

HAND, CHRIS

Case

CAS-27988681-P5T3M4

General Info

Overview

Case Number	CAS-27988681-P5T3M4	Status	Resolved
Priority	High	Owner	Tier 2 CCT NA CRC
Input Channel	Phone	Status Reason	Resolved
Originating Team	Tier 1 Inbound NA CRC		

Case Closure Details

Resolution Type	Resolved / Problem Solved	Case Disposition Team	Tier 2 CCT NA CRC
Cancellation Type		Case Disposition Type	Close Issue
Closed By	Larri Johnson	Closed Date	11/11/2020 7:06 PM

Closure Comments

Case Reopen Details

Reopened By	Jacqueline Isabell Albano	Reopened On	10/21/2020 12:54 PM
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Customer Info

Customer Info

Customer Name	CHRIS HAND	Best Contact Method	
Best Daytime Phone	Home Phone	Home Phone	4064033950

Business Phone	Mobile Phone	4064033950
Email		

Delegate Info

Customer Delegate	Customer Delegate Relationship
Customer Delegate Phone	

Customer Scores

LTV Score	41	All Marketing Scores
Loyalty Score		ESP Score
Defector Score		Dissat Score
Likelihood To Service In-Market	Yes	Service Segments

Dealer Info

Dealer Info

Dealer Name	Rehbein Ford, Inc.	P&A Code	03527
Dealer Service Manager	MARK RIFFLE	Dealer Phone Number	
More Than One Service Manager	Yes	Dealer Contact	

Vehicle Info

Vehicle Info

VIN	1FADP3FE1JL279322	Mileage	39,566
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Warranty Start Date 6/13/2018

Mileage Units Miles

Hours In Service

Converted Mileage

Vehicle Classification

Vehicle Classification Full Path 2018 > FORD > FOCUS > P3F - FOCUS SE 4DR SEDAN

Model Year 2018

Engine Specification 1.0L 12V DI TC I3 GS 120PS FOX

Make FORD

Transmission Specification 6 SPD AUTO TRANS 6F15

Model/Vehicle Line FOCUS

Body Style P3F - FOCUS SE 4DR SEDAN

Equipment & Software

SYNC Version

Modem/TCU? Yes

Installed SYNC Version

Installed Date

WIFI Capable No

WIFI Enabled No

Data Usage

Date Retrieved

Case Classification

Case Classification

Case Classification Team Tier 1 Inbound NA CRC

Case Classification Full Path Vehicle Concern > Buyback Request > Non-California Vehicle > CCT Criteria

- Level 1** Vehicle Concern
- Level 2** Buyback Request
- Level 3** Non-California Vehicle
- Level 4** CCT Criteria

Symptom Code

Symptom Classification

Symptom Classification Full Path Start/Run/Move > Noise > Moving/Driving > UNKNOWN

Level 1 Start/Run/Move

Level 2 Noise

Level 3 Moving/Driving

Level 4 UNKNOWN

More Than One Symptom Codes? No

Additional Symptom Codes

Level 1	Level 2	Level 3	Level 4
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Activities

Activities

Subject	Activity Type	Status	Created On	Created By
Case Assignment - CAS-27988681-P5T3M4	Case Assignment	Completed	10/13/2020 3:17 PM	a8ea806a-f003-47d4-a7d2-30447dcda4cf

CALL To - 4068263381	Puhelu	Completed	10/13/2020 3:21 PM	Love Charity Pawid
Resolution for Case: CAS-27988681-P5T3M4	Resolução de Incidentes	Canceled	10/13/2020 3:53 PM	Love Charity Pawid
Case Assignment - CAS-27988681-P5T3M4	Case Assignment	Completed	10/21/2020 12:54 PM	a8ea806a-f003-47d4-a7d2-30447dcda4cf
Case Reactivation	Tehtävä	5	10/21/2020 12:54 PM	Jacqueline Isabell Albano
Case Assignment - CAS-27988681-P5T3M4	Case Assignment	Completed	10/21/2020 1:14 PM	a8ea806a-f003-47d4-a7d2-30447dcda4cf
CALL To - 4064033950	Puhelu	Completed	10/21/2020 3:43 PM	Larri Johnson
Vehicle Off Road For CAS-27988681-P5T3M4	Vehicle Off Road	Completed	10/21/2020 3:44 PM	Larri Johnson
f/u CUST 2ND attempt initial, 10/22	Tapaaminen	Canceled	10/21/2020 3:44 PM	Larri Johnson
CALL To - 4064033950	Puhelu	Completed	10/22/2020 5:19 PM	Larri Johnson
f/u CUST 3rd attempt initial, 10/23	Tapaaminen	Canceled	10/22/2020 5:20 PM	Larri Johnson
Document Customer Re-Contact for CAS-27988681-P5T3M4	Document Customer Re-Contact	Completed	10/23/2020 12:38 PM	Jennifer Saladino
CALL To - 51400	Puhelu	Completed	10/23/2020 1:06 PM	Larri Johnson
CALL To - 4064033950	Puhelu	Completed	10/23/2020 1:12 PM	Larri Johnson
CALL To - 4068263381	Puhelu	Completed	10/23/2020 1:27 PM	Larri Johnson
CALL BEFORE 3 EST-DLR/CUST part status, 10/26	Tapaaminen	Canceled	10/23/2020 1:47 PM	Larri Johnson
Buyback Evaluation Milestones for CAS-27988681-P5T3M4	Buyback Evaluation Milestones	Completed	10/23/2020 1:48 PM	Larri Johnson
CALL To - 4064033950	Puhelu	Completed	10/26/2020 3:48 PM	Larri Johnson
f/u DLR/CUST part arrive?, 10/28	Tapaaminen	Canceled	10/26/2020 3:52 PM	Larri Johnson
Good Faith Review for CAS-27988681-P5T3M4	Good Faith Review	Completed	10/28/2020 4:25 PM	Alexandre Filho

CALL To - 4064033950	Puhelu	Completed	10/28/2020 5:17 PM	Larri Johnson
f/uCALL BEFORE 3EST- DLR/CUST repair status, 11/5	Tapaaminen	Canceled	10/28/2020 5:21 PM	Larri Johnson
CALL To - 4064033950	Puhelu	Completed	11/2/2020 12:45 PM	Larri Johnson
f/u CSAT & veh payment info, 11/9	Tapaaminen	Canceled	11/2/2020 12:57 PM	Larri Johnson
f/u CUST 2nd attempt to update, no assist, bb denied 11/10	Tapaaminen	Canceled	11/9/2020 2:24 PM	Larri Johnson
CALL To - 4064033950	Puhelu	Completed	11/10/2020 7:11 PM	Larri Johnson
f/u CUST 3rd/final attempt to update, no assist, bb denied 11/11	Tapaaminen	Canceled	11/10/2020 7:12 PM	Larri Johnson
CALL To - 4064033950	Puhelu	Completed	11/11/2020 7:05 PM	Larri Johnson
Resolution for Case: CAS-27988681-P5T3M4	Resolução de Incidentes	Completed	11/11/2020 7:06 PM	Larri Johnson

Notes & Attachments

Title	Note	File Name
Created On 10/13/2020 15:50:03 By: Love Charity Pawid Primary Team:Tier 1 Inbound NA CRC	<p>BCM: 4064033950</p> <p>cust says I bought 2018 focus and I was driving it to work, and then it went pop, It's not working, It run, I Took it the ford dealer, I bought all the extended warranty, I'm waiting on my car., Oil pump failure , I'm not happy with the car, i feel that buying a new car is a mistake, I would say that this is a Lemon</p> <p>cust says as per dlr: NA</p> <p>crc advised The service department is working with the warranty claims , The customer is asking about the buyback, but she will just callback if she wants to file a buyback request.</p>	

<p>Created On 10/22/2020 01:06:31 By: Jacqueline Isabell Albano Primary Team:Tier 1 Inbound NA CRC</p>	<p>Contact Via: Phone BCM: 4064033950 Best time to contact 8 am until noon</p> <p>CUST SAYS: Had Ford Focus in shop 4 weeks now. Depends on car for work. Drives 75 mi one way. Won't give her a loaner. What can you do to compensate me? Provided CAS-27988681</p> <p>PER CUST, DLR SAYS: Dealer won't give loaner.</p> <p>CRC ADVISED: Checked VIN and Account. Customer is outside criteria for additional assistance. Explained they have ESP with rental provision and would be able to arrange reimbursement for rental with SM at dlr. Cust said dlr not willing to work with her for this. Decided to get ask for buyback.</p> <p>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. 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-27988681-P5T3M4.</p> <p>Ford's commitment is to honor the new vehicle limited warranty this does not guarantee that Ford will buyback your vehicle.</p>	
<p>Created On 10/21/2020 15:37:13 By: Larri Johnson Primary Team:Tier 2 CCT NA CRC</p>	<p>Case Number : CAS-27988681-P5T3M4 Customer : CHRIS HAND GUID : Customer Country : United States of America Customer State : MT Business Phone : N/A Home Phone : 4064033950 Mobile Phone : 4064033950 LTV Score : 41 Vehicle Purchase Status : Subsequent Owner Vehicle Purchase Date : 2018-09-15 Ford Credit Contract Number : N/A Part Number : N/A Dealer Name : Rehbein Ford, Inc. Dealer P&A : 03527</p>	

	<p>Dealer phone : 4068263381 VIN : 1FADP3FE1JL279322 Year : 2018 Make : FORD Model : FOCUS Mileage : 39566 Engine Specification : 1.0L 12V DI TC I3 GS 120PS FOX Transmission Specification : 6 SPD AUTO TRANS 6F15 Warranty Start Date : 2018-06-13 Open Recall/FSA: : ESP : 0968 - USA 2019 NEW 60/150000 PREMIUMCARE W/ROADSIDE 0968 - USA 2019 NEW 42/42,000 PREMIUMCARE W/ROADSIDE Hotline Contact : LQTC001 NHL, 10/20/2020, 39,566 M, 4 41 Z 00 ST/RN/MV,RUNNING,NOT LISTED,UNKNOWN Warranty History : BB TEAM Ford Motor Company ® CSM Larri Sue Johnson Customer Service Manager, Ford CX Team Ljohn513@ford.com www.ford.com office: 866-631-3788 ext 77726 efax: 8669342718</p>	
<p>Created On 10/21/2020 15:44:33 By: Larri Johnson Primary Team:Tier 2 CCT NA CRC</p>	<p>MELBOURNE CSM Larri x77726,OBC TO CUST- 4064033950 CHRIS HAND was not avaiable, mail box is full. NEXT STEPS: f/u CUST 2ND attempt initial, 10/22 Ford Motor Company ® CSM Larri Sue Johnson Customer Service Manager, Ford CX Team Ljohn513@ford.com www.ford.com office: 866-631-3788 ext 77726 efax: 8669342718</p>	
<p>Created On 10/22/2020 17:20:33 By: Larri Johnson Primary Team:Tier 2 CCT NA CRC</p>	<p>MELBOURNE CSM Larri x77726,OBC TO CUST- 4064033950 CHRIS HAND was not avaiable, mail box is full. NO EMAIL ON FILE NEXT STEPS: f/u CUST 3rd attempt initial, 10/23 Ford Motor Company ® CSM Larri Sue Johnson Customer Service Manager, Ford CX Team Ljohn513@ford.com www.ford.com office: 866-631-3788 ext 77726</p>	

