

CASE NUMBER: CAS- [REDACTED] STATUS: Resolved
 OPEN: 08-17-2020 CLOSED: 08-18-2020 BUSINESS UNIT NAME: Ford
 RESPONSE TEAM: Tier 2 CCT NA CRC COMMUNICATION: Chat
 CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Outside Criteria |
 DEALER NAME: Mullinax Ford
 PA CODE: 02207 DLR SALES CODE: 24016 REGION: S3 ZONE: S3G
 VIN: [REDACTED] MODEL YEAR: 2018 MODEL: FOCUS MILEAGE: 60,283
 BODY STYLE: P3F - FOCUS SE 4DR SEDAN
 LAST NAME FIRST NAME MIDDLE: M**D | K**E | K**
 ADDRESS:
 CITY STATE ZIP COUNTRY: | | 3**0 |
 HOME PHONE: 6**7
 SYMPTOMS: Driving Performance | Runs Rough | UNKNOWN | UNKNOWN
 ANALYST NAME: # FordTCC-DM-PRD09-CRM OPEN ANALYST NAME: Xavier Moscol

COMMENTS:

- 2020-08-17 17:51:11 Info At 1:35 PM Aug 17 You are now chatting with Xavier. Please do not enter any sensitive personal data such as social security number or credit card numbers. Hello. My name is Xavier. How can I help you? You 1:35 PM I would like to open a case with Ford for my 2018 Ford Focus which is now on its second significant repair. [REDACTED] 1:35 PM I will be happy to assist you [REDACTED] What seems to be the issue with your vehicle? You 1:36 PM I had my car serviced on 07/15 at 59,033 miles. On 08/05 it died on the interstate. We had it towed to the dealership that day. After a few days they phoned me to say the timing belt had broken and I needed \$5,000.00 for a new engine. I am at 60,283 miles and this is my second significant problem with this car in less than 2 years. [REDACTED] 1:38 PM Allow me a few moments to pull up your vehicle and look into my resources on your issue. You 1:40 PM Thank you [REDACTED] 1:40 PM After looking into my resources [REDACTED] I will have to escalate your case to a regional manager to review your request for assistance. I will need some information from you if thats okay. You 1:43 PM Of course [REDACTED] 1:43 PM May I have your best contact method and your full address? You 1:43 PM email kargrim88@gmail.com Home phone 601 791 5197 address 147 Blue Spring Road, Lucedale, MS 39452 [REDACTED] 1:44 PM Thank you for this information. May I also have the dealerships name you would be using for this repair. You 1:44 PM Mullinax of Mobile [REDACTED] 1:45 PM Thank you for this information [REDACTED] This will be your case number CAS-[REDACTED] You will be contacted within 2 business days about your request for assistance. Was there anything else I could try to assist you with today? You 1:46 PM Not at this time. Thank you. [REDACTED] 1:46 PM Thank you for contacting Ford Motor Company. Please take a short survey to rate my service. Click on the small "X" in the top right hand corner to launch the survey. Have a great day! You 1:47 PM Info At 1:47 PM Aug 17 Thank you for chatting with us.
- 2020-08-17 17:54:04 CUST SAYS: I had my car serviced on 07/15 at 59,033 miles. On 08/05 it died on the interstate. We had it towed to the dealership that day. After a few days they phoned me to say the timing belt had broken and I needed \$5,000.00 for a new engine. I am at 60,283 miles and this is my second significant problem with this car in less than 2 years. CUST PER DLR SAYS: CRC ADV: A regional manager will contact you within 2 business days
- 2020-08-18 18:13:21 Case Number : CAS-[REDACTED] Customer : [REDACTED] K [REDACTED] GUID : Customer Country : United States of America Customer State : MS Business Phone : [REDACTED] Home Phone : [REDACTED] LTV Score : 50 Vehicle Purchase Status : Original Owner Vehicle Purchase Date : 2018-11-03 Dealer Name : Mullinax Ford Lincoln Dealer P&A : 02207 Dealer phone : VIN : [REDACTED] Year : 2018 Make : FORD Model : FOCUS Mileage : 60283 Engine Specification : 1.0L 12V DI TC I3 GS 120PS FOX Transmission Specification : 6 SPD AUTO TRANS 6F15 Warranty Start Date : 2018-07-13 Open Recall/FSA: None ESP : 0968 - USA 2019 NEW 60/60K PREM MAINT(M&W) 7.5K INTERVAL Hotline Contact : K9PHQ004 09/16/2019 36784 DRV PERF,LACK/LOSS PWR ,ACCEL,INTERMITTENT Warranty History : none related
- 2020-08-18 18:22:46 Melbourne CSM Corri x77796 OBC to DLR @ not done OBC to Cust @ [REDACTED] - introductions, confirmed details of case. CSM adv outside warranties and no programs for fin assist at this time. Cust upset. CSM adv can assist with parts and tech if cust decides to repair veh. provided cust with contact phone. Next Step: Close case Ford Motor Company® Corri Embry Customer Service Manager, Ford CX Team CEMBRY4@ford.com | www.ford.com Office: 866-631-3788 x 77796 eFax: 866-638-1186 Hours of Operation 8:30 am to 5 pm M-F

CASE NUMBER: CAS- [REDACTED] STATUS: Resolved
OPEN: 02-07-2023 CLOSED: 02-07-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Powertrain Assistance Center NA BAC COMMUNICATION: Phone
CASE CLASS LV 1234: Technical/Warranty Assistance | Gas Engine | |

DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2018 MODEL: ECOSPORT MILEAGE:

BODY STYLE: P1T - ECOSPORT SE FWD

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | | |

HOME PHONE:

SYMPTOMS: Start/Run/Move | Running | Not Listed | UNKNOWN

ANALYST NAME: # FordTCC-DM-PRD06-CRM

OPEN ANALYST NAME: Todd Allton

COMMENTS:

2023-02-07 22:22:45

[REDACTED] G MAN AUTOMOTIVE AND BODYSHOP
GONZALO@GMANAUTO.COM called from the IRF. Installed a Engine which has a warranty concern. Gave options. • VIN: [REDACTED] • Original Installer: (Y/N) • Engine size/type: 1.0L EcoBoost
[REDACTED] Engine concern: was installed and ready to crank , having issue with the engine turning over
Inspected timing gear spinning around crank shaft . They checked on IdenAA FIX AND SEEN ISSUE WER
CRICION WASHER WILL NEED TO BE INSTALLED AND CRANK BOLT Did start and let idle shut off ,
replaced battery , started it up and died on test drive same issue • Hot or cold: (H/C/NA) NA • Intermittent or
consistent: (I/C) C • Oil Level & condition: New • DTCs Present: No • Original Failure: Cam shaft seized up
stripped timing belt • Intake replaced/reused: ? • Any modifications: None • Part number: GF1Z-6006-A •
Part Correct: (Y/N) • Serial Number: [REDACTED] • Warranty start Date: 02/06/2023 • Warranty Expires:
02/06/2026 • Previously replaced or repaired: (Y/N) • If yes date: Mileage: • Install Miles: 67263 • Current
Miles: 67267 • Miles traveled: 4 • Registered: (Y/N) Yes • Selling dealer: 04587 Helfman Ford, Inc. • Dealer
phone# 281-240-7628 • Dealer Contact: Jacob or Jerry • Preferred dealer (if not selling dealer) (this should
be added as a new note so it is the first thing the next agent sees) Went over the repair options and labor
process Found ISM I2110004 • Next action step:IRF will contact the dealer about the friction washer and
crank bolt for repair of concern

2023-05-03 14:50:41

[REDACTED] from G man automotive [REDACTED] @GMANAUTO.COM 2018 ecosport 1.0 6f15
[REDACTED] CAS- [REDACTED] 277 [REDACTED] - gear spinning on crank contacting dealer CAS-
277 Gonzales started claim, options Calling for an update as the vehicle has been sitting at the
dealer. I advised we do not participate in dealer work, all updates will need to come from them. As the
vehicle has been sitting with no updates he wishes to proceed himself. I advised of everything we will need in
order to proceed with replacement, he will retrieve the vehicle.

2023-05-24 16:08:17

[REDACTED] is calling in to reactivate the case. He has the vehicle back at his place. I confirmed his
email address and PAC will open a new case and Email the IRF everything that PAC requires to move
towards authorization. DM to Todd to make him aware a new case must be generated.

CASE NUMBER: [REDACTED] J7T8H3 STATUS: Resolved
OPEN: 04-05-2025 CLOSED: 09-17-2025 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | |
DEALER NAME: Freedom Ford
PA CODE: 02520 DLR SALES CODE: 52417 REGION: C1 ZONE: C1F
VIN: [REDACTED] MODEL YEAR: 2019 MODEL: ECOSPORT MILEAGE: 62,197
BODY STYLE: S2G - ECOSPORT SE FWD
LAST NAME FIRST NAME MIDDLE: W**E | L**E |
ADDRESS: 1**T
CITY STATE ZIP COUNTRY: S**D | AZ | 8**7 | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Engine Surge | Acceleration | Always
ANALYST NAME: Essence Bunkem OPEN ANALYST NAME: Asia Wright
COMMENTS:
2025-04-05 17:01:43

Name: [REDACTED]
Phone: [REDACTED]
Email: [REDACTED]@YAHOO.COM
Vehicle: 2019 Ecosport
VIN: [REDACTED]
Address: Verified
Dealer: Horne Freedom Ford
SA: -
VOR: Y
WSD: 12/31/2018
Mileage: 62132
CLV:
FLP:

Issue: Customer stated he had engine replaced on recall 23S64, but now he has to get the engine replaced again. Customer stated vehicle is always at the dlr, and wants to do a BB claim and is hindering him from working. Stated problems get worse every day.

Next Steps: Transferred to concern to assist with BB.

ASIA WRIGHT
Customer Experience Specialist (Truck Inquiry)
HOURS: M-Sat (Off Wednesday) 7AM-3:30PM
EMAIL: Awrig198@ford.com
1866-631-3788

BE ADVISED: I AM INQUIRY ONLY PLS ASSIST THE CUST, NOTATE THE ACCOUNT & REACTIVE FOR CONCERN OR SUP ESCALATION IF NEEDED

2025-04-05 17:16:53

IBC FROM INQUIRY (ASIA)
CUST SEEKING BB,

SPOKE WITH CUST:
Seeking BB Request, the recall in repaired in Jan, recall 23s64 engine oil pump replacement after words the vehicle broke down again, CUST wants BB, cust has been having issue shifting gears, had an appointment for Monday to get the car diagnosed on Monday, the vehicle dies while driving, timing chain was busted. Found pieces of the timing chain in the oil as well. DLR Horne Freedom Ford, SA Tyson. Submitted the BB, NS: WILL Follow up w/ cust on 04/11

2025-04-07 19:17:03

IBC FROM CUST- DLR REACHED OUT TO CUST AND ADVISED MOTOR MOUNT NEEDED TO BE REPLACED AND WILL BE \$705 CUSTOMER PAY. DLR ADVISED PART IS ON BACK ORDER BUT CUST CAN CONT TO DRIVE VEH. UNTIL PART COMES IN. CUST STATES HES TIRED OF PAYING FOR ALL THESE REPAIRS ON VEH, ADVISED BB IS SUBMITTED AND STILL UNDER REVIEW.

Christy Dillon
Ford Motor Company ®
Customer Experience Specialist/CONCERN
cdillo16@ford.com | www.ford.com
Office: 1-800-392-3673 ext 79346
Monday-Friday 10:00 AM-6:30 PM EST

2025-04-07 21:02:54

NAME (FIRST AND LAST): [REDACTED]

PHONE: [REDACTED]

CUST SAYS: Customer to find out how the offers FMC will be making to him will work when the buyback is approved. He would like to know more about the process.

CRC ADVISED: Customer was advised his CXS would be mad aware of his questions, and she would be following up with him.

NEXT STEPS: Document recontact

Andrew Mgbolu
Ford Motor Company © | CXS - Inquiry
amgbolu@ford.com | www.ford.com
866-631-3788 ext. 79714
Mon. – Fri. 8AM-4:30PM CST

2025-04-08 15:24:10

NCBRT [REDACTED]

"VIN NOT ON OGC LIST"

2025-04-08 15:27:38

NCBRT [REDACTED]

Vehicle does not meet state guidelines for buyback/replacement criteria for AZ, due to the vehicle was purchased USED outside of time period for filing, (30 months/24,000 miles from WSD)

Talking Points:

- Deny GFR
- Review notes in milestone
- Recommend Dealer Engage Hotline for Repair Assistance
- Follow Repair Assistance Procedures Per Process
- Focus on getting veh repaired

****PLEASE NOTE: Do not re-submit a buyback if denial was based on a decision that will not meet such as denied for beyond presumption, non-eligibility commercial vehicle, non-eligible used vehicle, Age/Mileage of VEH, beyond time period for filing, Over GVW requirements, etc.**

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

2025-04-10 13:20:01

Professional Greeting? YES
Provided genuine empathy and reassurance? Yes
Name: [REDACTED]
Phone: [REDACTED]
Address:
Email:

Are there any previous cases, if so, include the CRM case number? [REDACTED]
Reason for Call/Issue: has not heard from anyone yet doesn't know if he needs to pay 160 to get parts to get veh fixed. Cust is stuck without a veh and tired of putting money into veh wants to know if fmc can assist, is agitated and is thinking he should get a lawyer. cust is not going to put anymore more into the veh and doesn't want to damage eng and motor by paying for repairs dlr adv he can drive it till parts arrive.

CLV Score: na
Meet CLP? na

cxs verified cust adv cust cxs will f/u tomorrow 4/11 adv cxs f/u every week once there is an update usually not every other day if there's no updates to provide, cust seeking fin assist, no clv score, adv cust will doc feedback

Next Steps:cust recontact
Survey: yes

Malerie,Reyna
She | Her | Hers
Customer Experience Specialist, Ford Passenger Vehicle Team
O: (866) 631-3788 ext. 79610

Next Steps: fcr
Survey: yes

Malerie,Reyna
She | Her | Hers
Customer Experience Specialist, Ford Passenger Vehicle Team
O: (866) 631-3788 ext. 79610

2025-04-10 13:50:52

OBC TO CUST:

Called cust, is very frustrated, does not want to focus on the repairs for the vehicle. States he is a disabled vet and son has medical issues, not happy with the decision and needs a vehicle. Will be talking to a lawyer. Did ask for the Atty, states he will be talking to atty. Will reach out to cust next week for atty information.

2025-04-11 20:10:19

Cust to speak with case because e has new info to share with her

2025-04-14 21:44:38

*I AM AN INQUIRY AGENT PLEASE DO NOT REFER THE CUSTOMER TO ME FOR A CASE THAT WAS CREATED OR WORKED ON BY ME** PLEASE CREATE A NEW CASE & ASSIST THE CUSTOMER*

BCM is PHONE: [REDACTED]

IBC from CUST: Cust recently had recall work done for the oil pump. Transmission is out now which is not covered. Cust said when they were under the vehicle, they did not see an issue and now there is an issue. Cust does not feel he should not be responsible for the \$750 they are charging for this. Cust did not have issues before this for the recall. Cust purchased car in Nov 2024 and only had 2 weeks use out of it. Cust said there was a squeak, and it got louder. Cust said he tried to do a buyback, but he was denied due to mileage. Cust is requesting a rental and states he just wants the vehicle fixed.

Ford Motor Company ©
Rudee Badillo
Truck inquiry
Rbadill9@ford.com|www.ford.com
Office: 800-392-3673 Ext.79248
M-F 8am - 4:30pm CST

2025-04-15 15:13:07

OBC TO CUSTOMER:
Cust wants to try to get the vehicle repaired, states this issue is b/c of the recall, 23S64 ENGINE OIL PUMP BELT AND TENSIONER REPLACEMENT - INTERIM REPAIR
CLV SCORE: 74
cust does not want FIN ASSIT, He want

SPOKE TO DLR(HORNE FREEDOM FORD)
Transmission melt was worn out, rubber was gone, the mount, customer does not see the repair is because of the recall yet, waiting on approval from the customer for repairs. 705.75 total amnt for the repairs.
email: tfrench@freedomford.us

did explain to the customer if he wants to get a rental, we can reimburse the rental once the repairs are complete. does not want to do that,
did advise again that he is eligible for the FIN ASSIST, WANTS TO MOVE FORWARD, WILL REACH OUT ON THURSDAY FOR RESULTS.

2025-04-17 16:59:34

OBC TO DLR HORNE FREEDOM FORD:
Called to speak with SA Tyson, he was with another customer sent email to SA to get the update on the repairs for the customer.

OBC TO CUST:
Did advise I am still waiting for an update on the repair and cust did confirm they will move forward with the FIN ASSIST.

NS: waiting for update from Tyson, will follow up on 04/18.

2025-04-18 13:04:09

DLR SENT SEVERAL NUMBERS FOR PARTS AND LABOR, DID NOT WANT TO PROVIDE WRONG INFORMATION ON FAR, DID SEND EMAIL TO CUSTOMER TO PROVIDE ONLY THE PARTS AND LABOR FEES.

2025-04-21 19:25:50

SA STATES THE TOTAL AMNT IS 460.45 for parts and Labor.

2025-04-21 20:03:08

2025-04-22 12:34:55

FORD WILL COVER FULL REPAIR COST, DID SEND EMAIL TO DLR WITH APPROVAL CODE.

WILL REACH OUT TO CUSTOMER ON REPAIR COSTS TODAY,

2025-04-25 20:19:56

OBC TO CUSTOMER,
Called customer, left vm, wanted to confirm the repairs on the vehicle.
NS: Will follow up on 04/29

2025-04-25 20:25:23

IBC- [REDACTED]

cust returning missed call from cxs. i advised cust that ford will be covering the full repair cost for parts and labor and essence has already let the dlr know and she will f/u with him next week.

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

2025-04-29 17:52:51

OBC TO CUST:
Called cust, states he made a payment for the repairs, but I did confirm Ford paid for the repairs, he states the DLR will provide a refund check for him since he paid before, I did the approval. DLR confirmed the vehicle was safe to drive but still waiting on parts for final repairs.
NS: Will follow up 05/05

2025-05-07 20:05:42

OBC TO CUST:
Called customer, at the DLR waiting for the rest of the repairs to be completed. Will follow up with customer on 05/13

2025-05-07 21:47:18

OBC TO CUST:
Cust states the car sound worse than what it was, DLR did confirm it was safe to drive, there is a loud rattling noise. Now the whole vehicle shakes while driving. Customer is very upset.

OBC TO DLR, FREEDOM FOR
Spoke to service advisor Tyson French, did transmission mount, split from mount, now the upper motor mount has also failed, SA states it would be warrantable. Cust wants to do FIN ASSIST Again.
will follow up with customer and DLR tomorrow. did send new FIN ASSIST to DLR

2025-05-08 14:15:22

Spoke to SA Tyson, Customer wants another FIN ASSIST,

Hi Essence,
Let me know if you have any questions.

- Is this repair due to customer neglect or misuse? NO
- RO # [REDACTED]
- RO open date: 05/07/2025
- RO open mileage: 63601
- RO line # 01
- Total Part Amount: 326.52
- Total Labor Amount: 166.78
- Total: 493.30
- PNA CODE: 07550

2025-05-08 23:33:35

submitted case re-contact

2025-05-12 18:17:14

IBC- [REDACTED]
PHONE [REDACTED]

Reason for Call/Issue: cust waiting on crc for update
Resolution Provided? reach out to her, she messaged me & said she will call him now
VIN: 2019 EcoSport

[REDACTED]
MILES: 64013
Next Steps-FCR
Ford Motor Company®
Kawana Haywood-Oliver
Customer Experience Specialist Ford Truck
Inquiry Team
Khaywoo9@ford.com office: 1-866-631-3788
Operation Hours M-F 7:00AM-3:30pm

2025-05-12 18:30:21

OBC TO CUST:
Called customer, cust wanted an update on the case and also wanted to add that the DLR supposedly broke something and wants that repaired as well,

OBC TO DLR (HORNE FREEDOM FORD)
Reached out to SA , Tyson French, left vm, wanted to confirm all of the repairs needed for the vehicle.
Will follow up 05/13

2025-05-12 18:31:46

SA TYSON FRENCH INFORMATION ON THE NEW REPAIRS:

The total amount came to 475.37. part price came out a 154.86. Labor came to 291.86. Tax came to 15.31. And we emergency ordered it because the part is on back order. The emergency order fee is 13.34. This brings the total to 475.37.

2025-05-13 18:26:49

OBC TO DLR(HORNE FREEDOM FORD)

Called and spoke to SA, Tyson, did advise the for the first set of repairs, I was under the impression that the repairs were done and provided the 1st approval code, [REDACTED] on 04/21, Now the customer is stating there is more work to be done as the vehicle is still showing signs of concern. Tyson states the customer' vehicle is not at the shop and will schedule an appt for the customer to come in, states it should take about a week to repair.

Once the repairs are completed, I will provide addtl approval code.

OBC TO CUST:

Called customer, left vm, left email to contact me back. Wanted to confirm when he will schedule the appt to take the vehicle in for the latest repairs.

2025-05-19 16:53:07

OBC TO DLR (HORNE FREEDOM FORD);

Called SA Tyson, left vm, also sent email.

2025-05-20 22:07:31

CXS advised cust that the agent assigned to his case has not yet received the information needed from SA CXS reached out to agent via Teams

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

2025-05-27 18:57:56

SENT EMAIL TO SA AND SM, BOTH LINE NUMBER FOR THE DIFFERENT REPAIRS MUST BE UPDATED, WAITING FOR REPSONSE.

2025-06-06 19:55:31

[REDACTED]

2025-06-06 19:57:19

[REDACTED]

2025-06-26 18:50:17

[REDACTED]

2025-06-26 19:06:21

Called DLR, Service advisor TJ, made sure the approval code went through. Good to go.

NNS: Will follow up with the customer on the satisfaction of the repairs.

Essence Bunkem
Customer Experience Specialist Passenger Vehicle Concern Team
Email: ebunkem@ford.com office: 866-631-3788 ext. 78841
Business hours 7am to 3:30pm Central Standard time Monday thru Friday

2025-06-30 20:00:27

OBC TO CUST:

Called customer, left vm, wanted to confirm the satisfaction of the repairs.

NS: Contact customer on 07/03.

Essence Bunkem
Customer Experience Specialist Passenger Vehicle Concern Team
Email: ebunkem@ford.com office: 866-631-3788 ext. 78841
Business hours 7am to 3:30pm Central Standard time Monday thru Friday

2025-07-03 15:04:10

OBC TO CUST:

Called customer, left vm, wanted to confirm the satisfaction of the repairs on the vehicle.

NS: Will follow up on 07/08.

Essence Bunkem
Customer Experience Specialist Passenger Vehicle Concern Team
Email: ebunkem@ford.com office: 866-631-3788 ext. 78841
Business hours 7am to 3:30pm Central Standard time Monday thru Friday

2025-07-08 15:14:20

OBC TO CUSTOMER:
Called customer, left vm, wanted to confirm that the repairs were to the customers satisfactory.

NS: Will follow up with customer on 07/11.

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Email: ebunkem@ford.com office: 866-631-3788 ext. 78841
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2025-07-11 20:04:34

OBC TO CUST:
Called to get the status of the vehicle. states there is a clicking noise in the engine, now there is a rattle. States the vehicle is getting worse, customer wants to wait to go to Tuson or or Phoenix, feels the DLR made the motor mount bad.
Not sure he will go to another DLR, states something is really wrong with the vehicle. Does not want to put it back in the shop,

Did offer Powertrain warranty.
NS Follow up on 07/18

Essence Bunkem
Customer Experience Specialist Passenger Vehicle Concern Team
Email: ebunkem@ford.com office: 866-631-3788 ext. 78841
Business hours 7am to 3:30pm Central Standard time Monday thru Friday

2025-07-14 14:40:20

*** {"error":{"message":"Error occurred while processing your request.An unknown error has occurred. Please contact system support, reference Receipt Code , "}} ***

2025-07-18 20:15:16

OBC TO CUST:
Called and spoke to customer, turbo is still not working properly. Customer may take the vehicle to another Ford Dealership. states the motor mounts are the concern. Did offer GWG Powertrain warranty,
NS: WILL ADD ON 07/19.

2025-07-19 19:59:23

Submit the Powertrain warranty to sup,
NS: Will follow up with Customer on 07/25.

Essence Bunkem
Customer Experience Specialist Passenger Vehicle Concern Team
Email: ebunkem@ford.com office: 866-631-3788 ext. 78841
Business hours 7am to 3:30pm Central Standard time Monday thru Friday

2025-07-21 13:28:05

*** [REDACTED] rejected Cxs to offer a LMP , they already have Powertrain *****

2025-08-09 15:10:48

NEW ESP HAS BEEN UPDATED (Limited Maintenance Plan)

Submitted to SUP.

NS: Will follow up with customer on 08/14.

Essence Bunkem
Customer Experience Specialist Passenger Vehicle Concern Team
Email: ebunkem@ford.com office: 866-631-3788 ext. 78841
Business hours 7am to 3:30pm Central Standard time Monday thru Friday

2025-08-11 16:49:48

*** LMP Approved in Morley ***

2025-08-15 15:50:47

OBC TO CUST:
Called customer, Left vm, LMP is attached to VIN. wanted to follow up with customer on 08/20.

Essence Bunkem
Customer Experience Specialist Passenger Vehicle Concern Team
Email: ebunkem@ford.com office: 866-631-3788 ext. 78841
Business hours 7am to 3:30pm Central Standard time Monday thru Friday

2025-08-20 18:14:04

OBC TO CUST:
Called customer, left vm, wanted to confirm the ESP attached to VIN.

NS: Will follow up with customer on 08/25.

Essence Bunkem
Customer Experience Specialist Passenger Vehicle Concern Team
Email: ebunkem@ford.com office: 866-631-3788 ext. 78841
Business hours 9:30am to 6pm Central Standard time Monday thru Friday

2025-08-25 22:38:30

Will follow with customer on 08/29.

Essence Bunkem
Customer Experience Specialist Passenger Vehicle Concern Team
Email: ebunkem@ford.com office: 866-631-3788 ext. 78841
Business hours 9:30am to 6pm Central Standard time Monday thru Friday

2025-09-09 17:49:14

OBC TO CUST:
Called customer, left vm, LMP has been attached to the VIN, Final call

NS: Prep for closure, final email , created safety net.

Essence Bunkem
Customer Experience Specialist Passenger Vehicle Concern Team
Email: ebunkem@ford.com office: 866-631-3788 ext. 78841
Business hours 9:30am to 6pm Central Standard time Monday thru Friday

2025-09-09 18:32:22

****Safety Net Review****
OBC: no answer, left VM, sent email
Customer Feedback: N/A
Recommendation: LA will follow up on 09/10

Tammi Robertson
Customer Experience Specialist, Lead Advocate
18666313788- EXT 79146

2025-09-10 15:49:50

****Safety Net Review****
OBC: customer answered and provided feedback answered
Customer Feedback: customer is not happy with the veh , the brand or the customer stated that advocate did what she could
Recommendation:

Tammi Robertson
Customer Experience Specialist, Lead Advocate
18666313788- EXT 79146

2025-09-11 17:01:04

Cxs can close case

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 12-17-2025 CLOSED: 02-10-2026 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |
DEALER NAME: Bill Dube Ford
PA CODE: 08986 DLR SALES CODE: 11544 REGION: N2 ZONE: N2E
VIN: [REDACTED] MODEL YEAR: 2018 MODEL: FOCUS MILEAGE: 65,000
BODY STYLE: P3F - FOCUS SE 4DR SEDAN
LAST NAME FIRST NAME MIDDLE: I**D | A**N |
ADDRESS:
CITY STATE ZIP COUNTRY: | | 0**8 |
HOME PHONE:
SYMPTOMS: Driving Performance | Engine Surge | UNKNOWN | UNKNOWN
ANALYST NAME: Youlanda Mitchell OPEN ANALYST NAME: Youlanda Mitchell
COMMENTS:
2025-12-17 13:53:54

VIN- [REDACTED]
NAME- [REDACTED]
MODEL-2018 focus
ADDRESS-verified
CLV 73
BCN- [REDACTED]
RENTAL/LOANER
DEALER- bill dube
email-verified
MILEAGE-65000
SYMPTOM CLASSIFICATION-yes

CONCERN- had recall dlr repaired, veh breaks down on the side of the rode, engine failure, took to dlr, cust is wanting loaner, ford to give authorization

obc todlr-spoke with [REDACTED] couple of different things, pil pump belt tenisor repalcement done in 10/2025, timing belt failed, shreuded inside of the engine, sent metal shards through the engine, it was through fse and it was replaced trying to get it authorized, does have rentals and it is covered through the recall but cannot until approval, veh has alot of issues, no hotline but using cost cap tool, it says to repair engine dlr is wanting to replace the whole engine,

CALLER/CUSTOMER EXPECTATION-repair
TEXT MSG yes
MEETS FLP yes
SURVEY Reminder-yes
Ford Motor Company@
Youlanda Mitchell |Customer Experience Specialist | Houston CRC
866-631-3788 ext. 79568
ymitche4@ford.com | www.ford.com
M-Thurs 7:00 am-3:30 pm Sat 7:00 am- 3:30 pm

2025-12-19 14:00:12

IBC FROM CUST: [REDACTED] (daughter) calling on the mom's behalf to get update on the repair
CXS adv of agent's f/u on 12/22 and she will be able to provide updates on the repair then
Customer wanted to know if agent has contacted dealer because her mom needs her vehicle
CXS adv that she did already

ADV AGENT

N/S-DOC RECONTACT

Abosede Koya
Ford Motor Company @
Customer Experience Specialist- Truck Concern Team
akoya@ford.com| www.ford.com
office: 866-631-3788 EXT 79206
Mon-Fri 7am-3:30pm CST

2025-12-22 14:33:42

Name: [REDACTED]
Phone: [REDACTED]

IBC from calls, cust seeking to speak with agent to get an update, advised cust of follow up set for today.

Next Steps: recontact

Ford Motor Company
She| Her| Hers
Victoria Casarez | vcasarez@ford.com
Customer Experience Specialist
Ford Concern
-
O: (866) 631-3788 ext.

2025-12-22 19:10:22

IBC Cust- [REDACTED] called in asking if there's any update on the case stating her agent was supposed to reach out to her today, CXS informed her that there's still a f/u set on the case where her case manager will be reaching out w/ an update. She then asked what's taking so long for the authorization, and CXS informed her that the authorization would be from the Tech Hotline with does take the about a week to respond to the dlr's. She asked why can't she be placed into a loaner and CXS informed her that a loaner will be based on if the dlr has any available because there's no programs underneath her vin that will allow for to assist w/ rental assistance

Next Step- Document Cust recontact

Ford Motor Company®
Daisha McClain
Customer Experience Specialist, Ford CRC Success Bench Team
DMCCLA15@ford.com | www.ford.com
office#: 866-631-3788 ext. 78905
Office Hour: 9:00AM-5:30PM CST M-F

2025-12-22 19:54:56

IBC from customer. She stated last Wednesday/Thursday she was informed by agent that she can get a rental and Ford will cover \$45 a day. After reviewing notes no rental was promised but customer states it was. Advised her of follow up for today and sent side message via teams to case manager. Made no promises as customer is out by WSD (12/30/2017). Provided denial but customer wants to speak with case manager.

Next Steps: Case re-contact

Ford Motor Company®
Jessica Andrade
Customer Relationship Center-Spanish- Ford Concern
Office hours: Mon-Fri 10:00 am-6:30 pm CST
Jandra94@ford.com | www.ford.com
866-631-3788 ext. 78890

2025-12-23 14:08:36

IBC from customer [REDACTED]
Case # [REDACTED]
Customer stated : seeking update on vehicle need a rental put a ford part that failed within 3 months of broke down 12/12 got it towed to bill dube
CXS stated : advised will call dlr advised we do not have any programs for rentals or loaner outside of regular warranty requesting dlr to look into covering loaner under recall claim they are submitting
CXS made OBC(#) to advised dealership :devin status update and if they can run a rental under the customer call back and reference this case number
SA SHELLY dealership stated :
Next follow up ;12/29
Recontact completed ?Y
Next Steps :
service 360 ; [REDACTED] Open 2025-12-12 BILL DUBE FORD 08986 [REDACTED]
HEWLETT, DEVON TECHNICIAN_STOPS_WORK Not Available

Kiyera K
Customer Experience Specialist/ Ford CX
Kkirby16@ford.com
O: (866)631-3788 ext. 79670
Monday- Friday 7:00am-3:30pm CST

2026-01-19 18:57:40

obc to dlr- spoke with dlr and e states veh is currently being worked on getting new engine, eta end of the week

obc to cust-lft msg with delegate, sent owner sms

next steps- follow up with dlr on repair

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2026-01-28 21:13:39

obc to dlr- spoke with devan he states that she picked veh up a week ago

obc to cust- no answer sent email offer Imp

next steps- once cust accepts process morley

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2026-02-09 18:32:13

obc to cust- no answer, sent closing email and sms, safety net

next steps-close case

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2026-02-09 20:53:40

From: [REDACTED]
Sent: Monday, February 9, 2026 2:52 PM
To: [REDACTED] Brucie [REDACTED]
Subject: Re: [REDACTED]

Good afternoon, I would not be able to reimburse any thing because you did receive a vehicle to drive while the vehicle was being repaired. I do apologize for that

From: [REDACTED]
Sent: Monday, February 9, 2026 2:24 PM
To: [REDACTED]
Subject: Re: [REDACTED]

Hello Youlanda, When I last spoke to you I was frantic because Bill Dube could not tell me whether they could fix my car or whether I could get a loaner. It took nearly two weeks for the repair to be authorized and I was given a loaner. I missed
ZjQcmQRYFpftBannerStart

WARNING: This message originated outside of Ford Motor Company

Use caution when opening attachments, clicking links, or responding.

ZjQcmQRYFpftBannerEnd
Hello Youlanda,

When I last spoke to you I was frantic because Bill Dube could not tell me whether they could fix my car or whether I could get a loaner.
It took nearly two weeks for the repair to be authorized and I was given a loaner. I missed three days of work and was financially impacted.

I am gratified that Ford saw fit to compensate me because of a faulty part,
I appreciate the oil changes, but are tire rotation and air conditioner flush included?

Thank you for your time and consideration.

On Mon, Feb 9, 2026 at 1:39 PM Mitchell, Youlanda (Y.) ymitche4@ford.com> wrote:

Hello [REDACTED]
Thank you for contacting Ford Motor Company and allowing us to assist you with your 2018 Ford Focus. In partnering with Bill Dube, I am pleased we were able to address your vehicle concern while keeping you updated throughout the process.
The extended service plan that was offered is now under your vin, the plan expires 2/4/2029 or if you reach the distance of 112,000 miles whichever comes first. you are good for 9 FREE oil changes
If you have any further questions or concerns, please do not hesitate to reach out to me through your preferred method of contact, SMS, email, or phone. Please reference the case number indicated above for a quicker response.
You may receive a brief survey from Ford Motor Co. regarding your experience with the customer service I have provided. Your feedback is greatly appreciated. Thank you for being a valued Ford customer.

Respectfully,

Ford Motor Company@
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2026-02-10 12:17:14

Safety net*** advocate can resolve