northside Ford
- Tech Assigned: Yes
- Mileage: 10173
- WSD: 3/13/2023
- RO# 423157
- RO Date: 10/29/24
- Notes: OBC Service Rep Veronica. Agent was given the info of the SA that is handling the repairs of the cust veh. SA was not available and the Service Rep was not able to give the agent any further info
- Next steps: PDCA will send a email to the SA and contact the cust
- Follow Up: 11/01

Ford Motor Company ®
Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team
Dianne Jolivet
DJOLIVE1@ford.com | www.ford.com
office: 1-866-631-3788 ext.

2024-10-30 14:01:53

OBC to CUST (phone # (806) 252-8105

- Spoke with: Summer Broome
- Regarding: veh towed
- Information Received: Cust states the second guy was able to get the veh towed to the dlrshp. Cust was pleased with the tow once they were able to tow the veh. Veh would not start. Cust stated that they have replaced the battery now they are try to locate the part to ensure the veh will be able to go into neutral if the veh ever has this issue again. PDCA gave the agent their contact info
- Information Provided: PDCA explained the purpose of the call, documented the cust contact info and advised the cust the agent handling the cust case will give the cust updates on the veh repair
- Next steps: PDCA will set a f/u for 11/01 to speak to SA and cust concerning the veh repair

Ford Motor Company ®
Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team
Dianne Jolivet
DJOLIVE1@ford.com | www.ford.com
office: 1-866-631-3788 ext.
broome.summer@gmail.com

2024-11-01 21:01:32

Proactive Roadside Customer Dealer Advocate Malikia W. X79974 Case Notes: Battery replacement; customer pay. Next Steps: Resolve Case Ford Motor Company ® Malikia Williams Proactive Roadside Customer Dealer Advocate Mwill784@ford.com | www.ford.com office: 866-631-3788 ext. 79974 8:30 am-5:00 pm

CASE ATTACHMENTS:

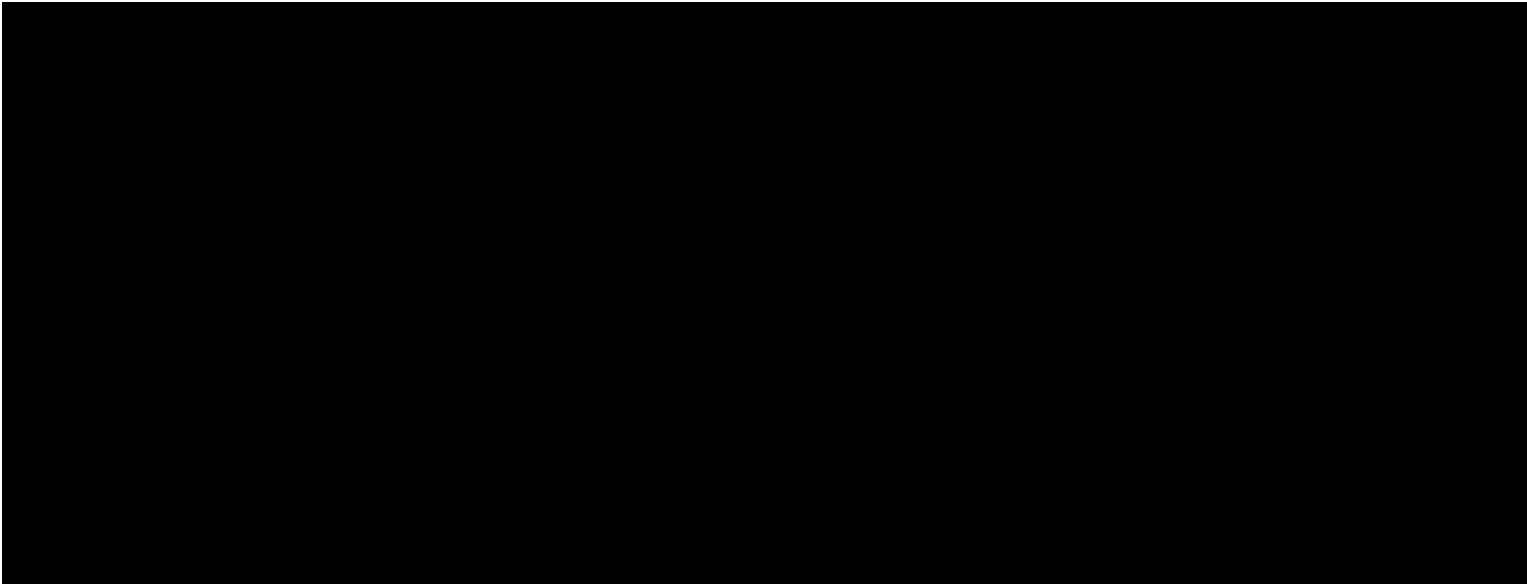
CASE NUMBER: CAS-52166644-Q8C5W4

OPEN: 11-19-2024

CLOSED: 12-10-2024

STATUS: Resolved

BUSINESS UNIT NAME: Ford



CASE ATTACHMENTS:

CASE NUMBER: CAS-52249500-V4X1K9

STATUS: Resolved

OPEN: 11-26-2024

CLOSED: 12-06-2024

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRC

COMMUNICATION: Proactive

2024-11-26 16:43:22

1. Technician pending or assigned? Pending
2. Is there a Copis due to part delay? If so, what is the status? No
3. Is TAC involved? What is the status? No
4. Has the customer been provided with a loaner? Is their evidence of that? No
Drop Off Location: JONES FORD, INC. 01025 (EV, TT) 5757 RIVERS AVENUE, NORTH CHARLESTON, SC 29406

Ford Motor Company ®

Proactive Customer/Dealer Advocate (PCDA)
zgonza15@ford.com | www.ford.com
O: 866-631-3788 Ext. 79245

2024-11-26 16:56:34

Service Advisor: Laney Kanapaux

Is the veh there? Y
Mileage: 12018
RO#: 6051693
RO date: 11/25/24
Veh Concern? C/S VEH won't crank without jumpstart.
Diagnosis:
Repairs ETA:
Offer delivery?
rental or loaner?
Warrantable?
Technician Pending or assigned?
Do the dealership participate in SMS?

NEXT STEPS: F/U with the DLR 11/27 to request remaining ro details.
Ford Motor Company ®
Zequincia Gonzales
Proactive Customer/Dealer Advocate (PCDA)
zgonza15@ford.com | www.ford.com
O: 866-631-3788 Ext. 79245

2024-11-26 19:28:43

MILEAGE-12018
CXS calling to introduce myself as POC, confirm contact info & advise of partnership with the DLR to escalate repairs. CUST concern due to her having end of march. The oil was changed two weeks ago a recall was advised for windshield wiper motors but for the VEH to shut down on her she is worried. CUST is traveling owner and need to get back. CXS explained the rental reimbursement for up to \$45 daily.
NEXT STEPS: F/U with the CUST 12/03 to update on the diagnosis results.
Ford Motor Company ®
Zequincia Gonzales
Proactive Customer/Dealer Advocate (PCDA)
zgonza15@ford.com | www.ford.com
O: 866-631-3788 Ext. 79245

2024-12-03 22:11:06

Safety Net Approved to close as customer engaged.

Kind regards,

Ford Motor Company ®
Richard Pinkney
Proactive Roadside Customer Dealer Advocate Team Lead
rpinkne3@ford.com | www.ford.com
Office: 866-631-3788 ext. 79337
Office hours: 8:30a-5:00p

CASE ATTACHMENTS:

ANALYST NAME: Rosalyn Washington

COMMENTS:

2024-12-17 14:46:16

OPEN ANALYST NAME: # FordTCC-DS-PROD01-CX

OBC to CUST
• Spoke with: Renee
• Regarding: veh towed
• Information Received: the car runs in reverse when the customer is in drive. the customer believe that it is the transmission. Customer may need a rental
• Next steps: follow up with the dealer
Ford Motor Company ®
Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team

2024-12-17 14:50:52

• Spoke with: left a vm
• Regarding: veh towed
• Information Received: NA
• Next steps: follow up with the dealer
Ford Motor Company ®
Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team

2024-12-26 17:12:37

RO Number
RO Status
RO Open Date
RO Closed Date
Dealer Name
PA Code
Customer Name
Service Advisor Name
Vehicle Status

00000000308841FOpen2024-12-17 BUD SMAIL FORD10734RENEE QUEER TECHNICIAN_ALLOCATED

RO Line Number
Labor Description
Labor OP code

1FULL CIRCLE INSPECTION SHEET .----- . ____/____ IS THE EXPIRATION OF THE
STATE INSPECTION STICKER ON THIS VEHICLE99P
2NEXT SERVICE APPOINTMENT DUE IN 5,000 MILE INTERVALS.NSA
3FORD-LINC CUSTOMER STATES:TOW IN! CHECK ENGINGE LIGHT ON. while driving whill randomly
shift to neutral, doesn't feel safe to drive, at red light and drifted backwards - msg will not engage in reverse in
low speed, check and advise20FCS
4WINDSHIELD WIPER MOTOR INSPECTION

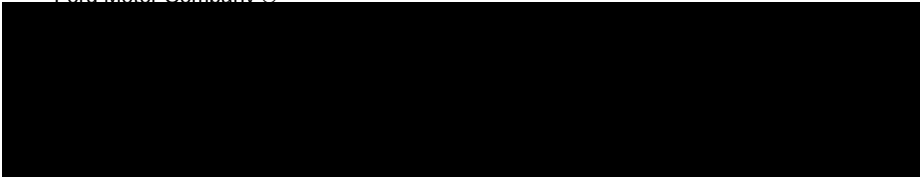
2024-12-26 17:15:30

OBC to CUST
• Spoke with: Renee
• Regarding: veh towed
• Information Received: customer needs rental
Warrantable repair. dealer is waiting on by a Ford dealership it is a stock unit.
• Next steps: followup with the dealer
Ford Motor Company ®
Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team



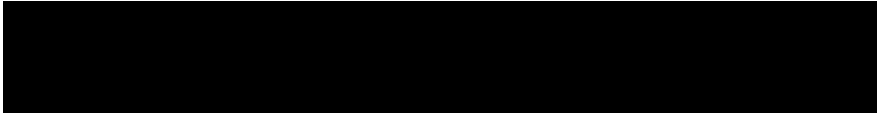
2024-12-26 17:29:09

OBC to Dlr
• Spoke with: Tyler
• Regarding: veh towed
• Information Received: that the dealership is without rental and have to go through enterprise and they charge the dealer \$80 a day.
Warrantable repair. dealer is waiting on by a Ford dealership it is a stock unit.
• Next steps: send up for review.
Ford Motor Company ®



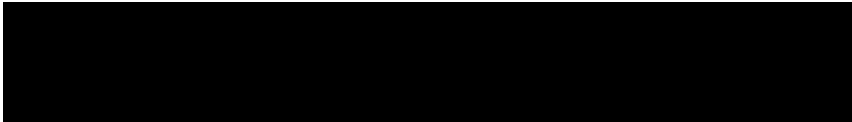
2024-12-26 17:35:39

• Spoke with: Renee
• Regarding: veh towed
• Information Received: advised her that Ford will assist with a one time payment due to time for the 30 days since we could not get into a rental.
Warrantable repair. dealer is waiting on by a Ford dealership it is a stock unit.
• Next steps: follow up with the dealer
Ford Motor Company ®



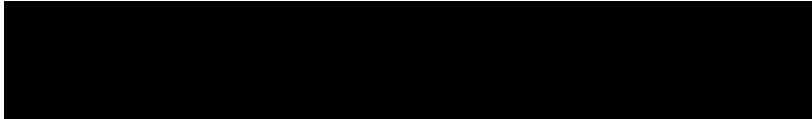
2024-12-26 17:38:48

OBC to DLR
• Spoke with: Tyler
• Regarding: veh towed
• Information Received: advised that Ford will assist with a one time payment will follow up
Warrantable repair. dealer is waiting on by a Ford dealership it is a stock unit.
• Next steps: followup with the dealer
Ford Motor Company ®
Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team



2025-01-03 15:46:20

OBC to DLR
• Spoke with: left a vm
• Regarding: veh towed
• Information Received: updates
Warrantable repair. dealer is waiting on by a Ford dealership it is a stock unit.
• Next steps: followup with the dealer
Ford Motor Company ®
Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team



2025-01-07 15:18:59

OBC to DLR
• Spoke with: front desk
• Regarding: veh towed
• Information Received: still waiting on parts for the repair.
Warrantable repair. dealer is waiting on by a Ford dealership it is a stock unit.
• Next steps: follow up with the dealer
Ford Motor Company ®
Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team



2025-01-20 17:37:36

OBC to CUST
• Spoke with: left vm
• Regarding: veh towed
• Information Received: repair is complete in 360 closing the case
Warrantable repair. dealer is waiting on by a Ford dealership it is a stock unit.
• Next steps: close case
Ford Motor Company ®

2025-01-21 17:58:01

OBC to CUST
• Spoke with: Renee
• Regarding: veh towed
• Information Received: at work ask to call tomorrow
Warrantable repair. dealer is waiting on by a Ford dealership it is a stock unit.
• Next steps: close case
Ford Motor Company ®
Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team

2025-01-22 18:42:09

OBC to CUST
• Spoke with: left a vm
• Regarding: veh towed
• Information Received: na
Warrantable repair. dealer is waiting on by a Ford dealership it is a stock unit.
• Next steps: close case
Ford Motor Company ®
Proactive Customer/Dealer Advocate /Ford Proactive Dealer Team

2025-01-22 18:44:09

ready to resolve case as: 1/22/25
CLV: 83
WSD: 8/25/2023
Mileage: 21,317
What was the repair and/or issue? battery brakes
What assistance did Ford provide? repair
Did we offer any goodwill, if YES, what, if NO, why not? (Core Plan, Maintenance Plan, Vehicle Payment):
Was the customer pleased with the offer? na
Is the customer satisfied with Ford's participation/repair? If not, why? na
Did we resolve all the customers concerns, both initial and subsequent. If not, why? na
Did you advise the customer regarding the Survey? na
Did we close all obligations with the dealer? y
Did we send the thank you/Recap email confirming what assistance you/we provided for this customer? na
What do you feel the outcome of this case will be regarding the Survey, a detractor (1-3) Neutral (4) Promotor (5)? Why? Neutral?
Case Disposition Used: Proactive Support Provided/ Customer Engaged or Not Engaged

Engaged

2025-01-23 13:30:01

Waiting for approval to close case

2025-01-23 14:34:57

Safety Net Approved
Agent may close case as customer engaged.
Kind regards,
Ford Motor Company ®
Richard Pinkney

CASE ATTACHMENTS:

24S24 BODY CONTROL MODULE AND POWERTRAIN CONTROL MODULE CALIBRATION UPDATES
24S51 WINDSHIELD WIPER MOTOR INOPERABLE
24B47 UPDATE SYNC SOFTWARE

[REDACTED]

My 2023 Bronco Sport that I purchased new less then one year ago has been having major sync problems for several months now and I can't get an appointment to get it fixed for another two months. Major problems that make vehicle just about impossible to drive are:

Customer - 12:11 PM

You said:

I can certainly investigate that information for you [REDACTED]

Sent - 12:13 PM

Bot CU said:

Bluetooth not working so no vehicle cell phone use. Clock can not be set. Auto stop/start not working. Radio comes on by itself. Remote start not working etc.

Customer - 12:15 PM

You said:

I do want to let you know that I see two recalls on your Bronco. 24S24 BODY CONTROL MODULE AND POWERTRAIN CONTROL MODULE CALIBRATION UPDATES and 24S51 WINDSHIELD WIPER MOTOR INOPERABLE. Recalls and Customer Satisfaction Programs can be viewed at <https://www.ford.com/support/recalls/>.

Sent - 12:15 PM

Bot CU said:

If car can not be fixed in reasonable time, car needs to be replaced.

Customer - 12:16 PM

You said:

I also see you have a SYNC update available that may fix your Bluetooth concern. You can see steps to update your SYNC at <https://www.ford.com/support/sync-maps-updates/>.

You said:

Can I please have the approximate mileage on your Bronco?

Sent - 12:17 PM

Bot CU said:

Who cares about recalls when they can't be fixed timely.

Bot CU said:

Vehicle just turned 7,000 miles.

Customer - 12:18 PM

You said:

Safety Recall Notice 24S24 could possibly be linked to your auto start/stop. Also, remote start does not work if the battery is low. On your vehicle, the Body Control Module (BCM) and Powertrain Control Module (PCM) calibrations may be unable to detect a sudden change in the 12-volt battery state of charge during a drive cycle.

What is the risk? If the BCM and PCM calibrations are unable to detect a sudden battery degradation during a drive, the vehicle may be unable to restart or may experience a stall while coming to a stop at low speed. The vehicle may also lose electrical accessories such as hazard lights or cause a loss of drive power increasing the risk of a crash.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to reprogram the powertrain control and body control modules free of charge (software and labor).

How long will it take? The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do? Please call your dealer without delay and request a service date for Recall 24S24.

You said:

There is a CSP- Customer Satisfaction Program 24B47. Due to an error in the SYNC software, you may experience SYNC system instability concerns and/or failure to preserve certain settings across ignition cycles.

What is the effect? This may result in a black infotainment screen (although it does not affect rear view camera), incorrect language setting, and/or erased or unsaved radio presets.

What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to update your SYNC software free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until August 31, 2025 regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take? The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

You said:

To ensure are records are complete, can I please have your mailing address and phone number?

Sent - 12:21 PM

Bot CU said:

Yet, I can't get an appointment for another two months. I have already spent two months waiting for an appointment for service.

[REDACTED]

Bot CU said:

Lost connection

Customer - 12:22 PM

You said:

Have you reached out to your selling dealer for an appointment? Usually, they will get you in faster than another dealership.

Sent - 12:23 PM

Bot CU said:

When does a recall have priority over a repair request?

Customer - 12:24 PM

You said:

Each dealer is locally owned and managed; therefore, each dealer is responsible for their own pricing and day to day operations.

You said:

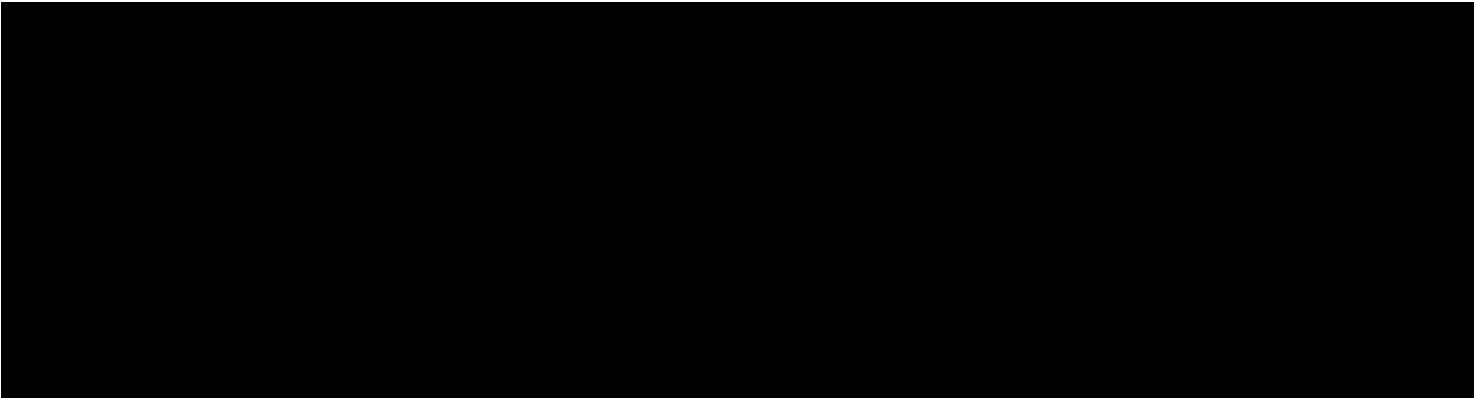
I haven't heard from you in a few minutes. Do you need more time?

Sent - 12:27 PM

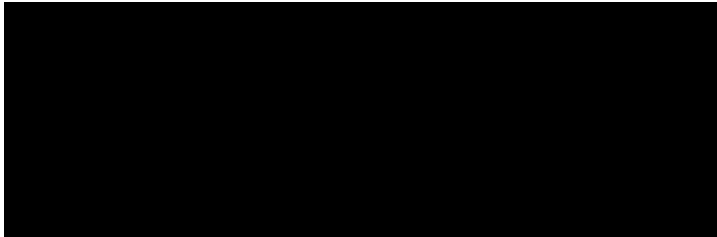
Bot CU said:

Customer has been disconnected from the conversation. 12:28 PM

CASE ATTACHMENTS:



HOME PHONE:
SYMPTOMS: Start/Run/Move | Running | Not Listed | UNKNOWN
ANALYST NAME: Darnetria Davis
OPEN ANALYST NAME: # fordprodprojectadvocate
COMMENTS:
2024-12-10 20:31:34



Meets FLP: clv:83
Callers/Customer: cust says daughter owns the bronco sport/constantly has had problems with veh.
Dlr told cust to call and make a complaint about issues. cust does not understand why she pays for a veh that has so many problems. veh has been in the shop for about 4 to 5 times this year. cust does not feel safe with daughter driving veh.
veh failed to start/ needs new brake pads within two months of owning veh/ needed new pins installed due to squealing/ needed anew pump due to veh leaking inside/ several recalls/ screen does not working-CarPlay does not work | dlr says she would have to physically get out veh and reassemble battery in veh in order for it to work.

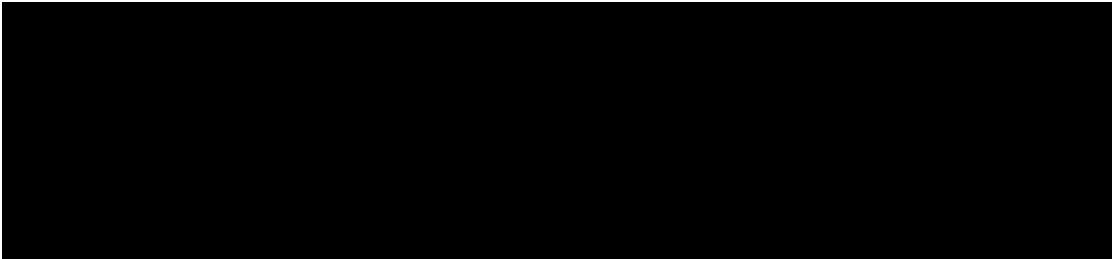
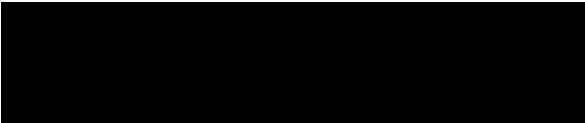
Information seeking: feedback case
Symptom Classification:

Dealership- Chatsworth Ford
veh is with cust |just got it out of the shop. was in there for 4 days.
SA-
Concern: told cust to call CRC to make a complaint on veh.

Agent: submitted bb milestone.

Survey Reminder: yes
Next steps:
update cust on status of bb

2024-12-10 21:40:32



2024-12-10 21:45:54

Vehicle does not meet State guidelines for buyback/replacement criteria for GA.

Talking Points:

- Denied GFR
- Review notes in milestone
- Focus on getting vehicle repaired
- Follow repair process
- Recommend dealer to engage Hotline for repair assistance
- Return vehicle to dealer if vehicle is still experiencing issues

2024-12-17 21:44:31

PROVIDED UPDATES: agent called to provide BB denial verbiage
Customer states: none cust did not answer/ agent left voice message
Next steps: f/u to deliver denaial verbiage
Follow up: 12/18/2024

Customer Experience Specialist, Ford PV Concern Team
DDAVI474@FORD.COM
O: 1866-631-3788 ext. 79088
Mon-Friday 8:00am-4:30pm Central Standard Time

2024-12-18 14:22:54

OBC TO CUST:
SPOKE WITH:
PROVIDED UPDATES:
Customer states:
Next steps:
Follow up:

Customer Experience Specialist, Ford PV Concern Team
DDAVI474@FORD.COM
O: 1866-631-3788 ext. 79088
Mon-Friday 8:00am-4:30pm Central Standard Time

2024-12-18 14:31:27

OBC TO CU
SPOKE WIT
PROVIDED UPDATES: agent called to provide bb denial
Customer states: best time to call back is tomorrow around 4:15/4:30pm @ her phone #
Next steps: confirm if cust wants to move forward with repair assistance.
Follow up: 12/19/2024

Raquel Davis
Customer Experience Specialist, Ford PV Concern Team
DDAVI474@FORD.COM
O: 1866-631-3788 ext. 79088
Mon-Friday 8:00am-4:30pm Central Standard Time

2024-12-19 22:42:17

oBC TO CUS
SPOKE WITH
PROVIDED UPDATES: buyback denial verbiage advised cust to resubmit after 30days.
Customer states: cust is picking veh up from dlr to day. will take it back next week.

veh Screen glitched/ shut down and locked down on her- it would not start back up
Had to call somebody to come and disassemble to battery to get it back working again. veh is a safety hazard. she belives her daughter will get killed in veh. veh Loses complete power/ veh has numerous safety concerns/dlr blew cust off saying it was bad gas in the veh. 3 days later veh died out. died on the side of I-75//
veh has died 5 times in a week. cust says Ford doesnt care unless its one of their family members
Next steps: engage hotline once veh is back at dlr. send cust BBB email
Follow up: 12/27/2024

Raquel Davis
Customer Experience Specialist, Ford PV Concern Team
DDAVI474@FORD.COM
O: 1866-631-3788 ext. 79088
Mon-Friday 8:00am-4:30pm Central Standard Time

2025-01-07 21:40:29

OBC TO DLR: service dpmt
SPOKE WITH: Kevin
INFORMATION OBTAINED: dlr confirmed veh is not at dlr at this time.dlr confirmed they could not recreate the issue.
SA- none
NEXT STEPS: f/u with cust confirming veh appointment time and location
EXPECTED COMPLETION DATE: no eta
FOLLOW UP: n/a

[REDACTED]

Customer Experience Specialist, Ford PV Concern Team
DDAVI474@FORD.COM
O: 1866-631-3788 ext. 79088
Mon-Friday 8:00am-4:30pm Central Standard Time

2025-01-20 22:01:03

OBC TO CUS [REDACTED]
SPOKE WITH: none
PROVIDED UPDATES: agent called to confirm status of veh and next steps moving forward. agent left voice message. Agent called secondary number and was told she is available after 4:00pm
Customer states: cust did not answer. mailbox full.
Next steps: contact cust for nezxt steps for vehicle repair

[REDACTED]

Customer Experience Specialist, Ford PV Concern Team
DDAVI474@FORD.COM
O: 1866-631-3788 ext. 79088
Mon-Friday 8:00am-4:30pm Central Standard Time

2025-01-27 22:15:05

OBC TO CUS [REDACTED]
SPOKE WITH: step father
PROVIDED UPDATES: agent inquired if there was another number to contact cust on due to "voice mailbox has not been set up"
Customer states: she was not available/she was still at work
Next steps: email sent to cust

[REDACTED]

Customer Experience Specialist, Ford PV Concern Team
DDAVI474@FORD.COM
O: 1866-631-3788 ext. 79088
Mon-Friday 8:00am-4:30pm Central Standard Time

2025-02-20 22:17:29

OBC TO CUST: [REDACTED]
SPOKE WITH: none
PROVIDED UPDATES: cust called to confirm veh concerns. agent could not leave voice message
Customer states: cust did not answer. cust voice mail box not set up
Next steps: safety net to close
Follow up: 02/26/2025

[REDACTED]

Customer Experience Specialist, Ford PV Concern Team
DDAVI474@FORD.COM
O: 1866-631-3788 ext. 79088
Mon-Friday 8:00am-4:30pm Central Standard Time

CASE ATTACHMENTS:

IBC : veh has been having issues since July, veh would go into autostop and then would stall out, customer states this is a safety issues and was directed by the dealership to call corporate, customer has taken veh in about 6 times, customer is seeking a buyback

Next Step: advised customer of case number and transferred to concern

2025-03-25 21:06:49

Samara Long/EXT

transfer:

customer seeking a BB customer states that vehicle stalls at the stop lights customer states she loves her vehicle just wish it would not do that. customer BB has been submitted 3/25/2025.

obc: to dealer

spoke w/ Steve: stop start does work, took 5-mile road test no stalling, customer vehicle does not work in the past because of the battery but the battery was changed. Steve stated that the vehicle cannot be duplicated. TECH hotline has been contacted no codes in system.

next steps: follow-up with customer 4/1/2025

Ford Motor Company ®

2025-03-26 12:42:27

"VIN NOT ON OGC LIST"

2025-03-26 13:31:00

NCBRT Melanie Fuller-Heath

After review, the vehicle may meet state guidelines for buyback/replacement criteria for MA, due to 4 repair attempts & 21 BUSINESS days down.