<p>Created On 10/23/2020 12:42:58 By: Jennifer Saladino Primary Team:Tier 1 Inbound NA CRC</p>	<p>Best Contact Method:4064033950 Cust Says: cust is asking for her case CAS-27988681 because when someone called her she is in work and when she mentioned that they can call her they didnt call her and she really need someone who can assist her so she wants to be transfered</p> <p>Per cust/Dlr says: na</p> <p>CRC Advised: inform her that i will try to check first her case and try to transfer her to my supervisor / inform her that i already got the right dept and i will transfer her but she ask the phone number first provide 8666313788 ext 77726 and cold transfer</p>	
<p>Created On 10/23/2020 13:46:43 By: Larri Johnson Primary Team:Tier 2 CCT NA CRC</p>	<p>MELBOURNE CSM Larri x77726,OBC to DLR-4068263381 SM TODD LOGAN says they could not get to her veh for 2 weeks, they have recieved all parts but one and it is on back order. CSM stated she will ESC part.</p> <p>PARTS MANAGER MARK RIFFLE says he has a part arriving from a dlr in IL and is waiting for the ship date. PM Mark will email CSM ETA for part.</p> <p>MELBOURNE CSM Larri x77726,OBC TO CUST-4064033950 CHRIS HAND is requesting a buyback of the veh. The veh is at REHBEIN FORD. SA DOUG, the dlr is waiting for warranty to approve.</p> <p>CUST WANTED TO SPEAK TO AN AGENT AND DOES NOT WANT A BUYBACK.</p> <p>NEXT STEPS: CALL BEFORE 3 EST-DLR/CUST part status, 10/26 Ford Motor Company® CSM Larri Sue Johnson Customer Service Manager, Ford CX Team Ljohn513@ford.com www.ford.com office: 866-631-3788 ext 77726 efax: 8669342718</p>	
<p>Created On 10/23/2020 14:01:51 By: Larri Johnson Primary</p>	<p>Mark Riffle Fri 10/23/2020 1:58 PM Hello, I'm not sure if I covered everything in our phone call, but just to let you know...</p>	

Team:Tier 2 CCT
NA CRC

The vehicle was dropped off for us to inspect and determine cause of failure.
We disassembled and found failed oil pump.
We attempted to get approval from Ford to replace engine.
Ford requested we perform a cost cap analysis.
Per cost cap results, Ford is having us replace specific engine components.
We emergency ordered all parts included in Ford repair instructions.
Today while reassembling engine, tech notified me a timing belt tensioner is also required to complete repair.
Ford has none available – not off backorder until November 9th.

We ordered tensioner (F1FZ-6C348-C) from River View Ford in Oswego, IL.
They are shipping out today and will forward me a tracking# once shipped.

I would expect to receive the part Tuesday, October 27th at the earliest.
Once the part is received, the repair can be completed and we'll perform our after repair tests.
I would expect Chris' car will be available on Thursday or Friday barring and new complications.

Please let me know if there's anything else I can help with.

Thanks!

Mark Riffle
Parts Advisor | 7467 MT Hwy 200 | Plains, MT 59859
| www.rehbeinford.com
Phone: 406-826-3381
Fax: 406-826-3384
Email: mark@rehbeinford.com

Ford Motor Company®
CSM Larri Sue Johnson
Customer Service Manager, Ford CX Team
Ljohn513@ford.com | www.ford.com
office: 866-631-3788 ext 77726
efax: 8669342718

<p>Created On 10/23/2020 16:11:14 By: Larri Johnson Primary Team:Tier 2 CCT NA CRC</p>	<p>Name(s) on the Title: CHRIS HAND VIN: 1FADP3FE1JL279322 Is veh at dlr? YES Current MILEAGE: 39566 Ownership Status(new or used): NEW State of Purchase: MT State where registered: MT Mileage at time of purchase: N/A Date of purchase: 8/19/19 Purchased from Dealer or private seller?</p> <p>Name? REHEIN FORD Reason for request? VEH HAS BEEN AT DLR FOR 4 WEEKS</p> <p>Ford Motor Company ® CSM Larri Sue Johnson Customer Service Manager, Ford CX Team Ljohn513@ford.com www.ford.com office: 866-631-3788 ext 77726 efax: 8669342718</p>	
<p>Created On 10/26/2020 15:51:53 By: Larri Johnson Primary Team:Tier 2 CCT NA CRC</p>	<p>MELBOURNE CSM Larri x77726,OBC TO CUST-4064033950 CHRIS HAND was not available, left vm with contact info, stated the dlr has ordered a part from a dlr in IL, ETA is 10/28. CSM gave c/b 10/28 for part status.</p> <p>NEXT STEPS: f/u DLR/CUST part arrive?, 10/28 Ford Motor Company ® CSM Larri Sue Johnson Customer Service Manager, Ford CX Team Ljohn513@ford.com www.ford.com office: 866-631-3788 ext 77726 efax: 8669342718</p>	
<p>Created On 10/28/2020 16:22:32 By: Alexandre Filho Primary Team:Non-California Lemon Law NA CRC</p>	<p>Melbourne BRT Alex, Ext. 77789: VIN: 1FADP3FE1JL279322 MT Checked historical and VIN status: None</p>	
<p>Created On 10/28/2020 16:26:23 By:</p>	<p>Melbourne BRT Alex, Ext. 77798: After review; vehicle does not meet State guidelines for buyback/replacement criteria for MT.</p>	

<p>Alexandre Filho Primary Team:Non-California Lemon Law NA CRC</p>	<p>Talking Points: -Denied GFR -Review notes in milestone -Focus on getting vehicle repaired -Follow repair process -Recommend dealer to engage Hotline for repair assistance</p>	
<p>Created On 10/28/2020 17:05:25 By: Larri Johnson Primary Team:Tier 2 CCT NA CRC</p>	<p>Johnson, Larri (L.) Wed 10/28/2020 5:05 PM Hi Mark , is there an update on on the part/repair status of Ms. Hand's veh? Best regards Ford Motor Company® CSM Larri Sue Johnson Customer Service Manager, Ford CX Team Ljohn513@ford.com www.ford.com office: 866-631-3788 ext 77726 efax: 8669342718</p>	
<p>Created On 10/28/2020 17:14:56 By: Larri Johnson Primary Team:Tier 2 CCT NA CRC</p>		<p>HAND- DELIVERY TICKET FOR PART.pdf</p>
<p>Created On 10/28/2020 17:16:53 By: Larri Johnson Primary Team:Tier 2 CCT NA CRC</p>	<p>From: Mark Riffle Sent: Wednesday, October 28, 2020 5:10 PM To: Johnson, Larri (L.) Subject: RE: Chris Hand - RO# 61264 - VIN: 1FADP3FE1JL279322 Larri Sue, Attached is the screenshot of the part tracking info. We have cleared the schedule Friday to complete the repair on Chris' car. Ford Motor Company® CSM Larri Sue Johnson</p>	

	<p>Customer Service Manager, Ford CX Team Ljohn513@ford.com www.ford.com office: 866-631-3788 ext 77726 efax: 8669342718</p>	
<p>Created On 10/28/2020 17:20:20 By: Larri Johnson Primary Team:Tier 2 CCT NA CRC</p>	<p>MELBOURNE CSM Larri x77726,OBC TO CUST-4064033950 CHRIS HAND was not available, left vm with contact info, stated the dlr showed CSM the packing ticket for the part. The delivery date is 10/29 and the dlr stated they have cleared their sched on 10/30 for her veh. CSM gave c.b 11/2</p> <p>NEXT STEPS: f/u DLR/CUST repair status, 11/5 Ford Motor Company® CSM Larri Sue Johnson Customer Service Manager, Ford CX Team Ljohn513@ford.com www.ford.com office: 866-631-3788 ext 77726 efax: 8669342718</p>	
<p>Created On 11/02/2020 12:26:32 By: Larri Johnson Primary Team:Tier 2 CCT NA CRC</p>	<p>Johnson, Larri (L.) Mon 11/2/2020 12:26 PM Hi Mark, did you guys get the part in? Is the veh complete? Sorry for the delay, I was out Friday.</p> <p>Best regards</p> <p>Ford Motor Company® CSM Larri Sue Johnson Customer Service Manager, Ford CX Team Ljohn513@ford.com www.ford.com office: 866-631-3788 ext 77726 efax: 8669342718</p>	
<p>Created On 11/02/2020 12:45:32 By: Larri Johnson Primary Team:Tier 2 CCT NA CRC</p>	<p>Mark Riffle Mon 11/2/2020 12:29 PM</p> <p>Yes, car is done and has been contacted. Chris was out of town this weekend, so she hasn't picked the car up yet.</p> <p>Mark Riffle Parts Advisor</p>	

	<p>Ford Motor Company® CSM Larri Sue Johnson Customer Service Manager, Ford CX Team Ljohn513@ford.com www.ford.com office: 866-631-3788 ext 77726 efax: 8669342718</p>	
<p>Created On 11/02/2020 12:55:23 By: Larri Johnson Primary Team:Tier 2 CCT NA CRC</p>	<p>MELBOURNE CSM Larri x77726,OBC TO CUST-4064033950 CHRIS HAND says she cannot p/u the veh until the end of the week. CUST is upset because nothing was done to assist 5 weeks ago. CSM requested veh payment info from cust via email to review for 1 month payment. CUST does feel this is enough because the dlr did not offer a rental. CSM gave c.b for CSAT and payment info, 11/9</p> <p>NEXT STEPS: f/u CSAT & veh payment info, 11/9</p> <p>Ford Motor Company® CSM Larri Sue Johnson Customer Service Manager, Ford CX Team Ljohn513@ford.com www.ford.com office: 866-631-3788 ext 77726 efax: 8669342718</p>	
<p>Created On 11/02/2020 12:57:32 By: Larri Johnson Primary Team:Tier 2 CCT NA CRC</p>	<p>CUST DOES NOT MEET CRITERIA FOR ASSIST.</p> <p>Ford Motor Company® CSM Larri Sue Johnson Customer Service Manager, Ford CX Team Ljohn513@ford.com www.ford.com office: 866-631-3788 ext 77726 efax: 8669342718</p>	
<p>Created On 11/09/2020 14:24:12 By: Larri Johnson Primary Team:Tier 2 CCT NA CRC</p>	<p>MELBOURNE CSM Larri x77726,OBC TO CUST-4064033950 CHRIS HAND was not available, mail box is full. 2ND ATTEMPT TO UPDATE, 11/10</p> <p>NEXT STEPS: f/u CUST 2nd attempt to update, no assist, bb denied 11/10</p> <p>Ford Motor Company® CSM Larri Sue Johnson Customer Service Manager, Ford CX Team Ljohn513@ford.com www.ford.com office: 866-631-3788 ext 77726 efax: 8669342718</p>	
<p>Created On 11/10/2020 19:12:45 By: Larri Johnson</p>	<p>MELBOURNE CSM Larri x77726,OBC TO CUST-4064033950 CHRIS HAND was not available, mail box is full. 3RD/FINAL ATTEMPT TO UPDATE, 11/11</p>	

Primary Team:Tier 2 CCT NA CRC	NEXT STEPS: f/u CUST 3rd/final attempt to update, no assist, bb denied 11/11 Ford Motor Company® CSM Larri Sue Johnson Customer Service Manager, Ford CX Team Ljohn513@ford.com www.ford.com office: 866-631-3788 ext 77726 efax: 8669342718	
Created On 11/11/2020 19:06:00 By: Larri Johnson Primary Team:Tier 2 CCT NA CRC	CUST DOES NOT USE EMAIL. NO EMAIL ADDRESS ON FILE. MELBOURNE CSM Larri x77726,OBC TO CUST-4064033950 CHRIS HAND was not available, mail box is full. 3RD/FINAL ATTEMPT TO UPDATE, 11/11 NEXT STEPS: CLOSE CASE no assist, bb denied Ford Motor Company® CSM Larri Sue Johnson Customer Service Manager, Ford CX Team Ljohn513@ford.com www.ford.com office: 866-631-3788 ext 77726 efax: 8669342718	

Email

Direction	Date	From	To	Subject	Body
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Additional Info

Admin Info

Archived Case?	No	Caller Authorization Code	0056287746
Source System ID		Source System Name	
Created On	10/13/2020 3:17 PM	Created By	Love Charity Pawid
Modified On	Larri Johnson	Modified By	Larri Johnson
Financial Assistance Provided?	N/A	Case Age (Hours)	1,411.35

Case

CAS-28687580-J6F0Y6

General Info

Overview

Case Number	CAS-28687580-J6F0Y6	Status	Resolved
Priority	High	Owner	Tier 2 CCT NA CRC
Input Channel	Phone	Status Reason	Information Provided
Originating Team	Tier 1 Inbound NA CRC		

Case Closure Details

Resolution Type	Information Provided / Concern Addressed	Case Disposition Team	Tier 2 CCT NA CRC
Cancellation Type		Case Disposition Type	Closed per OGC or Tier 3
Closed By	Matthew Saundry	Closed Date	12/8/2020 1:15 PM

Closure Comments

Case Reopen Details

Reopened By	Reopened On
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Customer Info

Customer Info

Customer Name	CHRIS HAND	Best Contact Method	Phone
Best Daytime Phone	Home Phone	Home Phone	4064033950

Business Phone	Mobile Phone	4064033950
Email		

Delegate Info

Customer Delegate	Customer Delegate Relationship
Customer Delegate Phone	

Customer Scores

LTV Score	41	All Marketing Scores
Loyalty Score		ESP Score
Defector Score		Dissat Score
Likelihood To Service In-Market	Yes	Service Segments

Dealer Info

Dealer Info

Dealer Name	Lithia Ford of Missoula	P&A Code	06488
Dealer Service Manager	Mike Hook	Dealer Phone Number	
More Than One Service Manager	Yes	Dealer Contact	Jesse Robbins

Vehicle Info

Vehicle Info

VIN	1FADP3FE1JL279322	Mileage	39,632
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Warranty Start Date 6/13/2018

Mileage Units Miles

Hours In Service

Converted Mileage

Vehicle Classification

Vehicle Classification Full Path 2018 > FORD > FOCUS > P3F - FOCUS SE 4DR SEDAN

Model Year 2018

Engine Specification 1.0L 12V DI TC I3 GS 120PS FOX

Make FORD

Transmission Specification 6 SPD AUTO TRANS 6F15

Model/Vehicle Line FOCUS

Body Style P3F - FOCUS SE 4DR SEDAN

Equipment & Software

SYNC Version

Modem/TCU? Yes

Installed SYNC Version

Installed Date

WIFI Capable No

WIFI Enabled No

Data Usage

Date Retrieved

Case Classification

Case Classification

Case Classification Team Tier 1 Inbound NA CRC

Case Classification Full Path Vehicle Concern > Buyback Request > Non-California Vehicle > CCT Criteria

- Level 1** Vehicle Concern
- Level 2** Buyback Request
- Level 3** Non-California Vehicle
- Level 4** CCT Criteria

Symptom Code

Symptom Classification

Symptom Classification Full Path Driving Performance > Lack/Loss of Power > UNKNOWN > UNKNOWN

Level 1 Driving Performance

Level 2 Lack/Loss of Power

Level 3 UNKNOWN

Level 4 UNKNOWN

More Than One Symptom Codes? No

Additional Symptom Codes

Level 1	Level 2	Level 3	Level 4
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Activities

Activities

Subject	Activity Type	Status	Created On	Created By
Case Assignment - CAS-28687580-J6F0Y6	Case Assignment	Completed	12/1/2020 2:38 PM	a8ea806a-f003-47d4-a7d2-30447dcda4cf

Case Assignment - CAS-28687580-J6F0Y6	Case Assignment	Completed	12/1/2020 3:22 PM	a8ea806a-f003-47d4-a7d2-30447dcda4cf
Vehicle Off Road For CAS-28687580-J6F0Y6	Vehicle Off Road	Completed	12/1/2020 3:42 PM	Matthew Saundry
DLR/CUST (cust before 2 pm EST) diag/repair status & CUST- GFR status/results f/u Tues 12/8/20	Tapaaminen	Canceled	12/1/2020 7:13 PM	Matthew Saundry
Buyback Evaluation Milestones for CAS-28687580-J6F0Y6	Buyback Evaluation Milestones	Completed	12/1/2020 7:13 PM	Matthew Saundry
CALL To - 4062512525	Puhelu	Completed	12/8/2020 12:18 PM	Matthew Saundry
CALL To - 4064033950	Puhelu	Completed	12/8/2020 12:53 PM	Matthew Saundry
Resolution for Case: CAS-28687580-J6F0Y6	Resolução de Incidentes	Completed	12/8/2020 1:15 PM	Matthew Saundry

Notes & Attachments

Title	Note	File Name
Created On 12/01/2020 15:04:53 By: Vanessa Delatorre Primary Team:Tier 1 Inbound NA CRC	<p>BCM : 406 403 3950 preferred : MT before Noon</p> <p>Cust Said; Im in the middle of nowhere I have to drive 75 miles to work and home that will be 150 miles a day. at first the veh was at the dlr for 5 weeks, then i got it back. It was not driven until today.</p> <p>now the veh lost power. I don't have any veh to drive. Im still waiting for the towing to pick me up. No one has called me before as your CSM don't listen when I have mention the time of call. I will not provide any email as I don't check them.</p> <p>Dlr Said : N/A CRC Advice :</p>	

	<p>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. You can expect a phone call from your Customer Service Manager within 1 business day.</p>	
<p>Created On 12/01/2020 15:41:26 By: Matthew Saundry Primary Team:Tier 2 CCT NA CRC</p>	<p>Case Number : CAS-28687580-J6F0Y6 Customer : CHRIS HAND Business Phone : n/a Home Phone : 406-403-3950 Mobile Phone : 406-403-3950 LTV Score : 41 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Lithia Ford of Missoula Dealer P&A : 06488 Dealer phone : 406-251-2525 VIN : 1FADP3FE1JL279322 Year : 2018 Make : FORD Model : FOCUS Mileage : 39632 Engine Specification : 1.0L 12V DI TC I3 GS 120PS FOX Transmission Specification : 6 SPD AUTO TRANS 6F15 Warranty Start Date : 6/13/2018 Open Recall/FSA : none ESP : 2019 60/150 PremiumCare W/RS; 2019 42/42 PremiumCare W/RS Hotline Contact : LQTC001 Warranty History :</p> <p>9/21/2020 39566M Loud pop from front of vehicle, oil light on, lost power; Replaced oil pump, oil pump drive belt, and tensioner</p> <p>Matthew Saundry Customer Service Manager, Ford CX Team msaundry@ford.com www.ford.com</p>	

	Office: 866-631-3788 x77780 eFax: 888-241-0333 Mon. - Fri. 11 AM to 8 PM EST	
Created On 12/01/2020 19:12:05 By: Matthew Saundry Primary Team:Tier 2 CCT NA CRC	<p>CSM adv will set all f/u appts with a note about this time request, cust stated CSM should just do whatever CSM is going to do and cust is going to go on social media and complain about how Ford is treating cust, cust stated was stranded on the side of the road for 4 hours waiting for Ford Roadside, CSM provided contact info, CSM adv will f/u with dlr and cust on diag/repair status and with cust on GFR status Tues 12/8, cust adv will call cust work and inform work that cust will not be there until at least Tues 12/8, CSM adv that is not what CSM is telling cust to do, CSM again advised cust that cust can rent a veh and if dlr diagnoses a warrantable repair, then cust can be reimbursed up to \$30 a day for out of pocket rental expense, cust adv is over it and advised CSM to do whatever, cust wished CSM a good evening and would hear from CSM Tues 12/8, then cust disconnected call.</p> <p>NEXT STEPS: DLR/CUST diag/repair status & CUST-GFR status/results f/u Tues 12/8/20</p> <p>Matthew Saundry Customer Service Manager, Ford CX Team msaundry@ford.com www.ford.com Office: 866-631-3788 x77780 eFax: 888-241-0333 Mon. - Fri. 11 AM to 8 PM EST</p>	
Created On 12/01/2020 19:12:23 By: Matthew Saundry Primary Team:Tier 2 CCT NA CRC	<p>cust stated would like to be compensated for the time cust was without veh, CSM adv if GFR determines veh is not eligible for BB, CSM can at that point review for a possible veh payment reimb, CSM adv can speak to dlr about providing cust with a loaner veh, cust became very upset and stated that CSM does not seem to understand that cust lives 130 miles away from dlr, CSM adv was not previously aware of cust geographic proximity to dlr until cust provided this info and CSM was not trying to upset cust, CSM adv if cust requires transportation for work that cust can pay out of pocket for a rental veh, and if dlr diagnoses a warrantable repair to veh, then Ford can reimb cust up to \$30 a day for any out of pocket rental expense, cust stated cannot believe how Ford is treating cust, cust stated had a previous case that was closed after</p>	

	the previous agent made three attempts to call cust and could not reach cust, CSM adv this is a policy that this dept must follow so that is why cust previous case was closed, CSM adv has taken note of cust request not to be contacted after 12 pm Mountain Time as cust will not be available,	
Created On 12/01/2020 19:12:37 By: Matthew Saundry Primary Team:Tier 2 CCT NA CRC	Melbourne CSM Matt x77780 made OBC to cust Chris Hand @ 406-403-3950. CSM explained role, adv call recorded, CSM verified cust contacted Ford seeking BB, cust confirmed, cust adv drives 75 miles each way every day to work, cust adv while driving uphill the veh made a pop sound, cust adv dlr took 5 weeks to repair veh, adv shortly after repairs the veh stopped, veh will not restart, veh was towed to Lithia Ford of Missoula, CSM apologized for cust frustration with veh conc and thanked cust for being a loyal Ford cust, CSM adv Ford is conducting a GFR, process usually takes 5-10 business days, cust adv dlr never provided cust with a loaner veh for 5 weeks that veh was being repaired,	
Created On 12/01/2020 19:14:34 By: Matthew Saundry Primary Team:Tier 2 CCT NA CRC	Name(s) on the Title: Chris Hand Vehicle Information VIN: 1FADP3FE1JL279322 Current Mileage: 39632 Ownership Status: New If Used Purchase Date: 6/13/2018 Exact Mileage at Purchase: 0 State Information State Where Purchased: MT State Where Registered: MT Dealer Information Purchased from Dealer? Yes Dealership (if yes): Bison Motor Company Primary Reason for Repurchase: while driving uphill the veh made a pop sound, then vehicle stopped and will not restart Matthew Saundry Customer Service Manager, Ford CX Team msaundry@ford.com www.ford.com Office: 866-631-3788 x77780 eFax: 888-241-0333 Mon. - Fri. 11 AM to 8 PM EST	
Created On 12/02/2020 16:01:57 By:	James Uzzell JamesUzzell@lithia.com To: msaundry@ford.com Wed 12/2/2020 3:51 PM	

<p>Matthew Saundry Primary Team:Tier 2 CCT NA CRC</p>	<p>Subject: GCCT CASE CAS-28687580-J6F0Y6</p> <p>Mr. Saundry in reference to CAS-28687580-J6F0Y6 Mr. Hands 2018 Ford Focus, the vehicle was towed to us last night, I had a tech get on it this morning and diag the issue. He found the waste gate control valve solenoid has failed the part number for replacement is CM5Z*9S468*G. When we run coverage for this through oasis. I see the customer has a premium care however it shows no coverage under the powertrain or ESP.</p> <p>My question is, is Ford willing to participate in the repair? This customer has never been in our dealership, and thus we have no loyalty funds to assist in this repair. Please let me know.</p> <p>The tech has a solid 2 hours into it at this point and we would ask for 1/2 an hour to install failed part.</p> <p>Thanks,</p> <p>-Matt</p> <p>James "Matt" Uzzell Service Advisor Lithia Ford of Missoula PH: 406-251-3333 email:jamesuzzell@lithia.com www.lithiafordmissoula.com</p> <p>Matthew Saundry Customer Service Manager, Ford CX Team msaundry@ford.com www.ford.com Office: 866-631-3788 x77780 eFax: 888-241-0333 Mon. - Fri. 11 AM to 8 PM EST</p>	
<p>Created On 12/02/2020 16:03:44 By: Matthew Saundry Primary Team:Tier 2 CCT NA CRC</p>	<p>Saundry, Matthew (M.) To: James Uzzell JamesUzzell@lithia.com Wed 12/2/2020 4:02 PM Subject: GCCT CASE CAS-28687580-J6F0Y6</p> <p>No, this customer is not eligible for any Ford assistance with the cost of these repairs. Please advise the customer that he is responsible for the repair costs.</p> <p>Matthew Saundry Customer Service Manager, Ford CX Team msaundry@ford.com www.ford.com Office: 866-631-3788 x77780 eFax: 888-241-0333 Mon. - Fri. 11 AM to 8 PM EST</p>	

<p>Created On 12/04/2020 14:55:26 By: Michelle Ebinger Primary Team:Non- California Lemon Law NA CRC</p>	<p>Checked VIN and Report Historicals: None</p> <p>Ford Motor Company ® Michelle Ebinger Specialized Buyback Handling Team Specialist, Ford CX Team</p>	
<p>Created On 12/04/2020 14:56:21 By: Michelle Ebinger Primary Team:Non- California Lemon Law NA CRC</p>	<p>After review, VEH does not meet state guidelines for buyback/replacement criteria for MT.</p> <p>Talking Points:</p> <ul style="list-style-type: none"> -Deny GFR -Review note in milestone -VEH is at the dealership, per notes -Focus on getting VEH repaired -Recommend Dealer Engage Hotline for Repair Assistance -Follow Repair Assistance Procedures Per Process <p>Ford Motor Company ® Michelle Ebinger Specialized Buyback Handling Team Specialist, Ford CX Team</p>	
<p>Created On 12/07/2020 12:43:34 By: Lillian Lee Primary Team:Tier 1 Inbound NA CRC</p>	<p>CUST SAYS: has case number CAS-28687580 and was expecting a call back from Matt; made 3 payments on vehicle and only has 60 miles</p> <p>CUST SAYS PER DLR: n/a</p> <p>CRC ADV: case has been closed and no further assistance is available</p>	
<p>Created On 12/08/2020 12:23:04 By: Matthew Saundry Primary</p>	<p>Melbourne CSM Matt x77780 made OBC to SA Matt @ Lithia Ford of Missoula @ 406-251-2525. Went to SA VM. CSM sent OBE to SA requesting repair status.</p> <p>Saundry, Matthew (M.)</p>	

<p>Team:Tier 2 CCT NA CRC</p>	<p>To: JamesUzzell@lithia.com Tue 12/8/2020 12:22 PM Subject: 1FADP3FE1JL279322 Hand 18 Focus CAS-28687580-J6FOY6</p> <p>Matt,</p> <p>This is Matt from Ford.</p> <p>For VIN 1FADP3FE1JL279322, case # CAS-28687580-J6FOY6, did the customer authorize and agree to pay for the repairs?</p> <p>If so, what is the status of the repairs? Completed?</p> <p>Has the customer picked up her vehicle?</p> <p>Thanks,</p> <p>Matthew Saundry Customer Service Manager, Ford CX Team msaundry@ford.com www.ford.com Office: 866-631-3788 x77780 eFax: 888-241-0333 Mon. - Fri. 11 AM to 8 PM EST</p>	
<p>Created On 12/08/2020 12:34:32 By: Matthew Saundry Primary Team:Tier 2 CCT NA CRC</p>	<p>Melbourne CSM Matt x77780 received IBE from SA Matt @ Lithia Ford of Missoula adv cust authorized and agreed to pay for repairs, adv parts have been ordered but have not arrived yet.</p> <p>James Uzzell JamesUzzell@lithia.com To: msaundry@ford.com Tue 12/8/2020 12:23 PM Subject: 1FADP3FE1JL279322 Hand 18 Focus CAS-28687580-J6FOY6</p> <p>CUSTOMER DID FINALLY AGREE, WE HAVE ORDERED PARTS BUT NOT COMPLETED YET</p> <p>James "Matt" Uzzell Service Advisor Lithia Ford of Missoula PH: 406-251-3333 email:jamesuzzell@lithia.com www.lithiafordmissoula.com</p> <p>Matthew Saundry Customer Service Manager, Ford CX Team msaundry@ford.com www.ford.com Office: 866-631-3788 x77780 eFax: 888-241-0333</p>	

	Mon. - Fri. 11 AM to 8 PM EST	
<p>Created On 12/08/2020 13:01:33 By: Matthew Saundry Primary Team:Tier 2 CCT NA CRC</p>	<p>Melbourne CSM Matt x77780 made OBC to cust Chris Hand @ 406-403-3950. CSM adv veh does not meet the eligibility criteria for BB by MT LL Summaries due to veh being outside the 18k miles criteria for filing for BB, so Ford cannot buy back veh, cust adv cust knew this was going to be the outcome of the GFR, and cust stated cust knew that Ford would not assist with the repair costs or compensate cust for veh payments, cust stated has already hired an attorney, CSM requested name of attorney, cust adv Kevin Vaino, CSM adv CSM is no longer permitted to contact cust and all further contact would be between cust attorney and Ford legal dept, cust adv already knows that, cust adv will be writing Ford a nasty letter, cust wished CSM a good day, then disconnected call.</p> <p>NEXT STEP: CLOSE CASE</p> <p>Matthew Saundry Customer Service Manager, Ford CX Team msaundry@ford.com www.ford.com Office: 866-631-3788 x77780 eFax: 888-241-0333 Mon. - Fri. 11 AM to 8 PM EST</p>	
<p>Created On 12/08/2020 13:13:30 By: Matthew Saundry Primary Team:Tier 2 CCT NA CRC</p>	<p>Saundry, Matthew (M.) Tue 12/8/2020 1:11 PM Subject: CRC Customer Represented by an Attorney</p> <p>OGC Request</p> <p>Team: CCT Team West</p> <p>Case / Vehicle Info Case Number: CAS-28687580-J6F0Y6 Case Link: n/a VIN: 1FADP3FE1JL279322 Vehicle Year and Model: 2018 Ford Focus Buyback Info (If applicable) Buyback Case (Y/N) Y GFR Completed (Y/N) Y If Yes, GFR Completion Date 12/4/2020 GFR Status: Complete Denied</p> <p>Customer Contact Info</p> <p>Current Consumer Name: Chris Hand</p>	

	<p>Contact Number: 4064033950 Street Address: PO Box 1884 City: Thompson Falls ST MT Zip 59873</p> <p>Attorney Contact Info Attorney Name: Kevin Vainio Contact Number: (406) 782-3357 Name of Attorney's Firm: Vainio, Kevin E, JD Street Address: 27 W. Park St., Ste 5 City: Butte ST MT Zip 59701</p> <p>Matthew Saundry Customer Service Manager, Ford CX Team msaundry@ford.com www.ford.com Office: 866-631-3788 x77780 eFax: 888-241-0333 Mon. - Fri. 11 AM to 8 PM EST</p>	
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Email

Direction	Date	From	To	Subject	Body
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Additional Info

Admin Info

Archived Case?	No	Caller Authorization Code	0056986644
Source System ID		Source System Name	
Created On	12/1/2020 2:38 PM	Created By	Vanessa Dela torre
Modified On	Matthew Saundry	Modified By	Matthew Saundry
Financial Assistance Provided?	N/A	Case Age (Hours)	235.15

Case

case created for AGERO

General Info

Overview

Case Number	CAS-28707956-H4S4G5	Status	Resolved
Priority	None	Owner	Informational Case NA CRC
Input Channel	Phone	Status Reason	Information Provided
Originating Team			

Case Closure Details

Resolution Type	Resolved / Problem Solved	Case Disposition Team	
Cancellation Type		Case Disposition Type	Roadside Assistance-Tow Wheel Lift
Closed By		Closed Date	
Closure Comments			

Case Reopen Details

Reopened By	Reopened On
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Customer Info

Customer Info

Customer Name	Generic Contact Informational Case NA CRC	Best Contact Method	
Best Daytime Phone		Home Phone	

**Business
Phone
Email**

Mobile Phone

Delegate Info

**Customer
Delegate**

**Customer
Delegate
Relationship**

**Customer
Delegate
Phone**

Customer Scores

LTV Score

**All Marketing
Scores**

Loyalty Score

ESP Score

**Defector
Score**

Dissat Score

**Likelihood To
Service
In-Market** Yes

Service Segments

Dealer Info

Dealer Info

Dealer Name Lithia Ford of Missoula

P&A Code 06488

**Dealer Service
Manager**

**Dealer Phone
Number**

**More Than
One Service
Manager** No

Dealer Contact

Vehicle Info

Vehicle Info

VIN 1FADP3FE1JL279322

Mileage 40,000

Warranty Start Date 6/13/2018

Mileage Units Miles

Hours In Service

Converted Mileage

Vehicle Classification

Vehicle Classification Full Path

Model Year

Engine Specification

Make

Transmission Specification

Model/Vehicle Line

Body Style

Equipment & Software

SYNC Version

Modem/TCU? No

Installed SYNC Version

Installed Date

WIFI Capable No

WIFI Enabled No

Data Usage

Date Retrieved

Case Classification

Case Classification

Case Classification Team

Case Classification Full Path Vehicle Concern > Roadside Assistance > Warranty Covered Dispatch

Level 1

Level 2

Level 3

Level 4

Symptom Code

Symptom Classification

**Symptom
Classification
Full Path**

Level 1

Level 2

Level 3

Level 4

**More Than No
One Symptom
Codes?**

Additional Symptom Codes

Level 1	Level 2	Level 3	Level 4
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Activities

Activities

Subject	Activity Type	Status	Created On	Created By
Resolved	Resolução de Incidentes	Completed	12/3/2020 1:18 AM	P Rxa2ap

Notes & Attachments

Title	Note	File Name
test	Title: Dispatch requested Caller Name: CHRIS HAND Caller Phone: 4064033950 ROADSIDE ASSISTANCE-TOW WHEEL LIFT	

Email

Direction	Date	From	To	Subject	Body
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Additional Info

Admin Info

Archived Case?	No	Caller Authorization Code	0057007020
Source System ID	2317712650	Source System Name	AGERO
Created On	12/3/2020 1:18 AM	Created By	P Rxa2ap
Modified On	P Rxa2ap	Modified By	P Rxa2ap
Financial Assistance Provided?	N/A	Case Age (Hours)	200.52