

CASE NUMBER: [REDACTED] STATUS: Information Provided  
 OPEN: 10-02-2020 CLOSED: 10-20-2020 BUSINESS UNIT NAME: Ford  
 RESPONSE TEAM: Tier 2 CCT NA CRC COMMUNICATION: Phone  
 CASE CLASS LV 1234: Vehicle Concern | Buyback Request | California Vehicle | 19 Model Years or Newer  
 DEALER NAME: Ken Grody Ford - Redlands  
 PA CODE: 04114 DLR SALES CODE: 71153 REGION: W1 ZONE: W1F  
 VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 17,532  
 BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV  
 LAST NAME FIRST NAME MIDDLE: [REDACTED] |  
 ADDRESS:  
 CITY STATE ZIP COUNTRY: S [REDACTED]

SYMPTOMS: Lighting/Glass/Vision | Windows/Glass | Not Listed | UNKNOWN  
 ANALYST NAME: # FordTCC-DM-PRD04-CRM OPEN ANALYST NAME: Lia Cilladi

COMMENTS:

- 2020-10-02 17:46:36 \*\*\*BEST CONTACT VIA PHONE\*\*\* \*\*\*CUST SAYS: Ernesto FP, fully verified Claim of feedback. [REDACTED] Twice back windows changed. Key pad on door fell off, beating the car. Detached. Rubber pieces on windshield. Cust does not feel safe. What do you want Ford to do for you: BB Cust is seeking for rental because she is scared to drive veh from dlr to home when ready. \*\*\*CUST SAYS PER DLR: Covered under warranty. \*\*\*CRC ADV TO CUST: Advised cust that a buyback it is not a Ford program. This program it is based in the Lemon Law of each state guidelines where the veh is at. Cust will receive a letter within 30 calendar days. Provided case: [REDACTED]
- 2020-10-02 19:13:51 Case Number : [REDACTED] Customer : [REDACTED] GUID : n/a Customer Country : United States of America Customer State : CA Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 99 Vehicle Purchase Status : Original Owner NAVIS Jeremy same address Vehicle Purchase Date : n/a Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Ken Grody Ford - Redlands Dealer P&A : 04114 Dealer phone : 9097933211 VIN : [REDACTED] / OASIS : [REDACTED] Year : 2019 Make : FORD Model : FLEX Mileage : 18000 Engine Specification : 3.5L V6 CYCLONE TIVCT Transmission Specification : 6 SPD AUTO TRANS 6F Warranty Start Date : 2019-01-31 Open Recall/FSA: no ESP : no Hotline Contact : [REDACTED] - K2UD3025 02/21/2019 5000 7 71 7 03LT/GLVI WINDOWS/GLASS REAR QUARTER APPEARANCE Cracked quarter glass Warranty History : CA BB review Ford Motor Company @ Melanie Fuller Customer Service Manager, Ford CX Team mfulle37@ford.com | www.ford.com Office 866-631-3788 ext.77718 eFax 866-639-0456
- 2020-10-02 19:17:21 Melbourne CSM Melanie x77718, OBC to cust [REDACTED] CSM lvm adv of role, gave loyalty statement and provided contact information. CSM adv will make 2nd attempt Monday 10/5/20. Next steps: Cust 2nd attempt initial Ford Motor Company @ Melanie Fuller Customer Service Manager, Ford CX Team mfulle37@ford.com | www.ford.com Office 866-631-3788 ext.77718 eFax 866-639-0456
- 2020-10-02 19:17:55 CSM did not open milestones for original owner as the VIN could be incorrect per OASIS. Ford Motor Company @ Melanie Fuller Customer Service Manager, Ford CX Team mfulle37@ford.com | www.ford.com Office 866-631-3788 ext.77718 eFax 866-639-0456
- 2020-10-02 20:41:29 Melbourne CSM Melanie x77718, OBC to cust [REDACTED] returning vm - CSM adv of buyback process & cust ver info. Cust states that veh @ dlrsp Monday 9/28/20 was in the week prior and the rubber molding fell off again after replacing windshield. Cust states a month after purchased veh that rear windows were cracking and the rubber molding several times. Cust states the key pad is cracking. Cust does not feel safe and asking for rental. Cust states after a few days from picking veh up that the rubber pieces started flapping, and took to dlrshp immediately. CSM adv f/u Friday 10/9/20. Next steps: Dlr release the veh/Cust update on GFR Ford Motor Company @ Melanie Fuller Customer Service Manager, Ford CX Team mfulle37@ford.com | www.ford.com Office 866-631-3788 ext.77718 eFax 866-639-0456
- 2020-10-02 20:42:12 Name(s) on the Title: [REDACTED] husband Customer purchasing the vehicle. Vehicle Information VIN: [REDACTED] Current Mileage: 17,532 Ownership Status: NEW Purpose of vehicle: Personal # vehicles registered to the business: (If yes to business) If Used Purchase Date: n/a Exact Mileage at Purchase: n/a State Information State Where Purchased: CA State Where Registered: CA Dealer Information Purchased from Dealer? YES Dealership (if yes): Raceway Ford Primary Reason for Repurchase: Safety WINDSHIELD/WINDOW concern Ford Motor Company @ Melanie Fuller Customer Service Manager, Ford CX Team mfulle37@ford.com | www.ford.com Office 866-631-3788 ext.77718 eFax 866-639-0456
- 2020-10-02 20:50:14 Melbourne CSM Melanie x77718, OBC to dlr 9097933211 Mike in service states that [REDACTED] took care of veh. SD Trevor Desherlia states that SA Kyle is not in today and will make sure cust is taken care of and does not need assistance from CSM. CSM adv f/u Friday 10/9/20 with SA Kyle Duke, Ford Motor Company @ Melanie Fuller Customer Service Manager, Ford CX Team mfulle37@ford.com | www.ford.com Office 866-631-3788 ext.77718 eFax 866-639-0456
- 2020-10-05 12:14:13 To Lisa for Review
- 2020-10-08 20:35:29 [REDACTED] / [REDACTED] Fuller, Melanie (M.) Thu 10/8/2020 4:35 PM To: kyle.duke@kengrodyford.com Kyle, Trevor stated that you were taking care of [REDACTED] and wanted an update on the repair status. Thank you, Ford Motor Company @ Melanie Fuller Customer Service Manager, Ford CX Team mfulle37@ford.com | www.ford.com Office 866-631-3788 ext.77718 eFax 866-639-0456
- 2020-10-09 17:47:14 Melbourne CSM Melanie x77718, OBC to dlr 9097933211 SA Kyle x401 - CSM lvm adv need update on repair status for cust f/u today to cb or reply to email. Ford Motor Company @ Melanie Fuller Customer Service Manager, Ford CX Team mfulle37@ford.com | www.ford.com Office 866-631-3788 ext.77718 eFax 866-639-0456
- 2020-10-09 20:47:34 Melbourne CSM Melanie x77718, OBC to dlr 9097933211 SA Malachi states that no open RO and last in 10/6/20 and out same same day. Ford Motor Company @ Melanie Fuller Customer Service Manager, Ford CX Team mfulle37@ford.com | www.ford.com Office 866-631-3788 ext.77718 eFax 866-639-0456
- 2020-10-09 20:49:50 Melbourne CSM Melanie x77718, OBC to cust [REDACTED] CSM lvm asking for repair satisfaction as no update on GFR and f/u Wednesday 10/14/20. Next steps: Cust repair satisfaction & update on GFR Ford Motor Company @ Melanie Fuller Customer Service Manager, Ford CX Team mfulle37@ford.com | www.ford.com Office 866-631-3788 ext.77718 eFax 866-639-0456
- 2020-10-13 20:14:38 obc to raceway ford; i spoke w/Glen (sm); he provided ro details
- 2020-10-13 20:26:48 obc to ken grody ford redlands; i spoke w/Micheal (sm); he provided ro details

2020-10-13 20:27:05 Final recommendation complete, sending to RES for final recommendation

2020-10-14 14:31:02 Sent to CSM Lisa for update

2020-10-14 18:57:56 RES Review In Progress.

2020-10-14 19:07:00 RES Review Complete. Transferring to COM for Final Review & Processing.

2020-10-14 20:34:59 Melbourne CSM Natasha x 77748 assisting Melbourne CSM Melanie x77718 Melbourne CSM Natasha x 77748 made OBC to customer on [REDACTED] CUST stated she can still hears loud wind noise still is not fixed. and waiting to see BB results. CSM informed although we don't have BB results case is progressing. CUST stated they have done multiple repairs. CSM SET F.U 10/21 NEXTSTEP:C-F/U BB results?10/21 Ford Motor Company @ Natasha Bailey Customer Service Manager, Ford CX Team NBAILE40@ford.com | www.ford.com Office: 866-631-3788 x77748 eFax: 888-410-0926

2020-10-15 12:08:55 COM approves, assigning to Elizabeth to process approval letter

2020-10-15 13:28:10 APPROVAL UPLOADED TO PORTAL. TRACKING: 463850 LETTER WILL BE SENT WITHIN 3 BUSINESS DAYS.

2020-10-15 14:42:15 CA REVIEW LETTER SENT TO CUSTOMER ON 10/15

2020-10-20 20:49:33 IBVM from SA Kyle Duke Mon 10/12/2020 4:56 PM SA states cust picked up veh on 10/6/20. Ford Motor Company @ Melanie Fuller Customer Service Manager, Ford CX Team mfulle37@ford.com | www.ford.com Office 866-631-3788 ext.77718 eFax 866-639-0456

2020-10-20 20:53:42 Melbourne CSM Melanie x77718, OBC to cust [REDACTED] CSM adv sorry I missed celebrating buyback approved and cust states that case handler has emailed her. CSM gave loyalty statement. Next steps: close case Ford Motor Company @ Melanie Fuller Customer Service Manager, Ford CX Team mfulle37@ford.com | www.ford.com Office 866-631-3788 ext.77718 eFax 866-639-0456

2020-10-20 20:54:48 close case summary Cust request buyback that was approved due to safety concern with the windshield. Ford Motor Company @ Melanie Fuller Customer Service Manager, Ford CX Team mfulle37@ford.com | www.ford.com Office 866-631-3788 ext.77718 eFax 866-639-0456

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN: 10-06-2022 CLOSED: 10-13-2022 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 - VehPay; ConExp; Refund |  
DEALER NAME: Wynne Ford  
PA CODE: 01686 DLR SALES CODE: 27062 REGION: N4 ZONE: N4W  
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 34,563  
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED] |  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: Hampton | VA | [REDACTED] | USA  
HOME PHONE:  
SYMPTOMS: Fit/Finish/Body | Exterior trim | Body Side Molding | Loose/Attachment  
ANALYST NAME: # FordTCC-DM-PRD06-CRM OPEN ANALYST NAME: Data Migration user

COMMENTS:

2022-10-06 13:28:32 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 75 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : n/a Part Number : BA8Z7420555AC Dealer Name : Wynne Ford Dealer P&A : 01686 Dealer phone : 7578383673 VIN : [REDACTED] Year : 2019 Make : FORD Model : FLEX Mileage : 34563 Engine Specification : 3.5L Cyclone V6 Petrol TIVCT Transmission Specification : 6 Speed Auto Transmission 6F50 Warranty Start Date : 2019-07-10 Open Recall/FSA : n/a ESP : CPCLIGHT 0968 - USA 2019 NEW 96/60,000 PREMIUMCARE W/ROADSIDE STANDARD DEDUCTIBLE:100 USDOWNER NAME: [REDACTED] KEYSVCRDSD,LIGHTING,1STDAYRENT EXPIRATION DATE:07/10/2027DISTANCE:60000RENTAL:35 UP TO 10 DAYS TOWING:0 USDCONTRACT SOLD BY:USA 01686ESP CONTRACT START DATE: 07/10/2019 CESPMMQC 0968 - USA 2019 NEW 96/60K PREM MAINT(M&W) 10K INTERVAL STANDARD DEDUCTIBLE:0 USDOWNER NAME: [REDACTED] EXPIRATION DATE:07/10/2027DISTANCE:61000RENTAL:0 UP TO 0 DAYS TOWING:0 USDCONTRACT SOLD BY:USA 01686ESP CONTRACT START DATE: 07/10/2019 Hotline Contact : n/a Warranty History : yes

2022-10-06 13:29:54 DXS Brianna 79541 FAR Summary CUSTOMER STATES KELYESS ENTRY TRIM PANEL CAME OFF DOOR WHILE DRIVING NO SIGNS OF IMPACT DAMAGE RECOMMENED REPLACING TRIM PANEL CUSTOMER REQUESTINS FINANCIAL ASSISTANCE.

2022-10-06 13:38:10 DXS Brianna 79541 OBPM SENT TO DLR Good Morning, Are the parts and labor priced at warranty rates? Thanks for your partnership. Next Step: Follow Up 10/13 Ford Motor Company @ Dealership Relationship Center-Dealer Team Brianna Archie barchie1@ford.com | www.ford.com Office: 866.631.3788 x79541 eFax: 855.906.1013 Mon-Fri 7am-11:00am/3pm-7:00pm Central time

2022-10-06 20:27:09 DXS Brianna 79541 IBPM FROM DLR Yes the part is warranty priced at \$232.86

2022-10-06 20:39:02 DXS Brianna 79541 OBPM/OBE SENT TO DLR Good Afternoon, FMC has authorized \$211 towards the repair. An approval code has been generated in the FLL Request form based on the following participation: P&A Code:01686 Mileage: 34,563 RO #: [REDACTED] RO LINE #: A RO OPEN DATE: 10/5/2022 Customer Share: \$140.67 Dealer Share: \$0.00 Ford Share: \$211.00 P11 Approval Code:MSPA201749 Thank you for your partnership. Next Steps: Close Case Please respond to email communicating you received the approval code and that it is working. If there is not a response by 10/13/22 this 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 REQUIRED. Ford Motor Company @ Dealership Relationship Center-Dealer Team Brianna Archie barchie1@ford.com | www.ford.com Office: 866.631.3788 x79541 eFax: 855.906.1013 Mon-Fri 7am-11:00am/3pm-7:00pm Central time

2022-10-13 12:43:14 DXS Brianna 79541 OBPM/OBE SENT TO DLR Good Morning, As I will be resolving your case, please look for an email within the next 24 hours with a brief 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 barchie1@ford.com or by phone at 1-866-631-3788, ext. (79541). 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. Thank you for your partnership. Next Step: Close Case Ford Motor Company @ Dealership Relationship Center-Dealer Team Brianna Archie barchie1@ford.com | www.ford.com Office: 866.631.3788 x79541 eFax: 855.906.1013 Mon-Fri 7am-11:00am/3pm-7:00pm Central time

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] X8R4B8 STATUS: Resolved  
OPEN: 11-14-2022 CLOSED: 12-14-2022 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Ford Employee Customer Support NA CRC COMMUNICATION: Email  
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | CCT Criteria |  
DEALER NAME: Crest Ford, Inc.  
PA CODE: 06256 DLR SALES CODE: 48042 REGION: G2 ZONE: G2A  
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 23,521  
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 | UNKNOWN | UNKNOWN  
ANALYST NAME: # FordTCC-DM-PRD02-CRM OPEN ANALYST NAME: P Rxsalp

COMMENTS:

2022-11-14 21:33:22 Case Number : [REDACTED] X8R4B8 Customer : [REDACTED] Business Phone : [REDACTED] Phone : [REDACTED] LTV Score : 15 Vehicle Purchase Status : subsequent owner per NAVIS Dealer Name : Crest Ford, Inc. Dealer P&A : 06256 Dealer phone : 586-755-2100 VIN : [REDACTED] Year : 2019 Make : FORD Model : FLEX Mileage : n/a Engine Specification : 3.5L V6 CYCLONE IIVCT Transmission Specification : 6 SPD AUTO TRANS 6F Warranty Start Date : 2019-11-27 Open Recall/FSA : none ESP : none Hotline Contact : none Warranty History : none related

2022-11-14 21:34:36 Notes per previous case [REDACTED] D3Y3L4 from supervisor and cust as well as dlr ( dated 11/14) Supervisor Escalation [REDACTED] D3Y3L4 Task Type: Supervisor Escalation Description: Cust says he took his veh to the dlrshp because the Keyless entry us broken he says the wind tore it off panel and snapped it in half cust says he is stil under BtoB and had to pay out of pocket for this cust would like his money back OBC to Crest Ford spoke with SA she says the pieces that are broken off are not a warrantable repair because they are not sure how the panel cracked in half which is why it was not covered Let cust know there are no programs in place to assist cust asked to speak with a SUP

2022-11-14 21:37:07 CSM Antoinette Ext 77712 Made OBC to Cust [REDACTED] Cust not available left VM advising of second attempt tomorrow 11/15. Repair status: not at dir CSAT status: financial assistance Next steps: action: second attempt at initial Next steps: second attempt at initial Case to be resolved upon: reimbursement ? Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2022-11-14 21:37:18 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 11/15 second attempt at initial

2022-11-15 19:47:29 CSM Antoinette Ext 77712 Made OBC to Cust [REDACTED] Cust confirmed while on the highway the fasteners fails and the wind blew half of the keyless entry pad off. Cust stated that the dlr is denying the repair because it broken in half and he does not have the other half. Cust stated that he was told from SM Mike if they submit the part back to warranty they will not get their money back. cust stated that the fastener failed which is why it came off. Cust stated that the warranty is up on the 27th so he is running out of time. Advised CSM will reach out to SM Mike and get pricing information to see if CSM can assist with the repair. Advised CSM will f/u no later than Thursday 11/17. Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2022-11-15 19:49:45 CSM Antoinette Ext 77712 Made OBC to Dlr 586-755-2100 Spoke with SM Mike who stated that due to the keyless entry pad being broken in half and damage Ford will deny the claim. He stated that he can not prove exactly what happened. Advised to provide the break down of cost details so CSM can review for assistance. He provided CSM with his email address to send over the info needed. Repair status: not at dlr CSAT status: financial assistance Next steps: action: did dlr send over cost details review update cust Next steps: did dlr send over cost details review update cust Case to be resolved upon: reimbursement ? Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2022-11-15 19:52:33 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 11/17 did dlr send over cost details review update cust

2022-11-17 15:00:42

From: Mike Smeckert  
Sent: Wednesday, November 16, 2022 9:51 AM  
To: Scott, Antoinette (A.)  
Subject: Re: [REDACTED]

We will reach out to the customer to schedule him. Thank you for your help!

Mike S.

On Wed, Nov 16, 2022 at 8:51 AM Scott, Antoinette (A.) ascott99@ford.com> wrote:  
Good Morning Mike,

I appreciate the information. I will cover the cost of the repair for the keyless entry pad. Please open an RO and get the part order. I will be out of the office tomorrow 11/17-11/22 Tuesday. If you can get the other RO information to me today I will provide a P11 approval code.

Thank You,

Ford Motor Company @  
Antoinette Scott  
Ford Employee Friends & Family Support Manager | Ford CX Team  
ASCOTT99@ford.com | www.ford.com  
Office: 866-631-3788 x 77712  
eFax: 1- 866-386-3045  
Monday – Friday 8:45 AM to 5:15 PM Eastern

2022-11-17 15:18:50 CSM Antoinette Ext 77712 Made OBC to Cust [REDACTED] Informed cust that CSM spoke with Mike who provided pricing. Advised CSM will be covering the cost of the repair. Advised that Mike should be reaching out to schedule his apt. He may be waiting until the part comes in to do so. Advised CSM will f/u no later than Wednesday 11/23. Cust stated that he tracked down the engineer responsible for the panel and informed him what the dlr informed him. The engineer stated that is incorrect and they receive parts from the dlr covering these under warranty even broken and damaged. Repair status: not at dlr CSAT status: financial assistance Next steps: action: part ordered and received, cust apt made Next steps: part ordered and received, cust apt made Case to be resolved upon: reimbursement ? Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2022-11-17 15:19:04 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 11/23 part ordered and received, cust apt made

2022-11-23 20:07:45 CSM Antoinette Ext 77712 Made OBC to Dlr 586-755-2100 Spoke with Mike who transferred CSM to SA Yvonna who stated that the part should be in late today or Friday. Once the part comes in SA will schedule cust. Advised that CSM will be covering cost of the repair. SA provided RO number and open date. CSM advised once veh comes in CSM will get other RO info RO Open Date: 700909 Open date: 11/14 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2022-11-23 20:09:40 CSM Antoinette Ext 77712 Made OBC to Cust [REDACTED] CSM said hello three times and no response. CSM disconnected the call. Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2022-11-23 20:11:35 CSM Antoinette Ext 77712 Made OBC to Cust [REDACTED] Cust not available left VM advising CSM spoke with SA Yvonne who stated that the part should be in late today or Friday. Advised CSM will f/u no later than Tuesday 11/29. Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2022-11-23 20:11:47 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step:F/u 11/29 part arrive, apt made ?

2022-11-29 21:21:10 CSM Antoinette Ext 77712 Made OBC to Dlr 586-755-2100 SA Yvonna is not available left VM requesting a call back. Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2022-11-29 21:22:21 CSM Antoinette Ext 77712 Made OBC to Cust [REDACTED] Cust not available left VM advising of next attempt Friday 12/2. Repair status: not at dlr CSAT status: financial assistance Next steps: action: part ordered and received, cust apt made Next steps: part ordered and received, cust apt made Case to be resolved upon: reimbursement ? Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2022-11-29 21:22:43 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 12/2 part ordered and received, cust apt made

2022-12-02 17:27:22 CSM Antoinette Ext 77712 Made OBC to Dlr 586-755-2100 Spoke with Mike who stated that SA Yvonne is on lunch until 1. Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2022-12-02 18:02:46 CSM Antoinette Ext 77712 Made OBC to Cust [REDACTED] Cust confirmed everything is good. He stated that he is upset that it failed so soon. Cust wanted to know what to do if it fails by 50K miles. Advised that the repair comes with a SPW. Advised CSM will double check what SPW comes with the repair and f/u no later than Tuesday 12/6. Repair status: completed CSAT status: financial assistance Next steps: action: SPW for repair ? update cust Next steps: SPW for repair ? update cust Case to be resolved upon: reimbursement ? Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2022-12-02 18:03:02 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 12/6 SPW for repair ? update cust

2022-12-06 18:12:47 CSM Antoinette Ext 77712 Made OBC to Dlr 586-755-2100 Spoke with SA Yvonna and ask for SPW for cust repair. She stated that the SPW is 2 years unlimited miles from RO closed date. Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2022-12-06 18:16:47 CSM Antoinette Ext 77712 Made OBC to Cust [REDACTED] Cust not available left VM advising of second attempt Thursday 12/8. Repair status: completed CSAT status: financial assistance Next steps: action: advise cust of SPW Next steps: advise cust of SPW Case to be resolved upon: reimbursement ? Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2022-12-06 18:17:04 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 12/8 advise cust of SPW

2022-12-08 17:15:45

From: Scott, Antoinette (A.)  
Sent: Thursday, December 8, 2022 12:15 PM  
To: 'Ivana Santoro'  
Subject: RE: [REDACTED] X8R4B8

Here is your P11 approval code to cover full cost \$478.60

[REDACTED]

Thank You,

Ford Motor Company ©  
Antoinette Scott  
Ford Employee Friends & Family Support Manager | Ford CX Team  
ASCOTT99@ford.com | www.ford.com  
Office: 866-631-3788 x 77712  
eFax: 1- 866-386-3045  
Monday – Friday 8:45 AM to 5:15 PM Eastern

From: Ivana Santoro ivanas@crestag.com>  
Sent: Wednesday, December 7, 2022 4:39 PM  
To: Scott, Antoinette (A.) ascott99@ford.com>  
Subject: Re: [REDACTED] X8R4B8

Hello Antoinette,

Please provide an approval code for this repair.

2022-12-08 21:40:49 CSM Antoinette Ext 77712 Made OBC to Cust [REDACTED] Cust not available left VM advising of third/final attempt Monday 12/12. Repair status: completed CSA1 status: financial assistance Next steps: action: advise cust of SPW Next steps: advise cust of SPW Case to be resolved upon: reimbursement ? Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2022-12-08 21:41:04 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 12/12 advise cust of SPW(final attempt)

2022-12-08 22:00:11 Gabrielle Davis/ ext 79798/ gdavi215@ford.com ibc from customer customer called in stating he's returning agents phone call emailed agent that called out to customer next steps: document case Ford Motor Company © Gabrielle Davis Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX Gdavi215@ford.com | www.ford.com office: 1-866-631-3788 ext. 79798

2022-12-12 19:18:11 CSM Antoinette Ext 77712 Made OBC to Cust [REDACTED] Informed cust that the SPW for his repair is 2 years/unlimited miles. . Repair status: completed CSA1 status: financial assistance Next steps: action: send closing email Next steps: send closing email Case to be resolved upon: reimbursement ? Customer in rental: no Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712

2022-12-12 19:18:26 Antoinette Scott Customer Service Manager, Ford CX Team ASCOTT99@ford.com | www.ford.com Office: 866-631-3788 x 77712 Next Step: F/u 12/14 send closing email

2022-12-14 22:18:27

From: Scott, Antoinette (A.)  
Sent: Wednesday, December 14, 2022 5:18 PM  
To: 'smazurki@ford.com'  
Subject: [REDACTED] X8R4B8

Hello Mr. [REDACTED]

Thank you for contacting Ford Motor Company and allowing us to assist you with your 2019 Ford Flex. We hope that your experience was both pleasurable and valuable. Our primary goal is to leave a positive customer experience with you as one of our valued customers.

Partnering with Crest Ford we were able to provide up to date contacts with you throughout the repair process and cover the repair cost. We hope that your experience with Ford Motor Company met your expectations. If there were any delays on our end, we sincerely apologize as we are working against some tough times and appreciate your patience.

You may receive an email survey from Ford Motor Co. We ask that you take a few minutes to respond to the survey and provide us with your feedback regarding my handling of your concern. If you have any further questions or concerns regarding this repair, please let us know by contacting us via phone with your case number [REDACTED] X8R4B8.

Thank you for being a valued customer and a part of the Ford family. We sincerely appreciate your business. It has been my pleasure serving you.

Respectfully,

Ford Motor Company ©  
Antoinette Scott  
Ford Employee Friends & Family Support Manager | Ford CX Team  
ASCOTT99@ford.com | www.ford.com  
Office: 866-631-3788 x 77712  
eFax: 1- 866-386-3045  
Monday – Friday 8:45 AM to 5:15 PM Eastern

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Resolved  
OPEN: 08-22-2023 CLOSED: 11-06-2023 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: Gosch Ford Temecula  
PA CODE: 05432 DLR SALES CODE: 71424 REGION: W1 ZONE: W1C  
VIN: ██████████ MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 46,078  
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: ████████ | ████████ |  
ADDRESS: ██████████  
CITY STATE ZIP COUNTRY: PALA | CA | ██████████  
HOME PHONE: 6264564621  
SYMPTOMS: Fit/Finish/Body | Exterior trim | Body Side Molding | Poor Fit  
ANALYST NAME: # FordTCC-DM-PRD09-CRM OPEN ANALYST NAME: Deandre Walter

COMMENTS:  
2023-08-22 16:21:15 VIN# VEH.at the Dealership: YES Meets FLP Guidelines: YES Year of VEH: 2019 Mileage: 46,056 CLV: 94 Transfer to Concern: YES Concern Agent Name: Reason for Concern: IBC FROM CUST: I HAVE COMPLAINT ABOUT MY CAR I DON'T KNOW WHERE TO GO I PURCHASED A 2019 FLEX AND I HAVE A EXPERIENCE SOMETHING IM NOT HAPPY ABOUT THEY SAID THE VEH WAS CPO, I WAS DRIVING YESTERDAY AND THE PLASTIC PIECE FELL OFF ON THE PASSENGER SIDE AND I ONLY HAD IT 3 MONTHS I TOOK I TO THE DLR AND THEY WERE TRYING TO CHARGE ME \$1,000 TO REPAIR IT SO IM CALLING TO SEE IF FMC CAN ASSIST CXS ADVISED: CUST WILL CALL BACK WITH THE VIN TO GET FURTHER ASSISTANCE Ford Motor Company Customer Experience Specialist-car/suv Deandre Walter Dwalte78@Ford.com www.Ford.com Office: 866-631-3788 EXT 79795 PV Inquiry Agent

2023-08-22 16:58:40

CXS – Tiffany Washington  
twashi67@ford.com  
866-631-3788 Ext 79653

IBC FROM CUST/ CUSTOMER SAYS SHE IS CALLING BACK IN TO BE ASSIGNED AN AGENT FOR FINANCIAL ASSISTANCE. CUSTOMER SAYS SHE HAS HER VIN NOW AND WOULD LIKE TO BE ASSISTED.

CUSTOMER SAYS SHE WAS DRIVING YESTERDAY AND THE PLASTIC PIECE FELL OFF AND SHE HAS ONLY HAD THE VEHICLE 3 MONTHS. THE SIDE PANEL ON THE DOOR FLEW OFF.

CLV: 94

Dealership: Gosch Ford Temecula

VIN: ██████████  
MILEAGE: 46,053  
NEXT STEPS/ CONCERN  
Transfer call to #: CONCERN ██████████  
86155439 FINANCIAL ASSISTANCE TEAM  
86155440 REPAIR ASSISTANCE/BUYBACK TEAM  
Concern Agent:

Ford Motor Company ®  
Tiffany Washington  
Customer Experience Specialist, Ford CXS Inquiry Team  
MON-FRI 11:30AM- 8:00 PM (CST)  
twashi67@ford.com | www.ford.com  
office: 866-631-3788 ext. 79653

2023-08-22 17:00:24

CXS – Tiffany Washington  
twashi67@ford.com  
866-631-3788 Ext 79653

IBC FROM CUST/ CUSTOMER SAYS SHE IS CALLING BACK IN TO BE ASSIGNED AN AGENT FOR FINANCIAL ASSISTANCE. CUSTOMER SAYS SHE HAS HER VIN NOW AND WOULD LIKE TO BE ASSISTED.

CUSTOMER SAYS SHE WAS DRIVING YESTERDAY AND THE PLASTIC PIECE FELL OFF AND SHE HAS ONLY HAD THE VEHICLE 3 MONTHS. THE SIDE PANEL ON THE DOOR FLEW OFF. CUSTOMER SHE DOES SEE ONLINE WHERE THIS IS A COMMON ISSUE WITH VEHICLES LIKE HERS.

CLV: 94

Dealership: Gosch Ford Temecula

VIN: [REDACTED]  
MILEAGE: 46,053  
NEXT STEPS/ CONCERN  
Transfer call to #: CONCERN [REDACTED]  
86155439 FINANCIAL ASSISTANCE TEAM  
86155440 REPAIR ASSISTANCE/BUYBACK TEAM  
Concern Agent:

Ford Motor Company @  
Tiffany Washington  
Customer Experience Specialist, Ford CXS Inquiry Team  
MON-FRI 11:30AM- 8:00 PM (CST)  
twashi67@ford.com | www.ford.com  
office: 866-631-3788 ext. 79653

2023-08-22 17:09:40

Ford Motor Company @ CXS-Ian Osei Customer Experience Specialist iosei@ford.com | www.ford.com office: 866-631-3788 ext 79295 Mon-Fri 8:30-5:00 CST IBC- Customer calling with inquiry requesting FAR, the customer and the inquiry agents are both having issues hearing me. I was not even able to verify the customer before the call went silent. Customer hung up at the 8:40 mark.

2023-08-22 17:15:46

Ford Motor Company @ CXS-Ian Osei Customer Experience Specialist iosei@ford.com | www.ford.com office: 866-631-3788 ext 79295 Mon-Fri 8:30-5:00 CST OBC- To the customer he answered. Audio again was in and out. Customer hung up.

2023-08-22 17:21:27

IBC from CUST/  
[REDACTED]

Cust calling in for her husband, says she got disconnected from the agent and she could not hear anything. CXS reached out to current agent on case, Ian Osei Via WebEx :

Ian says he tried to re contact her husband but did not get a response but wanted wife's # so that he may re contact her at his earliest convenience.

CUST was provided with information and best call back # is

6264564621

CUST had no further questions. End of Call.  
NEXT STEPS: Notate Case

Christopher Lujan  
Customer Experience Specialist  
Ford Passenger Vehicle Team  
clujan4@ford.com

2023-08-22 18:12:02

Ford Motor Company @ CXS-Ian Osei Customer Experience Specialist iosei@ford.com | www.ford.com office: 866-631-3788 ext 79295 Mon-Fri 8:30-5:00 CST OBC- To the wife, no answer. Left a voice mail providing my contact info. Next steps: Speak with customer and contact dealer.

2023-08-22 18:17:37

Ford Motor Company @ Madison Bridges Customer Experience Specialist, Ford CXS Team/ PV Team Mbridg46@ford.com | www.ford.com Office: 866-631-3788 ext. 79457 E-Fax: 8886359545 IBC From CUKIE [REDACTED] 6264564621 Customer called to speak with assigned CXS/// missed CXS phone call CXS messaged customer via Webex-- no response. Provided customer CXS email for quicker response. ext steps: Document case.

2023-08-22 22:35:51

Spoke with customer who was looking for agent working case educated customer of her f/p date customer demanding assistance now. Customer mentioned part came off front of of vehicle while driving vehicle, customer mentioned vehicle has been diagnosed at dealer. customer mentioned dealer has denied claim educated customer she may have contact her insurance company to file claim. Attempted to contact dealer, dealer unavailable. contact agent via web ex. Dashionte Carr Ford Motor Company @ Customer Experience Specialist, Ford CXS Team dcarr80@ford.com | www.ford.com Office: 866-631-3788 ext. 79910 E-Fax: 8886359545

2023-08-23 00:40:46

\*WEB\*Estimate to replace left front keyless entry pad/panel and right front door panel molding - warranty pricing - parts \$855.30 labor \$442.74. Total of \$1298.04. Please review and advise. Thank you.

2023-08-24 16:11:14

Ford Motor Company @ CXS-Ian Osei Customer Experience Specialist iosei@ford.com | www.ford.com office: 866-631-3788 ext 79295 Mon-Fri 8:30-5:00 CST IBC- From the customer, let her know I have not spoke with the dealer yet. That will determine if FAR will be provided. Customer will send me pics of the issue. Next steps: Contact the dealer.

2023-08-24 16:19:18  
2023-08-24 19:48:26  
2023-08-29 15:58:55  
2023-08-29 18:08:21

Ford Motor Company @ CXS-Ian Osei Customer Experience Specialist iosei@ford.com | www.ford.com office: 866-631-3788 ext 79295 Mon-Fri 8:30-5:00 CST Continued... Customer says it is only double sided tape. She spoke to Rochelle and Rico. The issue is on the driver side. She feels he part does not need to be replaced, just fixed. Next steps: contact the dealer.  
Ford Motor Company @ CXS-Ian Osei Customer Experience Specialist iosei@ford.com | www.ford.com office: 866-631-3788 ext 79295 Mon-Fri 8:30-5:00 CST OBC- To the dealer spoke with Rigo, he said Rochelle was busy. He took down my contact info to have her contact me back. Next steps: Contact the dealer.  
cust says she has not received update cust advised agent is actively working on case still requested sup waited 5 minutes on sup line - no answer / cust advised sup will f/u Ford Motor Company @ Niya Harris Customer Experience Specialist, Ford Truck Inquiry Team nharri91@ford.com | www.ford.com office: 866-631-3788

This is [REDACTED] my car ford flex I have case number that I am dealing with Ian the worth customers service CAS 44613540  
11:52 AM

Good afternoon. Thank you for reaching out to us today. My name is Jake and I represent the Ford Motor Company. I would like to look into your concern further. Can you share the following information to get started:

VIN:  
Mileage:  
Your full name:  
The vehicle owner's full name and your relation to them (if applicable):  
Zip code:  
Email address:  
Cell phone number:  
Preferred method of contact:  
Name and location of your dealership:

Jake  
Ford Social Media Team  
12:07 PM

7 new messages

I haven't drive my vehicle over a week been waiting for Ian to contact me. Right now I don't have a vin number or mileage

My name is [REDACTED] Contact is under my husband name [REDACTED] T [REDACTED] We purchased Ford flex 2019 from Encinitas Ford on 05/08/2023. Finance lady name Lindsey Willett, she sold me warranty and misled me that this is so good warranty that cover a lot of the stuff. I found out in hard way that they don't cover a lot. My car Bpillars on both side of my car driver and passenger side were make a noise for a while I couldn't pin point where the sound coming from I went on road trip I heard them more clearly and be able to pin point Bpillars were lose and made a lot noise on the freeway. Then it's fly off on the free way it's almost cost me an accident. I didn't know before I purchased that car that were that part were installed by double side tape until fall off. I went to dealer right away they want to replace the Bpillars on the both side. I came home with out let's them replace it. It's insane for those \$1000. I just brought car for three months didn't know that how those Bpillars were build with double side tape so I can prepare myself that one day would fall off in time. I contact Customer Service care no one seem to care sound like everyone say like nothing they can do, plus at the dealer every time take my truck in never been happy they don't give good customer service for the price they charge. They even tell my husband u can do it yourself if you look like u can do it. JAKE CAN U TELL ME THIS IS KIND SERVICE AFTER U PURCHASE THE CAR. How can we be happy, We don't want to spend more more for ford anymore. We just recommended our parent to buy f250 we regretted so bad. We own 2 f250 one of Ford flex. We brought gold certified. We honestly up set

[REDACTED] [REDACTED]  
The dealer Gosch Temecula  
My email [REDACTED] yahoo.com  
My husband [REDACTED] gmail.com  
Please for anything email both of us we want to be same page  
I will send u my vin number after 1pm  
California time

I called over customer service I dont get resolve. To me seem like they don't care

I brought used they say  
But to me it's certified should I get some kind of answer when honestly I don't know that part used double side tape

12:27 PM  
If u would send someone else that get business done and be honest I would really appreciate  
12:45 PM

Thank you [REDACTED] I was able to look into your case and I do see your case is still active. It is actively being reviewed for further assistance. I recommend continuing to work with your Customer Experience Specialist on your case, or directly with the service manager at your dealership.

Jake  
Ford Social Media Team  
1:53 PM

I am been waiting. It's usually takes this long and only this person can help me.

Can u help me understand it

1:56 PM

I will add these notes to your case, however, it is still currently active. Someone will reach out soon.

Jake  
Ford Social Media Team  
2:07 PM

.  
Sent

2023-08-29 19:26:59

\*\*\*\*\*SUPERVISOR ESCALATION\*\*\*\*\*

Supervisor Escalation: GCCT  
CASE- [REDACTED] H8F0R3

SUP ESCALATION has been completed. Please see task for notations.

Ford Motor Company ®  
Customer Relationship Center – Truck Team Lead  
Vernez Moorer  
Vmoorer1@ford.com | www.ford.com  
Monday-Friday (8:00am-4:30pm CST)

- 2023-08-29 20:34:16 Customer Eukie [REDACTED] called back in and aid she was escalated the case and the call dropped and wants a call back contact the team via webex MYSTIC ROSE She | Her | Hers Customer Experience Specialist O: (800) 392-3673 ext. 79092
- 2023-08-30 20:16:56 Ford Motor Company ® CXS-Ian Osei Customer Experience Specialist iosei@ford.com | www.ford.com office: 866-631-3788 ext 79295 Mon-Fri 8:30-5:00 CST IBE: From: Rachelle Long Sent: Saturday, August 26, 2023 4:18 PM To: Osei, Ian (I.) Subject: [REDACTED] H8F0R3 - customer [REDACTED] Good morning when you get this. Estimate to replace left front keyless entry pad/panel and right front door panel molding - warranty pricing - parts \$855.30 labor \$442.74. Total of \$1298.04. Please review and advise. Thank you.
- 2023-08-30 20:27:52 Ford Motor Company ® CXS-Ian Osei Customer Experience Specialist iosei@ford.com | www.ford.com office: 866-631-3788 ext 79295 Mon-Fri 8:30-5:00 CST OBC- To the customer, no answer left a voice mail informing her of the FAR amounts that we can assist with. Next Steps: Contact the dealer.
- 2023-08-30 20:31:46 Ford Motor Company ® CXS-Ian Osei Customer Experience Specialist iosei@ford.com | www.ford.com office: 866-631-3788 ext 79295 Mon-Fri 8:30-5:00 CST OBC- To the dealer, no answer. Left voice mail for SA Rachel.
- 2023-08-30 20:51:19 IBC from: [REDACTED] VIN: MILEAGE: BCN: EMAIL: Address: Per customer: The customer states she is inquiring about the amount for the Financial assistance and I advised of the information and customer asked the agent for a follow up or email to advise of the amount of assistance Actions: Next steps: document recontact Ford Motor Company ® Customer Relationship Center – Truck Team Shaterica Campbell scamp173@ford.com | www.ford.com office: 866-631-3788 ext. efax: \*link AAF article\*\*
- 2023-08-30 21:32:18 Ford Motor Company ® CXS-Ian Osei Customer Experience Specialist iosei@ford.com | www.ford.com office: 866-631-3788 ext 79295 Mon-Fri 8:30-5:00 CST IBC- From Rachel SM she confirmed the concern with the vehicle. She let me know that she informed the customer that if Ford helped it would not be at 100% either. Next steps: Contact the dealer.
- 2023-08-30 21:52:21 Ford Motor Company ® CXS-Ian Osei Customer Experience Specialist iosei@ford.com | www.ford.com office: 866-631-3788 ext 79295 Mon-Fri 8:30-5:00 CST IBC- From SM Rachel she has the customer in her office and would like to know the dollar amount of the share rec. Customer will only pay \$150 Dealer will pay remainder, I will pay Ford share rec. She will post RO details later.
- 2023-09-08 20:08:00 "Ford Motor Company CXS-Ian Osei Customer Experience Specialist iosei@ford.com | www.ford.com office: 866-631-3788 ext 79295 Mon-Fri 8:30-5:00 CST OBC- To the dealer, no answer. Left voice mail for SA Rachel asking if parts for FAR repair have arrived. Next steps: contact the dealer and the customer "
- 2023-09-13 15:21:24 \*WEB\*Good morning. Please issue approval code for Ford's portion of the repair. RO#3242158 Repair line 1 Repair date 8/30/23 Mileage 46,078 miles Thank you.
- 2023-09-15 13:41:33 \*WEB\*Good morning. Please issue approval code for Ford's portion of the repair. RO#3242158 Repair line 1 Repair date 8/30/23 Mileage 46,078 miles Thank you.
- 2023-09-15 20:59:40 Ford Motor Company ® CXS-Ian Osei Customer Experience Specialist iosei@ford.com | www.ford.com office: 866-631-3788 ext 79295 Mon-Fri 8:30-5:00 CST OBC- To the dealer, no answer. I asked them to clarify some things before approval code was generated. Next steps: Contact the dealer
- 2023-09-22 19:06:30 Ford Motor Company ® CXS-Ian Osei Customer Experience Specialist iosei@ford.com | www.ford.com office: 866-631-3788 ext 79295 Mon-Fri 8:30-5:00 CST OBC- To the dealer no answer. Left a voice mail for SM Rachel asking her to send me the accurate cost details. Next steps: contact the customer for CSAT.
- 2023-09-28 14:59:49 Ford Motor Company ® CXS-Ian Osei Customer Experience Specialist iosei@ford.com | www.ford.com office: 866-631-3788 ext 79295 Mon-Fri 8:30-5:00 CST OBE: From: Osei, Ian (I.) Sent: Thursday, September 28, 2023 9:59 AM To: [REDACTED] Laoharaj Subject: RE: [REDACTED] [REDACTED] Did you get your vehicle back ma'am. Are you satisfied with the repairs? Thank you,
- 2023-10-10 14:36:16 Ford Motor Company ® CXS-Ian Osei Customer Experience Specialist iosei@ford.com | www.ford.com office: 866-631-3788 ext 79295 Mon-Fri 8:30-5:00 CST OBC- To the dealer, spoke with SM Rachel. They paid 628.90. Call dropped.
- 2023-10-10 14:44:37 Ford Motor Company ® CXS-Ian Osei Customer Experience Specialist iosei@ford.com | www.ford.com office: 866-631-3788 ext 79295 Mon-Fri 8:30-5:00 CST OBC- Back to the dealer. Provided approval code to SM. Next steps: safety net to close.
- 2023-10-16 14:32:08 Ford Motor Company ® CXS-Ian Osei Customer Experience Specialist iosei@ford.com | www.ford.com office: 866-631-3788 ext 79295 Mon-Fri 8:30-5:00 CST OBC- to the customer, she said they did a poor job, they scratched her vehicle and it took them a while to admit to it. Her last time at the dealer was October 11th, 47852 is her current mileage. Customer accepted ESP.
- 2023-10-25 15:43:33 Ford Motor Company ® CXS-Ian Osei Customer Experience Specialist iosei@ford.com | www.ford.com office: 866-631-3788 ext 79295 Mon-Fri 8:30-5:00 CST OBC- To the customer, informed her that the ESP had been added and let her know a recap email and survey will be coming her way. Next steps: compose recap email

2023-10-25 15:54:26

Ford Motor Company @ CXS-Ian Osei Customer Experience Specialist iosei@ford.com | www.ford.com office: 866-631-3788 ext 79295 Mon-Fri 8:30-5:00 CST OBE: Hello Mrs. [REDACTED] Thank you for contacting Ford Motor Company and allowing us to assist you with your 2019 Ford Flex. We hope that your experience was both pleasurable and valuable. Our primary goal is to leave a positive customer experience with you as one of our valued customers. Partnering with Gosch Ford Temecula we were able to provide you with frequent repair updates, financially assist with the repair cost and add a 36 month/ 45k mile maintenance plan. This was all made possible because of your Ford loyalty which we value deeply. We hope that your experience with Ford Motor Company met your expectations. If there were any delays on our end, we sincerely apologize as we are working against some tough times and appreciate your patience. If you have any further questions or concerns regarding this repair, please let us know by contacting us via phone with your case number. [REDACTED] Please look for an email within the next few days that includes a brief survey regarding your experience with ME in completing your case. If you would like to provide feedback on your experience with the dealership, just know that the dealership will send out a separate survey for you to rate. We value your feedback so that we can better understand what we can do to improve in the future. Thank you,

2023-10-25 16:10:38

Ford Motor Company @ CXS-Ian Osei Customer Experience Specialist iosei@ford.com | www.ford.com office: 866-631-3788 ext 79295 Mon-Fri 8:30-5:00 CST Has the vehicle been repaired & returned to the customer? Yes Was the customer extended alternate transportation? No (By reimbursement, IWL, Dealer loaner) If alternate transportation not provided, state reason why? was not requested, issue did not cause off road Did you close out all obligations you may have with the dealership? (Fin Assist, Rental, ECT.) Yes Did you close out all obligations you may have with the Customer? (Reimbursement shows Payment Confirmed, ESP Active, Maintenance Plan Active) Yes Are all necessary documents to support reimbursements attached to the Morley activity? N/A Was there an active rental detail activity open? N/A What repairs were completed? side key entry panel What appropriate GWG did you provide as it's related to the customer concern? Maintenance ESP Were all methods of communication used to contact the customer? (Phone, Email, Text) Phone and email Were all methods of communication used to contact the dealership? (Phone, Email, Text, Portal Message) phone, email,portal message. Did you prepare a case closing email advising the value you brought by advocating for the customer? Yes

2023-10-25 17:39:08

Supervisor Satisfaction Call - I called Mrs. [REDACTED] to see how his experience with Ian was. The customer advised me that Ian and his experience were Good and he was doing his job. She stated at first she was frustrated because Ian took a long time to reach out to her. She had negative feedback for the dealership. I advised her of the email survey, and she said that he appreciated the call.

Next Steps: Process a Dealer Feedback Case and Close the Case

[REDACTED]

CASE ATTACHMENTS:  
2023-08-24 19:50:07

Ian Osei

 [molding 2.pdf](#)

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN: 03-01-2024 CLOSED: 06-27-2024 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |  
DEALER NAME: DCH Ford of Thousand Oaks  
PA CODE: 05208 DLR SALES CODE: 71460 REGION: W1 ZONE: W1E  
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 31,000  
BODY STYLE: K5C - FLEX SEL FWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED] |  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: CALABASAS | CA | [REDACTED] | USA  
HOME PHONE [REDACTED]  
SYMPTOMS: Fit/Finish/Body | Exterior trim | UNKNOWN | UNKNOWN  
ANALYST NAME: # FordTCC-DM-PRD02-CRM OPEN ANALYST NAME: # fordprodprojectadvocate  
COMMENTS:  
2024-03-01 16:29:26

2019 flex  
31k miles

[REDACTED]  
Cust purchased a veh around oct, passenger side trim was replaced before purchasing the veh (in oasis CONFIRM B PILLAR MOULDING FALLING OFF - M/T TO REMOVE ADHESIVE AND REPLACE B PILLAR MOULDING). As cust was washing the veh it fell off and cust says he sees it was held together by double sided tape. Dlr told cust to call ford because he is out of warranty now. Cust is asking for ford to call the dlr and tell them to fix it because it was done incorrectly.

Wsd 7/20/2020  
Civ 89

Cust does meet flp, advised we cannot make the dlr fix the veh but we do have assist outside of warranty.

2024-03-01 18:07:00

IBC: FROM RON

REASON: NEEDING TO BE CONTACTED BACK BY CASE AGENT REGARDING CASE.

Ford Motor Company  
Customer Experience Specialist-Concern  
Tyrall Randle  
Trandle7@ford.com| www.ford.com  
Office: 1-866-631-3788 ext.78972

2024-03-01 19:37:15

OBC TO DLR/

CXS reaching out to dlr to get further information on repairs. CXS spoke w/ service. SVR adv cust has not been to dlr for concern since July 2023 and the parts were ordered but he did not schedule to come in presumably because it was an out of pocket expense. DLR adv would have to do another diag./inspection since it has been 6 months. CXS adv would reach out to the customer.

2024-03-01 19:41:17

OBC TO CUST/

CXS reaching out to cust to adv on next steps. CXS spoke w/ cust [REDACTED] CXS adv cust would need to get veh back into dlr for inspection so that dlr can provide a quote on cost of repairs. Cust adv he would be able to bring veh in at the beginning of the week. Cust requested email w/ case number and contact information. CXS adv please recontact once veh is down at dlr for diag.

next steps: fcr until recontact

2024-03-18 18:08:24

From: Orebo, Mary (M.)  
Sent: Monday, March 18, 2024 1:05 PM  
To: [REDACTED]  
Subject: RE: Ford Motor Company Customer Relationship Center RE: [REDACTED] B1K0H1  
CRM:0954002

Hello Mr. [REDACTED]  
I hope all is well. I wanted to follow up with you and advised that I did reactivate your case and reach out to your service advisor at DCH Thousand Oaks Ford for the cost details on your repair. Please let me know if you have any questions, I will follow up with you on March 21st, which is Thursday.

Warm Regards,  
Ford Motor Company @  
Customer Relationship Center – Passenger Vehicle Team  
Mary Orebo  
morebo@ford.com | www.ford.com  
office: 866-631-3788 ext. 79410

From: [REDACTED]  
Sent: Wednesday, March 13, 2024 11:58 AM  
To: Orebo, Mary (M.)  
Subject: Fwd: Ford Motor Company Customer Relationship Center RE: [REDACTED] B1K0H1  
CRM:0954002

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

Hi Mary,  
I just left you a VM. Please advise next steps.  
Thanks,  
[REDACTED]

Sent from my iPhone

Begin forwarded message:  
From: Ron [REDACTED]@me.com>  
Date: March 11, 2024 at 4:36:27 PM PDT  
To: "Orebo, Mary (M.)" MOREBO@ford.com>  
Subject: Re: Ford Motor Company Customer Relationship Center RE: [REDACTED] B1K0H1  
CRM:0954002

Hi Mary,  
I went to DCH Ford today for appointment with JR [REDACTED] Service Advisor. He asked me if you will send him an email and he will send a quote for the panel replacement repair. [REDACTED]@dchfordofthousandoaks.com  
Thank you,  
[REDACTED]

Sent from my iPhone

2024-03-18 18:09:49

From: Orebo, Mary (M.)  
Sent: Monday, March 18, 2024 1:08 PM  
To: [REDACTED]@.com  
Subject: [REDACTED] FORD FLEX

Hello,

Mr. [REDACTED] forwarded your contact information to me to obtain the cost details on his repair. Can you please send me the following information.

Vehicle Diagnostic:  
RO#  
Date in:  
Mileage:  
Line #  
Warranty Parts Cost:  
Warranty Labor Cost:  
P&A Code:  
Does Dealer have a clear path to repair the vehicle: (Y/N)  
Repair warrantable?  
Maintenance up to date?  
Warm Regards,  
Ford Motor Company @  
Customer Relationship Center – Passenger Vehicle Team  
Mary Orebo  
morebo@ford.com | www.ford.com  
office: 866-631-3788 ext. 79410

2024-03-21 16:46:02

From: Orebo, Mary (M.)  
Sent: Thursday, March 21, 2024 11:45 AM  
To: [REDACTED]  
Subject: RE: Ford Motor Company Customer Relationship Center RE: [REDACTED] B1K0H1  
CRM: [REDACTED]

Hello Mr. [REDACTED]

I hope all is well. I wanted to follow up with you as I have reached out to the dealership and they advised that the vehicle was not down at the dealership.

Please advise at your earliest convenience.

Warm Regards,  
Ford Motor Company @  
Customer Relationship Center – Passenger Vehicle Team  
Mary Orebo  
morebo@ford.com | www.ford.com  
office: 866-631-3788 ext. 79410

From: [REDACTED]  
Sent: Wednesday, March 13, 2024 11:58 AM  
To: Orebo, Mary (M.)  
Subject: Fwd: Ford Motor Company Customer Relationship Center RE: [REDACTED] B1K0H1  
CRM:0954002

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

Hi Mary,  
I just left you a VM. Please advise next steps.  
Thanks,  
[REDACTED]  
[REDACTED]

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]  
Date: March 11, 2024 at 4:36:27 PM PDT  
To: "Orebo, Mary (M.)"  
Subject: Re: Ford Motor Company Customer Relationship Center RE: [REDACTED] B1K0H1  
CRM:0954002

Hi Mary,  
I went to DCH Ford today for appointment with JR [REDACTED] Service Advisor. He asked me if you will send him an email and he will send a quote for the panel replacement repair. [REDACTED]  
Thank you,  
[REDACTED]

2024-03-21 16:54:39

From: Orebo, Mary (M.)  
Sent: Thursday, March 21, 2024 11:54 AM  
To: [REDACTED]  
Subject: RE: [REDACTED] FORD FLEX

Hello,

Was this vehicle brought in recently and picked up? The customer is advising he needs financial assistance with a repair and he was bringing the vehicle in to obtain a quote.

Please advise at your earliest convenience.

Thank you for partnering,  
Ford Motor Company @  
Customer Relationship Center – Passenger Vehicle Team  
Mary Orebo  
morebo@ford.com | www.ford.com  
office: 866-631-3788 ext. 79410

From: [REDACTED]  
Sent: Monday, March 18, 2024 2:14 PM  
To: Orebo, Mary (M.)  
Subject: Re: [REDACTED] FORD FLEX

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

Hi i don't have an Ro# the vehicle is not here

2024-03-25 20:22:17

From: Orebo, Mary (M.)  
Sent: Monday, March 25, 2024 3:22 PM  
To: [REDACTED]  
Subject: RE: [REDACTED] FORD FLEX

Yes please can I have a rough estimate on what repairs he needed complete

Ford Motor Company @  
Customer Relationship Center – Passenger Vehicle Team  
Mary Orebo  
morebo@ford.com | www.ford.com  
office: 866-631-3788 ext. 79410

From: [REDACTED]  
Sent: Thursday, March 21, 2024 3:51 PM  
To: Orebo, Mary (M.)  
Subject: Re: [REDACTED] FORD FLEX

the vehicle was never left with me so no RO was opened. do you need a rough estimate??

From: Orebo, Mary (M.)  
Sent: Thursday, March 21, 2024 9:54 AM  
To: [REDACTED]  
Subject: RE: [REDACTED] FORD FLEX

2024-03-27 16:27:20

IBC FROM [REDACTED]  
[REDACTED]  
VERIFIED

CUST stated that he was supposed to be getting a call back on the 25th but did not. I advised CUST that per case notes we are still pending the needed information from the DLRSHIP. CUST states that he wants to know why he didn't get a CB on the 25th as he was told - advised that I cannot answer that, only Mary can.

Reached out to CXS by webex, no response.

Briana Esene  
Customer Experience Specialist, Ford CX Team  
besene@ford.com | www.ford.com  
Office: 866-631-3788 Ext. 79276

2024-03-29 20:06:44

From: Orebo, Mary (M.) morebo@ford.com>  
Sent: Friday, March 29, 2024 3:06 PM  
To: [REDACTED]@me.com>  
Subject: RE: waiting for call

Hello Mr. [REDACTED]

I have been in contact with the dealership for about 2 weeks now but they have continued to advise that the vehicle is not at the dealership. Can you please coordinate a time to bring the vehicle into the dealership for a detailed estimate on the repairs.

Warm Regards,  
Ford Motor Company @  
Customer Relationship Center – Passenger Vehicle Team Mary Orebo morebo@ford.com | www.ford.com  
office: 866-631-3788 ext. 79410

-----Original Message-----  
From: [REDACTED]@me.com>  
Sent: Monday, March 25, 2024 3:45 PM  
To: Orebo, Mary (M.) morebo@ford.com>  
Subject: Waiting for call

2024-04-02 13:52:50

\*\*\*Case Re-Assignment\*\*\*  
Case is re-assigned to Meyoshi Green per Charvis J Holmes.

Charvis "C.J." Holmes  
Ford Motor Company @  
Operations Supervisor  
CHOLME61@ford.com | www.ford.com  
office: 866-631-3788 Ext. 79422

2024-04-04 21:50:16

OBC DLR: SPOKE TO MADISON IN SERVICE AND THE VEHICLE HAS NOT BEEN THERE SINCE 10/12/23.

OBC CX: SPOKE TO CX AND HE SAID EVERYTHING WAS SENT TO MARY AS PER SERVICE WRITER. JR [REDACTED] IS SERVICE WRITER 805-491-7046 805-297-5893

NEXT STEPS: F/U WITH JR [REDACTED] FOR FURTHER DETAILS. LEFT VOICEMAIL FOR SERVICE WRITER

2024-04-08 14:43:16

Natalie Barrios/79840/nbarrio3@ford.com IBC from CUST [REDACTED]

Cust called wanting fin assist update and upset that Mary hadn't f/u. I adv Mary isn't with company anymore and that Meyoshi is his new cxs. I sent webex to cxs but she was on a call.

OBC to DLR 805-491-7046 SA JR ([REDACTED]@DCHFORD.COM) adv there is a molding on right front passenger door that fell off while driving (warrantable under B2B). Parts/labor total 362.57 - I asked him to separate into parts and labor but he adv he will have to get with tech for that info and Meyoshi can call back later today.

I adv cust that cxs would f/u in 1 bus day

NS: doc recontact

Ford Motor Company ®  
Customer Experience Specialist – Passenger Vehicle Team  
Natalie Barrios  
Nbarrio3@ford.com | www.ford.com  
office: 1-866-631-3788 ext. 79840

2024-04-10 14:56:27

Briana Esene/Ext.79276/besene@ford.com

IBC FROM [REDACTED]

CUST calling in stated that he is awaiting a call from his newly assigned CXS to see if the dlr gave the information needed

OBC TO DLR-

SA answered the line and placed me on an extended hold

CXS reached out VIA webex and stated that she will contact the CUST and CUST disconnected.

Next Steps: Doc Recontact

Ford Motor Company ®

Briana E.

Customer Experience Specialist, Ford CX Team

besene@ford.com | www.ford.com

Office: 866-631-3788 Ext. 79276

2024-05-01 21:16:45

OBC DLR: LEFT VOICEMAIL FOR SERVICE MANAGER DAN PAT.

2024-05-01 21:21:43

OBE DLR: Good evening, I am reaching out on behalf of [REDACTED] cust is seeking financial assistance for the repairs, may you please provide the information below? If the repairs are over 5K please send over cost cap, full tech finding, part list breakdown and cost, lastly labor hours and cost. Please submit the printed copy for each so I can submit everything correctly from start and get the process moving quickly. Please advise if you have any questions or concerns. May I have the information for all line numbers that needs assistance?

Concern:

Diagnosis:

1.RO Number:

2.RO Open Date:

3.RO Line Number:

4.Mileage at time of RO:

5.Parts Cost (at warranty rate):

6.Labor Cost (at warranty rate):

7.Labor hours and rate:

8.Total Cost:

9.Vehicle off road:

10.Is customer in rental or loaner:

11.Who is the requestor (dealer information, email and role):

12. P&a number:

13.If this customer vehicle was under 3/36 or 5/60 would this be a warrantable repair?

14. Was this a manufacture defect being this due to lack of maintenance, abuse or modification, any physical damages?

2024-05-01 22:03:29

IBE DLR: Hi i dont have an open ro. do you need i have sent the estimate multiple times. can you call me 8054917046

OBE DLR:Good evening,

I left a voicemail when I called. I'm not sure what the cust is needing. As per Madison, the cx veh has not been to the dealer for service since October 2023. The cx is seeking financial assistance for repairs but I'm it sure what repairs he needs. I was assigned this case in which Mary was the original agent. Please tell me how we can best assist the cx.

Thanks in advance!

2024-05-06 14:43:53

VERIFIED

CUST called in and stated that he is working with CXS over case and has not heard back as of yet - after reviewing case notes doesn't look like VEH has been taken into the DLR since oct but CUST states that he didn't have any further instruction by initial CXS who is no longer with the company, only that we need the quote and he gave that. Advised CUST that we need more than a quote to determine assistance. However, CUST states that the part he's having problems with is a part which was replaced less than 1 year ago. Advised CUST that he would have to take VEH back in because we need an active RO to determine if we can assist and he should advise the DLR of the SPW on the VEH. CUST states that he will take it back in but requested to speak with a supervisor due to lack of direction.

VIN: [REDACTED]

Briana Esene  
besene@ford.com | www.ford.com  
Office: 866-631-3788 Ext. 79276  
Hours 9:30AM-6PM CST

2024-05-07 14:13:35

Faith Lamb /Ext.79390/FLamb8@ford.com:  
Sup escalation

CLV: 90  
WSD: 7/20/2020  
Mileage: 31,000

OBC: To [REDACTED]

Reach out and left a voicemail for the customer advising him to please give us a call back so we can try to address his issue, i advised him that he does have a new customer experience specialist her name is miyoshi and provided him with her contact information so that he can reach out to her to get whatever situation that he is needing started

Who are we speaking with (Registered Owner, Delegate, or Dealer)? vm

Next steps: n/a

Faith Lamb  
Team Lead Advocate  
Office: (866) 631-3788 ext. 79390  
Email: FLamb8@ford.com  
M-F 8:30am -5pm CST

Ford Consumer Affairs  
P.O. Box 6248  
Dearborn, MI 48126

2024-05-10 14:36:02

5/10-IBC from customer stating he would like to speak to Ms. Faith. Informed She has not logged into work yet but I did leave a message to her and the agent. Cust stated he would like to speak to Faith.

Tracey Ealy  
Ford motor company  
Tealy3@ford.com | www.ford.com  
Ph: 866-631-3788 ext. 79738  
Cxs advocate

2024-05-10 17:53:33

called dealership and spoke with service advisor multiple times. sa said the cxs veh has not been at the shop since oct of 2023 and he is trying to get fin assist for repairs that were already completed in 2023. sent sa ro details form and he replied he sent it over already, asked sa to resend he said he did not have any open ro for cx.

2024-06-08 13:10:24

Case is re-assigned to Lakisha Austin per Charvis J Holmes.  
Charvis "C.J." Holmes  
Ford Motor Company ®  
Operations Supervisor  
CHOLME61@ford.com | www.ford.com  
office: 866-631-3788 Ext. 79422

2024-06-11 15:14:01

OBC to dealer & spoke with Shontelle who stated the right front door Moulding for trim pieces is the issue and it fell off. The advisor, [REDACTED] morles and goes by JR email is: [REDACTED] dchfordofthoosandoaks.com . Veh is not currently at the dealer.

OBC to cust who stated the dealer already provided approval and waiting on parts for the repair to be fully covered.

Next steps: FU needs to be set.

Ford Motor Company  
Customer Experience Specialist  
Angel Wynn  
Awynn10@ford.com  
Office: 1-866-631-3788 ext. 78966  
9:00am- 5:30pm CST

2024-06-14 14:02:04

[REDACTED] / last 8 of vin KBA39022  
the right front door Moulding for trim pieces is the issue and it fell off. The advisor, herlindo morles and goes by JR hemorales@dchfordofthousandoaks.com  
obc to dlr , they are currently closed / sent email to SA JR  
obc to cust he stated his issue has been going on since October , i advised i will try to move as swiftly as possible to gather information & see what all is covered / will follow back up by 06/17/24

2024-06-17 16:05:48

obc to dlr 8054917000, got JR vm , left vm , sent portal message , there was no response to email  
obc bk to dlr 10 mins later & nothing  
obc to cust to see if he had gotten an update from dlr , cust stated yes , he's just waiting to get appt scheduled . Also stated lets see whats going to happen, he has my contact info & will reach back out if need to  
will follow bk up by 06/21/24

2024-06-21 18:19:00

obc to customer to see if appt had been scheduled / stated he dropped vehicle off today & is scheduled to pick vehicle bk uplate today for completion  
[REDACTED] / last 8 of vin KBA39022  
the right front door Moulding for trim pieces is the issue and it fell off. The advisor, herlindo morles and goes by JR hemorales@dchfordofthousandoaks.com  
will follow back up by 06/24/24 on completion of repair & offer Imp

CLV : 89

WSD: 7/20/2020

Mileage: 31000

What problem did the customer have? front door Moulding for trim pieces

What assistance did Ford provide? repair assistance

What CSAT was offered to the customer? yes

Was the vehicle repaired in return to the customer?

Was a recap email sent to the customer?

What survey score do you think you will get ( 1-5)? 5 for taking over & progressing case

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN: 10-02-2024 CLOSED: 10-10-2024 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Exec Liaison NA CRC COMMUNICATION: Email  
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | CCT Criteria |  
DEALER NAME:  
PA CODE: DLR SALES CODE: REGION: ZONE:  
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE:  
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED] |  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: ANN ARBOR | MI [REDACTED] | USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: Fit/Finish/Body | Exterior trim | Body Side Molding | Appearance  
ANALYST NAME: # FordTCC-DM-PRD02-CRM OPEN ANALYST NAME: DaVonya Lyons  
COMMENTS:  
2024-10-02 18:36:59

EL agent rcvd the following from Said Deep office-

I have a question and/or complaint about a service/TSB/warranty issue my elderly mother-in-law had this week with her 2019 Ford Flex. I'm sorry for the long-winded email, but I want to make sure I give as much related information as I can.

I'll start by saying that I've been at Ford for 25 years now and it saddens me that we are denying claims for known service issues with our products. A few weeks ago, while she was driving on the freeway, both B-pillar moldings flew off her car, including the driver's side with the touchpad. She stopped at the Ford dealership in Kalamazoo and they said to cut the pigtail for the touchpad, so the broken molding didn't keep slamming into the side of the car while she continued her trip. When she got back, I looked it up in DealerConnect and it clearly has a TSB (attached) AND she has Premium Care on the car through 2027 and/or 75k miles. The Flex has under 50k miles and is clearly well taken care of. Varsity said they put the repair in the system and Ford denied the TSB repair AND said it's not covered under Premium Care. Varsity is being good about it and has given a "discount" on the techs hourly rate, but it is still cost my mother-in-law \$550! As you can imagine, I'm really upset about this. The fact they won't cover a known issue on a car with less than 50k miles on it is absurd. I covered the repair costs for her, because it makes no sense that Ford won't cover it.

Let me know if you have any advice on where I can go with this. Thanks!

2024-10-02 18:45:44

EL agent sent OBE to customers delegate Jamie Myler (internal Ford employee is customers son in law) requesting a return call to discuss.

2024-10-04 19:45:21

EL agent made OBC to customers delegate Jaime advising that the warranty does not cover the repair however I would be more than happy to review her receipts for a possible refund.

Jaime to send me paid repair copy.

2024-10-10 18:41:35

EL agent rcvd IBE from delegate advising that the customer has rcvd their check today.

EL agent closing case as no further actions are required.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided  
OPEN: 08-03-2022 CLOSED: 08-05-2022 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION: Web  
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | At Risk of Defection |  
DEALER NAME: Arlington Heights Ford  
PA CODE: 01539 DLR SALES CODE: 41093 REGION: G1 ZONE: G1C  
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: FLEX MILEAGE: 32,011  
BODY STYLE: K6C - FLEX SEL AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED] |  
ADDRESS:  
CITY STATE ZIP COUNTRY: | | |  
HOME PHONE:  
SYMPTOMS: Lighting/Glass/Vision | Windows/Glass | Fixed Side | Cracked  
ANALYST NAME: # FordTCC-DM-PRD10-CRM OPEN ANALYST NAME: Data Migration user

COMMENTS:  
2022-08-03 15:30:13 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : N/A  
Home Phone : N/A 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 : Arlington Heights Ford Dealer P&A : 01539  
Dealer phone : 8478701300 VIN : N/A Year : 2019 Make : FORD Model : FLEX Mileage : 32 Engine  
Specification : N/A Transmission Specification : N/A Warranty Start Date : N/A Open Recall/FSA : N/A ESP :  
N/A Hotline Contact : N/A Warranty History : N/A  
2022-08-03 16:04:11 OBE/OBPM Good Afternoon, [REDACTED] and Arlington Heights Ford Team, Upon review, it appears the vehicle  
does not meet VLA guidelines due to being outside of criteria. Ford Motor Company is unable to provide trade  
assistance at this time. I will be closing this case, but if you need to add any information to the case, you can  
re-open the case in GCCT. Please feel free to contact me via email or phone if you have any questions or  
concerns regarding to this case. 2019 Flex 32,000 Mileage We were unable to located warranty start date.  
There also was no vehicle identification number listed on case(VIN). VLA Requirement  
[REDACTED]  
Next Step Resolve Case 08/03/2022 - Dear Team, In reference to Case No C AS-37913099-J4H8W6: - We  
are closing this case as you instructed in portal message. As I will be completing this case, please look for  
an email in the next 24 hours with a brief survey regarding your experience with me. Ford 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 cjone649@ford.com or by phone at 866-631-3788 ext. 79454. If I'm unavailable,  
please leave me a detailed message and I will return your call as soon as possible. For a quicker response,  
please provide your case number indicated above. Thank you again for being a good Ford Partner. Regards,  
Charles Jones 866-631-3788 ext. #79454 Ford Confidentiality: For security reasons, please do not submit  
any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN,  
DOB, etc. Thank you Note: Please do not share my contact information with customers we work and  
communicate directly with dealers.  
2022-08-03 16:44:59 IBE From: [REDACTED] ahford.com Sent: Wednesday, August 3, 2022 11:21 AM To: Jones, Charles (C.) Subject:  
Re: [REDACTED] WARNING: This message originated outside of Ford Motor Company. Use  
caution when opening attachments, clicking links, or responding. PLEASE CALL ME [REDACTED] [REDACTED] Service  
Director Arlington Heights Ford 847-481-0502 [REDACTED] ahford.com  
2022-08-03 16:52:19 Charles Jones/Ext79454/cjone649@Ford.com OBC to DLR (8474810502) Arlington Heights Ford DXS  
Charles OBC to DLRService Dept. CPO and a stress crack DXS spoke [REDACTED] [REDACTED] Next  
Step Follow Up 08/05/2022 We appreciate the opportunity to serve you and for being a Loyal Ford partner.  
Ford Motor Company © Charles Jones Dealer Experience Specialist, Ford DX Team  
cjone649@ford.com/www.ford.com (866) 631-3788 x 79454 e-fax- 866-259-5507 Mon-Fri 7:30AM-4:00PM  
2022-08-03 16:57:04 OBE/OBPM 1. What was customer concern? What are the technical findings? 2. Are there any modification  
on the vehicle that impact the vehicles warranty based on your inspection? 3. Has the customer maintained  
the vehicle required maintenance by the manufacturer based on your inspection? 4. Would this repair would  
have been warrantable based upon your inspection? 5. Does this estimate provided include parts and labor at  
warranty rates? 6. Are there any other concerns with the vehicle that relates to the mechanical concerns you  
should share for this case review? 7. Out of last 10 years how many new Ford Motor Company vehicle did  
Anthony Wojchiechowski?(0-10) 8. Out of last 2 years how many services did the customer pay for (one,  
multiple, and never) 9. Was this vehicle purchased new, used within 3/36K, or used outside of Bumper to  
bumper? - I will leave the case open for correspondence from you and if there are no attempts completed on  
or before next follow up case will resolve and close due to no communication to determine if our resolution  
meets the area of concern. Next Step Follow Up 08/05/2022 We appreciate the opportunity to serve you and  
for being a Loyal Ford partner. Ford Motor Company © Charles Jones Dealer Experience Specialist, Ford  
DX Team cjone649@ford.com/www.ford.com (866) 631-3788 x 79454 e-fax- 866-259-5507 Mon-Fri 7:30AM-  
4:00PM  
2022-08-03 16:59:16 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : N/A  
Home Phone : N/A Mobile Phone : N/A LTV Score : N/S Vehicle Purchase Status : Original Owner Ford  
Credit Contract Number : N/A Part Number : N/A Dealer Name : Arlington Heights Ford Dealer P&A : 01539  
Dealer phone : 8478701300 VIN : [REDACTED] Year : 2019 Make : FORD Model : FLEX Mileage :  
32,011 Engine Specification : 3.5L V6 CYCLONE TIVCT Transmission Specification : 6 SPD AUTO TRANS  
6F Warranty Start Date : 2019-12-20 Open Recall/FSA : ESP : 0968 - USA 2022 NEW 96/85,000  
PREMIUMCARE W/ROADSIDE Rental: 40 Up to 10 Days EXPIRATION DATE:12/20/2027 Hotline Contact :  
N/A Warranty History : 05-AUG-21 VERIFIED CUSTOEMR CONCERN,B PILLAR TRIM COMING LOOSE.  
INSPECTED FOR SIGNS OF DAMAGE NONE FOUND NECESSARY TO REPLACE. I REPLACED RF  
DOOR APPLIQUE AND RETESTED OK 05-AUG-21 I REPAIRED PASS SIDE VENT MOUNT AND  
REINSTALLED VENT  
2022-08-03 16:59:37 em/pm sent to DLR while on phone  
2022-08-03 17:00:14 IBE From: [REDACTED] ahford.com Sent: Wednesday, August 3, 2022 11:58 AM To: Jones, Charles (C.) Subject:  
Re: [REDACTED] STRESS CRACK IN SIDE QUARTER GLASS NO YES YES YES NO 5  
COMPANY [REDACTED] Service Director Arlington Heights Ford 847-481-0502 [REDACTED] ahford.com

2022-08-03 17:03:06 OBE/OBPM 1. Out of last 10 years how many new Ford Motor Company vehicle did [REDACTED] (0-10) and if you answer provided vins of vehicles customer purchased 2. Out of last 2 years how many services did the customer pay for (one, multiple, and never) 3. Was this vehicle purchased new, used within 3/36K, or used outside of Bumper to bumper? - I will leave the case open for correspondence from you and if there are no attempts completed on or before next follow up case will resolve and close due to no communication to determine if our resolution meets the area of concern. Next Step Follow Up 08/05/2022 We appreciate the opportunity to serve you and for being a Loyal Ford partner. Ford Motor Company ® Charles Jones Dealer Experience Specialist, Ford DX Team cjone649@ford.com/www.ford.com (866) 631-3788 x 79454 e-fax- 866-259-5507 Mon-Fri 7:30AM-4:00PM

2022-08-03 17:06:10 OBE/OBPM System is not allowing our team to assist. Please answer these questions or case may close. - 1. Out of last 10 years how many new Ford Motor Company vehicle did [REDACTED] (0-10) and if you answer provided vins of vehicles customer purchased 2. Out of last 2 years how many services did the customer pay for (one, multiple, and never) 3. Was this vehicle purchased new, used within 3/36K, or used outside of Bumper to bumper? - I will leave the case open for correspondence from you and if there are no attempts completed on or before next follow up case will resolve and close due to no communication to determine if our resolution meets the area of concern. Next Step Follow Up 08/05/2022 We appreciate the opportunity to serve you and for being a Loyal Ford partner. Ford Motor Company ® Charles Jones Dealer Experience Specialist, Ford DX Team cjone649@ford.com/www.ford.com (866) 631-3788 x 79454 e-fax- 866-259-5507 Mon-Fri 7:30AM-4:00PM Ford Confidentiality: \_\_\_\_\_ For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you \_\_\_\_\_ Note: Please do not share my contact information with customers we work and communicate directly with dealers.

2022-08-03 17:08:14 DXS Awaiting 3 questions from DLR customer has no CLV score- customer purchased vehicle from company he works for. Stress fracture on the window and DLR did not submit case correctly.

2022-08-03 17:11:48 IBE From: [REDACTED]@ahford.com Sent: Wednesday, August 3, 2022 12:09 PM To: Jones, Charles (C.) Subject: Re: [REDACTED] LAST 10 YEARS 1 MULTIPLE USED INSIDE BTB [REDACTED] Service Director Arlington Heights Ford 847-481-0502 [REDACTED]@ahford.com

2022-08-03 17:16:41 OBE/OBPM Good Afternoon, [REDACTED] FMC has authorized \$726.20 towards repairs. An approval code has been generated in the FLL Request form based on the following participation: • P&A Code: 01539 • RO: 137781 • RO line #: A • RO open date: 07/28/2022 • Mileage:32,011 • Customer Share: \$ 242.07 • Dlr Share: \$0.00 • Ford Share: \$ 726.20 • Parts: \$ 744.43 • Labor: \$223.84 • Total Amount: \$968.27 • Funds P11 • Approval code: MSPA660508 Next Step Follow up 08/05/2022 Please respond to email communicating you received the approval code. If there is not a response by 08/05/2022 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 Dealer Experience Specialist, Ford DX Team cjone649@ford.com/www.ford.com (866) 631-3788 x 79454 e-fax- 866-259-5507 Mon-Fri 7:30AM-4:00PM

2022-08-04 12:16:55 [REDACTED] J4H8W6 08/03/2022 4:13P.M. IBPM Arlington Height Ford DXS Charles k

2022-08-04 12:18:18 OBE/OBPM Dear [REDACTED] In reference to Case No [REDACTED]: We are closing this case as you instructed in portal message. As I will be completing this case, please look for an email in the next 24 hours with a brief survey regarding your experience with me. Ford 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 cjone649@ford.com or by phone at 866-631-3788 ext. 79454. If I'm unavailable, please leave me a detailed message and I will return your call as soon as possible. For a quicker response, please provide your case number indicated above. Thank you again for being a good Ford Partner. Regards, Charles Jones 866-631-3788 ext. #79454 Ford Confidentiality: For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you Note: Please do not share my contact information with customers we work and communicate directly with dealers.

2022-08-05 12:40:35 closure comments:em/pm approval code/ response received approval code and close case/em/pm closure sent/resolve and close case

CASE ATTACHMENTS:

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