Talking Points:

- GFR Sent over for second review
- Review notes in milestone
- Follow Repair Assistance Procedures Per Process
- Focus on getting vehicle repaired

** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER
** THE NON-CALIFORNIA BUYBACK REVIEW TEAM IS NOT RAV**

2025-03-27 21:36:10 BRT uploaded to Morley Ford RAV Case Transmission CASE NUMBER: 1020028 BRT set disposition to RAV and closed BB Milestone. CXS/CSM will advise CUST to expect RAV contact within 3-5 business days

2025-05-06 14: contact is forthcoming

CUSTOMER
case manager has reached out to customer to follow-up before case closure.
next steps: follow-up with customer 5/7/2025

2025-05-06 15:10:52 From
Hello,
Just checking in to see if we can discuss your case please let me know when its a good time to talk.
Thank You

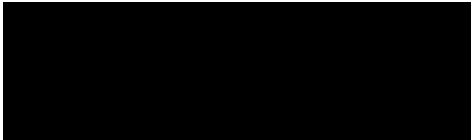
2025-05-07 14:49:31
Hello,
Please just send your "VIN" to this email.
Thank You

2025-05-07 14:53:54
OBC: TO CUSTOMER

Customer Contacted: Yes
Customer Status: Everything is completed
New Vehicle: Ford, no ESP
Action Required: Customer to email VIN for offer evaluation
Next Steps:

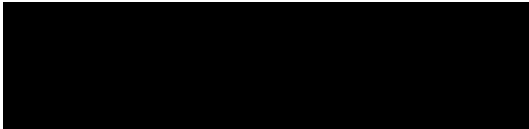
Follow-up Date: 5/8/2025
Ford Motor Company @
{Samara Long}
Customer Experience Specialist, Ford CX Team

2025-05-12 17:24:36



Hello,
I have located your new VIN please see attached brochure to see which plan fits you needs best.
Once you decide please let me know so I can add to the new VIN and get you taken care of.
Thank You,
Samara

2025-05-13 16:41:41



Hello,
I have located your new VIN please see attached brochure to see which plan fits you needs best.
Once you decide please let me know so I can add to the new VIN and get you taken care of.
Thank You,
Samara

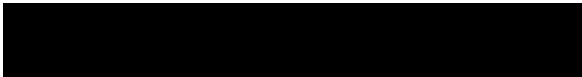
2025-05-13 16:43:26



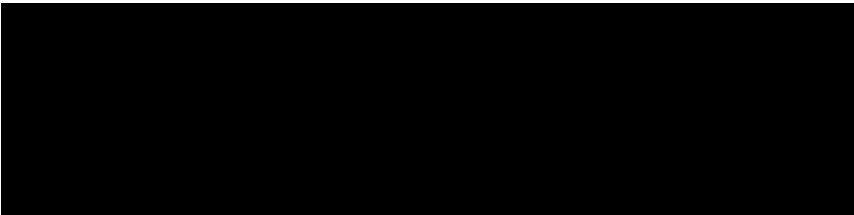
go with the limited maintenance.



2025-05-13 16:45:43



customer has accepted the GWG with LMP: customer stated that she should move forward. case manager will follow-up with customer 5/21/2015, once ESP has been added to VIN.
next steps: follow-up w/ customer 5/21/2025



CASE ATTACHMENTS:

COMMENTS:

2025-03-25 22:22:42

IBC from customer - Customer is calling in regards a Ford Bronco Sport, has been at the dlr and they are not able to fix the vehicle. Dlr doesnt know what the issue is. Brake issues booster replaced, when the vehicle was at a stop sign the vehicle wouldnt turn on, replaced battery still having the same issues, changed the alternator and still having issues. Check engine line on. Advised customer what he is seeking from ford he states he would like the vehicle replaced. They do not provide customer loaner. Customer states dlr advise for him to contact Ford Sedano Ford , Chula Vista Ford, dealerships his vehicle has been to.

OBC TO DLR - n/a

Next Steps - Follow up 04/01/2025

2025-03-26 12:30:35

2025-03-26 15:52:11

2025-03-26 15:52:24

2025-03-26 16:01:11

2025-03-26 16:01:39

2025-03-27 19:48:42

2025-03-27 19:49:11

2025-03-27 19:49:22

2025-03-28 18:52:06

Opened GFR. Beginning review/investigation.

Attached DMV Report and Claims List to GFR.

OBE to Scott, Service Mgr., Sedano Ford, regarding RO's for this VIN# at his dealership.

OBE to Mike, Service Mgr., Chula Vista Ford, regarding RO's for this VIN# at his dealership.

Received a copy of RO's for this VIN# from Mike, Service Mgr., Chula Vista Ford.

Received a copy of RO's for this VIN# from Scott, Service Mgr., Sedano Ford.

Updated GFR.

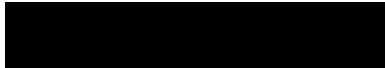
OBC to Angel, SA, Sedano Ford, regarding a few questions that have arisen, including timeframe for repairs and when customer was notified his vehicle is complete and ready for pick up. Unsuccessful. Left voice message, with my info, customer info, reason for calling; asking him to return my call.

2025-04-01 17:01:58

obc to customer - advised customer there has not been any updates yet on his BB request. Advised customer I will follow up with him again next week.



2025-04-02 14:02:21



2025-04-03 16:24:26



2025-04-03 16:35:40

OBC to Juan, Asst. Service Mgr., Chula Vista Ford, regarding a few questions that have arisen, including timeframe for repairs and when customer was notified his vehicle is complete and ready for pick up. Successful. Discussed various RO's, and when customer was notified his vehicle is complete and ready for pick up.

2025-04-03 16:36:12

Updated GFR.

2025-04-03 16:36:24

OBC to Angel, SA, Sedano Ford, regarding a few questions that have arisen, including timeframe for repairs and when customer was notified his vehicle is complete and ready for pick up. Unsuccessful. Left voice message, with my info, customer info, reason for calling; asking him to return my call.

2025-04-03 18:50:59

OBC to Angel, SA, Sedano Ford, regarding a few questions that have arisen, including timeframe for repairs and when customer was notified his vehicle is complete and ready for pick up. Successful. Looked through his contact list and states customer was notified on 1/23 that his vehicle is complete and ready for pick up.

2025-04-03 18:51:12

Updated GFR.

2025-04-03 19:13:53

Case Analyst Review Complete. Transferring to TL for Review.

2025-04-03 19:51:08

Updated GFR.

2025-04-07 22:32:04

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

2025-04-08 13:43:35

APPROVAL UPLOADED TO PORTAL, TRACKING IS 1022812
LETTER WILL BE SENT WITHIN THE NEXT 3 BUSINESS DAYS

2025-04-08 17:23:17

obc to customer - Spoke to customer advised a decision was made regarding his buyback request and he should receive a letter with in 3 business days (Friday), advised customer I will follow up with him on Monday.

Next Steps - Follow up 04/14/2025

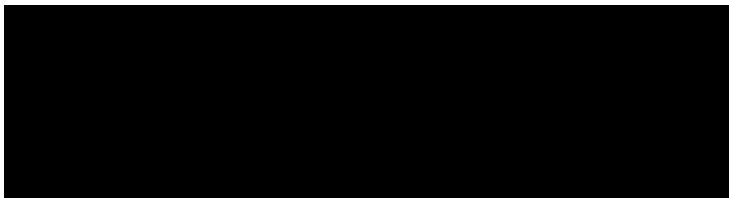


2025-04-09 12:46:03

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

2025-04-14 16:17:21

obc to customer - made 3 outbond calls to customer and customer was not able to hear me.



2025-04-14 16:39:32

obc to customer - Confirm with customer RAV team has bmade contact. Advised customer case will be closed as he is now going to move forward with RAV team. Prompted survey.

Next Steps - SN



2025-04-14 16:42:16

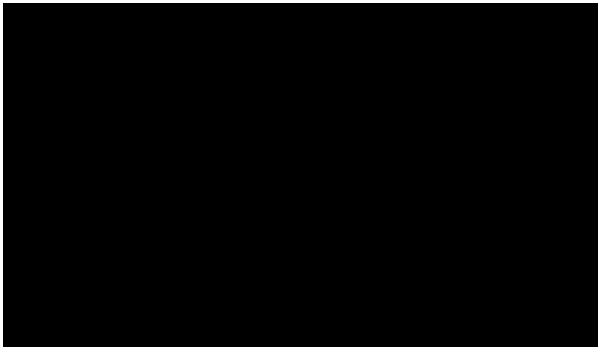


Le presentaré un resumen de su caso. Ford Motor Company le ayudó con la solicitud de recompra de su 2023 Ford Bronco Sport. Fue un placer trabajar con usted. De ahora en adelante, trabajará con nuestro equipo de RAV. Si tiene alguna inquietud, no dude en contactarme.

También quería informarle sobre una breve encuesta que le enviaremos sobre la asistencia que le brindé una vez cerrado su caso. Constará de 5 preguntas breves. Las dos preguntas finales le pedirán que califique del 1 al 5 cómo se sintió al recuperar su confianza en Ford y la probabilidad de recomendarlo con base en la asistencia que le brindé. Así es como me califica y cómo puedo mejorar mis habilidades de atención al cliente con sus comentarios.

Si tiene alguna pregunta o necesita más información, no dude en contactarnos. Estaremos encantados de ayudarle en todo lo que necesite.

Gracias por formar parte de la familia Ford,



CASE ATTACHMENTS: