

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 07-27-2024 CLOSED: 10-15-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | Buyback Assistance | Customer has vehicle |
DEALER NAME: Gus Machado Ford Inc
PA CODE: 04931 DLR SALES CODE: 24070 REGION: S3 ZONE: S3A
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 22,438
BODY STYLE: R9D - BRONCO SPORT 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 | Slow Crank/Battery | Always
ANALYST NAME: Ahrayvia Robinson OPEN ANALYST NAME: # FordTCC-DS-PROD01-CX
COMMENTS:
2024-07-29 14:25:19

UPTIME
VIN: [REDACTED] ('22 BRONCO SPORT)
RO# 152978
RO Open Date 7/27/24
Dealer Name Lincoln of Cutler Bay
Has a tech assigned? PENDING
Repair Status Vehicle Booked Into Dealer

2024-07-29 14:26:15

SWOOP
Customer Name: [REDACTED]
Customer Number: [REDACTED]
Odometer:
20000
Job Description: need new battery by the big barn at larger head s Miami marina
Drop Off Location: LINCOLN OF CUTLER BAY 11373 11020 SW 186 STREET, MIAMI, FL 33157
Drop Off Location Type: Dealership

2024-07-29 14:27:20

Ahrayvia Robinson/Arobi195@ford.com /79466

Dlr @
VIN:
SA:
SA EXT/EMAIL:
SM:
SM EXT/EMAIL:
RO:
LINE:
MILE:
OPEN:
PART NUMBER:

ISSUE/STATUS: OBCD – I called to speak with service. No answer, voicemail box full.

NEXT STEP: fu w/ dlr for tow event details

ARTICLE(S) USED:

Ahrayvia Robinson
She | Her | Hers
Proactive Customer Dealer Advocate

Ö: (866) 631-3788 ext. 79466

Service Advisor:
Customer Name:
Customer Number:
Customer Email:
CLV:
VIN:
Is the veh there?
Mileage?
RO#
RO date:
Line:
Veh Concern?
Diagnosis:
Repairs ETA:
Does the dlr Offer delivery?
Rental?
Loaner?
Warrantable?
Technician Pending or assigned?

2024-07-29 17:40:49

Ahrayviah Robinson/Arobi195@ford.com /79466

Dlr @
VIN:
SA:
SA EXT/EMAIL:
SM:
SM EXT/EMAIL:
RO:
LINE:
MILE:
OPEN:
PART NUMBER:

ISSUE/STATUS: OBCD – I called to speak with service. no answer, mailbox full.

NEXT STEP: email dlr.

ARTICLE(S) USED:

Ahrayviah Robinson
She | Her | Hers
Proactive Customer Dealer Advocate

Ö: (866) 631-3788 ext. 79466

Service Advisor:
Customer Name: [REDACTED]
Customer Number: [REDACTED]
Customer Email:
CLV:
VIN:
Is the veh there?
Mileage?
RO#
RO date:
Line:
Veh Concern?
Diagnosis:
Repairs ETA:
Does the dlr Offer delivery?
Rental?
Loaner?
Warrantable?
Technician Pending or assigned?

2024-07-29 17:47:12

Ahrayviah Robinson/Arobi195@ford.com /79466

cust @ [REDACTED]
ISSUE/STATUS: OBCC –
NEXT STEP:

ARTICLE(S) USED:

Ahrayviah Robinson
She | Her | Hers
Proactive Customer Dealer Advocate

Ö: (866) 631-3788 ext. 79466

2024-07-31 18:02:07

Ahrayviah Robinson/Arobi195@ford.com /79466

Dlr @
VIN:
SA:
SA EXT/EMAIL:
SM:
SM EXT/EMAIL:
RO:
LINE:
MILE:
OPEN:
PART NUMBER:

ISSUE/STATUS: OBCD – I called to speak with service. I asked for veh diag. Program had something running in background and caused battery to go dead, did software update. No draw found.

NEXT STEP: fu w/ cust.

ARTICLE(S) USED:

Ahrayviah Robinson
She | Her | Hers
Proactive Customer Dealer Advocate

O: (866) 631-3788 ext. 79466

Service Advisor:
Customer Name: [REDACTED]
Customer Number: [REDACTED]
Customer Email:
CLV:
VIN:
Is the veh there?
Mileage?
RO#
RO date:
Line:
Veh Concern?
Diagnosis:
Repairs ETA:
Does the dlr Offer delivery?
Rental?
Loaner?
Warrantable?
Technician Pending or assigned?

2024-07-31 18:21:20

lbc from the cust:

the cust wanted to speak with agent. agent was not avail. agent will follow up with the cust within 24hrs.

next steps: fcr

MYSTIC ROSE
She | Her | Hers
Customer Experience Specialist
O: (800) 392-3673 ext. 79092
Office Hours: 12:30pm-9:00pm

2024-07-31 18:34:10

Ahrayviah Robinson/Arobi195@ford.com /79466

cust [REDACTED]
ISSUE/STATUS: OBCC – I spoke with cust and adv of veh being repaired and diag info. Cust adv veh was completely shut off. Cust adv veh has not been driving the same, doesnt have faith in veh. Cust couldnt put veh in neutral when veh shut down. Cust has concerns issue would happen again with this being the second time veh is needing a reprogramming. I offered cust buyback review and asked buyback questions. I adv to cust he would still have to pick up veh while review is ongoing. Cust adv he Ubered while his veh was down. I adv cust to send receipts to email and I adv I would email cust. I adv to cust we can expect buyback decision within 5 business days. I adv cust of debit reimbursement info.
NEXT STEP: email to cust.

ARTICLE(S) USED:

Ahrayviah Robinson
She | Her | Hers
Proactive Customer Dealer Advocate

O: (866) 631-3788 ext. 79466

2024-07-31 19:11:23

NCBRT Melanie Fuller-Heath

"NOT ON OGC LIST"

2024-07-31 19:45:02

NCBRT Melanie Fuller-Heath made Lincoln of Cutler Bay 3056308894 - I provided last 8 of the VIN > [REDACTED] to SM Will Hallstrom then he provided the following information.
Current RO #152978
open date - 7/27
closing today cust picked up today
mileage in - 22438
customer concern - sleep mode
tech findings - incorrect time SSM52307 SYNC inactive deep sleep update TCU to latest software

I thanked him for his time.

2024-07-31 19:46:38

NCBRT Melanie Fuller-Heath

Vehicle does not meet state guidelines for buyback/replacement criteria for FL, due to not enough repair attempts or days down.
Talking Points:
-Deny GFR
-Review notes in milestone
-Veh is not currently at the dealer, if there is a current concern, recommend cust contact dealer for an appt. to have veh diag
-Recommend Dealer Engage Hotline for Repair Assistance
-Follow Repair Assistance Procedures Per Process
-Focus on getting veh repaired

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

2024-08-08 21:30:10

Ahrayviah Robinson/Arobi195@ford.com /79466
cust @ [REDACTED]
ISSUE/STATUS: OBCC – I adv to cust that buyback is denied. Cust adv he does not feel safe with veh and veh makes noise when backing up. I adv to cust we can get second opinion at another dlr since first dlr states they are waiting for parts to be available in 1st quarter of 2025. I adv fu tomorrow for updates on second opinion. Cust adv he works with Brian and Gus Machato Ford.
NEXT STEP: fu w/ dlr for 2nd opinion.

ARTICLE(S) USED:

Ahrayviah Robinson
She | Her | Hers
Proactive Customer Dealer Advocate

Ö: (866) 631-3788 ext. 79466

2024-08-09 18:54:26

Ahrayviah Robinson/Arobi195@ford.com /79466

Dlr @ 7865244023
1 FOR SERVICE>
VIN:
SA:
SA EXT/EMAIL:
SM:
SM EXT/EMAIL:
RO: 152978
LINE:
MILE:
OPEN: 7/27/24
PART NUMBER:

ISSUE/STATUS: OBCC – I called to speak with service for scheduling. I adv of cust concern to see if we can schedule cust in for second opinion. Adv cust came in for same concern not too long ago. Adv they also stated they would have to wait for parts to be available.

NEXT STEP: fu w/ cust.

ARTICLE(S) USED:

Ahrayviah Robinson
She | Her | Hers
Proactive Customer Dealer Advocate

Ö: (866) 631-3788 ext. 79466

2024-08-09 19:01:23

IBC FRM CUST

Cust reaching out to speak with agent regarding case.
Reached out to agent via webex, agent stated she will return cust call shortly.

Ford Motor Company ®
Jasmyn Montejó
Customer Experience Specialist, Ford CXS Team
JMONTEJ4@ford.com | www.ford.com
office#: 866-631-3788 ext. 78926
Office Hour: 8:00AM-4:00PM CST M-F

2024-08-09 19:12:41

Ahrayviah Robinson/Arobi195@ford.com /79466

cust @ [REDACTED]
ISSUE/STATUS: OBCC – I adv to cust updates from dlr. Cust adv he doesnt feel safe in veh. I adv to cust actions taken during case, adv cust can pursue personal options, and offered cust a complimentary esp. Cust adv he would have to speak with wife over the weekend to see if they'd like to take legal action. Cust adv he would reach out Monday.
NEXT STEP: fu w/ cust 8/12.

ARTICLE(S) USED:

Ahrayviah Robinson
She | Her | Hers
Proactive Customer Dealer Advocate

Ö: (866) 631-3788 ext. 79466

2024-08-13 16:45:30

IBC from cust:

Cust requesting to speak with agent.

Cust was advised agent was unavailable and asked if he could leave a voice mail. Cxs transferred cust over to direct ext to leave a voicemail

Next steps: None

FORD MOTOR COMPANY®
Shakera Gilchrist
Customer Experience Specialist, Truck CX Team
sgilchr8@ford.com | www.ford.com
O: 1-866-631-3788 EXT: 79799
M-F 11:00am-7:30pm CST

2024-08-13 17:06:51

IBC from cust:

Cust called back to state veh has broke down again while his wife was driving as of yesterday. Veh has been towed back to the dlrshp.

Cust advised he thinks agent is calling on the back line and clicked over

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Customer Experience Specialist, Truck CX Team
sgilchr8@ford.com | www.ford.com
O: 1-866-631-3788 EXT: 79799
M-F 11:00am-7:30pm CST

2024-08-13 17:07:07

Ahrayviah Robinson/Arobi195@ford.com /79466

cust @ [REDACTED]
ISSUE/STATUS: OBCC – Cust adv veh did the same thing yesterday on the highway. Adv state trooper came over and called for range rover came over and blocked the expressway. Adv when he took it for recall, he saw notes on RO. Cust adv veh is at Gus Machado Ford. Cust adv he needs a rental. Cust adv kids are going back to school tomorrow and needs assistance with alternate transportation before end of business today. Cust would like for buyback to be resubmitted for concern. Cuts adv he does not want to be in contact with counsel regarding this.
NEXT STEP: fu w/ Gus Machado Ford

ARTICLE(S) USED:

Ahrayviah Robinson
She | Her | Hers
Proactive Customer Dealer Advocate

Ö: (866) 631-3788 ext. 79466

2024-08-13 17:21:31

Ahrayviah Robinson/Arobi195@ford.com /79466

Dlr @ 7865244023
1 FOR SERVICE>
VIN: [REDACTED] ('22 BRONCO SPORT)
SA:
SA EXT/EMAIL:
SM:
SM EXT/EMAIL:
RO: 152978
LINE:
MILE:
OPEN: 7/27/24
PART NUMBER:

ISSUE/STATUS: OBCD – I called to speak with service. I asked to speak with Bryan. I adv Bryan of case and asked about alternate transportation. SA adv that they work with Hertz and Enterprise. I've requested for SA to set up a rental. SA adv email is blemus@gusmachadoford.com

NEXT STEP: email SA, fu w/ cust.

ARTICLE(S) USED:

Ahrayviah Robinson
She | Her | Hers
Proactive Customer Dealer Advocate

Ö: (866) 631-3788 ext. 79466

2024-08-13 20:01:39

OGC/DPS VIN List results for [REDACTED] None. 08/13/2024 16:01
Original owner per NAVIS.

Ford Motor Company ®
Megan Adler
Support Team, Ford CX Team
Madler7@ford.com | www.ford.com
Monday – Friday 9:00 AM to 5:30 PM Eastern
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER
**

2024-08-13 20:11:04

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

Talking Points:
-Denied GFR
-Review notes in milestone
-Focus on getting vehicle repaired
-Follow repair process
-Recommend dealer to engage Hotline for repair assistance
-Focus on getting the vehicle repaired, if customer is still having concerns
-Return vehicle to dealer if vehicle is still experiencing issues

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Megan Adler
Support Team, Ford CX Team
Madler7@ford.com | www.ford.com
Monday – Friday 9:00 AM to 5:30 PM Eastern
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER
**

2024-08-14 19:17:39

Ahrayviah Robinson/Arobi195@ford.com /79466

Dlr @ 7865244023
1 FOR SERVICE>
VIN: [REDACTED] ('22 BRONCO SPORT)
SA: [REDACTED]
SA EXT/EMAIL:
SM:
SM EXT/EMAIL:
RO: 152978
LINE:
MILE:
OPEN: 7/27/24
PART NUMBER:

ISSUE/STATUS: OBCD – I called to speak with service. I asked to speak with SA. Adv veh picked up this morning, adv low voltage on battery, dlr retested battery, test drove it to make sure no further issues, called late yesterday afternoon and cust picked up today.

NEXT STEP: fu w/ cust.

ARTICLE(S) USED:

Ahrayviah Robinson
She | Her | Hers
Proactive Customer Dealer Advocate

Ö: (866) 631-3788 ext. 79466

2024-08-16 15:00:48

Ahrayviah Robinson/Arobi195@ford.com /79466

cust @ [REDACTED]
ISSUE/STATUS: OBCC – Cust adv veh is running fine, has not had any issues. I adv to cust buyback decision. I offered cust veh payment and ESP, cust accepted. I for cust to send payment docs to email, I adv fu 8/20 for case updates. Cust verified mailing address and they are not India citizens.
NEXT STEP: cust to send veh pay docs.

ARTICLE(S) USED:

Ahrayviah Robinson
She | Her | Hers
Proactive Customer Dealer Advocate

Ö: (866) 631-3788 ext. 79466

2024-08-21 15:47:20

From: Robinson, Ahrayviah (A.)
Sent: Wednesday, August 21, 2024 10:47 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Fw: Bronco Papers [REDACTED]

Hello Mr. Caro,

Thank you for the documentation. With the vehicle payment and consequential expenses being reimbursed, your debit card total will be \$1238.91 along with the complimentary PremiumCARE extended warranty.

I checked your card status today and everything still shows processing with the card. The extended warranty is also in processing as well. I can check again for further updates Friday.

Thank you for being part of the Ford family,

2024-08-23 21:24:25

From: Robinson, Ahrayviah (A.)
Sent: Friday, August 23, 2024 4:24 PM
To: [REDACTED]
Subject: RE: Fw: Bronco Papers [REDACTED]

Hi Mr. [REDACTED]

I hope you are doing well today. I checked your card status and everything is showing processing still. I will reschedule a follow up 8/27.

Thank you for being part of the Ford family,

2024-09-03 20:56:09

OGC/DPS VIN List results for [REDACTED] None. 09/03/2024 16:56
Original owner per NAVIS.

Ford Motor Company ®
Megan Adler
Support Team, Ford CX Team
Madler7@ford.com | www.ford.com
Monday – Friday 9:00 AM to 5:30 PM Eastern
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER
**

2024-09-03 21:03:30

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

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

Ford Motor Company ®
Megan Adler
Support Team, Ford CX Team
Madler7@ford.com | www.ford.com
Monday – Friday 9:00 AM to 5:30 PM Eastern
** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER
**

2024-09-05 21:30:57

Ahrayvia Robinson/Arobi195@ford.com /79466
cust @
ISSUE/STATUS: OBCC – Cust adv they are working with the BBB and are waiting for next steps on them
contacting Ford.
NEXT STEP: safety net for next steps

ARTICLE(S) USED:

Ahrayvia Robinson
She | Her | Hers
Proactive Customer Dealer Advocate

Ö: (866) 631-3788 ext. 79466

2024-10-10 14:35:28

RAV customer contact is complete

2024-10-14 18:16:07

Supervisor review: approved engaged

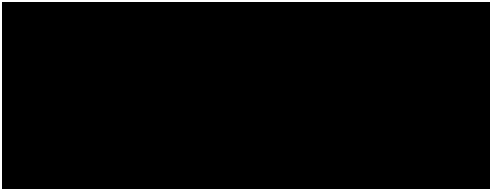
2024-10-14 18:18:47

From: McGregor, Coleen (C.)
Sent: Monday, October 14, 2024 1:18 PM
To: [REDACTED]
Cc: Robinson, Ahrayvia (A.)
Subject: Customer Relationship Center [REDACTED] - Ahrayvia's survey to follow

Good afternoon Ivan,
Just reaching out regarding your recent assistance with our customer relationship center. One of my team members, Ahrayvia advocated on your behalf to get your buyback approved. At this time Re-acquired Vehicle Specialist will assist with your options soon. But if you need anything else please just let us know. If you have anything that has not been addressed or if you are not happy with Ahrayvia's services please respond to this email. I would like to address any concerns you have before taking Ahrayvia's survey. A survey regarding Ahrayvia's assistance should be sent out soon. There are 2 questions on the survey will ask on the "Trust" that Ahrayvia made you have in the brand and the "Likelihood to recommend". These points and the ratings given will only affect Ahrayvia directly here at the relationship center. Please respond to this email if you are not completely happy with Ahrayvia's assistance. I would like to address any concerns you have before taking Ahrayvia's survey. If there is any other feedback, you would like to leave for Ford there is a comment section on the survey. These comments do get reviewed in weekly sessions for Ford to know of any feedback you might have on the vehicle or dealership.
Thank you again for being a loyal Ford customer!
Sincerely,

CASE ATTACHMENTS:

2024-08-13 17:43:51	# Omnichannel
2024-08-13 17:43:52	# Omnichannel
2024-08-13 17:43:52	# Omnichannel
2024-09-14 21:10:32	# Omnichannel





Manufacturer Settlement Offer

CUSTOMER NAME: [REDACTED]
CASE NUMBER: [REDACTED]
TODAY'S DATE: 09/10/24

Ford is pleased to offer a vehicle repurchase using the guidelines of the Florida Lemon Law.

Sincerely,
Mike

Ford Motor Company

Disclaimer: This offer is not valid until it is accepted by the consumer, and the acceptance is communicated to Ford by the BBB AUTOLINE. Ford reserves the right to cancel or change the offer before acceptance.

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 07-30-2024 CLOSED: 08-08-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Clear Path To Repair |
DEALER NAME: Veterans Ford
PA CODE: 06965 DLR SALES CODE: 24204 REGION: S3 ZONE: S3B
VIN [REDACTED] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4
LAST NAME FIRST NAME MIDDLE [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: ODESSA | FL | [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Start/Run/Move | Starting | Slow Crank/Battery | Intermittent
ANALYST NAME: Javaras Ransom OPEN ANALYST NAME: FordTCC-DSUnknow-Prod-CX

COMMENTS:

2024-07-30 14:27:42 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 RO 103695 Ro Date 7/30

2024-07-30 14:30:38 SWOOP Service Location: [REDACTED] FL Odessa USA [REDACTED] Service Location Type: Local Roadside Drop Off Location: VETERANS FORD 06965 (EV, TT) 7201 WEST LINEBAUGH AVENUE, TAMPA, FL 33625 Drop Off Location Type: Dealership Customer Name: [REDACTED] Customer Phone: [REDACTED]

2024-08-06 16:25:50 OBC to DLR: Request status of vehicle. No response received from request sent on 7/30. Veh was towed in on 7/30 and closed on 8/3 for no start/battery replacement. Speaker is Zachary- SA responded. Repair was warrantable. Repair has been completed as of 8/3. VIN: [REDACTED] Service Advisor: Matthew Service Advisor EM: Customer Name: [REDACTED] Customer Number: [REDACTED] Customer Email: Is the veh there? N Mileage? 39095 RO#: 103695 RO date: 7/30 Veh Concern? No start Diagnosis: Completed Repairs ETA: 8/3 Does the dlr Offer delivery? Have the customer been provided rental? loaner? Is the repair Warrantable? No Has a Technician Pending or assigned?Assigned- Completed

2024-08-06 16:34:07 OBC to Cust: Provide verbal contact to confirm cust repair satisfaction for case progression. Verbal contact provided. Repair has been completed. Cust has some concerns on how the repair was completed. The cust brought veh in for oil change and recall work. Dlr completed work. As the cust was driving away the light began to stall out twice. The dlr redid the recall and the cust took veh home. 5 hrs later the veh was towed in for battery concern. Veh was in twice for concern and was getting conflicting updates from dlr during concern. Cust states the dlr had a lack of communication. Cust is not sure how concern was not caught when the veh was in for service. SM was spoken to and provided a battery discount and informed the customer there was not more to be completed. Next steps: Progress case. Ford Motor Company @ Customer Relationship Center – Proactive Customer/Dealer Advocate (PCDA) Javaras Ransom JRANSO14@ford.com | www.ford.com office: 1-866-631-3788 ext.79405

2024-08-06 22:12:43

Ford Motor Company®
Angel Miller-McCall
Business Operations Supervisor – Proactive Customer Dealer Team
amill286@ford.com | www.ford.com
Mon - Fri 7:45 AM – 4:15 PM

SAFETY NET: PCDA may resolve case as Proactive Support Provided: customer engaged.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 07-31-2024 CLOSED: 08-09-2024 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: Power Ford
PA CODE: 20351 DLR SALES CODE: 56300 REGION: W3 ZONE: W3A
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9A - BRONCO SPORT CX430 BASE
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 | Intermittent
ANALYST NAME: Daliyah Campbell OPEN ANALYST NAME: # FordTCC-DS-PROD01-CX
COMMENTS:
2024-07-31 23:27:49

Last 8 of VIN: [REDACTED]
VEHICLE: 2021 Bronco Sport
Customer Name: [REDACTED]
NUMBER: [REDACTED]
DLR: Power Ford
NUMBER: [REDACTED]

OBC to DLR no answer from anyone in service- was unable to leave a message

OBC to CUST to introduce myself- She confirmed the VEH lost power, she was unable to start it. She had mobile service but they couldn't locate the issue so it was towed into the DLR... they told her they are planning on working on the VEH later this evening and should have an update soon- Explained I'll allow them to work on things and will F/U Friday to ensure things are on track
correct email: [REDACTED]
SA- Brendon Orth

Next Steps: Allow DLR to complete diagnosis

Ford Motor Company ®
Proactive Dealer Advocate Team
Daliyah Campbell
dcamp198@ford.com
Office: 1-866-631-3788 ext. {79550}

2024-08-02 18:33:48

OBC to DLR NO ANSWER- phone just kept ringing OBC to DLR again- no answer OBC to DLR again (505) [REDACTED] no answer OBE to DLR Last 8 of VIN: [REDACTED] Good evening, My objective as a Roadside Assistance Proactive Customer Experience Specialist is to work collaboratively with our dealer partners to ensure customer satisfaction after a tow event. I am looking forward to working with you all on getting the customer vehicle repaired. Please provide the following information for proactive review for VIN: [REDACTED] Service Advisor name: • Service Advisor email: • Service Advisor direct line or extension: • Customer Concern: • Diagnosis (if available): • Repair ETA (if available): We will gather more information from the service advisor when provided. Thank you for being a loyal Ford partner and have a wonderful day. OBC to CUST to see if the DLR has been in touch with her-- NO ANSWER- left a detailed VM Next Steps: Confirm diagnosis from DLR Ford Motor Company ® Proactive Dealer Advocate Team Daliyah Campbell dcamp198@ford.com Office: 1-866-631-3788 ext. {79550}

2024-08-05 19:07:16

OBC to DLR no one in service is answering IBE from DLR Good afternoon. I do not show an open RO for this customer here. OBE to DLR Thank you for the update-- Does it show that the vehicle is there now? If so, is there an ETA for when the diagnosis will be completed? Thanks for your partnership! OBC to CUST for an update- NO ANSWER- left a detailed VM Next Steps: Will try DLR and CUST again tomorrow Ford Motor Company ® Proactive Dealer Advocate Team Daliyah Campbell dcamp198@ford.com Office: 1-866-631-3788 ext. {79550}

2024-08-06 16:22:53

IBE from DLR No ma'am. I still do not have an RO for that vin OBC to CUST to confirm VEH details- NO answer- left a detailed VM with my contact info OBE to CUST Good evening, I contacted you via phone today from the Ford Motor Company Proactive support team since your vehicle was recently towed into Power Ford. I wanted to reach out as your advocate to help the repair process along for you. You mentioned that your service advisor was Brendon, so I wanted to verify if your car was taken to Power Ford or Chalmers Ford. I will try reaching out to you again tomorrow, I look forward to speaking with you. Please feel free to reach out to me if you have any questions or concerns. My contact information is listed below. Next Steps: Confirm VEH details Ford Motor Company ® Proactive Dealer Advocate Team Daliyah Campbell dcamp198@ford.com Office: 1-866-631-3788 ext. {79550}

2024-08-07 20:11:02

OBC to DLR (505) 234-1131 no answer OBC to DLR again- no answer from service OBC to CUST was sent to VM- left a detailed message with contact info OBE to CUST Hello [REDACTED] I've been trying to get in touch with you for a couple of days but have been unsuccessful. I wanted to verify some things regarding your vehicle. Did you get my previous email and voicemails? I'm going to try reaching out to you again on Friday, August 9th. I look forward to hearing from you. Next Steps: Confirm VEH info from CUST Ford Motor Company ® Proactive Dealer Advocate Team Daliyah Campbell dcamp198@ford.com Office: 1-866-631-3788 ext. {79550}

2024-08-09 16:45:14

OBC to DLR 5052257288 to verify completion-- Spoke with Destiny in service who confirmed that the VEH was picked up on August 1st OBC to CUST [REDACTED] to confirm final satisfaction- NO ANSWER- left a detailed VM CUST SENT ME AN EMAIL SAYING THAT SHE DOES NOT NEED ANY FURTHER ASSISTANCE BUT SHE DOES PLAN ON TRADING IN THE VEH Next Steps: send closing email and close case Ford Motor Company ® Proactive Dealer Advocate Team Daliyah Campbell dcamp198@ford.com Office: 1-866-631-3788 ext. {79550}

2024-08-09 16:50:04

OBE to CUST Hello [REDACTED] Thank you for allowing us at the Ford Motor Company Proactive Support team to assist you with your vehicle repairs. It was a pleasure to be able to partner with Power Ford to address your concerns. I hope that your experience was both pleasurable and valuable. My primary goal is to leave a positive customer experience with you as one of our valued customers and we hope that your experience met your expectations. Since you have confirmed that you got your vehicle back, and you have not mentioned having any further issues: I will be closing this case. If you have any further questions or concerns regarding this repair, or any additional comments or feedback, please do not hesitate to contact me directly at 1-866-631-3788 ext. 79550 or by email at dcamp198@ford.com . If I'm unavailable, please leave me a detailed message and I will return your call as soon as possible. Please reference the case number indicated above for a quicker response. Please look for an email within the next few days that includes a brief survey regarding your experience with me. Please keep in mind that this survey is about me proactively reaching out about your vehicle repair updates, and how you feel I did personally with handling your case. Your feedback is important to us to improve our customer's overall experience. Thank you for being a valued customer and a part of the Ford family.

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 08-02-2024 CLOSED: 08-09-2024 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 | Repair Complete
DEALER NAME: Hacienda Ford
PA CODE: 04446 DLR SALES CODE: 52104 REGION: C2 ZONE: C2D
VIN: ██████████ MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4
LAST NAME FIRST NAME MIDDLE: ██████████
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: EDINBURG | TX | ██████████ | USA
HOME PHONE: ██████████
SYMPTOMS: Start/Run/Move | Starting | No Crank | Always
ANALYST NAME: Tabrionna Butler OPEN ANALYST NAME: FordTCC-DSUnknow-Prod-CX
COMMENTS:

2024-08-02 14:11:23 ***UPTIME RESEARCH FINDINGS*** R.O#: 876688 R.O OPEN DATE: Aug 1, 2024 DEALER NAME: Hacienda Ford REPAIR STATUS: Pending Technician Assignment TECH ASSIGNED: NO TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Advocate-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:30am-5:00pm CST

2024-08-02 14:27:49 OBC to Dealer 9563831615 CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: Verify cust/vehicle info & obtain R.O information Notes: Spoke to Jenni in service advised seeking R.O details, provided VIN. PCDA confirmed cust contact & obtained pertinent info needed. Jenni stated no tech assigned as of yet. Cust concern- vehicle turned off when cust came to a stop, recalls P&A CODE: 04446 Last 8 of VIN: NRE07433 WSD: 11/17/2022 VEHICLE: 2022 Bronco Sport MILEAGE: 35363 RO NUMBER: 876688 SERVICE ADVISOR NAME/EMAIL: Erica DATE VEHICLE ARRIVED ON: 8/1/24 DIAGNOSIS FINDINGS: TBD IS THE REPAIR WARRANTABLE: TBD PART NUMBER: N/A CUSTOMER'S PHONE NUMBER: ██████████ CUSTOMER'S NAME: ██████████ ADMIN: ██████████ CLV: 99 DATE VEHICLE LEFT ON: N/A DEALERSHIP OFFER DELIVERY: YES CUSTOMER IN RENTAL? ADD RENTAL VIN/DETAILS: NO NEXT STEPS: Initial contact to cust TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Advocate-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:30am-5:00pm CST

2024-08-05 19:18:01 ***See ██████████ for Call Record*** OBC to Dealer 9563831615 CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: vehicle status Notes: Spoke to Karen in service advised seeking update on vehicle. Karen advised from the notes, tech is currently diagnosing the vehicle. PCDA requested to speak with current assigned S.A Erica, line was transferred. Erica advised diag determined battery failure, will replace battery and complete recalls. Vehicle should be ready by EOD. Next Steps: FU w/ cust to advise TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Advocate-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:30am-5:00pm CST

2024-08-05 19:38:21 OBC to Cust ██████████ CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: vehicle status Notes: Interpreter Paula spoke to cust, explained role. PCDA advised cust that tech is currently working on his vehicle and it may be ready for pick up by EOD. Advised cust to wait to receive contact from the dlr stating his vehicle is ready for pick up & PCDA will FU on 8/6 for CSAT Next Steps: FU on 8/6 for CSAT TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Advocate-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:30am-5:00pm CST

2024-08-08 22:09:29 OBC to Cust ██████████ CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: CSAT Notes: INTERPRETER BRIANNA ID#435670 PCDA advised seeking cust feedback. Cust advised vehicle is working fine, service from dealer was good. PCDA provided survey prompt. Next Steps: move to close TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Advocate-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:30am-5:00pm CST

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 08-13-2024 CLOSED: 09-13-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | Proactive Support | |
DEALER NAME: Sam Galloway Ford, Inc.
PA CODE: 04845 DLR SALES CODE: 24480 REGION: S3 ZONE: S3B
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: CAPE CORAL | FL | [REDACTED] USA
HOME PHONE [REDACTED]
SYMPTOMS: Start/Run/Move | Starting | No Crank | Intermittent
ANALYST NAME: Javaras Ransom OPEN ANALYST NAME: # FordTCC-DS-PROD01-CX
COMMENTS:
2024-08-13 14:33:14 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 RO 965379 RO Open 8/12
2024-08-13 15:00:28 SWOOP Service Location: [REDACTED] FL Cape Coral USA [REDACTED] Service Location Type: Parking Garage Drop Off Location: SAM GALLOWAY LINCOLN 04845 (EV, TT) 1800 BOY SCOUT DR., FORT MYERS, FL 33907 Drop Off Location Type: Dealership Customer Name: [REDACTED] Customer Phone: [REDACTED]
2024-08-22 17:47:13 OBC to DLR: Request status of vehicle concern. Obtain RO details. Verbal contact provided to confirm status. No response to contact. Informed Christopher Groh that assistance would be needed due to no response and was informed to send list of VINs for response. Next steps: Email Chris. Set follow up for response. Set follow up for recontact. Ford Motor Company @ Customer Relationship Center – Proactive Customer/Dealer Advocate (PCDA) Javaras Ransom JRANSO14@ford.com | www.ford.com office: 1-866-631-3788 ext.79405
2024-08-28 15:25:35 [REDACTED] Email sent on 8/13 and 8/16 (I do not show any open tickets on this one do you have a closed/pickup date)
Vehicle needed battery and did recall. released on 8/15/24 to customer.
2024-08-28 15:49:34 OBC to Cust: Provide verbal contact to confirm repair satisfaction of completed no start/battery concern. The veh broke down 8/12. The dlr completed repair and recall. Veh drove fine for 12 days. Monday of this week warning for charging issues indicated 12v concern. Veh towed this morning back to Ford for repair. The service advisor informed customer they would provide updates by phone or text message. Cust has opted in to SMS. Cust states they don't have an opening until 9/5. Cust states service has not provided good service. Cust states it took 6 1/2 hr for tow to pick up. Cust had to get an uber to rent a vehicle. Cust lives 13 miles away. Dlr informed he would need to be 10 miles to get an alternative transportation. Dlr requested to know who informed the customer of the rental information that was not accurate. SA is Marcio Espanoza. Cust informed a conference call can be completed. Cust request to wait for dlr to complete concern. Cust has expressed a need for alternative transportation. Cust request text follow up for best method for contact. Cust states the person who provided the inaccurate rental details name started with W but no additional information. Cust informed of next follow up date. OBC to DLR: Send email to service requesting a status on the diagnosis for returning vehicle concern. Next steps: Set follow up for recontact on 9/5. Send email to service. Monitor for response. Ford Motor Company @ Customer Relationship Center – Proactive Customer/Dealer Advocate (PCDA) Javaras Ransom JRANSO14@ford.com | www.ford.com office: 1-866-631-3788 ext.79405
2024-09-05 20:38:01 Uptime indicates the repair was completed on 8/15. Veh shows to have returned on 8/29. OBC to DLR: Provide contact to confirm vehicle status. Verbal contact provided. Line only rings to service. Next steps: Send email to dlr requesting status and SMS to customer by request informing of delay with update. Ford Motor Company @ Customer Relationship Center – Proactive Customer/Dealer Advocate (PCDA) Javaras Ransom JRANSO14@ford.com | www.ford.com office: 1-866-631-3788 ext.79405
2024-09-12 18:44:23 OBC to Cust: Provide verbal contact to the customer to confirm repair satisfaction. Final Attempt. Next Steps: Close case as a duplicate. [REDACTED]. Cust contacted on case as well until repair completion. Next Step: Progress case. Task Ford Motor Company @ Customer Relationship Center – Proactive Customer/Dealer Advocate (PCDA) Javaras Ransom JRANSO14@ford.com | www.ford.com office: 1-866-631-3788 ext.79405
2024-09-12 20:41:23 Ford Motor Company®
Angel Miller-McCall
Business Operations Supervisor – Proactive Customer Dealer Team
amill286@ford.com | www.ford.com
SAFETY NET: PCDA may resolve case as Proactive Support Provided: customer not engaged.

CASE ATTACHMENTS:

CASE NUMBER: ██████████STATUS: Information Provided

OPEN: 08-31-2024CLOSED: 09-04-2024BUSINESS UNIT NAME: Ford

RESPONSE TEAM: US Customer Roadside Proactive NA CRCCOMMUNICATION: Proactive

CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Customer pay repair |

DEALER NAME: Seminole Ford

PA CODE: 00773DLR SALES CODE: 52662REGION: C1ZONE: C1W

VIN: ██████████MODEL YEAR: 2022MODEL: MAVERICKMILEAGE:

BODY STYLE: W8F - MAVERICK SUPERCREW 4X4 AWD

LAST NAME FIRST NAME MIDDLE: ██████████ |

ADDRESS:

CITY STATE ZIP COUNTRY: | | |

HOME PHONE: ██████████

SYMPTOMS: Start/Run/Move | Starting | UNKNOWN | UNKNOWN

ANALYST NAME: Lakiaya StephensOPEN ANALYST NAME: # FordTCC-DS-PROD01-CX

COMMENTS:

2024-09-03 17:42:24Lakiaya Stephens Lakiaya.Stephens/79638/LSTEPH55@ford.com OBC to DLR: 4053822222 Reason for call: Tow Event Last 8 of VIN: ██████████ Vehicle: 2022 Ford Maverick Service Advisor: Lexii Customer Name: ██████████ Customer Number: ██████████ WSD: 1/10/2022 Mileage- 54,022 RO# ██████████ RO open date: 8-31-24 Is Veh at DLR: Yes ven Concern: died while driving Diagnosis: repalce battery - customer pay ETA Repair Completion: N/A Offer Delivery? Yes Rental? NO Loaner? NO Warrantable? Technician Pending or assigned? assigned No Further Action Customer pay repair Ford Motor Company © Lakiaya Stephens Proactive Roadside Customer Dealer Advocate LSTEPH55@ford.com | www.ford.com Hours: Mon – Fri 7:00 a.m. - 3:30 p.m. (Central) Office: 866-631-3788 ext. 79638-3788 ext. 79638

2024-09-04 14:54:15

Safety Net Reviewed

Ok to close customer not engaged

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 09-04-2024 CLOSED: 10-17-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | Proactive Support | No Action Needed |
DEALER NAME: Casa Ford
PA CODE: 20455 DLR SALES CODE: 52210 REGION: C1 ZONE: C1C
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: EL PASO | TX | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Start/Run/Move | Starting | No Crank | Always
ANALYST NAME: Lakiaya Stephens OPEN ANALYST NAME: # FordTCC-DS-PROD01-CX
COMMENTS:
2024-09-04 17:59:02 Customer Name: [REDACTED] Customer Phone: [REDACTED]
2024-09-04 18:04:46

OBC to dlr I spoke to Claudia in service. She informed me the that the vehicle is there. The SA is Chris. The vehicle would not start.
Ro number: 337835

Next steps: Follow up with dlr for recommended repair and ETA on repair completion.

Ford Motor Company ®
Proactive Roadside Customer Dealer Advocate
Monica Ramos
Mramos81@ford.com
Office: 866.631.3788 ext. 79101
Efax:866.348.0500
Monday-Friday 7:00am-3:30pm CST

2024-09-06 17:14:49 Lakiaya Stephens Lakiaya.Stephens/79638/LSTEPH55@ford.com OBC to dealer-9157792272 SA- Sergio RO- 337835 9-4-24 Open date Concern- Transmission issues and no start Ford Motor Company ® Lakiaya Stephens Proactive Roadside Customer Dealer Advocate LSTEPH55@ford.com | www.ford.com Hours: Mon – Fri 7:00 a.m. - 3:30 p.m. (Central) Office: 866-631-3788 ext. 79638-3788 ext. 79638

2024-09-06 18:22:52 Lakiaya Stephens Lakiaya.Stephens/79638/LSTEPH55@ford.com OBC to cust- [REDACTED] Pro support /Verify Took dealer 3 days to get back to customer No Loaner offered to the customer prior repair customer advised when she requested a loaner the dealer advised her no up front she advised she did not appreciate that as it brought a inconvenience as far as work and school for her children Veh died on the customer while driving veh repairs completed dealer has contacted the customer to pick the vehicle up I will look into ESP for customer NS fu monday Ford Motor Company ® Lakiaya Stephens Proactive Roadside Customer Dealer Advocate LSTEPH55@ford.com | www.ford.com Hours: Mon – Fri 7:00 a.m. - 3:30 p.m. (Central) Office: 866-631-3788 ext. 79638-3788 ext. 79638

2024-09-10 14:17:49 Lakiaya Stephens Lakiaya.Stephens/79638/LSTEPH55@ford.com OBC to cust- [REDACTED] 5 years/ 75,000 Miles ESP Prem Care offer No answer VM left for customer Ford Motor Company ® Lakiaya Stephens Proactive Roadside Customer Dealer Advocate LSTEPH55@ford.com | www.ford.com Hours: Mon – Fri 7:00 a.m. - 3:30 p.m. (Central) Office: 866-631-3788 ext. 79638-3788 ext. 79638

2024-09-18 20:25:42 Lakiaya Stephens Lakiaya.Stephens/79638/LSTEPH55@ford.com OBC to cust- [REDACTED] 5 years/ 75,000 Miles ESP Prem Care offer No answer no further action close case Ford Motor Company ® Lakiaya Stephens Proactive Roadside Customer Dealer Advocate LSTEPH55@ford.com | www.ford.com Hours: Mon – Fri 7:00 a.m. - 3:30 p.m. (Central) Office: 866-631-3788 ext. 79638-3788 ext. 79638

2024-09-18 20:26:20 Lakiaya Stephens Lakiaya.Stephens/79638/LSTEPH55@ford.com >>> Hello, In reference to CAS- [REDACTED] As I will be resolving your case, please look for an email within the next 24 hours with a brier survey regarding your experience with me in completing your case – Ford / Lincoln and I value your candid feedback to understand how we can improve in the future. Should you need to contact me again, you may reach me directly at LSTEPH55@ford.com or by phone at 1-866-631-3788, ext. 79638. If I'm unavailable, please leave me a detailed message and I will return your call as soon as possible. Note: for a quicker response, please provide your case number indicated above. Thank you again for contacting Ford, I appreciate your loyalty. Ford Motor Company ® Lakiaya Stephens Proactive Roadside Customer Dealer Advocate LSTEPH55@ford.com | www.ford.com Hours: Mon – Fri 7:00 a.m. - 3:30 p.m. (Central) Office: 866-631-3788 ext. 79638

2024-09-20 15:08:09 inboud- calling to see if esp was added messaged her agent - call dropped
Amber Bolden
CX Experience Specialist, Ford CSX Team
abolde15@ford.com
866-631-3788 ext. 178995
Available 7:30AM-4PM Off Sun & Thurs

2024-09-20 17:30:07 Lakiaya Stephens Lakiaya.Stephens/79638/LSTEPH55@ford.com OBC to dealer- [REDACTED] verify repair RO- 337835 oil change completed multi point inspection diag for no start concern tested battery battery failed replaced battery Open 9-4-24 Still open REPAIR COMPLETED Ford Motor Company ® Lakiaya Stephens Proactive Roadside Customer Dealer Advocate LSTEPH55@ford.com | www.ford.com Hours: Mon – Fri 7:00 a.m. - 3:30 p.m. (Central) Office: 866-631-3788 ext. 79638-3788 ext. 79638

2024-09-20 17:38:38

Safety Net Reviewed

Please submit to me as the approver as TL cannot approve non warrant able repair concerns.

2024-09-25 19:14:21

Lakiaya Stephens Lakiaya.Stephens/79638/LSTEPH55@ford.com OBC to cust- [REDACTED] PRE CARE OFFER- CUST Interested accepted offer I advised customer the ESP has been sent over for approval once it has been uploaded I will follow up Ford Motor Company © Lakiaya Stephens Proactive Roadside Customer Dealer Advocate LSTEPH55@ford.com | www.ford.com Hours: Mon – Fri 7:00 a.m. - 3:30 p.m. (Central) Office: 866-631-3788 ext. 79638-3788 ext. 79638

2024-10-09 17:05:37

Safety Net Reviewed

Customer accepted offer
Advocate reactivated case to submit ESP
ESP has been transmitted

2024-10-15 17:01:16

Lakiaya Stephens Lakiaya.Stephens/79638/LSTEPH55@ford.com OBC to cust- [REDACTED] No answer CASE CLOSURE ESP has been added to VIN no answer vm left for customer . Ford Motor Company © Lakiaya Stephens Proactive Roadside Customer Dealer Advocate LSTEPH55@ford.com | www.ford.com Hours: Mon – Fri 7:00 a.m. - 3:30 p.m. (Central) Office: 866-631-3788 ext. 79638-3788 ext. 79638

2024-10-17 18:42:14

Lakiaya Stephens Lakiaya.Stephens/79638/LSTEPH55@ford.com OBC to cust- [REDACTED] CASE CLOSURE ESP has been added to VIN no answer vm left for customer . [REDACTED]
COVERAGE CATEGORY: CCOMPPRM 0995 - USA 2025 NEW 60/75,000 PREMIUMCARE W/ROADSIDE
STANDARD DEDUCTIBLE:100 USDOWNER NAME: [REDACTED] OPTIONS: EXPIRATION
DATE:09/26/2027DISTANCE:75000RENTAL:40 UP TO 10 DAYS TOWING:0 USDCONTRACT SOLD
BY:USA 48996ESP CONTRACT START DATE: 09/26/2022 ESP CONTRACT START DATE: 09/26/2022
CONTRACT SIGNATURE DATE: 10/09/2024. CONTRACT START DISTANCE: 23603. OWNER OF
VEHICLE MUST MATCH OWNER NAME ON OASIS FOR COVERAGE TO APPLY. No further action
Survey Prompted on call Ford Motor Company © Lakiaya Stephens Proactive Roadside Customer Dealer
Advocate LSTEPH55@ford.com | www.ford.com Hours: Mon – Fri 7:00 a.m. - 3:30 p.m. (Central) Office:
866-631-3788 ext. 79638-3788 ext. 79638

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 09-10-2024 CLOSED: 10-09-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Shop Capacity |
DEALER NAME: Sewell Ford
PA CODE: 02561 DLR SALES CODE: 52572 REGION: C1 ZONE: C1C
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: ODESSA | TX [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Start/Run/Move | Starting | UNKNOWN | UNKNOWN
ANALYST NAME: # FordGCCTUTM-PROD OPEN ANALYST NAME: # FordTCC-DS-PROD01-CX
COMMENTS:
2024-09-10 17:27:55 Lakiaya Stephens Lakiaya.Stephens/79638/LSTEPH55@ford.com OBC to DLR: 4324980421 Reason for call: Tow Event Last 8 of VIN: [REDACTED] Vehicle: 2021 Bronco Sport Service Advisor: Customer Name: [REDACTED] No answer from service Ford Motor Company ® Lakiaya Stephens Proactive Roadside Customer Dealer Advocate LSTEPH55@ford.com | www.ford.com Hours: Mon – Fri 7:00 a.m. - 3:30 p.m. (Central) Office: 866-631-3788 ext. 79638-3788 ext. 79638
2024-09-10 17:41:38 Lakiaya Stephens Lakiaya.Stephens/79638/LSTEPH55@ford.com OBC to cust- [REDACTED] Pro support/ Verify NO answer Ford Motor Company ® Lakiaya Stephens Proactive Roadside Customer Dealer Advocate LSTEPH55@ford.com | www.ford.com Hours: Mon – Fri 7:00 a.m. - 3:30 p.m. (Central) Office: 866-631-3788 ext. 79638-3788 ext. 79638
2024-09-11 12:51:20
OBC to dlr. I spoke to the receptionist Shayla and provided the last 8 of the VIN she informed me that the vehicle is there, and the Oscar is the SA
oscar.rodriquez@teamsewell.com .
Ford Motor Company ®
Proactive Roadside Customer Dealer Advocate
Monica Ramos
Mramos81@ford.com
Office: 866.631.3788 ext. 79101
Efax:866.348.0500
Monday-Friday 7:00am-3:30pm CST
2024-09-11 12:56:52
OBE to SA Oscar
Good morning,
Our records indicate that a vehicle for our mutual customer was towed in through roadside. We are here to offer support to you and the customer while the vehicle is in for service. Can you please provide the following details for VIN: [REDACTED]
Concern:
Diag:
Rec. Repair:
Ro Number:
Ro Mileage:
Is customer in a rental/loaner:
ETA on repair completion:
2024-09-11 13:00:04
OBC to customer I explained the reason of the call and let the customer know that we will be here to support him and the dlr while the vehicle is in for service. Customer informed me that the reason the vehicle was towed in was because the vehicle shut down and would only operate by battery and cables. He has not heard from Oscar since the vehicle has been towed in. I let him know that we will gather more details from Oscar and provide them to him. Customer is satisfied.
Next steps: gather ro details from SA Oscar.
Ford Motor Company ®
Proactive Roadside Customer Dealer Advocate
Monica Ramos
Mramos81@ford.com
Office: 866.631.3788 ext. 79101
Efax:866.348.0500
Monday-Friday 7:00am-3:30pm CST
2024-09-13 20:01:02 Lakiaya Stephens Lakiaya.Stephens/79638/LSTEPH55@ford.com OBC to DLR: 4324980421 VIN: [REDACTED] SA- RO- no answer from service .. Ford Motor Company ® Lakiaya Stephens Proactive Roadside Customer Dealer Advocate LSTEPH55@ford.com | www.ford.com Hours: Mon – Fri 7:00 a.m. - 3:30 p.m. (Central) Office: 866-631-3788 ext. 79638-3788 ext. 79638

2024-09-17 18:18:26 Lakiaya Stephens Lakiaya.Stephens/79638/LSTEPH55@ford.com OBC to DLR: 4324980421 VIN: [REDACTED] SA- Oscar RO- 560231 Battery replacement needed leak in seal as well Customer Pay so far SA advised he will reach out to ESP for coverage Ford Motor Company @ Lakiaya Stephens Proactive Roadside Customer Dealer Advocate LSTEPH55@ford.com | www.ford.com Hours: Mon – Fri 7:00 a.m. - 3:30 p.m. (Central) Office: 866-631-3788 ext. 79638-3788 ext. 79638

2024-09-17 18:34:53 Lakiaya Stephens Lakiaya.Stephens/79638/LSTEPH55@ford.com OBC to cust-[REDACTED] Update Cust looking for ETA on repair completion - Email-[REDACTED] Address-[REDACTED] OD TX [REDACTED] Ford Motor Company @ Lakiaya Stephens Proactive Roadside Customer Dealer Advocate LSTEPH55@ford.com | www.ford.com Hours: Mon – Fri 7:00 a.m. - 3:30 p.m. (Central) Office: 866-631-3788 ext. 79638-3788 ext. 79638

2024-09-18 18:04:39 Lakiaya Stephens Lakiaya.Stephens/79638/LSTEPH55@ford.com OBC to DLR: 4324980421 VIN: [REDACTED] SA- Oscar RO- 560231 SA unvail upon call Ford Motor Company @ Lakiaya Stephens Proactive Roadside Customer Dealer Advocate LSTEPH55@ford.com | www.ford.com Hours: Mon – Fri 7:00 a.m. - 3:30 p.m. (Central) Office: 866-631-3788 ext. 79638-3788 ext. 7963

2024-09-19 16:45:09 Lakiaya Stephens Lakiaya.Stephens/79638/LSTEPH55@ford.com OBC to DLR: 4324980421 VIN: [REDACTED] SA- Oscar RO- 560231 sa unvail Ford Motor Company @ Lakiaya Stephens Proactive Roadside Customer Dealer Advocate LSTEPH55@ford.com | www.ford.com Hours: Mon – Fri 7:00 a.m. - 3:30 p.m. (Central) Office: 866-631-3788 ext. 79638-3788 ext. 7963

2024-09-23 18:31:33 Lakiaya Stephens Lakiaya.Stephens/79638/LSTEPH55@ford.com OBC to DLR: 4324980421 VIN: [REDACTED] SA- Oscar RO- 560231 repairs completed charging system failing re diagnosis needed for vehicle Ford Motor Company @ Lakiaya Stephens Proactive Roadside Customer Dealer Advocate LSTEPH55@ford.com | www.ford.com Hours: Mon – Fri 7:00 a.m. - 3:30 p.m. (Central) Office: 866-631-3788 ext. 79638-3788 ext. 79638

2024-09-27 19:59:31

Lakiaya Stephens
Lakiaya.Stephens/79638/LSTEPH55@ford.com

Ford Motor Company @
Lakiaya Stephens
Proactive Roadside Customer Dealer Advocate
LSTEPH55@ford.com | www.ford.com
Hours: Mon – Fri 7:00 a.m. - 3:30 p.m. (Central)
Office: 866-631-3788 ext. 79638-3788 ext. 79638

2024-10-01 17:02:45 Lakiaya Stephens Lakiaya.Stephens/79638/LSTEPH55@ford.com OBC to DLR: 4324980421 VIN: [REDACTED] SA- Oscar RO- 560231 No answer from service Ford Motor Company @ Lakiaya Stephens Proactive Roadside Customer Dealer Advocate LSTEPH55@ford.com | www.ford.com Hours: Mon – Fri 7:00 a.m. - 3:30 p.m. (Central) Office: 866-631-3788 ext. 79638-3788 ext. 79638

2024-10-04 18:07:54 Lakiaya Stephens Lakiaya.Stephens/79638/LSTEPH55@ford.com OBC to DLR: 4324980421 VIN: [REDACTED] SA- Oscar RO- 560231 repair completed customer pay No Further action Ford Motor Company @ Lakiaya Stephens Proactive Roadside Customer Dealer Advocate LSTEPH55@ford.com | www.ford.com Hours: Mon – Fri 7:00 a.m. - 3:30 p.m. (Central) Office: 866-631-3788 ext. 79638-3788 ext. 7963

2024-10-07 19:16:00 Lakiaya Stephens Lakiaya.Stephens/79638/LSTEPH55@ford.com OBC to cust-[REDACTED] Satisfactory of repair no answer from cust Ford Motor Company @ Lakiaya Stephens Proactive Roadside Customer Dealer Advocate LSTEPH55@ford.com | www.ford.com Hours: Mon – Fri 7:00 a.m. - 3:30 p.m. (Central) Office: 866-631-3788 ext. 79638-3788 ext. 79638

2024-10-09 18:16:05 Lakiaya Stephens Lakiaya.Stephens/79638/LSTEPH55@ford.com OBC to cust-[REDACTED] Satisfactory of repair no answer from cust No further action Ford Motor Company @ Lakiaya Stephens Proactive Roadside Customer Dealer Advocate LSTEPH55@ford.com | www.ford.com Hours: Mon – Fri 7:00 a.m. - 3:30 p.m. (Central) Office: 866-631-3788 ext. 79638-3788 ext. 79638

2024-10-09 18:18:53 Lakiaya Stephens Lakiaya.Stephens/79638/LSTEPH55@ford.com >>> Hello, In reference to [REDACTED] As I will be resolving your case, please look for an email within the next 24 hours with a brier survey regarding your experience with me in completing your case – Ford / Lincoln and I value your candid feedback to understand how we can improve in the future. Should you need to contact me again, you may reach me directly at LSTEPH55@ford.com or by phone at 1-866-631-3788, ext. 79638. If I'm unavailable, please leave me a detailed message and I will return your call as soon as possible. Note: for a quicker response, please provide your case number indicated above. Thank you again for contacting Ford, I appreciate your loyalty. Ford Motor Company @ Lakiaya Stephens Proactive Roadside Customer Dealer Advocate LSTEPH55@ford.com | www.ford.com Hours: Mon – Fri 7:00 a.m. - 3:30 p.m. (Central) Office: 866-631-3788 ext. 79638

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
 OPEN: 09-16-2024 CLOSED: 10-16-2024 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: Gator Ford
 PA CODE: 03661 DLR SALES CODE: 24902 REGION: S3 ZONE: S3B
 VIN: [REDACTED] MODEL YEAR: 2022 MODEL: MAVERICK MILEAGE: 25,806
 BODY STYLE: W8F - MAVERICK SUPERCREW 4X4 AWD
 LAST NAME FIRST NAME MIDDLE: [REDACTED] |
 ADDRESS [REDACTED]
 CITY STATE ZIP COUNTRY: LITHIA | FL | [REDACTED] USA
 HOME PHONE [REDACTED]
 SYMPTOMS: Start/Run/Move | Starting | No Crank | Always
 ANALYST NAME: Dianne Jolivet OPEN ANALYST NAME: # FordTCC-DS-PROD01-CX
 COMMENTS:
 2024-09-16 19:14:12 Customer Name: [REDACTED] Customer Phone: [REDACTED] INFORMATION FROM UPTIME:
 RO#: 0000000000101532 RO Open Date: 9/16/24 8:42 AM Dealer Name: Gator Ford Has a tech assigned:
 N/A Repair Status: Flag C - Booking to Work Starting 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.
 2024-09-16 19:21:45 OBC to Dealer: 8139803673 • Reason for call: Roadside called • Last 8 of VIN: [REDACTED] • Vehicle:
 MAVERICK • Service Advisor: Scott Brinkman • Service Advisor Email and Contact Info:
 sbrinkman@gatorford.com • Customer Name: [REDACTED] • Customer Number:
 [REDACTED] • Location of Vehicle: at dlr • Dealer Name: Gator Ford • Tech Assigned: Yes •
 Mileage: 25806 • WSD: 7/7/2022 • RO# 101532 • RO Date: 9/16/24 • Veh Concern: Stalled while driving •
 Diagnosis: Veh not diag • Repair Status: Veh not diag • Repairs ETA: Veh not diag • Offer delivery? Yes •
 rental? N/A • loaner? N/A • Warrantable? Veh not diag • Notes: OBC to dlr, spoke to SA Brian. SA gave
 the agent the info on the veh and the info of the SA handling the veh repair. SA was not available to speak to
 agent • Next steps: PDCA will send an email to S, SM and cust • Follow Up: 09/17 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.
 2024-09-17 19:07:12 OBC to CUST (phone [REDACTED]) • Spoke with: [REDACTED] • Regarding: • Information Received:
 Cust states that the towing took 1 1/2 hour to get the cust veh. Cust claims that was a really long time. Cust
 states that the battery is being replaced and a few recalls being performed on the cust veh. Cust is satisfied
 so far with the repairs of the cust veh. Cust informed the agent of their contact info • Information Provided:
 PDCA explained the purpose of the call, documented the cust contact info. Agent informed the cust that the
 agent will check back with the cust once the agent has an update on the veh repairs • Next steps: PDCA will
 set a f/u for 09/20 to speak to cust and SA 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. [REDACTED]
 2024-09-20 13:48:05 OBC to CUST (phone [REDACTED]) • Spoke with: [REDACTED] • Regarding: veh diag • Information
 Received: No answer • Information Provided: PDCA left a detailed VM with contact info • Next steps: PDCA
 will set a f/u for 09/23 to speak to cust and SA 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.
 2024-09-23 14:09:49 OBC to CUST (phone [REDACTED]) • Spoke with: [REDACTED] • Regarding: Cust satisfaction •
 Information Received: No answer • Information Provided: PDCA left a detailed VM with contact info • Next
 steps: PDCA will set a f/u for 09/25 to speak to cust and SA 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.
 2024-09-25 17:04:39 OBC to CUST (phone [REDACTED])
 • Spoke with: [REDACTED]
 • Regarding: Cust satisfaction
 • Information Received: No answer
 • Information Provided: PDCA left a detailed VM with contact info
 • Next steps: PDCA will set a f/u for 09/30 to speak to cust and SA
 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.
 2024-09-30 17:13:04 OBC to CUST (phone # [REDACTED])
 • Spoke with: [REDACTED]
 • Regarding: Cust satisfaction
 • Information Received: No answer
 • Information Provided: PDCA left a detailed VM with contact info
 • Next steps: PDCA will set a f/u for 10/04 to speak to cust and SA
 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.

2024-10-14 17:54:55

OBC to CUST (phone [REDACTED])
• Spoke with: [REDACTED]
• Regarding: Cust satisfaction
• Information Received: No answer
• Information Provided: PDCA left a detailed VM with contact info
• Next steps: PDCA will set a f/u for 10/16 to speak to cust and SA
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.

2024-10-16 17:54:18

OBC to CUST (phone [REDACTED])
• Spoke with: [REDACTED]
• Regarding: Cust satisfaction
• Information Received: No answer
• Information Provided: PDCA left a detailed VM with contact info
• Next steps: PDCA will send recap letter and resolve the case.
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.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 09-19-2024 CLOSED: 09-27-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Clear Path To Repair |
DEALER NAME: Chalmers Ford
PA CODE: 01487 DLR SALES CODE: 56302 REGION: W3 ZONE: W3A
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS 4X4
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 | Intermittent
ANALYST NAME: Daliyah Campbell OPEN ANALYST NAME: # FordTCC-DS-PROD01-CX
COMMENTS:
2024-09-19 16:47:10

Last 8 of VIN: [REDACTED]
VEHICLE: 2022 Bronco Sport
Customer: [REDACTED]
NUMBER: [REDACTED]
DLR: Chalmers Ford
NUMBER: 5058972500

OBC to DLR spoke with Sarah who confirmed
SA: Trevor
RO: 83166
RO date: 9/18/24
Mileage: 35217
Spoke with the SA- Isaac who confirmed that the VEH hesitates to start- It turned off at a red light: VEH is being worked on now-- They confirmed a slow crank and found battery voltage codes: the battery needs to be replaced

OBC to CUST- NO ANSWER- left a detailed VM

Next Steps: confirm completion (second contact attempt)

Ford Motor Company ®
Proactive Dealer Advocate Team
Daliyah Campbell
dcamp198@ford.com
Office: 1-866-631-3788 ext. {79550}

2024-09-23 16:07:18

OBC to CUST to confirm satisfaction (second attempt) NO ANSWER- left a detailed message

Next Steps: third contact attempt

Ford Motor Company ®
Proactive Dealer Advocate Team
Daliyah Campbell
dcamp198@ford.com
Office: 1-866-631-3788 ext. {79550}

2024-09-26 16:33:16

OBC to CUST (THIRD ATTEMPT) NO ANSWER- left a detailed message explaining I will be closing the case

DLR CONFIRMED THE REPAIRS WERE COMPLETED AND VEH HAD BEEN PICKED UP

Next Steps: send closing message and close case

Ford Motor Company ®
Proactive Dealer Advocate Team
Daliyah Campbell
dcamp198@ford.com
Office: 1-866-631-3788 ext. {79550}

2024-09-26 23:57:24

OBE to CUST

Hello,

This correspondence is in response to your case [REDACTED] regarding your 2022 Bronco Sport. I have attempted to contact you between 9/19/24 and 9/26/24; however, there has been no reply. I would like to ensure your concerns have been addressed, as it is my sincere desire that you remain satisfied with your vehicle and the service you received. The dealer did confirm your vehicle has been picked up so we will be closing your case. Unless I hear back from you, I will assume you no longer require my assistance. In the event there are unresolved issues I can assist with, please contact me at 1-866-631-3788, ext. 79550. I am available Monday through Friday between 10:30 am- 7:00 pm Central Standard Time

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 09-26-2024 CLOSED: 10-01-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Clear Path To Repair |
DEALER NAME: Hassett Ford
PA CODE: 11270 DLR SALES CODE: 13091 REGION: N1 ZONE: N1A
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS
LAST NAME FIRST NAME MIDDLE [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: WANTAGH | NY | [REDACTED] USA
HOME PHONE: [REDACTED]
SYMPTOMS: Start/Run/Move | Starting | No Crank | UNKNOWN
ANALYST NAME: # FordGCCTUTM-PROD OPEN ANALYST NAME: FordTCC-DSUnknow-Prod-CX
COMMENTS:
2024-09-26 13:54:08

OBC to Dlr: Cathy states veh is there and it looks like battery was replaced. Agent was placed on hold for Kim to verify info. SA Kim states veh is still being diag but she doesnt think its the battery because veh lost power however tech is starting with battery to see if it will fix concern.
Service Advisor: Kim
Customer Name: [REDACTED]
Customer Number: [REDACTED]
Is the veh there? Y
Mileage?
RO# 617046
RO date 9/25
Veh Concern? no start
Diagnosis: pending

Nxt: obtain diag/ update cust 9/26

Ford Motor Company ®
Customer Relationship Center
PCDA Coordinator
ddixon87@ford.com | www.ford.com
office: 866-631-3788 ext. 79765

2024-09-26 14:03:49

OBC/ Cust states the police forced him to use another tow company. Cust would like to be reimbursed for tow. Agent directed cust to Roadside reimbursement website. Agent advised cust diag should be completed later today.

Next steps: obtain diag/update cust 9/26

Ford Motor Company ®
Dominique Dixon
PCDA Coordinator/ Dealer Support/ Bench Support
ddixon87@ford.com | www.ford.com
office: 866-631-3788 ext. 79765

2024-09-26 15:57:57

OBC to get an update on the repair status

2024-09-26 16:00:10

OBC/ Cust states he feels he shouldn't have to pay for battery. Agent offered to pay something on repairs because cust is loyal customer.
OBC/ DEALER Kim provide info to process FAR.

"If the veh was under warranty, would this repair have been covered?" y
RO [REDACTED]
RO open date 9/25
Mileage at repair 34137
RO Line (Ex: 01 or A or 1) 1
Cost breakdown (Parts & Labor) Warranty cost
PARTS: 229.95
LABOR 190.00
Next steps:
Ford Motor Company ®
Dominique Dixon
PCDA Coordinator/ Dealer Support/ Bench Support
ddixon87@ford.com | www.ford.com
office: 866-631-3788 ext. 79765

2024-09-26 17:06:42

2024-09-26 17:07:22

OBC/ Cust approved share and 125.98. Agent advised she will f/u 9/30 once veh is complete.

OBC/Dealer Service no answer
Next steps: verify pick up/ CSAT call 9/30
Ford Motor Company ®
Dominique Dixon
PCDA Coordinator/ Dealer Support/ Bench Support
ddixon87@ford.com | www.ford.com
office: 866-631-3788 ext. 79765

2024-09-26 17:50:14

OBC/Dealer Call was placed on hold for Kim. Shawn was provided cust share and approval code to give to SA Kim.

Next: Verify pick up/ CSAT call 9/30

Ford Motor Company ®
Customer Relationship Center
PCDA Coordinator/ Dealer Support/ Bench Support
ddixon87@ford.com | www.ford.com
office: 866-631-3788 ext. 79765

2024-09-30 15:20:38

OBC/ Cust no answer, left vm requesting a call back.
Next steps: final attempt 10/1
Ford Motor Company ®
Dominique Dixon
PCDA Coordinator/ Dealer Support/ Bench Support
ddixon87@ford.com | www.ford.com
office: 866-631-3788 ext. 79765

2024-10-01 14:26:20

OBC/ Cust states agent was fabulous. Agent advised cust case will be closed and survey will be sent out.

Next steps: Send recap/ close

Ford Motor Company ®
Dominique Dixon
PCDA Coordinator/ Dealer Support/ Bench Support
ddixon87@ford.com | www.ford.com
office: 866-631-3788 ext. 79765

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Information Provided
OPEN: 10-03-2024 CLOSED: 10-07-2024 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: Kings Ford Inc
PA CODE: 01970 DLR SALES CODE: 47016 REGION: G3 ZONE: G3B
VIN: ██████████ MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS
LAST NAME FIRST NAME MIDDLE: ██████████ |
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: CINCINNATI | OH | ██████████ | USA
HOME PHONE ██████████
SYMPTOMS: Start/Run/Move | Starting | No Crank | UNKNOWN
ANALYST NAME: # FordGCCTUTM-PROD OPEN ANALYST NAME: FordTCC-DSUnknow-Prod-CX
COMMENTS:
2024-10-03 14:53:55

" class="EditorClass VVc2u ____1rh2x4p f11qmguv f19f4twv f1cnd47f f1g0x7ka f1hu3pq6 f1qch9an f1tyq0we fhxju0i fly5x3f g7toD w_7Z_xF985" style="border-color:initial; border-image-outset:initial; border-image-slice:initial; border-style:initial; border-width:0px; color:inherit; cursor:auto; display:block; font-family:inherit; font-kerning:inherit; font-size:14px; font-stretch:inherit; font-style:inherit; font-variant-caps:inherit; font-variant-east-asian:inherit; font-variation-settings:inherit; font-weight:inherit; line-height:inherit; margin-bottom:0; margin-left:0; margin-right:0; margin-top:2px; overflow:hidden; padding:0px; vertical-align:baseline; white-space:nowrap; width:886.25px" tabindex="-1">" class="container-365 lpcCommonWeb-hoverTarget lpcWrapper" style="border-color:initial; border-image-outset:initial; border-image-slice:initial; border-style:initial; border-width:0px; color:inherit; font-family:inherit; font-size:inherit; font-stretch:inherit; font-style:inherit; font-variant-caps:inherit; font-variant-east-asian:inherit; font-weight:inherit; line-height:inherit; margin:0px; padding:0px; vertical-align:baseline" tabindex="0">Orchid Pence

Thu 10/3/2024 9:52 AM

Good morning,

I am sending this email correspondence because I have been unable to get in contact with your service department. I am contacting you to confirm the highlighted information below regarding this customer's vehicle. If you could please confirm the information below it would be greatly appreciated as all requested information is mandatory for case progression. If it is not applicable to the customer please indicate that.

Last 8 of VIN: ██████████
VEHICLE: 2021 FORD BRONCO SPORT
CUSTOMER'S PHONE NUMBER:
CUSTOMER'S NAME:
ADMIN:
CLV:
WSD:
PART NUMBER:
DEALERSHIP OFFER DELIVERY:
DIAGNOSIS:
REPAIR WARRANTABLE:
VEHICLE ARRIVED ON:
VEHICLE LEFT ON:
CUSTOMER IN RENTAL? CUSTOMER PAY:
WHEN WAS CUSTOMER PUT IN RENTAL:
RENTAL AMOUNT:
RENTAL VIN:
SERVICE ADVISOR:
RO NUMBER:

MILEAGE:

P&A CODE:

Ford Motor Company ®

Danita Allison
Proactive Roadside Customer Dealer Advocate
Dallis23@ford.com | www.ford.com
office: 866-631-3788 ext. 79426
Hours of Operation: Monday- Friday: 9:00AM CT to 5:30PM CT

2024-10-03 15:16:30

DanitaAllison/EXT. 79426/dallis23@ford.com OBCD No answer, I emailed SA Orchid for vehicle/customer updates. OBC TO CUSTOMER I talked with [REDACTED], he explained that vehicle stopped in the middle of the interstate and no warnings before the vehicle shut off. The customer provided email [REDACTED] Next Steps: f/u with dealer and customer for ro/diagnose/repair updates. Ford Motor Company® Danita Allison Proactive Roadside Customer Dealer Advocate Dallis23@ford.com | www.ford.com office: 866-631-3788 ext. 79426 Hours of Operation: Monday- Friday: 9:00AM CT to 5:30PM CT

2024-10-07 17:26:10

DanitaAllison/EXT. 79426/dallis23@ford.com OBCD I talked with SA Logan, waiting battery cable and battery to arrive to start repair-repair not warrantable. Customer pay RO#6353675 RO OPEN DATE 10/3 Next Steps: To resolve case Ford Motor Company® Danita Allison Proactive Roadside Customer Dealer Advocate Dallis23@ford.com | www.ford.com office: 866-631-3788 ext. 79426 Hours of Operation: Monday-Friday: 9:00AM CT to 5:30PM CT

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 10-03-2024 CLOSED: 10-22-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Shop Capacity |
DEALER NAME: Honolulu Ford - RAC
PA CODE: 05393 DLR SALES CODE: 72210 REGION: W1 ZONE: W1C
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 23,686
BODY STYLE: R9A - BRONCO SPORT BASE 4X4
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: HONOLULU | HI | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Start/Run/Move | EV Charging | Message/Notification | Always
ANALYST NAME: Isabella Skaggs OPEN ANALYST NAME: # FordTCC-DS-PROD01-CX
COMMENTS:
2024-10-03 20:13:41

Notes: OBC to SD Jameson (808-532-1410) to confirm if they did lot check.

No answer. Left message to call us back or email back.

OBC to Cust [REDACTED] to introduce self and confirm if they have veh.

They got messages that charging system was failing and stopped in middle of rode. The vehicle is at the dealership and they called them this morning. Verified email.

Next Steps: FU 10/7/24 Check For Diag Results

Follow Up: 10/7/24

Isabella Longoria- Skaggs
Proactive Customer Dealer Advocate Team
office: 866-631-3788 ext. 79134
Operation hours: 10:30AM – 7PM CST/ Monday-Friday

2024-10-14 18:55:57

OBC to Cust [REDACTED] to provide update.

No answer. Left detailed message.

Next Steps: FU 10/21/24 Check If Part Arrived/ If Repairs Were Started

Follow Up: 10/21/24

Isabella Longoria- Skaggs
Proactive Customer Dealer Advocate Team
office: 866-631-3788 ext. 79134
Operation hours: 10:30AM – 7PM CST/ Monday-Friday

2024-10-21 19:58:00

Notes: OBC to Cust [REDACTED] to provide update.

No answer. Left detailed message.

Next Steps: FU 10/23/24 Check If Cust has Veh/ Satisfied With Repairs

Follow Up: 10/23/24

Isabella Longoria- Skaggs
Proactive Customer Dealer Advocate Team
office: 866-631-3788 ext. 79134
Operation hours: 10:30AM – 7PM CST/ Monday-Friday

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 10-05-2024 CLOSED: 10-21-2024 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: Echelon Ford Inc
PA CODE: 01266 DLR SALES CODE: 16052 REGION: N3 ZONE: N3A
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]
CITY STATE ZIP COUNTRY: SOMERDALE | NJ | [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Start/Run/Move | Starting | No Crank | Intermittent
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: # FordTCC-DS-PROD01-CX
COMMENTS:

2024-10-07 19:43:13 OBC DX The cust vehicle is being towed back in for a no start , the vehicle was there on Friday and the tech replaced the battery but its the same issue again. VIN [REDACTED] Vehicle 2021 bronco • RO #: 68945 • RO open date: 10/7/24 • Mileage: 12,982 • Vehicle concern / Diagnosis: no start • DIAG complete: No • Repair ETA: N/a • Warrantable Repair: N/a • Ford Loaner/Rental provided: Yes Customer point of contact name: [REDACTED] Customer phone # [REDACTED] Diagnostic Ford Motor Company ® Tekeisha Boyd Proactive Roadside Customer Dealer Advocate TBOYD40@ford.com office: 866-631-3788 ext. eFax: 855-906-1016

2024-10-09 12:38:12 OBC DX The cust vehicle is complete and ready for pick up. VIN [REDACTED] Vehicle 2021 bronco • RO #: 68945 • RO open date: 10/7/24 • Mileage: 12,982 • Vehicle concern / Diagnosis: no start and dying in traffic • DIAG complete: Replaced battery • Repair ETA: 10/9/24 • Warrantable Repair : YES • Ford Loaner/Rental provided: Yes Customer point of contact name: [REDACTED] Customer phone # [REDACTED]
OBC CX The cust stated that last Friday the vehicle did the same thing when she died in traffic and after reading online the cust is a little scared with the concern. The cust stated Echelon is great and also Christie. The cust was provided a loaner and stated she will go pick up the vehicle in about an hour. CSTAT Ford Motor Company ® Tekeisha Boyd Proactive Roadside Customer Dealer Advocate TBOYD40@ford.com office: 866-631-3788 ext. eFax: 855-906-1016

2024-10-15 17:41:46 OBC CX The cust did not answer on the first attempt for an update on the completed repairs. CSTAT Ford Motor Company ® Tekeisha Boyd Proactive Roadside Customer Dealer Advocate TBOYD40@ford.com office: 866-631-3788 ext. eFax: 855-906-1016

2024-10-16 13:39:12 OBC CX The cust did not answer on the second attempt for an update on the completed repairs. The next step is to send an email. Final attempt Ford Motor Company ® Tekeisha Boyd Proactive Roadside Customer Dealer Advocate TBOYD40@ford.com office: 866-631-3788 ext. eFax: 855-906-1016

2024-10-21 14:15:27 OBC CX The cust did not answer on the final attempt for an update on the completed repairs. Survey and case closure Ford Motor Company ® Tekeisha Boyd Proactive Roadside Customer Dealer Advocate TBOYD40@ford.com office: 866-631-3788 ext. eFax: 855-906-1016

2024-10-21 14:18:27

From: Boyd, Tekeisha (T.)
Sent: Monday, October 21, 2024 9:18 AM
To: [REDACTED]
Cc: Boyd, Tekeisha (T.)
Subject: CAS-51615192-X1C4D7

Mrs. [REDACTED]
Please look for an email within the next few days that includes a brief survey regarding your experience with me. Please keep in mind this survey is about me pro-actively reaching out about your vehicle repair updates. Your feedback is important to us to improve our customer's overall experience."

Thank you for being a part of The Ford Family.

Ford Motor Company ®
Tekeisha Boyd
Proactive Roadside Customer Dealer Advocate
TBOYD40@ford.com
office: 866-631-3788 ext.
eFax: 855-906-1016

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 10-15-2024 CLOSED: 10-19-2024 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 | Repair Complete
DEALER NAME: Sames Motor Company, Inc.
PA CODE: 04498 DLR SALES CODE: 52772 REGION: C2 ZONE: C2D
VIN: ██████████ MODEL YEAR: 2022 MODEL: BRONCO SPORT MILEAGE: 18,107
BODY STYLE: R9B - BRONCO SPORT BIG BEND 4X4
LAST NAME FIRST NAME MIDDLE: ██████████
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: LAREDO | TX ██████████ | USA
HOME PHONE: ██████████
SYMPTOMS: Start/Run/Move | Starting | No Crank | Always
ANALYST NAME: Tabrionna Butler OPEN ANALYST NAME: P Rxcrrmp
COMMENTS:
2024-10-15 18:14:35

UPTIME RESEARCH FINDINGS

R.O#: 923607
R.O OPEN DATE: Oct 14, 2024
DEALER NAME: Sames Motor Company, Inc.
REPAIR STATUS: Pending Technician Assignment
TECH ASSIGNED: NO

TABRIONNA BUTLER
She | Her | Hers
Customer/Dealer Experience Advocate-Proactive
Ford CX/DX Team
O:1866-631-3788 ext 79387
Mon-Fri 8:30am-5:00pm CST

2024-10-15 18:43:08

OBC to Dealer 9567214700 CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: Verify cust/vehicle info & obtain R.O information Notes: Spoke to Joy in service advised seeking RO details. Joy advised SA's are out to lunch. Cust concern- ??? P&A CODE: 04498 Last 8 of VIN: ██████████ WSD: 11/9/2022 VEHICLE: 2022 Bronco Sport MILEAGE: 18,107 RO NUMBER: 923607 SERVICE ADVISOR NAME/EMAIL: ??? DATE VEHICLE ARRIVED ON: 10/14/2024 DIAGNOSIS FINDINGS: ??? IS THE REPAIR WARRANTABLE: ??? PART NUMBER: N/A CUSTOMER'S PHONE NUMBER: ██████████ CUSTOMER'S NAME: ██████████ ADMIN: ██████████ CLV: 82 DATE VEHICLE LEFT ON: N/A DEALERSHIP OFFER DELIVERY: YES CUSTOMER IN RENTAL? ADD RENTAL VIN/DETAILS: ??? NEXT STEPS: Email dlr TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Advocate-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:30am-5:00pm CST

2024-10-15 18:44:05

OBC to Dealer 9567214700
CXSP/DXS (Tabrionna Butler ext 79387)
Reason for Call: Verify cust/vehicle info & obtain R.O information

Notes: Spoke to Joy in service advised seeking RO details. Joy advised SA's are out to lunch.

Cust concern- ???

P&A CODE: 04498
Last 8 of VIN: ██████████
WSD: 11/9/2022
VEHICLE: 2022 Bronco Sport
MILEAGE: 18,107
RO NUMBER: 923607
SERVICE ADVISOR NAME/EMAIL: ???
DATE VEHICLE ARRIVED ON: 10/14/2024
DIAGNOSIS FINDINGS: ???
IS THE REPAIR WARRANTABLE: ???
PART NUMBER: N/A
CUSTOMER'S PHONE NUMBER: ██████████
CUSTOMER'S NAME: ██████████
ADMIN: ██████████
CLV: 82
DATE VEHICLE LEFT ON: N/A
DEALERSHIP OFFER DELIVERY: YES
CUSTOMER IN RENTAL? ADD RENTAL VIN/DETAILS: ???

NEXT STEPS: Email dlr

TABRIONNA BUTLER
She | Her | Hers
Customer/Dealer Experience Advocate-Proactive
Ford CX/DX Team
O:1866-631-3788 ext 79387
Mon-Fri 8:30am-5:00pm CST

2024-10-17 22:59:50

OBC to Dealer 9567214700 CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: vehicle status Notes: Spoke to Joy in service advised seeking updates on multiple vehicles. Yancey advised vehicle was assigned to Mike, RO closed on yesterday. Dlr replaced battery under warranty and cust picked up. concern- shut off while idling, no start Next Steps: FU w/ cust for CSAT TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Advocate-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:30am-5:00pm CST

2024-10-17 23:36:17

OBC to Cust [REDACTED] CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: CSAT Notes: No answer from cust vm left advising that PCDA was calling to obtain cust feedback. PCDA provided contact info & case no. Next Steps: email cust>final attempt 10/18 TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Advocate-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:30am-5:00pm CST

2024-10-18 20:51:41

OBC to Cust [REDACTED] CXSP/DXS (Tabrionna Butler ext 79387) Reason for Call: CSAT Notes: No answer from cust vm left advising that PCDA was calling to obtain cust feedback. PCDA provided survey prompt Next Steps: move to close cust not engaged TABRIONNA BUTLER She | Her | Hers Customer/Dealer Experience Advocate-Proactive Ford CX/DX Team O:1866-631-3788 ext 79387 Mon-Fri 8:30am-5:00pm CST

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 10-15-2024 CLOSED: 11-08-2024 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: Sunny King Ford
PA CODE: 00210 DLR SALES CODE: 21406 REGION: S1 ZONE: S1C
VIN: [REDACTED] 7 MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE:
BODY STYLE: R9B - BRONCO SPORT BIG BEND
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: Dominique Dixon OPEN ANALYST NAME: # FordTCC-DS-PROD01-CX
COMMENTS:
2024-10-15 15:23:51

Pickup Contact [REDACTED]
Pickup Phone: [REDACTED]
Site: SUNNY KING FORD 00210 (EV)
Vehicle: Ford Bronco Sport 2021 Grey
Symptom: Other
VIN: [REDACTED]
Vehicle Type: Multipurpose Passenger Vehicle

INFORMATION FROM UPTIME:
RO#: [REDACTED]
RO Open Date: 10/14/24 3:21 PM
Dealer Name: Sunny King Ford
Has a tech assigned: N/A
Repair Status: Vehicle Booked Into Dealer

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.

2024-10-15 15:44:11

OBC to Dealer: 2568315300
• Reason for call: Roadside called
• Last 8 of VIN: [REDACTED]
• Vehicle: BRONCO SPORT
• Service Advisor: Tayton
• Service Advisor Email and Contact Info: treynolds@sunnyking.com
• Customer Name: [REDACTED]
• Customer Number: [REDACTED]
• Location of Vehicle: at dlr
• Dealer Name: Sunny King Ford
• Tech Assigned: not yet
• Mileage: 68000
• WSD: 6/18/2021
• RO#: [REDACTED]
• RO Date: 10/14/24
• Veh Concern: No start, safety recall, stalled while driving
• Diagnosis: Veh not diag
• Repair Status: Veh not diag
• Repairs ETA: Veh not diag
• Offer delivery? Yes
• rental? No
• loaner? No
• Warrantable? Veh not diag
• Notes: OBC to dlr, spoke to SA Tayton, SA is handling the repair of the cust veh. SA states that they are needing to replace the battery before they can diag the veh and the SM is trying to have the battery covered under warranty
• Next steps: PDCA will send an intro letter to the cust
• Follow Up: 10/18

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.

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 10-16-2024 CLOSED: 10-30-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Customer Roadside Proactive NA CRC COMMUNICATION: Proactive
CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Clear Path To Repair |
DEALER NAME: Dick Smith Ford
PA CODE: 09106 DLR SALES CODE: 21228 REGION: S2 ZONE: S2B
VIN: ██████████ MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 39,616
BODY STYLE: R9C - BRONCO SPORT OUTER BANKS
LAST NAME FIRST NAME MIDDLE: ██████████ |
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: NEW HILL | NC | ██████████ | USA
HOME PHONE: ██████████
SYMPTOMS: Start/Run/Move | Starting | No Crank | Intermittent
ANALYST NAME: Zequincia Gonzales OPEN ANALYST NAME: # FordTCC-DS-PROD01-CX
COMMENTS:
2024-10-16 17:18:42

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: DICK SMITH FORD 09106 (EV, TT) 7201 GARNERS FERRY RD., COLUMBIA, SC 29209
Drop Off Location Type: Dealership
Customer Name: ██████████
Customer Phone: ██████████
Ford Motor Company ®
Zequincia Gonzales
Proactive Customer/Dealer Advocate (PCDA)
zgonza15@ford.com | www.ford.com
O: 866-631-3788 Ext. 79245

2024-10-21 18:21:10
OBC CXS (Zequincia Gonzales/extension #79245) OBC to CUST (██████████).
CLV-93
WSD-11/24/21
MILEAGE-39,616
CXS calling to introduce myself as POC, confirm contact info & advise of partnership with the DLR to escalate repairs. CUST big concern the car died at a intersection.
NEXT STEPS: F/U with the CUST 10/28 to update on the diagnosis.
Ford Motor Company ®
Zequincia Gonzales
Proactive Customer/Dealer Advocate (PCDA)
zgonza15@ford.com | www.ford.com
O: 866-631-3788 Ext. 79245

2024-10-29 15:53:13
OBC CXS (Zequincia Gonzales/extension #79245) OBC to CUST (██████████).
CLV-93
WSD-11/24/21
MILEAGE-39,616
CXS calling to verify repair satisfaction & advise of case closure. CXS left a VM.
NEXT STEPS: F/U with the CUST 10/30 to verify repair satisfaction & advise of case closure.
Ford Motor Company ®
Zequincia Gonzales
Proactive Customer/Dealer Advocate (PCDA)
zgonza15@ford.com | www.ford.com
O: 866-631-3788 Ext. 79245

2024-10-30 20:24:20
Supervisor review: approved engaged

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 10-17-2024 CLOSED: 11-20-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria
DEALER NAME: West Herr Ford, Inc.
PA CODE: 29871 DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: BRONCO SPORT MILEAGE: 25,000
BODY STYLE: R9B - BRONCO SPORT BIG BEND
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: LAKE VIEW | NY | [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Driver Aides & Information | EV Warning Indicators/Messages/Chimes | Unknown | Unknown
ANALYST NAME: Tyanna Walker OPEN ANALYST NAME: FordTCC-DSUnknow-Prod-CX
COMMENTS:

2024-10-17 14:02:36

CONTACT VIA BCM [REDACTED] CUST.SAYS: I have wifes car 2021 bronco sport and theres recall for the battery notifying driver battery was loosing charge the recall 24s24. my wifes driving down the road last week monday and she stop and red light came on totally dead she had no flashes and nothing at all. she called the pulis and to get the tow and man says something going with the battery it was giving messed . i could get not park the veh. AS PER DLR, CUST SAYS: N/A CRC ADVISE.: 24S24 WEST HERR FORD, INC. 17-JUN-2024 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 escalatedTO US FORD PASSENGER TEAM DEPT . They will contact you through your preferred/best contact method within 1 business day to assist you. Your case number is [REDACTED]

2024-10-21 18:55:52

OBC-CUST: spoke with cust says she was driving the veh and stopped at a red light and the veh died and they couldn't get the car into neutral while in a busy street. they contacted the dlr and had it towed there and were charged \$190. the dlr told them the battery was dead and they kept the veh for 3 days for testing and charged the cust \$500 for a new battery and he found that there was a recall 24S24 on the veh and dlr told him his veh was not affected by that recall and when his wife went through their paperwork they relized they had that recall repaired already and paid out of pocket. cust says he wants a guarantee the warning lights will work and i advised if the repair was completed then everything should be working fine and i asked cust if he was still having problems with the veh and he says he wont know until the battery goes dead again if the indicator light goes off or not and he is worried that it will leave his wife strained. i advised cust i cant determine if the light comes on or not but if wants to make sure if it fixed he can take the veh back to the dlr to have them look at it and cust asked if we will be paying for it and i advised we will not be able to cover the cost of a diagnosis but if additional assistance is needed we can look into. cust says he is not willing to accept that answer and wants to talk to someone else and i advised the info will not change and we will not be able to provide a reimburse for the towing or the battery replacement but i will have a sup review and I've him a callback within 1 business day.

TYANNA WALKER
She | Her | Hers
Customer Experience Specialist | Dealer Experience Specialist, Ford CX/DX Team
O: 866-631-3788 ext. 79771
twalk151@ford.com | www.ford.com
HOURS: M-F 7:30am - 4pm CST

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