

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN: 07-13-2024 CLOSED: 07-16-2024 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Client Roadside Outreach COMMUNICATION: Proactive  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Clear Path to Repair |  
DEALER NAME: Sewell Ford  
PA CODE [REDACTED] DLR SALES CODE: 52572 REGION: C1 ZONE: C1C  
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: NAVIGATOR MILEAGE:  
BODY STYLE: J2T - NAVIGATOR 4X4 4DR BLK LBL  
LAST NAME FIRST NAME MIDDLE: [REDACTED]  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: [REDACTED]  
HOME PHONE: [REDACTED]  
SYMPTOMS: Safe & Secure | Seat Belt | Belt Accessories/Anchors | UNKNOWN  
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: # FordGCCTUTM-PROD  
COMMENTS:  
2024-07-15 18:03:34

|OBC to RTL|4324980421

SPOKE TO: [REDACTED]

CSM called to introduce myself from Lincoln Concierge regarding mutual CLT's vehicle that we see was towed in and to gather information on the current status on said vehicle. Yvonne advised the VEH was here for a seat belt exploded concern.

CLT Name/Phone: [REDACTED]

VIN [REDACTED]

Mileage: [REDACTED]  
554605

Service Advisor: Yvonne  
Is the veh still there?: Yes  
Concern: Seat belt exploded  
Has a tech assigned?:  
Diagnosed/Time Range:  
CLT in loaner Y/N: NO

NEXT STEPS:

F/U with CLT on VEH status 07/15/2024

2024-07-15 18:08:34

> |OBC to the Client [REDACTED] First Attempt SPOKE TO: LVM. Mailbox is full and cannot accept messages. NEXT STEPS: FU with CLT on VEH status 07/16/2024

2024-07-16 14:24:34

> |OBC to the Client [REDACTED] SPOKE TO: [REDACTED] CSM -Good Morning This is [REDACTED] y calling on a recorded line from Lincoln Motor Company, the reason I am reaching out today is I received information your vehicle required Lincoln Roadside assistants. I want to make sure everything was okay? CLT advised he traded out the VEH for another Lincoln. CSM thanked CLT for being a loyal and advised of case closure. NEXT STEPS: Close case/OUTSIDE SOURCE 07/16/2024

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN: 07-18-2024 CLOSED: 07-18-2024 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |  
DEALER NAME: Ciocca Ford Lincoln of Lawrenceville  
PA CODE: 01106 DLR SALES CODE: 16201 REGION: N3 ZONE: N3V  
VIN: [REDACTED] MODEL YEAR: 2018 MODEL: NAVIGATOR MILEAGE: 60,276  
BODY STYLE: J3J - NAVIGATOR L 4X4 4DR SELECT  
LAST NAME FIRST NAME MIDDLE: [REDACTED]  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: [REDACTED]  
HOME PHONE: [REDACTED]  
SYMPTOMS: Safe & Secure | Seat Belt | Front Driver | Sticks/Binds  
ANALYST NAME: [REDACTED] OPEN ANALYST NAME: [REDACTED]  
COMMENTS:

2024-07-18 17:26:43

CLT SAYS: CLT reported that her 2018 Lincoln Navigator has issues with her seatbelts, causing one of them to inoperative and locking up. CLT is worried about this as a safety concern. CLT attempted to get it serviced at a local DLR in her area, but did not want to wait 3 weeks to be taken in. PER CLT DLR SAYS: DLR informed her that they would be over 3 weeks out for service. CSM ADVISED: CSM offered to contact another DLR in her area to see if they had a service date sooner for her. CLT agreed. CSM found Ciocca Ford Lincoln of Lawrenceville and offered to contact them for her. CLT agreed. CSM spoke to SA [REDACTED] who was willing to take the CLT in on 07/23/24 for service. CSM informed the CLT who agreed with those terms. CSM offered to give the CLT their phone number but stated she would just get it online. CSM warm transferred SA Larry and CLT together. NEXT STEPS: Document notes and close case in GCCT.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]  
OPEN: 08-30-2024 CLOSED: 08-30-2024  
RESPONSE TEAM: US Ford Passenger Vehicle Inquiry NA CRC  
CASE CLASS LV 1234: Inquiry | | |

STATUS: Resolved  
BUSINESS UNIT NAME: Ford  
COMMUNICATION: Phone

DEALER NAME:

PA CODE:

DLR SALES CODE:

REGION:

ZONE:

VIN: [REDACTED]

MODEL YEAR: 2020

MODEL: EXPEDITION

MILEAGE: 67,000

BODY STYLE: K1H - EXPEDITION MAX XLT 4X2

LAST NAME FIRST NAME MIDDLE: [REDACTED]

ADDRESS: [REDACTED]

CITY STATE ZIP COUNTRY [REDACTED] A

HOME PHONE: [REDACTED]

SYMPTOMS: Safe & Secure | Seat Belt | Front Driver | Difficult to Unlatch

ANALYST NAME: [REDACTED]

OPEN ANALYST NAME: # FordTCC-DSUnknow-Prod-GCCT

COMMENTS:

2024-08-30 15:17:05

IBC/FROM CUST  
Professional Greeting? Y  
Provided genuine empathy and reassurance? Y

Name: [REDACTED]

PHONE: [REDACTED]

Address: Verified  
Email: NA

Vehicle Year/Model: 2020 Expedition

VIN [REDACTED]

Miles 67000

CLV Score:  
Meet CLP? y

Are there any previous cases:  
REASON FOR CALL:

took veh to dealer  
while driving seatbelt dr side malfunction  
CO2 canister went off, leaving white powder  
could not unlock until veh stopped  
cust does not have recall on veh  
cust does not meet FLP  
NHTSA Vehicle Safety Hotline:1-888-327-4236

Is the vehicle at the Ford Dealer? N

Name of Service Advisor, if applicable: NA

Spoke with: NA

Resolution Provided?

FCR

Reason to transfer to Case Manager: NA  
Case Manager Name: NA

[REDACTED]  
She | Her | He | His  
Customer Advocate, Ford Passenger Vehicle Team  
O: (866) 631-3788 ext. 79723  
I am an inquiry agent. I do not progress cases. Please assist the customer.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Canceled  
OPEN: 10-01-2024 CLOSED: BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance |  
DEALER NAME: Lincoln North Miami  
PA CODE [REDACTED] DLR SALES CODE: 25054 REGION: CE ZONE: CEE  
VIN: [REDACTED] MODEL YEAR: 2018 MODEL: NAVIGATOR MILEAGE: 60,000  
BODY STYLE: J2H - NAVIGATOR 4X2 4DR SELECT  
LAST NAME FIRST NAME MIDDLE: [REDACTED]  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: [REDACTED]  
HOME PHONE [REDACTED]  
SYMPTOMS: Safe & Secure | Seat Belt | Front Driver | Deployment (Unintended)  
ANALYST NAME: [REDACTED] OPEN ANALYST NAME: # FordTCC-DSUnknow-Prod-GCCT  
COMMENTS:  
2024-10-01 12:47:28

CLT SAYS [REDACTED]  
2018 Navigator  
Miles 60,000  
CLV 94  
WSD 5/8/2018  
In 2020 he had to chg the seatbelt twice, it wasn't retracting. Last Wed, while driving 20-25 mph, suddenly on her left side there was a loud noise like a gun shot and her seatbelt tightened so hard she thought her ribs were broken. She couldn't even talk, she pulled over, stopped the vehicle but she couldn't unlock the belt herself, her son had to help her get out of the belt and there was a fire smell in the cabin. She called the Rtl, told them what happened she needed appt with a loaner, they said they will call her. They didn't call, she called them, finally she got appt for yesterday at 10am and at 9am a SA called her to say they didn't have a loaner, she is not under warranty and it will cost her \$250 diagnosis fee also. She called the CRC yesterday and she was told they will call the Rtl, confirmed there was no recall on the veh. Yesterday she spoke to CSM [REDACTED]

PER CLT RTL SAYS: no loaner and she has to pay \$250 diag fee

CSM ADVISED: I adv she is outside of warranty, I cannot help with a loaner or rental but I can fin assist on repair. I will all Rtl so she can set an appt.

CSM [REDACTED] OBC to RTL

SPOKE TO [REDACTED], appt set for tomorrow for 8:45 am, SA is [REDACTED] r. Rtl will uber her home.  
Adv ct I will follow up tomorrow afternoon to see if they have the diagnosis yet and costs to repair  
NEXT STEPS: FU with SA [REDACTED], diagnosis? fin assist info? update clt 10/2

2024-10-02 16:15:34

CSM [REDACTED] IBVM from the RTL

[REDACTED], North Miami Lincoln

Seatbelt was not seated in the correct location, which made pretensioner pop  
The parts cost if parts 469.68, labor 185.29 labor, it will take 2 days to get the parts.

2024-10-02 19:47:33

CSM [REDACTED] EXT 77953 OBC to RTL

SPOKE TO [REDACTED] LVM asked if the pricing he gave me was warranty pricing, adv that if he calls back and gets my VM to pls leave his email addr and I will email him all the info I need.

2024-10-02 19:53:43

CSM [REDACTED] OBC to Client

SPOKE TO [REDACTED], adv I am still waiting on some information from the Rtl, I will follow up with her again tomorrow.  
SA is [REDACTED] Adv I will follow up again tomorrow.

NEXT STEPS get Fin assist info from [REDACTED] update Rtl and ct with fin assist proposal 10/3

2024-10-02 20:18:25

CSM Laura EXT 77953 Email To RTL

[REDACTED]

[REDACTED] gave me your email address, this is the information I need please:

RETAILER P&A Code:

RO NUMBER:  
RO OPEN DATE:  
MILEAGE AT RO OPEN:  
RO LINE NUMBER:

Client pay price/Total \$

WARRANTY PRICING  
PARTS: \$  
LABOR: \$  
TOTAL WARRANTY PRICING: \$

Thanks,

2024-10-03 11:38:28

[REDACTED] Email from RTL

[REDACTED]

So parts gave me the wrong warranty part pricing the warranty cost is \$355.43 and 185.29 labor total warranty cost is \$540.72

Customer pricing is 469.68 for the part and 375 labor totaling 844.68 plus tax

[REDACTED]

WARREN HENRY INFINITI  
LINCOLN NORTH MIAMI  
2300 NE 151st Street, North Miami, FL 33181

2024-10-03 12:17:49

FINANCIAL ASSISTANCE TEMPLATE  
CURRENT CLV SCORE: 94  
WARRANTY START DATE: 4/24/2018

ESP: (yes/no; If yes, which ESP) none CPO ESP expired

RETAILER P&A Code: 11486

RO NUMBER:16697  
RO OPEN DATE:10/2/2024  
MILEAGE AT RO OPEN:63224  
RO LINE NUMBER:A

Client pay price/Total \$ 844.68

WARRANTY PRICING  
PARTS: \$ 355.43  
LABOR: \$ 185.29  
TOTAL WARRANTY PRICING: \$ 540.72

CLIENT SHARE: \$ 100.00 plus tax  
RETAILER SHARE: \$  
LINCOLN SHARE: \$ 440.72

2024-10-03 13:53:20

COM approved fin assist for \$440.72

2024-10-03 14:23:55

CSM [REDACTED] OBC to Client

SPOKE TO [REDACTED], adv it will cost 844.68 plus tax to repair her seatbelt but if she pays \$100 plus tax Lincoln and the Rtl will cover the rest. Adv SA Peter is ordering parts today. I will update her tomorrow as to when they will arrive.

NEXT STEPS FU with SA [REDACTED] get part eta, update clt 10/4

2024-10-04 13:17:31

CSM [REDACTED] 77953 OBC to Client

SPOKE TO Ms [REDACTED] adv SA [REDACTED] said it will take 2-3 days to get parts, I will update her on Monday.

NEXT STEPS FU with SA [REDACTED] did seatbelt assy come in? ETA on repairs? update clt 10/7

2024-10-08 15:04:08

CSM [REDACTED] OBC to Client

SPOKE TO Ms [REDACTED], LVM advising my goal is to follow up with her tomorrow but if she doesn't hear from me it is because I am in the path of hurricane Milton and it has knocked out my internet and or power, if that happens I will follow up as soon as it is restored, otherwise we will talk tomorrow.

2024-10-09 12:35:23

[REDACTED]  
SPOKE TO Ms [REDACTED] she got her veh back on Monday, she has not tested the seat belt yet. Yesterday she went shopping and the seat belt doesn't fully retract. She has not called the Rtl but she will, clt said that every seatbelt she has had, this is her 4th, have all not fully retracted like this one so she is concerned that this new seatbelt will lock up like the last one. She will call Rtl to see what they say. I adv I will email her so she can email me back what they say. Adv I will follow up next Monday at the latest.

NEXT STEPS FU with Rtl and clt to find out how seat belt not retracting was resolved 10/14

2024-10-14 11:51:04

CSM [REDACTED] Email To RTL

[REDACTED]  
Good morning [REDACTED] just curious if [REDACTED] contacted you to say her seat belt is not properly retracting and if yes, how was it resolved?

Please let me know, thanks,

2024-10-14 12:24:28

CSM [REDACTED] Email from RTL

[REDACTED]  
Good morning,

Have not heard from her

[REDACTED]  
Office:  
WARREN HENRY INFINITI  
LINCOLN NORTH MIAMI

2024-10-14 12:25:01

CSM [REDACTED] OBC to Client

SPOKE TO Ms [REDACTED], she sent SA Peter an email and he never responded to him. She will send him another one. I adv that I will follow up again tomorrow to find out how he responded.

NEXT STEPS FU with SA [REDACTED] to see if he heard from clt about seat belt not retracting properly, new appt set to inspect? FU with clt 10/15

2024-10-15 12:21:57

CSM [REDACTED] Email To RTL

SA [REDACTED]

Good morning [REDACTED] were you able to speak to [REDACTED] and has a new appointment been set? Let me know, thanks,

2024-10-15 14:57:56

[REDACTED] OBC to Client

SPOKE TO Ms [REDACTED], she has an appt for next Monday. I will follow up with SA Peter Monday afternoon and update her then.

NEXT STEPS FU with SA [REDACTED] diagnosis on seatbelt retraction? update clt 10/21

2024-10-21 17:44:30

[REDACTED] OBC to RTL

SPOKE TO SA [REDACTED], no answer in serv

2024-10-21 17:51:41

[REDACTED] Email To RTL

SA [REDACTED]

[REDACTED]:

I just tried to call your service dept and sat on hold for a long time with no response. Did you diagnose the issue with [REDACTED] seatbelt? Let me know what you found and when it will be repaired.

Thank you,

2024-10-21 18:36:27

[REDACTED] 3 IBC from Client  
SPOKE TO [REDACTED], adv clt I have reached out to SA [REDACTED] and I am waiting to hear back from him regarding a diagnosis and ETA on repairs. I will follow up again tomorrow.

NEXT STEPS FU with SA [REDACTED] get repair update, update clt 10/22

2024-10-22 15:18:32

[REDACTED] OBC to RTL

SPOKE TO SA [REDACTED], 2nd day in a row where there was no answer in serv.

2024-10-22 15:20:44

CSM Laura EXT 77953 Email To RTL

[REDACTED], today is the 2nd day in a row where I have called your service department and sat on hold for 10 minutes waiting for someone to answer my call and no one ever did.

I would like to know what you discovered on [REDACTED] vehicle. She is concerned because this is the 4th time her seat belt has been replaced and she keeps experiencing the same issue with it. Please let me know what you have found.

Thanks,

2024-10-22 17:18:08

[REDACTED]  
SPOKE TO SM is [REDACTED], operator refused to give me his email addr, said he is not avail, she will give him a msg to call me.

GM is Ismet, he is out of the country

2024-10-22 17:36:29

[REDACTED] 3 Email To RTL

SM [REDACTED]

I am wondering if [REDACTED] is out sick or on vacation, I have tried calling your service department and no one ever answers the phone, two days running I have sat on hold for 10 minutes waiting patiently for someone to get to me but it doesn't happen. I have emailed [REDACTED] two days in a row with no response which is very unlike him so I am guessing he is out.

Ms. [REDACTED] is very concerned about her seatbelt issue, is not in a loaner, and needless to say, is anxious to get her vehicle back. She is telling me this is the 4th time her seatbelt has been replaced and keeps having the same concern with it. [REDACTED] got the vehicle back in to investigate but I have not been able to get an update to share with the client.

Can you help me out? Thanks

2024-10-22 19:07:39

[REDACTED] 3 Email From RTL

Peter [REDACTED]

Good afternoon,

I apologize we have been in training on and off for the past 2 days. we had to order another seat belt and will take 3-5 days. we returned the vehicle for now and will call her once the part comes in.

[REDACTED]  
WARREN HENRY INFINITI  
LINCOLN NORTH MIAMI  
2300 NE 151st Street, North Miami, FL 33181

2024-10-22 19:25:22

[REDACTED] to Client

SPOKE TO Ms [REDACTED] dv I know she has her veh back, until parts come in. Adv it will take 3-5 days to get the part. I will follow up on MONday to confirm whether the part came in. I will update her then

NEXT STEPS FU with [REDACTED] did seatbelt arrive? update clt 10/28

2024-10-28 13:36:10

[REDACTED]  
SPOKE TO Parts Dept, they cannot provide any part info I would have to speak to SA [REDACTED], switched to [REDACTED] LVM asking for call back to confirm whether the seat belt came in

2024-10-28 13:37:30

[REDACTED]

[REDACTED]

Good morning [REDACTED] I called your Parts Dept and they said they cannot tell me if the seatbelt for Ms. [REDACTED] vehicle came in that only you could check on that. Can you please let me know?

If it is in when will it be installed?

Thanks,

2024-10-28 16:02:38

[REDACTED] Email from RTL

[REDACTED]

Good morning,

Part is here and the vehicle is here also. When did you call. I asked parts and they said they didn't speak to anyone from Lincoln today

[REDACTED]

WARREN HENRY INFINITI  
LINCOLN NORTH MIAMI

2024-10-28 16:02:57

CSM [REDACTED] Email To RTL

SA [REDACTED]

I emailed you just after ending my call, it was a woman/girl and I knew I should have gotten her name but I didn't. I'd rather work with you anyway. I left a message, I am assuming, on the either your VM or the VM for the Serv Dept.

When do you think the new seatbelt will be installed?

2024-10-28 17:51:08

[REDACTED] Email From RTL

SA [REDACTED]

Good afternoon,

It turns out the the seatbelt not retracting has to due with the buckle not the seat belt itself, on the last repair we replaced the seatbelt due to the tensioner failing. The buckle doesn't have any kind of warranty on it. should I get a estimate for the buckle?

2024-10-28 17:51:35

CSM [REDACTED] Email to RTL

SA [REDACTED]

Peter:

Yes, please provide client pay pricing and warranty pricing, but I confess, I am struggling to understand how the buckle either on the end of the seatbelt or the part attached to the seat that the seatbelt fastens into, has anything to do with how the belt retracts.

If you could explain that for me I would appreciate it.

Thanks,

2024-10-28 18:00:42

CSM [REDACTED] Email From RTL

SA [REDACTED]

There is a signal wire that goes from the buckle to the solenoid on the seatbelt. I asked the same thing because I was confused as well

[REDACTED]

WARREN HENRY INFINITI  
LINCOLN NORTH MIAMI

2024-10-28 19:03:57

[REDACTED] Email From RTL

RETAILER P&A Code:11486

RO NUMBER [REDACTED]  
RO OPEN DATE:10/28  
MILEAGE AT RO OPEN:63908  
RO LINE NUMBER:C

Client pay price/Total \$ 503.15

WARRANTY PRICING  
PARTS: \$191.58  
LABOR: \$111.17  
TOTAL WARRANTY PRICING: \$302.75

2024-10-28 19:05:24

[REDACTED] OBC to Client

SPOKE TO Ms [REDACTED], adv that it is the buckle that is causing the belt to not retract properly, adv Rtl has to repl the buckle and it is not covered under warranty but I am looking into financially assisting. Adv I will follow up tomorrow.

NEXT STEPS FU with Rtl and clt with fin assist proposal. 10/29

2024-10-29 13:55:41

COM approved \$202.75 in fin assist.

2024-10-29 14:51:04

[REDACTED] Email To RTL

For the repair to the seatbelt buckle, the client will pay \$100.00 and I will cut a P11 code for 202.75 once it is repaired. Remember, I do not speak to the client about warranty pricing only client pay price and how much she has to pay.

Will her vehicle be completed today? Let me know,

Thanks,

2024-10-29 14:51:51

[REDACTED] OBC to Client

SPOKE TO [REDACTED], adv it will cost 503.15 plus tax to repair her veh but if she is willing to pay \$100 plus tax Lincoln and the Retailer will cover the rest. Clt accepted. Clt said she took her veh back yesterday and when the part comes in she will bring it back. I adv I will follow up tomorrow with part ETA.

NEXT STEPS FU with SA Peter to get ETA on seatbelt buckle, update clt 10/30

2024-10-30 15:26:14

[REDACTED] Email To RTL

SA [REDACTED]

Good morning [REDACTED], just curious if that seatbelt buckle came in yet. I realize it has only been two days but I thought I would check. Let me know, thanks,

2024-10-30 17:37:22

[REDACTED] Email from RTL

SA [REDACTED]  
Good morning,

I check earlier and it is still not here yet

Office:  
WARREN HENRY INFINITI  
LINCOLN NORTH MIAMI  
2300 NE 151st Street, North Miami, FL 33181

2024-10-30 17:37:44

CSM [REDACTED] OBC to Client

7862716462  
SPOKE TO [REDACTED], adv part has not come in yet, adv I will follow up again tomorrow

NEXT STEPSFU with SA Peter to get ETA on seatbelt buckle, update clt 10/31

2024-10-31 14:44:39

CSM [REDACTED] Email To RTL

SA [REDACTED]  
Good morning [REDACTED] just curious if that seatbelt buckle came in yet. Needless to say, [REDACTED] is anxious to get her vehicle back as soon as possible. Sorry to be a pest but she did ask me to check again today.

Thanks,

2024-10-31 18:50:32

[REDACTED] OBC to RTL

SPOKE TO Receptionis, SA Peter is not avail, LVM asking for call back

2024-10-31 18:57:34

CSM [REDACTED] Email From RTL

SA [REDACTED]

Sorry it's a extremely busy day and end of month. Part still has not arrived

[REDACTED]  
WARREN HENRY INFINITI  
LINCOLN NORTH MIAMI  
2300 NE 151st Street, North Miami, FL 33181

2024-10-31 19:15:30

[REDACTED] OBC to Client

SPOKE TO [REDACTED], adv part has not come in yet, adv I will follow up again tomorrow

NEXT STEPSFU with SA Peter to get ETA on seatbelt buckle, update clt 11/1

2024-11-01 15:15:06

[REDACTED] Email To RTL

Peter:

Did the part arrive yet?

2024-11-01 15:22:05

[REDACTED] Email from RTL

Good morning,

Just spoke to parts its estimated to come by about tuesday

[REDACTED]  
WARREN HENRY INFINITI  
LINCOLN NORTH MIAMI  
2300 NE 151st Street, North Miami, FL 33181

2024-11-01 15:22:30

[REDACTED] OBC to Client

SPOKE TO [REDACTED], she is driving her veh now, adv SA Peter said the part is due in on tues. Adv I will follow up then to confirm it arrived.

NEXT STEPS FU with SA [REDACTED], did seatbelt buckle arrive? update clt 11/5

2024-11-05 12:28:36

CSM [REDACTED] Email From RTL to clt, I was cc'd on it

The part actually got here about 30 minutes ago. Just come in tomorrow I don't come in until 9am there are no appointments available but ill make sure it gets done

[REDACTED]  
WARREN HENRY INFINITI  
LINCOLN NORTH MIAMI  
2300 NE 151st Street, North Miami, FL 33181

2024-11-05 13:45:31

[REDACTED]  
SPOKE TO [REDACTED], LVM advising I know she is taking in her veh today to have the seatbelt buckle repl. I will follow up tomorrow to verify she is happy with how it retracts.

NEXT STEPS FU with clt happy with seatbelt retraction? 11/6

2024-11-05 20:38:18

[REDACTED] Email From RTL

Good afternoon,

All done and picked up

[REDACTED]  
[REDACTED]  
[REDACTED]  
WARREN HENRY INFINITI  
LINCOLN NORTH MIAMI  
2300 NE 151st Street, North Miami, FL 33181

2024-11-06 13:40:37

[REDACTED]  
[REDACTED]  
SPOKE TO [REDACTED], the seat belt is working, adv I will send email to complete this case, watch for email survey

NEXT STEPS close case

2024-11-06 13:43:40

[REDACTED] EOC Email To Client

[REDACTED]  
HelloMs. [REDACTED],  
Thank you for contacting Lincoln Motor Company and allowing me to assist you with your 2018 Navigator regarding case [REDACTED]. Partnering with Lincoln North Miami, I am glad I was able to resolve your vehicle concern while keeping you updated throughout the process.

The repair was completed by a Lincoln factory-trained technician and comes with a 2-year, unlimited mile warranty (Service Part Warranty), which hopefully provides you with peace of mind. Moreover, I was glad to be able to assist with this repair reducing your cost by over \$740.00 because you are such a loyal client.

As I will be completing your case, please look for an email in the next 24 hours with a brief survey regarding my efforts and your experience with me in completing your case – Lincoln and I value your feedback. You may receive an additional survey regarding your retailer and vehicle at a later date.

Should you need to contact me again, you may reach me directly [REDACTED] or by phone at 1-[REDACTED]. 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 for being a valued client and a part of the extended Lincoln family.

Respectfully,

2024-11-11 16:34:16

[REDACTED]

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN: 10-18-2024 CLOSED: 10-18-2024 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Outside Criteria |  
DEALER NAME: Sanderson Lincoln  
PA CODE: 10063 DLR SALES CODE: 54559 REGION: WE ZONE: WEC  
VIN: 5[REDACTED] MODEL YEAR: 2020 MODEL: NAVIGATOR MILEAGE: 70,000  
BODY STYLE: J2L - NAVIGATOR 4X4 4DR RESERVE  
LAST NAME FIRST NAME MIDDLE: [REDACTED]  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: [REDACTED]  
HOME PHONE: [REDACTED]  
SYMPTOMS: Safe & Secure | Seat Belt | UNKNOWN | UNKNOWN  
ANALYST NAME: [REDACTED] OPEN ANALYST NAME: # fordprodprojectadvocate  
COMMENTS:  
2024-10-18 17:28:18

CLT SAYS: Client stated that he has a 2020 Navigator. Client stated while driving the vehicle he heard an explosion. Client stated one of the seatbelts exploded and the airbags deployed. Client stated that he took his vehicle and was advised there are parts on backorder. Client stated he would like for lincoln to assist with repairs and see parts can be expedited.

PER CLT RTL SAYS: Rtl advised parts are on backorder.

CSM ADVISED: Csm apologized and advised I can contact rtl to get further information. Client advised he is working with [REDACTED].  
OBC to RTL [REDACTED]

Spoke to: Csm attempted to contact SA [REDACTED] and left a VM. Csm advised per client part for seatbelt and airbags are on BO. Csm requested part information and advised for rtl to open DOW escalation. Csm provided contact information.

Back to client:

Csm advised I did leave a VM for SA [REDACTED]. Csm advised there are no programs available to assist with cost of repairs. Csm advised rtl is going to be best resource for when parts would be arriving at rtl. Client stated this is a safety issue and likely is a known issue due to BO parts. Csm advised if there is a recall issued in the future, client can request a review for reimbursement at the time. Csm advised it is recommended to continue to work with rtl. Client advised he will not buy another lincoln.

NEXT STEPS: close case

CASE ATTACHMENTS: