

csm [redacted] obe cust - [redacted] Dear Mr. [redacted]. My name is [redacted] and I am a Regional Customer Service Manager with Ford Motor Company. My role as your customer service manager is to work with you and your dealership to address and resolve your vehicle concerns. I am sorry to hear you are experiencing concerns with your vehicle. The dealership provided an update on the repair status. They advised the tools needed to complete your repairs should arrive [redacted]. They also advised that you should be provided a rental covered by warranty. If you're driving a Ford rental vehicle, I can reimburse you up to 30.00 per day, but only if it's a Ford vehicle. I will need you to send me a copy of the rental bill to attach to the case. [redacted] should be contacting you to discuss the rental [redacted]. My contact information is provided below, please reference your case number with all correspondence so I can better assist you. [redacted] will follow up with you on [redacted] if I have not heard from you sooner. Thank you,

next step - [redacted] - f/u dlr response/veh status - update cust

csm [redacted] obe cust Hi [redacted], Thanks for your message. I've attached the Hertz contract. [redacted] csm reply Good afternoon, Unfortunately I am unable to reimburse you the rental fee due to you were driving a Nissan. I advised in the email and on your voice mail that I could only assist if you were driving a Ford rental vehicle. Although, I can offer to purchase an extended warranty that you can use at any Ford dealership. I have attached a brochure for you to review. If you accept, please reply with your mailing address. The extended warranty will provide you with a copy of your contract. I have 2 you can choose from. 1) Premium Care - 5 years (expires [redacted]) or 75,000 miles whichever comes first. 2) Powertrain Care - good for 5 years (expires [redacted]) or 100,000 miles whichever comes first. The attached brochures will advise on covered parts. I will still update you on the vehicle repair status on [redacted]. Thank you,

csm [redacted] obe dlr - [redacted] lvm with contact phone, case number, cust name and requested return call, csm wants to know if tool arrived, has cust been placed in a Ford rental and is dlr requesting rental assistance csm to email cust for response to ESP offer obe cust - [redacted] Dear Mr. [redacted], I was hoping to give you an update on the status of your vehicle repairs, but unfortunately, I was unable to reach the service manager at El [redacted]. I was also wondering if you have had the opportunity to review the brochures I sent you [redacted], and if you have made a decision in accepting one of the extended plans I offered. I will follow up with you again on [redacted]. Thank you,

next step - [redacted] - f/u dlr veh status/rental ??/update cust has cust accepted ESP offer?

csm [redacted] obe cust Dear [redacted], I am still waiting for my car to be done. I spent the money on a new car, from Ford, because I believed that a new Ford car would save me from ever being in this situation. Unfortunately, the service center did not tell me that I would not get reimbursed unless I rented a Ford. I had no idea of this policy at the start. Further, Ford has not properly trained and equipped its dealership network to handle servicing this new model of vehicle, as evidenced by the extreme delay in getting the parts (screws, I hear) and tools to complete the work. None of this is my fault. Yet, I am presented with two options, either pay the bill for a rental car I've had for a month (which will be over \$900), or buy an extended warranty from you. Again, this disaster is something I bought a new Ford specifically to avoid... none of this is my fault, and yet here I am. Please forward this email to your manager and perhaps to [redacted] at El [redacted] motors and see if Ford and El [redacted] motors can come up with some solution to this problem that doesn't involve me paying \$900 or buying some new warranty. While I am not angry or malicious, I will still say that I will share this story with everyone I know on all social media outlets I'm on. This is not to be mean to you or anyone else, but simply because this is the only leverage I have to try to avoid paying for something I don't believe I should have to pay for. Also, it's fair warning to everyone I know to be careful if they buy a new Ford, or go to El [redacted] motors. Kind regards, [redacted] csm obe reply Sir, I am sorry that I could not reimburse you for the rental vehicle. I was under the impression that the dealership has placed you in a Ford rental now. I spoke to the service manager [redacted] and approved Ford rental starting [redacted]. I was offering the extended warranty at no charge to you, I was purchasing it for you. I will be reaching out to the dealership again for a status, and will follow up [redacted]. Sincerely,

csm [redacted] obe dlr - [redacted] adv the dlr is waiting on a part, csm was transferred to [redacted] who is assisting cust this visit lvm with contact phone, case number and cust name requesting veh status and if cust has been provided a rental veh, csm adv cust was in a Nissan last I spoke to him and csm adv csm cannot reimburse cust for the Nissan only a Ford obe dlr - [redacted] lvm with contact phone, case number and cust name requesting repair status and if cust is being provided a Ford rental, csm adv cust is upset because he is not getting reimbursed for the Nissan

csm [redacted] csm to send email with update obe cust - [redacted] Dear Mr. [redacted], I hope this email finds you well. I reached out to El [redacted] to speak to [redacted] the service manager [redacted] but had to leave messages. I spoke to [redacted] who advised they are still waiting on a part. I asked if you were placed into a Ford rental and she was unable to advise me. I hope that you have had a chance to switch out so I can assist with the cost. Due to the holiday, I will not be able to follow up until [redacted]. Happy [redacted]

next step - [redacted] - f/u dlr veh status/update cust is cust in Ford rental ?

[redacted] x77714 assisting [redacted] OBC to dealer, service dept. Left VM for the [redacted] requested a call back. Provided mine and [redacted]'s contact info. OBE to customer: From: [redacted] (C.) Sent: [redacted] To: [redacted]

[redacted] Regional Customer Service Manager with Ford Motor Company. My role as your customer service manager is to work with you and your dealership to address and resolve your vehicle concerns. I'm emailing to provide an update on your vehicle. I did contact your dealer [redacted] but was unable to speak with anyone. My understanding is that they are waiting for a tool to arrive so they can complete the repairs. We will follow up again one [redacted] from [redacted] to provide an update. In the meantime, can you confirm if you are in a Ford rental please? If you would like to contact us before then, please feel free to contact us to discuss. My contact information can found below, you can also contact Customer Service Manager [redacted] at x [redacted]. Thank you. Ford Motor Company® [redacted] | Customer Service Manager | FCSD [redacted] x7XXXX | eFax: [redacted]

next step: [redacted] f/u repair status/update customer

csm [redacted] obe dlr [redacted] lvm with contact phone, csm adv dlr csm has 3 cases to discuss and requested return call

csm [redacted] obe to [redacted] requesting veh status obe dlr [redacted] Good morning, I am sorry to email when I have already left a voice mail, but I need assistance on 3 cases now, all the customers have to be contacted by me [redacted] as well. 1) [redacted] - [redacted] - Has the tool arrived to repair customer vehicle? - Has the customer been provide a Ford rental vehicle? NOTE - due to multiple cases the email will not be attached to case

csm [redacted] obe dlr [redacted] lvm requesting return call ASAP or reply to email sent so csm can update cust csm to email cust adv dlr has not responded and will f/u [redacted] obe cust - [redacted] Dear Mr. [redacted], I have been trying the get in touch with [redacted] or the Service Manager [redacted] with no luck [redacted]. I am unsure if the tool required to repair your vehicle [redacted] has arrived. I emailed and requested a response as soon as possible and will update you again no later than [redacted]. I hope you have replaced the Nissan with a Ford rental so I can reimburse you. Sincerely,

with no luck. I am unsure if the tool required to repair your vehicle has arrived. I emailed and requested a response as soon as possible and will update you again no later than [redacted]. I hope you have replaced the Nissan with a Ford rental so I can reimburse you. Sincerely, Ford Motor Company (r) [redacted] | Customer [redacted] Manager | FCSD [redacted] | eFax: [redacted]

next step - [redacted] - f/u dlr has tool arrived / update cust

to pay for the Nissan I'm in. How do I trade to a Ford??? Can you call Hertz and tell them to switch the cars without charging me for the Nissan?

Email Created On: [redacted] From: [redacted] To: [redacted] Subject: [redacted]

exchange the vehicle. Hertz is not a subsidiary of Ford so therefore I cannot make them charge you for a Ford when you are driving a Nissan. That is why I advised you on [redacted] to change the rental to a Ford so I could cover it, unfortunately I cannot assist with a Nissan rental. Ford Motor Company (r) [redacted] | Customer [redacted] Manager | FCSD [redacted] | eFax: [redacted]

Email Created On: [redacted] From: [redacted] To: [redacted] Subject: [redacted]

arrived and that part of the repairs is complete. Once they got the vehicle started, they found the turbo needed replaced as well. The parts should all be in within the [redacted] and they will complete that repair as well. I will follow up again on [redacted]. Thank you, Ford Motor Company (r) [redacted] | Customer [redacted] Manager | FCSD [redacted] | eFax: [redacted]

obc dlr [redacted] SA [redacted] - tools have arrived, dlr found additional concerns after getting the veh running, parts were ordered and all parts should arrive [redacted], csm adv cust is still in a Nissan rental and csm is unable to assist. obo to cust explaining dlr provided veh status. obo cust - [redacted]. Dear Mr. [redacted], I spoke to [redacted] who advised the tools arrived and that part of the repairs is complete. Once they got the vehicle started, they found the turbo needed replaced as well. The parts should all be in within the [redacted] and they will complete that repair as well. I will follow up again on [redacted]. Thank you,

next step - [redacted] - f/u dlr veh status/update cust

obc dlr [redacted] SA [redacted] not available - [redacted] lvm with contact phone and cust name requesting veh status and return call [redacted]

obc dlr [redacted] SA [redacted] adv veh is complete and ready for pick up. obo cust - [redacted]. Dear Mr. [redacted], I spoke to [redacted] and he advised me your vehicle is complete and ready to be picked up. I will follow up on [redacted] to confirm you have your vehicle and that your concerns were addressed. Thank you,

to be picked up. I will follow up on [redacted] to confirm you have your vehicle and that your concerns were addressed. Thank you, Ford Motor Company (r) [redacted] | Customer [redacted] Manager | FCSD [redacted] | eFax: [redacted]

next step - [redacted] - f/u cust csat

obc cust - [redacted] csm adv cust of recorded line, csm asked if all concerns were addressed, cust very very happy Ford cust, thanked dlr and csm for great service, csm adv cust to contact csm if any additional concerns

no assistance

██████████ 7 STATUS: Resolved
OPEN: ██████████ CLOSED: ██████████ BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 2 CCT COMMUNICATION:
CASE ████████ LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Parts/Technical Assistance |
DEALER NAME: ██████████
PA CODE: ████████ DLR SALES CODE: ████████ REGION: ██████████: ████████
VIN: ██████████ MODEL YEAR: ████████ MODEL: ████████ MILEAGE: 57,783
BODY STYLE: ██████████
LAST NAME FIRST NAME MIDDLE: T**L | B**Y | C**
ADDRESS:
██████████ ZIP COUNTRY: | | 9**5 |
HOME PHONE: 9**4
SYMPTOMS: Start/Run/Move | Noise | Running/Standing | Always
ANALYST NAME: # FordTCC-DM-PRD04-CRM OPEN ANALYST NAME: ██████████

COMMENTS:

██████████ "By ██████████" - customer towed car in, lost oil pressure and engine making noise. engine is on b/o paco 6152982 dor ██████████ can you help me please
██████████ Please respond to the following: What caused the loss of pressure? What is the part number? When was it ordered? Is the Customer in a rental?
██████████ "By ██████████" - part# ██████████ 6006-A I HAD THE CUSTOMER IN A RENTAL THRU ESP, NOW I HAVE THEM IN A LOANER, BUT I THINK I AM GONNA HAVE TO PUT BACK INTO RENTAL
██████████ "By ██████████" - The tensioner on timing belt failed, lost oil pressure.
██████████ [PACO Problem ██████████ [Requestedid] : ██████████ [Dealerpacode] : ██████████
[DOR#] : ██████████ [ServicePart] : ██████████ [VIN] : ██████████ [Model] :DH ██████████
[ModelYear] : ██████████ [Make] : [DatesubmittedinPACO] : ██████████ [DateOfAnswerinPACO] : ██████████
[ProblemDescription] :SERVICE NEEDS ETA WE TOLD THEM ██████████ [Answer] :There is stock in transit to the depot; they are experiencing receiving delays. The ETA is the week of ██████████
[EstimatedDate/ExpectedShipDate] : ██████████ [UnitDown] :Y ██████████
██████████ Ticket Number: ██████████ Business phone: ██████████
Home phone: ██████████ LTV Score: 23 Vehicle Purchase Status: Original Owner Dealer name: ██████████
Dealer P&A: ██████████ Dealer phone: ██████████ VIN: ██████████ Year : ██████████
Make: FORD Model: ██████████ Mileage: ██████████ Warranty Start Date: ██████████ Engines Specification: 1.0L 12V DI TC ██████████
Open Recall/FSA: ██████████ ESP: 72/75K prem maint, 72/75k premiumcare Hotline Contact: None Related Warranty History: None
██████████ CSM Gege x77710 OBC to DLR spoke to ██████████ Engine showed up ██████████ No further action required.
██████████ ██████████ ALLOCATED BY PDC A ██████████

████████████████████ ██████████
████████████████████ ██████████ ██████████ ██████████ BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Central Loaner NA CRC COMMUNICATION:
CASE ██████████ LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Parts/Technical Assistance |
DEALER NAME: Freeway Ford
PA CODE: ██████████ DLR SALES CODE: ██████████ REGION: ██████████: ██████████
VIN: ██████████ MODEL YEAR: ██████████ MODEL: ██████████ MILEAGE: 48,850
BODY STYLE: ██████████
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
██████████ ZIP COUNTRY: | | 5**2 |
HOME PHONE: (**6
SYMPTOMS: Driving Performance | Runs Rough | All Running Modes | Always
ANALYST NAME: ██████████ OPEN ANALYST NAME: ██████████

COMMENTS:
██████████ "By ██████████" - VEHICLE WAS TOWED IN. DIAGNOSED AND FOUND TIMING BELT HAD BROKE CAUSING INTERNAL ENGINE DAMAGE. PERFORMED COST CAP. PER COST REPAIR ENGINE ASSEMBLY. I SPOKE WITH ██████████ EARLIER ██████████ AND DISCUSSED GETTING AUTHORIZATION TO REPLACE LONG BLOCK ASSEMBLY. THIS WOULD SAVE TIME IN COMPLETING REPAIR AND BACK TO THE CUSTOMER MUCH FASTER.

██████████ Ticket Number: CAS-18058545-T2G4R4 Customer: ██████████ Business phone: NONE Home phone: ██████████ Mobile phone: NONE LTV Score: N/S Vehicle Purchase Status: Dealer name: Freeway Ford Dealer P&A: ██████████ Dealer phone: ██████████ VIN: ██████████ Year: ██████████ Make: FORD Model: ██████████ Mileage: ██████████ Warranty Start Date: ██████████ Engines Specification: 1.0L 12V DI TC ██████████ Open Recall/FSA: NONE ESP: NONE Hotline Contact: PART Warranty History: PART

██████████ THE SHORT BLOCK WILL HAVE TO BE ON BACKORDER AND PRIOR APPROVAL WILL BE NEEDED. there is a list of supporting documents in the warranty and policy manual section 3 under emergency repairs page 88 AND 106-108.

██████████ ██████████ made OBC to dealership @ ██████████ spoke with ██████████ who stated that he did not order any parts yet because he did not want to get stuck with a short block. CSM informed ██████████ that I will check with my part SMEE and get back to him through a portal message. ██████████ sent message to ██████████ (██████████) ██████████ it depends on if the short ██████████ is on back order and if he is on prior approval he would still have to get that (██████████) ██████████ ok (██████████) ██████████ there is a list of supporting documents in the warranty and policy manual section 3 under emergency repairs page 88 (██████████) ██████████ hope that helps (██████████) ██████████ that was perfect, thank you (██████████) ██████████ YW ██████████ sent portal message to dealership. Next Step: ██████████ dealer response

██████████ "By ██████████" - ██████████ IS THERE ANYTHING THAT I NEED TO FOLLOW UP ON THIS AS OF YET?

██████████ "By ██████████" - PART NUMBERS ██████████ (CYLINDER HEAD) ETA OFF BACKORDER ██████████ (TIMING COVER BOLT) ETA OFF BACKORDER ██████████ (REAR MAIN SEAL) ETA OFF BACKORDER ██████████ LONG BLOCK ASSEMBLY PART ██████████ AVAILABLE FROM ██████████ 2 DAYS AWAY. THANK YOU- ██████████ SO CAN WE GET PERMISSION FOR LONG BLOCK AS CYLINDER HEAD ASSEMBLY NEEDS TO BE REPLACED AND IS OVER 2 MONTHS AWAY?

██████████ ██████████ checked part status; ██████████ made OBC to dealership @ ██████████ spoke with T ██████████ PART: ██████████ 6049-E PACO: COR: PART: ██████████-E PACO: COR: ██████████

██████████ ██████████ made OBC to dealership @ ██████████ spoke with ██████████ and informed that I will need a PACO and COR# to get the part escalated and viewed for next level. Next Step: ██████████ dealer part information (██████████) requesting next level)

██████████ ██████████ made OBC to dealership @ ██████████ spoke with ██████████ who provided part information. PART: ██████████ 6049-E PACO: 6171173 COR: ██████████ checked part status; part allocate ██████████ ██████████ ALLOCATED BY PDC A ██████████ Next Step: ██████████ dealer part arrival

██████████ ██████████ made OBC to dealership @ ██████████ spoke with ██████████ in parts stated that the part has arrived. CSM closing case

[REDACTED]

STATUS: Resolved

OPEN: [REDACTED]

CLOSED: [REDACTED]

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Dealer NA US

COMMUNICATION: Phone

CASE [REDACTED] LV 1234: Vehicle Concern | Repair Assistance | CLP / Lincoln Loyalty Criteria |

DEALER NAME: [REDACTED]

PA CODE: [REDACTED]

DLR SALES CODE: [REDACTED]

REGION: [REDACTED]: [REDACTED]

VIN: [REDACTED]

MODEL YEAR: [REDACTED]

MODEL: [REDACTED]

MILEAGE: [REDACTED]

BODY STYLE: [REDACTED]

LAST NAME FIRST NAME MIDDLE: W**H | B**E | L**

ADDRESS: 2**E

CITY [REDACTED] ZIP COUNTRY: M**E | WV | 2**6 | [REDACTED]

HOME PHONE: 3**6

SYMPTOMS: Driving Performance | Stalls/Quits | UNKNOWN | UNKNOWN

ANALYST NAME: # FordTCC-DM-PRD07-CRM

OPEN ANALYST NAME: [REDACTED]

COMMENTS:

[REDACTED]

Attention Service Managers: Your CSM (Customer Service Manager) does not see this case. If you are seeking assistance from Ford Motor Company on this case, please reach out to your CSM directly. CUST SAYS: I'm having difficulty with a ford garage. they can't get anything and waiting for ford for an answer. The veh just broke down in the highway and I took it in. they don't know if they will rebuilt the engine or replace it. nobody can't get me a straight answer. The veh is in the garage for more than 10 days now. CUST SAYS PER DLR: they don't know if they will rebuilt the engine or replace CRC ADVISED: I will escalate your case to the Service Manager at your dealership. The Service Manager will review your case to ensure the resources available to assist with repairs are being fully utilized. You should contact [REDACTED]

[REDACTED]

[REDACTED] went out. There is no signs of problem and broke down on the highway. I took it to the dealer July [REDACTED] and they still have my veh. Cust provided the case CAS-24006662 CUST AS PER DLR SAYS: n/a CRC ADVISED: CRC advised that the case was still active and no update yet. Advised to reach out to the service manager of the dealership for any update on the case

STATUS: Resolved

OPEN: [REDACTED] CLOSED: [REDACTED]

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Tier 2 CCT NA CRC

COMMUNICATION: Phone

CASE [REDACTED] LV 1234: Vehicle Concern | FIN Assist Request | CCT Criteria |

DEALER NAME: [REDACTED]

PA CODE: [REDACTED]

DLR SALES CODE: [REDACTED]

REGION: [REDACTED]

VIN: [REDACTED]

MODEL YEAR: [REDACTED]

MODEL: [REDACTED]

MILEAGE: [REDACTED]

BODY STYLE: [REDACTED] HATCH

LAST NAME FIRST NAME MIDDLE: Y**Z | L**A |

ADDRESS:

[REDACTED] ZIP COUNTRY: | | 9**1 |

HOME PHONE: 2**2

SYMPTOMS: Driving Performance | Stalls/Quits | Acceleration | UNKNOWN

ANALYST NAME: # FordTCC-DM-PRD09-CRM

OPEN ANALYST NAME: [REDACTED]

COMMENTS:

[REDACTED]

Best callback number: [REDACTED] Best time to call: Anytime Cstmr says: Customer said that the veh is currently at the dealership for the third time. Customer said that the first time the timing belt was replaced then after that the veh died out and needs to have a new battery and the last time the issue is the wheel pump and the timing belt again. Dealership said that they will need to replace a new engine. Dealership said that they can only provide a rental veh for 4 days. Customer confirmed that his veh is 4 hours away from his house. Customer is asking if Ford can extend the coverage of rental veh. As per cstmr, [REDACTED] says: N/A Crc advsd: Advised the customer that I will create a case and I will escalate your case/request to our Ford Regional [REDACTED] who works daily with your dealership's management team. The Ford Regional [REDACTED] has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Ford Regional [REDACTED] will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your [REDACTED] within 1 business day. Provided the case number to the customer.

[REDACTED]

[REDACTED]

[REDACTED] Business Phone : [REDACTED] Home : [REDACTED] 80 Vehicle Purchase Status : Original Owner Ford

Credit Contract Number : n/a Part Number : n/a Dealer Name : [REDACTED] Dealer P&A : [REDACTED] Dealer phone : [REDACTED] VIN : [REDACTED] Year : [REDACTED] Make : Ford Model : [REDACTED] Mileage : [REDACTED] Engine Specification : 1.0L I2V DITC [REDACTED] T20PS FOX Transmission Specification : 6 [REDACTED] AUTO TRANS [REDACTED] Warranty Start Date : [REDACTED] Open Recall/FSA: None ESP : 0968 - USA [REDACTED] NEW 72/75,000 PREMIUMCARE W/ROADSIDE STANDARD DEDUCTIBLE: 100 USD OWNER NAME: [REDACTED] OPTIONS: LIGHTING EXPIRATION DATE: [REDACTED] DISTANCE: [REDACTED] Hotline Contact : L1YDY001 NHL , [REDACTED] Symptom: 4 41 Z 00 ST/RN/MV,RUNNING,NOT LISTED,UNKNOWN Warranty History : NA Repr Date: [REDACTED] RL Cmpl Date: [REDACTED] DIST(Mile): [REDACTED] removed cylinder head, tested, failed. replaced cylinder head. installed new coolant reservoir, cleared all codes. NA Repr Date: [REDACTED] RL Cmpl Date: [REDACTED] DIST(Mile): [REDACTED] Retrived DTC [REDACTED] AND [REDACTED] PREFORMED PPT Found Cooling Fan Module Faulty. Slow charge to battery , battery failed and Recommend replace battery and coolant fan assembly. Coolant reservoir also had small leak , cracked on bottom. Recommend: New Coolant Fan assembly, installed new battery and new coolant reservoir. [REDACTED] Ford CX Team [REDACTED] office: [REDACTED] efax: [REDACTED]

[REDACTED]

[REDACTED] xx [REDACTED] assisting [REDACTED] XX77780 CSM [REDACTED] XX [REDACTED] OBC @ [REDACTED] [REDACTED] is handling this vehicle, this vehicle was at a dealer in [REDACTED] Ford , [REDACTED] Ford , [REDACTED] This dealer replaced the cylinder head. Customer drove 830 miles and the timing belt shredded which caused the damage to transmission , the lower tension broke belt and customer had towed to [REDACTED] [REDACTED] advised this is all under powertrain warranty . He pointed out they are showing veh under [REDACTED] . He believes cust looking for rental assistance. I advised dealer they have 10 days under the ESP. CSM [REDACTED] XX [REDACTED] OBC to Cust [REDACTED] No answer, lvm with case # and contact details . CSM advised we will call [REDACTED] office: [REDACTED] Ford CX Team [REDACTED] efax: [REDACTED] office: [REDACTED] efax: [REDACTED] NEXT STEP [REDACTED] Cust (Rental)

[REDACTED]

NEXT STEPS: DLR/CUST repair/rental status, cust has ESP rental coverage [REDACTED] Office: [REDACTED] eFax: [REDACTED] Ford CX Team [REDACTED]

[REDACTED]

[REDACTED] made OBC to SA [REDACTED] @ [REDACTED] No answer at dlr. [REDACTED] Office: [REDACTED] eFax: [REDACTED] Ford CX Team [REDACTED]

[REDACTED]

[REDACTED] made OBC to cust delegate [REDACTED] @ [REDACTED] . CSM explained role, adv call recorded, CSM adv dlr is having a phone issue so CSM could not speak to SA [REDACTED] , CSM asked what assistance cust is seeking, cust stated dlr told cust that only 4 days of rental, cust adv dlr is 4 hours away from where cust lives, CSM apologized for cust frustration with veh conc and thanked cust for being a loyal Ford cust, CSM adv has reviewed brochure for cust ESP which states that 10 days of rental up to \$30 a day are covered, so CSM will speak to dlr about this, CSM adv Ford can provide assistance with any additional rental days not covered by ESP up to \$30 a day, adv cust will have to arrange for a Ford rental veh, adv once repairs are complete, cust must provide rental invoice, then CSM can process a reimb for up to \$30 a day for any rental days not covered, CSM provided contact info, adv will contact dlr [REDACTED] to discuss rental details, then will f/u with dlr and cust [REDACTED] on repair status. NEXT STEPS: DLR ONLY- ESP rental coverage details and Ford rental assist [REDACTED] & DLR/CUST repair/rental status f/u [REDACTED] Office: [REDACTED] eFax: [REDACTED] Ford CX Team [REDACTED]

[REDACTED]

[REDACTED] made OBC to SA [REDACTED] @ [REDACTED] Left VM adv cust stated dlr told cust that only 4 days rental are covered by ESP, adv brochure clearly states that 10 days are covered, adv Ford can approve up to \$30 a day of rental coverage for any additional days, adv will f/u [REDACTED] NEXT STEPS: DLR/CUST repair/rental status f/u [REDACTED] Office: [REDACTED] eFax: [REDACTED] Ford CX Team [REDACTED]

CSM [redacted] made OBC to [redacted] @ [redacted]. [redacted] adv cust lives in [redacted] which is 4 hours away and had veh repaired at [redacted] Ford, adv was able to arrange to get cust into a rental veh through the Enterprise in [redacted], adv [redacted] verified that cust does have 10 days covered up to \$30 a day by ESP, adv engine has been ordered and is tentatively expected to arrive [redacted] and repairs to be completed [redacted]. Manager, Ford CX Team
Office: [redacted] | eFax: [redacted]

CSM [redacted] made OBC to cust delegate [redacted] @ [redacted]. CSM verified dlr was able to make rental arrangement for cust, cust confirmed but adv has not picked up rental veh yet, CSM adv engine was ordered and is tentatively expected to arrive [redacted] and repairs to be completed [redacted]. CSM adv will f/u [redacted]. NEXT STEPS: DLR/CUST repairs compl? conc res? cust picking up veh? [redacted] Manager, Ford CX Team
Office: [redacted] | eFax: [redacted]

CSM [redacted] made OBC to [redacted] @ [redacted]. [redacted] is not available, spoke with [redacted], [redacted] adv repairs are tentatively expected to be completed by [redacted], adv rental veh is still well within 10 day coverage. [redacted] Manager, Ford CX Team
Office: [redacted] | eFax: [redacted]

CSM [redacted] made OBC to cust delegate [redacted] @ [redacted]. CSM adv repairs are tentatively expected to be completed [redacted], cust adv left dlr with his brother-in-law's phone number who will be going to pick up veh, then cust will drive to pick up veh from his in law, CSM adv will f/u [redacted] to verify veh conc res. NEXT STEP: CUST ONLY veh conc res? [redacted] Manager, Ford CX Team
Office: [redacted] | eFax: [redacted]

CSM [redacted] made OBC to cust delegate [redacted] @ [redacted]. Cust adv dlr contacted cust stating repairs should be completed [redacted], adv his brother-in-law will pick up veh, then this weekend cust will drive to pick up veh, CSM adv will f/u [redacted] to verify veh conc res. NEXT STEP: CUST ONLY veh conc res? offer Ltd Maint ESP [redacted] Manager, Ford CX Team
Office: [redacted] | eFax: [redacted]

CSM [redacted] made OBC to cust delegate [redacted] @ [redacted]. Cust verified has veh back and veh conc res, CSM adv can offer cust a goodwill gesture Ltd Maint [redacted] ESP with free oil changes, tire rotations, and multipoint inspection, cust accepted offer and thanked CSM, CSM uploaded ESP, adv will take 1-2 weeks to process and will be visible by any Ford dlr in the country, CSM adv cust reach out to Ford for any future veh conc. NEXT STEP: CLOSE CASE [redacted] Manager, Ford CX Team
Office: [redacted] | eFax: [redacted]

[REDACTED]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone

RESPONSE TEAM: Tier 2 CCT NA CRC
CASE [REDACTED] LV 1234: Vehicle Concern | Parts Delay | Unit Down (not drivable) |

DEALER NAME: [REDACTED] Ford

PA CODE: [REDACTED] DLR SALES CODE: [REDACTED] REGION: [REDACTED]
VIN: [REDACTED] MODEL YEAR: [REDACTED] MODEL: [REDACTED] MILEAGE: [REDACTED]

BODY STYLE: [REDACTED]
LAST NAME FIRST NAME MIDDLE: S**S | R**E |

ADDRESS: 4**E
CITY [REDACTED] ZIP COUNTRY: R**R | PA | 1**2 | [REDACTED]
HOME PHONE: 7**8

SYMPTOMS: Driving Performance | Stalls/Quits | Acceleration | UNKNOWN

ANALYST NAME: # FordTCC-DM-PRD05-CRM OPEN ANALYST NAME: [REDACTED]

COMMENTS:

BCM: [REDACTED] EMAIL: [REDACTED] best time: any [REDACTED] SAYS: veh broke down on [REDACTED] and was towed to a dlr, veh stalled up and noise on the engine, cust Don't know if its covered under warranty but they are using a loner veh now, can work, its been 3 weeks now and they haven't done anything yet cust asking for repair assistance PER [REDACTED], DLR SAYS: working with other veh but it might be fuel pump CRC ADVISED: I will escalate your case/request to our Ford Regional [REDACTED] Service Manager who works daily with your dealership's management team. The Ford Regional [REDACTED] Service Manager has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Ford Regional [REDACTED] Service Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your [REDACTED] number that I have established for you [REDACTED] is CAS-

[REDACTED]

Home Phone : [REDACTED] LTV
Dealer Name : [REDACTED] Ford Dealer P&A : [REDACTED]
Year : [REDACTED] Make : Ford Model : [REDACTED] Mileage : [REDACTED]
Engine Specification : 1.0L 12V DI TC [REDACTED] 120PS [REDACTED] Transmission Specification : 6 SPD AUTO
TRANS [REDACTED] Warranty Start Date : [REDACTED] Open Recall/FSA: None ESP : None Hotline Contact : none
Related to current concern Warranty History : None Related

CSM [REDACTED] x77796 Assisting CSM [REDACTED] OBC to DLR [REDACTED] - In shop Tech - Oil Pump needs tear down - Tech is currently working on a big engine job. Hoping to start the repair by the [REDACTED]. CSM adv that if needed FMC will assist with rental/loaner. OBC to Cust @ [REDACTED] - adv role/recorded/thank/brand - Confirm details of case. ADV spoke to DLR and the tech assigned to the veh is finishing a big job and will be starting the repair hopefully by [REDACTED]. [REDACTED] adv that the DLR has had veh since [REDACTED] and just got around to looking at it. Concerned that DLR will try to make her pay for rental and repairs, has not answered if the repair is warrantable or not. ADV that everytime the veh is in this dlr for repair its there for a month or more. [REDACTED] concern with time down as well as cost due to being part of a dog rescue where she should be transporting rescue dogs. CSM empathized with situation and adv advocating for cust and assisting as much as possible. adv already told the dlr that we are assisting and if needed will also help with rental/loaner cost. [REDACTED] agreed to FU [REDACTED] for status update and contact by email. [REDACTED] OBE to [REDACTED] - Recap of conversation, Contact info and FU reminder. Next Step: [REDACTED] /DLR - Veh status update via email - warranty info from dlr?? [REDACTED] Ford Motor Company @ [REDACTED] Service Manager, Ford CX Team
[REDACTED] Office: [REDACTED] eFax: [REDACTED] Hours of Operation [REDACTED]

CSM [REDACTED], OBC to DLR [REDACTED] CSM reached out to Service, [REDACTED] on lunch. CSM adv will call back for status update [REDACTED]. Ford Motor Company @ [REDACTED] Service Manager | FCSD [REDACTED] eFax: [REDACTED] Hours Available [REDACTED] - [REDACTED] EST, M-F

CSM [REDACTED], OBC to DLR [REDACTED] CSM reached out to Service, spoke to [REDACTED]. Loss of oil pressure due to timing belt deteriorating. Long block and turbo is being replaced, parts ordered [REDACTED]. No notice of parts on B/O. CSM adv will assist w/ parts escalation if needed. Ford Motor Company @ [REDACTED] Service Manager | FCSD [REDACTED] eFax: [REDACTED] Hours Available [REDACTED] - [REDACTED] EST, M-F

CSM sent OBE to [REDACTED] regarding initial contact and repair status. See attached below. Next Step: DLR [REDACTED] - Need Parts Assistance? [REDACTED] Ford Motor Company @ [REDACTED] Service Manager | FCSD [REDACTED] eFax: [REDACTED] Hours Available [REDACTED] - [REDACTED] EST, M-F

Good Afternoon Ms. [REDACTED]. I hope you had a wonderful weekend. [REDACTED] has informed me your turbo and long block have arrived at the dealership. The tech assigned to your vehicle has already begun repairs. I will provide you a status update [REDACTED]. If you have any questions or concerns, please don't hesitate to ask. Thank you, Ford Motor Company @ [REDACTED] Service Manager, Ford CX Team [REDACTED] Office: [REDACTED] eFax: [REDACTED] Next Step: DLR [REDACTED] - VEH Status [REDACTED]

CSM [REDACTED], OBC to DLR [REDACTED] CSM reached out to DLR, no response. No one picking up phone, CSM made 2 attempts. Ford Motor Company @ [REDACTED] Service Manager | FCSD [REDACTED] eFax: [REDACTED] Hours Available [REDACTED] - [REDACTED] EST, M-F

IBE from [REDACTED] on [REDACTED]. Is this acceptable to you? I know I'm a girl and all but I'm pretty sure they could of done better. I'm hoping they didnt half [REDACTED] anything else in my engine. Especially since they tell me I only have less then 6,000 miles left on my warranty. If this is how they put the rest of the engine together then I wouldnt be suprised if the engine dont make it 6,000 more miles.

[REDACTED] to [REDACTED] on [REDACTED]. Good Morning Ms. [REDACTED]. I hope you had a wonderful weekend. As I'm not a certified Ford technician, your concern would be best addressed with [REDACTED] at the dealership. Are you advising me your engine has been repaired and returned to you at this time? Please get back to me at your earliest convenience. Thank you, Ford Motor Company @ [REDACTED] Service Manager, Ford CX Team [REDACTED] Office: [REDACTED] eFax: [REDACTED]

IBE from [REDACTED] on [REDACTED]. I wouldnt say it was repaired. They took out my new looking engine and replaced it with one that looks like it is 20 years old. How do I find out how many miles are on this old engine they put in?

OBE to [REDACTED] on [REDACTED], I would ask that question with the dealership. Are you advising me the vehicle is currently in your possession at this time? Ford Motor Company @ [REDACTED] Ford CX Team [REDACTED] Office: [REDACTED] eFax: [REDACTED]

IBE from [REDACTED] on [REDACTED], Yes. It took them a couple hours to put the engine in then they called me to come get it. Sent via the Samsung [REDACTED], an AT&T [REDACTED] capable smartphone

OBE to [REDACTED] on [REDACTED], Good Afternoon Ms. [REDACTED], I tried to contact [REDACTED], but no one was able to answer my call. Have you been to the dealership directly to show them your concerns or made an appointment to have your engine looked at? Please get back to me at your earliest convenience. Thank you, Ford Motor Company @ [REDACTED] Ford CX Team [REDACTED] Office: [REDACTED] eFax: [REDACTED] Next Step: DLR/[REDACTED] - Call DLR (use 3rd Party ESP?)

IBE from [REDACTED] on [REDACTED], No I was waiting for you to let me know if this is how [REDACTED] likes to send their cars back. Its shameful. If this is how [REDACTED] certified shops like to "fix cars" then I will not buy a [REDACTED] again. And I will let everyone else know not to buy from [REDACTED]. Obviously [REDACTED] and [REDACTED] have no pride in their work. Sent via the Samsung [REDACTED], an AT&T [REDACTED] capable smartphone

OBE to [REDACTED] on [REDACTED], Good morning Ms. [REDACTED]. As I am not a certified technician, I am unable to provide you the feedback you're seeking. if you feel the work is unsatisfactory, my best recommendation is either reaching out to [REDACTED] directly or seek a 2nd opinion from another Ford Dealership. As we value you as a loyal Ford customer, I would like to assist any way I can. Was your repaired covered by a 3rd Party Warranty by chance? Please get back to me at your earliest convenience on how you'd like to proceed. Thank you, Ford Motor Company @ [REDACTED] Ford CX Team [REDACTED] Office: [REDACTED] eFax: [REDACTED]

[REDACTED] assisting [REDACTED] X77788 OBC Dir [REDACTED] spoke with [REDACTED] new engine and turbo - they have not heard from the cust with any complaints OBC Cust [REDACTED] spoke with [REDACTED] used to be quiet - dlr told cust that the engine is a refurbished engine. Veh rides rough and is super noisy heat shield is broken and is so loud. (This is so different from what dlr is stating). She has replaced emissions parts on other veh she purchased from [REDACTED]. Now she feels they did not work on this veh as she thinks they put in a used engine in one morning. Cust explained all repairs on all veh he has ever purchased from dlrshp. Provided him with the local Ford dlr's around her. She will let [REDACTED] know which dlrshp she went to via email. NEXT STEPS: [REDACTED] Cust only where did she take veh? Ford Motor Company @ [REDACTED] Ford CX Team [REDACTED] Office: [REDACTED] eFax: [REDACTED]

IBE from [REDACTED] on [REDACTED], I spoke to someone at [REDACTED] a little bit ago, she said to take my car to a different service department so I am taking it to [REDACTED] on [REDACTED]. They said you have to call them and let them know that [REDACTED] will take care if the rental car. She told me to email you and let you know of this appointment. [REDACTED] NSA

OBE to [REDACTED] on [REDACTED], Good Morning Ms. [REDACTED]. We do not control the procuring of rentals/loaner vehicles. This is something the dealership offers separately under their own programs as they're independently owned and operated. we do not dictate who receives a loaner and who does not. Pleased be advised, our assistance with any rental/loaner comes as a good will gesture and is not guaranteed (see page 6 in your warranty manual). As our program assisted with your rental at [REDACTED], I will need to review with my upper management to see if we can still assist in this regard. i will advise you if this is possible no later than [REDACTED] before your appointment. Thank you, Ford Motor Company @ [REDACTED] Ford CX Team [REDACTED] Office: [REDACTED] eFax: [REDACTED]

changed dlr from [REDACTED] to [REDACTED] Ford since this is where veh will be on [REDACTED] Ford [REDACTED] Sales [REDACTED] assisting [REDACTED] X77788 OBC Dir [REDACTED] spoke with [REDACTED] there is no appt on the books for [REDACTED] or anytime under VIN or [REDACTED] - advised we would assist with rental if they do not have a loaner as long as it was a Ford and under \$30 a day OBC Cust [REDACTED] spoke with [REDACTED] - she is under the impression that he has an appt but does not want to drive all the way over there if they are not going to have a veh waiting for her to drive out - explained they did not have an appt - she will contact them and see what to do NEXT STEPS: [REDACTED] Dlr did veh come in & Cust on diagnosis if veh was dropped off [REDACTED] Ford Motor Company @ [REDACTED] Ford CX Team [REDACTED] Office: [REDACTED] eFax: [REDACTED]

[REDACTED] OBC to DLR @ [REDACTED] reached out to Service, spoke to [REDACTED]. Confirmed apt was made for [REDACTED] and VEH is at DLR. [REDACTED] is assisting [REDACTED] was given a loaner and was requested by DLR to drive VEH w/ DLR to pinpoint issues she's having. [REDACTED] adv'd will still assist with loaner cost to assist [REDACTED] /DLR. [REDACTED] did not show up/answer, will reach out to her again [REDACTED] to see if she can drive [REDACTED] Ford Motor Company @ [REDACTED] Office: [REDACTED] eFax: [REDACTED] Hours Available [REDACTED] - [REDACTED] EST, M-F

[REDACTED], no response. [REDACTED] OBC to [REDACTED] reached out to [REDACTED] LVM regarding contact info and DLR trying to reach out to [REDACTED] to test drive VEH. Next step: DLR/[REDACTED] - [REDACTED] go to DLR to test drive? Ford Motor Company @ [REDACTED] Office: [REDACTED] eFax: [REDACTED] Hours Available [REDACTED] - [REDACTED] EST, M-F

[REDACTED] OBC to DLR @ [REDACTED] reached out to Service, spoke with [REDACTED]. [REDACTED] did not show up [REDACTED] or answer call(s) from DLR. [REDACTED] stated will reach out to her again to have her come in and test drive the VEH. Ford Motor Company @ [REDACTED] Office: [REDACTED] eFax: [REDACTED] Hours Available [REDACTED] - [REDACTED] EST, M-F

[REDACTED] OBC to [REDACTED] reached out to [REDACTED], adv role and recorded. [REDACTED] stated spoke w/ DLR and adv'd the heat shield is causing the vibration concern/a leak as well. [REDACTED] is not sure why DLR is requesting her to drive, as the DLR is father away. [REDACTED] adv'd due to the VEH being a Focus, they want to see her driving habits to re-create her concern. [REDACTED] understood. [REDACTED] adv'd to contact DLR to see if they can test drive the VEH or if they really need her. If so, [REDACTED] adv'd [REDACTED] work out an apt for that for what works best for her. [REDACTED] has 2 kids and can't leave them alone. [REDACTED] understood, stated FMC is currently having the CRC work from home. [REDACTED] agreed to F/U on [REDACTED] for a status update. Next step: DLR/[REDACTED] - VEH Status Update ([REDACTED] go to DLR? DLR drive car?) Ford Motor Company @ [REDACTED] Office: [REDACTED] eFax: [REDACTED] Hours Available [REDACTED] - [REDACTED] EST, M-F

[REDACTED] OBC to DLR @ [REDACTED] reached out to Service, no response from [REDACTED]. [REDACTED] LVM regarding status update needed and contact info. Ford Motor Company @ [REDACTED] Office: [REDACTED] eFax: [REDACTED] Hours Available [REDACTED] - [REDACTED] EST, M-F

CSM [REDACTED], OBC to CUST [REDACTED] CSM reached out to CUST, no response. CSM LVM regarding contact info and any update related to VEH. Next step: DLR/CUST - Speak to [REDACTED] VEH Status (2nd attempt for CUST) [REDACTED] Ford Motor Company® [REDACTED] Customer Service Manager | FCSD [REDACTED] | eFax: [REDACTED] [REDACTED] Hours Available [REDACTED] - [REDACTED] EST, M-F

[REDACTED] Ford Motor Company® [REDACTED] Office: [REDACTED] Hours: M-f [REDACTED] to DLR at [REDACTED]: CSM spoke to [REDACTED], who says parts are on order for this veh, heat shields. There is a leak in the radiator seal, DLR ordered gaskets. No parts on backorder hold, they should come in [REDACTED] asked who is supposed to be paying for this, as this was caused by a workmanship issue at another DLR. Cust does not expect to have to pay for hhis repair. CSM advised that I will have [REDACTED] contact the cust to explain her coverage. NEXT: [REDACTED] CUST [REDACTED] what assistance is available?

CSM [REDACTED], OBC to [REDACTED] CSM reached out to Service, spoke to [REDACTED]. CSM edu'd [REDACTED] on workmanship warranty claim in Warranty Policy and Procedure Manual on how to claim warranty due to workmanship. [REDACTED] understood, adv'd will reach out to CSM if needing assistance. CSM adv'd can review for assistance with whatever cannot be claimed. [REDACTED] understood. Ford Motor Company® [REDACTED] Customer Service Manager | FCSD [REDACTED] | eFax: [REDACTED] [REDACTED] Hours Available [REDACTED] - [REDACTED] EST, M-F

CSM [REDACTED], OBC to CUST [REDACTED] CSM reached out to CUST, adv role and recorded. CSM adv'd CUST parts on order and nothing on back order (did not discuss workmanship concerns). CUST understood and appreciated update. CUST agreed to F/U on [REDACTED] CSM adv'd parts should arrive [REDACTED] if not [REDACTED] due to COVID-19 concerns. Next step: DLR/CUST - Parts Arrive? Need Assistance? [REDACTED] Ford Motor Company® [REDACTED] Customer Service Manager | FCSD [REDACTED] | eFax: [REDACTED] [REDACTED] Hours Available [REDACTED] - [REDACTED] EST, M-F

CSM [REDACTED] assisting CSM [REDACTED] OBC to [REDACTED] CSM spoke to [REDACTED] who ADV part came in and CUST has an APPT scheduled for [REDACTED]. CSM asked [REDACTED] regarding assistance, and [REDACTED] stated yes they would need assistance because of workmanship. CSM educated [REDACTED] again regarding filing a claim for workmanship and we will review for assistance for whatever they don't cover. CSM ADV [REDACTED] of F/U on [REDACTED]. OBC to CUST [REDACTED]. CSM spoke to Ms. [REDACTED] and verified APPT scheduled for [REDACTED] for repair. CUST stated she needed a loaner while VEH is being repaired. CUST stated DLR said they will take her home. CSM ADV CUST we will reach out to DLR and approved for rental for 48 hrs. CSM ADV CUST we will F/U w/her [REDACTED] regarding rental. CSM provided CUST w/contact info. OBC to [REDACTED]. CSM spoke to [REDACTED] and ADV Ford will pay for a Ford rental for CUST while repairs are being completed. [REDACTED] asked again regarding payment for repair. CSM ADV [REDACTED] again to file a workmanship warranty claim. CSM provided [REDACTED] CSM [REDACTED]'s contact info. OBC to CUST [REDACTED]. CSM ADV CUST loaner will be provided during repair. CSM ADV CUST of F/U [REDACTED]. NEXT STEPS: F/U [REDACTED] DLR/CUST-Does DLR need additional assistance to pay for repair? CSAT w/cust [REDACTED] Customer Service Manager, Ford CX Team [REDACTED] | Office: [REDACTED] eFax: [REDACTED] Hours available: [REDACTED] M-F

CSM [REDACTED], OBC to [REDACTED] CSM reached out to Service, spoke to [REDACTED]. CSM edu'd [REDACTED] on section in Warranty Policy and Procedure Manual on how to claim warranty due to workmanship. [REDACTED] adv'd will review and see what can be done. CSM adv'd will review for FIN assist on workmanship issue if unable to claim. CSM spoke to [REDACTED] gave all contact info. [REDACTED] adv'd VEH will be completed [REDACTED] and picked up [REDACTED] or [REDACTED]. Ford Motor Company® [REDACTED] Customer Service Manager | FCSD [REDACTED] | eFax: [REDACTED] [REDACTED] Hours Available [REDACTED] - [REDACTED] EST, M-F

CSM [REDACTED], OBC to CUST [REDACTED] CSM reached out to CUST, adv role and recorded. CSM adv'd VEH should be ready [REDACTED] for pick up. CUST understood, requesting an extra day for rental. CSM adv'd rental will be covered for an extra day to provide CUST time to pick up VEH. CSM did adv as well that FIN Assist Review will be completed if DLR unable to claim workmanship under warranty. CUST understood, thanked CSM and agreed to F/U on [REDACTED]. Ford Motor Company® [REDACTED] Customer Service Manager | FCSD [REDACTED] | eFax: [REDACTED] [REDACTED] Hours Available [REDACTED] - [REDACTED] EST, M-F

CSM [REDACTED], Repair status : Will be completed [REDACTED] CSAT status: To be conducted when VEH is returned Next steps: action: Call DLR/CUST for a status update, see if DLR was able to claim warranty for workmanship issues Next steps: DLR/CUST - Claim Warranty? CSAT for CUST? [REDACTED] Case to be resolved upon: CSAT Call Customer in rental : Enterprise Rental @ \$30/day, to be returned by [REDACTED] Ford Motor Company® [REDACTED] Customer Service Manager | FCSD [REDACTED] | eFax: [REDACTED] [REDACTED] Hours Available [REDACTED] - [REDACTED] EST, M-F

CSM [REDACTED], OBC to [REDACTED] CSM reached out to Service, spoke to [REDACTED] is out of the office, but VEH has been picked up and CUST has returned rental VEH. Ford Motor Company® [REDACTED] Customer Service Manager | FCSD [REDACTED] | eFax: [REDACTED] [REDACTED] Hours Available [REDACTED] - [REDACTED] EST, M-F

CSM [REDACTED], OBC to CUST [REDACTED] CSM reached out to CUST, no response. CSM LVM regarding contact info and reach out due to CSAT. Ford Motor Company® [REDACTED] Customer Service Manager | FCSD [REDACTED] | eFax: [REDACTED] [REDACTED] Hours Available [REDACTED] - [REDACTED] EST, M-F

CSM [REDACTED], Repair status : Completed CSAT status: VEH is picked up Next steps: action: Call DLR/CUST regarding Warranty coverage/CSAT Next steps: DLR/CUST - Claim Warranty? CSAT for CUST? [REDACTED] Case to be resolved upon: CSAT Call/Provide DLR rental P11 Customer in rental : Returned to DLR Ford Motor Company® [REDACTED] Customer Service Manager | FCSD [REDACTED] | eFax: [REDACTED] [REDACTED] Hours Available [REDACTED] - [REDACTED] EST, M-F

CSM [REDACTED], OBC to CUST [REDACTED] CSM reached out to CUST, no response. CSM LVM regarding contact info and CSAT attempt. Ford Motor Company® [REDACTED] Customer Service Manager | FCSD [REDACTED] | eFax: [REDACTED] [REDACTED] Hours Available [REDACTED] - [REDACTED] EST, M-F

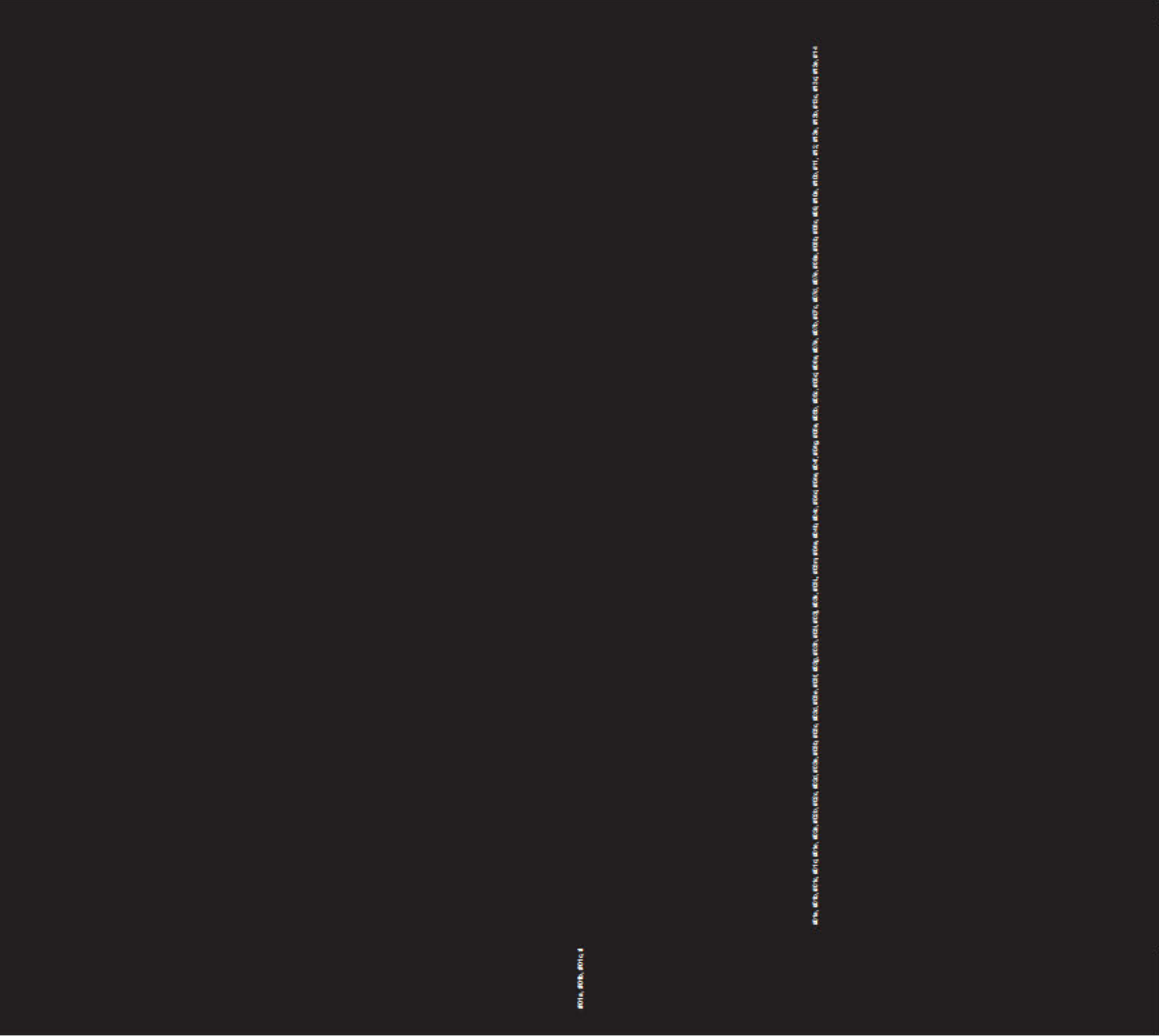
CSM [REDACTED], Repair status : Completed CSAT status: VEH is picked up Next steps: action: Call CUST regarding CSAT/provide P11 codes to [REDACTED] via email, waiting on rental receipt Next steps: DLR/CUST - CSAT 3rd Attempt; [REDACTED] send receipt? [REDACTED] Case to be resolved upon: CSAT Call/Provide DLR rental P11 Customer in rental : Returned to DLR Ford Motor Company® [REDACTED] Customer Service Manager | FCSD [REDACTED] | eFax: [REDACTED] [REDACTED] Hours Available [REDACTED] - [REDACTED] EST, M-F

██████████ CSM ██████████ ██████████, OBC to CUST CUST ██████████ CSM reached out to CUST, adv role and recorded. CUST is satisfied with repairs. CSM adv'd workmanship issue was taken care of for CUST as well. CUST thanked CSM. CSM adv'd if needing any assistance in the future to contact CSM. Ford Motor Company @ ██████████ | Customer Service Manager | FCSD ██████████ | eFax: ██████████ | ██████████ Hours Available ██████████ - ██████████ EST, M-F

██████████ CSM ██████████ ██████████, Repair status : Completed CSAT status: Completed Next steps: action: Get Rental Receipt from DLR Next steps: DLR - ██████████ Resp to Email? Work on FLP 5/5 Case to be resolved upon: P11 codes generated for DLR Customer in rental : Returned to DLR Ford Motor Company @ ██████████ | Customer Service Manager | FCSD ██████████ | eFax: ██████████ | ██████████ Hours Available ██████████ - ██████████ EST, M-F

██████████ CSM sent OBE to ██████████ ██████████. Good Morning ██████████, Thank you for your patience. Your P11 code for Line A is ██████████ for \$191.74. Your P11 code for Line B rental is ██████████ for \$60. Please let me know if these codes give you any trouble. Thank you, Ford Motor Company @ ██████████ | Customer Service Manager, Ford CX Team ██████████ | ██████████ Office: ██████████ eFax: ██████████

██████████ CASE CLOSURE SUMMARY CSM closing case due to no further assistance needed. CUST states VEH is running well, and DLR has all needed codes for rental/repair coverage. CSM closing case. Ford Motor Company @ ██████████ | Customer Service Manager, Ford CX Team ██████████ | ██████████ Office: ██████████ eFax: ██████████



GCCT_PEER_A3

GCCT_PEER_A3

From: [REDACTED]
To: [REDACTED]
Subject: RE: Ford Motor Company Ms. [REDACTED]
Date: [REDACTED]
Importance: High

Good Morning Ms. [REDACTED]

My name is [REDACTED] and I am the Regional Customer Service Manager who has been assigned your case. My role is to help facilitate repairs between you and your dealership and act as a liaison between the two. I have spoken with [REDACTED] at Ron Lewis Ford, and she has informed me your tear down has been completed. They have ordered a long block and turbo that're needed for your repairs, and I have offered to assist with any parts escalations if needed. They've advised me at this time that no parts are on national backorder, and I will continue to advocate on your behalf [REDACTED]ly to see if any further assistance is needed. If you need to reach out to me, please don't hesitate to do so.

Best Regards,

Ford Motor Company ®

[REDACTED]
Customer Service Manager, Ford CX Team

[REDACTED] | [REDACTED]
Office: [REDACTED]

eFax: [REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED]
Cc: [REDACTED] <[REDACTED]>
Subject: Ford Motor Company Ms. [REDACTED]
Importance: High

Good Morning Ms. [REDACTED]

Thank you for speaking with me [REDACTED]. Per our conversation: The dealer should be starting work on your [REDACTED] [REDACTED] by the end of the [REDACTED] and have more information regarding what's wrong and if the repair is warrantable. We advised the dealer that we are assisting you with this concern and offered our assistance to them as well. If there is any concern with the Loaner vehicle the Dealer has been notified that we will assist with a rental (a Ford Vehicle, up to \$30/day) at no cost to you. I do not know if they have a pet friendly loaner, that would be something you would have to ask your Service Advisor. We will reach out with a status update this coming [REDACTED].

If you have any questions or concerns before our follow up please reach out. My contact information is below, you can also reach [REDACTED] at [REDACTED] ([REDACTED]). You can also Reply ALL to this email and it will come to both of us.

Thank you for your patience and continued loyalty to Ford.

Best Regards,

Ford Motor Company ®

██████████

Customer ██████████ Manager, Ford CX Team

██████████ | ██████████

Office: ██████████

eFax: ██████████

Hours of Operation ██████████ M-F

[REDACTED]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone

RESPONSE TEAM: Tier 1 Escalation NA CRC
CASE [REDACTED] LV 1234: Vehicle Concern | FIN Assist Request | Under Review |

DEALER NAME: [REDACTED] of [REDACTED]
[REDACTED] CODE: [REDACTED] SALES CODE: [REDACTED] REGION: [REDACTED]: [REDACTED]
VIN: [REDACTED] MODEL YEAR: [REDACTED] MODEL: [REDACTED] MILEAGE: [REDACTED]

BODY STYLE: [REDACTED]
LAST NAME FIRST NAME MIDDLE: Z**A | Z**Y | R**

ADDRESS:
CITY [REDACTED] ZIP COUNTRY: | | 4**0 |
HOME PHONE: 3**6

SYMPTOMS: Driving Performance | Lack/Loss of Power | UNKNOWN | UNKNOWN
ANALYST NAME: # FordTCC-DM-PRD06-CRM OPEN ANALYST NAME: [REDACTED]

COMMENTS:

[REDACTED]

[REDACTED] SAYS: cust engine shut down, towed to dlr the use. no previous issues before this. would like to know what his options are, cant afford the repair, needs a vehicle right now. cust saysDLR SAYS: timing belt, clogging the oil pores about \$5900 to repair CRC ADV:Obc to cust: Adv N/A I will escalate your case/request to our Ford Regional Customer [REDACTED] Manager who works daily with your dealership's management team. The Ford Regional Customer [REDACTED] Manager has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Ford Regional Customer [REDACTED] Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer [REDACTED] Manager within 1 business day. The case number that I have established for you [REDACTED] is CAS-25950175. [REDACTED] NAME: [REDACTED] of [REDACTED] [REDACTED] Tel: [REDACTED]

[REDACTED]

[REDACTED] SAYS: Cust is calling to get the 2nd case number. His case number is CAS-25950175. PER [REDACTED], SAYS: n/a CRC ADVISED: The case number is CAS-25961385.

[REDACTED]

Sup [REDACTED] is closing case# cas-25950175 as cust is being assist by CCT on case# cas-25961385

[REDACTED]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Letter

RESPONSE TEAM: Dealer NA [REDACTED]

CASE [REDACTED] LV 1234: Vehicle Concern | Repair Assistance | CLP / Lincoln Loyalty Criteria |

DEALER NAME: Suburban Ford of Ferndale

[REDACTED] CODE: [REDACTED] DLR SALES CODE: [REDACTED] REGION: [REDACTED]: [REDACTED]
VIN: [REDACTED] MODEL YEAR: [REDACTED] MODEL: [REDACTED] MILEAGE: [REDACTED]

[REDACTED] STYLE: [REDACTED]

LAST NAME FIRST NAME MIDDLE: P**A | K**T | E**

ADDRESS:

[REDACTED] ZIP COUNTRY: | | 4**3 |

HOME PHONE: 2**0

SYMPTOMS: Driving Performance | Runs Rough | Acceleration | Intermittent

ANALYST NAME: # FordTCC-DM-PRD08-CRM

OPEN ANALYST NAME: [REDACTED]

COMMENTS:

[REDACTED]

PER CUST, DLR says: On [REDACTED] I was informed by [REDACTED] that I couldn't have service until [REDACTED] since they were very busy. I was told trans fluid was in the oil. Call FMC headquarters. I was told that if I didn't move my vehicle or have a solution by the [REDACTED], he'd impound my vehicle at my expense. CRC adv: We appreciate the time you took to write to us. Please note that your comments have been escalated to the Service Manager at your dealership. The Service Manager will review your case to ensure the resources available to assist with repairs are being fully utilized. You should contact your Service Manager for updates regarding your case. Based on our resources, your point of contact will be [REDACTED] at the following phone number: [REDACTED]. Please reference the above case number when reaching out.

[REDACTED]

Please note: The Correspondence team responds to inbound USPS letters only and does not have the ability to make outbound phone calls or emails. All inbound phone calls should be handled according to normal inbound processes CUST states: My husband provided a PIN for my brother, [REDACTED] to get a new car. My brother is having a problem getting his vehicle repaired under the NVLW. Vehicle is at the dealer due to the trans not feeling right. He needs your help in this matter. Letter from [REDACTED]; Have been without a vehicle since before [REDACTED]. My vehicle has been held hostage. The dealer is now threatening to have my vehicle impounded. I need your help to resolve this situation. After speaking with the dealer, the timing chain broke. I had the car towed to the dealer and they gave me a loaner. I was in contact with the SM but no response. When I finally got ahold of someone, they said the SM quit. They didn't have a chance to look at the vehicle. I then traded in one loaner for another. They jerked me around for 1.5 months. I demanded some answers. I am getting suspicious that they are trying to negate my warranty. I didn't want to call FMC headquarters and cause trouble. [REDACTED] set me up with [REDACTED] to try to get me into a new Fusion but I couldn't go higher on the payments. I'd like to have a new Edge. Went back and forth trying to get ahold of somebody at headquarters then the virus struck. I need your help to have them honor my warranty for 36k. Please resolve this

[REDACTED]

Printed

STATUS: Resolved

OPEN: [REDACTED] CLOSED: [REDACTED]

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Tier 2 CCT [REDACTED] CRC

COMMUNICATION: Chat

CASE [REDACTED] LV 1234: Vehicle Concern | FIN Assist Request | CCT Criteria |

DEALER NAME: Folsom Lake Ford, Inc.

PA CODE: [REDACTED]

DLR SALES CODE: [REDACTED]

REGION: [REDACTED]

VIN: [REDACTED]

MODEL YEAR: [REDACTED]

MODEL: [REDACTED]

MILEAGE: 0

BODY STYLE: [REDACTED]

LAST NAME FIRST NAME MIDDLE: A**T | J**N |

ADDRESS:

CITY [REDACTED] ZIP COUNTRY: | | 9**6 |

HOME PHONE: 7**8

SYMPTOMS: Start/Run/Move | Noise | Moving/Driving | UNKNOWN

ANALYST NAME: # FordTCC-DM-PRD03-CRM

OPEN ANALYST NAME: [REDACTED]

COMMENTS:

[REDACTED]

[REDACTED] Info At [REDACTED] Thank you for choosing to chat with us. An agent will be with you shortly. Info At [REDACTED] You are now chatting with [REDACTED]. Good evening [REDACTED] and thank you for reaching out to Ford Motor Company. My name is [REDACTED], how may I assist you [REDACTED]? You [REDACTED] I am in need to talk to some one of power there like [REDACTED] that will listen to me and help me fix this problem with my new car. Any suggestions and contact info I am tired of being told o well stuff [REDACTED]. its your problem not fords. [REDACTED] I would be more than happy to assist you with any issue you may have. I will not allow you to speak to me with that language. I ask you to please not use that language again or I will be forced to end this chat. You [REDACTED] Ok [REDACTED] What seems to be the problem? You [REDACTED] I have [REDACTED] ford [REDACTED]. I am on 3rd engine and am at [REDACTED] miles on the car took it to dealer they said not there proble because warranty ended at 6000. The engine has manufacturer defect and same part keeps braking. I feel I should not have to pay 5000 dollars to fix this problem that will happen again and again [REDACTED]. Okay, may I have your VIN please? You [REDACTED] When did you take your vehicle into the dealership? You [REDACTED] Engine timing belt broke and broke oil pump blowing up motor 3 weeks ago [REDACTED] I just car back home [REDACTED] Perfect! While I check my resources and you explain to me what the symptoms where that made you know something was wrong with your vehicle? You [REDACTED] Nothing no symptoms just bang and that's it engine quit running [REDACTED] It's the 1.0 liter turbo engine [REDACTED] The loud bang sound is a symptom. Thank you for that. You have your vehicle now is it fixed? You [REDACTED] No they returned it in pieces the first time I sent it back they made it look ok but motor is not fixed They want 5000 dollars to fix [REDACTED] Okay I am going to send your case over for further review for possible assistance. Can you verify your full mailing address and email? You [REDACTED]

[REDACTED] The name of the dealership and zip code please? You [REDACTED] dont no zip [REDACTED] What is your preferred method of contact phone or email? You [REDACTED] I should not have to pay .its wrong to be treated like it's my falt when they know it's a defect in the engine. I am only 1500 miles over warranty exceptions should be made it's the 3rd engine Phone [REDACTED] Call or Text? You [REDACTED] The dealership wont talk or help me that's why I am asking for some one that will listen to me Call [REDACTED] Great! I will go ahead and send this case over to be reviewed and someone will reach out to after the case has been reviewed for a followed for possible financial assistance to help get your vehicle repaired. The response time is typically 1 business day but there may be a delay so I ask to please have patience. The number that will be contacting you is a 800 toll-free number. The case number that I have established for you [REDACTED] is CAS-26670058-G4R1K7. May I assist you with any other questions or concerns [REDACTED]? You [REDACTED] No, thanks [REDACTED] 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 phenomenal day. You [REDACTED]

CUST SAYS: I have [REDACTED] ford [REDACTED]. I am on 3rd engine and am at [REDACTED] miles on the car took it to dealer they said not there problem because warranty ended at 6000. The engine has manufacturer defect and same part keeps braking. I feel I should not have to pay 5000 dollars to fix this problem that will happen again and again.Engine timing belt broke and broke oil pump blowing up motor. PER CUST/DLR SAYS: 5,000 dollars for the repair because he is outside of warranty by 1,500 miles CRC ADV: send this case over to be reviewed and someone will reach out to after the case has been reviewed for a followed up for possible financial assistance.

PREFERRED METHOD OF CONTACT: PHONE [REDACTED]

[REDACTED] Customer State : [REDACTED] Business Phone : [REDACTED] Home Phone : [REDACTED] LTV Score : N/S
 Vehicle Purchase Status : Subsequent Owner Dealer Name : Folsom Lake Ford, Inc. Dealer P&A : [REDACTED]
 Dealer phone : [REDACTED] VIN : [REDACTED] Year : [REDACTED] Make : FORD Model : [REDACTED] Mileage : [REDACTED]
 Engine Specification : 1.0L 12V DI TC [REDACTED] FOX Transmission Specification : 6 SPD AUTO
 TRANS [REDACTED] Warranty Start Date : [REDACTED] Open Recall/FSA: [REDACTED] ESP : [REDACTED] Hotline Contact : [REDACTED]
 Warranty History : [REDACTED]

[REDACTED] assisting Ford Motor Company @ [REDACTED] | [REDACTED] Office: [REDACTED]
 Hours: M-f [REDACTED]:30p OBC to CUST at [REDACTED]; CSM spoke to cust [REDACTED] who says that the engine in this veh keeps blowing out for the same reason. CSM explained that there is regrettably no provision available to assist with the veh repair. CSM offered contact and case info, which cust did not take. Case closed.

[REDACTED]

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone

RESPONSE TEAM: [REDACTED] Ford Truck [REDACTED] CRC
CASE [REDACTED] LV 1234: Vehicle Concern | Buyback Request | Non-[REDACTED] Vehicle |

DEALER NAME: [REDACTED]
[REDACTED] CODE: [REDACTED] SALES CODE: [REDACTED] REGION: [REDACTED]: [REDACTED]
VIN: [REDACTED] MODEL YEAR: [REDACTED] MODEL: [REDACTED] MILEAGE: [REDACTED]
BODY STYLE: [REDACTED]

LAST NAME FIRST NAME MIDDLE: S**N | K**N |
ADDRESS:

[REDACTED] COUNTRY: | | 0**4 |
HOME PHONE: 2**6

SYMPTOMS: Start/Run/Move | Moving | Not Listed | UNKNOWN
ANALYST NAME: # FordTCC-DM-PRD09-CRM

OPEN ANALYST NAME: [REDACTED]

COMMENTS:

[REDACTED] IBC CUST [REDACTED] cell only phone [REDACTED] TRAVELING out of town with brother lives in the [REDACTED] ZIP VIN [REDACTED] purchased from Yankee Ford [REDACTED] Ford [REDACTED] took there several times as well for repair but they did not know how to fix needs new engine Vehicle at [REDACTED] Rowe Ford [REDACTED] gave loaner LOW OIL PRESSURE light came on then all lights came on then power shuts off and engine shut off Rowe Ford [REDACTED] 4 codes - all cylinders low - timing chain off and broken - oil drive belts damage Does not feel safe Leased vehicle - 5 to 6 weeks to repair - parts need to be ordered •Have you had repairs completed for this concern at multiple dealerships? Yankee Ford Rowe [REDACTED] to [REDACTED] •Registered owner(s) name(s) for the vehicle? [REDACTED] •State where the vehicle is currently registered? MAINE •State where the vehicle was purchased? MAINE •Name of the dealer where the vehicle was purchased? [REDACTED] FORD •Mileage on the vehicle at the time of purchase? ? •Is a loaner vehicle needed? YES - CUST HAS •Is there a current concern with the vehicle? CUST DOES NOT TRUST vehicle CXS: agreed to set CUST FU [REDACTED] do to Cust traveling and not having reception - if any updates will send email until FU [REDACTED] NEXT STEPS: copy key data [REDACTED] call start Non [REDACTED] BB [REDACTED] Customer Experience Specialist | [REDACTED] CRC [REDACTED] EXT: [REDACTED] [REDACTED]

[REDACTED] OASIS down - will complete copy key data [REDACTED]

[REDACTED] Oasis still Down [REDACTED] State: ME Business Phone: [REDACTED] Home Phone: [REDACTED] Mobile Phone: [REDACTED] LTV Score: .79 Vehicle Purchase Status: Original Owner Vehicle Purchase Date: [REDACTED] Ford Credit Contract Number: [REDACTED] Part Number: [REDACTED] Dealer Name: [REDACTED] Dealer P&A: [REDACTED] Dealer phone: [REDACTED] VIN: [REDACTED] Year: [REDACTED] Make: FORD Model: [REDACTED] Mileage: [REDACTED] Engine Specification: 1.0L 12V DI TC [REDACTED] FOX Transmission Specification: 6 SPD AUTO [REDACTED] Warranty Start Date: [REDACTED] Open Recall/FSA: NO ESP: UNK Hotline Contact: [REDACTED] Warranty History: YES

[REDACTED] OBC [REDACTED] - on the phone [REDACTED] SA Don: [REDACTED] RO [REDACTED] mi diagnosis Engine -oil pump seized up Engine has not been ordered because Ford is having them take photos -contact us [REDACTED] for update NEXT STEPS: agreed to set CUST FU [REDACTED] do to Cust traveling and not having reception - if any updates will send email until FU [REDACTED] Customer Experience Specialist | [REDACTED] CRC [REDACTED] EXT: [REDACTED] [REDACTED]

[REDACTED], Ext: [REDACTED]: Checked historical and VIN status: None ME

[REDACTED] made OBC to [REDACTED] - [REDACTED] FORD @ [REDACTED]: [REDACTED] spoke with SA regarding previous ROs and days down. SA stated the program was changed recently and he can only see the open and close dates of the ROs. SA have [REDACTED] contact info and will call [REDACTED] back as SA will check with office if there is a way to verify the tech time stamps on the ROs.

[REDACTED] made OBC to [REDACTED] - [REDACTED] FORD @ [REDACTED]: [REDACTED] was advised SA is not in [REDACTED]: requested to speak with [REDACTED] spoke with [REDACTED]: stated that the customer lives far and all the time the vehicle is in for service the vehicle spend several days. [REDACTED] confirmed days down on the RO.

[REDACTED], Ext: [REDACTED]: After review; vehicle may meet State guidelines for buyback/replacement criteria for ME. Talking Points: -GFR sent over for second review -Review notes in milestone -Focus on getting vehicle repaired

[REDACTED] CCT TEAM LEAD Buyback approved. Veh is LL eligible. Next Step : CXS/CSM complete the RAV form in [REDACTED] and advise the customer 3-5 business days for contact.

[REDACTED] CUST [REDACTED] cell CXS: -BB approved and RAV team will contact you in 3-5 business days Reviewed documents to have and will send email: Copy of Vehicle Registration (Must be current) Copy of Driver License Bill of Sale or Finance Contract from the original purchase of the vehicle Payment History with breakdown of interest and principle Payoff information with per diem and good through date Copy of title (if customer held state/paid off) - [REDACTED] NEXT STEPS: call [REDACTED] - BB Approved and get Repair update RAV upload [REDACTED] update Cust- Have they been contacted by RAV? [REDACTED] Customer Experience Specialist | [REDACTED] CRC [REDACTED] EXT: [REDACTED] [REDACTED]

[REDACTED] OBC [REDACTED] - VM BB approved - need repair update NEXT STEPS: RAV upload [REDACTED] update Cust- Have they been contacted by RAV? [REDACTED] Customer Experience Specialist | [REDACTED] CRC [REDACTED] EXT: [REDACTED] [REDACTED]

[REDACTED] Ford [REDACTED] Case Transmission Case Number: 440714 [REDACTED] - email sent for approval Cust VM asking to change FU from [REDACTED] to [REDACTED] OBC CUST [REDACTED] acknowledge change in CUST FU to [REDACTED] NEXT STEPS: [REDACTED] [REDACTED] get update on repair and if RAV contacted them BB approved [REDACTED] CUST FU- Have they been contacted by RAV? and next steps [REDACTED] Customer Experience Specialist | [REDACTED] CRC [REDACTED] EXT: [REDACTED] [REDACTED]

ECOSPORT OBC DLR SM JEN : engine is here - repair not complete ETA
RAV sending paperwork to DLR Finance will handle BB OBC CUST
-reminder to check your email for contact from NEXT
STEPS: CUST FU- Have they been contacted by RAV? and next steps
Customer Experience Specialist CRC EXT:

ECOSPORT OBC DLR return call to finance X1402 : -
forwarded Cust info to on the RAV team OBC CUST
- VM - stated you brought in documents he forwarded to RAV for you -You are now in the
hands of RAV and I will be closing this case - they prefer email contact -gave my email, phone and case#
NEXT STEPS: ask for Review to close DLR and Cust have been contacted by RAV
Customer Experience Specialist CRC EXT:

OBC CXS returning call to DLR SM VM BB approved - in Finance has been
contacted NEXT STEPS: ask for Review to close via email and SPARK DLR and Cust have been
contacted by RAV Customer Experience Specialist CRC
EXT:

Safety net denied next steps: close case CSX Supervisor, Ford Team Ford Motor
Company Office:

sent response to RAV team reason for engine repair diagnosis Engine -oil pump seized up

CASE NUMBER: [REDACTED]
OPEN: [REDACTED]

STATUS: Resolved
BUSINESS UNIT NAME: [REDACTED]

RESPONSE TEAM: Dealer NA US

COMMUNICATION: Phone

CASE [REDACTED] LV 1234: Vehicle Concern | Repair Assistance | CLP / Lincoln Loyalty Criteria |

DEALER NAME: [REDACTED]

[REDACTED] CODE: [REDACTED]

DLR SALES CODE: [REDACTED]

REGION: [REDACTED]: [REDACTED]

VIN: [REDACTED]

MODEL YEAR: [REDACTED]

MODEL: [REDACTED]

MILEAGE: 90,000

BODY STYLE: [REDACTED]

LAST NAME FIRST NAME MIDDLE: P**Y | C**R |

ADDRESS:

CITY [REDACTED] ZIP COUNTRY: | | 2**7 |

HOME PHONE: 3**8

SYMPTOMS: Start/Run/Move | Vibration | Moving/Driving | UNKNOWN

ANALYST NAME: # [REDACTED] TCC-DM-PRD04-CRM

OPEN ANALYST NAME: [REDACTED]

COMMENTS:

[REDACTED]

CUST SAYS: Cust called in for a [REDACTED] [REDACTED], vehicle got towed [REDACTED]. While driving home from work the car starts shaking. Not getting any updates with [REDACTED] after being told that the issue was the timing belt. PER DLR/CUST: CRC ADVISED: Verified what assistance cust is seeking, no financial assistance request involve during conversation. Tried to OBC with [REDACTED]'s service but was routed to VM. Also advised after reviewing my resources, there are no warranties or programs in effect that would provide coverage of your current concern but since she just want to know what's going on with the vehicle requested approval for CLP case. The Service Manager will review your case to ensure the resources available to assist with repairs are being fully utilized. You should contact your Service Manager for updates regarding your case. Based on our resources, your point of contact will be the SM at [REDACTED]. Cannot promise a callback since this case will be submitted to the dlr's management team.

CASE NUMBER [REDACTED]

STATUS: Resolved

OPEN: [REDACTED] CLOSED: [REDACTED]

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Tier 1 Inbound NA CRC

COMMUNICATION: Phone

CASE [REDACTED] LV 1234: Vehicle Concern | FIN Assist Request | Outside Criteria |

DEALER NAME: Rodeo Ford, Inc.

PA CODE: [REDACTED]

DLR SALES CODE: [REDACTED]

REGION: [REDACTED]: [REDACTED]

VIN: [REDACTED]

MODEL YEAR: [REDACTED]

MODEL: [REDACTED]

MILEAGE: [REDACTED]

BODY STYLE: [REDACTED]

LAST NAME FIRST NAME MIDDLE: H**N | N**E |

ADDRESS:

[REDACTED] ZIP COUNTRY: | | 8**1 |

HOME PHONE: 6**3

SYMPTOMS: Driving Performance | Lack/Loss of Power | Acceleration | UNKNOWN

ANALYST NAME: # FordTCC-DM-PRD07-CRM

OPEN ANALYST NAME: [REDACTED]

COMMENTS:

[REDACTED] [REDACTED]

CUST SAYS: timing belt broke, went to different dlrshp, entire engine needs to be replaced, took the veh to the dlr [REDACTED], veh loses power, wants Ford to cover for the repair PER CUST, DLR SAYS: N/A
CRC ADVISED: You are currently outside of all warranty coverage for your concern. This issue would have been covered by the [REDACTED] warranty, which provided coverage for 5 years/60,000 miles whichever comes first. After reviewing my resources, there are no warranties or programs in effect that would provide coverage of your current concern. I recommend that you keep your receipts in case Ford initiates a program in the future based on your situation. We still recommend that your vehicle be inspected by a Ford/Lincoln dealership to determine the cause of any symptoms your vehicle may be experiencing.

CASE NUMBER: CAS [REDACTED]

STATUS: Information Provided

OPEN: [REDACTED]

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Tier 1 Chat NA CRC

COMMUNICATION: Chat

CASE [REDACTED] LV 1234: Vehicle Concern | FIN Assist Request | Outside Criteria |

DEALER NAME:

PA [REDACTED]

DLR SALES CODE:

REGION:

ZONE:

VIN: [REDACTED]

MODEL YEAR: [REDACTED]

MODEL: FOCUS

MILEAGE: 70,000

BOD [REDACTED]

LAST NAME FIRST NAME MIDDLE: W**L | D**D |

ADDRESS:

[REDACTED] ZIP COUNTRY: | | 0**7 |

HOME PHONE: 8**8

SYMPTOMS: Driving Performance | Idle Quality | Slow | Always

ANALYST NAME: # FordTCC-DM-PRD06-CRM

OPEN ANALYST NAME: [REDACTED]

COMMENTS:

[REDACTED]

Info At [REDACTED] You are now chatting with [REDACTED]. Please do not enter any sensitive personal data such as social security number or credit card numbers. Hi, [REDACTED]! thanks for reaching out to Ford [REDACTED]. My name is [REDACTED]. How may I help you? You [REDACTED] I will stand by since I see you are typing. You [REDACTED] Well my car went down it needs a timing belt and valves it have 70.000 miles on it because i work for Lyft and now my warranty expired [REDACTED] I'll be happy to assist you with this inquiry! Please give me a few moments to access your vehicle's information. You [REDACTED] Okay what do you want to know [REDACTED] It's a [REDACTED] ford [REDACTED] with a ecoboost motor [REDACTED] Thanks for holding while I checked to see if there were any options available for assistance, [REDACTED] There doesn't seem to be any at this time. However, you're still eligible for coverage by the Service Parts Warranty for 2 years/unlimited miles for any dealer-installed part(s), plus labor for the part(s) you pay to have installed! You [REDACTED] And how do i go about do that [REDACTED] There's nothing for you to do. You just need to save your receipt. If the part you pay to install is found to be defective and needs to be replaced within 2 years, you won't have to pay to have it installed the next time. You can email yourself a copy of this transcript by simply clicking on the + sign next to the chat box and select to e-mail the transcript. This must be done while the chat is still active. You [REDACTED] Info At [REDACTED] The chat transcript will be sent to: [REDACTED] at the end of your chat. Okay i just email it to me [REDACTED] Perfect! Can I be of any further assistance at this time, [REDACTED]? You [REDACTED] No and thank you for your time [REDACTED] You're welcome! Thank you for chatting with Ford Motor Company! Please take a moment to 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 [REDACTED] Info At [REDACTED] Thank you for chatting with us. Chat Input

CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN: [REDACTED]

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Tier 1 Inbound NA CRC

COMMUNICATION: Phone

CASE [REDACTED] LV 1234: Vehicle Concern | FIN Assist Request | Outside Criteria |

DEALER NAME: [REDACTED]

PA CODE: [REDACTED]

DLR SALES CODE: [REDACTED]

REGION: [REDACTED]

VIN: [REDACTED]

MODEL YEAR: [REDACTED]

MODEL: [REDACTED]

MILEAGE: [REDACTED]

BODY STYLE: [REDACTED]

LAST NAME FIRST NAME MIDDLE: M**R | T**S | H**

ADDRESS:

CITY [REDACTED] ZIP COUNTRY: | | 4**8 |

HOME PHONE:

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

ANALYST NAME: # FordTCC-DM-PRD09-CRM

OPEN ANALYST NAME: [REDACTED]

COMMENTS:

[REDACTED]

Contact Via: Delegate [REDACTED] CUST SAYS: Catastrophic engine failure. Had it looked at a mechanic. Told it needed a new engine. Car shaft and timing chain broke. Almost got hit. Should last the life of the vehicle. Heard of class action lawsuit PER CUST, DLR SAYS: n/a CRC ADVISED: Explained that vehicle needs to be inspected at authorized Ford dlr to start a case, however, set expectations that after reviewing my resources, there are no warranties or programs in effect that would provide coverage of your current concern. I recommend that you keep your receipts in case Ford initiates a program in the future based on your situation. Customer refused to accept, mentioned lawsuit. Provided FordTransmissionSettlement.com so he can get more information and check eligibility. Customer asked to speak with a supervisor to make this right, Explained we work with same guidelines from Ford regardless of who spoke with him. He still insisted. Offered 1 bd callback. Customer agreed, Connected with local dealer to set appointment and check to make arrangements.

[REDACTED]

CUST SAYS: Customer called in to check the update with her case number CAS-28072962-N9F2F5. PER CUST, DLR SAYS: N/A CRC ADVISED: Advised to wait for a callback within the day.

[REDACTED]

**[REDACTED] made an OBC to cust at [REDACTED] with the case, CAS-28072962-N9F2F5. Left vm saying that It is unfortunate that I'm unable to speak with you regarding your concern. We will call you back [REDACTED] before [REDACTED] to further discuss your vehicle concern.

[REDACTED]

**[REDACTED] made an OBC to cust at [REDACTED]. Left a detailed vm about the assistance provided the outside criteria spiel that if ever that we didn't find any programs warranties in effect that would provide assistance, we won't provide assistance. Advised to stay with the SM at the dlr. Closing Sup Escalation. NFAR

[REDACTED]

cust says that: place a claim about [REDACTED] but never received a call back from a supervisor: CAS-28072962 as per DLR: N/A crc advised: RECALL - I advised that a supervisor contacted Mr. [REDACTED] last [REDACTED] and [REDACTED] and left vmx. cust said that she never received a call back nor received a vmx. I explained to the cust that it was stated by the supervisor that we didn't find any programs warranties in effect that would provide assistance, we won't provide assistance. Advised to stay with the SM at the dlr. cust still wanted to speak to a supervisor. cust hang up. I cannot see the CRC Inbound Sup Call Request

[REDACTED]

Cust Says: Talking to Ms. [REDACTED] [REDACTED] The prev rep was supposed to transfer me to sup already. I was informed as well that the sup LVM but I never got one and I just really want to talk to a sup right now please. Per Cust dlr says: CRC Advised: tried to de-escalate but cust says she was supposed to be transferred earlier. Check for available sup. Went back to cust to update her that I'm still waiting for an available sup. No response from cust, provide ghost spiel. still no response. Disconnect the call.

[REDACTED]

I advised that at this time, we don't have any program that will help us out with the repair. Customer would like to talk to someone higher. I advised that at this time, this will be the highest point of Escalation here at the contact center and there are no other department or person I can transfer this call to. Customer said that all she is asking is FMC to stand behind their product. I advised that we are bound by the policies and procedures in place. Customer is aware about the Recalls initiated up to year [REDACTED]. I advised that the Recall/CSP is VIN specific. So not all the vehicle with the same year, make and model will have the same recall. I advised that currently, there are no Recall nor CSP active on the vehicle. Customer mentioned that this is a 2-year-old vehicle, and the transmission fails already. I advised to stay in contact with the SM for the repair and keep the original repair receipt for possible future reimbursement. Customer is in contact with a Lemon Lawyer and they are just waiting for the update. I advised for legal matters; it has to go to [REDACTED]. Provided [REDACTED] information. No Further Supervisor Escalation Required

[REDACTED]

CAS-28072962-N9F2F5 [REDACTED] TL [REDACTED] making sup call back. Placed OBC to [REDACTED]. I advised that this call is being recorded for quality and training purposes. I advised that they can review Ford's Privacy Policy regarding their contact information at [REDACTED]. The vehicle stalled out and getting an error message that the Catastrophic Engine fails. Took the vehicle in at a Ford Dealership and was advised that the engine needs to be replaced. There has no discussion made with the dealership regarding the coverage. I advised that when a customer brings to our attention any sort of concern with their vehicle, we check to see if the issue is related to a recall or CSP. If no such program exist that will provide assistance to our customers, we are checking if there is an active ESP that might cover the repair cost but without that, that leaves with the Factory Warranty will provide coverage against factory defects.

[REDACTED]

STATUS: Resolved

OPEN: [REDACTED] CLOSED: [REDACTED]

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Tier 1 Inbound NA CRC

COMMUNICATION: Phone

CASE [REDACTED] LV 1234: Vehicle Concern | FIN Assist Request | Outside Criteria |

DEALER NAME:

PA CODE:

DLR SALES CODE:

REGION:

ZONE:

VIN: [REDACTED]

MODEL YEAR: [REDACTED]

MODEL: [REDACTED]

MILEAGE: 70,000

BODY STYLE: [REDACTED]

LAST NAME FIRST NAME MIDDLE: A**H | R**Y |

ADDRESS:

[REDACTED] ZIP COUNTRY: | | 5**1 |

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | UNKNOWN

ANALYST NAME: # FordTCC-DM-PRD07-CRM

OPEN ANALYST NAME: [REDACTED]

COMMENTS:

[REDACTED]

Cust Says: [REDACTED] Ford [REDACTED] the engine blew up of the vehicle bec of the timing belt. He is asking if there is a recall related to his current veh concern. As Per Cust/Dir Says: CRC Adv: Advised cust that recalls are VIN specific. Advised him there is no recall associated with the VIN. Referred to dealership but informed him that there are no warranties or programs in effect that would provide coverage of your current concern. I recommend that you keep your receipts in case Ford initiates a program in the future based on your situation. Advised him by law we are required to send recall letters.

[REDACTED]

OPEN: [REDACTED] CLOSED: [REDACTED]
RESPONSE TEAM: Tier 1 Inbound NA CRC
CASE [REDACTED] LV 1234: Vehicle Concern | Repair Assistance | |

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone

DEALER NAME:
PA CODE: [REDACTED] DLR SALES CODE: [REDACTED] REGION: [REDACTED] ZONE: [REDACTED]
VIN: [REDACTED] MODEL YEAR: [REDACTED] MODEL: [REDACTED] MILEAGE: 51,000

BODY STYLE: [REDACTED]
LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED] | [REDACTED] Z |

ADDRESS:
[REDACTED] ZIP COUNTRY: P**S | | 3** |

HOME PHONE: 9**8
SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | UNKNOWN

ANALYST NAME: # FordTCC-DM-PRD08-CRM OPEN ANALYST NAME: [REDACTED]

COMMENTS:
[REDACTED]

CUST SAYS: veh broke down completely, got the veh towed to a dlrshp [REDACTED], was told by the dlr that it was the timing belt but they cannot accommodate them right away so they cannot give a loaner vehicle
PER CUST, DLR SAYS: N/A
CRC ADVISED: Advised customer she can check other dlrshp that can accommodate her to see if they can check the veh and if they can provide a loaner veh

[REDACTED] [REDACTED]

NAME: [REDACTED] (PARTNER) [REDACTED] CONTACT NUMBER: [REDACTED] VIN: [REDACTED]
MODEL: [REDACTED] CAS #: [REDACTED] CUSTOMER SAYS:
Requested follow-up on existing case. Inquired about reimbursement request for rental paid. AS PER CUSTOMER, DEALER SAYS: Confirmed repair is covered under warranty. CRC ADVISED: Informed customer All refund requests, including all Customer Satisfaction Programs, MUST be processed through a Ford or Lincoln dealership.

STATUS: Resolved

OPEN: [REDACTED] CLOSED: [REDACTED]

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: [REDACTED] Ford [REDACTED] [REDACTED] CRC

COMMUNICATION: Phone

CASE [REDACTED] LV 1234: Vehicle Concern | Buyback Request | Non-[REDACTED] Vehicle |

DEALER NAME: [REDACTED]

PA CODE: [REDACTED]

DLR SALES CODE: [REDACTED]

REGION: [REDACTED]: [REDACTED]

VIN: [REDACTED]

MODEL YEAR: [REDACTED]

MODEL: [REDACTED]

MILEAGE: 61,232

BODY STYLE: [REDACTED]

LAST NAME FIRST NAME MIDDLE: D**A | R**H |

ADDRESS:

CITY [REDACTED] ZIP COUNTRY: | | 3** |

HOME PHONE: 9**8

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

ANALYST NAME: # FordTCC-DM-PRD03-CRM

OPEN ANALYST NAME: [REDACTED]

COMMENTS:

[REDACTED]

[REDACTED]

IBC from cust - veh broke down after warranty expired. He took to independent shop and was told the belt was broken and the engine is busted. Cust believes that [REDACTED] may have caused the damage; he noticed the veh was acting up two days after getting an oil change.

I advised cust to go back to [REDACTED] and get a diagnosis. Then I can partner with the dealership to see if we can assist him financially on this repair

Next Steps: fcr

Ford Motor Company®
Customer Relationship Center – SUV Team

[REDACTED]
office: [REDACTED]

[REDACTED]

[REDACTED]

cust delegate : [REDACTED] ([REDACTED])

Next Steps: fcr

Ford Motor Company®
Customer Relationship Center – SUV Team

[REDACTED]
office: [REDACTED]

[REDACTED]

Case Num [REDACTED]

Customer : [REDACTED]
Business Phone : [REDACTED]
Home Phone : [REDACTED]
Mobile Phone : [REDACTED]
LTV Score : 80
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : [REDACTED]
Part Number : [REDACTED]
Dealer Name : [REDACTED]
Dealer P&A : [REDACTED]
Dealer phone : [REDACTED]
VIN : [REDACTED]
Year : [REDACTED]
Make : Ford
Model : Focus
Mileage : [REDACTED]
Engine Specification : 1.0L 12V DI TC I3 GS 120PS FOX
Transmission Specification : 6 SPD AUTO TRANS 6F15
Warranty Start Date : [REDACTED]
Open Recall/FSA: : [REDACTED]
ESP : [REDACTED]
Hotline Contact : [REDACTED]
Warranty History : [REDACTED]

[REDACTED]

Case Classification Matrix
Symptom Classification Code
Acknowledge Caller Feelings
FLP Guidelines
FCR

██████████ called in on ██████████ stating that he wanted to speak to ██████████ about his case, ██████████ sent WebEx message to responsible ██████████ so that she can contact the ██████████ Ford Motor Company® Customer Experience Specialist, Ford ██████████ Team ██████████ | ██████████ office: ██████████

██████████ eFax: ██████████
██████████ / ██████████ ibc cust called to speak with cxs over his case. he said that the diag has been completed and he emailed that over. the dlrshp will not start the repair or provide a loaner until he speaks with the cxs. advised cust cxs has a f/u scheduled for ██████████ and will send email to cxs Next step email sent ██████████ Customer Experience Specialist ██████████

██████████ / ██████████ OBC to dealer - ██████████ - Oil pump seized and broke the timing belt. There is a defect in the oil pump itself and would have been covered powertrain. ██████████ R.O. # - 482729 R.O. Date - ██████████ R.O. Mileage - ██████████ R.O Line - A causal - 6006 Part - 3505.45 ██████████ Everything they need for vehicle is in stock except wheel stud (they can be ordered easily) Next Steps: f/u with cust Ford Motor Company® Customer Relationship Center – SUV Team ██████████ | ██████████ office: ██████████

██████████ / ██████████ / ██████████ - ██████████ direct line Next Steps: f/u Ford Motor Company® Customer Relationship Center – SUV Team ██████████ | ██████████ office: ██████████

Supervisor – ██████████
Supervisor – ██████████ / ██████████

Safety Net

Play to Win

Based off of the customers CLV

We will cover 70% - \$3,803.64
Customer will cover 30% - \$1,630.13 + and shop fees or taxes

NEXT STEPS: FOR ██████████: F/U with customer and advise of the new amounts

Ford Motor Company®
Customer Relationship Center – Car Team

Office: ██████████
Efax: ██████████

██████████ / ██████████ / ██████████ obc to cust - Let him know of the good news that we will cover 70%. OBC to dealer - ██████████ Let him know that we will be proceeding with repairs. Rental - \$35/day up to 10 days Ford only ; cust will be able to pick up veh on ██████████ (it can be enterprise rental or loaner from dealer). OBE to cust / dealer Mr. ██████████, Mr. ██████████, Ford will cover \$3,803.64, Customer pays \$1,630.13 plus tax/fees. Rental vehicle must be \$35/day, Ford only and coverage is for up to 10 days. It can be picked up on ██████████ if rental at enterprise; Loaner at the dealer. Thank you, ██████████, ██████████
Next Steps: F/U ██████████ Ford Motor Company® Customer Relationship Center – SUV Team ██████████ | ██████████ office: ██████████

██████████ / ██████████ / ██████████ OBC to cust - He got the rental veh, and wants to know if the engine is brand new or rebuilt? How long is the warranty? OBE to dealer - Mr. ██████████. Can you verify if the engine will be rebuilt or brand new? Also, what is the warranty period (time/mileage) on it? "Reply All" Thank you, ██████████, ██████████ Next Steps: F/U ██████████ Ford Motor Company® Customer Relationship Center – SUV Team ██████████ | ██████████ office: ██████████

██████████ / ██████████ sent OBE to ██████████ / ██████████: Good Afternoon, ██████████ rep ██████████ is trying to reach out to you concerning ██████████ Case Number: CAS-31452918-F6R4L0. Please reach out to ██████████ via email ██████████ or via phone ██████████. Thank you Next Steps: None for ██████████ Ford Motor Company® | Dealer Experience Specialist | Dealer Team ██████████ | eFax: ██████████

██████████ / ██████████ / ██████████ OBE to dealer: Can you verify if the engine will be rebuilt or brand new? Also, what is the warranty period (time/mileage) on it? Thank you for all your hard work! ██████████ Next Steps: f/u Ford Motor Company® Customer Relationship Center – SUV Team ██████████ | ██████████ office: ██████████

██████████ / ██████████ / ██████████ Too late to call dealer Next Steps: f/u Ford Motor Company® Customer Relationship Center – SUV Team ██████████ | ██████████ office: ██████████

██████████ / ██████████ / ██████████ obe to dealer - I am following up Please "Reply All" Thank you, Ford Motor Company® ██████████ Customer Experience Specialist, Ford CX Team ██████████ office: ██████████ Next Steps: f/u Ford Motor Company® Customer Relationship Center – SUV Team ██████████ | ██████████ office: ██████████

██████████ / ██████████ / ██████████ OBE to dealer - ██████████, I am following up. Can you verify if the engine will be rebuilt or brand new? Also, what is the warranty period (time/mileage) on it? What is ETA on repair please? ██████████ Next Steps: f/u Ford Motor Company® Customer Relationship Center – SUV Team ██████████ | ██████████ office: ██████████

██████████ / ██████████ / ██████████ OBE to dealer Mr. ██████████, this is my third time reaching out. Next Steps: f/u Ford Motor Company® Customer Relationship Center – SUV Team ██████████ | ██████████ office: ██████████

[REDACTED] /Ext. [REDACTED]

Can you verify if the following R.O. information is correct?

R.O. # - 482729
R.O. Open - [REDACTED]
R.O. Line - A
R.O. Mileage - [REDACTED]

Part (warranty rate, no tax/fees) \$3,505.45
Labor (warranty rate, no tax/fees) \$1,928.32

Ford Motor Company®
[REDACTED]
Customer Experience Specialist, Ford CX Team
office: [REDACTED]

From: [REDACTED] (R.)
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: CUSTOMER ASSISTANCE REPAIRS VIN# [REDACTED] FORD FOCUS
[REDACTED] FAILURE [REDACTED]

Mr. [REDACTED], Ford is only willing to offer assistance for up to 10 days on this rental expense. If you need approval for the additional 6 days, please send in an IWL Approval to get the balance covered.

Approval codes are provided once customer gets vehicle back and I know that they are satisfied with the repair. Email is the best point of contact for me, please let me know what questions you have.

Thank you,

[REDACTED]

Ford Motor Company®
[REDACTED]
Customer Experience Specialist, Ford CX Team
office: [REDACTED]

[REDACTED]
Service Advisor
[REDACTED]
of [REDACTED]

2 YRS [REDACTED] WTY WILL BE FORD REMAN READY [REDACTED] DID YOU GET MY EMAIL ABOUT THE ADDL FOR RENTAL REQUEST .. ALSO DO YOU HAVE APPROVAL CODE FOR THIS REPAIR ? PLZ CONTACT ME AT [REDACTED] HAVE HAVE ADDL QUESTIONS..

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED] (R.)
Subject: CUSTOMER ASSISTANCE REPAIRS VIN# [REDACTED] FORD FOCUS [REDACTED]
FAILURE [REDACTED]

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

REQUEST APPROVAL FOR A TOTAL OF 16 DAYS RENTAL \$560 TOTAL AFTER [REDACTED] INSTALLED FOUND TURBO WASTEGATE STUCK HAD TO SPECIAL ORDER PART WITH ADDL DELAYS

ITS NOW COMPLETED CUSTOMER HAS BEEN CONTACTED FOR PICK UP. DO YOU HAVE AN APPROVAL NUMBER FOR REPAIR AND FOR RENTAL ?

THANK YOU ...
Service Advisor
[REDACTED]
of [REDACTED]
[REDACTED] CELL

From: [REDACTED] (R.)
Sent: [REDACTED]
Cc: [REDACTED]
Subject: RE: Ford [REDACTED] engine failure [REDACTED]

Mr. [REDACTED],
I am following up. Can you verify if the engine will be rebuilt or brand new? Also, what is the warranty period (time/mileage) on it?

What is ETA on repair please?

[REDACTED]

Next Steps: Follow up

Ford Motor Company®
Customer Relationship Center – SUV Team
[REDACTED]
office: [REDACTED]

[REDACTED]
[REDACTED] OBE to cust - Mr. [REDACTED], I hope my message finds you well. According to your Service Advisor, Mr. [REDACTED], the warranty on the part is 2 years/24k miles. Still working on finding out if it is rebuilt or brand new. Your vehicle is now ready for pick up. Warm Regards, [REDACTED]
Next Steps: F/U Ford Motor Company @ Customer Relationship Center – SUV Team [REDACTED]
[REDACTED] office: [REDACTED]

IBC from Delegate CX is calling because repairs are complete and dlr is expecting the approval code and additional for rental no fin asst set up to assist cxs is not in until [REDACTED] will send email for recontact and advise cx [REDACTED], Ford TruckTeam Ford Motor Company @ [REDACTED] | [REDACTED] office: [REDACTED]

[REDACTED] OBC to cust - cust is experiencing problems.. 1. the dealer made cust return rental even though he was not satisfied with the repair >>THERE WAS GREASE ON THE INSIDE, ARM REST, CARPETS, SEAT, ROOF. >>AUTO START/STOP IS NOT WORKING ANYMORE EITHER. >>HE HEARS NOISE ON THE TIRES AS WELL. Cust needs another appointment and a loaner while the vehicle is getting fixed. Next Steps: call cust and dealer [REDACTED] to resolve issue Ford Motor Company @ Customer Relationship Center – SUV Team [REDACTED]
[REDACTED] office: [REDACTED]

[REDACTED] OBE to dealer - Mr. [REDACTED], as mentioned before, approval codes are only provided if customer is satisfied with repair. >>THERE IS GREASE ON THE INSIDE, ARM REST, CARPETS, SEAT, ROOF. >>AUTO START/STOP IS NOT WORKING ANYMORE EITHER. >>HE HEARS NOISE ON THE TIRES AS WELL. Here is what Ford needs from you – 1. Rental invoice for this repair 2. Set appointment with another rental for customer until these issues are fully resolved. This is protocol. [REDACTED] Ford Motor Company @ [REDACTED] Customer Experience Specialist, Ford CX Team [REDACTED]
[REDACTED] office: [REDACTED] From: [REDACTED] Sent: [REDACTED]
To: [REDACTED] R.) Subject: Re: RENTAL ASSITANCE REQUESTED
GCCT GOOD MORNING [REDACTED] DO YOU HAVE AN APPROVAL CODE YET? customer has already taken delivery of vehicle [REDACTED] and have already spoken with him [REDACTED] [REDACTED] Service Advisor [REDACTED] Ford of [REDACTED] Next Steps: f/u Ford Motor Company @ Customer Relationship Center – SUV Team [REDACTED]
[REDACTED] office: [REDACTED]

Case Audit by AOM Danitra: Contact the dealer and provide the approval code for the repairs that has been complete. If the customer is having additional concerns they will need to schedule an appointment to get other concerns diagnosed and addressed.

[REDACTED] Supervisor – [REDACTED]
[REDACTED] Supervisor – [REDACTED] / [REDACTED]

** Sup Review **

Approved additional share amount for cust FIN assist and generated approval code.

Ford Motor Company @
Customer Relationship Center – Car Team

Office: [REDACTED]
Efax: [REDACTED]

[REDACTED]
[REDACTED] /Ext. [REDACTED]
OBE to dealer
[REDACTED]

[REDACTED]
Ford Motor Company ®
[REDACTED]
Customer Experience Specialist, Ford CX Team
office: [REDACTED]
From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: Invoice From Enterprise Rent-A-Car
pa code is [REDACTED]
Service Advisor
[REDACTED]
of [REDACTED]
[REDACTED]

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: Invoice From Enterprise Rent-A-Car

You're working late! Thank you

Will get this done shortly; my supervisor was unable to process approval for repair because gcct was acting up, but trust me I'll get it to you sir

Can you verify p&a please?

Next Steps: f/u
Ford Motor Company ®
Customer Relationship Center – SUV Team
[REDACTED]
office: [REDACTED]
[REDACTED]

OBE to dealer

What line is rental?

Ford Motor Company ®

Customer Experience Specialist, Ford CX Team

office:

From:

Sent:

To:

Subject: Re: Invoice From Enterprise Rent-A-Car

pa code is

Service Advisor

From:

Sent:

To:

Subject: RE: Invoice From Enterprise Rent-A-Car

You're working late! Thank you

Will get this done shortly; my supervisor was unable to process approval for repair because gcct was acting up, but trust me I'll get it to you sir

Can you verify p&a please?

Next Steps: f/u

Company ®

SUV Team

office:

al code asap so we can close this cut off thank you

Next Steps: f/u Ford Motor Company @ Customer Relationship Center - SUV Team

office:

To:

OBE to dealer - MSPA803332 From:

Subject: RENTAL LINE CORRECTION

Sent:

WARNING: This message originated outside

attachments, click here to view the original message

al code asap so we can close this cut off thank you

Next Steps: Ford Motor Company @ Customer Relationship Center - SUV Team

Case Classification matrix Acknowledge Customer Feelings FAR FLP Guidelines PII

Motor Company @ Customer Relationship Center - SUV Team

office:

Next steps: Contact

Motor Company @ Customer Relationship Center - SUV Team

office:

OBE to dealer - Mr. , can you provide me with updates once the customer brings the vehicle back in please -Diagnosis Please con

as well. to cust - Mr. , It appe with you

you share the symptoms you are experiencing? Ford Motor Company @

Next Steps: Ford Motor Company @ Customer Relationship Center - SUV Team

Office: Mr. , sorry to see that you're exper

bypass for C Customer Ex Specialist, Ford CX

Subject: Re: Ford engine failure

Next Steps: f/u with cust Ford Motor Company @ Customer Relationship Center - SUV Team

[REDACTED] OBE to [REDACTED] - Mr. [REDACTED]. Did they put you in a loaner vehicle already? I appreciate your feedback on Mr. [REDACTED]. I have added it to your case. Warm Regards, [REDACTED]
From: [REDACTED] Sent: [REDACTED] To: [REDACTED] Subject: Re: Ford [REDACTED] engine failure [REDACTED]
Hello there is something going on with auto start stop for gas saving. I was at Coggin Ford week a go they took it in a show I had to wait between 1-2 hours and they said they took care of it but nothing was fixed I found out on the way to my house. I just want them to take the car put me on loaner day or two and be done with it for sure, if they rush it they won't be able to fix it again, also it's not [REDACTED]'s fault he is a great person. Thanks for your help and I hope we can get this fixed ASAP. Sent from my [REDACTED] Next Steps: f/u Ford Motor Company @ [REDACTED] omer Relationship Center – SUV Team [REDACTED] office: [REDACTED]

[REDACTED] IBE from [REDACTED] - I called [REDACTED] and he doesn't know when I'm gonna take the car there so I'm waiting for him to tell me to take the car there I thought it was gonna be [REDACTED] but unfortunately they didn't have mechanic to look at my car hopefully [REDACTED]. Thanks for following up. Sent from my [REDACTED] Next Steps: respond then safety net to close Ford Motor Company @ [REDACTED] omer Relationship Center – SUV Team [REDACTED] office: [REDACTED] ext. [REDACTED]

[REDACTED] OBE to [REDACTED] -- Alright Mr. [REDACTED], I understand the dealer must be a bit backed up. Since availability is an issue, may I suggest trying a different dealer? Warm Regards, [REDACTED] Next Steps: f/u Ford Motor Company @ [REDACTED] omer Relationship Center – SUV Team [REDACTED] office: [REDACTED]

[REDACTED] OBE to [REDACTED] - I can definitely give you a call [REDACTED]. Lets start the process together so we can be on the same page – I'll call you between [REDACTED] so we can set an appointment. Ford Motor Company @ [REDACTED] omer Experience Specialist, Ford CX Team [REDACTED] office: [REDACTED] From: [REDACTED] Sent: [REDACTED] To: [REDACTED] Subject: Re: Ford [REDACTED] engine failure [REDACTED] Sure we can try that if you can transfer do I have to just go and start to process what should I do Sent from my [REDACTED] Next Steps: f/u Ford Motor Company @ [REDACTED] omer Relationship Center – SUV Team [REDACTED] office: [REDACTED]

[REDACTED] OBC to [REDACTED] - Auto Start/Stop is not working at all -- it was working before [REDACTED] changed the engine. **connected him with [REDACTED]** Appointment is set for [REDACTED] at [REDACTED] needs a rental OBC dealer (second time calling) - [REDACTED]; he stated that we can put him in an IWL (we can provide approval code) -- As date gets closer we will need to disclose who covers rental after 10 days. OBE to [REDACTED] - Mr. [REDACTED], Your appointment with [REDACTED] is set for [REDACTED] at [REDACTED] I will touch base with you the night before your appointment between [REDACTED] Best Regards, [REDACTED] Next Steps: f/u Ford Motor Company @ [REDACTED] omer Relationship Center – SUV Team [REDACTED] office: [REDACTED]

Cxs [REDACTED] / Inb call called in to speak with agent [REDACTED] stated that he just replaced the engine and veh broke down on [REDACTED] [REDACTED] stated that he is w/o veh and needs to speak w/ agent [REDACTED] informed [REDACTED] that I will email agent to give him a call back asap [REDACTED] omer Experience Specialist/, Ford CXS Team [REDACTED] office: [REDACTED]

[REDACTED] OBC to [REDACTED] - veh is left at a restaurant parking lot -- VEH does not start at all, there is an "Engine Fault" warning light. Address where veh is - [REDACTED] -Advised [REDACTED] I can reimburse up to \$35 a day -Advised [REDACTED] I will reimburse towing fee under consequential expense on this problem OBC to roadside assistance - [REDACTED] will be picked up and dropped at duval [REDACTED] Next Steps: f/u Ford Motor Company @ [REDACTED] omer Relationship Center – SUV Team [REDACTED] office: [REDACTED]

[REDACTED] OBC to dealer - [REDACTED] was towed in and R.O. opened [REDACTED]. . Advisor's name is [REDACTED] OBC to [REDACTED] - Let [REDACTED] know no diagnosis yet - he said [REDACTED] (SA) texted him to let him know they will have one [REDACTED]; I told [REDACTED] I'll check with dealer in regard to getting him in a rental / loaner first thing [REDACTED] Next Steps: f/u Ford Motor Company @ [REDACTED] omer Relationship Center – SUV Team [REDACTED] office: [REDACTED]

[REDACTED] OBC to dealer - SM [REDACTED] (SA [REDACTED] is unavailable) They are still working on the vehicle - veh won't turnover or start OBC to [REDACTED] - SA [REDACTED] called [REDACTED] earlier, battery is bad and they tried jumping the car but it didn't work. [REDACTED] needs a new battery. Upon checking Oasis, battery was replaced [REDACTED] under NVLW. It looks like we can assist him on this repair as well.. it should be replaced under warranty. Next Steps: f/u with dealer then [REDACTED] Ford Motor Company @ [REDACTED] omer Relationship Center – SUV Team [REDACTED] office: [REDACTED]

A-TEAM AUDIT

[REDACTED] repair has been completed. FIN Assist for repair was provided along with rental assistance. [REDACTED] having additional concerns with not turning over or starting. Battery is needing to be replaced. As per [REDACTED] note, battery replacement should be covered under warranty. CXS has offered rental assistance and towing reimbursement for current veh concern

NEXT STEPS:

Case progression on track. Update VOR

Ford Motor Company

[REDACTED] omer Experience Specialist A-Team

Office: [REDACTED] ext.

eFax: [REDACTED]

IBC From CUST –
CUST states he was trying to speak with his [REDACTED].
[REDACTED] informed CUST that his original [REDACTED] will follow up with him [REDACTED].
CUST states that when he bought the [REDACTED] at 30,000 miles he had to replace the battery and he got an extended warranty for 18 months, but now the warranty is only 12 months.

NEXT STEPS: N/A

Ford Motor Company®
Customer Experience Specialist – Car/SUV Team

Office: [REDACTED]

[REDACTED] OBC to dealer - [REDACTED] -- ONLY BATTERY REPLACEMENT BEFORE THEY DECIDE ON WHAT ELSE NEEDS TO BE DONE Battery will not be covered under warranty . There is a 12k mile / 12 month warranty on it and that's all "If the replacement [REDACTED] battery fails within three years, the customer receives a free replacement battery under the [REDACTED] warranty but does not receive a new three-year free replacement/100-month pro-rated warranty. The WSD and coverage period remains the same from when the original equipment battery was replaced under NVLW with the [REDACTED] battery. A customer cannot get free batteries for life if they keep failing within three years." OBC to cust - \$250 for the battery ; cust wants to pick up a \$150 battery and have dealer install it. If labor costs \$100 he will just stick to towing it out then bringing it back in. OBE dealer - How much would labor be if cust brings a battery to you? [REDACTED] OBC to dealer - [REDACTED] / Tax \$80 OBE to cust - Hi Mr. [REDACTED] - It will cost \$80 dollars plus tax/fees to install the battery. What would you like to do? [REDACTED] Steps: f/u Ford Motor Company® Customer Relationship Center – SUV Team [REDACTED] office: [REDACTED]

[REDACTED] OBE to cust - Understood sir. We will talk [REDACTED] regarding buyback and how we can go about proceeding with repair. Warm Regards, [REDACTED] Ford Motor Company® Customer Experience Specialist, Ford CX Team [REDACTED] office: [REDACTED] From: [REDACTED] Sent: [REDACTED] To: [REDACTED] (R.) Subject: Re: Ford [REDACTED] engine failure [REDACTED] No I will go ahead and pick it up Sent from my [REDACTED] Next Steps: call [REDACTED] Ford Motor Company® Customer Relationship Center – SUV Team [REDACTED] office: [REDACTED]

Name(s) on the Title: [REDACTED] Customer is FINANCED the vehicle Vehicle Information VIN: [REDACTED] Current Mileage: [REDACTED] Ownership Status: New Purpose of vehicle: Personal # vehicles registered to the business. N/A If Used Purchase Date: Click here to enter text. Exact Mileage at Purchase: State Information State Where Purchased: [REDACTED] State Where Registered: [REDACTED] Dealer Information Purchased from Dealer? YES Dealership (if yes): COGGIN FORD Primary Reason for Repurchase: 1. [REDACTED] engine was making loud noise "squeaking and clanking". On the way to dealer it wouldn't drive past 20-30 mph. The vehicle ended up breaking down completely and they had to tow the veh. The engine oil pump broke and it damaged the timing belt which in turn damaged engine and turbo belt. 2. Auto Start/Stop wouldn't function, dealer performed repair and replaced battery as well due to low levels. This is on [REDACTED] 3. [REDACTED] is back at dealer now because veh broke down on custs – battery is completely dead. Once replaced, and the will check to see what other underlying problems are there. Custs don't trust vehicle and want out

A-TEAM AUDIT

Battery replacement will not be covered under warranty. CUST seeking BB

NEXT STEPS:
Case progression on track. Update VOR

Ford Motor Company
Customer Experience Specialist A-Team

Office: [REDACTED] ext. [REDACTED]
eFax: [REDACTED]

[REDACTED] OBC to cust - He called dealer [REDACTED] and told them to proceed with the battery repair. The dealer never put cust in a rental/loaner. obe to dealer - Mr. [REDACTED], can you please let me know how the vehicle is looking once you change out the battery? Also, do you have loaner vehicles? If not, can you put a request for In-Warranty Loaner Approval? Warm Regards, [REDACTED] Steps: f/u Ford Motor Company® Customer Relationship Center – SUV Team [REDACTED] office: [REDACTED]

[REDACTED] OBE to dealer - I am following up - Can you please let me know how the vehicle is looking once you change out the battery? Also, do you have loaner vehicles? If not, can you put a request for In-Warranty Loaner Approval? Warm Regards, [REDACTED] Steps: f/u Ford Motor Company® Customer Relationship Center – SUV Team [REDACTED] office: [REDACTED]

Checked historical and VIN status: None NAVIS verified ownership status: Original Ford Motor Company® [REDACTED] Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

Vehicle does not pass visual review for buyback/replacement in [REDACTED] Talking Points: • [REDACTED] • Review notes in Milestones • Focus on vehicle repair Ford Motor Company @ [REDACTED] | Specialist Specialized Buyback Handling Team, Ford CX Team ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER **

[REDACTED] OBE cust- Mr. [REDACTED], My sincere apologies for not giving you a call [REDACTED] had some technical difficulties. I will touch base with you [REDACTED] between [REDACTED] Warm Regards, [REDACTED] Next Steps: f/u [REDACTED] Ford Motor Company @ Customer Relationship Center – SUV Team [REDACTED] office: [REDACTED]

[REDACTED] IBE from dealer - Replaced battery car is all set customer picked up car OBE to cust - How is the vehicle doing? I am afraid it's a bit late so I do not want to call you at this time. Warm Regards, [REDACTED] Next Steps: f/u Ford Motor Company @ Customer Relationship Center – SUV Team [REDACTED] office: [REDACTED]

[REDACTED] OBE to cust Mr. [REDACTED], I hope my message finds you well. I am reaching out to check on you! How is everything? I was told that you picked up your vehicle. Warm Regards, [REDACTED] Next Steps: f/u Ford Motor Company @ Customer Relationship Center – SUV Team [REDACTED] office: [REDACTED]

[REDACTED] OBE to cust Mr. [REDACTED], I hope my message finds you well. I am reaching out to check on you! How is everything? I was told that you picked up your vehicle. Warm Regards, [REDACTED] Next Steps: let cust know [REDACTED] that buyback was denied Ford Motor Company @ Customer Relationship Center – SUV Team [REDACTED] office: [REDACTED]

A-TEAM AUDIT

Battery has bene replaced and picked up by CUST. CXS attempting to confirm customer satisfaction with repair

NEXT STEPS:
Case progression on track. Update VOR

Ford Motor Company
[REDACTED]
Customer Experience Specialist A-Team
[REDACTED]
Office: [REDACTED] ext.
eFax: [REDACTED]

[REDACTED] OBE to dealer - Please verify what the problem is with your warranty department and let me know what I can do – Also, please send me the following information so I can make sure my FAR matches – P&A Code R.O. # R.O. Mileage R.O. Line R.O. Date Part – warranty rate, no tax/fees Labor – warranty rate, no tax/fees Ford Motor Company @ [REDACTED] Customer Experience Specialist, Ford CX Team [REDACTED] office: [REDACTED]
From: [REDACTED] Sent: [REDACTED] To: [REDACTED] (R.) Subject: Re: Ford [REDACTED] engine failure [REDACTED] good afternoon waiting on an updated approval number for [REDACTED] ford focus [REDACTED] thank you- for Mr. [REDACTED] Service Advisor [REDACTED] ext.2004 [REDACTED] of [REDACTED] to cust - Dear Mr. [REDACTED]. I hope you are well! My apologies for not being able to reach you sooner. How is the vehicle doing? I'll give you a call on [REDACTED] to check in. Warm Regards, [REDACTED] Next Steps: f/u Ford Motor Company @ Customer Relationship Center – SUV Team [REDACTED] office: [REDACTED]

CXS Supervisor – [REDACTED] / [REDACTED]

*****FAR Adjustment *****

Per, cust req, increased FMC recommended share %. Adj'd to 70%.

Parts: \$3,831.45
Labor: \$1,327.65
Total: \$5,159.10
FMC Share: \$3,611.37
Cust Share: \$1,547.73

NEXT STEPS: CXS will FU w/ cust.

Ford Motor Company @
Customer Relationship Center - Non Truck Team
[REDACTED]
Office: [REDACTED]
Efax Numbers: [REDACTED]

[REDACTED] OBC TO CUST - He is sending tow bill alongside -will also look into gwg Next Steps: f/u Ford Motor Company @ Customer Relationship Center – SUV Team [REDACTED] office: [REDACTED]

A-TEAM AUDIT

CXS awaiting tow bill from CUST to process reimbursement

NEXT STEPS:
Case progression on track. Update VOR

Ford Motor Company
Customer Experience Specialist A-Team
Office: [REDACTED] ext.
eFax: [REDACTED]

[REDACTED] /Ext. [REDACTED] P&A right? If yes, MSPA136225 P17!!! From: [REDACTED]
) Sent: [REDACTED] To: [REDACTED] Subject: RE: WHAT IS NEXT
MOVE MSPA136225 P17!!! I am praying this works for you!! L From: [REDACTED] Sent:
[REDACTED] To: [REDACTED] Subject: RE: WHAT IS NEXT MOVE Is the [REDACTED] O.
closed?? From: [REDACTED] Sent: [REDACTED] To: [REDACTED]
Subject: WHAT IS NEXT MOVE Next Steps: f/u with cust Ford Motor Company @ Customer Relationship
Center - SUV Team [REDACTED] office: [REDACTED]

TOW BILL

UNABLE TO PROCESS [REDACTED]

CXS Supervisor - [REDACTED] / [REDACTED]

Safety Net

NEXT STEPS: FOR CXS: Per your request to reimburse cust's towing fee of \$133, please obtain receipt and process through [REDACTED] Debit Card reimbursement.

Ford Motor Company
Customer Relationship Center - Non Truck Team
Office: [REDACTED]
Efax Numbers: [REDACTED]

TOW RECEIPT

[REDACTED] /Ext. [REDACTED] OBE to cust Dear Mr. [REDACTED], My sincerest apologies for the late response. I had attempted to run the refund through our system, but I had technical problems. Now that it has been lifted, I'd like to verify the address I am mailing the card to. Is it [REDACTED]
[REDACTED]? Thank you, [REDACTED] Ford Motor Company @ [REDACTED] Customer Experience Specialist, Ford
CX Team [REDACTED] office: [REDACTED] From: [REDACTED] Sent:
[REDACTED] To: [REDACTED] Subject: Re: Ford [REDACTED] engine failure [REDACTED]
[REDACTED] Hello still waiting for your response Sent from my [REDACTED] Next Steps: f/u Ford Motor
Company @ Customer Relationship Center - SUV Team [REDACTED]
office: [REDACTED]

A-TEAM AUDIT

CXS working to process debit card reimbursement

NEXT STEPS:
Case progression on track. Update VOR

Ford Motor Company
Customer Experience Specialist A-Team
Office: [REDACTED] ext.
eFax: [REDACTED]

[REDACTED] /Ext. [REDACTED] Transmitted [REDACTED] 525344 OBE to cust - Dear Mr. [REDACTED],
I am mailing it to -- [REDACTED]. You will receive your
payment of \$133.00 in 5-10 business days. Please be on the lookout for an envelope that looks like the one
attached to this email. Warm Regards, [REDACTED] Next Steps: complete template Ford Motor Company @
Customer Relationship Center - SUV Team [REDACTED] office: [REDACTED]

[REDACTED] /Ext. [REDACTED] OBE to cust - Dear Mr. [REDACTED], I am mailing it to -- [REDACTED]
[REDACTED] You will receive your payment of \$133.00 in 5-10
business days. Please be on the lookout for an envelope that looks like the one attached to this email.
Warm Regards, Rabi Ford Motor Company @ [REDACTED] Customer Experience Specialist, Ford CX
Team [REDACTED] office: [REDACTED] From: [REDACTED] Sent:
[REDACTED] To: [REDACTED] Subject: Re: Ford [REDACTED] engine failure
[REDACTED] You can mail to that address or
[REDACTED] Sent from my [REDACTED] On [REDACTED] wrote: Dear Mr. [REDACTED],
My sincerest apologies for the late response. I had attempted to run the refund through our system, but I had
technical problems. Now that it has been lifted, I'd like to verify the address I am mailing the card to. Is it
[REDACTED]? Thank you, Rabi Ford Motor Company @ [REDACTED]
Customer Experience Specialist, Ford CX Team [REDACTED] office: [REDACTED]
ext. [REDACTED] Next Steps: attach template/invoice Ford Motor Company @ Customer Relationship Center -
SUV Team [REDACTED] office: [REDACTED]

CXS Supervisor - [REDACTED]

* ESP has been transmitted in [REDACTED] *

[REDACTED] Case#

Upload submitted on: [REDACTED]
Sup Transmitted on: [REDACTED]
Repair completion date: [REDACTED]

LTV: 80
Current ESP's: NA
ESP Offered: NA

Template and/or receipt attached: Yes
Debit Card Amount: \$ 130.00
Debit Card Reason: Consequential Expenses

Next Steps: For CXS: Please stay in contact with the customer until the ESP is loaded to the customer's VIN
and Debit Card is confirmed in [REDACTED]

Ford Motor Company
Customer Relationship Center - Non Truck Team

[REDACTED]
Office: [REDACTED]
Efax Numbers: [REDACTED]
Office: [REDACTED]
Efax Numbers: [REDACTED]

PAYMENT NOT CONFIRMED YET

A-TEAM AUDIT

Debit card being processed. [REDACTED] Case: 525344. Status: Transmitted

NEXT STEPS:
Update VOR. Case progression on track

Ford Motor Company
[REDACTED]
Customer Experience Specialist A-Team
[REDACTED]
Office: [REDACTED] ext. [REDACTED]
eFax: [REDACTED]

NO TIME [REDACTED], F/U [REDACTED]

[REDACTED] /Ext. [REDACTED] Payment not confirmed yet Next Steps: f/u Ford Motor
Company @ Customer Relationship Center - SUV Team [REDACTED]
office: [REDACTED]

A-TEAM AUDIT

Debit card being processed. [REDACTED] Case: 525344. Status: Transmitted

NEXT STEPS:
Case progression on track. Continue to FU with CUST regularly until debit card has been sent. Continue to
Monitor [REDACTED] status

Ford Motor Company
[REDACTED]
Customer Experience Specialist A-Team
[REDACTED]
Office: [REDACTED] ext. [REDACTED]
eFax: [REDACTED]

"TRANSMITTED" NOT CONFIRMED YET

[REDACTED] obc to delegate - let him know that we are still working on getting the payment processed Next Steps: f/u Ford Motor Company @ Customer Relationship Center – SUV Team [REDACTED] office: [REDACTED]

[REDACTED] Payment Confirmed [REDACTED] Next Steps: call cust Ford Motor Company @ Customer Relationship Center – SUV Team [REDACTED] office: [REDACTED]

[REDACTED] OBC to cust - let him know that his payment is on the way obe to cust Dear Mr. [REDACTED] I apologize for the delay. Your payment has been confirmed as of [REDACTED] and will be mailed to you in the [REDACTED]. Please expect to receive it by [REDACTED]. The envelope your debit card will come in will look like the one attached to this email. Your activation code via phone will be 2918. If you decide to access your card online, the code will be KIZ2918. Thank you for being a part of the Ford family! Best Regards, [REDACTED] Next Steps: safety net to close Ford Motor Company @ Customer Relationship Center – SUV Team [REDACTED] office: [REDACTED] ext. [REDACTED]

[REDACTED] work on FAR [REDACTED]

A-TEAM AUDIT

Debit card has been processed. CXS working to fix error with FIN Assist approval code.

NEXT STEPS:
Case progression on track

Ford Motor Company
[REDACTED]
Customer Experience Specialist A-Team
[REDACTED]
Office: [REDACTED] ext. [REDACTED]
eFax: [REDACTED]

[REDACTED] NOT TIME

This is the error message I receive when entering the approval code MSPA136225 . CCK016 - INVALID APPROVAL CODE FOR SUB CODE BEING CLAIMED.

THE TOTAL REPAIR AMOUNT (BEFORE DEALER AND CUSTOMER PARTICIPATION) CANNOT EXCEED \$750. REPAIRS OVER \$750 MUST BE APPROVED BY THE CRC.

SFRU278 - PCLP EMPOWERMENT CLAIMS REQUIRE AN APPROVAL CODE FROM THE CLV CALCULATOR IN GCCT

Does not like the approval code.

Thanks

From: [redacted] [mailto: [redacted]]
Sent: [redacted]
To: [redacted]
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

Hi, Ford covered 70% of this repair – I already sent the approval code, which is MSPA136225 LINE F

For ren

Thank

Ford Motor Company ®
Customer Experience Specialist, Ford CX Team
office: [redacted]

From: [redacted]
Sent: [redacted]
To: [redacted]
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

[redacted] - VIN

From: [redacted] [mailto: [redacted]]
Sent: [redacted]
To: [redacted]
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

Send me the case number or VIN, thank you

From: [redacted]
Sent: [redacted]
To: [redacted]
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

Good morning [redacted]:

Following up on approval codes for Line F & G, repair and rental. Please advise as soon as you can with updated information as the [redacted] is fast approaching and I do not want to carry claim over another month.

Thanks

From: [redacted] [mailto: [redacted]]
Sent: [redacted]
To: [redacted]
Cc: [redacted]
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

Send me the case number or VIN, thank you

From: [redacted]
Sent: [redacted]
To: [redacted]
Cc: [redacted]
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

Good afternoon [redacted]:

This is [redacted]'s warranty administrator.

In reference to R/O 482729 we are in need of a correct approval number's for repair and rental.

The repair is on line F in the amount of \$ 5,159.10 less customer pay portion of \$ 1795.00 for a total to Ford in the amount of \$ 3,364.10, causal part Pump Assembly # CM5Z-2A451-B

Rental is on line G in the amount of \$ 350.00, 10 days rental @ \$35.00 per day

Repair order in question was closed and submitted to Ford on [REDACTED], we have been trying to get it paid ever since.

I would very much like to have this issue corrected before months end so that it will clear off schedule.

If you have any questions or require additional information please do not hesitate to reach out to [REDACTED] or me.

Thank you,
[REDACTED]
Warranty Administrator
[REDACTED]

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED] >
Subject: Fw: WHAT IS NEXT MOVE

[REDACTED]
Service Advisor
[REDACTED]
of [REDACTED]
[REDACTED]

From: [REDACTED] >
Sent: [REDACTED]
To: [REDACTED] >
Subject: RE: WHAT IS NEXT MOVE

MSPA297988 is the approval code

From: [REDACTED] >
Sent: [REDACTED]
To: [REDACTED] >
Subject: Re: WHAT IS XT MOVE

GOOD AFTERNOON

[REDACTED]
Service Advisor
[REDACTED]
of [REDACTED]
[REDACTED]

ARE YOU ABLE TO HELP WITH THIS ?

From: [REDACTED] >
Sent: [REDACTED]
To: [REDACTED] >
Subject: RE: WHAT IS NEXT MOVE

[REDACTED] P&A right? If y [REDACTED]

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED] >
Subject: RE: WHAT IS NEXT MOVE

MSPA136225 P17!!! I am praying this works for you!! L

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED] >
Subject: RE: WHAT IS NEXT MOVE

Is the [REDACTED] O. closed??

From: [REDACTED] >
Sent: [REDACTED]
To: [REDACTED] >
Subject: WHAT IS NEXT MOVE

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

[REDACTED]
Service Advisor
[REDACTED]
of [REDACTED]

[REDACTED] /Ext. [REDACTED] obe to dealer - Can you please verify the percentage I need to put the FAR at. I was given approval to assist with 70% of the repair when we first approved the assistance. I cannot match the numbers you are sharing with me. Also, what is the R.O. Open date? Thank you, [REDACTED]
Ford Motor Company® [REDACTED] Customer Experience Specialist, Ford CX Team [REDACTED]
[REDACTED] office: [REDACTED] From: [REDACTED] Sent: [REDACTED]
To: [REDACTED] Subject: RE: WHAT IS NEXT MOVE - R/O 482729 Good afternoon As of [REDACTED] I have not heard anything concerning the issue with the below repair order. No one has contacted me. I do need to have this paid as soon as possible. Thanks [REDACTED] - f/u Ford Motor Company® Customer Relationship Center – SUV Team [REDACTED] office: [REDACTED]
[REDACTED] [REDACTED]

APPROVAL FOR 70% ASSISTANCE

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

What is the [REDACTED] O. Open date?

Ford Motor Company ®
[REDACTED]
Customer Experience Specialist, Ford CX Team
office: [REDACTED]

From: [REDACTED] >
Sent: [REDACTED] >
To: [REDACTED] >
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

Good afternoon

Here is the breakdown that we have. I do not know what percentage was used.

Repair Line F: Need approval code
Total Parts: \$ 3831.45
Total Labor: \$ 1327.65

Ford pays (3803.64)
Cust pays (1355.46)

Rental Line G:
10 days @ 35.00 per day = 350.00 – Need approval code

I sure hope this helps.

Let me know if you need any additional information. I need this R/O gone.

Thanks
[REDACTED]

From: [REDACTED] [mailto:[REDACTED]]
Sent: [REDACTED]
To: [REDACTED] >
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

Can you please verify the percentage I need to put the FAR at. I was given approval to assist with 70% of the repair when we first approved the assistance.

I cannot match the numbers you are sharing with me. Also, what is the [REDACTED] O. Open date?

Thank you,
[REDACTED]

Ford Motor Company ®
[REDACTED]
Customer Experience Specialist, Ford CX Team
office: [REDACTED]

From: [REDACTED] >
Sent: [REDACTED] >
To: [REDACTED] >
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

Good afternoon

As of [REDACTED] I have not heard anything concerning the issue with the below repair order. No one has contacted me. I do need to have this paid as soon as possible.

Thanks
[REDACTED]

From: [REDACTED] [mailto:[REDACTED]]
Sent: [REDACTED]
To: [REDACTED] >
Cc: [REDACTED] (V.W.) >
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

Dear Ms. [REDACTED],

Can you please run the approval code for the dealership?

"In reference to R/O 482729 we are in need of a correct approval number's for repair and rental.

The repair is on line F in the amount of \$ 5,159.10 less customer pay portion of \$ 1795.00 for a total to Ford in the amount of \$ 3,364.10, causal part Pump Assembly # CM5Z-2A451-B

Rental is on line G in the amount of \$ 350.00, 10 days rental @ \$35.00 per day

Repair order in question was closed and submitted to Ford on [REDACTED], we have been trying to get it paid ever since."

It is failing on my end.

Thank you,

[REDACTED]
Ford Motor Company ®
[REDACTED]
Customer Experience Specialist, Ford CX Team
[REDACTED]
office: [REDACTED]

From: [REDACTED] >
Sent: [REDACTED] >
To: [REDACTED] >
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

[REDACTED]
From: [REDACTED] (mailto:[REDACTED])
Sent: [REDACTED] >
To: [REDACTED] >
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

What is your number?

From: [REDACTED] >
Sent: [REDACTED] >
To: [REDACTED] >
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

I need an approval code for Line G

From: [REDACTED] (mailto:[REDACTED])
Sent: [REDACTED] >
To: [REDACTED] >
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

For line g its p11

For line f it's p17

From: [REDACTED] >
Sent: [REDACTED] >
To: [REDACTED] >
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

I do have an approval code for rental on Line G, 350.00

From: [REDACTED] (mailto:[REDACTED])
Sent: [REDACTED] >
To: [REDACTED] >
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

Code is only active for 30 days – so please run them.

Ford Motor Company ®
[REDACTED]
Customer Experience Specialist, Ford CX Team
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

office:

From: [REDACTED])
Sent: [REDACTED] >
To: [REDACTED] >
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

\$1,547.73 – cust pay

\$3,611.37 Ford pay

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

Hi, Ford covered 70% of this repair – I already sent the approval code, which is MSPA136225 LINE F

For rental [REDACTED]

Thank you,
[REDACTED]

Ford Motor Company ®
[REDACTED]
Customer Experience Specialist, Ford CX Team
[REDACTED]
office: [REDACTED]

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

[REDACTED] - VIN

From: [REDACTED] [mailto:[REDACTED]]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

Send me the case number or VIN, thank you

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

Good morning [REDACTED]:

Following up on approval codes for Line F & G, repair and rental. Please advise as soon as you can with updated information as the end of month is fast approaching and I do not want to carry claim over another month.

Thanks
[REDACTED]

From: [REDACTED] [mailto:[REDACTED]]
Sent: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

Send me the case number or VIN, thank you

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

Good afternoon [REDACTED]:

This is [REDACTED]'s warranty administrator.

In reference to R/O 482729 we are in need of a correct approval number's for repair and rental.

The repair is on line F in the amount of \$ 5,159.10 less customer pay portion of \$ 1795.00 for a total to Ford in the amount of \$ 3,364.10, causal part Pump Assembly # CM5Z-2A451-B

Rental is on line G in the amount of \$ 350.00, 10 days rental @ \$35.00 per day

Repair order in question was closed and submitted to Ford on [REDACTED], we have been trying to get it paid ever since.

I would very much like to have this issue corrected before months end so that it will clear off schedule.

If you have any questions or require additional information please do not hesitate to reach out to [REDACTED] or me.

Thank you,
[REDACTED]
Warranty Administrator
[REDACTED]

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Fw: WHAT IS NEXT MOVE

[REDACTED]
Service Advisor
[REDACTED] of [REDACTED]
[REDACTED]

From: [REDACTED] >
Sent: [REDACTED] >
To: [REDACTED] >
Subject: RE: WHAT IS NEXT MOVE

MSPA297988 is the approval code

From: [REDACTED] >
Sent: [REDACTED] >
To: [REDACTED] >
Subject: Re: WHAT IS XT MOVE

GOOD AFTERNOON

[REDACTED]
Service Advisor
[REDACTED] of [REDACTED]
[REDACTED]

ARE YOU ABLE TO HELP WITH THIS ?

From: [REDACTED] >
Sent: [REDACTED] >
To: [REDACTED] >
Subject: RE: WHAT IS NEXT MOVE

[REDACTED] P&A right? If yes, MSPA136225 P17!!!

From: [REDACTED] >
Sent: [REDACTED] >
To: [REDACTED] >
Subject: RE: WHAT IS NEXT MOVE

MSPA136225 P17!!! I am praying this works for you!! L

From: [REDACTED] >
Sent: [REDACTED] >
To: [REDACTED] >
Subject: RE: WHAT IS NEXT MOVE

Is the [REDACTED] O. closed??

From: [REDACTED] >
Sent: [REDACTED] >
To: [REDACTED] >
Subject: WHAT IS NEXT MOVE

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[REDACTED]
Service Advisor
[REDACTED] of [REDACTED]
[REDACTED]

WHAT DO WE DO NEXT FOR THIS PROCESS

CANNOT RUN APPROVAL FOR RENTAL \$350

[REDACTED] /Ext. [REDACTED] OBE to dealer From: [REDACTED] Sent: [REDACTED]
To: [REDACTED] Subject: RE: WHAT IS NEXT MOVE - R/O 482729 MSPA136225
for repair on Line F I am still working on generating rental. Ford Motor Company @ Customer
Experience Specialist, Ford CX Team [REDACTED] office: [REDACTED]
Next Steps: f/u Ford Motor Company @ Customer Relationship Center – SUV Team
[REDACTED] office: [REDACTED]

[REDACTED]
[REDACTED]

A-TEAM AUDIT

Debit card has been processed. DLR still unable to process approval code. CXS [redacted] confirmed agent is partnering with SUP for assistance with correcting approval code

NEXT STEPS:

Continue to partner with SUP for assistance with providing correct approval code

Ford Motor Company

Customer Experience Specialist A-Team

Office: [redacted] ext. [redacted]
eFax: [redacted]

[redacted] /Ext. [redacted] Ford Motor Company @ [redacted]
Customer Experience Specialist, Ford CX Team [redacted] office: [redacted]
ext. [redacted] From: [redacted] Sent: [redacted] To: [redacted] Subject: RE: WHAT IS NEXT MOVE - R/O 482729 I am getting error message - Invalid Approval Cod For sub Code Being Claimed. I am using claim type 13-policy and sub code P17 Please advise Thanks [redacted] Next Steps: f/u Ford Motor Company @ Customer Relationship Center - SUV Team [redacted] office: [redacted]

[redacted] /Ext. [redacted] From: [redacted] Sent: [redacted]
To: [redacted] Subject: RE: WHAT IS NEXT MOVE - R/O 482729 Good morning I'm still getting the same error message: INVALID APPROVAL CODE FOR SUB CODE BRING CLAIMED. Again I'm using sub code P17 and claim type 13-policy. Is this the correct coding? Also, please don't forget approval code for rental. Thanks [redacted] Next Steps: safety net to run code under p11 or p19 as [redacted] stated Ford Motor Company @ Customer Relationship Center - SUV Team [redacted] office: [redacted]

[redacted] /Ext. [redacted] OBE to dealer I am not understanding why the share recommendation keeps changing on your end. Ford had agreed to cover 70% of the repair, not more, not less. Can you please verify why it's changing on your end? Also, please send me the invoice of the customer's payment and repair order. Ford Motor Company @ [redacted] Customer Experience Specialist, Ford CX Team [redacted] office: [redacted] From: [redacted] Sent: [redacted] To: [redacted] Subject: RE: WHAT IS NEXT MOVE - R/O 482729 Good morning I'm still getting the same error message: INVALID APPROVAL CODE FOR SUB CODE BRING CLAIMED. Again I'm using sub code P17 and claim type 13-policy. Is this the correct coding? Also, please don't forget approval code for rental. Thanks [redacted] From: [redacted] Sent: [redacted] To: [redacted] Subject: RE: WHAT IS NEXT MOVE - R/O 482729 Good morning I'm still getting the same error message: INVALID APPROVAL CODE FOR SUB CODE BRING CLAIMED. Again I'm using sub code P17 and claim type 13-policy. Is this the correct coding? Also, please don't forget approval code for rental. Thanks [redacted] Next Steps: f/u Ford Motor Company @ Customer Relationship Center - SUV Team [redacted] office: [redacted] ext. [redacted]

DEALER PROCESSING FAILURE

[redacted] /Ext. [redacted] OBE to dealer From: [redacted] Sent: [redacted]
To: [redacted] Subject: RE: WHAT IS NEXT MOVE - R/O 482729 please send me the invoice of the customer's payment From: [redacted] Sent: [redacted] To: [redacted] Subject: RE: WHAT IS NEXT MOVE - R/O 482729 Good morning Attached you will see how I am coding the R/O along with \$\$\$\$ breakdown and error message I am receiving. Thanks [redacted] From: [redacted] [mailto:[redacted]] Sent: [redacted] To: [redacted] Subject: RE: WHAT IS NEXT MOVE - R/O 482729 I am not understanding why the share recommendation keeps changing on your end. Ford had agreed to cover 70% of the repair, not more, not less. Can you please verify why it's changing on your end? Also, please send me the invoice of the customer's payment and repair order. Ford Motor Company @ [redacted] Next Steps: f/u Ford Motor Company @ Customer Relationship Center - SUV Team [redacted] office: [redacted] ext. [redacted]

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

Yes I do can't get paid invalid approval code

From: [REDACTED] (mailto:[REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

So you no longer need my assistance?

Thank you,
[REDACTED]

Ford Motor Company ®
[REDACTED]
Customer Experience Specialist, Ford CX Team
[REDACTED]
office: [REDACTED]

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

Good morning

Attached is copy of repair order in question. The \$\$\$ do not reflect the same totals as what was submitted to Ford. The R/O was closed incorrectly and submitted to Ford with correct totals.

Thanks
[REDACTED]

From: [REDACTED] (mailto:[REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

please send me the invoice of the customer's payment

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

Good morning

Attached you will see how I am coding the R/O along with \$\$\$\$ breakdown and error message I am receiving.

Thanks
[REDACTED]

From: [REDACTED] (mailto:[REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

I am not understanding why the share recommendation keeps changing on your end. Ford had agreed to cover 70% of the repair, not more, not less. Can you please verify why it's changing on your end? Also, please send me the invoice of the customer's payment and repair order.

Ford Motor Company ®
[REDACTED]
Customer Experience Specialist, Ford CX Team
[REDACTED]
office: [REDACTED]

[REDACTED] /Ext. [REDACTED] OBC to dealer - [REDACTED] O. # - 482729 O. Line - 3F
O. Mileage - [REDACTED] O. Date - [REDACTED] Parts - 3,831.45 Labor - 1,326.65 Ford - 3,803.64 --70% Cust -
1,355.46 --30% Rental line g - \$350 Next Steps: RUN FAR Ford Motor Company ® Customer
Relationship Center - SUV Team [REDACTED] office: [REDACTED]

SHARE REC HAD CHANGED AGAIN -- DEALER MISTAKE
RERUNNING FAR [REDACTED] ; REVIEW EMAILS BELOW

██████████ OBE to dealer ██████████, when we had spoken on the phone you told me that payment ratio is 70% for FORD 30% for CUST – the amounts that you gave me on ██████████ were not accurate. Ford - 3,803.64 -- Cust - 1,355.46 -- Ford is only going to cover 70% even, no more, no less. Please send me the invoice of the amount that customer paid. Thank you. Next Steps: F/U ██████████ Ford Motor Company @ Customer Relationship Center – SUV Team ██████████ office: ██████████

██████████ OBE to dealer From: ██████████ Sent: ██████████
██████████ To: ██████████ Cc: ██████████ Subject: RE: WHAT IS NEXT MOVE - R/O 482729 I am following up -- ██████████, when we had spoken on the phone you told me that payment ratio is 70% for FORD 30% for CUST – the amounts that you gave me on ██████████ were not accurate. Ford - 3,803.64 -- Cust - 1,355.46 -- Ford is only going to cover 70% even, no more, no less. Please send me the invoice of the amount that customer paid. Thank you. Next Steps: f.u ██████████ Ford Motor Company @ Customer Relationship Center – SUV Team ██████████ office: ██████████ ext. ██████████

██████████ OBC to dealer - ██████████ paid \$1795 using a Discover OBC to dealer - ██████████ Total Parts - 3831.45 Labor - 1327.65 The reason behind parts and labor change is that vehicle Next Steps: let sup know to process approval code Ford Motor Company @ Customer Relationship Center – SUV Team ██████████ office: ██████████

run rental approval code ██████████

A-TEAM AUDIT

CXS working with SUP to provide DLR proper approval code since DLR was unable to process previous codes provided.

NEXT STEPS:
Case progression on track

Ford Motor Company
Customer Experience Specialist A-Team
Office: ██████████ ext.
eFax: ██████████

██████████ MSPA350260 Line 3f p11. I don't know what a subcode is..
Ford Motor Company @ ██████████ Customer Experience Specialist, Ford CX Team ██████████
██████████ office: ██████████ From: ██████████ Sent: ██████████
██████████ To: ██████████ Subject: RE: WHAT IS NEXT MOVE - R/O 482729 Good morning: I am still getting error message INVALID APPROVAL CODE SOR SUB-CODE BEING USED. Exactly what claim type and sub code should I be using to get this claim paid? Thanks ██████████
[mailto:██████████] Sent: ██████████ To: ██████████ Subject: RE: WHAT IS NEXT MOVE - R/O 482729 MSPA350260 Line 3f Next Steps: rental Ford Motor Company @ Customer Relationship Center – SUV Team ██████████ office: ██████████ ext. ██████████

██████████ OBE to cust Excellent. I'll be in touch with you on ██████████ with updates on your debit card reimbursement. Warm Regards, ██████████ Ford Motor Company @ Customer Experience Specialist, Ford CX Team ██████████ office: ██████████
██████████ From: ██████████ Sent: ██████████ To: ██████████
██████████ Subject: Re: Case No. CAS-3232333-11G0V9 CRM:0215247 So far things are going well. On ██████████ wrote: Are you still experiencing concerns with the hazard lights? Next Steps: f/u Ford Motor Company @ Customer Relationship Center – SUV Team ██████████ office: ██████████

██████████ OBE to dealer From: ██████████ Sent: ██████████
██████████ To: ██████████ Subject: FW: WHAT IS NEXT MOVE - R/O 482729 Can you please send me the rejection? From: ██████████ Sent: ██████████ To: ██████████
██████████ Subject: RE: WHAT IS NEXT MOVE - R/O 482729 I am still getting the same error message: Invalid Approval code For Sub Code being Claimed. For whatever reason it does not like sub code P11 I have tried claim type 13-policy and claim type11 – vehicle coverage with sub code P11. Nothing seems to work Thanks ██████████ From: ██████████ [mailto:██████████] Sent: ██████████
██████████ To: ██████████ Subject: RE: WHAT IS NEXT MOVE - R/O 482729 MSPA350260 Line 3f p11 I don't know what a subcode is.. Ford Motor Company @ ██████████ Customer Experience Specialist, Ford CX Team ██████████ office: ██████████ From: ██████████
Sent: ██████████ To: ██████████ Subject: RE: WHAT IS NEXT MOVE - R/O 482729 Good morning: I am still getting error message INVALID APPROVAL CODE SOR SUB-CODE BEING USED. Exactly what claim type and sub code should I be using to get this claim paid? Thanks ██████████
Next Steps: f/u Ford Motor Company @ Customer Relationship Center – SUV Team ██████████ office: ██████████

██████████ Thank you ma'am – I am having my supervisor re-run this... I am so sorry for the trouble. I know that this is frustrating, but we will surely get this situation straightened out. As for the rental, can you please utilize another line? I cannot run the approval using Line g, it's just not working Ford Motor Company @ ██████████ Customer Experience Specialist, Ford CX Team ██████████ office: ██████████ From: ██████████ Sent: ██████████
██████████ To: ██████████ Subject: RE: WHAT IS NEXT MOVE - R/O 482729 Here it s...Thanks Next Steps: f/u Ford Motor Company @ Customer Relationship Center – SUV Team ██████████ office: ██████████

IBE from dealer

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

Thank you, I'll await your instructions

From: [REDACTED] (mailto:[REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

Thank you ma'am – I am having my supervisor re-run this... I am so sorry for the trouble. I know that this is frustrating, but we will surely get this situation straightened out. As for the rental, can you please utilize another line? I cannot run the approval using Line g, it's just not working

Ford Motor Company®
Customer Experience Specialist, Ford CX Team
office: [REDACTED]

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

Here it s... Thanks

From: [REDACTED] (mailto:[REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: FW: WHAT IS NEXT MOVE - R/O 482729

Can you please send me the rejection?

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: WHAT IS NEXT MOVE - R/O 482729

I am still getting the same error message: Invalid Approval code For Sub Code being Claimed. For whatever reason it does not like sub code P11

I have tried claim type 13-policy and claim type11 – vehicle coverage with sub code P11. Nothing seems tom work

Thanks

[REDACTED]

Next Steps: call dealer

Ford Motor Company®
Customer Relationship Center – SUV Team

office: [REDACTED]

[REDACTED] OBC to dealer with [REDACTED] - [REDACTED] the receptionist stated that the SM is unavailable and so is the [REDACTED] -- I asked her to try again and she was unable to reach them once more. Next Steps: attach reviewed emails with original costs for repair Ford Motor Company® Customer Relationship Center – SUV Team

office: [REDACTED]

[REDACTED] OBC to dealer - [REDACTED] and SM [REDACTED] with Ms. [REDACTED]
O. # - 482729 O. Mileage - 61,232 NEW LINE # - Z O. DATE - [REDACTED] Cost Part -
\$3,036.78 Cost Labor - 1327.65 = 4,364.43 Next Steps: run far Ford Motor Company® Customer
Relationship Center – SUV Team [REDACTED] office: [REDACTED] ext. [REDACTED]

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

[redacted]/Ext. [redacted]
From: [redacted]
Sent: [redacted]
To: [redacted]
Subject: RE: ENGINE REPAIRS [redacted] FORD FOCUS [redacted]

At 70% ford would cover \$3,055.10 and cust would have paid \$1,309.33 plus tax – shall I run the approval code on this? I'd like to make sure that we are in agreeance

O. # - 482729
O. Mileage - 61,232
NEW LINE # - Z
O. DATE - [redacted]

Cost Part - \$3,036.78
Cost Labor - 1327.65
= 4,364.43

Ford Motor Company®
[redacted]
Customer Experience Specialist, Ford CX Team
[redacted]
office: [redacted]

From: [redacted]
Sent: [redacted]
To: [redacted]
Subject: RE: ENGINE REPAIRS [redacted] FORD FOCUS [redacted]

What does this mean?

From: [redacted] (mailto:[redacted])
Sent: [redacted]
To: [redacted]
Cc: [redacted]
Subject: RE: ENGINE REPAIRS [redacted] FORD FOCUS [redacted]

[redacted], please revise your share recommendation and make it match the prices listed below – I had forwarded another email with line, r.o. #, r.o. mileage and date which all match.

From: [redacted]
Sent: [redacted]
To: [redacted]
Subject: ENGINE REPAIRS [redacted] FORD FOCUS [redacted]

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REVISED \$1327.65 LABOR - PARTS \$3036.78 PLUS 10 DAYS \$RENTAL \$350 PLZ PROVIDE APPROVAL NUMBER SO VEHICLE CAN BE RELEASED AND CLOSE PER [redacted]

Service Advisor
[redacted]
of [redacted]
[redacted]

Next Steps: f/u

Ford Motor Company®
Customer Relationship Center – SUV Team
[redacted]
office: [redacted]

[redacted]/Ext. [redacted] OBE to dealer MSPA038554 FORD COVERS \$2,569.43 // 58.87% CUST COVERS \$1,795.00 plus tax // 41.13% My team lead had changed the share amount since it was stated on the phone that customer had paid 1,795 – so the percentage is a bit off – below is the break down; p11 is the program code O. # - 482729 O. Mileage - 61,232 NEW LINE # - Z O. DATE - [redacted] Cost Part - \$3,036.78 Cost Labor - 1327.65 = 4,364.43 Ford Motor Company® Customer Experience Specialist, Ford CX Team [redacted] office: [redacted]

From: [redacted] Sent: [redacted] To: [redacted] Subject: RE: ENGINE REPAIRS [redacted] FORD FOCUS [redacted] Yes, please, also send me you total parts and a total labor breakdown so that I have the correct totals when I go to resubmit claim for repair Thanks [redacted] Next Steps: f/u Ford Motor Company® Customer Relationship Center – SUV Team [redacted] office: [redacted]