

CASE NUMBER: [REDACTED] STATUS: Resolved
 OPEN: 11-10-2022 CLOSED: 12-02-2022 BUSINESS UNIT NAME: Ford
 RESPONSE TEAM: FAR FastPath NA CRC COMMUNICATION: Web
 CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - Repair |
 DEALER NAME: Jack Demmer Ford
 PA CODE: 02771 DLR SALES CODE: 48016 REGION: G2 ZONE: G2B
 VIN: [REDACTED] MODEL YEAR: 2017 MODEL: FOCUS MILEAGE: 103
 BODY STYLE: P3F - FOCUS SE 4DR SEDAN
 LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED] | C
 ADDRESS:
 CITY STATE ZIP COUNTRY: | [REDACTED]
 HOME PHONE: [REDACTED]
 SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | Always
 ANALYST NAME: # FordTCC-DM-PRD04-CRM OPEN ANALYST NAME: Data Migration user

COMMENTS:

- 2022-11-10 13:44:35 Case Number : CAS [REDACTED] Customer : [REDACTED] Business Phone : Home Phone :
 Mobile Phone : LTV Score : 96 Vehicle Purchase Status : Original Owner Ford Credit Contract Number :
 Part Number : Dealer Name : Jack Demmer Ford, Inc. Dealer P&A : 02771 Dealer phone : (734) 641-6120
 VIN : [REDACTED] Year : 2017 Make : FORD Model : FOCUS Mileage : 103026 Engine
 Specification : Transmission Specification : Warranty Start Date : 2017-07-05 Open Recall/FSA : : ESP :
 Hotline Contact : Warranty History :
- 2022-11-10 13:44:56 FRM DLR : ENGINE LOST OIL PRESSURE AND VEHICLE STALLED HAS BROKEN OIL PUMP BELT
 NEEDS ENGINE AND TURBO REPLACED
- 2022-11-10 13:46:36 PM to DLR : Additional information is required to move forward with this request. Because this is a high dollar
 engine repair, you will need to tear down the engine and complete the cost cap in OASIS. PROVIDE AN
 ESTIMATE THAT REFLECTS THE RECOMMENDED REPAIR FROM THE COST CAP Then, provide the
 last 2 services of maintenance records and If a diesel engine please to provide engine idle hours. Send a
 portal message with the detailed tech findings (be as detailed as possible, include parts listing, warranty
 pricing, labor, etc.). After all of this is complete, we can move forward to the next step.
- 2022-11-11 14:39:38 2nd PM to DLR : Additional information is required to move forward with this request. Because this is a high
 dollar engine repair, you will need to tear down the engine and complete the cost cap in OASIS. PROVIDE
 AN ESTIMATE THAT REFLECTS THE RECOMMENDED REPAIR FROM THE COST CAP Then, provide
 the last 2 services of maintenance records and If a diesel engine please to provide engine idle hours. Send a
 portal message with the detailed tech findings (be as detailed as possible, include parts listing, warranty
 pricing, labor, etc.). After all of this is complete, we can move forward to the next step.
- 2022-11-11 20:55:08 PM FRM DLR : Hi, Cost cap states replace powertrain assembly (attached) ,last 2 oil changes attached,
 major parts are engine F1FZ-6006-C \$3900.80 turbo-CM5Z-6K682-L \$527.46 Balance of parts \$598.72 are
 gaskets,seals,fluid and discard parts (list is too long to type here. Diagnosis was check oil pressure had Opsi,
 removed oil pan and found oil pump belt shredded and debris blocked oil pickup screen, sent last 2 oil
 changes but customer has all done here. Labor ops 6600B 0.5, 6007A 6.2, 6007A34 3.0, 6007AXQ 0.2. Any
 other questions please call.
- 2022-11-14 13:35:25 PM to DLR : The request for financial assistance has been approved. A P11 approval code has been
 generated in the FLL Request form: Customer \$2530.30 Ford \$3795.46 Total \$ 6325.76 If we are assisting
 financially, the FPS will cut the code and the case will close automatically in 7 business days.



* INVOICE *

37300 MICHIGAN AVE.
WAYNE, MICHIGAN 48184
 PHONE: (734) 721-2600
 www.demmerford.com

PAGE 1

STATE REGISTRATION NO. F-100821 & F-165724

SERVICE ADVISOR: 5413 ALEXANDER BROWN

HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	17	FORD FOCUS	[REDACTED]		103008/103008	T0541	
DEL DATE	PROD DATE	WARR EXP	ESTIMATED COMPLETION TIME	PO NO	RATE	PAYMENT	INV DATE
01JAN17 DD			17:00 19OCT22		0.00	CASH	19OCT22
R.O. OPENED	READY	OPTIONS: DLR:027716					

15:53 19OCT22	16:36 19OCT22
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LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A \$59.95 OIL & FILTER CHANGE, TIRE ROTATION AND FREE 99 VEHICLE INSPECTION. UP TO 6 QUARTS. ADDITIONAL QUARTS ARE EXTRA.

CAUSE: MAINTENANCE

WRKS \$59.95 OIL & FILTER CHANGE, TIRE ROTATION AND FREE 99 VEHICLE INSPECTION UP TO 6 QUARTS. ADDITIONAL QUARTS ARE EXTRA.

7463 BANE, JONATHAN LIC#: M000000

CQL						33.90	33.90
EW ENVIRONMENTAL GREEN DISPOSAL FEE					1.00	1.00	1.00
5 XO*5W20*DSP MOTORCRAFT 5W20SAE					4.25	4.25	21.25
1 FL*910S* KIT - ELEMENT & GASKET - OIL F					8.18	6.95	6.95
PARTS: 28.20	LABOR: 33.90	OTHER: 1.00	TOTAL LINE A:				63.10

103008
 OIL AND OIL FILTER CHANGED
 TIRES ROTATED

B NO CHARGE MULTI-POINT INSPECTION

Q99P NO CHARGE MULTI-POINT INSPECTION

7463 BANE, JONATHAN LIC#: M000000

CQL						0.00	0.00
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE B:				0.00

103008
 LOW OIL PRESSURE LIGHT ON UPON ARRIVAL
 ALL BRAKES AT 2-4MM

EPA DISPOSAL, SHOP SUPPLIES, DIAGNOSTIC SOFTWARE

If you were happy with our service please tell a friend. If not please tell us. Our goal is to have our customers "COMPLETELY SATISFIED"
 ARE YOU SIGNED UP FOR FORD PASS REWARDS?
 PLEASE ASK ADVISORS FOR DETAILS AND START EARNING TODAY.

3.39

SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor, not to exceed \$25.00, to the Repair Order for shop supplies. Applicable supply items are: nuts, bolts, washers, tape, solvent, rags, carb clean, brake clean, towels, solder, battery cleaner, wire, window sealer, hazardous waste disposal fees, diagnostic software, etc.

"We Sincerely Appreciate Your Business"

Service Hours

Monday - Friday
 7:00 AM - 6:00 PM

OUR QUALITY GUARANTEE

FORD, MERCURY, LINCOLN CARS, AND LIGHT TRUCKS: THE FORD MOTOR COMPANY PARTS AND ACCESSORIES WARRANTY IS: DEALER INSTALLED - 2 YEARS / 24,000 MILES, WHICHEVER COMES FIRST. REMANUFACTURED, USED OR OUTSIDE PURCHASED PARTS CARRY THE WARRANTY PROVIDED BY THE SUPPLIER.

All Parts Are
 New Unless
 Otherwise Indicated

CERTIFICATION ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A. 309)

Repairs properly completed and checked by:

X

DESCRIPTION	TOTALS
LABOR AMOUNT	33.90
PARTS AMOUNT	28.20
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	4.39
SUB TOTAL	66.49
LESS INSURANCE	0.00
SALES TAX	1.89
PLEASE PAY THIS AMOUNT	68.38

Repair vs. Replace Decision

Smith, Phil SERVICE MANAGER Jack Demmer Ford Inc.

Cost Cap Result: REPLACE

Warranty Type CLP / Non-Warranty

Assembly Type: Engine Model Year: 2017 Build Date: June 07, 2017 Body: Focus VIN:	Assembly Name: 1.0L 4V I3 TIVCT GTDI TURBOCHARGED (ECOBOOST) ENGINE			
	P&A Code	02771	Dealer	Jack Demmer Ford Inc.
	R. O.#		Contact	

NOTE: The Cost Cap Tool decision listed below does NOT approve, validate or confirm a repair or vehicle's eligibility for warranty or ESP coverage.

Repair vs. Replace Decision

Based on the information entered, the recommended service action, in this instance, is to **REPLACE** this powertrain assembly with a Ford remanufactured long block, Base Part# 6006*. If a remanufactured long block is not available for this application it may be necessary to use a new long block (6006) or if no long blocks are available, a new complete engine (6007).

IMPORTANT: Per the Warranty & Policy Manual, the use of a Ford remanufactured engine or transmission assembly is required on warranty covered repairs. Failing to use a Ford remanufactured engine or transmission, when one is available, could result in a chargeback of a previously paid claim.

Note: The Warranty (Technical Hotline) and Extended Service Plan Prior Approval Centers are authorized to negate a Cost Cap Tool Repair vs. Replace Decision and direct / approve a different service action.

These are the parts you selected that must be replaced in order to fully complete the repair to this powertrain assembly.

PART #	PART DESCRIPTION	QUANTITY
6C570	Solenoid Valve, Timing	1
6B651	Oil Pump Drive Belt	1
6M280	Solenoid Asy(s), VCT	2
6C880	Oil Pump Control Solenoid	1
6B856	Oil Cooler	1
6268	Timing Chain / Belt	1
6256	Camshaft Sprocket(s) VCT	2
6500	Tappet(s)	12
6600	Oil Pump	1
6250	Camshaft(s)	2
6049	Cylinder Head	1
6009	Short Block, Important - Only select the short block if it is more cost effective then using individual short block parts. Failed parts found must be fully documented on the repair order.	1

* Part Availability Disclaimer

CAUTION: The recommended service action (repair vs. replace decision) developed by The Cost Cap Tool is made with only limited data regarding the current availability of service parts and powertrain assemblies. In certain instances the Cost Cap Tool may provide a recommended service action to "Repair" a powertrain assembly but the service parts needed to perform the repair are not currently available. Similarly, the Cost Cap Tool may provide a recommended service action to "Replace" a powertrain assembly, but the needed assembly (new or remanufactured) is not currently available. Therefore, in some instances it may be necessary to perform a service action that is different than the one recommended by the Cost Cap Tool, i.e. replace a powertrain assembly instead or repairing it or repairing a powertrain assembly instead of replacing it. The procedure for handling and documenting these types of part availability issues is listed in sections 3 and 6 of the Warranty Policy Manual. Additionally, when a change in the service action occurs, Prior Approval may be required even though the Cost Cap Tool guidance statement may advise otherwise.

Dealer Documentation

NOTE: Verification of the cost cap tool decision must be retained in the dealer documentation (either electronic or hard copy).

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 12-30-2022 CLOSED: 01-08-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: FAR FastPath NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - Repair |
DEALER NAME: Kayser Ford of Sauk City
PA CODE: 02526 DLR SALES CODE: 41360 REGION: G1 ZONE: G1V
VIN: ██████████ MODEL YEAR: 2017 MODEL: FOCUS MILEAGE: 113,656
BODY STYLE: P3F - FOCUS SE 4DR SEDAN
LAST NAME FIRST NAME MIDDLE: ██████ | ██████ |
ADDRESS:
CITY STATE ZIP COUNTRY: | | ██████ |
HOME PHONE:
SYMPTOMS: Start/Run/Move | Running | Not Listed | UNKNOWN
ANALYST NAME: # FordTCC-DM-PRD08-CRM OPEN ANALYST NAME: Data Migration user

COMMENTS:

- 2022-12-30 19:29:43 Case Number : ██████████ Customer : ██████████ Business Phone : Home Phone :
Mobile Phone : LTV Score : 4 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part
Number : F1FZ6006C Dealer Name : Kayser Ford of Sauk City Dealer P&A : 02526 Dealer phone : 608-643-
8553 VIN : ██████████ Year : 2017 Make : FORD Model : FOCUS Mileage : 113656 Engine
Specification : Transmission Specification : Warranty Start Date : 2017-09-29 Open Recall/FSA : : ESP :
Hotline Contact : Warranty History :
- 2022-12-30 19:31:12 Upon review, it appears the vehicle does not meet FLP guidelines due to a low CLV score. The minimum
score for assistance is 50. Ford Motor Company is unable to provide financial assistance at this time. Please
feel free to contact me with any questions or comments regarding the case via Portal Message.
- 2022-12-30 23:29:06 ibpm from dealer Tech Findings: VERIFIED CUSTOMER CONCERN, CHECK ENGINE LIGHT IS ON WITH
DTCS PRESENT, OIL LIGHT IS ALSO ON PCM P0017 Crankshaft Position - Camshaft Position Correlation
- Bank 1 Sensor B PCM P0340 Camshaft Position Sensor 'A' Circuit (Bank 1 or single sensor) PCM P06E9
Engine Starter Performance PCM P2196 O2 Sensor Signal Biased/Stuck Rich - Bank 1, Sensor 1 BCM
B1492 FUEL CUT OFF EVENT VERIFIED CONCERN, OIL LIGHT IS ON AND TIMING CODES ARE SET,
ENGINE IS LOUD AND RUNNING ROUGH, CHECKED OIL AND FOUND SHAVING TO BE PRESENT,
RAN VEHICLE WITH OIL CAP OFF AND VERIFIED NO OIL IS GETTING UP TO THE CAMSHAFTS, LOTS
OF METAL CONTAMINATION PRESENT AT TOP END OF ENGINE, SUGGEST REPLACING LONG
BLOCK DUE TO ENGINE OIL PUMP BELT FAILURE CAUSING LOSS OF OIL PRESSURE Attachment File
name: ██████████.JPG
- 2022-12-30 23:33:00 We will not need any other kind of documentation on this vehicle. The CLV score is 4, and the score needed
for assistance is 50 and above. Please read the notice below. Upon review, it appears the vehicle does not
meet FLP guidelines due to a low CLV score. The minimum score for assistance is 50. Ford Motor Company
is unable to provide financial assistance at this time. Please feel free to contact me with any questions or
comments regarding the case via Portal Message.

CASE NUMBER: CAS- [REDACTED] STATUS: Resolved
OPEN: 02-03-2023 CLOSED: 02-16-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: FAR FastPath NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - Repair |

DEALER NAME: Bommarito Ford
PA CODE: 08189 DLR SALES CODE: 53049 REGION: C4 ZONE: C4C
VIN: [REDACTED] MODEL YEAR: 2017 MODEL: FOCUS MILEAGE: 128

BODY STYLE: P3F - FOCUS SE 4DR SEDAN
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-PRD09-CRM OPEN ANALYST NAME: Data Migration user

COMMENTS:

2023-02-03 19:33:15 Case Number : CAS- [REDACTED] H1S9F3 Customer : [REDACTED] W [REDACTED] Business Phone : [REDACTED]
Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 76 Vehicle Purchase Status : Original Owner Ford
Credit Contract Number : [REDACTED] Part Number : F1FZ6006C Dealer Name : Bommarito Ford Dealer P&A : 08189
Dealer phone : 3148950600 VIN : [REDACTED] Year : 2017 Make : FORD Model : FOCUS Mileage : 128546
Engine Specification : [REDACTED] Transmission Specification : [REDACTED] Warranty Start Date : 2017-10-04 Open
Recall/FSA : [REDACTED] ESP : [REDACTED] Hotline Contact : [REDACTED] Warranty History : [REDACTED]

2023-02-03 19:34:02 FAR doc-CUSTOMER HAD ISSUE STARTING THE VEH. LOW OIL PRESSURE LIGHT COMING ON. DIAG PERFORMED REVEALED INTERNAL DAMAGE TO ENGINE. REQUIREMENT IS REPLACE 1.0 ENGINE. DTC'S FOUND CODES P0017, P0365, P0369

2023-02-03 19:36:44 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 the last 2 oil changes (maintenance records) and send a portal message with the detailed tech findings. Please send 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.

2023-02-03 23:44:55 ibpm from dealer THE TECHS STORY IS PASTED BELOW. JUMP START VEHICLE TO TEST VEHICLE OPERATION. ENGINE IS RATTLING AND CEL IS ON THE IC. CHECK OASIS. EEC TEST. P0012, P0014 AND P0299. PERFORM PPT HK. HK1 YES HK11 MONITOR PIDS. PIDS DO NOT READ CLOSE TO ZERO. HK13 NO, HK14 BELIEVE ENGINE HAS NO OIL PRESSURE. INSTALL MANUAL OIL PRESS GAUGE. OPCI. REMOVE OIL PAN AND INSPECT. FOUND OIL PUMP DRIVE BELT TENSIONER FAILED. REMOVE ROD BEARING CAPS AND INSPECT BEARING ARE DAMAGED. PERFORM COST CAP. RECOMMENDED TO REPLACING LONG BLOCK. FOUND TURBO COMPRESSOR NUT IN AIR FILTER TUBE. INSPECT TURBO. NUT HAD DAMAGED THE COMPRESSOR AND HOUSING. THE REST OF THE REQUESTED INFO IS ATTACHED BELOW IN PDF FILE. Attachment File name: [REDACTED] GCCT.pdf

2023-02-07 23:57:24

Maintenance Records: Reviewed

Cost Cap: Verified in GWO / Replace

Detailed Estimate: Reviewed for parts and labor amounts

Dealer Markup Verified: YES

Pricing: At or close to warranty pricing

Add. Info: This concern would have been considered warrantable under the 5yr / 60k mile powertrain warranty.

2023-02-08 00:58:54

FMC has authorized \$4,020.80 towards repairs. An approval code has been generated in the FLL Request form based on the following participation: • Customer Share: \$2,680.53 • Ford Share: \$4,020.80 • FPS generated P11 Approval Code MSPA929574 Please contact the customer to advise of the decision.

2023-02-21 19:59:56

*WEB*Can I get you to take another look at the requested amount of this repair. I submitted a copy of the warranty price on parts for this claim. I put the estimate for repairs in with the list price of parts. I need to see if we can get the total claim revised to 5958.35 parts and 2611.68 labor. thank you and let me know as soon as you can. thank you.

CASE NUMBER: CAS- [REDACTED] STATUS: Resolved
OPEN: 08-04-2023 CLOSED: 09-22-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Outside Criteria
DEALER NAME: Leif Johnson Ford
PA CODE: 04465 DLR SALES CODE: 52300 REGION: C2 ZONE: C2F
VIN: [REDACTED] MODEL YEAR: 2017 MODEL: FOCUS MILEAGE: 97,306
BODY STYLE: P3F - FOCUS SE 4DR SEDAN
LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED] | L
ADDRESS:
CITY STATE ZIP COUNTRY: | | [REDACTED] |
HOME PHONE: [REDACTED]
SYMPTOMS: Start/Run/Move | Moving | UNKNOWN | UNKNOWN
ANALYST NAME: # FordTCC-DM-PRD08-CRM OPEN ANALYST NAME: Carle Jackson

COMMENTS:

2023-08-04 12:59:07 2017 Focus [REDACTED] flp clv 80 mile 97306 wsd 3/15/2017 [REDACTED] YAHOO.COM ibc from cust [REDACTED] stating he is seeking fin assistance. repair is a long block engine. cust said he has already paid \$4100 repair cost is \$8100 obc to dlr to confirm mileage ro# [REDACTED] ro mile 97306 ro date 8/1 sa brandon email blarge@leifjohnsonford.com concern check oil light cause of failure; engine replacement if the cust were on under powertrain repair would have been covered. cxs sent email to sa to get far info to make offer, cxs provided cust w cas# and contact info next steps: wait on sa to send over email to make offer to cust Ford Motor Company @ Carle Jackson CRC- Passenger Vehicle Team cjack333@ford.com | www.ford.com office: 866-631-3788 ext. 79110

2023-08-04 13:00:22 Case Number : CAS-[REDACTED] Customer : [REDACTED] Business Phone : [REDACTED]
Home Phone : [REDACTED] Mobile Phone : [REDACTED] LIV Score : 80 Vehicle Purchase Status :
Subsequent Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Leif Johnson Ford
Dealer P&A : 04465 Dealer phone : 5124543711 VIN : [REDACTED] Year : 2017 Make : ford Model : focus
Mileage : 97306 Engine Specification : 1.0L 12V DI TC 13 GS 120PS FOX Transmission Specification : 6 SPD MAN TRANS - B6
Warranty Start Date : 2017-03-15 Open Recall/FSA: : ESP : Hotline Contact : n/a
Warranty History : [REDACTED] LEIF JOHNSON FORD 97036 21-NOV-2022 * * * [REDACTED]
Customer Comments PERFORM RECALL 18S07 CLUTCH PRESSURE PLATE CRACKS Tech Comments PERFORMED CLUTCH SLIPPAGE TEST, PASSED, REPROGRAMMED PCM PER RECALL.

2023-08-04 19:18:10 What were the technician findings? Results of the diagnosis? Oil pump drive belt broke and engine looses oil pressure. Engine is rattling while running, need long block and turbo RO [REDACTED] RO date:8/1/2023 RO Line #:A Mileage at RO:97,306 Parts (Warranty Rate)-\$6,290.47 Labor (Warranty Rate)-\$2,231.00 Total-\$8521.47

2023-08-10 15:18:23 From: Jackson, Carle (C.) Sent: Thursday, August 10, 2023 10:18 AM To: [REDACTED] Subject: RE: ro# [REDACTED] Hello Can you send an attachment of the cost cap so that I can make a offer to the cust Thank you From: Brandon Large Sent: Wednesday, August 9, 2023 7:14 AM To: Jackson, Carle (C.) Subject: RE: ro# [REDACTED] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Cap cost has been completed. Brandon G. Large Leif Johnson Ford Service Consultant 512-706-6289 Blarge@LeifJohnsonFord.com

2023-08-21 17:11:48 From: Jackson, Carle (C.) Sent: Monday, August 21, 2023 12:11 PM To: [REDACTED] Subject: CAS-[REDACTED] V9F5F2 Good afternoon, I hope all is well, I am reaching out regarding your financial assistance request. Ford can cover \$2,556.44 towards your repair cost. If you accept this offer, please contact your service advisor and request repairs being. Thank you Ford Motor Company @ Carle Jackson CRC- Passenger Vehicle Team cjack333@ford.com | www.ford.com office: 866-631-3788 ext. 79110

2023-08-21 17:16:25 From: Jackson, Carle (C.) Sent: Monday, August 21, 2023 12:16 PM To: Brandon Large Subject: ro# 452121 Hello Offer of \$2,556.44 has been made to the cust. Awaiting acceptance. Thank you Ford Motor Company @ Carle Jackson CRC- Passenger Vehicle Team cjack333@ford.com | www.ford.com office: 866-631-3788 ext. 79110

2023-08-29 17:30:15 From: [REDACTED] Sent: Monday, August 21, 2023 5:21 PM To: Jackson, Carle (C.) Subject: Re: CAS-[REDACTED] V9F5F2 WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Thank you so much for all the help. I do accept this offer and I have already spoken with my service advisor to let him know as well Sent from my iPhone

2023-09-06 20:00:00 "From: Jackson, Carle (C.) Sent: Wednesday, September 6, 2023 3:00 PM To: Brandon Large Subject: RE: ro# [REDACTED] Hello What is the repair status at this time? Have all part arrived? Thank you Ford Motor Company Carle Jackson CRC- Passenger Vehicle Team cjack333@ford.com | www.ford.com office: 866-631-3788 ext. 79110 "

2023-09-06 20:05:00 " From: Brandon Large Sent: Wednesday, September 6, 2023 3:02 PM To: Jackson, Carle (C.) Subject: RE: ro# [REDACTED] Its being worked on now and should be done this week! Brandon G. Large Leif Johnson Ford Service Consultant 512-706-6289 Blarge@LeifJohnsonFord.com "

2023-09-11 15:07:00 "From: Jackson, Carle (C.) Sent: Monday, September 11, 2023 10:07 AM To: 'Brandon Large' Subject: RE: ro# [REDACTED] Hello Have repairs been completed? Thank you "

2023-09-11 16:56:00 "From: Jackson, Carle (C.) Sent: Monday, September 11, 2023 11:56 AM To: Brandon Large Subject: RE: ro# [REDACTED] Here is the approval code for \$2,556.44 MSPA564860. When is the cust suppose to be picking up the veh? Thank you. From: Brandon Large Sent: Monday, September 11, 2023 11:44 AM To: Jackson, Carle (C.) Subject: RE: ro# [REDACTED] Vehicle is completed, I can send invoice? Is that what you need? Brandon G. Large Leif Johnson Ford Service Consultant 512-706-6289 Blarge@LeifJohnsonFord.com "

2023-09-15 16:21:08 From: Brandon Large Sent: Wednesday, September 13, 2023 11:44 AM To: Jackson, Carle (C.) Subject: RE: ro# [REDACTED] Customer has picked up. Brandon G. Large Leif Johnson Ford Service Consultant 512-706-6289 Blarge@LeifJohnsonFord.com

2023-09-15 16:22:05

From: Jackson, Carle (C.) Sent: Friday, September 15, 2023 11:22 AM To: [REDACTED] [REDACTED] Subject: CAS-[REDACTED] V9F5F2 Good morning, I hope all is well, I am reaching out to see if you are satisfied with the repairs completed to your vehicle. Please see attachment for a maintenance plan offer courtesy of Ford. If you would like to take advantage of this offer. I will also pinpoint some key factors about this plan. If you would like to accept simply reply with your current mileage. • Coverage will begin at the warranty start date and zero miles. • Covers oil and filter change, tire rotation, and multi-point inspection. • All scheduled maintenance as outlined in the vehicle owner's guide, PLUS six selected wear items: o Spark plugs (except in California) o Engine belts and hoses including hose clamps and hose O-rings seals o Brake pads and linings o Shock absorbers o Wiper blades • Plan terms: 3 years /45,000 miles, normal scheduled maintenance Thank you. Ford Motor Company © Carle Jackson CRC- Passenger Vehicle Team cjack333@ford.com | www.ford.com office: 866-631-3788 ext. 79110

2023-09-21 00:34:44

Ronchele Babineaux
Ford Motor Company
Business Operations Supervisor
Rbabinea@ford.com|www.Ford.com

case audit

Safety net this case to close if the customer hasn't responded to your email to accept the ESP plan
And the vehicle has been repaired safety net to close if you emailed him on 9/15

2023-09-21 01:36:45

From: Jackson, Carle (C.) Sent: Wednesday, September 20, 2023 8:37 PM To: [REDACTED] [REDACTED] Subject: CAS-[REDACTED] Good evening, This correspondence is in response to your contact with the Ford Customer Relationship Center on 9/20/2023 regarding your 2018 Ford Expedition. I have attempted to reach you between 9/15/23-9/20/23 however, there has been no reply. As your Ford Customer Experience Specialist, I would like an opportunity to address your concerns. Please contact me at 1-866-631-3788. I am available Monday through Friday between 7:00 am – 3:30 pm Central Standard Time. Sincerely, Ford Motor Company © Carle Jackson CRC- Passenger Vehicle Team cjack333@ford.com | www.ford.com office: 866-631-3788 ext. 79110

CASE NUMBER: CAS- [REDACTED]

STATUS: Information Provided

OPEN: 09-21-2023

CLOSED: 09-21-2023

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Tier 1 Chat NA CRC

COMMUNICATION: Chat

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

DEALER NAME: Village Ford Inc

PA CODE: 02737

DLR SALES CODE: 48027

REGION: G2

ZONE: G2B

VIN: [REDACTED]

MODEL YEAR: 2015

MODEL: FIESTA

MILEAGE: 88,000

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

ANALYST NAME: # FordTCC-DM-PRD08-CRM

OPEN ANALYST NAME: Montiel Kelly

COMMENTS:

today
Info At 11:22 AM Sep 21
Thank you for choosing to chat with us. We will be with you shortly. You are currently 5 waiting in queue.
Info At 11:24 AM Sep 21
Thank you for your patience. Your position in the queue is number {PosInQ}.
Info At 11:25 AM Sep 21
You are now chatting with Montiel. Please do not enter any sensitive personal data such as social security number or credit card numbers.
Hello [REDACTED] Thank you for contacting Ford Motor Company. My name is Monica. How can I assist you today?
You 11:26 AM
So, I have an issue on my 2015 Ford Fiesta 1.0L ecoboost
The oil pump belt failed and caused total engine seizure
[REDACTED] 11:26 AM
This is according to the Ford dealership
[REDACTED] 11:28 AM
I'm glad you chose to chat with us about this! Let me pull up your vehicle records and see what we are working with today. When did you visit the Ford dealership?
You 11:30 AM
September 6
[REDACTED] 11:31 AM
What is the current millage on the vehicle?
You 11:32 AM
I think it's around 88,000 miles
[REDACTED] 11:33 AM
Thank you, please continue and I'll be with you shortly
You 11:36 AM
Yes, so the dealership says it needs new engine short block and turbo and will cost \$7400 to fix
[REDACTED] 11:38 AM
What Ford dealership did you visit for this concern?
You 11:38 AM
Village Ford in Dearborn, MI
[REDACTED] 11:38 AM
So, I believe it is past warranty, but I believe this is a known issue in these engines for Ford and the manual says replace the oil pump belt at 150,000 miles
[REDACTED] 11:41 AM
I see there is a current class action lawsuit filed about this issue as well
[REDACTED] 11:43 AM
Thanks for that information. While I look over your profile, so that I understand, can you tell me a little bit about the symptoms you are experiencing? Also, if applicable, is this always, intermittent, high speeds, hot or cold?
You 11:43 AM
This is engine seizure, engine doesn't start or crank
[REDACTED] 11:44 AM
Thanks you for clarifying that. To be sure I'm looking at the correct account may I have your complete mailing address, including your ZIP code?
You 11:47 AM
2160 Elmhurst St., Canton, MI [REDACTED]
[REDACTED] 11:47 AM
Will you please provide your daytime phone number, and is it your mobile, work, or home number?
You 11:47 AM
702-249-1140, mobile
[REDACTED] 11:48 AM
Thank you for providing the information. I will investigate the matter and get back to you shortly, within a maximum of 3 minutes.
You 11:49 AM
ok thanks
[REDACTED] 11:50 AM
Thank you so much for your patience while I looked into this. After reviewing my resources, due of the age of your vehicle 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.
You 11:57 AM
Ford Motor Company may allocate funds on a case-by-case basis to assist in [REDACTED] or absorbing the cost of potential repairs that are beyond warranty. I want to thank you for being a loyal Ford customer.
You 11:58 AM
Is there any type of good faith contribution Ford can make for this issue even though it's out of warranty?
[REDACTED] 11:59 AM
That's a good question. After thoroughly reviewing this matter, due to the age of the vehicle there are no Ford programs available at the moment.
Do you have any other questions for me at this time?
You 12:03 PM
ok, so you mentioned the case-by-case basis above, I'm curious how that works
[REDACTED] 12:03 PM
The information you have requested is considered proprietary. We are unable to share this information with the public. However I can confirm that we are unable to assist due to the age of the vehicle. Once this chat is complete, I will be sure to document your concerns in case Ford initiates a program in the future based on your situation, you may be eligible for reimbursement. Would you like me to document your concern and provide a case number?
You 12:08 PM
Yes. So I would be notified if there is a program?
[REDACTED] 12:09 PM
As part of our process, we document all customer concerns and analyze the data collected to identify areas of improvement. This enables Ford Motor Company to launch programs and initiatives to address these concerns. Kindly bear with me for a moment while I establish a case number for you.
You 12:14 PM
[REDACTED] the case number I established for you today is CAS-[REDACTED] Is there anything else I can assist you with today?
You 12:16 PM
ok thanks. So I would be contacted by mail or telephone if a program came about?
[REDACTED] 12:17 PM
very good question! Correct you will be contacted by mail.
You 12:18 PM

ok thank your for your time

██████████ 12:18 PM

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 12:18 PM

Info At 12:19 PM Sep 21

The chat transcript will be sent to: ██████████@gmail.com at the end of your chat.

Info At 12:20 PM Sep 21

Thank you for chatting with us.

Chat Input

CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN: 02-27-2024

CLOSED: 02-27-2024

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: 2015

MODEL: FOCUS

MILEAGE: 132,000

BODY STYLE: P3F - FOCUS SE 4-DR SEDAN

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

ADDRESS: [REDACTED]

CITY STATE ZIP COUNTRY: NEWMAN STOWN | PA | [REDACTED] | USA

HOME PHONE: [REDACTED]

SYMPTOMS: Start/Run/Move | Fluids | Engine Oil | UNKNOWN

ANALYST NAME: # FordTCC-DS-PROD01-CX

OPEN ANALYST NAME: [REDACTED] Zapanta

COMMENTS:

2024-02-27 14:55:56

CUST SAYS: calling about my veh 2015 ford focus, im calling because about the recall, i want to check about recall. the belt broke for my oil pump. PER CUST, DLR SAYS: N/A CRC ADVISED: Recalls are Vehicle Identification Specific. It depends when and where the vehicle was built as well as the parts use on the vehicle. 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) kb: financial assistance kb: learn about recall

CASE NUMBER: CAS- [REDACTED] STATUS: Resolved
OPEN: 04-12-2024 CLOSED: 04-12-2024 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: 2017 MODEL: FOCUS MILEAGE: 110,000
BODY STYLE: P3F - FOCUS SE 4DR SEDAN
LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: NEW BRAUNFELS | TX | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Start/Run/Move | Fluids | Engine Oil | UNKNOWN
ANALYST NAME: Cathlea Busbus OPEN ANALYST NAME: FordTCC-DSUnknow-Prod-CX
COMMENTS:
2024-04-12 18:38:21

CUST.SAYS: There is a recall 23S64 the motor down.
and took the veh to the dlr last march 26.
the oil pump is failed.

AS PER DLR, CUST SAYS: N/A

CRC ADVISE:
OUTSTANDING FIELD SERVICE ACTIONS
18S07 CLUTCH PRESSURE PLATE CRACKS

Recalls and CSP are VIN specific,
not all vehicle with the same year make and model will have the same recall
because your vehicle may have been built at a different plant using
different parts than those vehicles involved. Ford will send you a letter if your vehicle has recall.

*after reviewing my resources
I have found out that there is no recalls or program
that would provide the coverage of your current
concern, Please be advise we have documented ,
will be raising it up to our internal team w/ NHTSA they
will review and investigate it.
this and keep the receipt in case ford
initiates a recall/program in the future
that might be eligible for reimbursement.

KB:
About Recalls
Financial Assistance

CASE NUMBER: CAS- [REDACTED] STATUS: Canceled
OPEN: 04-22-2024 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria
DEALER NAME: Beach Ford Inc
PA CODE: 06727 DLR SALES CODE: 27054 REGION: N4 ZONE: N4D
VIN: [REDACTED] MODEL YEAR: 2017 MODEL: FOCUS MILEAGE: 53,000
BODY STYLE: P3F - FOCUS SE 4DR SEDAN
LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED] | [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: CHESAPEAKE | VA | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Start/Run/Move | Noise | Moving/Driving | UNKNOWN
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: FordTCC-DSUnknow-Prod-CX
COMMENTS:

2024-04-22 20:58:26 CONTACT VIA : [REDACTED] CUST SAYS: im calling because i have a 2017 ford focus and we took it in for service recently , and the thing that we quoted are listed on the recall but the dealer said our veh is not included but its the same exact thing why i am not covered . and i need ford to cover this .they quoted me 12,500 for the repair its making a weird noise when its turned on , the dealership is telling us its not driveable no pressure inside the engine. we took it in april 9 at the dealership but now its at a independent repair shop to get a 2nd opinion and they say the same thing the recall i found online is 23s64 PER CUST, DLR SAYS: NA CRC ADVISED: advise no recall on the veh , the recall is vin specific 23s64 Engine Oil Pump Belt Tensioner Replacement and the reason why its not included is because ther veh had the ENGINE:1.0L EcoBoost and for this recall this is for Certain 2016-2022 Model Year Vehicles Equipped with 1.0 Liter Fox Engines, cust understood I will escalate your case/request to our Customer Experience Specialist who works daily with your dealership's management team. The Customer Experience Specialist has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Customer Experience Specialist 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 Experience Specialist within 1 business day. The case number that I have established for you today is CAS-[REDACTED]

2024-04-23 19:54:52 I AM NOT A CONCERN AGENT. PLEASE ASSIGN CASE TO AN AGENT ON THE CONCERN TEAM FOR FURTHER ASSISTANCE

2024-04-25 22:28:19 IBC cust called back in again seeking to speak with her case mgr. CXS provided cust with agent's contact information.
CXS advised cust there is currently no recall associated with the VIN. CXS advised cust to take veh to dlr and call back if further assistance is needed.
Next step: Webex agent and notate in case
[REDACTED] Hsia
Customer Experience Specialist/FordCX Team
mhsia@ford.com
OFFICE: 1-866-631-3788 ext. 79916

2024-04-26 21:10:39 Vehicle is currently not at a ford dealership.
SN for closure

2024-04-29 15:58:18 Hello Mrs. [REDACTED]
I hope this email finds you well. Thank you for contacting Ford Motor Company and allowing us to assist you with your 2017 Focus.
As a recap, I was able to:
Open a case with Ford Motor Company to look into your recall. Your VIN has no open recalls for it and in order to assist with repairs vehicle needs to be at a Ford dealership
Mrs. [REDACTED] I hope that I have provided you with satisfactory quality customer service and, if so, feel free to share your feedback regarding your experiences with my service and our interactions in your next communication with Ford. I'll be completing your case and Ford will be sending you an email within the next few days with a brief survey regarding your experience with me and only me. This survey is not about Ford and the dealership the question still only relates to me. In the section with the Branding question, Ford would like to know with the way I cared for your case if you would refer anyone to Ford if you knew they would receive the same care given to you by me, your customer experience specialist. Ford and I value your honest feedback to help us understand how we can improve in the future and always provide quality service to you and your family and friends. Please be advised anything on this survey is only concerning my effort to help trust the brand, I truly hope I have made a difference with my efforts to provide quality service and that you would recommend me to FORD as a good representative of the Ford Brand. Another survey will come concerning the dealership and its services. Again this survey is only about me and only affects me. The survey expires 10 days from the sent date (please check spam folder & junk folder)

Ford Motor Company
Customer Experience Specialist/ PV Concern team
Miguel Alanis
malanis2@ford.com| www.ford.com
Office: 1-866-631-3788 ext.78955

2024-05-06 12:30:11

Case has been re-assigned to Lakisha Austi, Per Charvis Holmes, Supervisor.

Charvis "C.J." Holmes
Ford Motor Company ©
Operations Supervisor
CHOLME61@ford.com | www.ford.com
office: 866-631-3788 Ext. 79422

2024-05-08 17:51:00

cust is seeking a supervisor escalation, call was put in sup queue for further assistance,

CASE NUMBER: CAS- [REDACTED] STATUS: Resolved
OPEN: 11-29-2024 CLOSED: 11-29-2024 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: 2016 MODEL: FOCUS MILEAGE: 80,000
BODY STYLE: P3F - FOCUS SE 4DR SEDAN
LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: west lake | oh | [REDACTED] | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Fluids | Engine Oil | UNKNOWN
ANALYST NAME: Lauro Leonardo OPEN ANALYST NAME: FordTCC-DSUnknow-Prod-CX
COMMENTS:
2024-11-29 18:48:35

CUST SAYS:
I just called the dlr because of the engine failure on my vehicle. They told me that my vehicle is not included on the engine oil pump/belt recall and wanted to double check that
PER CUST DLR SAYS:

CRC ADVISED:
Advised cust that 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. We have, however, documented the concerns you are experiencing. informed him that if te vehicle became part of any future recall, he will be notified via first class mail

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 01-08-2025 CLOSED: 01-08-2025 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: 2016 MODEL: FOCUS MILEAGE: 160,000
BODY STYLE: P3K - FOCUS SE 5DR HATCH
LAST NAME FIRST NAME MIDDLE: ██████ | ██████ | ██████
ADDRESS: ██████████ LN
CITY STATE ZIP COUNTRY: Florence | WI | ██████ | USA
HOME PHONE: ██████████
SYMPTOMS: Start/Run/Move | Vibration | Moving/Driving | UNKNOWN
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: FordTCC-DSUnknow-Prod-CX

COMMENTS:

2025-01-08 15:52:48

CUST SAYS: I have 2016 Focus, I found out that my car got ruined. I see that there is a recall for tension belt. Everytime I give my VIN they say that my veh is not part of it. The veh shakes while driving, The veh stalling while starting and then there is white smoke coming out. PER CUST, DLR SAYS: N/A CRC ADVISED: 24N07 ONE-TIME CANISTER PURGE VALVE REPLACEMENT ADV that this is CSP. ADV that there is no recall on the veh. After reviewing my resources, there are no warranties or programs in effect that would provide coverage of your current concern. However, we will still recommend that you keep your receipts in case Ford initiates a program in the future based on your situation. Recalls are VIN specific, not all vehicle with the same year make and model will have the same recall because your vehicle may have been built at a different plant using different parts than those vehicles involved. Ford will send you a letter if your vehicle has recall. NHTSA is the department who identify or determine what components, parts or VIN that will have the recall, Ford Motor Company works alongside with the National Highway Traffic and Safety Administration (NHTSA). NHTSA Vehicle Safety Hotline: 1-888-327-4236 23S64 Engine Oil Pump Belt Tensioner Replacement

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 02-03-2025 CLOSED: 02-03-2025 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: 121,000
BODY STYLE: P3F - FOCUS SE 4DR SEDAN
LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: UTOPIA | TX [REDACTED] | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Lack/Loss of Power | UNKNOWN | UNKNOWN
ANALYST NAME: Mylene Bangcolita OPEN ANALYST NAME: FordTCC-DSUnknow-Prod-CX
COMMENTS:
2025-02-03 18:16:28

Cust says:
cust said her veh has no recall but experiencing the same issue, spoke to someone and said to call back, so case number will be created and this will be reviewed, see if there will be recall that can cover my issues, it loses power, no oil pressure, oil pump belt disintegrated.

As per Cust, DLR says:
N/A

CRC Adv:
Adv the cust that there is no active recall on the veh as of the moment.

dv the cust that I will be documenting all the information that he provided me and this will be forwarded to FMC as well as to NHTSA for a review, if there will be a recall or program in the future that is related to your concern now as registered owner of the veh you will be notified via first class mail by Ford, what we call recall letter. Provide the cust a case number as reference CAS [REDACTED]

Adv the cust that Ford is working cooperates fully with NHTSA and proactively identify areas of concern through the investigation of consumer and DLR feedback.

RIVAT: The VIN you entered is not currently in RIVAT. No additional action is required.

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 02-19-2025 CLOSED: 02-19-2025 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: 2015 MODEL: FOCUS MILEAGE: 150,000
BODY STYLE: P3F - FOCUS SE 4-DR SEDAN
LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED] |
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: EL PASO | TX | [REDACTED] | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | UNKNOWN
ANALYST NAME: Janice Buenafe OPEN ANALYST NAME: FordTCC-DSUnknow-Prod-CX

COMMENTS:

2025-02-19 20:33:57

CUST SAYS: I assume that there was a recall on a 2016-2018 Ford Focus. I've seen a recall online-Ford website (23S64). I'm trying to find out why mine isn't involve it has the same problem? While driving the oil pressure dropped and starting planking. The oil pump belt tensioner arm, engine blew up. Now the veh won't start and it needs a new engine. Hasn't been to dlrshp PER CUST / DLR SAYS: N/A CRC ADVISED: Adv that no recall found on the vehicle, but recalls are VIN specific not all year make and model has the same recall. If there's a recall you will be notified via Mail. Adv that the veh affected for 23S64 recall is the one build in Michigan Assembly Plant. Build dates March 24, 2015, through May 4, 2018 This means that your veh isn't affected since its build in 02-SEP-2015. I've noticed that theres a 24N07 ONE-TIME CANISTER PURGE VALVE REPLACEMENT Inform cust that we can only take the veh to the dlrshp if veh has an exhibiting symptoms in related to the program. Dlr will perform diagnostic and once find out that the issue is related to the program. Its free of charge both parts and labor. We recommend that your vehicle be inspected by a Ford/Lincoln dealership to determine the cause of any symptoms your vehicle may be experiencing.

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 01-16-2024 CLOSED: 01-17-2024 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Chat NA CRC COMMUNICATION: Chat
CASE CLASS LV 1234: Vehicle Concern | Financial Assistance | Repair cost |
DEALER NAME: Integrity Ford
PA CODE: 02903 DLR SALES CODE: 48082 REGION: ZONE: #Q
VIN: [REDACTED] MODEL YEAR: 2018 MODEL: FOCUS MILEAGE: 66,000
BODY STYLE: P3F - FOCUS SE 4DR SEDAN
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS:
CITY STATE ZIP COUNTRY: | | [REDACTED] |
HOME PHONE:
SYMPTOMS: Start/Run/Move | Fluids | Engine Oil | UNKNOWN
ANALYST NAME: # FordTCC-DM-PRD02-CRM OPEN ANALYST NAME: # fordprodprojectadvocate
COMMENTS:

Chat Activity - [REDACTED] [REDACTED]
01:00

Slightly positive

End

You said: Hi [REDACTED] My name is Victoria. How can I assist you today?

You said:

Hi [REDACTED] My name is Victoria. How can I assist you today?

Sent - 3:31 PM

Bot CU said: I wanted to find out more information about the recall on the Turbo 3 cylinder 1.0L engines

CU

Bot CU said:

I wanted to find out more information about the recall on the Turbo 3 cylinder 1.0L engines

Customer - 3:31 PM

Bot CU said: FPB Event

Bot CU said: I just had to replace an engine at about 66000 miles

CU

Bot CU said:

I just had to replace an engine at about 66000 miles

Customer - 3:32 PM

Bot CU said: FPB Event

You said: I am more than happy to provide you with any information about active recalls for your vehicle. To get started, can you please verify the current mailing address associated with your VIN?

You said:

I am more than happy to provide you with any information about active recalls for your vehicle. To get started, can you please verify the current mailing address associated with your VIN?

Sent - 3:33 PM

Bot CU said: 16476 Def Paulding Co Line Rd Defiance OH 43512

CU

Bot CU said:

16476 Def Paulding Co Line Rd Defiance OH 43512

Customer - 3:33 PM

Bot CU said: FPB Event

You said: Perfect, thank you, [REDACTED] After checking your vehicle information, I can see that there are no active recalls or customer satisfaction programs for your vehicle.

You said:

Perfect, thank you, [REDACTED] After checking your vehicle information, I can see that there are no active recalls or customer satisfaction programs for your vehicle.

Sent - 3:35 PM

Bot CU said: I am looking at a 23S64/23V905

CU

Bot CU said:

I am looking at a 23S64/23V905

Bot CU said: Why would this not apply to my vehicle

CU

Bot CU said:

Why would this not apply to my vehicle

Bot CU said: Reading the description it appears to be exactly what happened to mine

CU

Bot CU said:

Reading the description it appears to be exactly what happened to mine

Customer - 3:36 PM

Bot CU said: FPB Event

Bot CU said: and the same engine

CU

Bot CU said:

and the same engine

Customer - 3:36 PM

You said: I am happy to take a look for you. One moment please

You said:

I am happy to take a look for you. One moment please

You said: Thank you for your patience! Here is what I have found for you: Safety Recall 23S64 Certain 2016-2022 Model Year vehicles equipped with 1.0 Liter Fox Engines - Engine Oil Pump Belt Tensioner Replacement- What should you do? When parts are available, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair. Please kindly note that Parts are anticipated to be available 2nd Quarter 2024.

You said:

Thank you for your patience! Here is what I have found for you:

Safety Recall 23S64

Certain 2016-2022 Model Year vehicles equipped with 1.0 Liter Fox Engines - Engine Oil Pump Belt Tensioner Replacement- What should you do?

When parts are available, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair. Please kindly note that Parts are anticipated to be available 2nd Quarter 2024.

You said: Please also note that Recalls and CSP are VIN-specific, and may not always apply to your vehicle unless it is active.

You said:

Please also note that Recalls and CSP are VIN-specific, and may not always apply to your vehicle unless it is active.

Sent - 3:39 PM

Bot CU said: What is the remedy if the engine breaks before the recall

CU

Bot CU said:

What is the remedy if the engine breaks before the recall

Bot CU said: Other information I have read describes a failure right after the 60000 warranty

CU

Bot CU said:

Other information I have read describes a failure right after the 60000 warranty
Customer - 3:40 PM
Bot CU said: FPB Event
Bot CU said: mine had about 66000
CU
Bot CU said:
mine had about 66000
Bot CU said: A co-worker had the same issue
CU
Bot CU said:
A co-worker had the same issue
Bot CU said: with the same engine
CU
Bot CU said:
with the same engine
Customer - 3:40 PM
You said: There is currently no additional information for this recall, as it recently became active for certain vehicles. There are currently no parts available at this time to remedy the issue for any affected customers.
You said:
There is currently no additional information for this recall, as it recently became active for certain vehicles. There are currently no parts available at this time to remedy the issue for any affected customers.
Sent - 3:40 PM
Bot CU said: FPB Event
Bot CU said: but if there are no parts or the engine fails completely, the parts I had to purchase was the entire engine
CU
Bot CU said:
but if there are no parts or the engine fails completely, the parts I had to purchase was the entire engine
Customer - 3:41 PM
You said: I hear you, [REDACTED] Please note that the repairs that were completed for your vehicle may have been completed under warranty, but not as a part of the recall in question. Can you share with me exactly what you are seeking from Ford today?
You said:
I hear you, [REDACTED] Please note that the repairs that were completed for your vehicle may have been completed under warranty, but not as a part of the recall in question. Can you share with me exactly what you are seeking from Ford today?
Sent - 3:43 PM
Bot CU said: Well I believe that my warranty was 60000 miles and i had 66000 or so... but the belt that failed has an expected service mileage of 150000
CU
Bot CU said:
Well I believe that my warranty was 60000 miles and i had 66000 or so... but the belt that failed has an expected service mileage of 150000
Bot CU said: it caused complete damage of my motor and I had to spend about \$6,700 or so to fix it
CU
Bot CU said:
it caused complete damage of my motor and I had to spend about \$6,700 or so to fix it
Customer - 3:44 PM
Bot CU said: FPB Event
Bot CU said: Given the fact that there is an admitted failure related to this engine I believe that Ford should pay that cost.
CU
Bot CU said:
Given the fact that there is an admitted failure related to this engine I believe that Ford should pay that cost.
Bot CU said: The timing of this recall and the application to my VIN may have been delayed past the point where it could have helped my engine
CU
Bot CU said:
The timing of this recall and the application to my VIN may have been delayed past the point where it could have helped my engine
Bot CU said: I was told by the service tech that teeth were severed from the belt
CU
Bot CU said:
I was told by the service tech that teeth were severed from the belt
Customer - 3:47 PM
Bot CU said: FPB Event
Bot CU said: same as the description so they were probably floating wround in the oil
CU
Bot CU said:
same as the description so they were probably floating wround in the oil
Bot CU said: around
CU
Bot CU said:
around
Bot CU said: I believe that this engine has this known problem and I have never received any notice. My engine failed in December I believe and this advance notice was issued 1-4-2024
CU
Bot CU said:
I believe that this engine has this known problem and I have never received any notice. My engine failed in December I believe and this advance notice was issued 1-4-2024
Customer - 3:49 PM
Bot CU said: FPB Event
Bot CU said: FPB Event
Bot CU said: This is the 5th Ford I have purchased brand new from the dealership and have always had great experience with the product
CU
Bot CU said:
This is the 5th Ford I have purchased brand new from the dealership and have always had great experience with the product
Bot CU said: until this one
CU
Bot CU said:
until this one
Customer - 3:50 PM
You said: I appreciate you sharing this information with me today. We are currently waiting for more

information to be provided to customers and dealerships about this recall. This will include information about the next steps on what to do if the repairs have been previously completed. At this time, there are currently no warranties or programs in effect that would provide coverage for your current concern. We recommend that you keep your receipts from the dealership so that you can request reimbursement at a later time.

You said:

I appreciate you sharing this information with me today. We are currently waiting for more information to be provided to customers and dealerships about this recall. This will include information about the next steps on what to do if the repairs have been previously completed. At this time, there are currently no warranties or programs in effect that would provide coverage for your current concern. We recommend that you keep your receipts from the dealership so that you can request reimbursement at a later time.

Sent - 3:53 PM

Bot CU said: That is not a good answer. \$6700 is a lot of money for me to be out and waiting to see later if Ford will take responsibility is not fair in my opinion when the problem has already been acknowledged.

CU

Bot CU said:

That is not a good answer. \$6700 is a lot of money for me to be out and waiting to see later if Ford will take responsibility is not fair in my opinion when the problem has already been acknowledged.

Customer - 3:55 PM

You said: I will be notating your case today with the information that you have shared with me. To make sure that I have as much information as possible, can you please share with me the name of the dealership that you were working with to replace the engine, and the dates of the service?

You said:

I will be notating your case today with the information that you have shared with me. To make sure that I have as much information as possible, can you please share with me the name of the dealership that you were working with to replace the engine, and the dates of the service?

Sent - 3:55 PM

Bot CU said: FPB Event

Bot CU said: FPB Event

Bot CU said: Integrity Ford in Paulding Ohio

CU

Bot CU said:

Integrity Ford in Paulding Ohio

Bot CU said: They had it for a couple weeks I think just picked it up last week

CU

Bot CU said:

They had it for a couple weeks I think just picked it up last week

Customer - 3:56 PM

You said: Thank you, [REDACTED]. We are more than happy to further review the case for you once the information for the recall has been updated. I apologize for any inconvenience this may cause.

You said:

Thank you, [REDACTED]. We are more than happy to further review the case for you once the information for the recall has been updated. I apologize for any inconvenience this may cause.

Sent - 3:58 PM

Bot CU said: January 5 I think was when they finished it

CU

Bot CU said:

January 5 I think was when they finished it

Customer - 3:58 PM

Bot CU said: FPB Event

Bot CU said: FPB Event

You said: Perfect! I will add this to your case notes for today. The case number that I have for you is CXH-01316226-S8X6T4. Do you have any other vehicle or SYNC-related questions that I can assist you with today?

You said:

Perfect! I will add this to your case notes for today. The case number that I have for you is CXH-01316226-S8X6T4. Do you have any other vehicle or SYNC-related questions that I can assist you with today?

Sent - 3:59 PM

Bot CU said: That is all I wanted to let you know.

CU

Bot CU said:

That is all I wanted to let you know.

Customer - 4:01 PM

You said: Thank you for allowing me to assist you today! Thank you for Ford Motor Company. We appreciate you and wish you a great day, [REDACTED].

You said:

Thank you for allowing me to assist you today! Thank you for Ford Motor Company. We appreciate you and wish you a great day, [REDACTED].

Sent - 4:02 PM

Connectivity Status: Connected

Conversation Ended.

Chat Activity - [REDACTED] [REDACTED]
01:00

Slightly positive

End

You said: Hi [REDACTED] My name is Victoria. How can I assist you today?

You said:

Hi [REDACTED] My name is Victoria. How can I assist you today?

Sent - 3:31 PM

Bot CU said: I wanted to find out more information about the recall on the Turbo 3 cylinder 1.0L engines

CU

Bot CU said:

I wanted to find out more information about the recall on the Turbo 3 cylinder 1.0L engines

Customer - 3:31 PM

Bot CU said: FPB Event

Bot CU said: I just had to replace an engine at about 66000 miles

CU

Bot CU said:

I just had to replace an engine at about 66000 miles

Customer - 3:32 PM

Bot CU said: FPB Event

You said: I am more than happy to provide you with any information about active recalls for your vehicle. To get started, can you please verify the current mailing address associated with your VIN?

You said:

I am more than happy to provide you with any information about active recalls for your vehicle. To get started, can you please verify the current mailing address associated with your VIN?

Sent - 3:33 PM

Bot CU said: 16476 Def Paulding Co Line Rd Defiance OH 43512

CU

Bot CU said:

16476 Def Paulding Co Line Rd Defiance OH 43512

Customer - 3:33 PM

Bot CU said: FPB Event

You said: Perfect, thank you, [REDACTED] After checking your vehicle information, I can see that there are no active recalls or customer satisfaction programs for your vehicle.

You said:

Perfect, thank you, [REDACTED] After checking your vehicle information, I can see that there are no active recalls or customer satisfaction programs for your vehicle.

Sent - 3:35 PM

Bot CU said: I am looking at a 23S64/23V905

CU

Bot CU said:

I am looking at a 23S64/23V905

Bot CU said: Why would this not apply to my vehicle

CU

Bot CU said:

Why would this not apply to my vehicle

Bot CU said: Reading the description it appears to be exactly what happened to mine

CU

Bot CU said:

Reading the description it appears to be exactly what happened to mine

Customer - 3:36 PM

Bot CU said: FPB Event

Bot CU said: and the same engine

CU

Bot CU said:

and the same engine

Customer - 3:36 PM

You said: I am happy to take a look for you. One moment please

You said:

I am happy to take a look for you. One moment please

You said: Thank you for your patience! Here is what I have found for you: Safety Recall 23S64 Certain 2016-2022 Model Year vehicles equipped with 1.0 Liter Fox Engines - Engine Oil Pump Belt Tensioner Replacement- What should you do? When parts are available, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair. Please kindly note that Parts are anticipated to be available 2nd Quarter 2024.

You said:

Thank you for your patience! Here is what I have found for you:

Safety Recall 23S64

Certain 2016-2022 Model Year vehicles equipped with 1.0 Liter Fox Engines - Engine Oil Pump Belt Tensioner Replacement- What should you do?

When parts are available, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair. Please kindly note that Parts are anticipated to be available 2nd Quarter 2024.

You said: Please also note that Recalls and CSP are VIN-specific, and may not always apply to your vehicle unless it is active.

You said:

Please also note that Recalls and CSP are VIN-specific, and may not always apply to your vehicle unless it is active.

Sent - 3:39 PM

Bot CU said: What is the remedy if the engine breaks before the recall

CU

Bot CU said:

What is the remedy if the engine breaks before the recall

Bot CU said: Other information I have read describes a failure right after the 60000 warranty

CU

Bot CU said:

Other information I have read describes a failure right after the 60000 warranty
Customer - 3:40 PM
Bot CU said: FPB Event
Bot CU said: mine had about 66000
CU
Bot CU said:
mine had about 66000
Bot CU said: A co-worker had the same issue
CU
Bot CU said:
A co-worker had the same issue
Bot CU said: with the same engine
CU
Bot CU said:
with the same engine
Customer - 3:40 PM
You said: There is currently no additional information for this recall, as it recently became active for certain vehicles. There are currently no parts available at this time to remedy the issue for any affected customers.
You said:
There is currently no additional information for this recall, as it recently became active for certain vehicles. There are currently no parts available at this time to remedy the issue for any affected customers.
Sent - 3:40 PM
Bot CU said: FPB Event
Bot CU said: but if there are no parts or the engine fails completely, the parts I had to purchase was the entire engine
CU
Bot CU said:
but if there are no parts or the engine fails completely, the parts I had to purchase was the entire engine
Customer - 3:41 PM
You said: I hear you, [REDACTED] Please note that the repairs that were completed for your vehicle may have been completed under warranty, but not as a part of the recall in question. Can you share with me exactly what you are seeking from Ford today?
You said:
I hear you, [REDACTED] Please note that the repairs that were completed for your vehicle may have been completed under warranty, but not as a part of the recall in question. Can you share with me exactly what you are seeking from Ford today?
Sent - 3:43 PM
Bot CU said: Well I believe that my warranty was 60000 miles and i had 66000 or so... but the belt that failed has an expected service mileage of 150000
CU
Bot CU said:
Well I believe that my warranty was 60000 miles and i had 66000 or so... but the belt that failed has an expected service mileage of 150000
Bot CU said: it caused complete damage of my motor and I had to spend about \$6,700 or so to fix it
CU
Bot CU said:
it caused complete damage of my motor and I had to spend about \$6,700 or so to fix it
Customer - 3:44 PM
Bot CU said: FPB Event
Bot CU said: Given the fact that there is an admitted failure related to this engine I believe that Ford should pay that cost.
CU
Bot CU said:
Given the fact that there is an admitted failure related to this engine I believe that Ford should pay that cost.
Bot CU said: The timing of this recall and the application to my VIN may have been delayed past the point where it could have helped my engine
CU
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Sent - 3:53 PM

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CU

Bot CU said:

They had it for a couple weeks I think just picked it up last week

Customer - 3:56 PM

You said: Thank you, [REDACTED]. We are more than happy to further review the case for you once the information for the recall has been updated. I apologize for any inconvenience this may cause.

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Thank you, [REDACTED]. We are more than happy to further review the case for you once the information for the recall has been updated. I apologize for any inconvenience this may cause.

Sent - 3:58 PM

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Customer - 3:58 PM

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Sent - 3:59 PM

Bot CU said: That is all I wanted to let you know.

CU

Bot CU said:

That is all I wanted to let you know.

Customer - 4:01 PM

You said: Thank you for allowing me to assist you today! Thank you for Ford Motor Company. We appreciate you and wish you a great day, [REDACTED].

You said:

Thank you for allowing me to assist you today! Thank you for Ford Motor Company. We appreciate you and wish you a great day, [REDACTED].

Sent - 4:02 PM

Connectivity Status: Connected

Conversation Ended.

CASE NUMBER: C [REDACTED]
OPEN: 11-07-2024 CLOSED: 11-07-2024
RESPONSE TEAM: Tier 3 Consumer Affairs NA CRC
CASE CLASS LV 1234: Consumer Intervention | Third Party | |
DEALER NAME: Wendle Ford Sales
PA CODE: 08684 DLR SALES CODE: 74201
VIN: [REDACTED] MODEL YEAR: 2017
BODY STYLE: P3F - FOCUS SE 4DR SEDAN
LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS:
CITY STATE ZIP COUNTRY: | [REDACTED]
HOME PHONE: [REDACTED]
SYMPTOMS: Start/Run/Move | Running | Not Listed | UNKNOWN
ANALYST NAME: # FordTCC-DM-PRD04-CRM
COMMENTS:
2024-11-07 17:17:43

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Email
REGION: W5 ZONE: W5C
MODEL: FOCUS MILEAGE:
OPEN ANALYST NAME: P RXALMProd

*** RTufel1 Ext 77706 ***
11/7/2024:

AGENCY: WA ATG
DATED: 11/7/2024
FILE: 679273
SCANNED: N/A
RECEIVED: 11/7/2024

C/S:

My 2017 1.0L EcoSport Ford Focus had the Oil Pump Belt fail, this caused the oil pump to fail and the engine to fail This is a known defect and recall with other EcoSport models:
<https://www.consumerreports.org/cars/car-recalls-defects/ford-ecosport-and-focus-recalled-for-engine-issues-a8600857471/>
There is also a known belt tensioner fault and recall:
<https://www.ford.com/support/how-tos/recall/recalls-and-faqs/23s64-ecosport-and-focus-2016-2022-engine-oil-pump-failure-recall/>

My Ford Focus VIN doesn't qualify for any of these recalls, therefore Ford will not cover the repairs.

CUST SEEKS:
REPAIR

CONSUMER AFFAIRS SCANNING INFORMATION FOR HANDLING.

2024-11-07 17:17:58

*** RTufel1 Ext 77706 ***
11/7/2024:

VIN [REDACTED] IS NOT ON THE OGC VIN LIST.

Start Checked
Symptoms added

2024-11-07 17:35:42

*** RTufel1 Ext 77706 ***
11/7/2024:
Checklist

2024-11-07 17:36:24

*** RTufel1 Ext 77706 ***
11/7/2024:
Drafted email response to 3rd party agency.

2024-11-07 17:36:50

*** RTufel1 Ext 77706 ***
11/7/2024:
Drafted response to 3rd party agency. CALA closing case.

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 01-06-2025 CLOSED: 01-06-2025 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Vehicle Loyalty Allowance |
DEALER NAME: Rick Ridings Ford, Inc.
PA CODE: 01588 DLR SALES CODE: 41226 REGION: G1 ZONE: G1U
VIN: ██████████ MODEL YEAR: 2018 MODEL: FOCUS MILEAGE: 87
BODY STYLE: P3F - FOCUS SE 4DR SEDAN
LAST NAME FIRST NAME MIDDLE: ██████████ |
ADDRESS: ██████████
CITY STATE ZIP COUNTRY: MONTICELLO | IL | ██████████
HOME PHONE:
SYMPTOMS: Driving Performance | Runs Rough | All Running Modes | Always
ANALYST NAME: # FordTCC-DM-PRD02-CRM OPEN ANALYST NAME: # Portals-Ford Dealer Portal

COMMENTS:
2025-01-06 18:29:18 *WEB*Diag and inspection found oil pump belt broken, the build date and plant match with 23S64 not sure while this recall doesnt apply under the vin number

2025-01-06 19:05:42

Latoya Jordan. X79443

OBPM TO DLR

Thank you for reaching out regarding our mutual customer.
Please Confirm the vehicle and customer meet all Ford Loyalty Program (FLP) guidelines below:
The vehicle is within 7 years/100,000 miles from the WSD. This applies to gas and 7 years/ 150,000 miles diesel engines.
The customer has a Customer Lifetime Value (CLV) Score of 65 or greater
Upon review, it appears the vehicle does not meet CLP guidelines due to time. Ford Motor Company is unable to provide financial assistance at this time due to CLV score. I will be closing this case. Please feel free to contact me via email or phone if you have any questions or concerns regarding this case

Latoya Jordan
Proactive Customer Dealer Advocate Team
Ljorda59@ford.com | www.ford.com
office: 866-631-3788 ext. 79443

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 03-07-2025 CLOSED: 03-07-2025 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Passenger Vehicle Concern NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Outside Criteria |
DEALER NAME: Columbia Ford
PA CODE: 29544 DLR SALES CODE: REGION: N2 ZONE: A03
VIN: [REDACTED] MODEL YEAR: 2017 MODEL: FOCUS MILEAGE: 120,206
BODY STYLE: P3F - FOCUS SE 4DR SEDAN
LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED] |
ADDRESS:
CITY STATE ZIP COUNTRY: | [REDACTED] |
HOME PHONE:
SYMPTOMS: Start/Run/Move | Fluids | Engine Oil | Contamination
ANALYST NAME: Christy Dillon OPEN ANALYST NAME: # fordprodprojectadvocate
COMMENTS:
2025-03-07 17:26:16

IBC FROM CUST-2017 FORD FOCUS/ OIL LIGHT CAME ON/CUST CHECKS OIL LEVEL, OIL LEVEL FINE, LIGHT WENT OUT/ DROVE FURTHER AND LIGHT CAME BACK OIL LIGHT CAME BACK ON. CUST TOOK VEH TO A SERVICE CENTER AND DIAG WAS COMPLETED AND CAME BACK AS OIL BELT PUMP TENSIONER/ DLR ADVISED EST 2 WKS FOR DIAG/ CUST WAS TAKING VEH TO THE SERVICE CENTER AND CUST DID NOT HAVE ANY BRAKES CUST PULLED OVER AND VEH STALLED. HAD VEH TOWED TO GARAGE NEAR HIM/ CUST LOOK ONLINE SEEN RECALL ON VEH AND CUST WENT TO DLR AND TALKED TO SA AND DLR LOOKED UP VIN AND DLR ADVISIED NOTHING WAS ATTACEHD TO CUST VIN. DLR ADVISE3D IT HAS TO BE ATTACHED TO VIN. DLR MARCH 17TH BEFORE VEH CAN BE DIAG.
CUST WANTS TO KNOW WHY THE RECALL IS NOT ATTACHED TO VIN. CUST STATES HIS VEH HAS THE SAME CONCERNS AS THE RECALL.
CUST IS SEEKING- CUST WOULD LIKE TO GET SOME TYPE OF RENTAL ASSISTANCE.
CUST DOES NOT MEET FLP CRITERIA TO RECEIVE FAR ASSISTANCE.
PROVIDED NHTSA INFORAMTION.
NAME- [REDACTED]
ADDRESS- [REDACTED]
PHONE- [REDACTED]
EMAIL- [REDACTED]
CLV- 30
VIN- [REDACTED]
MILEAGE- 120206
VEH- 2017 FORD FOCUS
WSD: 2/19/2018
ESP: NO
DEALER- COLUBIANA FORD
VEH @ DLR-
DLR SM/SA- ASHTON
HOW LONG AT DLR- 2 WEEKS
RENTAL/LOANER- NOT NEEDED
NEXT STEPS:
Christy Dillon
Ford Motor Company ©
Customer Experience Specialist/CONCERN
cdillo16@ford.com | www.ford.com
Office: 1-800-392-3673 ext 79346
Monday-Friday 10:00 AM-6:30 PM EST

CASE NUMBER: [REDACTED] 8 STATUS: Resolved
OPEN: 05-06-2025 CLOSED: 05-06-2025 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 1 Recall NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Outside Criteria
DEALER NAME: Cavanaugh Ford Lincoln, LLC
PA CODE: 10667 DLR SALES CODE: 23599 REGION: C3 ZONE: C3D
VIN: [REDACTED] MODEL YEAR: 2017 MODEL: FIESTA MILEAGE: 90,000
BODY STYLE: P4B - FIESTA SE 4DR SEDAN
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS:
CITY STATE ZIP COUNTRY: | | [REDACTED]
HOME PHONE:
SYMPTOMS: Driving Performance | Lack/Loss of Power | Not Listed | UNKNOWN
ANALYST NAME: Cathlea Busbus OPEN ANALYST NAME: Cathlea Busbus
COMMENTS:
2025-05-06 17:06:22

CUST.SAYS: I have a Fiesta and have issue and took it to mechanic and has issue has recall for 23S64 and take it to ford dlr and look up and my car was make March 7 2017. my car has same issue w| the recall. it did not have Power and has knocking and mechanic look at it and says it was the oil pump belt. and have it towed to avenaugh Ford Lincoln, LLC and look at it and \$8343.52
AS PER DLR, CUST SAYS: N/A
CRC ADVISE:
***NOT INVOLVE IN RECALL
RECALL and CSP are VIN specific not all vehicles that have same yr, make & model will have the same recall bcoz it depends where the veh was built what part that was been used and if the veh has a recall Ford will send notice to the cust via FordPass App or via Mail.
*** OUTSIDE SPIEL
after reviewing my resources
I have found out that there is no recalls or program that would provide the coverage of your current concern, Please be advise we have documented and Ford is not closing our doors when it comes to this opportunity, and I would highly suggest if you take your veh to a Ford|Lincoln dlr to keep the receipt so that if Ford initiates a recall|program in the future related to your concern it will be check & review if it's eligible for reimbursement.
Ford will send notice to the cust via FordPass App or via Mail.

CASE NUMBER: [REDACTED]
OPEN: 09-30-2025 CLOSED: 09-30-2025
RESPONSE TEAM: Tier 1 Inbound NA CRC
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | |
DEALER NAME:
PA CODE: DLR SALES CODE:
VIN: [REDACTED] MODEL YEAR: 2015
BODY STYLE: P3K - FOCUS SE 5-DR HATCH
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS:
CITY STATE ZIP COUNTRY: | [REDACTED] |
HOME PHONE:
SYMPTOMS: Start/Run/Move | Noise | Not Listed | UNKNOWN
ANALYST NAME: # fordprodprojectadvocate
COMMENTS:
2025-09-30 17:30:34

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone
REGION: ZONE:
MODEL: FOCUS MILEAGE: 68,000
OPEN ANALYST NAME: Dalferie Ortiz

Cust says:
The cust said that they saw a recall for engine 23S64 online so they want to know if their vehicle is included for this recall because there's a noise when starting their vehicle, oil light and engine light came on and it's running a bit rough.

They asked what is the build date of their vehicle.

Per Cust, DLR Says:
n/a

CRC Advised:
Upon pulling up your vin, I can see that your vehicle is not included for the recall 23S64 because recalls are VIN specific. Not all vehicles with the same year, make and model will have the same recalls. Depending on what parts were used and where the vehicle was manufactured. You can check recall online by visiting ford.com/support/recalls.

On your vehicle, the engine oil pump drive belt tensioner arm may fracture or separate from the tensioner backing plate, and/or the oil pump drive belt material may degrade and lose teeth, resulting in a loss of engine oil pressure.

A loss of engine oil pressure can result in engine damage and/or seizure, which can result in a loss of motive power and a loss of the mechanical vacuum pump required to provide power braking assist, increasing the risk of a crash.

The good thing is we are documented your issue and this will be reviewed internally with our engineers which is how recalls are created based off customer feedback. I recommend that you take your vehicle to a ford dealer for diagnosis and to see if there's any applicable warranty or program that is related to their concern and once you pay out of your pocket just keep your receipts so if in case Ford initiates a program or recalls in the future based on your situation. You may be eligible for possible reimbursement.

Advised the cust that the build date of their vehicle showing on our system was July 05, 2015.

CASE NUMBER: [REDACTED]
OPEN: 11-25-2025 CLOSED: 11-25-2025
RESPONSE TEAM: Tier 1 Recall NA CRC
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | |

STATUS: Resolved
BUSINESS UNIT NAME: Ford
COMMUNICATION: Phone

DEALER NAME:

PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR: 2017 MODEL: FOCUS MILEAGE: 130,000

BODY STYLE: P3F - FOCUS SE 4DR SEDAN

LAST NAME FIRST NAME [REDACTED]

ADDRESS:

CITY STATE ZIP COUNTRY: | [REDACTED]

HOME PHONE:

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

ANALYST NAME: Aeron Fabros

OPEN ANALYST NAME: Aeron Fabros

COMMENTS:

2025-11-25 21:04:09

CUST SAY'S:

driving my ford ecoboost some bad noise started and the dlrship told me my veh issue is about the oil belt tensioner and that will cost me about \$10,000 in repair, i searched online and found out there is a recall with same issue as mine and the same model as mine 23s64

PER CUST DLR SAYS:

CRC ADVISED:

RECALL and CSP are VIN specific not all vehicles that have same yr, make & model will have the same recall bcoz it depends where the veh was built what part that was been used and if the veh has a recall Ford will send notice to the cust via FordPass App or via Mail.

Thank you for the information you provided on this situation. We will be forwarding this information to our Automotive Safety Office for awareness and review. They may or may not reach out to you, but if they need to, can they contact you for further clarification or to request a vehicle inspection?

after reviewing my resources

I have found out that there is no recalls or program

that would provide the coverage of your current

concern, Please be advise we have documented

and Ford is not closing our doors when it comes to this opportunity,

and I would highly suggest if you take your veh to a Ford|Lincoln dlr to keep the receipt

so that if Ford initiates a recall|program in the future related to your concern it will be check & review if it's

eligible for reimbursement.

Ford will send notices to the cust via FordPass App or via Mail.

tried t de escalate cust is seeking to speak to someone higher up since this will be a costly repair

2025-11-25 21:15:32

Live Supervisor Escalation

Cust Says:

When I was driving & took it to the dlrship and was adv it has an expensive repair the oil pump failed and there is a recall and my veh is not qualified.

I can't afford the repair,

There are no open recall on your veh related to the issue you're having. Recalls are VIN specific. If your veh is not affected, it may be because it was built at a different time or using different parts than the affected vehs.

Thank you for the information you provided on this situation. We will be forwarding this information to our Automotive Safety Office for awareness and review. They may or may not reach out to you, but if they need to, can they contact you for further clarification or to request a vehicle inspection?

after reviewing my resources

I have found out that there is no recalls or program

that would provide the coverage of your current

concern, Please be advise we have documented

and Ford is not closing our doors when it comes to this opportunity,

and I would highly suggest if you take your veh to a Ford|Lincoln dlr to keep the receipt

so that if Ford initiates a recall|program in the future related to your concern it will be check & review if it's

eligible for reimbursement

If you want to express the situation further you could do so thru writing. I can provide you our Ford Consumer

Affairs

Ford Consumer Affairs

P.O. Box 6248

Dearborn, MI 48126

Since a supervisor is the highest point of escalation over the phone.

NFAR.

2025-11-26 19:57:39

IBC from Cust: Cust calling seeking assistance with engine repairs. Cust does not meet FLP so no assistance could be provided.

FCR

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 12-04-2025 CLOSED: 12-04-2025 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: 2017 MODEL: FOCUS MILEAGE: 72,000
BODY STYLE: P3F - FOCUS SE 4DR SEDAN
LAST NAME FIRST NAME MIDDLE: [REDACTED] |
ADDRESS:
CITY STATE ZIP COUNTRY: | [REDACTED] |
HOME PHONE:
SYMPTOMS: Start/Run/Move | Fluids | Engine Oil | UNKNOWN
ANALYST NAME: Joe Malicdem OPEN ANALYST NAME: Joe Malicdem
COMMENTS:
2025-12-04 18:27:56

CUST SAYS: calling for recall just not wondering not cover the engine oil pump as per dlr so we experience the oil is blew up

As per Dlr cust says: n/a

CRC ADVISED:
25E05 FUTURE PROGRAM UPDATE POWERTRAIN CONTROL MODULE AND CANISTER PURGE VALVE

Dealers are to inspect the CPV and replace the CPV if it is not at the latest hardware level and reprogram the PCM using Integrated Diagnostic Software (IDS) release 132.02 or higher. This service must be performed at no charge to the vehicle owner

OUTSIDE:

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 we initiate a program in the future based on your situation.

Ford Dealers have factory-trained technicians, the most current engineering service information, and specialized equipment required to resolve your vehicle concerns. If there is no coverage under applicable warranties, recalls, or ESPs, repairs and services would be your responsibility

CASE NUMBER: ██████████ STATUS: Resolved
OPEN: 11-26-2018 CLOSED: 12-05-2018 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: FAR FastPath COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | CRC Assistance Review |
DEALER NAME: Wilson Ford Lincoln
PA CODE: 02008 DLR SALES CODE: 48536 REGION: G2 ZONE: G2W
VIN: ██████████ MODEL YEAR: 2015 MODEL: FOCUS MILEAGE: 62,500
BODY STYLE: P3F - FOCUS SE 4-DR SEDAN
LAST NAME FIRST NAME MIDDLE: ██████████ |
ADDRESS:
CITY STATE ZIP COUNTRY: | ██████████ |
HOME PHONE ██████████
SYMPTOMS: | | |
ANALYST NAME: # FordTCC-DM-PRD03-CRM OPEN ANALYST NAME: Jeadee Guzman

COMMENTS:

- 2018-11-26 14:09:00 Based on an initial review of this customer's financial assistance request, Ford Motor Company has advised the customer we may participate in the cost of the repair(s), pending your input. This funding will come from the CRC, not your dealer's Ford Loyalty Program budget. Please complete the associated Ford Loyalty Request with the cost of the repair (at warranty rates) for the repair listed in the case notes. Thank you. The Ford Customer Relationship Center CAS-█████████ ██████████
- 2018-11-26 14:10:00 Email Created On: 11/26/2018 9:09:02 AM From: CRM01 Email1 (Prod) User To: ██████████ Subject: Financial Assistance Request – FastPath Approval Required CRM:00007000011268 The Customer Relationship Center (CRC) was contacted by a customer seeking financial assistance identifying you as their servicing dealer. Based on the customer's input and our initial review of their request, Ford Motor Company has advised the customer wemay participate in the cost of the repair(s), pending your input. This fundingwill come from the CRC, not your dealer's Ford Loyalty Program budget.In order to make a final decision regarding the level of assistance Ford will offer, we need information from you. Please complete the associated Ford Loyalty Request with the cost (at warranty rates) for the repair listed in the case notes.Once you have completed the Ford Loyalty Request, the FastPath team will review the case and provide a decision regarding participation. Once the FastPath team has provided authorization, we ask that you contact the customer to advise of the financial assistance offered, and to arrange for repair. We have advised the customer to follow-up with you in 2 business days, if they have not been contacted by that time. If you believe the part failure is the result of customer abuse, neglect, damage or vehicle modificationplease update this information in the FastPath case so we can address this issue with the customer. If we decide to deny assistance for any other reason, we will also deliver that message to the customer. The Ford Customer Relationship Center
- 2018-11-27 14:28:00 Catastrophic engine failure. Engine is locked up and will not run. Metal debris in oil. Engine needs to be replaced as well as Turbo from oil contamination.
- 2018-11-27 15:12:00 FMC has authorized \$2,115.80 towards repairs. An approval code has been generated in the FLL Request form based on the following participation: • FMC Share: \$2,115.80 • Dir Share: \$0.00 • Customer Share: \$2,115.80 • Fast Path generated P11 Approval Code: MSPA445029 Please contact the customer to advise of the decision.
- 2018-11-27 15:12:00 Approval code generated. Case compete. Case will close after 7 days of inactivity.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 02-28-2019 CLOSED: 03-26-2019 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Central Loaner COMMUNICATION:
CASE CLASS LV 1234: Dealer - Information | Warranty Loaner Approval | |
DEALER NAME: York Ford Inc
PA CODE: 08888 DLR SALES CODE: 11032 REGION: N2 ZONE: N2A
VIN: [REDACTED] MODEL YEAR: 2015 MODEL: FOCUS MILEAGE: 57,246
BODY STYLE: P3F - FOCUS SE 4-DR SEDAN
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-PRD10-CRM OPEN ANALYST NAME: P Rxsalp2
COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: CAS [REDACTED] STATUS: Resolved
OPEN: 09-26-2019 CLOSED: 01-02-2020 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Tier 2 CCT NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | CCT Criteria |
DEALER NAME: Varsity Ford
PA CODE: 07075 DLR SALES CODE: 48426 REGION: G2 ZONE: G2B
VIN: [REDACTED] MODEL YEAR: 2016 MODEL: FIESTA MILEAGE: 48
BODY STYLE: P4E - FIESTA SE 5DR HATCH
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 coolant | Flashes
ANALYST NAME: # FordTCC-DM-PRD09-CRM OPEN ANALYST NAME: Jo Ann Tigas

COMMENTS:

2019-09-26 13:21:37 BCM: [REDACTED] (mobile) Customer Says: The veh is at the dealership and it will take 4-5 weeks to be checked. I want to know if we can get a loaner? The engine light came on and flashing. Shortly engine became very rough. The engine oil level is very low and it does not indicate on the warning. As Per Customer Dealer Advise: N/A CRC Advised: I will escalate your case/request to our Ford Regional Customer Service Manager who works daily with your dealership's management team. 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 [REDACTED] Approved by TL MON.

2019-09-27 12:50:39 Melbourne CSM Alexx Ext. 77773 Case Number : CAS [REDACTED] Customer : [REDACTED] Business Phone : n/a Home Phone : [REDACTED] Mobile Phone : n/a LTV Score : n/s Vehicle Purchase Status : Original Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Fairlane Ford Sales, Inc. Dealer P&A : 03050 Dealer phone : 3138465000 VIN : [REDACTED] Year : 2016 Make : Ford Model : FIESTA Mileage : 37000 Engine Specification : 1.0L T2V D1TC13GS T2UPS FOX Transmission Specification : 5 SPD MAN TRANS A EAO B5/IB5 Warranty Start Date : 2016-11-25 Open Recall/FSA : none ESP : none Hotline Contact : none Warranty History : none

2019-09-27 12:55:01 Melbourne CSM Alexx Ext.77773 Made OBC to DLR @ *1010 CSM l/m for service manager regarding getting information on customer. CSM provided VIN number. Melbourne CSM Alexx Ext.77773 Made OBC to DLR @ 3138465000 CSM l/m for someone in service to call CSM back to get information on a customer. Melbourne CSM Alexx Ext. 77773 Made OBC to Customer@ [REDACTED] Left message explaining role, provided case number, and contact number. CSM stated I will reach out again Wednesday October 2,2019. NEXT STEP: Set follow up 10/2/2019 CUST 2nd initial attempt Ford Motor Company @ Alexx Valentine | Customer Service Manager | FCSD 866-631-3788 x 77773 | eFax: 8666380431 avalen93@ford.com | www.ford.com Hours available 8am -430pm M-F

2019-09-27 19:58:38 [REDACTED] Cust Says: i have a CAS-[REDACTED] want to get in touch with the CSM. Per Cust Dlr Says: N/A CRC Advised: Connect Customer to CSM 77773 as he want to talk to that person.

2019-09-27 20:27:13 CUST SAYS: Cust called in regarding CAS-[REDACTED] Cust would like to speak with the CSM ASAP. Cust would like me to add to my documentation that the dlr is taking advantage of him. PER CUST, DLR SAYS: N/A CRC ADVISED: Adv the cust that I will update the case and will let the CSM know that he would like to speak with them ASAP. Transferred the call to ext 77773.

2019-10-02 15:52:15 Cust says: cust is calling about the update of the case. Dlr says: na CRC advised: advised the cust that there will be a second attempt today to call back. best cal back number: [REDACTED]

2019-10-02 20:14:30 BCM: [REDACTED] Cust Says: cust reported that she called earlier and she's still waiting for a call back - cas-[REDACTED] Per Customer Dealer says : n/a Crc Advise : Educate cust that the case is still active and there's a follow up for to day and educate cust to wait for the call back of csm

2019-10-03 20:31:41 [REDACTED] My case number is [REDACTED] I have been waiting for someone to contact me for 1 week. Every time I call I get voicemail. And no reply. Can you help? Ford Motor Company Good afternoon, [REDACTED] Thank you for sending us a private message. Before we get started, please send me your VIN, your full name, vehicle owner's full name and your relation (if you are not the owner), phone number, zip code, email address and your preferred method of contact. Paige Ford Service Team [REDACTED] My name is [REDACTED]. The owner is my wife [REDACTED]. My step daughter is the driver and also listed. Her name is [REDACTED]. Phone [REDACTED]. Zip code for me and Barbara [REDACTED] Zip code for [REDACTED] is 48103. My email is [REDACTED]hotmail.com. Vin number [REDACTED] Ford Motor Company Thank you for providing that information. After further review, I see that someone is currently working on your case. Please keep working with your dealership for further assistance regarding your concern. I will make sure I update your case notes with this feedback. Paige Ford Service Team

2019-10-04 12:53:24 [REDACTED] No please! Nobody is working on my case. Maybe she is sick. Maybe she is on vacation. But I have been calling the same number for a week now and she does not answer or return a phone call. Please send it to someone else. Ford Motor Company I recommend you reach out to your local Ford dealership at your earliest convenience, as they are in the best position to further assist you. Paige Ford Service Team [REDACTED] The dealership wants to charge me \$500 to diagnose a warranty item. They also refuse to provide a loaner vehicle. I contacted ford service to get help with the dealership. But the person I was assigned to will not answer the phone or call me. Can you assign my case to someone else? Ford Motor Company Under most state laws, a dealership's 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, Extended Service Plan, Recall, or Customer Satisfaction Program, it is customary for the diagnostic fee to be waived. Also, while we try to encourage our dealers to provide courtesy loaners or rentals when possible, it is up to the discretion of the dealer. I recommend you work with the Service Manager for further assistance. Paige Ford Service Team

2019-10-09 14:56:52 10/09 MELBOURNE CSM Jerick 77778 assisting CSM Alexx 77773 MELBOURNE CSM OBC to DLR @ 3138465000 - Call goes on VM. CSM then LVM with call back details. MELBOURNE CSM OBC to DLR @ 3138465000 - Spoke to SA Chuck. SA stated that the veh has not been looked at yet because the CUST said that they don't want to do anything on the veh first, they want to call Ford first. SA then stated that because the CUST refused to have the veh looked at in the first place they are now in queue for diagnosis right now because the CUST's daughter just came last week to give approval to diagnose the veh. SA also said that they don't have any loaners available and suggested CUST to get a rental but they declined it as well. SA said that if we're going to offer the CUST rental we would need to make sure they have a credit card and is about 25 yrs old. SA also said that he'll get it checked as quick as possible. SA provided the following info RO opened: 09/25, Mileage - 48735. SA also said that we could give updates to SA at his email cweisman@fairlaneford.com. MELBOURNE CSM OBC to CUST @ [REDACTED] - Call goes on VM. CSM then LVM with call back details. NEXT STEPS: 3rd initial CUST call 10/14 Jerick L. | Customer Service Manager | FCSD | 866-631-3788 | 77778 | jLeynes@ford.com | www.ford.com | Available M-F 8am-4:30 PM EST.

2019-10-14 15:06:14 Melbourne CSM Alexx Ext. 77773 Made OBC to Customer@ [REDACTED] customer stated his concern is he wasn't given a loaner vehicle, the dealership is wanting him to pay 500-dollar deductible, and the dealership is saying they cannot look at the vehicle until 5 or 6 weeks. CSM advised customer that CSM can review to see if CSM can cover the diagnosis fee. CSM advised customer will call the dealership to get update on vehicle and see if I can get customer in a loaner vehicle. CSM stated will follow up on October 16, 2019. Customer stated he rented a vehicle on his own. CSM stated once he receives copy of invoice he can send it to CSM. CSM advised that I have an email and fax that he can send too. Melbourne CSM Alexx Ext.77773 Made OBC to DLR@ 3138465000 CSM spoke to SM Bill. SM Bill the vehicle towed from another dealer. Engine was overheating. Bill stated they will take the oil pan out and see if the repair will be warrantable. CSM advised will covered diagnosis plus repair if repair is warrantable. CSM advised if repair is not covered under warranty csm WILL split cost 50/50 with customer. CSM authorized for dealer to put customer in rental. Once rental is available customer will be put in loaner vehicle. NEXT STEP: Set follow up 10/16/19 advise of what SM & CSM spoke about? Ford Motor Company @ Alexx Valentine | Customer Service Manager | FCSD 866-631-3788 x 77773 | eFax: 8666380431 avalen93@ford.com | www.ford.com Hours available 8am -430pm M-F

2019-10-16 23:41:02 MELBOURNE CSM JUDY ANN ASSISTING CSM ALEX V X 77773 Melbourne CSM Judy Ann out bound call to customer [REDACTED] Left voice mail with both our contact information and phone I'm calling on behalf of Alexx left both our phone numbers sorry we missed you today we will follow up Friday 10/18/19 Please contact Alexx in the meantime if you have any questions or concerns directly as she is your csm. CSM follow up Friday 10/18/19 to make 2nd CSM follow up call to customer NEXT STEP 2ND CALL TO CUSTOMER advise of what SM & CSM spoke about? Judy Ann Ford Motor Company @ [REDACTED] | Customer Service Manager | FCSD 866 631 3788 EXTENSION 77743 eFax: (866) 530-0888

2019-10-18 16:06:29 Melbourne CSM Alexx Ext.77773 Made OBC to DLR@ 3138465000 CSM spoke to Chuck. SA Chuck stated the vehicle is waiting to be seen. Chuck stated still waiting for vehicle to be brought back in to be torn down. Melbourne CSM Alexx Ext. 77773 Made OBC to Customer@ [REDACTED] CSM advised customer that I have approved to pay for diagnostic. CSM stated that I would have to wait until diagnoses is completed to see if the repair would be warrantable to see what Ford can assist with. Customer stated that they had to rent a vehicle. CSM stated to keep the rental invoice so CSM can review for reimbursement. CSM stated that customer can rent a vehicle and Ford will pay up to 30 dollars a day and it would have to be a Ford vehicle. Customer asked about rental vehicle for his daughter. Customer stated his daughter is 28 years old. Ford Motor Company @ Alexx Valentine | Customer Service Manager | FCSD 866-631-3788 x 77773 | eFax: 8666380431 avalen93@ford.com | www.ford.com Hours available 8am -430pm M-F

2019-10-18 16:11:35 Melbourne CSM Alexx Ext.77773 Made OBC to DLR@ 3138465000 CSM L/M for SA Chuck regarding customer wanting a loaner vehicle. CSM provided contact information for SA to call CSM back. Melbourne CSM Alexx Ext. 77773 Made OBC to Customer@ [REDACTED] CSM advised customer that CSM left voicemail for SA chuck to see if they have any loaner vehicle's available. CSM stated I should hear something by Monday regarding the loaner vehicle. CSM stated I will let him know once I hear something. NEXT STEP: Set follow up 10/22/19 update on vehicle/ loaner vehicle available Ford Motor Company @ Alexx Valentine | Customer Service Manager | FCSD 866-631-3788 x 77773 | eFax: 8666380431 avalen93@ford.com | www.ford.com Hours available 8am -430pm M-F

2019-10-22 18:05:43 Melbourne CSM Alexx Ext.77773 Made OBC to DLR@ 3138465000 chuck stated they have vehicle's ahead of the customer. Chuck stated he have any rental vehicles available right now. Chuck stated that Ford needs to make the escape engines better. Chuck stated the customer had a chance to have vehicle looked at but the dad stopped the repair. Melbourne CSM Alexx Ext. 77773 Made OBC to Customer@ [REDACTED] CSM l/m stating was calling regards to vehicle. CSM stated once loaner vehicle is available SA will look into getting one. CSM stated the vehicle is still waiting to be looked at. CSM stated contact number. NEXT STEP: Set follow up 10/29/19 update on vehicle Ford Motor Company @ Alexx Valentine | Customer Service Manager | FCSD 866-631-3788 x 77773 | eFax: 8666380431 avalen93@ford.com | www.ford.com Hours available 8am -430pm M-F

2019-10-29 16:54:15 Melbourne CSM Alexx Ext.77773 Made OBC to DLR@ 3138465000 CSM l/m a voicemail for service department to call back regarding customer. Melbourne CSM Alexx Ext. 77773 Made OBC to Customer@ [REDACTED] The mailbox is full and cannot accept any messages at this time. Good Bye NEXT STEP: Set follow up 11/5/19 update customer on vehicle Ford Motor Company @ Alexx Valentine | Customer Service Manager | FCSD 866-631-3788 x 77773 | eFax: 8666380431 avalen93@ford.com | www.ford.com Hours available 8am -430pm M-F

2019-11-06 00:21:48 MELBOURNE CSM JUDY ANN ASSISTING CSM ALEX V X 77773 Melbourne CSM Judy Ann out bound call to dealer 3138465000 voice mail states dealer is closed. Melbourne CSM Judy Ann out bound call to customer Mr. [REDACTED] @ [REDACTED] mail box is full and can't accept messages at this time. CSM follow up Tuesday 11/12/19 to call dealer get update on repair and call customer NEXT STEP DEALER UPDATE / CUSTOMER FOLLOW UP CALL Judy Ann Ford Motor Company @ [REDACTED] | Customer Service Manager | FCSD 866 631 3788 EXTENSION 77743 eFax: (866) 530-0888

2019-11-11 19:56:54 *WEB*VEHICLE HAD NOISY ENGINE

2019-11-11 20:02:00 *WEB*VEHICLE NEEDS ENGINE REPLACEMENT

2019-11-12 18:28:31 Melbourne CSM Alexx Ext.77773 Made OBC to DLR@ 3138465000 CSM spoke to SA Chuck. Chuck stated he will go ask his service manager. Chuck stated his Service Manager has been highly involved in this one. CSM l/m for SM Bill stating I was calling in regards to customer to see if his repair will be cover under warranty. CSM stated customer is still within 5/60. CSM provided contact number. Ford Motor Company @ Alexx Valentine | Customer Service Manager | FCSD 866-631-3788 x 77773 | eFax: 8666380431 avalen93@ford.com | www.ford.com Hours available 8am -430pm M-F

2019-11-12 19:51:43 Melbourne CSM Alexx Ext.77773 Made OBC to DLR@ 3138465000 Bill. Bill stated the customer opened this case, they bought the vehicle stated they put too much oil in the vehicle. Bill stated mechanic stated the engine failure is due to lack of lubrication. Bills stated customer stated that they heard a noise before they have put oil in the engine. Bill stated rod bearing had turned blue. Ford Motor Company @ Alexx Valentine | Customer Service Manager | FCSD 866-631-3788 x 77773 | eFax: 8666380431 avalen93@ford.com | www.ford.com Hours available 8am -430pm M-F

2019-11-12 20:06:24 Melbourne CSM Alexx Ext. 77773 Made OBC to Customer@ [REDACTED] The mailbox is full and can't accept messages at this time. NEXT STEP: Set follow up 11/14/19 advise customer Ford cannot assist w/repair/ Ford can assist w/rental as long as vehicle is being repaired at dealership. Ford Motor Company @ Alexx Valentine | Customer Service Manager | FCSD 866-631-3788 x 77773 | eFax: 8666380431 avalen93@ford.com | www.ford.com Hours available 8am -430pm M-F

2019-11-14 14:35:48 Melbourne CSM Alexx Ext. 77773 Made OBC to Customer@ [REDACTED] CSM advised customer that Ford cannot assist with repair. CSM advised customer we can assist with rental. customer stated the engine stop running and he has a powertrain warranty. customer stated he did everything Ford has asked him to do. CSM explained to customer dealership has stated the repair is unwarrantable. CSM asked customer if he has any maintenance records. Customer advised CSM that Ford has access to those records. Customer asked for a supervisor. CSM advised that CSM and a supervisor reviewed the case. CSM advised it will take 24-48 business hours for a supervisor to contact you. Customer stated the dealership had something against his daughter since day one. Customer stated he doesn't know why Ford allows the dealerships to treat their customer this way. Customer asked if he should get a lawyer or take vehicle to a different dealership. CSM advised it is his choice if he wants to get a lawyer. CSM also advised if he thinks the dealership diagnosed the vehicle wrong he can go take vehicle to a different dealership. Ford Motor Company @ Alexx Valentine | Customer Service Manager | FCSD 866-631-3788 x 77773 | eFax: 8666380431 avalen93@ford.com | www.ford.com Hours available 8am -430pm M-F

2019-11-14 14:37:41 Melbourne CSM Alexx Ext. 77773 Customer doesn't have any extended service plans or maintenance records. NEXT STEP: Set follow up 11/20/19 Review SUP call notes Ford Motor Company @ Alexx Valentine | Customer Service Manager | FCSD 866-631-3788 x 77773 | eFax: 8666380431 avalen93@ford.com | www.ford.com Hours available 8am -430pm M-F

2019-11-15 18:15:20 Sup Call OBC to Cust [REDACTED] he is not happy with the decision the vehicle is not being covered under the warranty. sup advised no way to over turn that decision. He feels the dlr is lying to him. sup advised him if he doesnt trust the dlr move it to another dlr and get second opinion. sup advised if then it comes back as a warrantable repair then we will reimburse for the towing. Next step : sup advises the csm to follow up with dlr and cust on if veh has been towed out for second opinion. if not when will this be done Ford Motor Company @ Annette Burk Customer Service Manager, Ford CX Team aburk2@ford.com | www.ford.com 866-631-3788 x 77749 eFax: 1-888-229-2398

2019-11-20 17:36:51 Melbourne CSM Alexx Ext. 77773 Made OBC to Customer@ [REDACTED] The mailbox is full and cannot accept any messages at this time goodbye. Next step : sup advises the csm to follow up with dlr and cust on if veh has been towed out for second opinion. if not when will this be done NEXT STEP: Set follow up 11/22/19 reach out to customer about vehicle being towed Ford Motor Company @ Alexx Valentine Customer Service Manager, Ford CX Team Avalen93@ford.com | www.ford.com office: 866-631-3788 ext. 77773 efax: 8666380431

2019-11-22 20:12:56 MLB CSM Deidra x77772 assisting CSM Alexx Ext.77773 OBC to cust ([REDACTED]) Per CSM Alexx call cust first to see which dlr vehicle was towed to. Cust stated he has been trying to contact Alexx. Cust stated Fairlane Ford is not releasing the vehicle. Cust is not sure why dlr is not speaking to cust. CSM adv that I will contact dlr and find out what is going and call cust right back. MLB CSM Deidra x77772 assisting CSM Alexx Ext.77773 OBC to DLR x2 (3138465000)CSM left vm for Bill about vehicle. Spoke Chuck. Dlr adv they were waiting to hear from Ford about costumers vehicle. CSM adv cust wants to tow vehicle to another dlr. Chuck stated the vehicle was diagnosed with having bearing damage in the engine. Cust over filled the oil. Dlr will get with Bill about diagnostic fee. Dlr estimating \$600-700 Diagnosis fee. This has to be paid before releasing vehicle. Dlr will call back with pricing. CSM adv had left vm for Bill with contact info. MLB CSM Deidra x77772 assisting CSM Alexx Ext.77773 OBC to cust x2 ([REDACTED]) The mailbox is full and cannot accept any messages at this time goodbye. Dlr not releasing vehicle until diagnostic fee is paid. NEXT STEPS CSM set f/u 11/27 did cust pay diagnostic fee/ have vehicle towed to another dlr Ford Motor Company @ Deidra Murdaugh Customer Service Manager, Ford CX Team dmurdau1@ford.com | www.ford.com Office: 866-631-3788 x 77772 eFax: 8666380487

2019-11-27 14:23:24 Melbourne CSM Liz Ext. 77713 assisting CSM Alexx Ext. 77773 Made OBC to Customer ([REDACTED]) left voicemail, once customer calls need to know if diagnostic was paid at the dlr and which dlr will the customer like to have the veh towed to. Melbourne CSM Liz Ext.77713 assisting CSM Alexx Ext. 77773 Made OBC to Dlr 3138465000 Chuck no diagnostic paid, Svc Manager waiting on the payment and the new dlr to relocate the car. NEXT STEP: Follow up 12/02/2019 customer paid diagnostic/which dlr to tow car. Ford Motor Company @ Elizabeth Rodriguez Customer Service Manager, Ford CX Team ERODR230@ford.com | www.ford.com office: 866-631-3788 ext. 77713 efax: 8666380431

2019-12-02 16:52:59 Melbourne CSM Liz Ext. 77713 assisting CSM Alexx Ext. 77773 Made OBC to Customer ([REDACTED]) second call to verify if diagnostic has been and where to tow the vehicle. Email adv that the case will be placed inactive if no response by Monday 12/09/2019. Returned call customer is upset that the dealer will not talk with him also adv that he was indicated diagnostic fees were to be covered by Ford per previous conversations and was adv that the fees are his responsibility. Customer will be coming back for reimbursements in the future once the transfer of the car is finalize. Car is to be towed to Varsity Ford 3480 Jackson Road, Ann Harbor, MI 48103. NEXT STEP: Follow up 12/09/2019 3rd follow up verification of diagnostic fees and towing the car. Ford Motor Company @ Elizabeth Rodriguez Customer Service Manager, Ford CX Team ERODR230@ford.com | www.ford.com office: 866-631-3788 ext. 77713 efax: 8666380431

2019-12-09 17:33:29 Melbourne CSM Liz Ext.77713 assisting CSM Alexx Ext. 77773 Made OBC to Dlr ([REDACTED]) Varsity Ford per last conversation with the customer the veh was to be towed to this dlr, per Cindy the veh has not been towed nor is there history on the veh. Melbourne CSM Liz Ext.77713 assisting CSM Alexx Ext. 77773 Made OBC to Dlr 3138465000 Left a voicemail for dlr to call back with an update since the car has not been towed to Varsity Ford, also need to verify if the diagnostic fees were paid. Melbourne CSM Liz Ext. 77713 assisting CSM Alexx Ext. 77773 Made OBC to Customer ([REDACTED]) customer is frustrated with Fairlane Ford, the dlr has not put together the veh in order to have it towed to Varsity Ford. Fairlane Ford Offered an engine but the rate was much higher than Fairlane Ford even with the discounts. Left a portal message for the dlr and voicemail. NEXT STEP: Follow up 12/16/2019 customer/dlr update on veh repairs. Ford Motor Company @ Elizabeth Rodriguez Customer Service Manager, Ford CX Team ERODR230@ford.com | www.ford.com office: 866-631-3788 ext. 77713 efax: 8666380431

2019-12-16 16:48:03 Melbourne CSM Brendan M. ext.77735 assisting Alexx X77773 OBC to DLR @ ([REDACTED]) Kyle is the S/A. Spoke with Sean. He advised that the VEH has not been diagnosed as yet. Mileage is listed at 48735. RO# is 732335. Melbourne CSM Brendan M. ext.77735 assisting Alexx X77773 OBC to CUST @ ([REDACTED]) Left VM with role and reason for the call. I advised that the DLR is still working on diagnosing VEH. Follow up set for 12.23.19 Next Step: Repair Status, 12/23/19

2019-12-23 16:07:34 Melbourne CSM Alexx Ext.77773 Made OBC to DLR@ ([REDACTED]) Vehicle is under Barbara. Kyle is the service advisor. CSM l/m for SA Kyle to call CSM back regarding customer. Ford Motor Company @ Alexx Valentine Customer Service Manager, Ford CX Team Avalen93@ford.com | www.ford.com office: 866-631-3788 ext. 77773 efax: 8666380431

2019-12-23 17:21:38 Melbourne CSM Alexx Ext. 77773 IBC from @ [REDACTED] Kyle stated they are hoping to have vehicle diagnosed on Thursday. Melbourne CSM Alexx Ext. 77773 Made OBC to Customer@ [REDACTED] CSM l/m for customer stating I was calling in regards to case. CSM provided contact information for customer to call CSM back. NEXT STEP: Set follow up 12/31/19 DLR vehicle diagnosed / CUST update customer Ford Motor Company @ Alexx Valentine Customer Service Manager, Ford CX Team Avalen93@ford.com | www.ford.com office: 866-631-3788 ext. 77773 efax: 8666380431

2019-12-31 17:33:44 CSM Robert Ext 77744 assisting Melbourne CSM Alexx Ext. 77773 Made OBC to DLR @ [REDACTED] L/M for SA Kyle at ext 2247. Requested updated on VEH diag. Provided Case Number and Contact information for CSM Robert and Alexx. Ford Motor Company @ Robert Tufel Customer Service Manager, Ford CX Team rufel1@ford.com | www.ford.com office: 866-631-3788 ext. 77744 efax

2019-12-31 21:01:24 Melbourne CSM Alexx Ext. 77773 Made OBC to Customer@ [REDACTED] CSM l/m for SA Kyle stating I was calling in regards to customer. CSM provided contact number. Melbourne CSM Alexx Ext.77773 Made OBC to DLR@ [REDACTED] CSM l/m for customer stating was calling in regards to case. CSM provided case number and contact number. NEXT STEP: Set follow up 1/2/19 DLR get update/ CUST provide update Ford Motor Company @ Alexx Valentine Customer Service Manager, Ford CX Team Avalen93@ford.com | www.ford.com office: 866-631-3788 ext. 77773 efax: 8666380431

2020-01-02 18:17:30 Melbourne CSM Alexx Ext.77773 Made OBC to DLR@ [REDACTED] CSM spoke Kyle. Kyle ordered engine and turbo. Kyle stated repair is not warrantable. Customer paid for half of the repair. Kyle stated the repair total is 6200. Melbourne CSM Alexx Ext. 77773 Made OBC to Customer@ [REDACTED] CSM L/M for customer stating I was calling in regards to case. CSM advised that Ford cannot assist due to repair not being warrantable. CSM advised if he has any other concerns or questions to reach out. CSM provided case number and contact number. CSM thanked customer for being a part of Ford. CSM closing case Ford not able to assist Ford Motor Company @ Alexx Valentine Customer Service Manager, Ford CX Team Avalen93@ford.com | www.ford.com office: 866-631-3788 ext. 77773 efax: 8666380431

CASE ATTACHMENTS:

CASE NUMBER: CAS: [REDACTED] STATUS: Resolved
OPEN: 01-21-2021 CLOSED: 01-28-2021 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance |
DEALER NAME: AutoNation Ford Amherst
PA CODE: 02283 DLR SALES CODE: 44577 REGION: G4 ZONE: G4B
VIN: [REDACTED] MODEL YEAR: 2015 MODEL: FOCUS MILEAGE: 70,222
BODY STYLE: P3F - FOCUS SE 4-DR SEDAN
LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED] | [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: Data Migration user

COMMENTS:

2021-01-21 13:31:53 Case Number : CAS [REDACTED] P9Q6S3 CUSTOMERS VEHICLE IS BACK IN WITH ANOTHER TURBO REPAIR NEEDED WHICH IS SERVICE INSTALL. (IT HAS HAD PREVIOUS TURBO AND HEAD GASKET REPAIRS). IT ALSO NEEDS A LONG BLOCK AS THE VEHICLE HAS LOW OIL PRESSURE AND THE CK ENG LIGHT IS ON AND AND HAS AN ENGINE KNOCK. THE CUST IS ASKING FOR ASSISTANCE.
Customer : [REDACTED] J [REDACTED] Business Phone [REDACTED] Home Phone : NA Mobile Phone : NA LTV Score : 66 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : NA Part Number : NA Dealer Name : AutoNation Ford Amherst Dealer P&A : 02283 Dealer phone : 4409842431 VIN : [REDACTED] Year : 2015 Make : FORD Model : FOCUS Mileage : 70222 Engine Specification : 1.0L EcoBoost 120PS/125PS Transmission Specification : 6 Speed Manual Trans - B6 Warranty Start Date : 2016-01-24 Open Recall/FSA: NO ESP : NO Hotline Contact : 02/20/2017, 05/10/2018, 05/14/2018, 07/24/2018 Warranty History : 12-AUG-16, 06-FEB-17, 16-MAR-18, 24-FEB-20

2021-01-21 13:34:38 Houston DXS- FLP considered, CLV 66, Ford contribution, \$2268.84, approval code, MSPA349577 Share Recommendation Model: Ford share: \$2268.84 Customer Share \$2268.84 Dealer Share: \$0.00 Approval code is valid 30 days after the repair order is closed, if dealership needs new approval code after 30-day time-frame, please create new case, subject to current eligibility guidelines. NEXT STEP- OB portal message, convey contribution, approval code, schedule F/U: 1/28 address any concerns. Ford Motor Company © Carlos Delgado Dealer Experience Specialist, Ford DX Team cdelga27@ford.com office: 866-631-3788 ext. 79292 eFax: 855-906-1016

CASE ATTACHMENTS:

CASE NUMBER: CAS- [REDACTED] STATUS: Resolved
 OPEN: 03-01-2021 CLOSED: 04-02-2021 BUSINESS UNIT NAME: Ford
 RESPONSE TEAM: Tier 2 CCT NA CRC COMMUNICATION: Phone
 CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | CCT Criteria |
 DEALER NAME: Baumann Ford Oregon, LLC
 PA CODE: 05619 DLR SALES CODE: 48056 REGION: G2 ZONE: G2D
 VIN: [REDACTED] MODEL YEAR: 2015 MODEL: FOCUS MILEAGE: 60,000
 BODY STYLE: P3F - FOCUS SE 4-DR SEDAN
 LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED] | L
 ADDRESS: [REDACTED] ST
 CITY STATE ZIP COUNTRY: TOLEDO | OH | [REDACTED] | USA
 HOME PHONE: [REDACTED]
 SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Service Engine Soon (engine image) | Stays On
 ANALYST NAME: # FordTCC-DM-PRD08-CRM OPEN ANALYST NAME: Krissie Mae Umali
 COMMENTS:

- 2021-03-01 21:54:24 CONTACT VIA: [REDACTED] Best time to call: after 4:00 PM EST EMAIL: [REDACTED]@GMAIL.COM
 CUST SAYS: late last year check engine light and oil light came on, took the veh to a dlr and was told that the oil pump belt had broken and it was two months out of warranty, veh is at the dlr since December of 2020, wants to get the vehicle repaired without paying for it, PER CUST, DLR SAYS: N/A CRC ADVISED: I will escalate your case/request to our Ford Regional Customer Service Manager who works daily with your dealership's management team. 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] CLV 59 18S07 CLUTCH PRESSURE PLATE CRACKS.
- 2021-03-02 22:01:32 CSM Kinyeta 77704 Case Number : CAS- [REDACTED] Customer : [REDACTED] L [REDACTED] Business Phone : 4198749131 Home Phone : 4196932182 Mobile Phone : [REDACTED] LTV Score : 59 Vehicle Purchase Status : Original Owner Dealer Name : Baumann Ford Oregon, LLC Dealer P&A : 05619 Dealer phone : 4196984444 VIN : [REDACTED] Year : 2015 Make : FORD Model : FOCUS Mileage : 60000 Engine Specification : 1.0L 12V DI TC I3 GS 120PS FOX Transmission Specification : 6 SPD MAN TRANS - B6 Warranty Start Date : 2015-09-01 Open Recall/FSA : 18S07 ESP : None Hotline Contact : None related Warranty History : None Kinyeta Simmons Customer Service Manager, Ford CX Team KSIMMO51@ford.com | www.ford.com Office: 866-631-3788 x 77704 eFax: 1-866-213-0194 Mon-Fri 8:30am - 5:30pm
- 2021-03-02 22:05:40 CSM Kinyeta 77704 OBC to DLR @ 4196984444 > Spoke with SA David Says they are currently waiting CUST to provide maintenance receipts. Looks like engine is very low. Kinyeta Simmons Customer Service Manager, Ford CX Team KSIMMO51@ford.com | www.ford.com Office: 866-631-3788 x 77704 eFax: 1-866-213-0194 Mon-Fri 8:30am - 5:30pm
- 2021-03-02 22:08:48 CSM Kinyeta 77704 OBC to CUST @ [REDACTED] CUST states that he is still in the process of gathering invoices. CSM advised invoices would need to be provided to DLR for review before fin assist review can be completed. Kinyeta Simmons Customer Service Manager, Ford CX Team KSIMMO51@ford.com | www.ford.com Office: 866-631-3788 x 77704 eFax: 1-866-213-0194 Mon-Fri 8:30am - 5:30pm
- 2021-03-02 22:12:57 CSM Kinyeta 77704 NEXT STEPS: DLR\CUST- maintenance records presented? Update CUST 03/08 Kinyeta Simmons Customer Service Manager, Ford CX Team KSIMMO51@ford.com | www.ford.com Office: 866-631-3788 x 77704 eFax: 1-866-213-0194 Mon-Fri 8:30am - 5:30pm
- 2021-03-05 15:16:19 *WEB*customer only provided 1 maintenance receipt from 8/14/2019. The customers concern could be due to a lack of maintenance therefore we do not feel comfortable moving forward with a warrantable repair until maintenance can be proven. sa dave is calling customer to inform him of our decision. dealer is not participating at this time. customer would be responsible for cost of repair.
- 2021-03-08 19:38:35 CSM Kinyeta 77704 OBC to CUST @ [REDACTED] LVM with contact information and follow up for 03/12 Kinyeta Simmons Customer Service Manager, Ford CX Team KSIMMO51@ford.com | www.ford.com Office: 866-631-3788 x 77704 eFax: 1-866-213-0194 Mon-Fri 8:30am - 5:30pm
- 2021-03-08 19:39:42 CSM Kinyeta 77704 NEXT STEPS: CUST- deny assistance, close case. 03/12 Kinyeta Simmons Customer Service Manager, Ford CX Team KSIMMO51@ford.com | www.ford.com Office: 866-631-3788 x 77704 eFax: 1-866-213-0194 Mon-Fri 8:30am - 5:30pm
- 2021-03-12 21:30:58 CSM Kinyeta 77704 OBC to CUST @ [REDACTED] CUST states that he was able to provide DLR with more maintenance records. They have resubmitted for approval. CSM will check with DLR and follow up with CUST 03/17 Kinyeta Simmons Customer Service Manager, Ford CX Team KSIMMO51@ford.com | www.ford.com Office: 866-631-3788 x 77704 eFax: 1-866-213-0194 Mon-Fri 8:30am - 5:30pm
- 2021-03-12 21:31:51 CSM Kinyeta 77704 NEXT STEPS: DLR\CUST- are repairs warrantable? Update CUST 03/17 Kinyeta Simmons Customer Service Manager, Ford CX Team KSIMMO51@ford.com | www.ford.com Office: 866-631-3788 x 77704 eFax: 1-866-213-0194 Mon-Fri 8:30am - 5:30pm
- 2021-03-15 13:06:48 *WEB*customer provided maintenance record from 2018 and 2019. no maintenance record from 2020 or most recent maintenance. dealer still feels issue is due to lack of maintenance and it is not a warrantable concern.
- 2021-03-17 21:43:06 CSM Kinyeta 77704 OBC to CUST @ [REDACTED] CUST states he did not invoices had to be from 2020. He will look again and submit to DLR. Kinyeta Simmons Customer Service Manager, Ford CX Team KSIMMO51@ford.com | www.ford.com Office: 866-631-3788 x 77704 eFax: 1-866-213-0194 Mon-Fri 8:30am - 5:30pm
- 2021-03-17 21:44:18 CSM Kinyeta 77704 NEXT STEPS: CUST- more invoices from 2020? If not, repair is CUST responsibility 03/24 Kinyeta Simmons Customer Service Manager, Ford CX Team KSIMMO51@ford.com | www.ford.com Office: 866-631-3788 x 77704 eFax: 1-866-213-0194 Mon-Fri 8:30am - 5:30pm
- 2021-03-24 20:55:18 CSM Kinyeta 77704 OBC to CUST @ [REDACTED] LVM with contact information and follow up for 03/29 Kinyeta Simmons Customer Service Manager, Ford CX Team KSIMMO51@ford.com | www.ford.com Office: 866-631-3788 x 77704 eFax: 1-866-213-0194 Mon-Fri 8:30am - 5:30pm
- 2021-03-24 20:56:44 CSM Kinyeta 77704 NEXT STEPS: CUST- more invoices from 2020? If not, repair is CUST responsibility (2nd attempt) 03/29 Kinyeta Simmons Customer Service Manager, Ford CX Team KSIMMO51@ford.com | www.ford.com Office: 866-631-3788 x 77704 eFax: 1-866-213-0194 Mon-Fri 8:30am - 5:30pm

2021-03-29 20:48:10 CSM Kinyeta 77704 OBC to CUST @ [REDACTED] LVM with contact information and follow up for 04/02 Kinyeta Simmons Customer Service Manager, Ford CX Team KSIMMO51@ford.com | www.ford.com Office: 866-631-3788 x 77704 eFax: 1-866-213-0194 Mon-Fri 8:30am - 5:30pm

2021-03-29 20:49:31 CSM Kinyeta 77704 NEXT STEPS: CUST- more invoices from 2020? If not, repair is CUST responsibility (final attempt) 04/02 Kinyeta Simmons Customer Service Manager, Ford CX Team KSIMMO51@ford.com | www.ford.com Office: 866-631-3788 x 77704 eFax: 1-866-213-0194 Mon-Fri 8:30am - 5:30pm

2021-03-31 13:35:00 *WEB*customer still has not been able to provide adequate maintenance records. gave customer an estimate on work at retail price. as of now- this is not a warrantable condition. dealership does not feel comfortable moving forward with repair under warranty.

2021-04-02 16:57:18 CSM Kinyeta 77704 OBC to CUST @ [REDACTED] LVM with contact information. Kinyeta Simmons Customer Service Manager, Ford CX Team KSIMMO51@ford.com | www.ford.com Office: 866-631-3788 x 77704 eFax: 1-866-213-0194 Mon-Fri 8:30am - 5:30pm

2021-04-02 17:01:13 CSM Kinyeta 77704 OBE to CUST Dear [REDACTED] This correspondence is in response to your case regarding your 2015 Ford Focus. We've attempted to reach you multiple times between March 24th -April 2nd, but were unable to make contact. As your Ford Customer Service Manager, we would like to ensure your concerns have been addressed, as it is our sincere desire that you remain satisfied with your vehicle and the service you've received. Unless I hear back from you, I will assume you no longer require my assistance. Please disregard this correspondence if we have had the opportunity to discuss your case after the mailing date above. Sincerely, Kinyeta Simmons Ford Customer Care Team Southeast Market 866-631-3788 ext. 77704 (direct) | 866-213-0194 (fax) KSIMMO51@ford.com

2021-04-02 17:02:03 CSM Kinyeta 77704 No further assistance is needed. CSM closing case. Kinyeta Simmons Customer Service Manager, Ford CX Team KSIMMO51@ford.com | www.ford.com Office: 866-631-3788 x 77704 eFax: 1-866-213-0194 Mon-Fri 8:30am - 5:30pm

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 04-12-2021 CLOSED: 04-21-2021 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: FAR FastPath NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - Repair |
DEALER NAME: Baumann Ford Oregon, LLC
PA CODE: 05619 DLR SALES CODE: 48056 REGION: G2 ZONE: G2D
VIN: [REDACTED] MODEL YEAR: 2015 MODEL: FOCUS MILEAGE: 58,692
BODY STYLE: P3F - FOCUS SE 4-DR SEDAN
LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED] | L
ADDRESS: [REDACTED] ST
CITY STATE ZIP COUNTRY: TOLEDO | OH | [REDACTED] | USA
HOME PHONE: [REDACTED]
SYMPTOMS: Start/Run/Move | Running | Not Listed | UNKNOWN
ANALYST NAME: # FordTCC-DM-PRD06-CRM OPEN ANALYST NAME: Data Migration user

COMMENTS:

2021-04-12 13:52:11 Case Number : CAS-[REDACTED] Customer : [REDACTED] L [REDACTED] Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 59 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : Dealer Name : Baumann Ford Oregon, LLC Dealer P&A : 05619 Dealer phone : 4196984444 VIN : [REDACTED] Year : 2015 Make : FORD Model : FOCUS Mileage : 58692 Engine Specification : Transmission Specification : Warranty Start Date : 2015-09-01 Open Recall/FSA: : ESP : Hotline Contact : Warranty History :

2021-04-12 13:54:16 *WEB*CAS-[REDACTED] P0F2T4 PLEASE REFERENCE CASE. CUSTOMER IS OUT OF POWERTRAIN WARRANTY AT THIS TIME. CAME IN FOR AN OIL LIGHT CONCERN. AFTER DIAG FOUND SLUDGE INSIDE THE ENGINE- NEEDS REPLACEMENT AND REPLACEMENT OF TURBO DUE TO CONTAMINATION. CUSTOMER ASKING FOR ASSISTANCE FROM FORD. WAS ASKED TO PROVIDE MAINTENANCE RECORDS, PROVIDED ONES FROM 2018,2019 - FINALLY PROVIDED ONE FROM 2020. ASKING FOR FORD PARTICIPATION. DEALER IS NOT PARTICIPATING AT THIS TIME.

2021-04-12 14:15:35 Ford Motor Company © Shandra Walker Mon-Fri 8:00 AM to 4:30PM CST Fast Path Portal Message to Dealer: 50% P11 \$2,238.00 FMC \$2,238.00 CUSTOMER MSPA350483 The case will be resolved. Please reach out if there is anything else I can do to assist you. Thank you for partnering with Ford Motor Company

CASE ATTACHMENTS:

CASE NUMBER: CAS- [REDACTED] STATUS: Resolved
OPEN: 04-14-2022 CLOSED: 05-14-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: FAR FastPath NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - Repair |
DEALER NAME: Ford of Kendall, LLC
PA CODE: 02650 DLR SALES CODE: 24005 REGION: S3 ZONE: S3A
VIN: [REDACTED] MODEL YEAR: 2015 MODEL: FOCUS MILEAGE: 81,213
BODY STYLE: P3F - FOCUS SE 4-DR SEDAN
LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED] | [REDACTED]
ADDRESS:
CITY STATE ZIP COUNTRY: | | [REDACTED] |
HOME PHONE: [REDACTED]
SYMPTOMS: Driving Performance | Engine Surge | Acceleration | Always
ANALYST NAME: # FordTCC-DM-PRD03-CRM OPEN ANALYST NAME: Data Migration user

COMMENTS:

2022-04-14 16:20:24 Case Number : CAS-[REDACTED] Customer : [REDACTED] S [REDACTED] Business Phone : [REDACTED]
Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 96 Vehicle Purchase Status : Original Owner Ford
Credit Contract Number : [REDACTED] Part Number : [REDACTED] Dealer Name : Ford of Kendall, LLC Dealer P&A : 02650 Dealer
phone : 3052389211 VIN : [REDACTED] Year : 2015 Make : FORD Model : FOCUS Mileage :
81213 Engine Specification : [REDACTED] Transmission Specification : [REDACTED] Warranty Start Date : 2015-10-14 Open
Recall/FSA : : ESP : Hotline Contact : Warranty History :

2022-04-14 16:22:40 FAR documentation--Customer states oil leak under vehicle, tow in vehicle, wont start, upon inspection found
cylinder #2 catastrophic damage, collapsed and went outside engine assembly, needs new engine
Customer is requesting Financial Assistance. Thank you

2022-04-14 16:24:56 Additional information is required to move forward with this request. Because this is a high dollar engine
repair, you will need to tear down the engine and complete the cost cap in OASIS. Then, provide the last 2 oil
changes (maintenance records) and send a portal message with the detailed tech findings. Be as detailed as
possible, include the full tech story, as well as an itemized list of the parts and labor at warranty pricing. After
all of this is complete, we can move forward to the next step. SME requirements- Dealer Needs to provide
the following Information Customer complaint: Diagnostic performed: Cause of failure:

2022-04-14 18:27:09 ibpm from dealer OK I WILL SEND YOU THAT IN A FEW THANK YOU

2022-04-19 21:28:57 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 and complete the cost cap
in OASIS. Then, provide the last 2 oil changes (maintenance records) and send a portal message with the
detailed tech findings. Be as detailed as possible, include the full tech story, as well as an itemized list of the
parts and labor at warranty pricing. After all of this is complete, we can move forward to the next step. SME
requirements- Dealer Needs to provide the following Information Customer complaint: Diagnostic performed:
Cause of failure:

2022-04-20 21:33:37 ibpm from dealer ok

2022-04-21 21:17:32 Is there a reason why you can not get the information sent in on time?

2022-04-22 16:34:59 ibpm from dealer TECH IS DOING COST CAP THANK YOU

2022-04-25 20:16:21 Is the cost cap complete?

2022-04-27 19:23:22 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 and complete the cost cap
in OASIS. Then, provide the last 2 oil changes (maintenance records) and send a portal message with the
detailed tech findings. Be as detailed as possible, include the full tech story, as well as an itemized list of the
parts and labor at warranty pricing. After all of this is complete, we can move forward to the next step. SME
requirements- Dealer Needs to provide the following Information Customer complaint: Diagnostic performed:
Cause of failure:

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