

# Recall Concierge Agent Scripts

## INTERNAL NOTE:

### Pre-Checks Before Doing Outbound Calls to Dealers:

- ✓ First run the VIN in PTS, ensure that FSA23s56 shows as an open recall.
  - If the VIN **is** associated with FSA23s56, proceed with calls.
  - If the VIN is **NOT** showing associated with FSA23s56, inform the dealer that the customer has reported experiencing reduced power issues and, although they are not showing as falling under recall FSA23s56, they need to be scheduled for a service appointment to determine if warranty repairs are needed.
    - If the customer asks about the recall, advise that they are not part of FSA23s56, however a service appointment is recommended to address the Reduced Power issues.
- ✓ Confirm that the customer's preferred dealer sold the customer's vehicle
  - If **YES**:
    - Check if the dealer has a trained EV Technician
      - If dealer does not have an EV trained Technician, Use Dealer Locate to identify a Model e Certified Dealer. Once identified, proceed to contact the dealer, using the Outreach to Dealer script.
  - If **NO**: Use Dealer Locate to identify a Model e Certified Dealer. Once identified, cross reference provided spreadsheet to confirm that the dealer has EV trained technicians. Once confirmed, proceed to contact the dealer.
- ✓ When contacting the dealer for availability and scheduling, please first ask to speak with the dealer's **EV Owner** Specialist (reference list provided).
  - If an EV Owner specialist is not available, follow the existing process for scheduling.

## INTERNAL NOTE:

If a dealer has been following process via SSSC for acquiring parts and is still facing difficulties obtaining parts and/or needs assistance expediting, please have your Operations Manager contact the Global Parts Planning Manager or FCSD BEV Analyst for assistance.

### Talking Points for Agent Outreach to **Customers** (Group A Customers – No symptoms)

Good <Morning or Afternoon> 'Customer Name',

This is a call on behalf of Ford Motor Company relating to a safety recall on your vehicle. In some of the affected vehicles impacted by this recall, the high voltage battery main contactors

may overheat which can result in a contactor that remains open or a contactor that welds closed, possibly resulting in a loss of power.

If a customer raises concerns about driving:

Ford has not issued instructions to stop driving vehicles under this safety recall.

- Ford does recommend that you schedule a service appointment as soon as possible for this Safety Recall.

#### **Talking Points for Agent Outreach to Dealer (Group A Customers – No symptoms)**

Parts are available to order through the Special Service Support Center (SSSC), please refer to program 23s56 dealer bulletin for part ordering information.

- If dealer is unaware of repair procedures, have them reference TSB 23-2257
- If dealer has questions/concerns about parts, please refer them to their SSSC.
- Dealers can locate further information on SSSC here:  
[www.fordtechservice.dealerconnection.com/vdirs/protech/global/default.asp?comefrom](http://www.fordtechservice.dealerconnection.com/vdirs/protech/global/default.asp?comefrom)

Internal Case Handling Note:

**NOTE:** Follow existing process for multiple recalls if applicable.

#### **Script: Agent Outreach to Dealer (Group B1 Customers – may have Reduced Power symptoms)**

Good <Morning or Afternoon> 'Dealer Name',

I am calling related to Safety Recall 23s56/NHHTSA Recall 23V687.

Parts are available to order through the Special Service Support Center (SSSC), please refer to program 23s56 dealer bulletin for part ordering information.

Please refer to the dealer bulletin for the repair procedure.

#### **Script: Agent Outreach to Customers (B1 – Customers may have Reduced Power symptoms)**

Good <Morning or Afternoon> 'Customer Name',

This is a call on behalf of Ford Motor Company related to a Safety recall on your vehicle 23s56/NHHTSA Recall 23V687. We've received an alert from your vehicle that indicates you may be experiencing concerns. We recommend that you bring your vehicle in for service.

If a customer raises concerns about driving:

Ford has not issued instructions to stop driving vehicles under this safety recall.

- Ford recommends you schedule a service appointment as soon as possible for this Safety Recall.

Internal Note: Appointment scheduling is available through the FordPass App and recommend customers schedule an appointment as soon as possible.

Script: Agero Customers who have Declined Tow

**Internal Note/Background:** There may be situations where Agero has reached out to the customer and the customer declines tow assistance. The Recall Concierge team then takes over case management. The Recall Concierge team should use the below script in these cases:

Good <Morning or Afternoon> 'Customer Name',

I wanted to follow up on our previous call offering towing assistance in connection to some vehicle alerts you have received. We understand that you declined that towing assistance and we wanted to follow-up with you regarding this safety recall. Please let us know if you changed your mind regarding the towing service and let us know if we can assist in any way with helping you get your vehicle serviced an authorized repairing dealership.

Your vehicle is impacted by FSA23s56. In some of the affected vehicles impacted by this recall, the high voltage battery main contactors may overheat which can result in a contactor that remains open or a contactor that welds closed, possibly resulting in a loss of power.

Internal Note: For questions/concerns with loaner vehicles, instruct the customer to work with dealer for loaner assistance.

\*\*\*Place customer on hold and contact the dealership for scheduling opportunities\*\*\*

**If customer declines scheduling service on call:** Advise that the customer can also schedule service through their FordPass App, and recommend they schedule an appointment as soon as possible.

Internal Agent Notes:

- If a customer mentions his/her dealer has concerns or questions about parts availability, encourage dealer to reach out to their SSSC (Special Service Support Center). Dealers can locate further information on SSSC here:  
[www.fordtechservice.dealerconnection.com/vdirs/protech/global/default.asp?comefrom=](http://www.fordtechservice.dealerconnection.com/vdirs/protech/global/default.asp?comefrom=) and clicking on the "SSSC" tab
- Helpful link to locate EV Certified Dealers: [Ford Dealers | Locate a Ford Dealer Near You | Ford.com](#) (select EV Certified box).

### **Talking Points when speaking with Dealer:**

- Status of vehicle repair
  - Internal Note: If any parts assistance is needed, refer dealer to SSSC for parts ordering and support. If dealer has already followed this process and is still experiencing difficulties, please have your Operations Manager contact the Global Parts Planning Manager or FCSD BEV Analyst for assistance
- ETA of vehicle completion if parts have been received
- If customer is currently in loaner vehicle
- If dealer is unaware of repair procedures, have them reference TSB 23-2257
- Dealers can locate further information on SSSC here:  
[www.fordtechservice.dealerconnection.com/vdirs/protech/global/default.asp?comefrom](http://www.fordtechservice.dealerconnection.com/vdirs/protech/global/default.asp?comefrom=)