

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 11-01-2016 CLOSED: 11-01-2016 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 2 CCT COMMUNICATION:
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | CLP / Lincoln Loyalty Assistance |
DEALER NAME: B. F. Evans Ford, Inc.
PA CODE: 05693 DLR SALES CODE: 47612 REGION: G3 ZONE: G3W
VIN: [REDACTED] MODEL YEAR: 2013 MODEL: FLEX MILEAGE: 48,629
BODY STYLE: K6D - LTD AWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: RUSSELLVILLE | KY | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: | | |
ANALYST NAME: # FordTCC-DM-PRD08-CRM OPEN ANALYST NAME: P Rxsalp
COMMENTS:
2016-11-01 15:57:00 "By Allison Tucker" - CUSTOMER VERY LOYAL CUSTOMER - CONTACTED US TODAY, DRIVERS FRONT DOOR MOLDING / KEY PAD FELL OFF. CUSTOMER OUT OF WARRANTY. ASKING FOR FMC ASSISTANCE.
2016-11-01 15:59:00 REFER TO CASE NOTES.
2016-11-01 17:25:00 Ticket Number: [REDACTED] Customer: [REDACTED] Home phone: [REDACTED]
LTV Score: 0 Vehicle Purchase Status: Original Dealer name: B. F. Evans Ford, Inc. VIN: [REDACTED]
Year : 2013 Make: FORD Model: FLEX Mileage: 48629 Warranty Start Date: 19-SEPTEMBER-2013 Engines Specification: 3.5L V6 CYCLONE TIVCT Open Recall/FSA: 12M02 ESP: No ESP on file
2016-11-01 17:31:00 CSM Jen x77708 OBC to DLR (270) 278-2376 Spoke to SA Buddy. Was going to request for dealer to assist as well but no P18 funds. Repair complete. Code is [REDACTED] under program P11 NEXT STEPS: Close case
2016-11-01 17:32:00 Email Created On: 11/1/2016 1:32:41 PM From: [REDACTED] Sawyer To: Allison Tucker, ALLISON TUCKER, ALLISON TUCKER, B. F. Evans Ford, Inc., ESTLE HILLARD Subject: [REDACTED]
CRM:00180000000261 Allison, Customer [REDACTED] VIN [REDACTED] Code is MSPA135026 under program P11. Thanks, Ford Motor Company (r) [REDACTED] Sawyer | Customer Service Manager | FCSD 866-631-3788 Option 2 with PA code | eFax: 866 598-1104 | sawye39@ford.com | www.ford.com

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
 OPEN: 05-30-2018 CLOSED: 06-12-2018 BUSINESS UNIT NAME: Ford
 RESPONSE TEAM: FAR FastPath COMMUNICATION:
 CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | CLP / Lincoln Loyalty Assistance |
 DEALER NAME: Covert Ford
 PA CODE: 04437 DLR SALES CODE: 52302 REGION: C2 ZONE: C2F
 VIN: [REDACTED] MODEL YEAR: 2016 MODEL: FLEX MILEAGE: 58,837
 BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
 LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED]
 ADDRESS:
 CITY STATE ZIP COUNTRY: | [REDACTED] |
 HOME PHONE [REDACTED] [REDACTED]
 SYMPTOMS: | | |
 ANALYST NAME: # FordTCC-DM-PRD03-CRM OPEN ANALYST NAME: P Rxsalp
 COMMENTS:
 2018-05-30 12:19:00 "By GENE WEBB" - CUSTOMER STATES ARMREST COVER IS COMING APART, DRIVERS DOOR
 PANEL IS COMING OFF AND COVER CAME OFF REAR 110 VOLT SOCKET
 2018-05-30 12:22:00 CUSTOMER STATES ARMREST COVER IS COMING APART, DRIVERS DOOR PANEL IS COMING OFF
 AND COVER CAME OFF REAR 110 VOLT SOCKET, WE ARE OUT OF CLP FUNDS, ALL HAS BEEN
 ALLOCATED TO OTHER CUSTOMERS
 2018-05-30 12:28:00 n/s - original owner
 2018-05-30 15:49:00 Ok to assist \$300 towards repair
 2018-05-30 15:54:00 An approval code has been generated in the FLL Request form based on the following participation: •FMC
 Share: \$300.00 •Customer Share: \$367.38 Program Code : P11 Approval Code : MSPA809145 Please
 contact the customer to advise of FMC's decision.
 2018-06-01 21:35:00 customer only wants door panel piece replaced, total parts and labor is 315.00
 2018-06-01 22:36:00 CUST SAYS: cust said that touchpad fell off the car while his driving DLR SAYS: customer only wants
 door panel piece replaced, total parts and labor is 315.00 CRC ADVISE: need to wait for the outcome
 of the review by ford dealer just escalated the concerns today
 2018-06-04 12:15:00 The previously generated approval code should still be valid as long as the new total is not less than the
 approval code amount.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN: 08-23-2018

CLOSED: 08-31-2018

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: FAR FastPath

COMMUNICATION:

CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | CLP / Lincoln Loyalty Assistance |

DEALER NAME: Awesome Ford

PA CODE: 08533

DLR SALES CODE: 57056

REGION: W5

ZONE: W5D

VIN: [REDACTED]

MODEL YEAR: 2017

MODEL: FLEX

MILEAGE: 24,477

BODY STYLE:

LAST NAME FIRST NAME MIDDLE [REDACTED]

ADDRESS:

CITY STATE ZIP COUNTRY: | [REDACTED] |

HOME PHONE: [REDACTED]

SYMPTOMS: | | |

ANALYST NAME: # FordTCC-DM-PRD06-CRM

OPEN ANALYST NAME: P Rxsalp

COMMENTS:

2018-08-23 17:16:00

"By HOLLY LARSON" - CUSTOMER WAS DRIVING VEHICLE WHEN DRIVER SIDE EXTERIOR "B" PILLAR TRIM CAME OFF AND WAS STILL ATTACHED VIA CABLE FOR THE KEYLESS ENTRY PAD THAT IS PART OF THE TRIM PIECE. THE TRIM PIECE BROKE, WHICH WE REPLACED UNDER WARRANTY, BUT THE PIECE DAMAGED THE SIDE OF THE CAR WHEN IT CAME OFF. CUSTOMER IS ASKING FOR ASSISTANCE TO REPAIR DAMAGE CAUSED BY PART THAT FAILED UNDER WARRANTY

2018-08-23 17:24:00

THE NUMBERS INDICATED IN THE REPAIR ORDER COST DATA TAB ARE NOT CORRECT. IM CONTACTING VIA FMC360 TO INQUIRE IF FORD WILL PAY FOR RELATED DAMAGES TO PAINT ON VEHICLE DUE TO FAILED EXTERIOR TRIM THAT WAS COVERED UNDER WARRANTY.

2018-08-23 17:43:00

This vehicle does not meet FLP guidelines because it is still within New Vehicle Limited Warranty. FMC is unable to provide financial assistance in this case. If you have any questions in regards to eligibility, please review [REDACTED].

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 10-23-2018 CLOSED: 07-02-2019 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Minacs COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle | CCT Criteria
DEALER NAME: Camelback Lincoln
PA CODE: 11293 DLR SALES CODE: 54565 REGION: W3 ZONE: W3C
VIN: [REDACTED] MODEL YEAR: 2017 MODEL: FLEX MILEAGE: 13,300
BODY STYLE: K5B - FLEX SE FWD 4DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS:
CITY STATE ZIP COUNTRY: PHOENIX | [REDACTED] |
HOME PHONE: [REDACTED]
SYMPTOMS: | | |
ANALYST NAME: # FordTCC-DM-PRD10-CRM OPEN ANALYST NAME: [REDACTED] Cubil

COMMENTS:

2018-10-23 19:34:00 ***CONTACT VIA MOBILE NUMBER: [REDACTED] Customer Says: Alot issues on the vehicle. Customer would like to layout the issue as advised by his SM at Camelback Ford as follows: 1. Interior and Exterior of the vehicle is out of specifications and cause the following issues. 2. The rear windows to cargo doortrims at back door are cracked. 3. The entire wheels of the vehicle has been completely deteriorated at 7,800 miles. 4. The left door key pad panel flew off while driving. Please take note that all of these issues are supported by the Service Manager at Camelback Ford. Per Customer, Dealer Says: advised customer to call directly FORD CRC to discuss this issue. CRC Advised: I will escalate your case/request to our Ford Regional Customer Service Manager who works daily with your dealership's management team. The Ford Regional Customer Service Manager has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Ford Regional Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Service Manager within 1 business day. The case number that I have established for you today is [REDACTED] Ford's commitment is to honor the new vehicle limited warranty this does not guarantee that Ford will buyback your vehicle. Additional Notes:

2018-10-24 12:01:00 Email Created On: 10/23/2018 3:36:36 PM From: CRM01 Email1 (Prod) User To: [REDACTED] Subject: Contact to Ford Motor Company RE: [REDACTED] Dear [REDACTED] This email is to confirm your recent contact to Ford Motor Company regarding your 2017 FLEX. You will receive contact from our regional Customer Service Manager (CSM) within 1 business day to introduce themselves and develop an action plan to address your concern. Your case number, along with the contact information for the regional Customer Service Manager is listed below. Case Number: [REDACTED] CSM Name: Geratny Figueroa CSM Phone: CSM Email: GFIGUE23@ford.com Sincerely, Ford Motor Company Customer Care Team

2018-10-24 18:39:00 Ticket Number: [REDACTED] Customer: [REDACTED] Business phone: [REDACTED] Home phone: n/a Mobile phone: [REDACTED] LTV Score: 50 Vehicle Purchase Status: Original Owner Dealer name: Camelback Lincoln Dealer P&A: 11293 Dealer phone: [REDACTED] VIN: [REDACTED] Year : 2017 Make: FORD Model: FLEX Mileage: 13300 Warranty Start Date: 6/14/2017 Engines Specification: 3.5L V6 CYCLONE TIVCT Open Recall/FSA: none ESP: none Hotline Contact: none Warranty History: 13-AUG-18@12402 miles doortrims at back window are cracked 13-AUG-18@12402 miles key pad panel flew off while driving

2018-10-24 19:02:00 CSM Brianna x77768 assisting Gege x7770 OBC TO DLR [REDACTED] SA Brandon CUST is not at the dlr, last time cust was at dlr was on 9/22, 9/24, 9/27. Cust was at dlr because of battery replaced, doortrims at back window were cracked and the left door key panel flew off. Mileage when veh last at dlr 9/27 was 12,530

2018-10-24 19:04:00 CSM Brianna x77768 assisting Gege x7770 OBC TO CUST [REDACTED] Cust is asking to give a call back in the next 30 mins

2018-10-24 20:16:00 CSM Brianna x77768 assisting Gege x77710 OBC TO CUST [REDACTED] Cust said he has so many issues with his veh . His tires were ruined at 7,800 miles, doortrims were cracked cust told dlr about the issue and the dlr said they can fix it but it will continue to crack, Cust decided to replace it. When replacing it they damaged it. Cust also had issues with panel flying off while driving, cust said they were driving and out of no where it flew off they could have been a vehicle behind them said the cust. Battery had to be replaced within 15 months and body of veh is not a lined properly. Cust will be making appt to go back in and to fix doortrims

2018-10-24 20:16:00 NEXT STEP 10/29 F/U CUST VEH AT DLR ?

2018-10-29 21:02:00 CSM Gege x77710 OBC TO CUST [REDACTED] CSM cannot leave a VM because it hasn't been set up yet. NEXT STEPS: CSM will f/u with CUST on 11/1 to confirm if VEH is at DLR or appointment has been made.

2018-10-31 17:57:00 CUST SAYS : trying to get a hold of someone; got an email that a csm will contact me; a different case manager called me; so i'm trying to reach geratny figueroa; briana called me but she didn't discussed anything; the cust confirmed that the veh is at the dlrshp right now and they're gonna keep it for 3-4 days PER CUST/DLR SAYS : CRC ADVISED : Advised the cust that the csm tried to contact him and that she will do a f/u by nov.1

2018-11-01 16:51:00 CSM Gege x77710 OBC TO DLR [REDACTED] CSM waited on hold for more than 3 minutes.

2018-11-01 16:53:00 Email Created On: 11/1/2018 12:53:35 PM From: To: Subject: [REDACTED] Hey Krista, This customer advised that he brought his vehicle in. Any update would be appreciated. I have to speak to him today. Thank you! Ford Motor Company (r) Geratny Figueroa | Customer Service Manager |FCSD 866-631-3788 x 77710| eFax: 877-494-2100 GFIGUE23@ford.com| www.ford.com

2018-11-01 17:11:00 Email Created On: 11/1/2018 1:11:05 PM From: To: Subject: FW: [EXTERNAL] [REDACTED] YOU CRM:0198500000324 MARK PLEASE UPDATE GEGE ON THIS CLIENT THANK YOU

2018-11-01 20:57:00 CSM Gege x77710 OBC TO CUST spoke to Mark SA [REDACTED] Trim panels on left side were replaced. There's was warping in the rubber strip by the window and it was replaced. VEH will be done by today.

2018-11-01 21:14:00 CSM Gege x77710 OBC TO CUST spoke to [REDACTED] [REDACTED] CSM gave CUST repair update that was given to her by the SA. CUST advised that about 50% the VEH needs to be repainted. CUST advised that he asked for a bb. CSM advised she was unaware but will review for a BB. NEXT STEPS: CSM will f/u with CUST on 11/6 to provide GFR decision.

2018-11-05 19:20:00 CSM Emily 77736 OBC to DLR @ [REDACTED] Spoke with SA Mark who provided RO information. ro # - [REDACTED] date-10/30/18 close date - 10/17/18 mileage 13497 Trim panels on left side were replaced. There's was warping in the rubber strip by the window and it was replaced.

2018-11-05 19:29:00 After review, it appears this vehicle does not qualify for repurchase or replacement, the state guidelines pertaining to days out of service and/or repairs made for the primary non-conformity have not been satisfied.

2018-11-05 19:29:00 NEXT STEPS: CSM will f/u with CUST on 11/6 to provide GFR decision.

2018-11-06 21:30:00 CSM Gege x77710 OBC to CUST spoke to Mr. [REDACTED] CSM denied BB. CUST advised he needs over 50% of his vehicle repainted. CSM advised that the repairs can be done and the BB can be revisited. CUST doesn't want to do that because it depreciates the value of the VEH. CUST advised he purchased the VEH in NM. CSM reviewed both state guidelines and realized he doesn't qualify for either. CUST advised he will review his options. NEXT STEPS: CSM will f/u with CUST on 11/13 to review the options.

2018-11-06 21:38:00 Email Created On: 11/6/2018 4:38:03 PM From: To: Subject: [REDACTED] CRM:0198500000333 Hey Mark, Would you mind advising me what repairs need to be done to this vehicle? Customer advised he needs 50% of the vehicle repainted. Please advise. Thank you! Ford Motor Company (r) Geratny Figueroa | Customer Service Manager |FCSD 866-631-3788 x 77710| eFax: 877-494-2100 GFIGUE23@ford.com| www.ford.com

2018-11-06 22:04:00 Email Created On: 11/6/2018 5:04:19 PM From: To: Subject: FW: [EXTERNAL] [REDACTED] CRM:0198500000333

2018-11-07 00:26:00 Email Created On: 11/6/2018 7:26:15 PM From: To: Subject: RE: [EXTERNAL] [REDACTED] CRM:0198500000333 MARK, Did you get gege an answer on this one ?

2018-11-07 00:39:00 Email Created On: 11/6/2018 7:39:31 PM From: To: Subject: RE: [EXTERNAL] [REDACTED] CRM:0198500000333 He did. Thank you! Ford Motor Company (r) Geratny Figueroa | Customer Service Manager |FCSD 866-631-3788 x 77710| eFax: 877-494-2100 GFIGUE23@ford.com| www.ford.com

2018-11-13 23:39:00 CSM Gege x77710 OBC to CUST spoke to Mr. [REDACTED] CUST advised that he's taking the VEH in tomorrow but he has all these repairs that need to be done so the VEH's value will depreciate greatly. CSM advised that unfortunately the BB process is not an option but she can review for possible compensation. NEXT STEPS: CSM will f/u with CUST on 11/15 for repair update.

2018-11-15 19:05:00 CSM Gege x77710 OBC to DLR spoke to Craig SA [REDACTED] VEH is ready to go. DLR replaced the molding on the windshield.

2018-11-15 19:09:00 CSM Gege x77710 OBC to CUST spoke to Mr. [REDACTED] CUST advised that he's busy and that he'll call the CSM back. NEXT STEPS: CSM will f/u with CUST on 11/19 for repair update.

2018-11-15 23:23:00 Email Created On: 11/15/2018 6:23:32 PM From: To: Subject: [REDACTED] X5D2V0 CRM:0198500000356 Hey Krista, Would you mind setting this customer up with a rental from Enterprise. Im paying for the rental from the 16th-20th. Thank you. Ford Motor Company (r) Geratny Figueroa | Customer Service Manager |FCSD 866-631-3788 x 77710| eFax: 877-494-2100 GFIGUE23@ford.com| www.ford.com

2018-11-15 23:26:00 CSM Gege x77710 OBC to CUST spoke to Mr. [REDACTED] CUST advised that they replaced the molding of the windshield last week and it's back in with different repairs. The D panel has cracked through again. The rearview mirror broke. The paint is peeling on the hood. CUST's new SA is Matesh. CSM advised she will cover rental from 17th-20th.

2018-11-15 23:29:00 Email Created On: 11/15/2018 6:29:18 PM From: To: Subject: Re: [EXTERNAL] [REDACTED] CRM:0198500000356 Yes ma'am I will do so ? Sorry to ask you is the car here I thought it was gone Sent from my iPhone Sorry for any incorrect spelling On Nov 15, 2018, at 4:23 PM, Figueroa, Geratny (G.) wrote: Hey Krista, Would you mind setting this customer up with a rental from Enterprise. I'm paying for the rental from the 16th-20th. Thank you. Ford Motor Company® Geratny Figueroa | Customer Service Manager |FCSD 866-631-3788 x 77710| eFax: 877-494-2100 GFIGUE23@ford.com| www.ford.com

2018-11-15 23:31:00 Email Created On: 11/15/2018 6:31:16 PM From: To: Subject: RE: [EXTERNAL] [REDACTED] CRM:0198500000356 He advised its there. I spoke with Craig and he advised that the molding around the windshield was replaced but that was last week. CUST came back for more concerns. Ford Motor Company (r) Geratny Figueroa | Customer Service Manager |FCSD 866-631-3788 x 77710| eFax: 877-494-2100 GFIGUE23@ford.com| www.ford.com

2018-11-20 17:03:00 CSM Gege x77710 OBC to DLR spoke to Matesh SA [REDACTED] The DLR advised that they're still doing an estimate. DLR will send the estimate to me.

2018-11-20 21:58:00 Email Created On: 11/20/2018 4:58:08 PM From: To: Subject: RE: [EXTERNAL] [REDACTED] CRM:0198500000356 Hey Krista, Any word on this vehicle? Matesh advised that the body shop is still working on an estimate but Im concerned because Im paying for the rental and hes been in it since Wednesday. Please advise. Thank you! Ford Motor Company (r) Geratny Figueroa | Customer Service Manager |FCSD 866-631-3788 x 77710| eFax: 877-494-2100 GFIGUE23@ford.com| www.ford.com

2018-11-20 22:01:00 CSM Gege x77710 OBC to CUST spoke to Mr. [REDACTED] CSM advised that they're still trying to get the VEH estimate. CUST asked about rental since it was only approved until today. CSM advised that she will authorize rental until 11/26. NEXT STEPS: CSM will f/u with CUST on 11/26 for repair update.

2018-11-20 22:05:00 Email Created On: 11/20/2018 5:05:01 PM From: To: Subject: RE: [EXTERNAL] [REDACTED] CRM:0198500000356 Mitesh, Any update on this unit for ford ?

2018-11-26 17:18:00 CSM Gege x77710 OBC to DLR spoke to Mitesh SA [REDACTED] VEH is being worked on. DLR advised that the ETA will be next Monday. CSM advised to open an IWL.

2018-11-26 17:31:00 CSM Gege x77710 OBC to CUST spoke to Mr. [REDACTED] CSM advised that the VEH is being worked on and that the ETA is Monday. CSM advised that the last day for rental in 11/27 for her to pay and the DLR should be taking care of the rest.

2018-11-26 17:36:00 NEXT STEPS: CSM will f/u with CUST on 12/3 for repair update.

2018-12-03 22:52:00 CSM Lauren x 77711 assisting CSM Gege x77710 OBC to DLR spoke to Mitesh SA [REDACTED] - SA unavailable. CSM left vm for call back. CSM Lauren x 77711 assisting CSM Gege x77710 OBC to CUST spoke to Mr. [REDACTED] - CSM gave role and CUST stated he spoke to SA yesterday who gave an ETA of 12/5 once the Body Shop completes their end of repair. CSM gave contact info and scheduled next f/u for Wed 12/5. NEXT STEPS - f/u DLR CUST repair update

2018-12-05 17:59:00 CSM Gege x77710 OBC to DLR spoke to Mitesh SA [REDACTED] DLR advised that the VEH should be done by the end of the day.

2018-12-05 18:04:00 CSM Gege x77710 OBC to CUST spoke to Mr. [REDACTED] CSM advised VEH should be done by tomorrow. NEXT STEPS: CSM will f/u with CUST on 12/10 for VEH satisfaction.

2018-12-10 17:14:00 CSM Gege x77710 OBC to DLR spoke to Mitesh SA/ Krista SM [REDACTED] VEH isn't done yet. CSM asked for a correct ETA. SM advised she will get me one and email the CSM. CSM advised the limit for rental is coming close.

2018-12-10 23:12:00 Email between the CUST and the CSM has been attached. NEXT STEPS: CSM will f/u with CUST on 12/13 for repair update.

2018-12-13 17:57:00 CSM Gege x77710 IBC from CUST spoke to Mr. [REDACTED] CUST wants an update. CSM advised she will need to speak with the DLR and will give him a call later on today.

2018-12-13 18:08:00 CSM Gege x77710 OBC to DLR spoke to Mitesh SA [REDACTED] DLR advised that the VEH will be done today.

2018-12-13 20:03:00 CSM Gege x77710 OBC to CUST spoke to Mr. [REDACTED] [REDACTED] CSM advised VEH should be done by the end of today. CUST asked what's next as far as compensation. CUST advised that due to the VEH being repainted and diminishing it's value, he expects more from Ford. CSM advised she can look into a VEH payment or and ESP but the BB is off the table. CUST isn't satisfied. CSM advised that that's the best she can do. CUST asked for a SUP to hear for a final time that that's the best Ford can do. CSM advised he'll be contacted in 1-3 business days. NEXT STEPS: CSM will f/u with CUST on 12/18 to f/u after SUP call.

2018-12-18 16:15:00 COM reviewed case and GFR. RAV approved as VEH appears to meet state guidelines for days out of service at this time. Buyback milestone form updated. NEXT STEP: CSM to inform CUST of RAV approval, verify CUST address and upload RAV

2018-12-18 16:16:00 SUP call - OBC to CUST [REDACTED] CUST states that was supposed to pickup on Saturday and paint flaws on hood and badging was not completed. COM explained that RAV was approved as VEH appears to meet state guidelines for AZ. COM explained RAV process to CUST and that CSM would be reaching out to guide him from here. NEXT STEP: CSM to upload RAV

2018-12-19 18:35:00 CSM Gege x77710 OBC to CUST spoke to Mr. [REDACTED] [REDACTED] CSM advised of the RAV info. CUST address is confirmed. CUST is still in the rental and the VEH is at the DLR. NEXT STEPS: CSM will f/u with CUST on 12/26 to confirm RAV has made contact.

2018-12-21 16:30:00 12/21 TT RICK REGARDING DEALER PACK FED EX TRACKING 7740 4419 9785/7909 1441 7829

2018-12-21 18:47:00 Contacted Customer/Attorney and/or Processing Dealer

2018-12-21 18:47:00 Mailed Customer Offer and/or Dealer Packet

2018-12-21 18:47:00 FILED CASE FOR AUDIT-CASE HANDLER-TAYBA M

2018-12-26 21:27:00 CSM Gege x77710 OBC to CUST spoke to Mr. [REDACTED] [REDACTED] CUST advised that he's been contacted by RAV. No further action required.

2019-01-10 15:15:00 Worksheet approved

2019-01-16 17:03:00 FILED CASE FOR CHECK-CASE HANDLER-TAYBA M

2019-01-16 17:41:00 Received Sale and/or Finance Documents

2019-01-16 17:41:00 Emailed Initial Financial Worksheet to Customer

2019-01-16 17:41:00 Customer Accepted Final Financial Worksheet

2019-01-16 17:41:00 Received Signed Final Documents and Verify Vehicle Delivery

2019-01-16 19:38:00 check ok

2019-07-02 15:48:00 Mailed check to dealer to pay off replacement vehicle

2019-07-02 15:48:00 I update Milestones to close case

CASE ATTACHMENTS:
2018-12-10 23:11:00

Geratny Figueroa

[RE](#) [REDACTED]

CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN: 03-25-2019

CLOSED: 03-26-2019

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Tier 2 CCT

COMMUNICATION:

CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Parts/Technical Assistance |

DEALER NAME: Community Ford , Inc.

PA CODE: 00882

DLR SALES CODE: 22050

REGION:

ZONE:

VIN: [REDACTED]

MODEL YEAR: 2018

MODEL: FLEX

MILEAGE: 18,102

BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV

LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED] |

ADDRESS:

CITY STATE ZIP COUNTRY: | | [REDACTED] |

HOME PHONE: [REDACTED]

SYMPTOMS: | | |

ANALYST NAME: # FordTCC-DM-PRD01-CRM

OPEN ANALYST NAME: P Rxsalp2

COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 08-05-2019 CLOSED: 08-21-2019 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance |
DEALER NAME: Jones Ford, Inc.
PA CODE: 01025 DLR SALES CODE: 21291 REGION: S2 ZONE: S2B
VIN: ██████████ MODEL YEAR: 2016 MODEL: FLEX MILEAGE: 47,974
BODY STYLE: K5D - FLEX LTD FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: ██████ | ██████
ADDRESS:
CITY STATE ZIP COUNTRY: | ██████
HOME PHONE: ██████
SYMPTOMS: Fit/Finish/Body | Exterior trim | Body Side Molding | Loose/Attachment
ANALYST NAME: # FordTCC-DM-PRD02-CRM OPEN ANALYST NAME: Data Migration user
COMMENTS:

2019-08-05 15:12:31 GUS MACHADO FORD OF KENDALL, LLC 716 07-JUN-16 * 5450202 * 139648A Customer Comments CUSTOMER STATES THERE IS A RATTLE IN THE HEADLINER AREA WHILE DRIVING. STOPS IF PUSH UP ON THE REAR OF THE HEADLINE R. Tech Comments VERIFY COMPLAINT AT TIME SEVERAL NOISES FROM TOP OF HEADLINER AREA ROAD TEST FOUND RATTLE OVER BUMPS LOWER COMPLETE HEADLINER FOUND METAL STRUCTURE SUPPORT IN THE METAL VIBRATING ADJUSTED FRAME ROAD TEST OVER 10 MILES WITH HEADLINER DOWN AND INSULATING AREAS IN THE ROOF INSTALL HEADLINER AGAIN THERE IS STILL SOME NOISE COMING FROM THE SHADES FROM THE GLASS LIKE A VIBRATION REMOVE HEADLINER AGAIN. Details 7760164 E84 20 .6 GUS MACHADO FORD OF KENDALL, LLC 20248 09-DEC-17 DA8Z 7210 AE 176645B Customer Comments CUSTOMER STATES WHEN APPLYING PRESSURE ON BRAKE TO CHANGE FROM PARK TO DRIVE, LEVER DOES NOT GO INTO GEAR. Tech Comments NO DTC NO CODES AND THE BOO IS WORKING LEVER WAS NOT RELEASING IN THE WORK SHOP MANUAL SAY REPLACE LEVER SHIFTER BY SYMPTOM CH ART Details 11613698 S07 28 .6 GUS MACHADO FORD OF KENDALL, LLC 32766 01-SEP-18 AT4Z 9E926 B 194269A. Customer Comments CK VEH LOST POWER W/DRIVING-WRENCH LIGHT CAME ON-NOTE BATTERY REPLACE LAST WEEK Tech Comments VERIFY CONCERN. PERFORM SYSTEM TEST AND RETRIEVE HISTORICAL DTC P2111. AS PER TSB 16-0139, REPLACE ETB AND GASKET. RETEST AND CLEAR ALL CODES AS PER TSB. Details 11923869 E83 29 2.2 GUS MACHADO FORD OF KENDALL, LLC 32935 11-SEP-18 DG1Z 19805 D 194940A Customer Comments CK A/C STOPS BLOWING -NOW BLOWING -128.00. Tech Comments VERIFY CONCERN. PERFORM SYSTEM TEST, NO DTC. AS PER SYMPTOM CHART, PERFORM PINPOINT TEST Q : THE BLOWER MOTOR IS INOPERATIVE. Q1 CHECK THE FCIM AND APIM FOR DTCs, NONE PRESENT. Q2 CHECK THE BLOWER MOTOR RELAY, PASSED. Q3 CHECK THE BLOWER MOTOR RELAY SUPPLY VOLTAGES, YES, 12.5 VOLTS. Q4 CHECK THE BLOWER MOTOR RELAY COIL CONTROL CIRCUIT FOR A SHORT TO VOLTAGE, NO. Q5 CHECK THE BLOWER MOTOR RELAY COIL CONTROL CIRCUIT FOR AN OPEN, YES. Q6 CHECK THE BLOWER MOTOR SPEED CONTROL VOLTAGE CIRCUIT, YES. Q7 CHECK THE BLOWER MOTOR SPEED CONTROL GROUND CIRCUIT FOR AN OPEN, YES. Q11 CHECK THE OUTPUTS TO THE BLOWER MOTOR, YES, 12.5 VOLTS. REPLACE BLOWER MOTOR ASSEMBLY AND RETEST. FOUND BLOWER OPERATES ON HIGH ONLY. PIN POINT TEST R. R6 CHECK THE BLOWER MOTOR GROUND CIRCUIT FOR A SHORT TO GROUND, YES NO SHORT. DUE TO CONSEQUENTIAL DAMAGE, REPLACE BLOWER MOTOR SPEED CONTROLLER. RETEST AND VERIFY PROPER A- C BLOWER OPERATION. BLOWER MOTOR INTERNAL SHORT. BLOWER SPEED CONTROLLER INTERNAL FAULT. Details 11923863 P99 29 0 GUS MACHADO FORD OF KENDALL, LLC 32935 11-SEP-18 * RENTAL * 194940D Customer Comments CUSTOMER PROVIDED RENTAL. Tech Comments ██████████ DAYS \$60.00 KEN-3249 Details 14612600 0968D 35 .9 BERKELEY FORD 39796 27-MAR-19 DA8Z 17618 B 166707A Customer Comments CUSTOMER STATES VEHICLE IS LEAKING WASHER SOLVENT INSTALL SO P. Tech Comments remove front tire, remove splash shield, remove washer reservoir, reinstall washer reservoir, reinstall inner shield, reins tall wheel, fill test operation.

2019-08-05 15:12:33 Case Number : ██████████ P7S7Z7 Customer : ██████████ R ██████████ Business Phone : n/a Home Phone : ██████████ Mobile Phone : n/a LTV Score : n/s Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Jones Ford, Inc. Dealer P&A : 01025 Dealer phone : 8437443311 VIN : ██████████ Year : 2016 Make : Ford Model : FLEX Mileage : 47974 Engine Specification : 3.5L Cyclone V6 Petrol TIVCT Transmission Specification : 6 Speed Auto Transmission 6F50 Warranty Start Date : 2016-05-17 Open Recall/FSA : no ESP : 0968 - USA 2019 NEW 84/100000 PREMIUMCARE W/ROADSIDE STANDARD DEDUCTIBLE: 100 USD OWNER NAME: ██████████ OPTIONS: KEY,SVC,LIGHTING EXPIRATION DATE: 17-MAY-2023 Hotline Contact : no Warranty History : yes- see below

2019-08-05 16:02:53 DXS-Sabrina Lacovazzo - Ford Motor Company - Dealer Relationship Center- slacovaz@ford.com - Office: 866.631.3788 Ext. 79095 OBC to DSM - # 8437443311 Called dealer @11am LVM DSM: Jacob Brock DSM email: jake.brock@jonesford.com Detail summary of request: Customer feels like the trim that the keyless entry pad fell off when driving should be covered by his ESP. The part is covered if it is an electrical failure, but is not if it falls off and needs to be replaced. Total Parts: \$180.15 Total Labor: \$50.94 Total Amount: \$231.09 My name is Sabrina Lacovazzo, and I am the Dealer Executive Specialist (DXS) agent for handling your case with Ford Motor Company. (FMC) I would like to review this case for financial support from FMC. I would need further action from the dealership please to gather more information before I can authorize a decision on financial assistance for the customer. I do have some questions please : please return my call thanks

2019-08-12 15:50:31 Ford Share recommendation: \$230.00 Dealer Share: \$0 Customer Share: \$1.09 Total Parts: \$180.15 Total Labor: \$50.94 Total Amount: \$231.09 I do have some questions please : 1. I see here the initial concern of the vehicle is the keyless entry pad ? Is there any more concerns for the vehicle? no 2. Is the Vehicle currently down at the dealership? no 3. Does (Customer) have regular maintenance at the dealership? yes 4. Would this have been covered under NVLW or BTB warranty? yes 5. Verification of Current vehicle mileage?47974 6. Is customer a loyal customer to your dealership? yes 7. Are you able to participate and or assist as well? \$0 8. When will repairs be finished? this week 9. Was the vehicle purchased at the dealership? not sure 10. Is the customer in a rental? n/a 11. Date of vehicle down? n.a 12. Date of Rental? no 13. Ford rental? or what? n/a F/U Monday 8/19 @ 11am

2019-08-20 13:34:03 DXS-Sabrina Lacovazzo - Ford Motor Company - Dealer Relationship Center- slacovaz@ford.com - Office: 866.631.3788 Ext. 79095 OBC to DSM - # 8437443311 dealer gave me his cell# ██████████ Called dealer @8:33am LVM DSM: Jacob Brock

2019-08-20 13:43:43

Email sent to DSM: jake.brock@jonesford.com Good Morning Jake, I left you a voicemail, I was trying to generate the approval code for this case... but there seems to be an issue either with my system or its saying duplicate RO date / line number I just wanted to verify this info with you. Repair Order [REDACTED] Causal Part#BA8Z7420555AC Repair Order Open Date 8/1/2019 Mileage at Repair Order Open 47,974 Ford Share: \$230.00 Dealer Share: \$0 Customer Share: \$1.09 Total Parts: \$180.15 Total Labor: \$50.94 Total Amount: \$231.09 RO Line # 06 ? Can we switch and try another RO line #? what can I use? Best regards, Ford Motor Company @ Dealer Relationship Center - Dealer Team Sabrina Lacovazzo - DXS slacovaz@ford.com | www.ford.com Office: 866.631.3788 Ext. 79095

2019-08-21 14:41:57

DXS-Sabrina Lacovazzo - Ford Motor Company - Dealer Relationship Center- slacovaz@ford.com - Office: 866.631.3788 Ext. 79095 OBC to DSM - # [REDACTED] Called dealer @9:38am LVM DSM: Jacob Brock FLP Form will not do an approval code due to RO line number or RO # /date incorrect saying duplicate request error - need to verify the info please contact me I also email yesterday, will have to close case do to no response if contacted before 30day period can reopen the case.

2019-08-21 14:46:36

Sent email to DSM also - DXS Sabrina with the notes below Closed case

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]
OPEN: 06-17-2020 CLOSED: 07-17-2020
RESPONSE TEAM: Tier 2 CCT NA CRC

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone

CASE CLASS LV 1234: General Inquiry | Dealer Locate | |

DEALER NAME: Towne Ford Sales

PA CODE: 07851

DLR SALES CODE: 72011

REGION: W2

ZONE: W2B

VIN: [REDACTED]

MODEL YEAR: 2018

MODEL: FLEX

MILEAGE: 36,182

BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV

LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED] |

ADDRESS:

CITY STATE ZIP COUNTRY: | | [REDACTED] |

HOME PHONE: [REDACTED]

SYMPTOMS: Fit/Finish/Body | Exterior trim | Not Listed | UNKNOWN

ANALYST NAME: # FordTCC-DM-PRD10-CRM

OPEN ANALYST NAME: Shaira Alegonza

COMMENTS:

2020-06-17 16:46:52

CONTACT VIA: Mobile Phone no: [REDACTED] Best time to call: 9am-11am PST Customer says: I called in regards to my 2018 FLEX. The trim in the keyless part blew off on the freeway. I don't keep my vehicle at the dealership but they already ordered the part. Dealer told me that it will not be covered since I already passed the 36000 miles for the bumper to bumper. Seeking help from Ford to cover the repair. as per cust's dealer says: NA CRC advised: I will escalate your case/request to our Ford Regional Customer Service Manager who works daily with your dealership's management team. The Ford Regional Customer Service Manager has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Ford Regional Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Service Manager within 1 business day. The case number that I have established for you today is [REDACTED]

2020-06-17 23:26:51

MELB CSM ALEC x77769 Case Number : [REDACTED] M7T6C7 Customer : [REDACTED] GUID : [REDACTED]
Customer Country : United States of America Customer State : CA Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : N/A LTV Score : 97 Vehicle Purchase Status : Original Owner navis Vehicle Purchase Date : 2017-08-22 Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Towne Ford Sales Dealer P&A : 07851 Dealer phone : 6503665744 VIN : [REDACTED] Year : 2018 Make : FORD Model : FLEX Mileage : 36182 Engine Specification : 3.5L V6 CYCLONE TIVCT Transmission Specification : 6 SPD AUTO TRANS 6F Warranty Start Date : 2017-08-22 Open Recall/FSA : none ESP : none Hotline Contact : none Warranty History : 22573 27-MAR-19 Brake light not working. DLR replaced the brake light. Ford Motor Company @ Alec Till Customer Service Manager, Ford CX Team ATILL3@ford.com | www.ford.com Office: 866-631-3788 x77769 eFax: 866-934-4067

2020-06-17 23:29:42

MELB CSM ALEC x77769 OBC CST@ [REDACTED] LEFT VM W/CONTACT INFO NEXT STEPS: 2ND INITIAL ATTEMPT 6/18/20 Ford Motor Company @ Alec Till Customer Service Manager, Ford CX Team ATILL3@ford.com | www.ford.com Office: 866-631-3788 x77769 eFax: 866-934-4067

2020-06-18 21:29:13

MELB CSM ALEC x77769 OBC CST@ [REDACTED] SPOKE W/CST NOISE COMING FROM TRIM ON VEHICLE. TRIM THEN FELL OFF VEHICLE. KEYLESS ENTRY FELL OFF VEHICLE. CST NEEDS TRIM REPLACED WITH KEYLESS ENTRY. BODYSHIP WILL TAKE CARE OF REPAIR. SA'S NAME BRANDON. LONGTIME FORD CUSTOMER. CST STATED COST FOR REPAIR WAS AROUND \$64.00 NEXT STEPS: DLR CONTACT. GATHER RO DETAILS 6/23/20 Ford Motor Company @ Alec Till Customer Service Manager, Ford CX Team ATILL3@ford.com | www.ford.com Office: 866-631-3788 x77769 eFax: 866-934-4067

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 12-31-2020 CLOSED: 12-31-2020 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance |
DEALER NAME: Greenway Ford, Inc.
PA CODE: 04822 DLR SALES CODE: 24224 REGION: S3 ZONE: S3F
VIN: [REDACTED] MODEL YEAR: 2018 MODEL: FLEX MILEAGE: 28,573
BODY STYLE: K5D - FLEX LTD FWD 4-DR MPV

LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED]
ADDRESS:
CITY STATE ZIP COUNTRY: | | [REDACTED] |
HOME PHONE: [REDACTED]
SYMPTOMS: Fit/Finish/Body | Exterior trim | Not Listed | UNKNOWN

ANALYST NAME: # FordTCC-DM-PRD07-CRM OPEN ANALYST NAME: Data Migration user

COMMENTS:

- 2020-12-31 16:05:02 DLR notes Customer seeking AWA, The driver side B-pillar flew off while driving. (Repair) Must replace with new
- 2020-12-31 16:08:34 Case Number : [REDACTED] Customer : [REDACTED] W [REDACTED] Business Phone : [REDACTED]
Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 74 Vehicle Purchase Status : Subsequent Owner Ford Credit
Contract Number : [REDACTED] Part Number : [REDACTED] Dealer Name : Greenway Ford, Inc. Dealer P&A : 04822 Dealer phone :
4072753200 VIN : [REDACTED] Year : 2018 Make : FORD Model : FLEX Mileage : 28573 Engine
Specification : 3.5L Cyclone V6 Petrol HVCT Transmission Specification : 6 Speed Auto Transmission 6F50
Warranty Start Date : 2017-12-28 Open Recall/FSA : ESP : 0987 - USA 2019 84/100,000 CPO
POWERTRAINCARE WTY W/ROADSIDE Hotline Contact : 12/04/19 powertrain 08/18/2020- powertrain
0987 - USA 2019 12/12,000 CPO USED PREMIUMCARE WARRANTY Warranty History : next page Sold to
Fleet: YES
- 2020-12-31 16:09:30 Warranty 05/06/19 OIL LEAK DIAG - BLACK LIGHT TEST - VEHICLE LEAKING FROM TIMING COVER
GASKET - REPLACE GASKETS AND REFILL FLUID - RETEST 11/29/19. ALL SUSPENSION WAS
CHECKED, HARDWARE TIGHTEN TO SPECS, BRAKES AND FRONT END CHECKED FOR
DAMAGE/WEAR. VEHICLE LOOKS TO BE IN GOOD SHAPE. SLIGHT NOISE IN RIGHT FRONT
QUADRANT IS STILL HEARD. SERVICE MANAGER REACHED OUT TO FORD MOTOR COMPANY FOR
ANY ADVISE ON CURRENT CONCERN. WILL NOTIFY CUSTOMER WHEN RESULTS ARE HEARD.
01/13/20 CHASSIS EAR DIAG VERIFIED CUSTOMER CONCERN, NOISE COMING FROM FRONT RIGHT
LOWER CONTROL ARM, REPLACED ARM, NOISE STILL PRESENT, CHASSIS EAR TO SUBFRAME PER
TAC. ISOLATED NOISE TO FRONT AND REAR RIGHT SUB FRAME, ORDERED SUBFRAME, RELEASED
VEHICLE TO CUSTOMER UNTIL PARTS ARRIVE. NOTE: **SUBFRAME ON ORDER BACK ORDERED
PART PACO #: 6314046 - CUSTOMER TO RETURN FOR SUBFRAME 02/16/20 AFTER PREVIOUS
REPAIR RO 71541 NOISE STILL PRESENT, HOTLINE CONTACT 117045723, CHASSIS EAR DIAG
NOISE CONCERN, ISOLATED NOISE TO FRONT AND REAR RIGHT SIDE SUB FRAME MOUNTING
BOLTS, HOTLINE RECOMMEND REPLACEMENT CUSTOMER TO RETURN FOR REPAIRS TECH
901340 - R&R FRT SUB-FRAME. TECH 901299/PHIL PERFORM CHASSIS EAR DIAG HOOKED LEADS
UP TO RF STRUT AND STRUT MOUNT. NOISE PRESENT FROM CHASSIS EARS. TECH 901253
REMOVE AND REPLACE RIGHT FRONT STRUT AND MOUNT RETEST FAIL NOISE STILL PRESENT.
REMOVED SWAY BAR LINKS AND DISABLED SWAYBAR NOISE WAS SIGNIFICANTLY LESS. TECH
901253 REMOVE AND REPLACE SWAYBAR BUSHING RETEST FAIL NOISE STILL PRESENT. AFTER
MORE NVH TESTING DETERMINED THAT SOURCE OF NOISE COMING FROM RF AXLE TECH 901253
REPLACE AXLE RETEST FAIL. CUSTOMER TOOK VEHICLE BEFORE REPAIR AND DIAGNOSIS WAS
COMPLETE. VEHICLE CAME FROM DIFFERENT FORD DEALERSHIP AS THEY WERE
UNSUCCESSFUL IN REPAIR ATTEMPT. VEHICLE IN SHOP 19 DAYS BEING WORKED ON FOR
ABNORMAL NOISE DIAG.
- 2020-12-31 16:09:46 06/09/20 VCC PER HOTLINE FORD CASE [REDACTED] REMOVE ENGINE SUBFRAME BOLTS ONE AT A
TIME TO ISOLATE SOURCE OF NOISE. AFTER REMOVING RIGHT FRONT SUBFRAME BOLT NOISE
WENT AWAY. FOUND NOISE COMING FROM CAGE NUT FOR SUBFRAME NOT WELDED IN THE
VEHICLES BODY. VEHICLE SENT TO BODYSHOP FOR CAGE NUT TO BE WELDED. BODY SHOP
TECH 900769: VCC, R&I FRONT BUMPER COVER AND IMPACT BAR FOR ACCESS, R&I RT FRT
WHEEL AND RT FENDER LINER. CUT ACCESS HOLE INTO FRONT INNER FRAME RAIL NUTS AND
RE-WELD CRACKED WELDS ON FRAME BUSHING BOLDT MOUNT, REWELD ACCESS HOLD ON
FRAME RAIL WHEN COMPLETE. APPLY CORROSION PROTECTION AND REASSEMBLE. RETEST
PASS **NOTE: MTWELD = TIME TO CUT ACCESS HOLE IN FRONT INNER FRAME NUTS AND REWELD
CRACKED WELDS ON FRAM BUSHING BOLT MOUNT, REWELD ACCESS HOLD ON FRAME RAIL
WHEN COMPLETE. NO SLTS LABOR OP AVAIL. 08/03/20 INSTALLED NEW PASSENGER SIDE B-
PILLAR TRIM
- 2020-12-31 16:15:23 DXS research on cases and history [REDACTED] Q7L3G1 buyback closed 07/20 CAS: [REDACTED]
Tier 1 case buyback non compliance
- 2020-12-31 16:19:02 DXS Charles OBE David Greenway Ford - Good Morning, David, FMC has authorized \$200.00 towards
repairs. An approval code has been generated in the FLL Request form based on the following participation: •
P&A code 04822 • RO 049340 • RO line# B • RO open 12/30/2020 • Mileage 28,573 • Customer Share: \$
12.98 • Dlr Share: \$ 000.00 • Ford Share: \$ 200.00 • Parts: \$ 77.98 • Labor: \$135.00 • Total Amount: \$ 212.98
• Fast Path generated P11 • Approval code: MSPA545029 Next Step Follow up 01/07/2021 Please
respond to email communicating you received the approval code. If there is not a response by 01/07/2021
case will resolve and close. Approval codes are good up to 30 DAYS after the repair order is closed out. If a
new approval code is needed after, then a NEW CASE will need to be opened and CURRENT CRITERIA will
be used." We appreciate the opportunity to serve you and for being a Loyal Ford partner. Ford Motor
Company © Charles Jones Charles Jones Dealer Experience Specialist, Ford DX Team
cjone649@ford.com/www.ford.com Office - 866-631-3788 ext. 79454 e-fax- 866-259-5507 Mon-Fri 7:30A.M. -
4:00P.M. Ford Confidentiality: _____ For security reasons, please do not submit any sensitive
personally identifiable information, such as credit card numbers, driver license number
- 2020-12-31 17:10:42 IBE This is not my dealer. If you can take a look at the e-mails I sent you today that would be appreciated !
Thank you, Dave Brownell Parts & Service Director Grieco Ford of Fort Lauderdale Direct 954-390-6201
- 2020-12-31 18:21:45 IBE David Greenway Ford DXS Charles - THANK YOU HAPPY NEW YEAR Charles.

CASE ATTACHMENTS:



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record		Source Code	MORS\CUDL
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Commodity Assignment

Commodity	body-exterior-exterior trim/moldings—	Symptom	no keyword found
Commodity	body-exterior-exterior trim/moldings—	Symptom	part-missing part
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key		Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	
Customer Concern Code		V Function Group (VFG)	
Source System Program Type		Report/Paid Date	05-Apr-2013
Version Series Code		Load Date	06-Apr-2013
Causal Part Prefix- Base - Suffix	--	Dealer Code	148044
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	TAYLOR FORD
Non Causal Part Prefix-Base-Suffix		Dealer City	TAYLOR
GSAR Repair Date		Dealer State/Province	MI
Fault Code		Dealer Country	USA
CC-Condition Code		Dealer Phone Number	3132910300
Labor Operation Code		Attachment	
Communication Type	OT	VOQ Component Description Code	
Maintenance Date	15-Apr-2013	GCQIS Safety Flag	

Customer Comment	*2013-04-12 23:01:21264593* CLOSED BY SYSTEM *2013-04-12 14:38:37204687* P18 APPROVED REPLACE MISSING FRT DOOR APPLIQUE FOR CUST SATISFACTION *2013-04-05 23:02:53867082* CLOSED BY SYSTEM *2013-04-05 15:35:07961313* P18 APPROVED REPLACE MISSING DOOR APPLIQUE FOR CUSTOMER SATISFACTION
Technician Comment	
CQIS Recommendations	

Tire Information

Tire Manufacturer	HANKOOK TIRE VENDOR	Tire Size	P235/60R17 A/S BSW T RATED
Tire Brand Series		Wheel	
DOT Left Front	5MJCDFHPI310	DOT Right Front	5MJCDFHPI310
DOT Left Rear	5MJCDFHPI310	DOT Right Rear	5MJCDFHPI310
DOT Left Inner		DOT Right Inner	
DOT Spare	UYV0_ABC		

Vehicle Information

VIN		Engine Serial Number	10L114500539
Model Year	2011	Engine Description	35L 4V DOHC VCT SMPI V6 GAS
Transmission	5 SPD AUTO TRANS 6F	Vehicle Description	FLEX
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	18-Jun-2010	Retail Sale Indicator Code	
Plant Description	OAKVILLE PLANT BUILD	Reaquired Vehicle	
Build Region		Warranty Start Date	21-Sep-2010
Build Country Code	CAN	Transmission Serial Number	100159098704
Mileage	0	Vehicle Axle Ratio	316 FINAL DRIVE RATIO
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

[Contact ODRHELP](#)

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CASE NUMBER: C [REDACTED] STATUS: Resolved
OPEN: 09-16-2015 CLOSED: 09-16-2015 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 2 CCT COMMUNICATION:
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | CLP / Lincoln Loyalty Assistance |
DEALER NAME: Randy Wise Ford, Inc.
PA CODE: 03977 DLR SALES CODE: 48413 REGION: G2 ZONE: G2F
VIN: [REDACTED] MODEL YEAR: 2013 MODEL: FLEX MILEAGE: 38,453
BODY STYLE: K5C - SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE [REDACTED] |
ADDRESS:
CITY STATE ZIP COUNTRY: | | [REDACTED]
HOME PHONE:
SYMPTOMS: | | |
ANALYST NAME: # FordTCC-DM-PRD07-CRM OPEN ANALYST NAME: P Rxsalp
COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN: 04-14-2016

CLOSED: 04-14-2016

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Tier 1 Inbound

COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | CLP / Lincoln Loyalty Criteria | Has been to Dealer

DEALER NAME: WESTWAY FORD

PA CODE:

DLR SALES CODE:

REGION:

ZONE:

VIN: [REDACTED]

MODEL YEAR: 2013

MODEL: FLEX

MILEAGE: 51,000

BODY STYLE: K5C - SEL FWD 4-DR MPV

LAST NAME FIRST NAME MIDDLE: [REDACTED] |

ADDRESS:

CITY STATE ZIP COUNTRY: | | [REDACTED]

HOME PHONE: [REDACTED]

SYMPTOMS: Fit/Finish/Body | Exterior trim | Body Side Molding | Loose/Attachment

ANALYST NAME: # FordTCC-DM-PRD01-CRM

OPEN ANALYST NAME: Kendra Roop

COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 05-26-2016 CLOSED: 05-26-2016 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Inbound COMMUNICATION:
CASE CLASS LV 1234: Dealer - Information | DAWAA/Lincoln Loyalty Request | Dealer Assist Approved |
DEALER NAME: Valley Ford
PA CODE: 05204 DLR SALES CODE: 74608 REGION: ZONE: C13
VIN: [REDACTED] MODEL YEAR: 2014 MODEL: FLEX MILEAGE: 39,447
BODY STYLE: K5B - FLEX SE FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS:
CITY STATE ZIP COUNTRY: | | [REDACTED]
HOME PHONE: [REDACTED]
SYMPTOMS: | | |
ANALYST NAME: # FordTCC-DM-PRD07-CRM OPEN ANALYST NAME: P Rxsalp
COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 12-16-2020 CLOSED: 12-16-2020 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance |
DEALER NAME: Ditschman/Flemington Ford
PA CODE: 04216 DLR SALES CODE: 13460 REGION: N1 ZONE:
VIN: [REDACTED] MODEL YEAR: 2016 MODEL: FLEX MILEAGE: 87,924
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS:
CITY STATE ZIP COUNTRY: | [REDACTED] |
HOME PHONE: [REDACTED]
SYMPTOMS: Fit/Finish/Body | Exterior trim | Body Side Molding | Loose/Attachment
ANALYST NAME: # FordTCC-DM-PRD03-CRM OPEN ANALYST NAME: Data Migration user

COMMENTS:

2020-12-16 14:04:27 Case Number : [REDACTED] Customer : [REDACTED] L [REDACTED] Business Phone : n/a Home Phone : n/a Mobile Phone : n/a LTV Score : 77 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : n/a Part Number : BA8Z7420555AC Dealer Name : Ditschman/Flemington Ford Dealer P&A : 04216 Dealer phone : 9087823673 VIN : [REDACTED] Year : 2016 Make : Ford Model : FLEX Mileage : 87,924 Engine Specification : 3.5L Cyclone V6 Petrol TIVCT Transmission Specification : 6 Speed Auto Transmission 6F50 Warranty Start Date : 2017-03-03 Open Recall/FSA : 20S04 REAR SUSPENSION TOE LINK REPLACEMENT ESP : 0968 - USA 2017 NEW 60/60,000 PREMIUMCARE W/ROADSIDE Hotline Contact : yes Warranty History : yes

2020-12-16 14:05:25 Summary from FAR CUSTOMER STATES KEYPAD MOULDING IS LOOSE. DETERMINED WE NEED TO REMOVE AND REPLACE KEYPAD MOULDING.

2020-12-16 14:08:48 OBE to WA Hello good morning, what is the cause of the keypad molding to be loose? Please advise. Thank you Ford Motor Company @ Aareiona Branson Dealer Experience Specialist, Ford DX Team abranso1@ford.com|www.ford.com office: 866.631.3788 ext. 79253 eFax: 866.233.4110 Monday-Friday 8:00am-4:30 pm CST next steps: wait for response; resolve case by 12/23/2020

2020-12-16 15:32:24 IBE from WA The retaining tabs are loose and not securing the molding to the vehicle. No outside damage OBE to WA Upon review, it appears your dealership has enough FLP funds remaining to satisfy the request for financial assistance. It is important that all dealers leverage their Ford Loyalty dealer budget to provide repair assistance prior to contacting the Customer Relationship Center (CRC). Please review the most current Ford Loyalty Program Budget Announcement for complete details. Ford Motor Company @ Aareiona Branson Dealer Experience Specialist, Ford DX Team abranso1@ford.com|www.ford.com office: 866.631.3788 ext. 79253 eFax: 866.233.4110 Monday-Friday 8:00am-4:30 pm CST next steps: resolve case

2020-12-16 16:03:50 IB from WA We do not have enough CLP funds. We have a claim that I am closing today that will exhaust the funds. Are you willing to participate?

2020-12-16 16:06:01 OBE to Wa Hello in regard to the case above: Ford share:\$100.00 Customer share:\$171.12 Program code:p11 Approval code: MSPA248257 Please let me know you have viewed this approval code so the case can be resolved. The approval code is good for 30 days. If there is anything else I can do to assist please let me know. Thank you Ford Motor Company @ Aareiona Branson Dealer Experience Specialist, Ford DX Team abranso1@ford.com|www.ford.com office: 866.631.3788 ext. 79253 eFax: 866.233.4110 Monday-Friday 8:00am-4:30 pm CST next steps: resolve case

2020-12-16 16:57:12 IBe from SA Mrs [REDACTED] has accepted the offer. Todd Baty

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 06-13-2022 CLOSED: 07-29-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: FAR FastPath NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | At Risk of Defection |
DEALER NAME: Tuttle Click's Capistrano Ford
PA CODE: 08700 DLR SALES CODE: 71096 REGION: W1 ZONE: W1C
VIN: [REDACTED] MODEL YEAR: 2018 MODEL: FLEX MILEAGE: 26,551
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED]
ADDRESS:
CITY STATE ZIP COUNTRY: | | [REDACTED] |
HOME PHONE: [REDACTED]
SYMPTOMS: Fit/Finish/Body | Exterior trim | Body Side Molding | Loose/Attachment
ANALYST NAME: # FordTCC-DM-PRD07-CRM OPEN ANALYST NAME: Data Migration user

COMMENTS:

2022-06-14 12:45:46 Case Number : [REDACTED] Customer : [REDACTED] A [REDACTED] Business Phone : 9492911035
Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 65 Vehicle Purchase Status : Subsequent Owner
Ford Credit Contract Number : [REDACTED] Part Number : [REDACTED] Dealer Name : Tuttle Click's Capistrano Ford Dealer P&A :
08700 Dealer phone : 949-240-7000 VIN : [REDACTED] Year : 2018 Make : FORD Model : FLEX
Mileage : 26551 Engine Specification : [REDACTED] Transmission Specification : [REDACTED] Warranty Start Date : 2018-02-28 Open
Recall/FSA : [REDACTED] ESP : [REDACTED] Hotline Contact : [REDACTED] Warranty History : [REDACTED]

2022-06-14 12:46:20 FRM DLR : EMPOWERMENT FINANCIAL ASSISTANCE FOR DRIVERS DOOR KEY PAD FALLING OFF

2022-06-14 12:48:04 PM to DLR : "Can you rate my service supporting your dealership on this case please for training purposes?
Please rate me on a scale of 1- 5 with 5 being the highest score. Thanks for helping me to serve you better!
The request for financial assistance has been approved. A P11 approval code has been generated in the
FLL Request form: Customer \$ 178.66 Ford \$ 267.98 Total \$446.64 If we are assisting financially, the FPS
will cut the code and the case will close automatically in 7 business days.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 06-17-2025 CLOSED: 06-17-2025 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |
DEALER NAME: Brandon Ford
PA CODE: 04963 DLR SALES CODE: 24222 REGION: S3 ZONE: S3E
VIN: [REDACTED] MODEL YEAR: 2018 MODEL: FLEX MILEAGE:
BODY STYLE: K5D - FLEX LTD FWD 4-DR MPV
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS:
CITY STATE ZIP COUNTRY: | | 1 [REDACTED] |
HOME PHONE:
SYMPTOMS: Fit/Finish/Body | Exterior trim | Body Side Molding | Loose/Attachment
ANALYST NAME: Joel Johnson OPEN ANALYST NAME: # fordprodprojectadvocate
COMMENTS:
2025-06-17 16:34:45

[REDACTED]
ford flex - 2018
vin: [REDACTED]
customer stated key pad its breaking away. Two years ago customer replaced and was under warranty and now outside of warranty and has fallen off again. Customer stated fixed in Pa and lived in Florida
Brandon Ford
Address: 9090 E Adamo Dr, Tampa, FL 33619
Phone: (813) 246-3673

FCR

Joel Johnson
Customer Experience Specialist, Ford CX Team
Ford Motor Company @
jjoh1088@ford.com | www.ford.com
office: 866-631-3788 ext. 79138
Mon -Friday | 8:00AM - 4:30 PM CST

2025-06-18 16:22:31

Callers Name [REDACTED]
CXH-04708341
Concern: requesting cxs.

Information: advised cxs will reach out once available.
Next Step: none

2025-06-23 19:06:17

CUST Keypad breaking away cust said he got a new last year
SPW 2 YEARS FOR NEW

OBC TO DLRSHIP
WAS DONE 09-2024 AT DIFFERENT DLRSHIP
WOULD NOT BE COVERED BY WARRANTY AND IF THEY RE-INSTALL IT CUST WOULD HAVE TO PAY
FOR DOOR PROGRAMMING. TRY ORIGINAL DLR
CXS notified Joel via teams cust request call back

Ford Motor Company @
Customer Experience Specialist - TRUCK CONCERN
Kaseem Sullivan
KSULLI61@FORD.COM | www.ford.com
Office: 866-631-3788 ext.79044
Monday - Friday 10:00 a.m. to 6:30 p.m.

2025-06-24 19:44:29

Customer called back about his part that they replaced last year says it coming back off advised we could schedule appointment for him at brandon ford for 6/26/2025 9 am time for customer

CASE ATTACHMENTS:



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record		Source Code	MORS\CUDL
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Commodity Assignment

Commodity	body-exterior-exterior trim/moldings—	Symptom	damage-distorted/warped/wrinkled
Commodity	body-exterior-exterior trim/moldings—	Symptom	damage-melted
Commodity	body-exterior-exterior trim/moldings—	Symptom	field service action
Commodity	body-exterior-exterior trim/moldings—	Symptom	separation
Significant Event		Verified	Y

Tread Information

Report Details

Source Claim Key		Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Concern Code		V Function Group (VFG)	
Source System Program Type		Report/Paid Date	19-Oct-2011
Version Series Code		Load Date	22-Oct-2011
Causal Part Prefix- Base - Suffix	--	Dealer Code	172206
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	FUTURE FORD OF ROSEVILLE
Non Causal Part Prefix-Base-Suffix		Dealer City	ROSEVILLE
GSAR Repair Date		Dealer State/Province	CA
Fault Code		Dealer Country	USA
CC-Condition Code		Dealer Phone Number	9167863673
Labor Operation Code		Attachment	
Communication Type	PH	VOQ Component Description Code	
Maintenance Date	22-Oct-2011	GCQIS Safety Flag	

Customer Comment
 CUSTOMER SAID TOOK VEH TO THE DLR COSMETIC ISSUES DLR ADV THEY WOULD HAVE TO GET REPAIR APPROVED BY FORD DLR CALLED YESTERDAY AND SAID FORD DENIED WARRANTY COVERAGE TWO TONE BLACK AROUND THE WINDOWS TRIM BY THE DRIVER SIDE WINDOW IS COMING OFF AND THE BLACK PANEL THAT COVERS THE KEY CODE IS WARPED LOOKS LIKE IT IS MELTED SPOKE WITH A MARTYDEALER SAID FUTURE FORD LINCOLN 650 AUTO MALL DRIVEROSEVILLE CA ADVISED AFTER REVIEWING MY RESOURCES, I SEE THAT THERE ARE NO FACTORY WARRANTIES OR PROGRAMS IN EFFECT ON YOUR VEHICLE THAT WOULD PROVIDE FINANCIAL ASSISTANCE FOR YOUR CURRENT CONCERN I RECOMMEND THAT IF YOU KEEP YOUR REPAIR RECEIPTS IN CASE FORD INITIATES A RECALL OR CUSTOMER SATISFACTION PROGRAM IN THE FUTURE BASED ON CUSTOMER FEEDBACK OR FURTHER ENGINEERING REVIEW OF SIMILAR COMPLAINTS WE APPRECIATE YOU TAKING THE TIME TO MAKE US AWARE OF THIS ISSUE AND THANK YOU FOR CONTACTING FORD MOTOR COMPANY ADV CUST SINCE THE ISSUE HAS BEEN REVIEWED AND DENIED CRC CAN NOT OVER TURN THAT DECISION OBC TO DLR SPOKE TO JIM S/M MELTED MOLDINGS PILLARS UNSUAL TO HAVE ONE AREA MELTED WOULD HAVE TO BE REAL DIRECT HEAT CLOSE TO THE SOURCE SUPPORT DENIAL

Technician Comment

CQIS Recommendations

Tire Information

Tire Manufacturer	GOODYEAR TIRE VENDOR	Tire Size	P235/60R18 A/S BSW T RATED
Tire Brand Series		Wheel	
DOT Left Front	4B7A013R3410	DOT Right Front	4B7A013R3410
DOT Left Rear	4B7A013R3410	DOT Right Rear	4B7A013R3410
DOT Left Inner		DOT Right Inner	
DOT Spare	UYV0_ABC2510		

Vehicle Information

VIN		Engine Serial Number	10L114501567
Model Year	2011	Engine Description	35L 4V DOHC VCT SMPI V6 GAS
Transmission	6 SPD AUTO TRANS 6F	Vehicle Description	FLEX
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	14-Sep-2010	Retail Sale Indicator Code	
Plant Description	OAKVILLE PLANT BUILD	Required Vehicle	
Build Region		Warranty Start Date	22-Jan-2011
Build Country Code	CAN	Transmission Serial Number	100250009304
Mileage	13000	Vehicle Axle Ratio	316 FINAL DRIVE RATIO
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

[Contact ODRHELP](#)

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