

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN: 05-17-2022 CLOSED: 08-19-2022 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: FAR FastPath NA CRC COMMUNICATION: Web  
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | At Risk of Defection |  
DEALER NAME: Bryden Ford, Inc.  
PA CODE: 20028 DLR SALES CODE: 41497 REGION: G1 ZONE: G1X  
VIN: [REDACTED] MODEL YEAR: 2016 MODEL: FOCUS MILEAGE: 78,419  
BODY STYLE: P3F - FOCUS SE 4DR SEDAN

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

LAST NAME FIRST NAME MIDDLE: [REDACTED]  
ADDRESS:  
CITY STATE ZIP COUNTRY: | | [REDACTED] |  
HOME PHONE [REDACTED]

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

ANALYST NAME: # FordTCC-DM-PRD09-CRM

OPEN ANALYST NAME: Data Migration user

COMMENTS:

2022-05-18 13:33:58

Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED]  
Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : [REDACTED] Vehicle Purchase Status : Original Owner Ford  
Credit Contract Number : [REDACTED] Part Number : [REDACTED] Dealer Name : Bryden Ford, Inc. Dealer P&A : 20028 Dealer phone : [REDACTED]  
VIN : [REDACTED] Year : 2016 Make : Ford Model : FOCUS Mileage : 78419 Engine Specification : [REDACTED] Transmission Specification : [REDACTED] Warranty Start Date : 2016-03-31 Open Recall/FSA : : ESP : [REDACTED]  
Hotline Contact : Warranty History :

2022-05-18 13:35:59

Additional information is required to move forward with this request. Because this is a high dollar engine repair, you will need to tear down the engine and complete the cost cap in OASIS. Then, provide the last 2 oil changes and maintenance records and send a portal message with the detailed tech findings. Be as detailed as possible, include the full tech story, as well as an itemized list of the parts and labor at warranty pricing. Since this is a engine, include the engine hours as well. After all of this is complete, we can move forward to the next step. The customer does not show a CLV score in our system. Please answer the following: -Did the customer purchase the vehicle new? -How many new Ford vehicles have they purchased in the past 10 years? -How many paid services have they done at the dealership in the past 2 years? Please provide this information via portal message so that we can move forward with this case.

2022-05-24 12:46:32

Tech was test driving for an under boost p0299 code that was present. Vehicle stalled while coming to an intersection. Towed back to the dealership and found a broken timing belt, interference engine, checked with camera and found marks on top of pistons. bent valves and damage to pistons. This vehicle is exceptionally clean with no modifications. Customer has great service history, mostly with his local Ford dealership.

2022-05-24 12:47:41

[REDACTED] is the original owner of this car,.

2022-05-24 19:59:24

Cost cap completed, instruction is to replace engine

2022-05-31 12:37:33

a COST CAP WAS COMPLETED ALREADY

2022-05-31 12:43:33

Good Morning Please see [REDACTED] cost cap re'cd. Thanks, Elsie Pettaway Dealer Experience Specialist Ford Motor Company 866-631-3788 Ext. 79300 Epettawa@ford.com Hours: 7am – 3:30PM

2022-06-01 18:21:36

\*WEB\*Can I get an answer on this case, customer is in rental and awaiting Ford decision to help or not.....

2022-06-02 21:58:21

\*WEB\*What is the hold up on this case????

2022-06-07 12:14:49

The customer is very upset that its taking almost 3 weeks to get assistance with this case! I have sent portal messages, left phone messages and emails. Today I was rudely by [REDACTED] that [REDACTED] only responds to Portal messages and will not to phone calls or emails.....What???? her message clearly says to leave a message and it will be returned within 24 hours.....LISTEN, were all in this together. Why make it harder than it needs to be with this attitude????

2022-06-07 12:22:03

FMC has authorized \$2392.80 towards repairs. An approval code has been generated in the FLL Request form based on the following participation: • Customer Share: \$1595.20 • FPS generated P11 Approval Code [REDACTED] Please contact the customer to advise of the decision. Please rate my service on a scale of 1-5 and 5 is best. Thanks,

**BUYBACK EVALUATION MILESTONES**

No Record Found.

**GOOD FAITH REVIEW**  
No Record Found.

CASE ATTACHMENTS:



# Concern Driven Reporting

## Report Detail

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

ECI Record	Source Code
<b>Commodity Assignment</b>	
Commodity	powertrain-engine-base engine— Symptom appearance-scratches/nicks
Commodity	powertrain-engine-base engine— Symptom damage-catastrophic failure
Commodity	powertrain-engine-base engine— Symptom damage-cracked/fractured/split
Commodity	powertrain-engine-base engine— Symptom engine power-stall
Commodity	powertrain-engine-base engine— Symptom function-malfunction/inoperative
Commodity	powertrain-engine-base engine— Symptom mod-driving condition-at cruise
Commodity	powertrain-engine-base engine— Symptom mod-driving condition-while driving
Commodity	powertrain-engine-base engine— Symptom mod-no indication (sudden)
Commodity	powertrain-engine-base engine— Symptom nvh-noisy operation
Commodity	powertrain-engine-base engine— Symptom repair-similar failures on other vehicles mentioned
Commodity	powertrain-engine-base engine— Symptom valve timing system failure
Commodity	powertrain-engine-timing system-timing belt/chain- Symptom appearance-scratches/nicks
Commodity	powertrain-engine-timing system-timing belt/chain- Symptom damage-catastrophic failure
Commodity	powertrain-engine-timing system-timing belt/chain- Symptom damage-cracked/fractured/split
Commodity	powertrain-engine-timing system-timing belt/chain- Symptom engine power-stall
Commodity	powertrain-engine-timing system-timing belt/chain- Symptom function-malfunction/inoperative
Commodity	powertrain-engine-timing system-timing belt/chain- Symptom mod-driving condition-at cruise
Commodity	powertrain-engine-timing system-timing belt/chain- Symptom mod-driving condition-while driving
Commodity	powertrain-engine-timing system-timing belt/chain- Symptom mod-no indication (sudden)
Commodity	powertrain-engine-timing system-timing belt/chain- Symptom nvh-noisy operation
Commodity	powertrain-engine-timing system-timing belt/chain- Symptom repair-similar failures on other vehicles mentioned
Commodity	powertrain-engine-timing system-timing belt/chain- Symptom valve timing system failure
Significant Event	Verified N

### Tread Information

### Report Details

Source Claim Key		Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Concern Code		V Function Group (VFG)	
Source System Program Type		Report/Paid Date	13-Jun-2023
Version Series Code	VS CE	Load Date	03-Jul-2023
Causal Part Prefix- Base - Suffix	--	Dealer Code	UNKNOW
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	
Non Causal Part Prefix-Base-Suffix		Dealer City	
GSAR Repair Date		Dealer State/Province	
Fault Code		Dealer Country	GBR
CC-Condition Code		Dealer Phone Number	
Labor Operation Code		Attachment	N
Communication Type	EM	VOQ Component Description Code	
Maintenance Date	03-Jul-2023	GCQIS Safety Flag	

**Customer Comment** \*2023-06-14 11:19:47\* NO MILEAGE ON PTS UNABLE TO UPDATE VEHICLES RECORDS ON GCCT WITHOUT CUSTOMER CONFIRMING CURRENT MILEAGE

Technician  
Comment

CQIS Reco  
mmendatio  
ns

### Tire Information

Tire Manufacturer	Unknown	Tire Size	215/55 R 16 BSW
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

### Vehicle Information

VIN		Engine Serial Number	
Model Year	2018	Engine Description	1L 12V DI TC I3 GS 120PS FOX
Transmission	6 SPD MAN TRANS B6	Vehicle Description	FOCUS
Body Cab Style	CA Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	26-Mar-2018	Retail Sale Indicator Code	
Plant Description	MICHIGAN PLANT BUILD	Required Vehicle	
Build Region		Warranty Start Date	09-Jun-2018

Build Country Code	USA	Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	467/2905 FINAL DRIVE RATIO
Vehicle Restraint Code			

**Disclaimer:**

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

[Contact CDR HELP](#)

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CASE NUMBER: [REDACTED]  
OPEN: 11-26-2024      CLOSED: 11-26-2024  
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC  
CASE CLASS LV 1234: Vehicle Concern | | General/Other |

STATUS: Resolved  
BUSINESS UNIT NAME: Ford  
COMMUNICATION: Phone

DEALER NAME:

PA CODE:      DLR SALES CODE:  
VIN: [REDACTED]      MODEL YEAR: 2017

REGION:      ZONE:  
MODEL: FOCUS      MILEAGE: 79,503

BODY STYLE: P3F - FOCUS SE 4DR SEDAN

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

ADDRESS:

CITY STATE ZIP COUNTRY: EDGERTON | | [REDACTED] |

HOME PHONE:

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

ANALYST NAME: # FordTCC-DS-PROD01-CX

OPEN ANALYST NAME: # fordprodprojectadvocate

COMMENTS:

2024-11-26 22:48:18

IBC FROM CUST-Customer called in inquiring about why his vehicle is not a part of the recalls that he has been researching online. Customer states that he is currently having issues with vehicle. Customer states while driving vehicle it completely shut down and had to get vehicle towed to his home. Customer states vehicle is currently at dealer and was advised that he needs a new engine. Customer states that dealer advised that he need a new timing belt and oil pump belt. After further review in OASIS, customer's vehicle has no active recalls and is outside of all warranty coverages. Customer does not meet FLP guidelines for any assistance. I provide customer with NHTSA information to get further assistances regarding recalls information that he researched. Customer thanked me for all of my help, before ending call.

CLV-N/S  
WSD-7/24/2017

NEXT STEPS: FCR

Nataki Boyd  
She | Her | Hers  
Customer Experience Specialist, Ford PVC Team  
Ford Motor Company ®  
nboyd9@ford.com | www.ford.com  
office: (866) 631-3788 ext. 79089  
Mon-Friday | 10:00AM - 6:30PM CST

**BUYBACK EVALUATION MILESTONES**

No Record Found.

**GOOD FAITH REVIEW**

No Record Found.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]  
OPEN: 07-22-2025      CLOSED: 07-22-2025  
RESPONSE TEAM: Tier 1 Inbound NA CRC  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | |

STATUS: Resolved  
BUSINESS UNIT NAME: Ford  
COMMUNICATION: Phone

DEALER NAME:

PA CODE:

DLR SALES CODE:

REGION:

ZONE:

VIN: [REDACTED]

MODEL YEAR: 2017

MODEL: FOCUS

MILEAGE: 1

BODY STYLE: P3F - FOCUS SE 4DR SEDAN

LAST NAME FIRST NAME MIDDLE: [REDACTED] |

ADDRESS:

CITY STATE ZIP COUNTRY: | [REDACTED] |

HOME PHONE:

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

ANALYST NAME: Dalferie Ortiz

OPEN ANALYST NAME: Dalferie Ortiz

COMMENTS:

2025-07-22 00:49:46

Cust says:

The cust said that their timing belt was slipped or broke and when their daughter was driving their vehicle suddenly lost the power. They want to know if there's a recall for the timing belt because they saw online that there's a recall for this.

The cust said that they don't want to pay another \$100 for towing.

The cust said that they will just contact the dealership tomorrow.

Per Cust, DLR Says:  
n/a

CRC Advised:

Upon pulling up your vin, I don't see any active or open recall on your vehicle because recalls are VIN specific. Not all vehicles with the same year, make and model will have the same type/list of FSAs. Depending on what parts were used and where the vehicle was manufactured. You can check recall online by visiting [ford.com/support/recalls](http://ford.com/support/recalls).

Advised the cust that there's a CSP for check engine light that was performed last 06-FEB-2025 as maybe this is related to their current issue with their engine. I recommend to have to check first by the ford dealership to check if there will be warranty or program that can cover the repair.

The good thing is we are documented your issue and this will be reviewed internally with our engineers as well as the information will be sent to the National Highway Traffic and Safety Administration (NHTSA) which is how recalls are created based off customer feedback.

Advised the cust to call the dealership and asked if the dealership can cover the towing of their vehicle for inspection.

**BUYBACK EVALUATION MILESTONES**

No Record Found.

**GOOD FAITH REVIEW**

No Record Found.

CASE ATTACHMENTS: