

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 03-10-2017 CLOSED: 03-20-2017 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 2 CCT COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Parts Delay | Unit Down (not drivable) | CCT Criteria
DEALER NAME: Friendly Ford, Inc.
PA CODE: 08682 DLR SALES CODE: 44473 REGION: G4 ZONE: G4A
VIN: [REDACTED] MODEL YEAR: 2014 MODEL: FIESTA MILEAGE: 42,455
BODY STYLE: P4B - FIESTA SE 4-DR SEDAN
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS:
CITY STATE ZIP COUNTRY: | [REDACTED]
HOME PHONE: ([REDACTED])
SYMPTOMS: | | |
ANALYST NAME: # FordTCC-DM-PRD06-CRM OPEN ANALYST NAME: [REDACTED]

COMMENTS:
2017-03-10 22:00:00 CUST: [REDACTED] BEST CONTACT METHOD: [REDACTED] CUST SAYS: Loss of power upon acceleration. The veh had a bad vacuum pump. They replaced that and it did not help. Now they say that it has a bad turbo. The veh has already been at the dlrshp for five days. I am losing money by the day. S/A [REDACTED] advised that it will not be in for five days. It has already been five days. If I do not have the part overnighted I am going to lose 1000.00 that I have been working for. PER CUST, DLR SAYS: N/A
CRC ADVISED: 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 today is [REDACTED]. Attempted to contact the dlrshp. Unable to reach anyone in the service department.

2017-03-11 12:59:00 Email Created On: 3/10/2017 5:01:51 PM From: FMC360 Email Subscription To: [REDACTED] Subject: Contact to Ford Motor Company RE: [REDACTED] Dear [REDACTED], This email is to confirm your recent contact to Ford Motor Company regarding your 2014 FIESTA. You will receive contact from our regional Customer [REDACTED] Manager (CSM) within 1 business day to introduce themselves and develop an action plan to address your concern. Your case number, along with the contact information for the regional Customer [REDACTED] Manager is listed below. Case Number: [REDACTED] - [REDACTED] CSM Name: [REDACTED] CSM Phone: [REDACTED] CSM Email: [REDACTED] Sincerely, Ford Motor Company Customer Care Team

2017-03-11 13:01:00 Email Created On: 3/10/2017 5:01:51 PM From: FMC360 Email Subscription To: [REDACTED] Subject: Contact to Ford Motor Company RE: [REDACTED] Dear [REDACTED], This email is to confirm your recent contact to Ford Motor Company regarding your 2014 FIESTA. You will receive contact from our regional Customer [REDACTED] Manager (CSM) within 1 business day to introduce themselves and develop an action plan to address your concern. Your case number, along with the contact information for the regional Customer [REDACTED] Manager is listed below. Case Number: [REDACTED] - [REDACTED] CSM Name: [REDACTED] CSM Phone: [REDACTED] CSM Email: [REDACTED] Sincerely, Ford Motor Company Customer Care Team

2017-03-13 15:03:00 Ticket Number: [REDACTED] Customer: [REDACTED] Business phone: [REDACTED] Home phone: [REDACTED] Mobile phone: null LTV Score: 83 Vehicle Purchase Status: Original Owner Dealer name: Friendly Ford, Inc. Dealer P&A: 01521 Dealer phone: [REDACTED] VIN: [REDACTED] Year: 2014 Make: FORD Model: FIESTA Mileage: 42455 Warranty Start Date: null Engines Specification: 1.0L 12V DI TC I3 GS 120PS FOX Open Recall/FSA: none ESP: none Hotline Contact: none Warranty History: none

2017-03-13 15:31:00 CSM [REDACTED] (77803) assisting CSM [REDACTED] ([REDACTED]) OBC to dlr @ [REDACTED] left VM for SM [REDACTED] advising needing an update

2017-03-13 16:15:00 CSM [REDACTED] (77803) assisting CSM [REDACTED] ([REDACTED]) OBC to cust @ [REDACTED] advised of position Advised will work with the dlr to see if we can expedite the part. Advised we will FU on Wed 03/15 with an update. Cust states [REDACTED] has been working with him. NEXT CUST/DLR-update? 03/15

2017-03-15 13:36:00 CSM [REDACTED] [REDACTED] OBC to DLR @ [REDACTED] [REDACTED] says it was completed but veh has not been released. Vacuum pump and gasket and turbo charger were replaced. OBC to cust @ [REDACTED] CSM adv vacuum pump, gasket and turbo charger were replaced. Cust verified dealership contacted him this morning. CSM adv will f/u Monday 3/20 to verify repairs. Cust agreed. Cust adv he has CSM contact info. Next Steps: CUST/verify repairs

2017-03-20 15:03:00 CSM [REDACTED] [REDACTED] OBC to cust [REDACTED] Cust confirmed repairs are good and no further assistance for CCT. CSM adv cust to retain CSM contact info for future use and adv case will be closed CSM closing case

CASE NUMBER: [REDACTED]

OPEN: 07-02-2014 CLOSED:

RESPONSE TEAM: 14B03 Team

CASE CLASS LV 1234: | | |

DEALER NAME:

PA CODE:

DLR SALES CODE:

VIN: [REDACTED]

MODEL YEAR: 2014

BODY STYLE: P4B - FIESTA SE 4-DR SEDAN

LAST NAME FIRST NAME MIDDLE: [REDACTED]

ADDRESS:

CITY STATE ZIP COUNTRY: | [REDACTED]

HOME PHONE: [REDACTED]

SYMPTOMS: | | |

ANALYST NAME: # FordTCC-DM-PRD08-CRM

STATUS: In Progress

BUSINESS UNIT NAME: Ford

COMMUNICATION: Phone

REGION:

ZONE:

MODEL: FIESTA

MILEAGE:

OPEN ANALYST NAME: Madelyn Coleman

COMMENTS:

2014-07-08 14:20:00

Check not yet sent. Vehicle Eligible for Customer Satisfaction Program (FSA 14B03)

CASE NUMBER: [REDACTED]
OPEN: 11-12-2025 CLOSED: 11-12-2025
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: 2014

MODEL: FIESTA

MILEAGE: 1

BODY STYLE: P4B - FIESTA SE 4-DR SEDAN

LAST NAME FIRST NAME MIDDLE: [REDACTED]

ADDRESS:

CITY STATE ZIP COUNTRY: | [REDACTED]

HOME PHONE:

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

ANALYST NAME: [REDACTED]

OPEN ANALYST NAME: [REDACTED]

COMMENTS:

2025-11-12 14:36:42

CUST SAYS:

Timing belt went out on his mother's Ford Fiesta (2014) and found out online that there's a recall for the timing belt.

PER CUST, DLR SAYS:

N/A

CRC ADVISED:

I advised of the Recall below. I advised cust that Recalls are VIN specific and not all 2014 Ford Fudion will be involved in the same recall. Your vehicle may have been manufactured at a different time and plant or has a different part from the recalled vehicles.

I also advised to keep her receipts in ca
20S30 DOOR LATCH REPEAT REPAIR

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 07-22-2020 CLOSED: 07-28-2020 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Parts Assistance |
DEALER NAME: [REDACTED] Ford of Birch Run
PA CODE: [REDACTED] DLR SALES CODE: 48532 REGION: G2 ZONE: G2F
VIN: [REDACTED] MODEL YEAR: 2016 MODEL: FOCUS MILEAGE: 0
BODY STYLE: P3K - FOCUS SE 5DR HATCH
LAST NAME FIRST NAME MIDDLE [REDACTED] | [REDACTED] | [REDACTED]
ADDRESS:
CITY STATE ZIP COUNTRY: | | [REDACTED] |
HOME PHONE: [REDACTED]
SYMPTOMS: Start/Run/Move | Running | Not Listed | UNKNOWN
ANALYST NAME: # FordTCC-DM-PRD04-CRM OPEN ANALYST NAME: Data Migration user

COMMENTS:
2020-07-22 17:45:18 Case Number [REDACTED] Customer : [REDACTED] GUID : [REDACTED] Customer Country : United States of America Customer State : MI Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 65 Vehicle Purchase Status : Original Owner Vehicle Purchase Date : 2016-12-12 Ford Credit Contract Number : [REDACTED] Part Number : CM5Z9S468F Dealer Name : [REDACTED] Ford of Birch Run Dealer P&A : [REDACTED] Dealer phone : [REDACTED] VIN : [REDACTED] Year : 2016 Make : Ford Model : FOCUS Mileage : 0 Engine Specification : 1.0L EcoBoost 120PS/125PS Transmission Specification : 6 Speed Manual Trans - B6 Warranty Start Date : 2016-12-12 Open Recall/FSA : : ESP : 0968 - USA 2017 NEW 72/150000 PREMIUMCARE W/ROADSIDE Hotline Contact : n/a Warranty History : 06-MARCH-2020 C/P 6600 CC 01 CCC E69 ESP CLAIM APPROVAL [REDACTED] VERIFIED OIL PRESSURELIGHT, PERFORMED DIAGNOSIS AND FOUND LOW OIL PRESSURE, INSPECTED AND FOUND OIL PUMP CLOGGED WITH TIMING BELT MATERIAL, REMOVED AND REPLACED OIL PUMP, OIL PUMP BELT, TIMING BELT, RESEALED ENGINE, CLEARED KAM, FILLED AND BLED FLUIDS, RETESTED OK
2020-07-22 18:10:22 [REDACTED] portal message to dealer: Hello, Please provide the mileage of the vehicle. Once provided the case will be progressed. Thank you, Next Steps: Follow up 07/28 Ford Motor Company ® [REDACTED] [REDACTED] Dealer Experience Specialist, Ford CX Team cdurette@ford.com| www.ford.com Office: 866-[REDACTED] Efax: [REDACTED]
2020-07-28 21:11:55 [REDACTED] [REDACTED] has reached out, no response, no mileage provided and part is not on ER back order, closing case. Ford Motor Company ® [REDACTED] [REDACTED] Dealer Experience Specialist, Ford CX Team cdurette@ford.com| www.ford.com Office: [REDACTED] Efax: [REDACTED]

CASE NUMBER: [REDACTED]
OPEN: 12-17-2021 CLOSED: 12-17-2021
RESPONSE TEAM: US Ford SUV-CUV NA CRC
CASE CLASS LV 1234: Feedback | Dealer | Negative |
DEALER NAME: D'Orazio Ford

STATUS: Information Provided
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone

PA CODE: [REDACTED] DLR SALES CODE: [REDACTED]
VIN: [REDACTED] MODEL YEAR: 2015

REGION: [REDACTED] ZONE: G1F
MODEL: FOCUS MILEAGE: 145,525

BODY STYLE: P3F - FOCUS SE 4-DR SEDAN
LAST NAME FIRST NAME MIDDLE [REDACTED] | [REDACTED] |

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

HOME PHONE: [REDACTED]
SYMPTOMS: Start/Run/Move | Running | Not Listed | UNKNOWN
ANALYST NAME: # FordTCC-DM-PRD07-CRM

OPEN ANALYST NAME: [REDACTED]

COMMENTS:

2021-12-17 21:36:40

Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED]
[REDACTED] Home Phone : [REDACTED] Mobile Phone : NA LTV Score : 36 Vehicle Purchase Status :
Subsequent Owner Ford Credit Contract Number : NA Part Number : NA Dealer Name : D'Orazio Ford
Dealer P&A : [REDACTED] Dealer phone : [REDACTED] VIN : [REDACTED] Year : 2015 Make : Ford
Model : Focus Mileage : 145525 Engine Specification : 1.0L 12V DI TC I3 GS 120PS FOX Transmission
Specification : 6 SPD MAN TRANS - B6 Warranty Start Date : 2015-07-24 Open Recall/FSA : NA ESP :
expired Hotline Contact : Na Warranty History : yes

2021-12-17 21:39:05

Customer is making another complaint against DIR they said she has till Monday at 7 am to pick her vehicle
up she said they had replaced the clutch and then when she picked the car up the motor mounts were broke
and she didn't know it and the engine and transmission were rocking so bad that it broke her timing chain and
she said the dealership is responsible and they say no there not and they want her to come pick her ca up if
she is not paying for the repair next steps- [REDACTED] Respectfully, Ford Motor Company @ CXS [REDACTED]
[REDACTED] Customer Experience Specialist, SUV Team [REDACTED] |www.ford.com office: [REDACTED]
[REDACTED] ext 79025 M-F 8:00-4:30

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 01-17-2022 CLOSED: 02-19-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: [REDACTED] NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - Repair |
DEALER NAME: AutoNation Ford Margate
PA CODE: [REDACTED] DLR SALES CODE: [REDACTED] REGION: [REDACTED] ZONE: [REDACTED]
VIN: [REDACTED] MODEL YEAR: 2016 MODEL: FOCUS MILEAGE: 81,097
BODY STYLE: P3K - FOCUS SE 5DR HATCH
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS:
CITY STATE ZIP COUNTRY: | | [REDACTED] |
HOME PHONE: [REDACTED]
SYMPTOMS: Driving Performance | Lack/Loss of Power | UNKNOWN | UNKNOWN
ANALYST NAME: # FordTCC-DM-PRD06-CRM OPEN ANALYST NAME: Data Migration user

COMMENTS:

- 2022-01-19 21:49:01 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED]
Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 60 Vehicle Purchase Status : Original Owner Ford
Credit Contract Number : [REDACTED] Part Number : F1FZ6006C Dealer Name : AutoNation Ford Margate Dealer P&A :
[REDACTED] Dealer phone : [REDACTED] VIN : [REDACTED] Year : 2016 Make : Ford Model : FOCUS
Mileage : 81097 Engine Specification : [REDACTED] Transmission Specification : [REDACTED] Warranty Start Date : 2016-12-04 Open
Recall/FSA : [REDACTED] ESP : [REDACTED] Hotline Contact : [REDACTED] Warranty History :
- 2022-01-19 21:52:05 Customer towed vehicle in as a no crank no start, customer had expressed that after maintaining and only driving his vehicle to work, it had overheated and wouldn't start again. The customer had also informed me that he noticed similar vehicles of higher trim levels had recalls that seemed to be the same problem he had with his car. After getting a diagnosis from the technician, it was determined that the vehicle would need a new long block and turbo due to a crack in the cylinder head and broken timing belt to oil pump causing engine damage. The customer expressed to me that he is incredibly distraught that the design of this engine has caused the vehicle to need a new one after only 81,097 miles. Financial assistance is being requested because the customer has enjoyed his ford during its rather short lifespan, but the cost of an engine job is a bit much for him to afford. Please help with anything possible, thank you.
- 2022-01-19 21:55:36 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 (IF NECESSARY) and complete the cost cap in OASIS. Then, provide last two (2) oil changes 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. After all of this is complete, we can move forward to the next step.
- 2022-01-27 23:58:12 second attempt 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 (IF NECESSARY) and complete the cost cap in OASIS. Then, provide last two (2) oil changes 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. After all of this is complete, we can move forward to the next step.
- 2022-02-01 23:54:42 I still have not received a response to my previous message. Without a reply via portal message, this case will close automatically in 7 days. 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 (IF NECESSARY) and complete the cost cap in OASIS. Then, provide last two (2) oil changes 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. After all of this is complete, we can move forward to the next step.

CASE NUMBER: [REDACTED] STATUS: Resolved
 OPEN: 03-31-2022 CLOSED: 06-02-2022 BUSINESS UNIT NAME: Ford
 RESPONSE TEAM: [REDACTED] NA CRC COMMUNICATION: Web
 CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - Repair |
 DEALER NAME: [REDACTED] Ford of Montpelier
 PA CODE: [REDACTED] DLR SALES CODE: [REDACTED] REGION: [REDACTED] ZONE: [REDACTED]
 VIN: [REDACTED] MODEL YEAR: 2017 MODEL: FOCUS MILEAGE: 94
 BODY STYLE: P3F - FOCUS SE 4DR SEDAN
 LAST NAME FIRST NAME MIDDLE: [REDACTED] J
 ADDRESS:
 CITY STATE ZIP COUNTRY: | | [REDACTED] |
 HOME PHONE: [REDACTED]
 SYMPTOMS: Start/Run/Move | Running | UNKNOWN | UNKNOWN
 ANALYST NAME: # FordTCC-DM-PRD08-CRM OPEN ANALYST NAME: Data Migration user
 COMMENTS:
 2022-03-31 18:54:37 Case Number [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED]
 Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 66 Vehicle Purchase Status : Original
 Owner Ford Credit Contract Number : Part Number : F1FZ6006C Dealer Name : [REDACTED] Ford of Montpelier
 Dealer P&A : [REDACTED] Dealer phone : [REDACTED] VIN : [REDACTED] Year : 2017 Make : FORD
 Model : FOCUS Mileage : 94891 Engine Specification : Transmission Specification : Warranty Start Date :
 2017-10-02 Open Recall/FSA : ESP : Hotline Contact : Warranty History :
 2022-03-31 18:56:17 Additional information is required to move forward with this request. Because this is a high dollar engine
 repair, you will need to complete the cost cap in OASIS. Then, provide last 2 oil changes records, Tech
 Findings, and Cost Cap. Be as detailed as possible, include the full tech story, as well as an itemized list of
 the parts and labor at warranty pricing. After all of this is complete, we can move forward to the next step.
 2022-04-18 21:05:13 Verified customers concerns, removed timing cover and found 28 teeth stripped off timing belt, performed
 bore scope inspection and could not see any signs of valve to piston contact, replaced belt and timed engine
 to perform compression test to verify if any valve train damage, compression test was even across all 3
 cylinders 70 psi. 10 hours diagnosis at this point.
 2022-04-18 21:06:06 Then, provide last 2 oil changes records and Cost Cap. Be as detailed as possible, include the full tech story,
 as well as an itemized list of the parts and labor at warranty pricing. After all of this is complete, we can move
 forward to the next step.
 2022-04-25 19:51:46 *WEB*COST CAP RESULTS PAGE
 2022-04-25 19:52:21 *WEB*
 2022-04-25 20:27:18 PERFORMED CHECKS ON NO START CONDITION, VEHICLE IS PARTIALLY TAKEN APART,
 PERFORMED COMPRESSION TESTS FOUND NO COMPRESSION IN ENGINE, SUSPECT VEHICLE IS
 OUT OF TIME, PERFORMED REMOVAL OF ENGINE OIL PAN TO CHECK BELT, AC COMPRESSOR
 BOLT BROKE OFF IN OIL PAN NEED TO REPLACE AND EXTRACT REMAINING BOLT FOUND FLEX
 PIPE ON CAT BROKEN BEFORE ATTEMPTING TO REMOVE TO REMOVE PAN, ALL BOLTS FOR HEAT
 SHIELD ARE VERY RUSTY AND HEADS ROUNDED OFF, SAME WITH VALVE COVER BOLTS,
 EXTRACTED BOLTS TO REMOVE COVERS AND CHECK BELTS FOUND BELT FAILED AND BELT
 DEBRIS IN OIL PAN, PERFORMED BORO SCOPE CHECKS OF PISTONS AND VALVES APPEARS
 VALVES HIT PISTONS JUST ENOUGH TO LEAVE IMPRESSIONS IN CARBON BUT DOESN'T APPEAR
 TO HAVE BENT VALVES AT THIS TIME, RECOMMEND REMOVING DEBRIS FROM OIL PAN, CLEANING
 PIP PICK UP AND REPLACING BELTS, RETIME ENGINE AND REASSEMBLE ENOUGH TO PERFORM
 ANOTHER COMPRESSION TEST, DISASSEMBLED ENGINE, CLEANED AND REPLACED TIMING
 COMPONENTS NEEDED, LOWER COVER ON TIMING BELT WAS BROKEN NEED TO REPLACE, WHEN
 ATTEMPTING TO REMOVE SCREW FOR OIL CONTROL SOLENOID BOLT STRIPPED, HAD TO EXTRACT
 BOLT WILL NEED TO REPLACE, WILL NEED TO REPLACE SOME HARDWARE DUE TO HEADS
 RUSTED OFF AND ROUNDED WHEN REMOVING, REASSEMBLED ENGINE ENOUGH TO PERFORMED
 COMPRESSION TEST, VEHICLE NOW HAS COMPRESSION, NEED TO REASSEMBLE REST OF THE
 ENGINE TO ENSURE NO OTHER DAMAGE HAS BEEN DONE TO ENGINE OR TIMING COMPONENTS,
 AT THIS TIME APPEARS ENGINE MAY BE OK WONT KNOW FOR SURE UNTIL VEHICLE IS RUNNING.
 COST CAP RESULTS PAGE AND OIL CHANGE RECORDS ATTACHED. DIAGNOSIS 10 HOURS-1072.20,
 TIMING BELT,OIL PUMP BELT,CRANK SEAL,COVER SEALANT AND GASKETS,OIL PAN BOLTS,FRONT
 COVER HARDWARE,EXHAUST HARDWARE,FLEX PIPE,GASKETS AND HARDWARE, ALL ONE TIME
 USE HARDWARE-1597.23, LABOR TO REASSEMBLE 10 HRS-1072.20 FOR A TOTAL OF 3741.63 PLUS
 TAX.
 2022-04-25 20:53:34 FMC has authorized \$3,540.00 towards repairs. An approval code has been generated in the FLL Request
 form based on the following participation: • Customer Share: \$2,360.00 • Ford Share: \$3,540.00 • FPS
 generated P11 Approval Code [REDACTED] Please contact the customer to advise of the decision.
 2022-05-12 16:50:24 *WEB*REPAIR ORDER NUMBER-246174 REPAIR ORDER OPEN DATE-4/05/2022 LINE NUMBER-D
 PARTS TOTAL-1597.23 LABOR TOTAL-2144.40 CUSTOMER SHARE-1496.65 FORD SHARE-2244.98
 THANK YOU!
 2022-05-12 18:56:49 DXS [REDACTED] (79220 received an IBC from dealership ([REDACTED] Ford of Montpelier) from the ASM [REDACTED]
 stating he needs to update numbers. Advised ASM to send a portal message with a new ro line # along with
 the updated numbers. No other assistance being requested at this time. Ford Motor Company © [REDACTED]
 [REDACTED] Dealer Experience Specialist, Ford CX Team xbarrien@ford.com | www.ford.com Office: [REDACTED]
 [REDACTED] ext 79220 Efax: [REDACTED]
 2022-05-24 12:49:01 DXS [REDACTED] Ext 79976 IBC from DLR Dealer needs to make correction to claim advised to send a portal to
 communicate with fast path team they don't receive calls. Dealer has sent noted advised not received but not
 reviewed agents aren't notified when notes are added only portals. Dealer has another case customer will be
 in loaner until December for parts back order. I advised to submit a copis case, follow up with agent as you
 would in the IWL process and can submit a FAR for the difference not covered by esp. Also advised can
 request assistance in getting the part expedited. Next-Steps: no further action Ford Motor Company ©
 [REDACTED] Dealer Experience Specialist, Ford DX Team DSCRUGG6@ford.com | www.ford.com
 office: [REDACTED] ext. 79976 Monday - Friday 7:00 a.m. -3:30 p.m.
 2022-05-24 14:54:23 REPAIR ORDER NUMBER-246174 REPAIR ORDER OPEN DATE-4/05/2022 LINE NUMBER-D PARTS
 TOTAL-1597.23 LABOR TOTAL-2144.40 CUSTOMER SHARE-1496.65 FORD SHARE-2244.98
 2022-05-24 14:55:18 Line# D FMC has authorized \$2,244.98 towards repairs. An approval code has been generated in the FLL
 Request form based on the following participation: • Customer Share: \$1,496.65 • Ford Share: \$2,244.98 •
 FPS generated P11 Approval Code [REDACTED] Please contact the customer to advise of the [REDACTED] Page 1 of 5
 PE25-020 000007 GCCT_SUBJECT_A3



Smart Cost Cap - Results

P&A Code Primary

Data Range Last 15 Days All

Claim Type

Requested Date

Request Number

Please Note: To begin final Cost Cap Analysis, first select the Cost Cap you wish to review from the list above. Then, add any Special Circumstances below you may have for this repair, and select the button "Show Parts Result" to continue.

Special Circumstance

If there is a special circumstance to your repair, please select which one applies and provide details regarding it.

- Traveling Owner
- Units already down for X Days
- Previous Repair Attempts

Enter Max 250 characters

0/250

Parts Results:

The components listed below were searched and pulled from the Online ECAT Parts Catalog based on your parts selection. Please carefully review the list of parts below and verify the needed parts in the list.
If any parts are included that you do not need for the repair, then you should remove them by selecting the checkbox in the "NOT Required" column and selecting the "Remove Selected Parts" link at the top of the list.

Base Part Number	Service Part Number	Description	Parts Req. Quantity	Parts Available	NOT Required
6009	CM5Z-6009-B	Cylinder Assy - Short Block, Oil Pan Baffle Deleted, No Longer Required, Includes: Pistons, Connecting Rods, Crankshaft And All Bearing	1	Y	<input type="checkbox"/>

*Total

Available - 1
Emergency - 0
Not Available - 0
Not Applicable - 0

Cost Cap Information for Request ID

P&A Code -
Request Number -
Requester -
Date Requested - 04/25/2022
Completion Time - 2022/04/25 15:15:00
VIN -
Vehicle Model - Focus
Assembly Type - Engine
Repair Order - 246174
Repair Order Date - 04/05/2022
Mileage - 94981
Warranty Start Date - 10/02/2017
Coverage Type - New Vehicle Warranty

Repair Labor Results:

Labor Hours to Repair - 15.9
Labor Hours to Replace - 11.9

**the labor operations selected were chosen as they are the most commonly occurring ops for this repair per claims data. Your actual labor time may vary.*

Special Circumstance:

Traveling Owner - No
Unit Down Days - No
Potential Repeat - No

Comments:

Results for Request ID

Repair

Based the parts and repair information given, it is more effective to repair this assembly with lower level components. Please order the necessary components and repair the assembly.

NOTE: this decision was based on your inputs and information and does NOT approve, validate, or confirm repair or vehicle's eligibility for warranty or Ford Protection coverage.

Justin Scott

Jscot261@Ford.com

Invoice No [REDACTED]

Page: 1 of 1

Buzzi's Garage

35 Farwell St.
Barre, VT 05641
802-476-7491

September 09, 2021

Billed To:

[REDACTED]
Fairlee, VT
[REDACTED]

QTY	Description	Amount
1	Left Hand Headlight Capsule	13.54
4.9	qts 5w-20 Oil @ 4.50/qt	22.05
1	Oil Filter	13.27
1	Labor on Change oil and filter. Lube chassis. Check all fluid levels, engine air filter, and lights; replace left hand headlight capsule. Set tire pressures. Reset oil life monitor and test drive.	60.00
	VT Sales Tax 6% Parts: 48.86	2.93
	Total:	111.79

Vehicle Information:

Black 2017 Ford Focus 1.0L

VIN: [REDACTED]

VT Reg [REDACTED]

Mileage: 89,221

Thank you, Buzzi's Garage

Invoice No [REDACTED]

Page: 1 of 1

Buzzi's Garage

35 Farwell St.
Barre, VT 05641
802-476-7491

March 09, 2021

Billed To:

[REDACTED]
Fairlee, VT [REDACTED]
[REDACTED]

QTY	Description	Amount
1	Cabin Air Filter	30.37
4.9	qts 5w-20 Oil @ 4.50/qt	22.05
1	Oil Filter	13.27
1	Labor on Change oil and filter. Replace the cabin air filter.	60.00
	Lube chassis. Check all fluid levels, engine air filter, lights,	
	and battery. Set tire pressures. Reset oil life monitor and	
	test drive.	
	VT Sales Tax 6% Parts: 65.69	3.94
	Total:	129.63

Vehicle Information:
Black 2017 Ford Focus 1.0L
VIN: [REDACTED]
VT Reg. [REDACTED]
Mileage: 85,721

Thank you, Buzzi's Garage

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 04-04-2022 CLOSED: 04-04-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford SUV-CUV NA CRC COMMUNICATION: Social Media
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-[REDACTED] Vehicle |
DEALER NAME: Maguire Ford
PA CODE: 00624 DLR SALES CODE: 13630 REGION: N1 ZONE: N1W
VIN: [REDACTED] MODEL YEAR: 2015 MODEL: FOCUS MILEAGE: 112,005
BODY STYLE: P3F - FOCUS SE 4-DR SEDAN
LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED] |
ADDRESS:
CITY STATE ZIP COUNTRY: | | [REDACTED]
HOME PHONE: [REDACTED]
SYMPTOMS: Start/Run/Move | Moving | UNKNOWN | UNKNOWN
ANALYST NAME: # FordTCC-DM-PRD10-CRM OPEN ANALYST NAME: [REDACTED]
COMMENTS:

Customer:
Get Started

Ford Service:
Good morning, [REDACTED]. Thank you for taking the time to send us a private message. My name is [REDACTED] and I am a social media agent for Ford. How can I assist you today?

Customer:
[REDACTED] I hope your day is well, I'm messaging in regards to a 2015 Ford Focus, 1.0L eco boost. Timing belt broke at 112k, manual states it doesn't have to be changed until 150k miles. Had its inspection done at 90k by a ford/Nissan dealer. Took it to a ford dealer in town and says they can't do anything to help replace the motor because the ford/Nissan dealer is NOW just a Nissan dealer so they don't recognize it as strictly a ford dealer I'm not looking for you guys to replace the motor like I had hoped because let's be honest no one has the motor available for under 5k, which the car (now paid off 3 weeks ago at \$16k) isn't worth the time effort or funds to repair is this something ford will by back or assist with? First ford product I've owned and can say for the price ect was not impressed

Ford Service:
I appreciate you sharing this with me. We can certainly see why you have reached out to us regarding your timing belt breaking on your Ford Focus. I'd like to look into things on my end. Could you provide the following information?
VIN
Current mileage
Full name
The vehicle owner's full name and your relation (if you are not the owner)
Zip code
Preferred method of contact
Phone number (and if this is a mobile number)
Email address
The dealership and location you have been working with

Customer:
Certainly, as both the person I spoke to on the phone with from ford in [REDACTED] and the dealer both relayed incorrect information The car is now mine, the registered owner is my sister [REDACTED].

Vin: [REDACTED]
[REDACTED] 112,005
My name is [REDACTED]
[REDACTED] (cell)
Email is [REDACTED]
And it's Magyars ford in [REDACTED]. They are not interested in helping with the premature belt break as they are more worried about selling us a motor and installation instead of fixing it. The car had its maintenance inspection at the ford Nissan dealer of maguires in [REDACTED] where the car was purchasing 3,000 miles on it. They said all the belts and components were in good shape. But car was there for an hour and it takes a lot more time than that to access the timing belt cover so I highly doubt they actually did check the timing belt

Ford Service:
What is your zip code? I just want to make sure I have all the correct information.

Customer:
Oh sorry [REDACTED]

Ford Service:
Not a problem. Thank you for taking your information with me, [REDACTED]. For customers' awareness, we run all the VINs we receive through our system to check for any active safety recalls or Customer Satisfaction Programs (CSPs) that may be currently associated with it. After running your VIN through our system, I do see that you have the safety recall for [REDACTED] Clutch Pressure Plate Cracks associated with your vehicle. If you have not already I advise that you reach out to your dealership as soon as possible to address this concern. If you would ever like to check for open recalls or outstanding field service actions, you may do so at the following link <https://owner.ford.com/tools/account/maintenance/recalls.html>. Going back to your original concern, I am in the process of creating a case for you. Could you provide the following details?
Type of purchase [new - used from the dealer - Certified Pre-Owned (CPO) - private sale or gift]:
Purchase state:
Purchase date:
Mileage at the time of purchase:
Name of selling dealer, business, or seller:
State/province where the vehicle is currently registered:
Is the vehicle primarily used for personal or business reasons?
If a business, the total number of vehicles the business has registered:
Primary mechanical concern for buyback request:
Is the vehicle currently at the dealer?
If the vehicle is currently at the dealer:
-Name of dealer (if applicable) and Service Advisor (SA):
-Date vehicle arrived at the dealer:
-Does the customer require a rental?

Customer:
I have a case number the warranty people made before they stopped trying and dropped the ball And the dealer did not tell me if that recall were more concerned with getting \$10,000 out of us to replace the motor
The number they gave me was [REDACTED]

Ford Service:
I appreciate you sharing that with me. I am in the process of creating another case for you. Could you provide the above information?

Customer:
I don't have all the info in front of me
It's currently at [REDACTED] a girl named [REDACTED] is the advisor. No rental or loaner car was provided
Personal vehicle.

Timing belt broke prematurely before the 150,000 replacement recommendation. And not worth us putting a \$10,000 motor in the car as it was purchased for \$16,000 in 2018 and now is only blue booked in running condition for \$7,500

Has been at the dealer for 3 weeks going on 4

The other information I would have to get from my sister when she gets out of work.

Type of purchase [new - used from the dealer - Certified Pre-Owned (CPO) - private sale or gift]:
-Date vehicle arrived at the dealer:
-Does the customer require a rental?

Ford Service:

Not a problem. Feel free to provide the other information at your earliest convenience.

Type of purchase [new - used from the dealer - Certified Pre-Owned (CPO) - private sale or gift]:

-Date vehicle arrived at the dealer:

-Does the customer require a rental?

Customer:

Used cpo I believe march 16th and we rented A car already because Ford was not willing to provide a loaner. And the insurance company require diagnostic before covering a rental

Ford Service:

Thanks for providing that information. Thank you for reaching out to Ford Motor Company with this concern. I will be escalating this case to a Customer Experience Specialist on the escalated support team. They will contact you through your preferred/best contact method within 1 business day to assist you. Your case number is [REDACTED]

Will you please take a quick two question survey to rate your experience?

2022-04-04 16:53:20

Type of purchase [new - used from the dealer - Certified Pre-Owned (CPO) - private sale or gift]: Used CPO

Purchase state: New York

Purchase date: 2018

Mileage at the time of purchase: under 4000 miles

Name of selling dealer, business, or seller: maguire ford and Nissan

State/province where the vehicle is currently registered: New York

Is the vehicle primarily used for personal or business reasons? Personal

If a business, the total number of vehicles the business has registered:

Primary mechanical concern for buyback request: Timing belt broke prematurely before the 150,000 replacement recommendation. And not worth us putting a \$10,000 motor in the car as it was purchased for \$16,000 in 2018 and now is only blue booked in running condition for \$7,500

Is the vehicle currently at the dealer? Yes

If the vehicle is currently at the dealer:

-Name of dealer (if applicable) and Service Advisor (SA): maguire ford, [REDACTED]

-Date vehicle arrived at the dealer: March 16

-Does the customer require a rental? No

2022-04-04 19:16:49

[REDACTED]/ext 79702/sloya4@ford.com office: [REDACTED] ext. 79702 Mon-Fri | 8:30 AM-5PM CST
New case created by Social Media Customer already denied financial assistance in previous case on 03/30
[REDACTED] Cxs will resolve [REDACTED] Customer Experience Specialist Office: [REDACTED] ext. 79702

2022-04-07 15:20:20

CLV: N/S WSD: 06-January-2016 MILES: 112501 VIN: [REDACTED] IBC: 18S07
CLUTCH PRESSURE PLATE CRACKS. The timing belt blew prematurely and the engine is dead. New case created by Social Media Customer already denied financial assistance in previous case on 03/30 [REDACTED]
[REDACTED] NEXT STEPS:FLP denial While Ford Motor Company would like to assist with your repair cost, due to your vehicle being outside of warranty, we are unable to assist financially at this time. Your time/mileage has exceeded the limit by XX number of days/XX number of miles. I have researched all of our available Ford resources and was unable to locate a program that qualifies you for financial assistance. Ford Motor Company® Customer Experience Specialist/Dealer Experience Specialist, Ford CX/DX Team [REDACTED]
[REDACTED] O: [REDACTED] ext. [REDACTED] Jranso14@ford.com [REDACTED]

CASE NUMBER: [REDACTED]
OPEN: 08-09-2022 CLOSED: 08-09-2022
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC
CASE CLASS LV 1234: Feedback | Product | |

STATUS: Information Provided
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone

DEALER NAME:

PA CODE: DLR SALES CODE:
VIN: [REDACTED] MODEL YEAR: 2015

REGION: ZONE:
MODEL: FOCUS MILEAGE: 147,000

BODY STYLE: P3F - FOCUS SE 4-DR SEDAN

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

ADDRESS:

CITY STATE ZIP COUNTRY: | | [REDACTED] |

HOME PHONE:

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

ANALYST NAME: # FordTCC-DM-PRD05-CRM

OPEN ANALYST NAME: [REDACTED]

COMMENTS:

2022-08-09 22:06:47

[REDACTED]/Ext.79732/adraut@ford.com:

IBC from CUST who is wanting to comment on a VEH he purchased used a year ago. VEH was in good shape when he purchased it. VEH has less than 150k miles at this time, and the timing belt has broken and the engine is needing to be replaced. CUST is very upset with this and finds it to be unacceptable that an engine can go out on a VEH that soon. CUST states that this is his first Ford VEH and it is going to be his last. VEH is currently at an independent shop and the estimate for the repair is approx \$7000 and CUST paid \$4800 for the VEH, and does not think it makes a ton of sense to pay for the repair. Radio also went out on VEH a little over a month before the engine went out, and the only repair would be to replace the entire radio. CUST is pretty upset that there are some large issues with the VEH before 150k miles. CUST thinks the 1.0L EcoBoost engine is a bad engine and should not be used going. Provided CUST with case number and CXS contact information in the event further assistance is needed.

NEXT STEPS: Disposition and close case.

Ford Motor Company ©
[REDACTED]
Customer Experience Specialist, Ford CX Team
adraut@ford.com | www.ford.com
O: [REDACTED] ext. 79732
Office Hours: Mon - Fri 8:45 AM - 5:15 PM CST

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 12-26-2022 CLOSED: 12-26-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Inquiry | Maintenance Requirements | |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2015 MODEL: FOCUS MILEAGE:
BODY STYLE: P3K - FOCUS SE 5-DR HATCH
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-PRD05-CRM OPEN ANALYST NAME: [REDACTED]

COMMENTS:

2022-12-26 14:46:05 IBC from customer Customer calling due to vehicle not starting. wet belt is a concern for the customer. Customer wants to know how many miles to change timing belt. I advised the customer to go to the dealer for a second opinion. Customer stated this is something that has already been done multiple times. The vehicle is currently at her father's garage due to Ford not operating on it. Customer stated that she will provide the dealer the case number to follow up. Next Steps- close case. [REDACTED] She | Her | Hers Customer Experience Specialist Experience Specialist, Ford CX Team _ O: [REDACTED] 79377

2022-12-30 20:18:21 ibc-cust calls in requesting to make complaint on veh as as well as get repair assistance due to dealership not being able to repair veh informed cust i would have agent return call NEXT STEP: notate case CXS [REDACTED] Customer Experience Specialist Ford CX Team TWILS226@ford.com | www.ford.com office: [REDACTED] ext. [REDACTED] Ford Confidentiality: [REDACTED] For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license numbe

2023-01-05 20:21:13 IBC FROM CUST: says she was expecting call back from agent friday , but never received call. cust mentioned her dad got her a lawyer for this specific issue o advised cust that i will need lawyer contact info of lawyer and any contact moving forward will be with the legal team. cust them said wll she does not have one personally so she wants to proceed , placed customer on hold to confirm some info and cust disconnected

2023-01-05 20:53:03 OBC from customer [REDACTED] I contacted customer regarding her current vehicle repair. The customer stated she wants to speak with a manager due to her having issues with her car having a wet belt. The European engine is becoming an issue with technicians. The customer states the dealer have no clue what to do with engine. The vehicle is currently in the possession of the customer. Her father has attempted to work on the vehicle but has had no luck. The customer is stating that her father will seek legal action if this matter is not resolved. The customer stated having issues with the engine a year ago. The vehicle was purchased from: Cortese Ford Lincoln, Inc. [REDACTED] the vehicle was last taken to dealer below: Van Bortel Ford, Inc. [REDACTED] I informed customer If you would like ford to assist with repair the vehicle has to be returned to the dealer. she stated that she will call her father and follow back up with the case number. Next Steps- update case notes [REDACTED] She | Her | Hers Customer Experience Specialist Experience Specialist, Ford CX Team _ O: [REDACTED]

2023-01-05 21:12:13 IBC from customer The customer reached out to Dad and stated the vehicle is located at a 3rd party mechanic. The customer states the vehicle is torn apart and cannot be towed at this time. The customer states they will not put vehicle back together to bring it back to Ford to do nothing. Next steps- update case notes [REDACTED] She | Her | Hers Customer Experience Specialist Experience Specialist, Ford CX Team _ O: [REDACTED]

2023-02-16 20:30:24 Customer wanted to speak to agent gave her the EXT and transferred her sent webex message' Respectfully, Ford Motor Company © CXS [REDACTED] Customer Experience Specialist, SUV Team [REDACTED] |www.ford.com office: [REDACTED] ext.79025 M-F 8:30-5:00

2023-02-16 20:40:41 Customer wanted to speak to agent. Confirmed cust had the right ext, tried to transfer but ext doesn't work, her sent webex message' [REDACTED] Cust would like to be called back Next Steps: notate case [REDACTED] She | Her | Hers Customer Experience Specialist-Concern Team O: [REDACTED] ext. [REDACTED] U [REDACTED] @FORD.COM

CASE NUMBER: [REDACTED]
OPEN: 04-11-2023 CLOSED: 04-12-2023
RESPONSE TEAM: Tier 3 Consumer Affairs NA CRC
CASE CLASS LV 1234: Consumer Intervention | Third Party | |
DEALER NAME: [REDACTED] Sales
PA CODE: 01402 DLR SALES CODE: 16213
VIN: [REDACTED] MODEL YEAR: 2017
BODY STYLE: P3F - FOCUS SE 4DR SEDAN
LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: WILMINGTON | DE | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driving Performance | Stalls/Quits | UNKNOWN | UNKNOWN
ANALYST NAME: # FordTCC-DM-PRD07-CRM
COMMENTS:
2023-04-12 12:28:07

STATUS: Information Provided
BUSINESS UNIT NAME: Ford
COMMUNICATION: Email
REGION: [REDACTED] ZONE: [REDACTED]
MODEL: FOCUS MILEAGE:

AGENCY: BBB
DATED: 04/11/2023
FILE: [REDACTED]
SCANNED: 04/11/2023
RECEIVED: 04/11/2023
C/S: Recently my motor seized up due to a known issue of the timing belt breaking this causing the oil pump not to distribute oil as necessary and no public service announcement was conducted to consumers so we may take preventative actions to prevent this catastrophic event from happening. Also, when this event happens, it seems as though Ford will do absolutely nothing to assist in the repair.
CUST SEEKS: Billing Adjustment
CONSUMER AFFAIRS SCANNING INFORMATION FOR HANDLING.

2023-04-12 12:28:14

04/12: cboehm2 x 76792
Vin not found on OGC vin list

2023-04-12 12:28:26

04/12: Drafted response to 3rd party agency and copied customer. CALA closing case.

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 05-15-2023 CLOSED: 05-25-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: [REDACTED] NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - Repair |
DEALER NAME: [REDACTED] Ford, Inc.
PA CODE: [REDACTED] DLR SALES CODE: [REDACTED] REGION: G5 ZONE: G5U
VIN: [REDACTED] MODEL YEAR: 2018 MODEL: FOCUS MILEAGE: 79,574
BODY STYLE: P3F - FOCUS SE 4DR SEDAN
LAST NAME FIRST NAME MIDDLE: [REDACTED] [REDACTED]
ADDRESS:
CITY STATE ZIP COUNTRY: | | [REDACTED] |
HOME PHONE: [REDACTED]
SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | Always
ANALYST NAME: # FordTCC-DM-PRD06-CRM OPEN ANALYST NAME: Data Migration user

COMMENTS:

2023-05-15 19:28:18 Case Number [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 84 Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : [REDACTED] Part Number : [REDACTED] Dealer Name : [REDACTED] Ford, Inc. Dealer P&A : [REDACTED] Dealer phone : [REDACTED] VIN : [REDACTED] Year : 2018 Make : FORD Model : FOCUS Mileage : 79574 Engine Specification : [REDACTED] Transmission Specification : [REDACTED] Warranty Start Date : 2018-08-30 Open Recall/FSA : ESP : Hotline Contact : Warranty History :

2023-05-15 19:30:24 FAR-customer had a hard to diag engine concern that we had a fse involved in. will need internal engine repair

2023-05-15 19:30:56 Additional information is needed to assist with this case. Please provide information on the specific repair being done via portal message.

2023-05-16 00:00:13 ibpm form dlr we have worked with fse for two days to determine base engine concern and found timing belt had teeth missing from it and will need a new cylinder head, timing belts and all related parts due to failed belt
----- updated

2023-05-16 16:59:03 FMC has authorized \$2,982.11 towards repairs. An approval code has been generated in the FLL Request form based on the following participation: • Customer Share: \$1,988.08 • Ford Share: \$2,982.11 • FPS generated P11 Approval Code [REDACTED] Please contact the customer to advise of the decision.

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 03-11-2024 CLOSED: 03-21-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Ford Employee Customer Support NA CRC COMMUNICATION: Email
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | CCT Criteria |

DEALER NAME:

PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2018 MODEL: FOCUS MILEAGE:

BODY STYLE: P3F - FOCUS SE 4DR SEDAN

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

ADDRESS: [REDACTED]
[REDACTED] COUNTRY: [REDACTED] USA

HOME PHONE:

SYMPTOMS: Driving Performance | Hesitates/Stumble | UNKNOWN | UNKNOWN

ANALYST NAME: # fordprodprojectadvocate

OPEN ANALYST NAME: [REDACTED]

COMMENTS:

2024-03-11 17:03:29

COPY KEY DATA Case Number : [REDACTED] Customer : [REDACTED] Mobile Phone : [REDACTED]
[REDACTED] LTV Score : Vehicle Purchase Status : Dealer Name : [REDACTED] Ford Dealer P&A : 09837 Dealer
phone : [REDACTED] VIN : [REDACTED] Year : 2018 Make : FORD Model : FOCUS Mileage :
77000 Engine Specification : [REDACTED] Transmission Specification : 6 Speed Manual Trans - B6 Warranty
Start Date : 2018-03-19 Open Recall/FSA : NONE ESP : NONE Hotline Contact : NONE RELATED Warranty
History : NONE RELATED

2024-03-11 17:06:16

FEFFS [REDACTED] Ext [REDACTED]

OBC to CUST: Recorded, loyalty, contact, role, CASE #

Addy: [REDACTED]

Preference//phone

[REDACTED] Ford was too busy to repair his engine. CUST stated he went to [REDACTED] Automotive. They stated the VEH had a lot of debris/low oil pressure/vacuum pump fail/rods failed. Wanted to be reimbursed about \$8k for rental and repair but not @ Ford DLR.

Adv CUST BC he didn't go to a Ford DLRSHIP, there are no programs Ford has to repay him for this. I offered him an ESP, but will not be doing that in the future as I know now we don't do that. But I promised him, so I emailed the info to him.

OBE to CUST:

From: [REDACTED]
Sent: Monday, March 11, 2024 12:34 PM
To: [REDACTED]
Subject: Ford Friends and Family Case # [REDACTED] /Extended Warranty Choices

Dear Mr. [REDACTED],
Please answer these few questions and get back to me ASAP.

Name on the vehicle title:
Current vehicle mileage:

I understand your feelings, but we have some processes that we cannot deviate from, and the biggest is the vehicle must be repaired at a Ford dealership and be within 7/100K. We would've helped you out with the rental as well. Please remember that going forward.
Used PremiumCare

It is our most comprehensive service contract available. It covers over 1,000 vehicle components, for up to 3 years from the date of the request, or 36,000 miles (odometer reading), whichever comes first.
Ford Protect PremiumCare (Used) coverage is 100% backed by Ford Motor Company, using Ford-authorized parts for covered repairs and factory-trained and certified technicians.

If any future repairs are needed, the Extended Service Plan provides rental car coverage for up to 10 days and covers towing costs up to \$100. There is no limit to the number of repairs during the coverage period, and there is only a \$100 deductible per occurrence.

Used PowertrainCARE
For vehicles outside the Bumper-to-Bumper warranty period, PowertrainCARE provides critical engine and transmission component coverage. PowertrainCARE is also available on incomplete vehicles.

Covers 29 vital components, including engine, transmission, rear-wheel-drive axle, and front-wheel-drive axle. Plan terms: 3 years/36,000 miles begins at the date of the request (Includes incomplete vehicles).
The deductible is \$100 per occurrence.

Sent ESP Choices to CUST

FEFFS f/u NLT Wednesday 3/13/24 for their choice of ESP and close case after processed

Ford Motor Company ©
[REDACTED]
Ford Employee Friends and Family Support Manager
[REDACTED] | www.ford.com
office: [REDACTED] ext. [REDACTED]
Monday - Friday 8:30 AM to 5:00 PM Eastern

2024-03-13 13:01:08

FEFFS [REDACTED] Ext [REDACTED] OBC to CUST/[REDACTED] @ [REDACTED] LVM stating I had sent an email to him regarding the ESP choice. Adv I will f/u tomorrow FEFFS f/u 3/14/24 w/CUST for ESP choice NEXT STEPS: If no contact, UTC and close case. Ford Motor Company © [REDACTED] Ford Employee Friends and Family Support Manager [REDACTED] | www.ford.com office: [REDACTED] ext. [REDACTED]
Monday - Friday 8:30 AM to 5:00 PM Eastern

2024-03-14 15:42:37

IBC FROM: [REDACTED]

CUSTOMER STATE: he want to speak with EXT: [REDACTED] CXS [REDACTED]. She left him a message stating to give her a call back.
CUSTOME WANTS FROM FMC: N/A
CXS ADVISED CUSTOMER: I Webex CXS [REDACTED] and she stated she was available to take the call.
Call drop while trying to transfer

VIN: N/A
YEAR/ MODEL: N/A
MILEAGE: N/A
CLV: n/a
FLP: n/a
VEHICLE AT DEALER: N/A

NEXT STEPS: NONE

Ford Motor Company @
Customer Relationship Center – Truck Team
[REDACTED] (CXS)
[REDACTED] EXT: 79309
kgamb121@ford.com | www.ford.com

2024-03-14 15:53:32

FEFFS [REDACTED] Ext [REDACTED] IBC from CUST/[REDACTED] Name on the vehicle title: [REDACTED] Current vehicle mileage: [REDACTED] Chose PremiumCare CUST did not have VEH in his possession and does not use the FordPass APP. He will have to call me tomorrow to let me know his exact mileage. FEFFS f/u 3/15/24 if I do not hear from CUST myself. Ford Motor Company @ [REDACTED] Ford Employee Friends and Family Support Manager [REDACTED] | www.ford.com office: [REDACTED] ext. [REDACTED] Monday - Friday 8:30 AM to 5:00 PM Eastern

2024-03-15 17:43:57

FEFFS [REDACTED] Ext [REDACTED]

IBC from CUST w/his mileage w/is [REDACTED]

Adv CUST the ESP w/attach to his VIN in about 5 biz days at which time I will send him out a closing email, Adv survey.
Adv in 4-6 weeks he will receive paperwork in mail.

Transmitted ESP

FEFFS f/u NLT 3/19/24 ESP transmission and close case.

Could not refund anything BC he did not go to a Ford DLR.

Ford Motor Company @
[REDACTED]
Ford Employee Friends and Family Support Manager
[REDACTED] | www.ford.com
office: [REDACTED] ext. [REDACTED]
Monday - Friday 8:30 AM to 5:00 PM Eastern

2024-03-15 17:44:11

Ford ESP Case Transmission CASE NUMBER: [REDACTED]

2024-03-19 13:38:33

FEFFS [REDACTED] Ext [REDACTED]

OBE to CUST:

From: [REDACTED] (R.)
Sent: Tuesday, March 19, 2024 9:36 AM
To: [REDACTED]
Subject: Ford Friends and Family Case # [REDACTED] /
Dear Mr. [REDACTED]

Your extended warranty has not yet attached to your VIN#. I will follow up with you no later than Thursday 3/21/24 for another update.
Thank you for being part of the Ford family.

Ford Motor Company @
[REDACTED]
FEFFS f/u NLT 3/21/24 for ESP Update/Close case
Ford Motor Company @
[REDACTED]
Ford Employee Friends and Family Support Manager
[REDACTED] | www.ford.com
office: [REDACTED] ext. [REDACTED]
Monday - Friday 8:30 AM to 5:00 PM Eastern

FEFFS [REDACTED] Ext [REDACTED]

OBE to CUST: Closing

From: [REDACTED] (R.)
Sent: Thursday, March 21, 2024 12:17 PM
To: [REDACTED]
Subject: Ford Friends and Family Case # [REDACTED] /CLOSING

Dear Mr. [REDACTED],

Thank you for contacting Ford Motor Company and allowing us to assist you with your 2018 Ford Focus. We hope that your experience was both pleasurable and valuable. Our primary goal is to leave a positive customer experience with you as one of our valued customers.

Regrettably, your Ford dealership was too busy to assist you in the timely manner you required, and we were not able to refund you because using a Ford dealership for all repairs is required for assistance. But we were able to get to you a complimentary extended warranty of your choice, PremiumCare. This has attached to your VIN and you're able to use this as of today. You will receive the paperwork for this warranty in the mail in 4-6 weeks, for your records.

We hope that your experience with Ford Motor Company met your expectations. If there were any delays on our end, we sincerely apologize as we are working against some tough times and appreciate your patience.

If you have any further questions or concerns regarding this repair, please let us know by contacting us via phone with your case number [REDACTED]

You may receive an email survey from Ford Motor Company. I ask that you take a few minutes to respond to the survey and provide them with your feedback regarding my handling of your concern.

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

Respectfully,

Ford Motor Company @
[REDACTED]

FEFFS sent out closing emails and CLOSED CASE

Ford Motor Company @
[REDACTED]
Ford Employee Friends and Family Support Manager
[REDACTED] | www.ford.com
office: [REDACTED] ext. [REDACTED]
Monday - Friday 8:30 AM to 5:00 PM Eastern

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 05-17-2024 CLOSED: 05-17-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Recall NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Outside Criteria |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: ██████████ MODEL YEAR: 2017 MODEL: FOCUS MILEAGE: 120,000
BODY STYLE: P3F - FOCUS SE 4DR SEDAN
LAST NAME FIRST NAME MIDDLE: ██████████ | ██████████ | ██████████
ADDRESS: ██████████
██████████ COUNTRY: ██████████ | IN | ██████████ | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Stalls/Quits | UNKNOWN | UNKNOWN
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: FordTCC-DSUnknow-Prod-CX

COMMENTS:

2024-05-17 17:17:26

CUST SAYS: Calling about recall 23S64. This is for 2016-2018 model For focus vehicle. His's not on a recall and automatic. Timing belt engine no longer runs. Took the oil drained to car to a ford dealer. Belt was on the oil. Asking why his vehicle is not part of the recall PER CUST DLR SAYS: N/A CRC ADVISED: Vehicle is not involved in any recall. Recalls are always VIN specific not all veh with the same year make and model have the same recall. If vehicle is not involved, this means that it was built on a different date, different plant and is using a different part than those affected vehicles. Ford Motor Company and the National Highway Traffic and Safety Administration (NHTSA) work together to proactively identify areas of concern through investigation of consumer and dealer feedback. Your concern is reviewed internally with our engineers as well as the information is sent to the National Highway Traffic and Safety Administration (NHTSA) which is how recalls are created based off customer feedback. 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. Advised I don't have the data why his vehicle is not part of a recall

CASE NUMBER: [REDACTED]
OPEN: 06-27-2024 CLOSED: 08-09-2024
RESPONSE TEAM: Dealer NA US Informational
CASE CLASS LV 1234: Dealer - Information | Documentation Only | |
DEALER NAME: Rochester Ford
PA CODE: 03830 DLR SALES CODE: 58538
VIN: [REDACTED] MODEL YEAR: 2017
BODY STYLE: P3F - FOCUS SE 4DR SEDAN
LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED] | |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: ROCHESTER | [REDACTED] | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Driving Performance | Lack/Loss of Power | Not Listed | UNKNOWN
ANALYST NAME: # FordTCC-DS-PROD01-CX

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Web
REGION: G5 ZONE: G5B
MODEL: FOCUS MILEAGE: 100,800
OPEN ANALYST NAME: FordTCC-DSUnknow-Prod-CX

COMMENTS:
2024-06-27 14:31:15

*WEB*Guest came to us with a tow in for engine failure we found (23S64 Certain 2016-2022 Model Year vehicles equipped with 1.0 Liter Fox Engines - Engine Oil Pump Belt Tensioner Replacementbut) found for some reason this vehicle is not on the vin list but we have matching build site, vehicle is with in build dates and is a qualifying year make model equipped with a 1.0 so unsure as to why we cannot get this vehicle added to recall. Guest is quite distraught about this high cost being over \$8000 guest was advised to contact Ford Motor regarding the issue. TECH DIAGNOSIS VERIFIED CUSTOMER CONCERN. RAN OASIS AND FOUND NO MESSAGES. LIFTED VEHICLE AND DID NOT FIND ANY PHYSICAL DAMAGE. TRIED TO TURN OVER AND FAILED. REMOVED HIGH PRESSURE FUEL PUMP AND CRANKED OVER AND DID NOT SEE CAMS MOVE. TOOK OIL CAP AND INSPECTED OTHER CAM FOR MOVEMENT AND VERIFIED NEITHER SPUN. TOOK OIL SAMPLE AND VERIFIED TIMING BELT MATERIAL WAS FOUND DUE TO BEING GRITTY. VERIFIED TIMING BELT SNAPPED/BROKE. RECOMMEND NEW LONG BLOCK TO CORRECT ISSUE

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 01-21-2025 CLOSED: 01-22-2025 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Correspondence NA CRC COMMUNICATION: Letter
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Outside Criteria |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2015 MODEL: FOCUS MILEAGE: 76,304
BODY STYLE: P3F - FOCUS SE 4-DR SEDAN
LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED] |
ADDRESS:
CITY STATE ZIP COUNTRY: | | [REDACTED] |
HOME PHONE:
SYMPTOMS: Start/Run/Move | Noise | Moving/Driving | UNKNOWN
ANALYST NAME: # FordTCC-DM-PRD04-CRM OPEN ANALYST NAME: # fordprodprojectadvocate
COMMENTS:
2025-01-22 16:40:10

Please note: The Correspondence team responds to inbound USPS letters only and does not have the ability to make outbound phone calls, emails or follow-up on cases. All inbound phone calls and update requests should be handled according to normal inbound processes. ** NOT A CUSTOMER FACING AGENT ** DO NOT PROVIDE CONTACT INFORMATION TO CUSTOMER!

LETTER UNDATED

CUST SAYS:
SEEKING COVERAGE FOR ENGINE REPLACEMENT

PER CUST, DLR SAYS: N/A

CRC SAYS:

Hello [REDACTED],

My name is [REDACTED], I am from Ford's Customer Relationship Center (CRC). We have received your correspondence regarding a concern with your 2015 Ford Focus. I am grateful for the opportunity to address this matter.

Thank you for taking the time to write to us. We appreciate you informing us about the issue you've encountered with the timing belt, which necessitates an engine replacement. We know how frustrating it can be when unexpected problems arise, and we apologize for any inconvenience you've experienced.

Please keep in mind that Ford Motor Company considers several factors when determining which vehicles are affected by a recall. If your vehicle is identified during this process, you will receive a notification by mail with additional details. For your convenience, you may also track recalls on your vehicle at <https://www.ford.com/support/recalls/>.

Currently, your vehicle is affected by Recall 20S30 (DOOR LATCH REPEAT REPAIR). We encourage you to contact your local Ford dealer to schedule a service appointment for this repair. For your convenience, you can locate nearby Ford dealers at www.owner.ford.com > Locate a Dealer.

You've indicated that you are seeking repair coverage, and we have evaluated your request. Upon careful consideration, we have determined that there are currently no programs that provide coverage for your repair. Should you move forward with repairs to your vehicle, we recommend saving your receipts in the event Ford launches a program that allows for reimbursement of your concerns at a later date. We certainly understand the difficulties this situation has caused and have documented your feedback for further review.

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 05-22-2020 CLOSED: 05-26-2020 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Inbound NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Outside Criteria |
DEALER NAME: Atchinson Ford Sales, Inc.
PA CODE: 02731 DLR SALES CODE: 48400 REGION: G2 ZONE: G2B
VIN: [REDACTED] MODEL YEAR: 2015 MODEL: FIESTA MILEAGE: 105,000
BODY STYLE: P4B - FIESTA SE 4-DR SEDAN
LAST NAME FIRST NAME MIDDLE: [REDACTED] [REDACTED]
ADDRESS:
CITY STATE ZIP COUNTRY: | | [REDACTED] |
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Engine oil | Stays On
ANALYST NAME: # FordTCC-DM-PRD10-CRM OPEN ANALYST NAME: [REDACTED]

COMMENTS:

2020-05-22 15:09:28 CONTACT VIA PHONE: [REDACTED] WARRANTY START DATE:27-October-2014 LTV SCORE: 59
CUST SAYS: Im having a problem with my 2015 Ford Fiesta, I want to create a case. The problem is the timing belt. Can Ford give coverage with the problem? Im receiving an error message comes up Oil pressure low. Ive taken the car in a Ford Dealership. I want to talk to a manager. DEALER SAYS: n/a CRC ADV: 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. Unfortunately there is no available Supervisor. It takes 1 business day for an appointment.

2020-05-22 15:34:45 ibc from customer wanting to speak on issue. I informed customer case is already open and sup will follow up [REDACTED] Customer Experience Specialist, Ford CX Team Ford Motor Company @ jjoh1088@ford.com | www.ford.com office: [REDACTED] ext. 79138 Mon –Friday | 9:00AM – 5:30PM CST

2020-05-26 19:23:55 [REDACTED] reviewed case placed OBC TO CUST at [REDACTED] ADV name, role and that this call is being recorded for quality and training purposes. You can review Ford's Privacy Policy regarding your contact information at Ford.com **customer says the SM said that they are not sure if they can replace it because they have not replaced a timing chain before customer said that they feel its an engineering issue like with the transmission issues. advise that FMC initiated a program for the transmission issue which is the reason those are covered. unfortunately there are no programs right now for their concern that can be used for the repair. advise that FMC won;t be able to offer any other assistance. customer asks to speak to somebody else. provided po box for the executive office.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 08-19-2021 CLOSED: 08-19-2021 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Inbound NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Outside Criteria |
DEALER NAME: [REDACTED] Ford
PA CODE: [REDACTED] DLR SALES CODE: [REDACTED] REGION: [REDACTED] ZONE: N2V
VIN: [REDACTED] MODEL YEAR: 2016 MODEL: FOCUS MILEAGE: 114,000
BODY STYLE: P3F - FOCUS SE 4DR SEDAN
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS:
CITY STATE ZIP COUNTRY: | | [REDACTED] |
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Not Listed | UNKNOWN
ANALYST NAME: # FordTCC-DM-PRD09-CRM OPEN ANALYST NAME: [REDACTED]
COMMENTS:
2021-08-19 19:48:48

BCM or Contact via [REDACTED]
Email: [REDACTED]

Cust Says: The timing belt broke and it results to an engine damage and he needs \$5000 to fix it from the said dealer. He don't have any symptoms on the vehicle at all.

Highlights: No exact symptoms to select.

Per Cust, DLR Says: NA

Crc Advised: 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.
He requested for a supervisor. I said, the supervisor will just provide the same answer because we all used the same resources. He refused one business day as it appears, I placed him on hold and the call got disconnected when I was trying to go back. Set to one business day.

2021-08-19 20:10:06

Cust Says: [REDACTED] Ford service manager told me to call Ford to ask for help due to timing belt replacement that can cost 5 Grand since this parts life expectancy should have reach at least 150K miles as well as 2 auto body shop told me same information. i was on hold earlier for 15 mins and i was told he will transfer me to a supervisor but i got disconnected. i still want to talk to a supervisor now. [REDACTED] says: N/A Crc Advised: (De-escalated cust request and reiterated that no ford employee who can provide him help since [REDACTED] is already outside of coverage) also told cust longest coverage of ford is the powertrain which is only for 5 years or 60K miles and ford can only provide help after the warranty expires if there are other program in the [REDACTED] related to the issue. told cust he can continue working with the SM who gave him that impression since Ford can no longer assist him due to [REDACTED] has no more coverage. told cust he can keep his receipt as this concern is already documented. told cust supervisor request was been made and he was scheduled to get a call back tomorrow. (warm transferred cust to TL-[REDACTED]).

2021-08-19 20:25:44

>> Customer Says: 2016 Ford Focus, i know im out of warranty, but the dealer said and 2 autobody garage, said that the timing belt should not break until 150,000 MI, i just need assistance to offset the amount i have to pay for the engine. it breaks before 150,000, the dealer and repair shop told me it should last until 150,000 the company wont help me with the issue of their part that should not break until a specific time/mileage its not you, it's the company that I'm upset about, if you have someone in your dept that I can speak with that will help me with this that would be great. [REDACTED] Says: \$5,000, call ford directly for assistance everyone was so helpful today, and very profession for what it's worth, i want you to know it. SUP adv. : 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., then that might be subject for reimbursement. I'm the highest point of escalation in this dept and we have the same resources, but rest assured that we will document your concern so FMC is aware. thank you for the feedback, i appreciate you letting us know of how you feel about our customer service, we are trying our best to assist our customers as we can. NFAR Closing SUP Escalation

CASE ATTACHMENTS: