

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN: 08-24-2020 CLOSED: 08-26-2020 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Escalation NA CRC COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Outside Criteria |

DEALER NAME: Currie Motors Ford of Valpo

PA CODE: [REDACTED] DLR SALES CODE: 41404 REGION: G1 ZONE: G1E
VIN: [REDACTED] MODEL YEAR: 2015 MODEL: FIESTA MILEAGE: 97,000

BODY STYLE: P4E - FIESTA SE 5-DR HATCHBACK

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 | Flashes

ANALYST NAME: # FordTCC-DM-PRD05-CRM

OPEN ANALYST NAME: [REDACTED]

COMMENTS:

2020-08-24 20:41:14

BCM: [REDACTED] mobile VIN: [REDACTED] Mileage: 97000 Cust Says: have ford fiesta 97000 in it having issue took to the dlr internal engine failure. There relaced power, loss power oil pressure came on flickering Dlr Says: agreed that this needs to be taken cared off, advised to call FMC since the concern was not covered as per the dlr. 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. Explained with the cust that he's already outside on the coverage for the following; Bumper-to-Bumper COVERAGE DESCRIPTION:3 years / 36,000 Miles (whichever occurs first) COVERAGE TYPE:Powertrain COVERAGE DESCRIPTION:5 years / 60,000 Miles (whichever occurs first) COVERAGE TYPE:Safety Restraint COVERAGE DESCRIPTION:5 years / 60,000 Miles (whichever occurs first) ADDITIONAL INFO: * De escalate the sup request but still since cust insist, adv that I'll have this properly documented and will submit to my supervisor for a review and to call him back within 1 business day.

2020-08-25 20:49:20

VIN: [REDACTED] YEAR/MODEL: 2015 Fiesta MILEAGE: 97000 Warranty Start Date: June/30/2015 ESP: none LTV: 41 *SUPERVISOR ESCALATION IN PROGRESS* OBC TO CUST CUST SAYS: voicemail PER CUST, DLR SAYS: N/A DLR NAME: N/A DLR SAYS: N/A CRC ADV: "Hello my name is [REDACTED], I am a supervisor here at the Ford CRC, and I am reaching out to you regarding your request to speak with a supervisor. I apologize that I have been unable to reach you today, I will attempt to follow up with you again in the future. I hope you have a nice day, and I want to thank you for being a valued Ford customer" Related Cases: none Research Notes: No warranty repair history. NEXT STEPS: Follow up with cust on 08/26/2020 WILL ADV CUST: 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. Supervisor contact info is not intended for the customer and should not be shared with them.

2020-08-25 22:11:00

cust says : i called yesterday waiting for the supervisor but i miss it crc advice : the case is still open and there will be follow up call on august 27

2020-08-25 22:13:52

cust says : i called yesterday waiting for the supervisor but i miss it i cant receive any random calls because im at work BEST TIME 11am - 3 pm central time crc advice : the case is still open and there will be follow up call on august 27

2020-08-26 17:51:31

VIN: [REDACTED] YEAR/MODEL: 2015 Fiesta MILEAGE: 97000 Warranty Start Date: June/30/2015 ESP: none LTV: 41 *SUPERVISOR ESCALATION IN PROGRESS* OBC TO CUST CUST SAYS: less than 100000mils on it. Oil pressure light came on. Dlr said engine needed replaced. Cust needs brand new engine. Cust stated this is unacceptable. If FMC had told him the engine wouldn't last 100000 he wouldn't have bought one. Unbelievable that FMC doesn't stand by their vehicles. Cust feels FMC would be embarrassed if this ended up on the news. Is there anyone above you that I can talk to? Can you say that FMC motors are disposable? Do you believe that engine failure at 100000 miles is acceptable? It is unbelievable that this isn't a recall. This isn't my fault as I have properly maintained my vehicle. I will escalate this to somebody. Let it be said that you have been empowered by ford to tell cust that at 100000 that it is ok to replace the engine and it will be at cust expense. What is your name and badge number? PER CUST, DLR SAYS: N/A DLR NAME: N/A DLR SAYS: N/A CRC ADV: My manager is not in a front facing position to speak with customers. There is no further escalation as I have been empowered by FMC to provide this resolution. I understand this is not the resolution you are looking for. What I can do is provide a mailing address and you can express your concerns via mail for a written response. (Repeated this message multiple times) 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. (Repeated this message multiple times) Provided cust with my first name and badge# as well as the case#: [REDACTED] Related Cases: none Research Notes: No warranty repair history. Supervisor contact info is not intended for the customer and should not be shared with them.

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

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 12-11-2020 CLOSED: 12-11-2020 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: [REDACTED]
PA CODE: 06629 DLR SALES CODE: 47546 REGION: G3 ZONE: G3X
VIN: [REDACTED] MODEL YEAR: 2017 MODEL: FOCUS MILEAGE: 74,000
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 | Engine oil | UNKNOWN
ANALYST NAME: # FordTCC-DM-PRD09-CRM OPEN ANALYST NAME: [REDACTED]
COMMENTS:
2020-12-11 15:52:26

CUST SAYS:

Cust called earlier about the problem he is having in his car but needed the vin. The motor went out on it. The veh is at the dlr. It got it there yesterday. What happened is, the oil light on. When the light on, it says about something with sensor. It had towed to the dlr. He is still paying for the veh. And it is \$5000 to put new motor in it.

PER CUST, DLR SAYS:
n/a

CRC ADVISED:

Advised cust about the safety recall CLUTCH PRESSURE PLATE CRACKS. It has to be completed at the dlr free of charge(parts and labor).

I have reviewed every possible program currently in effect that may relate to your specific concern. Currently, there are no programs that will assist in the cost of this repair. At this time, I encourage you to keep your receipts in case a recall is issued and you may be eligible for reimbursement. As of now, Ford is unable to provide you any financial assistance.

Ford Motor Company's number one responsibility to its customers is to ensure repairs are made to your vehicle while under the provisions of the manufacturer's warranty or the protection of a Ford Protect Service Plan. What I can do is for you is put it under review by our Ford engineers and we will let you know if there will be some sort of recall or program in the near future.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]
OPEN: 04-25-2022 CLOSED: 06-30-2022
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC

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

CASE CLASS LV 1234: Vehicle Concern | | |

DEALER NAME: Ford/Lincoln of [REDACTED]

PA CODE: [REDACTED] DLR SALES CODE: 44543 REGION: G4 ZONE: G4F
VIN: [REDACTED] MODEL YEAR: 2017 MODEL: FOCUS MILEAGE: 63,664

BODY STYLE: P3F - FOCUS SE 4DR SEDAN

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

ADDRESS:

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

HOME PHONE:

SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Service Engine Soon (engine image) | UNKNOWN

ANALYST NAME: [REDACTED]

OPEN ANALYST NAME: [REDACTED]

COMMENTS:

2022-04-25 13:45:05

[REDACTED] Cust: [REDACTED] Veh Owner: [REDACTED] (WIFE)
[REDACTED] VIN# [REDACTED] Issue: Broken Engine VEH at the Dealership: YES Meets FLP
Guidelines: YES (WIFE) Year of VEH: 2017 Ford Focus Mileage: 65,000 CLV: N/S Wife (57) Meets FLP
Guideline: YES Transfer to Concern: YES Concern Agent Name: [REDACTED] Reason for Concern: Cust
called because his veh went into limp mode again (No Power). At 65,000, the oil pick up tube broke and
destroys motor. Metal is shattered throughout the Engine. Veh was taken to DLR but was told they were
5,000 miles over warranty and would not be covered. Veh was towed to DLR last week. Cust expressed that
has always had maintenance done. Cust had veh towed Ford Lincoln of [REDACTED]. Cust also stated
transmission went out at 45,000 miles. Seeking Fin Assist. Ford needs to fix this or will blast Ford's name.
This is 100% a design flaw. Cust mentioned needing a rental veh for wife. OBC to DLR: [REDACTED] Called
DLR. Obtained VIN# [REDACTED] Spoke with [REDACTED] (SA). RO Date is for 04/13 Mileage: 63,664
TOTAL COSTS for Engine replacement would be 8,575.23 Next steps: Case transferred to Concern Agent.
Ford Motor Company @ Customer Relationship Center – CAR/SUV Team [REDACTED]
[REDACTED] | www.ford.com office: [REDACTED] ext. [REDACTED]

2022-04-25 14:19:38

Caller Name: [REDACTED] Callers Phone#: [REDACTED] Mileage: 63,664 CLV: 57
Cust was transferred from inq agent [REDACTED] states the check engine
light came on-cust figured the oil needed to be changed. Changed oil and went to test drive veh and they
heard a loud popping sound then veh went into limp mode and would not longer move took veh to the dlrshp
and they diagnosed veh and they determined that the veh will now need a new engine Cust is seeking fin
asst towards the engine replacement because he feels this is a design flaw because the oil pick up tube
broke and cause severe damage to the engine Service Advisor: [REDACTED] Service Advisor Email:
[REDACTED] Direct Phone#: [REDACTED] RO# 541761 RO LINE: A RO DATE: 04/13/2022
MILEAGE: 63,664 Has any modifications have been done to vehicle? No Is this issue caused by a factory
defect? Yes What caused this failure? Oil pump broke Is this issue caused by any neglect? No Wear and
tear? Yes Is this a warrantable repair? Yes Ford Motor Company @ [REDACTED] Customer Experience
Specialist –Passenger Vehicle Concern Team Specialist, Ford CX [REDACTED] | www.ford.com
office: [REDACTED] [REDACTED]

2022-04-25 14:19:44

Hello [REDACTED],

This is [REDACTED] from Ford Motor Company. I am contacting you on behalf of mutual customer [REDACTED]
VIN# [REDACTED]

Ford is willing to provide some financial assistance towards the engine replacement.

Please provide me with the warranty pricing for P&L, cost cap details and part #'s

PARTS: \$
LABOR: \$
TOTAL:\$

Ford Motor Company @
[REDACTED]
Customer Experience Specialist –Passenger
Vehicle Concern Team Specialist, Ford CX
[REDACTED] | www.ford.com
office: [REDACTED] [REDACTED]

2022-04-25 14:39:52

Case Number : [REDACTED]
Customer : [REDACTED]
Business Phone : [REDACTED]
Home Phone : [REDACTED]
Mobile Phone : [REDACTED]
LTV Score : 57
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number :
Part Number :
Dealer Name : Ford/Lincoln of Morgantown
Dealer P&A : 02153
Dealer phone : [REDACTED]
VIN : [REDACTED]
Year : 2017
Make : FORD
Model : FOCUS
Mileage : 63664
Engine Specification : 1.0L 12V DI TC I3 GS 120PS FOX
Transmission Specification : 6 SPD MAN TRANS - B6
Warranty Start Date : 2017-10-07
Open Recall/FSA : :

18M02 CALIFORNIA EMISSION WARRANTY PARTS COVERAGE
18L02 CALIFORNIA EMISSION WARRANTY PARTS COVERAGE ESP : NONE
Hotline Contact : NONE
Warranty History : 21-MAY-2021 CLUTCH PRESSURE PLATE CRACKS

2022-04-27 16:51:10

Received warranty pricing and cost cap details from SA [REDACTED] Submitted SME activity to confirm pricing for parts&l Obc to cust to adv his case is still under review and once I receive the amounts ford will cover I will notify him Next Steps: -wait for SME to provide approval towards pricing then present them to cust -receive cust authorization of repairs from cust -contact cust Monday 05/02/22 with an update Ford Motor Company @ [REDACTED] Customer Experience Specialist / Passenger Vehicle Concern Team Specialist, Ford CX [REDACTED] | www.ford.com office: [REDACTED] ext. [REDACTED]

2022-05-02 20:07:48

Obc to cust to adv the case is still pending. I have submitted her repair costs for an additional review and it is still currently under review at this time Next Steps: -continue to monitor SME case for review. -if no update to SME activity has been made by Thursday 05/05/22 provide total costs to cust then notify dlr to move forward with repairs Ford Motor Company @ [REDACTED] Customer Experience Specialist / Passenger Vehicle Concern Team Specialist, Ford CX [REDACTED] | www.ford.com office: [REDACTED] ext. [REDACTED]

2022-05-05 14:23:35

RO# 541761 RO LINE: A RO DATE: 04/13/2022 MILEAGE: [REDACTED] PARTS: (warranty) \$5,561.70 LABOR: (warranty) \$1,806.84 TOTAL: \$7,368.54 FORD SHARE: \$4,421.12 CUSTOMER SHARE: \$2,947.42

2022-05-05 14:23:42

Hello [REDACTED],

This is [REDACTED] from Ford Motor Company. I wanted to contact you to advise I have received the total costs of your engine repairs.

The total cost of your repairs will be \$7,368.54. Ford will cover \$4,421.12 and your share will be \$2,947.42 + any taxes and fees.

Please advise me if you will be accepting financial responsibility so I can advise our Service Advisor [REDACTED] to move forward with the repairs

Regards, [REDACTED]

Ford Motor Company @
[REDACTED]
Customer Experience Specialist -Passenger
Vehicle Concern Team Specialist Ford CX
[REDACTED] | www.ford.com
office: [REDACTED] ext. [REDACTED]

2022-05-05 19:46:44

Per your notes on this case, you stated I needed a FAR request.

There is a FAR attached to this case already, please re-review

Regards, [REDACTED]

Ford Motor Company @
[REDACTED]
Customer Experience Specialist -Passenger
Vehicle Concern Team Specialist, Ford CX
[REDACTED] | www.ford.com
office: [REDACTED] ext. [REDACTED]

2022-05-05 19:48:18

Obc to cust to go over pricing for parts and labor adv cust we could cover \$4,421.12 and he would be responsible for \$2,947.42 + any taxes and fees and he stated he would not be willing to pay that price. Asked cust if he could cover \$1,842.14 and he stated he still would not pay for this repair he feels ford should cover 100% of this repair but he is only willing to cover \$1,000.00 Adv cust this is our final offer and this offer will be available for 30 days. Adv cust he will need to provide me with a decision by next week and inform me if he wants to accept fin asst offer and move forward with repairs Spoke with Sup and she denied offering cust more assistance financially. 75% is the maximum we will be offering cust towards his repairs Next Steps: -contact cust on Tuesday 05/10/2022 to inq if he will be accepting fin asst and wants to move forward with repairs Ford Motor Company @ [REDACTED] Customer Experience Specialist / Passenger Vehicle Concern Team Specialist, Ford CX [REDACTED] | www.ford.com office: [REDACTED] ext. [REDACTED]

2022-05-05 19:54:57

Hello [REDACTED],

Here are the new amounts Ford can cover. Please keep in mind that this will be our final offer.

Ford will cover \$5,526.41 and your share will be \$1,842.14 + any taxes and fees.

This offer will be available only for 30 days. Please have your decision made by Tuesday 05/10/2022

Ford Motor Company @

[REDACTED]
Customer Experience Specialist –Passenger
Vehicle Concern Team Specialist, Ford CX
[REDACTED] | www.ford.com
office: [REDACTED] ext. [REDACTED]

2022-05-05 20:54:03

[REDACTED]/Park112@ford.com/ ext. 79563 IBC - Cust called in Stating He has an open case but does not have case number. He states its for fin assist on a 2018 ford focus. reach our to CSX via web x - who states he will call back tomorrow Cust called in to Approve the assistance offer - for amount \$1842.14- request csx call back to move forward with repair. NEXT STEP- Create cust recontact. Ford Motor Company @ Customer Experience Specialist Inquiry - Truck [REDACTED] Spark112@ford.com | www.ford.com office: [REDACTED] M-Th-Sat 09:30 AM-6:00 PM CST

2022-05-06 20:23:37

Hello [REDACTED],

Here are the amounts Ford can cover towards vehicle repairs.

Ford will cover \$5,526.41 and your share will be \$1,842.14 + any taxes and fees.

Customer has accepted financial responsibility, please move forward with ordering parts and repairing customer vehicle.

Regards, [REDACTED]

Ford Motor Company @

[REDACTED]
Customer Experience Specialist –Passenger
Vehicle Concern Team Specialist, Ford CX
[REDACTED] | www.ford.com
office: [REDACTED] ext. [REDACTED]

2022-05-10 18:50:11

Obc to dlrshp to inq status if veh repairs was adv there is 7 engine jobs ahead of cust. The tech assigned to cust veh should be free'd up by the end of the week. Then he can get cust veh in shop so repairs can start/tear down engine Parts were ordered yesterday 05/09/2022 PART#: F1FZ6006C No ETA on when engine will arrive. Does not appear to be on a b/o at this time. Obc to cust to provide an update on veh repairs. adv part has been ordered yesterday. No ETA on when part will arrive at dlr. Tech assiged to cust veh has 7 veh ahead of hers he should have space fee'd up to start repairs by the end of this week Next Steps: -f/u with dlr on Thursday 05/12/22 to inq status of part and if they ETA on when it will arrive -f/u with cust about an update on veh repairs and when they are scheduled to be completed Ford Motor Company @ [REDACTED] Customer Experience Specialist / Passenger Vehicle Concern Team Specialist, Ford CX [REDACTED] | www.ford.com office: [REDACTED] ext. [REDACTED]

2022-05-12 17:20:58

Hello [REDACTED],

My name is [REDACTED] from Ford Motor Company. We spoke this morning about mutual customer [REDACTED] VIN# [REDACTED]

I wanted to check the status of engine. I have been trying to speak with someone in parts since our phone call but have been unsuccessful. Can you please reach out to parts and provide me with an ETA on when engine will arrive or if it is on a backorder. If on backorder please have the Parts Manager create a COPIS ticket.

If it will be easier for you to include the Parts Manager in on this email, please feel free to do so. I just need to provide our customer with an update on her repairs!

Regards, [REDACTED]

Ford Motor Company @

[REDACTED]
Customer Experience Specialist –Passenger
Vehicle Concern Team Specialist, Ford CX
[REDACTED] | www.ford.com
office: [REDACTED] ext. [REDACTED]

2022-05-12 17:28:06

Hello [REDACTED].

My name is [REDACTED] from Ford Motor Company. I am contacting you on behalf of mutual customer [REDACTED]
VIN# [REDACTED] # [REDACTED]

I am contacting you to obtain an update on her engine that was ordered. Please provide me with an ETA on when this part is scheduled to arrive or if it is on a backorder. If on backorder please have a COPIS – parts inquiry-veh off road, ticket created.

Regards, [REDACTED]

Ford Motor Company @
[REDACTED]
Customer Experience Specialist –Passenger
Vehicle Concern Team Specialist, Ford CX
[REDACTED] | www.ford.com
office: [REDACTED]. [REDACTED]

2022-05-16 18:38:36

Obc to dlrshp to have them create a COPIS ticket for the engine replacement. [REDACTED] stated she reached out to [REDACTED] and he stated he responded to me via email on Friday and had a COPIS ticket created. Adv [REDACTED] I never received an email from [REDACTED] and I do not see a COPIS ticket created. He got me confused with another rep on a different case. He will create a COPIS for cust engine then send me an email. Obc to cust to adv his engine is on a backorder for 90-120 days with no ETA. Explained to cust that I am in the process of having a COPIS ticket created. Called – Left [REDACTED] – # to a clinic [REDACTED] – mailbox was full/unable to leave message. Next Steps: -will f/u with cust Wednesday 05/18/2022 –check if COPIS has been created on Wednesday. Ford Motor Company @ [REDACTED] Customer Experience Specialist / Passenger Vehicle Concern Team Specialist, Ford CX [REDACTED] | www.ford.com office: 1-866-[REDACTED]. [REDACTED]

2022-05-20 19:09:11

COPIS CASE# [REDACTED]

Obc to cust to adv his engine is on a b/o and my not arrive at dlr for 90-120 days.

Called [REDACTED] no answer, unable to leave VM
Caller [REDACTED] Left VM

Sent cust an email.

Next Steps:
will f/u Wednesday 05/26/2022

2022-05-20 19:09:18

Hello [REDACTED].

This is [REDACTED] from Ford Motor Company. I have been trying to reach you by phone to discuss your engine concern. I received an update from the dealership that your part is on a national backorder with no estimated release date. The are expecting for the engines to arrive between 90 – 120 days from the date in which they were ordered.

I had the parts manager submit an escalation ticket to potentially expedite the shipping of this part. This part has been placed on the highest priority. At this time all we can do is continue to wait for this part to come off of backorder. Unfortunately I will not have any information on when that will be.

I will continue to provide you with frequent updates on your part. I do apologize for the inconvenience this situation has caused you. If you have any questions or concerns, please feel free to email me at any time.

Regards, [REDACTED]

Ford Motor Company @
[REDACTED]
Customer Experience Specialist –Passenger
Vehicle Concern Team Specialist, Ford CX
[REDACTED] | www.ford.com
office: [REDACTED]. [REDACTED]

2022-05-25 17:29:00

Obc to dlrshp. Per COPIS [REDACTED] Part was allocated and shipped on 05/13/2022. Part arrived at dlr. Veh is 4th in line to be repaired. Dlr estimates the repairs will not start the first week of June 2nd-7th. Obc to cust to adv all parts have been received, the dlr is experiencing a shop capacity delay and unable to repair veh until the first week of June 2nd-7th. Sent email to cust with an update and inq if he will be accepting financial assistance towards a rental veh \$40/(car)\$60(truck/suv) per day for 10 days. Next Steps: -f/u with dlr on Monday 05/30/2022 to inq what # cust veh is in line -provide update to cust and ETA on when veh will be returned. Ford Motor Company @ [REDACTED] Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX [REDACTED] | www.ford.com office: 1-866-[REDACTED]. [REDACTED]

2022-05-25 17:29:04

Good Afternoon [REDACTED]

I wanted to contact you with an update on your engine repairs. I received an update that your engine was shipped out to the dealership on May 13,2022. I spoke with your Service Advisor [REDACTED] and she confirmed that the engine has been received.

Your repairs will not start until the first week of June 2nd-7th, The technician currently has 4 other engine repairs ahead of yours. Once your repairs start I will provide you with another update on when they will be completed.

I am not sure if you received my email about providing some assistance towards your rental. I will be able to assist with 10 days of rental at \$40 per day for a car and \$60 per day for a truck or SUV. Did you still require rental assistance? If so, will you be accepting this offer?

Regards, [REDACTED]

Ford Motor Company®
[REDACTED]
Customer Experience Specialist –Passenger
Vehicle Concern Team Specialist, Ford CX
[REDACTED] | www.ford.com
office: [REDACTED]

2022-06-01 13:14:29

Obc to dlrshp spoke with [REDACTED]. She stated there is now 1 veh ahead of cust that tech has to complete. Cust veh is next in line, tech estimates repairs will be completed in a few weeks. Obc to cust to adv cust veh is next in line for his engine replacement. The tech inq if cust purchased a rental veh, they stated it was too expensive enterprise in there area wanted \$200 + per day and the next rental company was over an hour away. Next Steps: contact cust Monday 06/06/2022 and reach out to dlr for an update on repairs. Ford Motor Company® [REDACTED] Customer Experience Specialist / Passenger Vehicle Concern Team Specialist, Ford CX [REDACTED] | www.ford.com office: [REDACTED]

2022-06-06 15:15:51

Obc to dlrshp, inq if veh repairs have started. Spoke with [REDACTED] and she stated their systems are down at the moment and she could not provide me with an update. Will f/u with dlrshp later around my 2nd MO time at 1230. Ford Motor Company® [REDACTED] Customer Experience Specialist / Passenger Vehicle Concern Team Specialist, Ford CX [REDACTED] | www.ford.com office: [REDACTED]

2022-06-06 20:18:06

Obc to dlrshp to check on veh repairs. was adv earlier their systems were down. Called back and received no response. Left VM for [REDACTED] to send me an email update. Obc to cust to adv I have not received an update on her veh repairs. I was adv they were having system issues and could not provide me with an update. Next Steps: -Sent [REDACTED] an email for an update on veh repairs -will contact cust and dlr Wednesday 06/08/2022 with an update. Ford Motor Company® [REDACTED] Customer Experience Specialist / Passenger Vehicle Concern Team Specialist, Ford CX [REDACTED] | www.ford.com office: [REDACTED]

2022-06-06 20:24:05

Hello [REDACTED],

This is [REDACTED] from Ford Motor Company. I am contacting you for an update on [REDACTED] VIN# [REDACTED] Vehicle repairs.

The last that I spoke with someone in Service I was advised there was 1 vehicle ahead of [REDACTED]'s. When will [REDACTED]'s repairs start so I can provide her with an update.

Regards, [REDACTED]

Ford Motor Company®
[REDACTED]
Customer Experience Specialist –Passenger
Vehicle Concern Team Specialist, Ford CX
[REDACTED] | www.ford.com
office: [REDACTED]

2022-06-08 17:41:30

Ibc [REDACTED] at the dealership, says that he doesn't see the p11 code for the ford share and customer share. [REDACTED] is requesting the information be emailed to him. Informed [REDACTED] that I would reach out to the case manager. Webex [REDACTED] Customer Experience Specialist/Ford CX Thall160@ford.com O: [REDACTED] ext.

2022-06-08 19:43:25

[REDACTED] from dlr called me inq about approval code. Obc to dlrshp to inq if repairs have been completed. Was adv repairs were completed today, they will go on a test drive and release the veh back to cust tomorrow 06/09/2022. Sent sup an email to provide approval code for repairs since it is over my DOA. RO# 541761 RO LINE: A RO DATE: 04/13/2022 MILEAGE: 63664 PARTS: \$5,656.95 LABOR: \$1,806.84 TOTAL: \$7,463.79 FORD SHARE: \$5,597.84 CUSTOMER SHARE: \$1,865.95 + \$111.95(taxes) and fees \$1,977.90 PROGRAM CODE: P11 APPROVAL CODE: Obc to cust to adv the total price for their veh repairs plus taxes and fees will be \$1,977.90. Ford Motor Company® [REDACTED] Customer Experience Specialist –Passenger Vehicle Concern Team Specialist, Ford CX [REDACTED] | www.ford.com office: 1-866-[REDACTED]

2022-06-08 19:46:33

Next Steps: -sent sup an email to provide approval code since it is over my DOA -Confirm cust satisfaction with veh repairs -once confirmed offer ESP as goodwill -document acceptance -safety net/resolve case

2022-06-10 20:04:48

Obc to cust to inq if they have picked up veh and if they are satisfied with the veh repairs also wanted to offer an ESP due to the inconvenience of them not having their v h. Ca led [REDACTED]'s cell [REDACTED] - no answer, mailbox is full/unable to leave a message. Obc to [REDACTED] - left VM. Next Steps: -waiting for Sup to provide approval code towards repairs -wait for cust acceptance of goodwill esp. (give cust until Wednesday 06/15/22 to accept) -safety net and resolve. Ford Motor Company® [REDACTED] Customer Experience Specialist / Passenger Vehicle Concern Team Specialist, Ford CX [REDACTED] | www.ford.com office: [REDACTED]

2022-06-10 20:04:51

Hello Mr. & Mrs. [REDACTED]

This is [REDACTED] from Ford Motor Company. I am reaching out to confirm if you are satisfied with your vehicle repairs or if you have noticed any new issues that may require immediate attention

I sincerely apologize for the inconvenience of you not having a rental vehicle to drive, while yours was at the dealership. Since your vehicle was down 58 days, I wanted offer you an extended service policy (Free of charge) that will cover your recent concerns in case any other issues arise. This policy will have an \$100 deductible per occurrence and includes rentals for \$40 per day for 10 days. This policy is called the <https://fordprotect.ford.com/premiumcare/Warranty> (click the link to see what this policy includes). Please provide me with an update on your repair satisfaction and if you accept my goodwill offer. I look forward to hearing back from you, Have a great weekend!

Ford Motor Company @

[REDACTED]
Customer Experience Specialist –Passenger
Vehicle Concern Team Specialist, Ford CX
[REDACTED] | www.ford.com
office: [REDACTED] ext. 79609

2022-06-14 17:30:07

RO# 541761 RO LINE: A RO DATE: 04/13/2022 MILEAGE: 63664 PARTS: \$5,656.95 LABOR: \$1,806.84
TOTAL: \$7,463.79 FORD SHARE: \$5,597.84 CUSTOMER SHARE: \$1,865.95 + \$111.95(taxes) and fees
\$1,977.90 PROGRAM CODE: P11 APPROVAL CODE: [REDACTED]

2022-06-14 17:37:02

Hello [REDACTED],

I just wanted to reach out to see if you have picked up your vehicle yesterday. Please let me know if you are satisfied with your vehicle repairs or if you have noticed any new issues that may require immediate attention.

Also please advise me if you will be accepting goodwill offer, the complimentary Premium Care extended service plan

I look forward to hearing back from you.

Regards, [REDACTED]

Ford Motor Company @

[REDACTED]
Customer Experience Specialist –Passenger
Vehicle Concern Team Specialist, Ford CX
[REDACTED] | www.ford.com
office: [REDACTED] ext. 79609

From: B-rAd
Sent: Saturday, June 11, 2022 8:35 PM
To: [REDACTED]
Subject: Re: [REDACTED]

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

We are picking it up monday and i will let you know thank and i love ford

On Fri, Jun 10, 2022, 4:03 PM [REDACTED] > wrote:

Hello Mr. & Mrs. [REDACTED],

This is [REDACTED] from Ford Motor Company. I am reaching out to confirm if you are satisfied with your vehicle repairs or if you have noticed any new issues that may require immediate attention

I sincerely apologize for the inconvenience of you not having a rental vehicle to drive, while yours was at the dealership. Since your vehicle was down 58 days, I wanted offer you an extended service policy (Free of charge) that will cover your recent concerns in case any other issues arise. This policy will have an \$100 deductible per occurrence and includes rentals for \$40 per day for 10 days. This policy is called the <https://fordprotect.ford.com/premiumcare/Warranty> (click the link to see what this policy includes). Please provide me with an update on your repair satisfaction and if you accept my goodwill offer. I look forward to hearing back from you, Have a great weekend!

Ford Motor Company @

[REDACTED]
Customer Experience Specialist –Passenger
Vehicle Concern Team Specialist, Ford CX
[REDACTED] | www.ford.com
office: [REDACTED] ext. 79609

2022-06-14 20:52:42

Hello [REDACTED],

I reached out to your service advisor [REDACTED] and he informed me they have the approval to release the vehicle. You can pick up your vehicle at any time.

Ford Motor Company @
[REDACTED]
Customer Experience Specialist –Passenger
Vehicle Concern Team Specialist, Ford CX
[REDACTED] | www.ford.com
office: [REDACTED] [REDACTED]

From: B-rAd [REDACTED] >
Sent: Tuesday, June 14, 2022 2:50 PM
To: [REDACTED] >
Subject: Re: [REDACTED]

Well we tried and they told us it wasn't ready don't know when it will be fixed

On Tue, Jun 14, 2022, 1:37 PM [REDACTED] > wrote:
Hello [REDACTED],

I just wanted to reach out to see if you have picked up your vehicle yesterday. Please let me know if you are satisfied with your vehicle repairs or if you have noticed any new issues that may require immediate attention.

Also please advise me if you will be accepting goodwill offer, the complimentary Premium Care extended service plan

I look forward to hearing back from you.

Regards, [REDACTED]

Ford Motor Company @
[REDACTED]
Customer Experience Specialist –Passenger
Vehicle Concern Team Specialist, Ford CX
[REDACTED] | www.ford.com
office: [REDACTED] [REDACTED]

2022-06-15 17:18:24

Good Afternoon [REDACTED],

Were you able to pick up your vehicle yet?

Ford Motor Company @
[REDACTED]
Customer Experience Specialist –Passenger
Vehicle Concern Team Specialist, Ford CX
[REDACTED] | www.ford.com
office: [REDACTED] [REDACTED]

2022-06-15 23:32:26

[REDACTED] Trobi155@ford.com | www.ford.com IBC- CUST The customer is calling because she wants to get her car but, it is being held because the dealer has yet to receive the approval code. Ford Motor Company @ Customer Relationship Center – Inquiry Team [REDACTED] Trobi155@ford.com | www.ford.com office: [REDACTED] [REDACTED] Hours are 11:00 AM to 7:30 PM Out of Office Weekends ** I AM AN INQUIRY AGENT PLEASE DO NOT REFER THE CUSTOMER TO ME FOR A CASE THAT WAS CREATED OR WORKED ON BY ME** PLEASE CREATE A NEW CASE & ASSIST THE CUSTOMER**

2022-06-16 15:30:56

Cust called yesterday evening stating the dlr will not release the veh until they get the approval code. Obc to dlrshp to inq if they received the approval code. [REDACTED] adv me she received code Tuesday 06/14 and the veh is ready to be released whenever the cust is ready they will just have to pay for their portion towards the repair. Obc and spoke with [REDACTED] to see what was going on. Adv him per our last conversation on Tuesday 06/15 I explained to him via email that the veh is ready to be picked up and the dlr has been provided approval to release veh - he stated he will reach out to [REDACTED] and inform her to pick up the veh. Offered cust premcare ESP and he accepted. Next Steps: submit ESP in Morley PremCare Ford Motor Company @ [REDACTED] Customer Experience Specialist / Passenger Vehicle Concern Team Specialist, Ford CX [REDACTED] | www.ford.com office: [REDACTED] [REDACTED]

2022-06-20 15:37:19

Cust states there is a nut and a bolt missing on the air intake valve, none of the clamps for the air intake were tightened. When they started the veh it was a loud ticking noise. They drove the veh for a few miles then the check engine light came on then went back off. Cust states there is now a burning smell. The dlr stated they will be able to take a look at the veh today if the cust can bring it by. [REDACTED] stated he will not be able to bring the veh back to the dlrshp until Wednesday 06/22/2022 around 1:30-2:00. [REDACTED] stated to have the cust call before he drops the veh off. Next Steps: Adv cust I will f/u with them on Thursday 06/23/2022- to check diagnosis or inq if they were not able to duplicate concerns and sent veh back with cust. Ford Motor Company @ [REDACTED] Customer Experience Specialist / Passenger Vehicle Concern Team Specialist, Ford CX [REDACTED] | www.ford.com office: [REDACTED] [REDACTED]

2022-06-23 18:02:20

Obc to dlrshp to inq if cust has brought the veh back in for svrc. Adv cust had an engine replacement and the check engine light came back on again. They adv cust veh is not at the dlrshp nor has it been brought in since it left. Obc to cust to inq when they will be taking the veh back to the dlrshp. [REDACTED] adv me the check engine light went off and has not come back on. [REDACTED] has been driving the veh. Adv cust I will load his ESP to his vin, if the check engine light comes on again then to send me an email. Next Steps: -loaded ESP in morley -check status of ESP, once attached send email to cust -safety net -recap email/resolve. Ford Motor Company @ [REDACTED] Customer Experience Specialist / Passenger Vehicle Concern Team Specialist, Ford CX [REDACTED] | www.ford.com office: [REDACTED] [REDACTED]

2022-06-23 18:07:21

CASE NUMBER: [REDACTED]

2022-06-27 15:47:09

Case Progression Specialist

[REDACTED] activity: [REDACTED]
For a Premium Care ESP has been transmitted.

Great job having everything in this case needed for transmission!!
Ford Motor Company @
Carolyn L. Speight
Team Lead
Email: cspeigh2@ford.com | www.ford.com
Office: [REDACTED] [REDACTED]
Mon. – Fri. 9:30 a.m. – 6:00 p.m. (Central)

2022-06-28 14:34:55

Hello [REDACTED],

This is [REDACTED] from Ford Motor Company. I am contacting you to see if the check engine light in your vehicle ever came back on?

I also wanted to mention that your extended service policy I offered is still processing and has not been added to your vine yet. Once it is available for use, I will send you an email with the expiration date and the mileage of the policy.

If you have any questions or concerns, please feel free to send me an email.

Regards, [REDACTED]

Ford Motor Company @
[REDACTED]
Customer Experience Specialist –Passenger
Vehicle Concern Team Specialist, Ford CX
[REDACTED] | www.ford.com
office: [REDACTED] ext. [REDACTED]

2022-06-30 12:43:09

Hello Mr. & Mrs. [REDACTED],

Thank you for contacting Ford Motor Company and allowing us to assist you with your 2017 Ford Focus. Partnering with Ford/Lincoln of [REDACTED] I am glad we were able to address your engine concern; while keeping you updated throughout the process.

The engine was installed by a Ford factory trained technician and comes with a 3-year, unlimited mile warranty (Service Part Warranty), which hopefully provides you with peace of mind. Moreover – I was glad to be able to assist financially with this repair reducing your cost by 75% because you are such a loyal customer.

Due to the inconvenience of you not having your vehicle. I wanted to offer you a complimentary Ford Protect PremCare Plan w/ Roadside. This policy has been added to your vehicle to provide you with peace of mind knowing Ford has your back. This policy is for 3 years(06/27/2025) or 99,644 miles(whichever comes first) and covers over 1,000 components with your vehicle, including your transmission concern. This plan also includes rental assistance for \$40.00 per day for up to 10 days. . You will just be responsible for a \$100.00 deductible per occurrence. Here is the link to view what other services are covered under this policy <https://fordprotect.ford.com/premiumcare/>

Since your vehicle repairs have been completed and the extended service policy has been attached to your VIN, I will now be moving forward with closing this case. If for any reason you would like to take your vehicle to another Ford Certified dealership to see if they could address your concerns, please feel free to send me an email and I will reopen your case.

If you have any further questions or concerns regarding this repair – the Ford Protect ESP plan or any additional comments or feedback – please do not hesitate to reach out to me. Thank you for being a valued customer and a part of the Ford family.

P.S. I will be sending you an email within the next few days with a brief survey regarding your experience with me as a Customer Experience Specialist. (Sometimes it may go to your spam/junk folder.) The 1-5 "Brand Likelihood to Recommend" rating section is reflective of your experience with me and your honest feedback is greatly appreciated. There will be a separate survey regarding your experience with the dealer.

Respectfully, [REDACTED]

Ford Motor Company @
[REDACTED]
Customer Experience Specialist –Passenger
Vehicle Concern Team Specialist, Ford CX
[REDACTED] | www.ford.com
office: [REDACTED] ext. [REDACTED]

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 01-29-2025 CLOSED: 01-29-2025 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Recall 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: 124,083
BODY STYLE: P3F - FOCUS SE 4DR SEDAN
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: DAYTONA BEACH | FL | [REDACTED] | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Oil Change | Stays On
ANALYST NAME: [REDACTED] OPEN ANALYST NAME: FordTCC-DSUnknow-Prod-CX
COMMENTS:
2025-01-29 01:30:37

Customer says:
I have recall ref# concerning oil pressure 23s64, I am trying to verify if this is a valid recall.
oil light was on it was on the way to the shop the motor just shut off. Im being pulled now, its locked up

As per customer, dealer says: N/A

CRC Advised:
Apologize cust
NO active recall showing on this VIN bec recall are VIN specific.
The Recall 23S64 is valid, but this VEH is not included in this recall
Safety Recall 23S64 for certain 2018-2021 Model Year EcoSport, 2016-2018, Focus, and 2017-2021 Fiesta
Vehicles Equipped with a 1.0L EcoBoost engine and automatic transmission. Engine Oil Pump Belt and
Tensioner Replacement
For Focus model year affected is for certain 2016-2018 that was built in Michigan having Build Dates on
March 24, 2015, through May 4, 2018. Your Focus has a Manual Transmission but for the affected VEH for
this recall is for automatic transmission only, it might be the reason why your VEH is not included in this
recall.
I recommend that your vehicle be inspected by a Ford/Lincoln dealership to determine the cause of any
symptoms your vehicle may be experiencing. If there is no coverage under applicable warranties, recalls, or
ESPs,

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]
OPEN: 04-03-2024 CLOSED: 04-03-2024
RESPONSE TEAM: Tier 1 Chat NA CRC
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | |

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Chat

DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2017 MODEL: FOCUS MILEAGE: 93,916
BODY STYLE:

LAST NAME FIRST NAME MIDDLE: [REDACTED] |

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

HOME PHONE: [REDACTED]

SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Service Engine Soon (engine image) | Stays On

ANALYST NAME: # FordTCC-DM-PRD02-CRM

OPEN ANALYST NAME: # fordprodprojectadvocate

COMMENTS:

2024-04-03 01:53:21

I think there is a recall on my car for the oil pump. Can you find out I can't get to the page with my phone it's all glitchy

Customer - 8:09 PM

You said:

Hello! My name is [REDACTED] Give me just a moment to read over your previous chat.

Sent - 8:11 PM

Bot CU said:

Ok

Customer - 8:12 PM

You said:

I can definitely look into this for you, [REDACTED].

Sent - 8:12 PM

Bot CU said:

Do you need any info? I think it's a recall for the oil pump clogging

Customer - 8:13 PM

You said:

There are no recalls on the vehicle. Recalls are VIN-specific.

You said:

Is the vehicle experiencing any symptoms?

Sent - 8:13 PM

Bot CU said:

Are you sure there are no recalls it said 2016- 2018 Ford focus 1.0l Ecoboost.

Customer - 8:15 PM

You said:

Yes, recalls are VIN-specific. There are no recalls listed.

Sent - 8:16 PM

Bot CU said:

Yes a warning came on that said engine fault service immediately. And it has no power it doesn't even have 100k on it yet I'm not paying for a motor

Customer - 8:16 PM

You said:

Thank you. Can you provide me with the mileage? I can document your vehicle concerns. The next step would be to have the vehicle diagnosed by a Ford dealer.

Sent - 8:17 PM

Bot CU said:

Is it free for them to look at?

Bot CU said:

It's at 93,916

Customer - 8:18 PM

You said:

Under most state laws, a Ford or Lincoln service department is entitled to ask for payment of a diagnostic fee which covers the labor cost to determine the cause of a vehicle's concern.

Upon diagnosis, if the repair is covered under an applicable warranty, Ford Protect Extended Service Plan, Recall, or Customer Satisfaction Program, it is customary for the diagnostic fee to be waived.

You said:

Can you provide me with your best contact method and verify your mailing address?

Sent - 8:21 PM

Bot CU said:

[REDACTED]

Bot CU said:

[REDACTED]

Bot CU said:

[REDACTED]

Customer - 8:22 PM

You said:

Thank you.

You said:

Is there anything else I can assist you with today?

Sent - 8:24 PM

Bot CU said:

No

Customer - 8:25 PM

You said:

Thank you for contacting Ford Motor Company. At the end of this chat, there will be a survey that appears regarding your experience with my performance today. We appreciate any feedback you may have. Have a great day!

Sent - 8:27 PM

2024-04-03 02:00:56

CUST SAYS: Wants to know why VIN is not included in recall. Looking for coverage.

CUST SAYS, DLR SAYS: Has not been to dealer.

CRC ADVISED: Adv to have vehicle diagnosed by Ford dealer.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 09-21-2024 CLOSED: 09-22-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat NA CRC COMMUNICATION: Chat
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: 103,000
BODY STYLE:
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS:
CITY STATE ZIP COUNTRY: | | [REDACTED] |
HOME PHONE: [REDACTED]
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Service Engine Soon (engine image) | Intermittent
ANALYST NAME: # FordTCC-DM-PRD02-CRM OPEN ANALYST NAME: [REDACTED]
COMMENTS:

I have a 2017 ford focus with the 1.0L ecoboost I was told there was a recall for the oil pump drive belt, but when I put my VIN into the search nothing comes up.

Customer - 4:15 PM
 You said: Hello [REDACTED]! My name is [REDACTED]. I will be happy to look into this for you. Give me just a few moments, please.
 You said:
 Hello [REDACTED]! My name is [REDACTED]. I will be happy to look into this for you. Give me just a few moments, please.
 You said: Thank you for waiting. I'm not showing any recalls on the VIN provided.
 You said:
 Thank you for waiting. I'm not showing any recalls on the VIN provided.
 Sent - 4:18 PM
 Bot CU said: Ok I guess I won't worry about it.
 CU
 Bot CU said:
 Ok I guess I won't worry about it.
 Customer - 4:19 PM
 You said: Are you having an issue with the vehicle?
 You said:
 Are you having an issue with the vehicle?
 You said: I haven't heard from you in a few minutes. Do you need more time?
 You said:
 I haven't heard from you in a few minutes. Do you need more time?
 Sent - 4:22 PM
 Bot CU said: Kind of it keeps saying engine fault service immediately and loses power. If I shut it off and start it again it will be fine for a few hundred miles.
 CU
 Bot CU said:
 Kind of it keeps saying engine fault service immediately and loses power. If I shut it off and start it again it will be fine for a few hundred miles.
 Bot CU said: I took it to have it looked at but the couldn't fins any problems.
 CU
 Bot CU said:
 I took it to have it looked at but the couldn't fins any problems.
 Customer - 4:25 PM
 You said: May I please have your address and best contact method?
 You said:
 May I please have your address and best contact method?
 You said: Are you still with me, [REDACTED]?
 You said:
 Are you still with me, [REDACTED]?
 Sent - 4:28 PM
 Bot CU said: [REDACTED] text or call
 CU
 Bot CU said:
 [REDACTED] text or call
 Bot CU said: My address is [REDACTED] Ormond beach Florida, [REDACTED]
 CU
 Bot CU said:
 My address is [REDACTED] Ormond beach [REDACTED]
 Bot CU said: E mail mailto: [REDACTED] One or more links in the message.
 CU
 Bot CU said:
 E mail mailto: [REDACTED]
 Customer - 4:30 PM
 You said: Thank you for that information. Was the vehicle taken to a Ford dealer?
 You said:
 Thank you for that information. Was the vehicle taken to a Ford dealer?
 Sent - 4:30 PM
 Bot CU said: No they weren't open, an
 CU
 Bot CU said:
 No they weren't open, an
 Bot CU said: I called them and they told me unless it was actually saying there was a fault they wouldn't be able to diagnos it. The issue is I don't know when it will happen and if I shut it off it goes away sometimes for weeks. I don't think it's a good idea to drive it 10 miles to the dealer when it will barely move.
 CU
 Bot CU said:
 I called them and they told me unless it was actually saying there was a fault they wouldn't be able to diagnos it. The issue is I don't know when it will happen and if I shut it off it goes away sometimes for weeks. I don't think it's a good idea to drive it 10 miles to the dealer when it will barely move.
 Customer - 4:33 PM
 You said: I completely understand. What dealer did you reach out to?
 You said:
 I completely understand. What dealer did you reach out to?
 Sent - 4:34 PM
 Bot CU said: [REDACTED] in [REDACTED]
 CU
 Bot CU said:
 [REDACTED] in [REDACTED]
 Customer - 4:36 PM
 You said: Thank you. I can locate a different dealer for you, if you would like.
 You said:
 Thank you. I can locate a different dealer for you, if you would like.
 Sent - 4:37 PM
 Bot CU said: I don't think there is a closer one, but you can look maybe it will have the issue one day when I'm close. But they would need to leave it running until they look at it.
 CU
 Bot CU said:
 I don't think there is a closer one, but you can look maybe it will have the issue one day when I'm close. But they would need to leave it running until they look at it.
 Customer - 4:38 PM
 You said: I was able to locate another dealer for you. [REDACTED] [REDACTED]
 [REDACTED] [REDACTED].

You said:
I was able to locate another dealer for you. Palm Coast Ford 1150 Palm Coast Parkway Palm Coast, FL 32137
[REDACTED].
Sent - 4:39 PM
Bot CU said: That's quite a bit farther but I can give them a call.
CU
Bot CU said:
That's quite a bit farther but I can give them a call.
Customer - 4:41 PM
You said: That was the next closest to you. Do you know the current mileage on the vehicle?
You said:
That was the next closest to you. Do you know the current mileage on the vehicle?
Sent - 4:42 PM
Bot CU said: 103000 but its been doing it since about 95000. The most annoying thing is my extended warranty from the dealer was up at 100k so it's probably going to be really expensive.
CU
Bot CU said:
103000 but its been doing it since about 95000. The most annoying thing is my extended warranty from the dealer was up at 100k so it's probably going to be really expensive.
Customer - 4:43 PM
You said: I understand. I've been there.
You said:
I understand. I've been there.
You said: Is there anything else I can assist you with today, [REDACTED]?
You said:
Is there anything else I can assist you with today, [REDACTED]?
Sent - 4:47 PM
Bot CU said: No that should be everything
CU
Bot CU said:
No that should be everything
Customer - 4:48 PM
You said: Thank you for contacting Ford Motor Company. At the end of this chat, there will be a survey that appears regarding your experience with my performance today. We appreciate any feedback you may have. Have a great day!
You said:
Thank you for contacting Ford Motor Company. At the end of this chat, there will be a survey that appears regarding your experience with my performance today. We appreciate any feedback you may have. Have a great day!
Sent - 4:48 PM
Connectivity Status: Connected

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]
OPEN: 01-02-2026 CLOSED: 01-02-2026
RESPONSE TEAM: Tier 1 Inbound NA CRC
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | |
DEALER NAME: [REDACTED]
PA CODE: 03356 DLR SALES CODE: 41060
VIN: [REDACTED] MODEL YEAR: 2018
BODY STYLE: P3F - FOCUS SE 4DR SEDAN
LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED] |
ADDRESS:
CITY STATE ZIP COUNTRY: | | [REDACTED] |
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Engine oil | Flashes
ANALYST NAME: [REDACTED]
COMMENTS:
2026-01-02 18:55:07

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
REGION: G1 ZONE: G1D
MODEL: FOCUS MILEAGE: 107,000

cust says:
question abt my car theres recall that coming soon but I need my veh to work now
I was driving the car the oil light came on and I loss power luckily I can make it to the dealer they said its the
oil belt issue and theres recall, I t gonna cost \$9800

per cust/dlr says:they said its the oil belt issue
crc advise:
Discussed the recall 25e05
theres no recall for oil belt issue

recalls are VIN specific and not all veh with the same year make and model will have the same recall. Your
vehicle may have been built at a different plant using a different part than those vehicles involved in recalls or
CSP's.

Created case to document concern that the veh exhibit issues that might be related to recall, once ford check
and found internally that your veh is affected by any recall we will send you letter via first class mail and you
can file for possible reimbursement
if veh doesn't have warranty/recall charges will apply, theres no guarantee bec we are here only to create
case
keep the receipt if incase you will have a future recall/program you can still request for reimbursement

[REDACTED]
RECALL
25E05 FUTURE PROGRAM UPDATE POWERTRAIN CONTROL MODULE AND CANISTER PURGE
VALVE

CASE ATTACHMENTS: