

CASE NUMBER: [REDACTED] STATUS: Resolved  
 OPEN: 01-16-2024 CLOSED: 01-16-2024 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: [REDACTED] MODEL YEAR: 2015 MODEL: FOCUS MILEAGE: 68,000  
 BODY STYLE: P3F - FOCUS SE 4-DR SEDAN  
 LAST NAME FIRST NAME MIDDLE: [REDACTED]  
 ADDRESS: [REDACTED]  
 CITY STATE ZIP COUNTRY: VISTA | CA | [REDACTED] | [REDACTED]  
 HOME PHONE:  
 SYMPTOMS: Driving Performance | Lack/Loss of Power | UNKNOWN | UNKNOWN  
 ANALYST NAME: # FordTCC-DM-PRD04-CRM OPEN ANALYST NAME: Angelica Macatangga

COMMENTS:

2024-01-18 20:16:49

Cust says : cust calling about ,recall,23s64, ,ky vñ had exact problem, same e nginhe and need t-o get a new engine , exact same symtom,the veh stop driving , won't turn anymore, the veh has been diagnosed- 2 months ago Per cust / dlr says : Crc advised: No Active recall Advised cust that Recalls are always Vehicle Identification Number (VIN) specific and not all the same veh w/ the same year and model are going to have the same recall. 23s64 Engine Oil Pump Belt Tensioner Replacement Focus 2016-2018 Michigan Plant Build March 24, 2015, through May 4, 2018 After reviewing my resources, we verified that there are no warranties or programs in effect that would provide coverage of your current concern. I recommend that you keep your repair receipts in case Ford initiates a program in the future based on your situation, Then we check for possible future reimbursement



CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN: 04-10-2024 CLOSED: 04-10-2024 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: Doug Henry Ford of Ayden  
PA CODE: 08557 DLR SALES CODE: 21636 REGION: S2 ZONE: S2V  
VIN: [REDACTED] MODEL YEAR: 2016 MODEL: FOCUS MILEAGE: 150,000  
BODY STYLE: P3F - FOCUS SE 4DR SEDAN  
LAST NAME FIRST NAME MIDDLE [REDACTED] [REDACTED]  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: GREENVILLE | NC | [REDACTED]  
HOME PHONE:  
SYMPTOMS: Driving Performance | Lack/Loss of Power | UNKNOWN | UNKNOWN  
ANALYST NAME: Ronald Apalit OPEN ANALYST NAME: FordTCC-DSUnknow-Prod-CX  
COMMENTS:  
2024-04-10 14:49:39

**CUST SAYS:**

Cust called back that I am the 3rd person that she has been spoken with and she keep transferring her then waited for an hour and a half and get some assistance on her 2016 Focus and she bought it brand new but the oil pump belt broke and the car is just 6 years old and it was towed at the Ford dealership and she was told that there is a recall which is pending on the particular parts and waited for months and then she lost her job and said that its showing that is active and they are waiting from Ford to do the paper work and its not official yet and she has a 1997 F-160 and it has 26 years longer than her vehicle and she cost her more money now and she cant wait longer now and she will pay for a new engine and she need to put a turbo that will cost her 3k dollars and this is a bad parts design and will pay for a new engine and she is wondering if ford will reimbursed her because all the lights went out and the vehicle died totally and then stopped and losses power and there is no noise and warning at all and towed it at her home and her car is at the dealership since December 2023 because there is a recall in progress since she has no recall number for reference and she waited 4 months and caused her lot of money and paid 5400 dollars for the engine and rounded off to 74k dollars to put a new engine and she is wondering if Ford can possible reimbursed her and she need to figure out why the dealership says that there is a recall but when she look thru online and newspapers there is a recall and this is bull crap on her part

PER CUST, DLR SAYS: NA

**CRC ADVISE:**

Advised that there is no active recalls that is involved related to the issue on her vehicle since recalls are VIN specific and not all the vehicle with the same year, make and model will have the same recall. There's a possibility that their vehicle was built in a different plant or using different parts than those vehicle that are involved on a recall or CSP

Apologized for the miscommunication from the dealership and I understand that you searched online and the results shows there's a recall on the year and model of your vehicle but that was based on general analysis based on the issues found.

After reviewing my resources, there are no warranties or programs in effect that would provide coverage of your current concern. However, We are still extending our assistance to you and what we are going to do right now is to fully document the issue so that the Ford Motor Company will do an internal review in our system and may initiate a recall in the near future and we recommend that you keep your original repair receipts in case the Ford initiates a program in the future based on your situation so that you may be eligible to file for a reimbursement and we don't have a program available that would cover for this request.

Cust will never buy any Ford vehicle again and the cust saying foul languages then hung up from the other line.

Field Service Action Guidelines and Handling  
Financial Assistance Requests/Outside  
Unable to add KB Link due to GCCT issue



CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN: 10-22-2024 CLOSED: 10-22-2024 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Tier 1 inbound NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |  
DEALER NAME:  
PA CODE: DLR SALES CODE: REGION: ZONE:  
VIN: [REDACTED] MODEL YEAR: 2017 MODEL: FOCUS MILEAGE: 90,000  
BODY STYLE: P3F - FOCUS SE 4DR SEDAN  
LAST NAME FIRST NAME MIDDLE [REDACTED] [REDACTED]  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: HARTLINE | WA [REDACTED]  
HOME PHONE:  
SYMPTOMS: Driving Performance | Lack/Loss of Power | Acceleration | UNKNOWN  
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: FordTCC-DSUnknow-Prod-CX

COMMENTS:

2024-10-22 14:27:04

Cust says: the oil pump on my veh has broke. veh has no oil pressure. the veh looses power while driving. i saw that there was a recall online. veh was not yet checked by a ford dlr. Per cust DLR says: N/A CRC advised: Advised the cust that there is no recall related to oil pump. 18S07 CLUTCH PRESSURE PLATE CRACKS On your vehicle, the clutch may fracture, resulting in damage to the transmission assembly, fluid leaks, and possibly a vehicle fire. Parts are now available to repair your vehicles. Ford Motor Company has authorized your dealer to reprogram the powertrain control module (PCM), perform a clutch slippage test, and replace if necessary free of charge (parts and labor). Advised to have the veh checked and diagnose by ford dlr and if the issue is not related to this recall charges will apply.



CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN: 07-03-2014 CLOSED:

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: 14B03 Team

COMMUNICATION: Phone

CASE CLASS LV 1234: | | |

DEALER NAME:

PA CODE: DLR SALES CODE:

REGION: ZONE:

VIN: [REDACTED] MODEL YEAR: 2014

MODEL: FIESTA MILEAGE:

BODY STYLE: P4B - FIESTA SE 4-DR SEDAN

LAST NAME FIRST NAME MIDDLE [REDACTED] [REDACTED]

ADDRESS:

CITY STATE ZIP COUNTRY: | | 9\*\*4 |

HOME PHONE: (\*\*2

SYMPTOMS: | | |

ANALYST NAME: # FordTCC-DM-PRD06-CRM

OPEN ANALYST NAME: Madelyn Coleman

COMMENTS:

2014-07-08 14:34:00

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



CASE NUMBER: [REDACTED] 4 STATUS: Resolved  
 OPEN: 07-30-2015 CLOSED: 08-26-2015 BUSINESS UNIT NAME: Ford  
 RESPONSE TEAM: Tier 2 CCT COMMUNICATION: Phone  
 CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | CCT Criteria |  
 DEALER NAME: Jim Wilson Motors  
 PA CODE: 07745 DLR SALES CODE: 72454 REGION: ZONE: C11  
 VIN [REDACTED] MODEL YEAR: 2014 MODEL: FIESTA MILEAGE: 22,746  
 BODY STYLE: P4B - FIESTA SE 4-DR SEDAN  
 LAST NAME FIRST NAME MIDDLE: M\*\*R | E\*\*H |  
 ADDRESS:  
 CITY STATE ZIP COUNTRY: | | 9\*\*4 |  
 HOME PHONE: (\*\*2  
 SYMPTOMS: | | |  
 ANALYST NAME: # FordTCC-DM-PRD01-CRM OPEN ANALYST NAME: Megan Gentry  
 COMMENTS:  
 2015-07-30 22:26:00 CONTACT VIA: phone DDCUST SAYS:DD The vehicle's motor blew and it is going to take a month to repair. He is seeking rental assistance for his daughter because she has no means of transportation. She was driving when the vehicle started smoking really bad and then started rattling they then they had it towed to the dlr. The dlr has had the vehicle for 3 or 4 days now. DDDDPER CUST, DLR SAYS:DD They adv they cylinder was broken and it would be a month to replace the motor. DDDDCRC ADVISED:DD I will escalate your case/request to our Ford Regional Customer Service Manager who works daily with your dealership's management team (his/her name is.....). The Ford Regional Customer 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 Customer 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 Customer Service Manager within 1 business day. The case number that I have established for you today is CAS [REDACTED]. DDOffered the works.

2015-07-30 22:28:00 CONTACT VIA: text (Verizon)DDCUST SAYS:DDhe stated if the text doesn't work the best contact is the home number listed below:DDDD [REDACTED] text VerizonDD [REDACTED] home phone

2015-07-31 15:50:00 \*csm Mark ext 77786 , after review of case notes, oasis, wsd is 05-28-2014, no Ford esp , engine type = gas DD\*Ticket Number: CAS [REDACTED] DDCustomer [REDACTED] DDBusiness phone: [REDACTED] DDHome phone: [REDACTED] DDMobile phone: nullDDCLP LTV: 9500DDDealer name: Jim Wilson MotorsDDDealer P&A: 07745DDDealer phone: [REDACTED] DDDVIN: [REDACTED] DDYear : 2014DDMake: FORDDDModel: FIESTADDMileage: 49DDDD

2015-07-31 16:02:00 \*csm Mark ext 77786 , obc to dlr @ [REDACTED] \*spoke with s/m Steve, who says mileage is 22746, s/m spoke to hotline , has not yet completed teardown , csm offers to assist with as many as ten days rental if needed , for as much as 30.00 per day , csm can also assist if a part delay ensues , s/m to contact cust to arrange rental DDDD

2015-07-31 16:17:00 \*csm Mark ext 77786 , note text to c/w \*Mr. Miller: DD My name is Mark. I am a Regional Customer Service Manager at Ford Motor Company. I am sorry to hear of the concern you are having with your daughter's 2014 Ford Fiesta. DDI have spoken with the Service Manager from Jim Wilson Motors. I have offered to help facilitate this repair. Your daughter should be hearing from the Dealer today. I will be working with the Dealer throughout the course of the needed repairs. I will follow up with you on Tuesday afternoon (08-04) , unless I hear from you before that time . Please include your case # on any communication sent to me. Thank You. \* DD

2015-08-03 22:35:00 \*csm Mark ext 77786 , obc to dlr [REDACTED] \*spoke to s/m Steve, who says dlr will be tearing down, engine tomorrow morning

2015-08-05 20:13:00 \*csm Mark ext 77786 , obc to dlr # [REDACTED] \* spoke to s/m Steve , who says engine is out , has scored walls , looks like the turbo failed , cust is in a rental since 07-31 \*

2015-08-05 20:21:00 \*csm Mark ext 77786 , note text to cust \*Mr. Miller: DD I have spoken with the Service Manager at Jim Wilson Motors. He tells me , they are working on your daughter's 2014 Ford Fiesta . We do not know as yet what part or parts need to be ordered. The Dealer is working with our Tech Hotline for support on the repairs. I will continue to monitor the case and assist in any way I can , until the repairs are completed. Thank You. D DDDMark Coll DDFord Motor Company Customer Care Team DDEmail [REDACTED] DDPhone 866-631-3788 ext 77786 DD

2015-08-06 20:09:00 Csm Mark ext 77786 ,note received text from Mr [REDACTED] She has traded that car in at Crater Lake Ford.

2015-08-06 20:12:00 \*csm Mark ext 77786 , obc to dlr # [REDACTED] \*spoke to s/m Steve , who says dlr working with hotline, csm advises of text received from Mr [REDACTED] s/m offers to call cust for update on status of veh trade and rental provided by this store DDDD

2015-08-12 00:07:00 \*csm Mark ext 77786 , obc to dlr [REDACTED] \*spoke to s/m Steve, who says cust did trade out of this veh because she couldn't drive the rental \* dlr needs special tools to put this veh together , tools are not avail from Rentunda , hotline told dlr to check local resources for special tools , csm will provide dlr with code for ten days rental once clp form added , dlr to check with Crater Lake store to see if they have the tools needed to make repair ,csm to review with part sme for possible upgrade to ordering asy

2015-08-13 18:09:00 CSM Mark ext 77786 , obc to dlr # [REDACTED] \* spoke to s/m Steve , who says not all parts have arrived , have not heard back from Crater Lake Ford re special tools

2015-08-17 21:56:00 \*csm Mark ext 77786 \* obc to dlr # [REDACTED] \*s/m not avail, spoke to s/a Cody advised that if dlr needs me to expedite delivery of a pcm, I would need a paco ticket # and the car #

2015-08-19 23:51:00 \*csm Mark ext 77786 , obc to dlr # [REDACTED] \*s/m not avail , spoke to s/a Cody , requested s/m update case , let csm know if there is anything I can help with

2015-08-19 23:53:00 "By steve aseltine" - turbo assy is on back order will be released sept 4th per paco we will have it possible sept 5th DD

2015-08-19 23:58:00 "By steve aseltine" - paco ticket # [REDACTED] DD

2015-08-26 22:43:00 \*\*csm Mark ext 77786 , obc to dlr # [REDACTED] \*spoke to s/m Steve ,who confirms part arrived today



CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN: 08-18-2015 CLOSED: 08-18-2015 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Tier 1 Inbound COMMUNICATION:  
CASE CLASS LV 1234: Dealer - Information | DAWAA/Lincoln Loyalty Request | Dealer Assist Approved |  
DEALER NAME: Jim Wilson Motors  
PA CODE: 07745 DLR SALES CODE: 72454 REGION: ZONE: C11  
VIN: [REDACTED] MODEL YEAR: 2014 MODEL: FIESTA MILEAGE: 22,746  
BODY STYLE: P4B - FIESTA SE 4-DR SEDAN  
LAST NAME FIRST NAME MIDDLE: M\*\*R | E\*\*H |  
ADDRESS:  
CITY STATE ZIP COUNTRY: | | 9\*\*4 |  
HOME PHONE: (\*\*2  
SYMPTOMS: Driving Performance | Lack/Loss of Power | Cruise/ Steady Speed | Always  
ANALYST NAME: # FordTCC-DM-PRD01-CRM OPEN ANALYST NAME: P Rcsalp  
COMMENTS:  
2015-08-18 16:20:00 "By [REDACTED]" - p11 for 10 days rental per mark coll, mark we do not have a pcm on order for this car, we have a few parts that will take a few days to get here but not a pcm



CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN: 09-21-2015

CLOSED: 09-24-2015

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Tier 2 CCT

COMMUNICATION:

CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | CLP / Lincoln Loyalty Assistance |

DEALER NAME: Jim Wilson Motors

PA CODE: 07745

DLR SALES CODE: 72454

REGION:

ZONE: C11

VIN: [REDACTED]

MODEL YEAR: 2014

MODEL: FIESTA

MILEAGE: 22,746

BODY STYLE: P4B - FIESTA SE 4-DR SEDAN

LAST NAME FIRST NAME MIDDLE: M\*\*R | E\*\*H |

ADDRESS:

CITY STATE ZIP COUNTRY: | | 9\*\*4 |

HOME PHONE: (\*\*2

SYMPTOMS: Start/Run/Move | Noise | Running/Standing | Always

ANALYST NAME: # FordTCC-DM-PRD03-CRM

OPEN ANALYST NAME: P Rocaalp

COMMENTS:

2015-09-21 23:08:00

"By steve aseltine" - 10 days rental coverage from ford for engine failier

2015-09-22 15:40:00

\*csm Mark ext 77786, note see case notes under case# CAS [REDACTED] csm had committed to ten days rental \*obc to dlr # [REDACTED] spoke to s/m Steve, requested dlr add clp form for ten days rental, with that csm can provide p11 code , provided dlr with phone # for 360 help desk

2015-09-22 15:45:00

Re-opened for DLR so CLP could be added.

2015-09-22 15:52:00

customer was driving freeway speeds heard a loud noise sounded like a tire blown out, no power and engine died.DD tore down to inspect found metal in oil, broken oil rings in oil pan, metal thru out engine assy per hotline replace short block with heads, performed cost cap decision was to repair engine assy, short block, cylinder heads, oil pump, camshafts, vcl, oil cooler, tappets, thermostat, oil pump cover ect

2015-09-23 23:25:00

ZM [REDACTED] sm steve is ready for the p11 approval code for 10 days of rental - clp remedy form has been completed

2015-09-24 00:22:00

\*csm Mark ext 77786 , approving 280.00 as p11 program code to assist with rental , p11 code is \*M03NS \*



CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN: 02-27-2024

CLOSED: 02-27-2024

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 [REDACTED]

MODEL YEAR: 2016

MODEL: FOCUS

MILEAGE: 140,000

BODY STYLE: P3K - FOCUS SE 5DR HATCH

LAST NAME FIRST NAME MIDDLE: [REDACTED]

ADDRESS [REDACTED]

CITY STATE ZIP COUNTRY: OLYMPIA | WA | [REDACTED] | [REDACTED]

HOME PHONE: [REDACTED]

SYMPTOMS: Driving Performance | Stalls/Quits | Not Listed | UNKNOWN

ANALYST NAME: # FordTCC-DS-PROD01-CX

OPEN ANALYST NAME: Eliza Sanz

COMMENTS:

2024-02-27 15:55:59

CUST SAYS: my 1 liter eco boost focus when i was driving it stall and was not able to restart it and they did not look into it they told me it will cost me around 12,000 to 14,000 to fix and they are saying theres no recall i have the car meticulously maintained and have oil change regularly. they cannot locate the parts they are telling me its not worth it to pay for this. PER CUST, DLR SAYS: NA CRC ADVISED: advise cust that there is no recall on the veh and recall is vin specific depending on manufacturing plant or build date of the vehicle, Adv cust that after reviewing my resources, I have verified that there are no warranties, recalls or other programs in effect that would provide coverage for your current concern. At this time, I suggest you continue to work with your dealership in the cost of these repairs. Keep your receipts in case Ford initiates a recall or other program in the future based on your situation and he may be eligible for reimbursement.

2024-02-27 16:11:33

CONTACT VIA : [REDACTED] NOON PST CUST SAYS: my 1 liter eco boost focus when i was driving it stall and was not able to restart it and they did not look into it they told me it will cost me around 12,000 to 14,000 to fix and they are saying theres no recall i have the car meticulously maintained and have oil change regularly. they cannot locate the parts they are telling me its not worth it to pay for this the car worth scrap and ford will not give me like a trade value it could be as low as 12k and they have problem locating parts and will cost so much for labor PER CUST, DLR SAYS: NA CRC ADVISED: advise cust that there is no recall on the veh and recall is vin specific depending on manufacturing plant or build date of the vehicle, Adv cust that after reviewing my resources, I have verified that there are no warranties, recalls or other programs in effect that would provide coverage for your current concern. At this time, I suggest you continue to work with your dealership in the cost of these repairs. Keep your receipts in case Ford initiates a recall or other program in the future based on your situation and he may be eligible for reimbursement. Mullinax Ford 2225 Carriage Drive S.W. Olympia, WA 98502 (360) 252-9593 CUST SAID HE DONT THINK IF THIS CAN BE REPAIR OR IF THIS WILL TAKE A NEW ENGINE ,THE ONLY THING THEY TELL IS THAT THE VEH IS CEASE . SEEMS LIKE THAT THEY DONT WANT TO WORK ON THE VEH, ADVISE CUST I WILL TRY TO REACH OUT WITH THE DEALER AND SEE WHATS GOING ON AND OFFERED A CALLBACK TO THE CUST .CUST AGREED

2024-02-27 21:59:42

OBC TO DEALER AT 1 855-553-4493 Mullinax Ford 2225 Carriage Drive S.W. Olympia, WA 98502 spoke with Jaime from service , ask about the diagnosis he said it was a wheel growling when turning the veh on , this diagnosis was way back June of 2023 but the car was here just recently feb 16,2024. rep transferred me to the service advisor named kayla that handles the veh , she said the engine needs to be replace theres a lot of work to do for the veh the type of part i need is a long block which will require a lot of work and labor . OBC TO CUST : [REDACTED] VOICEMAIL ONLY LEAVE A MESSAGE . advise cust that engine needs to be replace and it requires a lot of work and labor for the parts that is needed, and since the veh is out of the warranty the repairs that really gonna be out of pocket. its his option if he would still like to have the veh fix or not and get in touch with the dealer



CASE ATTACHMENTS:

