BEGINNING OF CONTACT
04/03/2000 MASTER OWNER RELATIONS SYSTEM III 15.35.55

CONCERN ISSUE CASE NBR: 1674692029
REGION: 21 ATLANTA [redacted] ZONE: EZ OPENED: 10/14/1999
VIN: 2FALP7465TC[redacted] ENGINE: 6 VEH TYPE: C CLOSED: 10/14/1999

LAST NAME: [redacted] FIRST NAME: [redacted] STATUS: CLOSED
TITLE: MI:
ADDRESS:
CITY: [redacted] STATE: NC ZIP: [redacted]
HOME PHONE:
MODEL YEAR: 1994 MODEL: CROWN VIC LX 4DR SEDAN
MILEAGE: 32000
DEALER NAME: GREEN FORD INC SALES CODE: F21221 F & A: 01131
REASON CODE: ZOOM WARRANTY - MULTIPLE REPAIR
SYMPTOMS: 409500 ENGINE GENERAL CONCERN MECH FAILURE

ORIGIN: CAC - GENERAL CAC COMMUNICATION: PHONE
ACTION: WE0004 - REQUEST CRM/SVC MGR TO CONTACT CUSTOMER
DOCUMENT: ANALYST: BRENNICK DENNIS BRENNICK
ACTION DATA/COMMENTS:

1999/10/14
10.10.25 CUSTOMER SAYS. VEH AT BLRSHIP FOR PAST WEEK FOR APPROVAL O
N REPLACEMENT OF MOTOR CHECK ENGINE LIGHT CAME ON TWICE BEF
ORE AND BLR REPLACED A SENSOR BUT PROBLEM GOT WORSE AND ENG
INE BEGAN SMOKING AND BURNING OIL AND DEVELOPED A SEVERE VIB
RATION PER CUSTOMER, DEALER SAYS: CAC ADVISED: - V
EHICLE UNDER BUMPER-TO-BUMPER WARRANTY - WILL FORWARD INFOR
MATION TO THE DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE
- WILL REQUEST CRM/SERVICE MANAGER CONTACT CUSTOMER WITHIN
2 BUSINESS DAYS INFERENCE CASE ID: 4569

ORIGIN: CAC150 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR, CONTACT CRM
DOCUMENT: ANALYST: BRENNICK DENNIS BRENNICK
ACTION DATA/COMMENTS:
CUSTOMER SAYS. VEH AT BLRSHIP FOR PAST WEEK FOR APPROVAL O
N REPLACEMENT OF MOTOR CHECK ENGINE LIGHT CAME ON TWICE BEF
ORE AND BLR REPLACED A SENSOR BUT PROBLEM GOT WORSE AND ENG
INE BEGAN SMOKING AND BURNING OIL AND DEVELOPED A SEVERE VIB
RATION PER CUSTOMER, DEALER SAYS: CAC ADVISED: - V
EHICLE UNDER BUMPER-TO-BUMPER WARRANTY - WILL FORWARD INFOR
MATION TO THE DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE
- WILL REQUEST CRM/SERVICE MANAGER CONTACT CUSTOMER WITHIN
2 BUSINESS DAYS INFERENCE CASE ID: 4569

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: BAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: F21221 GREEN FORD INC
ACTION DATA/COMMENTS:

1999/10/21
11.02.07

OWNER RELATIONS 04/03/2000 MMFAXPRO

WWZ 0039

BEGINNING OF CONTACT
04/03/2000 MASTER OWNER RELATIONS SYSTEM III 15.35.35

INFORMATION ISSUE CASE NBR: 1417170569
REGION: 24 ORLANDO ZONE: E1 OPENED: 02/25/1999
VIN: 2MELM75H9TX[redacted] ENGINE: N VEH TYPE: C CLOSED: 02/25/1999

LAST NAME: [redacted] STATUS: [redacted]
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: HOLIDAY STATE: FL ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1998 MODEL: GRAND MARQUIS LS 4DR SDN
MILEAGE: 30000
DEALER NAME: NEW PORT LINCOLN-ME SALES CODE: L25104 P & A: 11644
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 499500 ENGINE GENERAL CONCERN MECH FAILURE

ORIGIN: CAC - GENERAL CAC COMMUNICATION: PHONE
ACTION: DR0001 - NO ACTION REQUIRED; INFORMATION ONLY
DOCUMENT: ANALYST: IISA IBRAHIM ISA
ACTION DATA/COMMENTS:

1999/02/25
11.32.03 CUSTOMER SAYS: 3RD WEEK IN DEC THE CAR BACKFIRED. THE NEX
T MORNING WHEN HE WENT TO START THE CAR IT BACKFIRED. A WEE
K LATER IT BACKFIRED AGAIN. HE TOOK CAR TO DEALER AND THEY
RAN TESTS WHICH CAME UP WITH 'NO PROBLEM FOUND OR VERIFIED
AT THIS TIME'. HE GOT THE CAR BACK YESTERDAY FROM THE DEALE
R AND HE DROVE IT FOR ABOUT 400 YARDS IT BACKFIRED. WHEN HE
WENT TO START THE CAR AFTER VISITING FRIENDS IT BACKFIRED U
NDER THE HOOD. PER CUSTOMER, DEALER SAYS: THEY CANNOT D
O ANYTHING BECAUSE IT DOES NOT SHOW ON THEIR COMPUTER CAC A
DVISED: - INFORM MAY THE DEALERSHIP CAN NOT RESOLVE THE CON
CERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SE
RVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (I
NTERMITTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4462

ORIGIN: CACI38 - MS CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCER
DOCUMENT: ANALYST: IISA IBRAHIM ISA
ACTION DATA/COMMENTS:
CUSTOMER SAYS: 3RD WEEK IN DEC THE CAR BACKFIRED. THE NEX
T MORNING WHEN HE WENT TO START THE CAR IT BACKFIRED. A WEE
K LATER IT BACKFIRED AGAIN. HE TOOK CAR TO DEALER AND THEY
RAN TESTS WHICH CAME UP WITH 'NO PROBLEM FOUND OR VERIFIED
AT THIS TIME'. HE GOT THE CAR BACK YESTERDAY FROM THE DEALE
R AND HE DROVE IT FOR ABOUT 400 YARDS IT BACKFIRED. WHEN HE
WENT TO START THE CAR AFTER VISITING FRIENDS IT BACKFIRED U
NDER THE HOOD. PER CUSTOMER, DEALER SAYS: THEY CANNOT D
O ANYTHING BECAUSE IT DOES NOT SHOW ON THEIR COMPUTER CAC A
DVISED: - INFORM MAY THE DEALERSHIP CAN NOT RESOLVE THE CON
CERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SE
RVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (I
NTERMITTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4462

OWNER RELATIONS 04/03/2000 MMFAXPRO

WWZ 0040

BEGINNING OF CONTACT
04/03/2000 MASTER OWNER RELATIONS SYSTEM III 15.35.55

INFORMATION ISSUE CASE NBR: 1755090899
REGION: 24 ORLANDO ZONE: 02 OPENED: 03/30/1999
VIN: 1LNLM81W6T[redacted] ENGINE: M VEH TYPE: C CLOSED: 03/30/1999

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: SARASOTA STATE: FL ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1996 MODEL: TOWN CAR EXECUTIVE 4DR
MILEAGE: 120000
DEALER NAME: ED HOWARD LINCOLN-M SALES CODE: L25141 P & A: 11611
REASON CODE: 1141 AWA - OUTSIDE CRITERIA. REQUESTING AWA
SYMPTOMS: 499500 ENGINE GENERAL CONCERN MECH FAILURE

ORIGIN: CAC - GENERAL CAC COMMUNICATION: PHONE
ACTION: DR0001 - NO ACTION REQUIRED: INFORMATION ONLY
DOCUMENT: ANALYST: CCAMPB19 CHAMBA CAMPBELL
ACTION DATA/COMMENTS:

1999/03/30
16.25.55 CUSTOMER SAYS: CUST SAY THAT ON SUNDAY MORN WHILE DRIVING THE ENGINE LIGHT CAME ON AND SMOKE STARTED COMING FROM THE ENGINE - HE TOOK THE CAR TO THE DLRSHP ON SUNDAY AND LOOKED AT IT ON MONDAY - HE WAS TOLD THAT HE IS HAVING THE SAME PROBLEM HE HAD WITH THE 1997 TOWN CAR - TODAY THEY JUST CALLED HIM THAT THEY WILL HAVE TO REPLACE THE ENGINE AND THE REPAIR WILL COST ABOUT 03000 DOLLARS - CUST WANTS TO KNOW WHAT IS GOING ON - SAYS THAT THE SECOND TIME WAS HAPPENED AT THE SAME MILEAGE WITH THE 1997 TOWN CAR - HE HAS HAD BOTH CARS SERVICED AT THE SAME DLRSHP - TE 1996 TOWN CAR IS THERE RIGHT NOW - CUST WANTS FORD TO HELP ON THE COST OF THE REPAIR PER CUSTOMER, DEALER SAYS: NEEDS A NEW ENGINE 03000 DOLLARS CAC ADVISED: - WARRANTY WAS EXPIRED - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE - SUPPORT DEALER'S DECISION INFERENCE CASE ID: 1790

ORIGIN: CACI36 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 526 - ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE
DOCUMENT: ANALYST: CCAMPB19 CHAMBA CAMPBELL
ACTION DATA/COMMENTS:
CUSTOMER SAYS: CUST SAY THAT ON SUNDAY MORN WHILE DRIVING THE ENGINE LIGHT CAME ON AND SMOKE STARTED COMING FROM THE ENGINE - HE TOOK THE CAR TO THE DLRSHP ON SUNDAY AND LOOKED AT IT ON MONDAY - HE WAS TOLD THAT HE IS HAVING THE SAME PROBLEM HE HAD WITH THE 1997 TOWN CAR - TODAY THEY JUST CALLED HIM THAT THEY WILL HAVE TO REPLACE THE ENGINE AND THE REPAIR WILL COST ABOUT 03000 DOLLARS - CUST WANTS TO KNOW WHAT IS GOING ON - SAYS THAT THE SECOND TIME WAS HAPPENED AT THE SAME MILEAGE WITH THE 1997 TOWN CAR - HE HAS HAD BOTH CARS SERVICED AT THE SAME DLRSHP - TE 1996 TOWN CAR IS THERE RIGHT NOW - CUST WANTS FORD TO HELP ON THE COST OF THE RE

WWZ 8841

04/03/2000 MASTER OWNER RELATIONS SYSTEM III 15.35.35

INFORMATION ISSUE CASE NBR: 1753990000
REGION: 24 ORLANDO ZONE: 02 OPENED: 03/30/1999
VIN: 1LNLM81NXTY[redacted] ENGINE: N VEH TYPE: C CLOSED: 03/30/1999

1999/03/30
16.29.53 PAIR PER CUSTOMER, DEALER SAYS: NEEDS A NEW ENGINE 93000
DOLLARS CAC ADVISED: - WARRANTY HAS EXPIRED - FORD WILL N
OT PROVIDE FINANCIAL ASSISTANCE - SUPPORT DEALER'S DECISION

OWNER RELATIONS 04/03/2000 MMFAXPRO

WNZ 0042

BEGINNING OF CONTACT
04/03/2000 MASTER OWNER RELATIONS SYSTEM III 15.35.35

INFORMATION ISSUE CASE NBR: 0412561049
REGION: 21 ATLANTA ZONE: A1 OPENED: 04/14/1999
VIN: 2MEUM75W7V[redacted] ENGINE: W VEH TYPE: C CLOSED: 04/14/1999

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: [redacted]
CITY: [redacted] STATE: GA ZIP: [redacted]
HOME PHONE:
MODEL YEAR: 1997 MODEL: GRAND MARQUIS LS 4DR SDN
MILEAGE: 74000
DEALER NAME: SOUTHERN LINCOLN-ME SALES CODE: L26135 P & A: 16111
REASON CODE: D210 RENTAL/LOANER - CUSTOMER AGE RESTRICTIONS
SYMPTOMS: 499200 ENGINE GENERAL CONCERN ATTACH/MOUNTING

ORIGIN: MAFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: PHONE
ACTION: MAF154 - AAA REQUEST
DOCUMENT: ANALYST: 461ABS DAVID SHMAKER
ACTION DATA/COMMENTS:

1999/04/14
16.27.38 CUSTOMER CALLED TO REQUEST LOANER. HAD ENGINE REPLACED AT 78K CUST. PAY. HAD IN FOR REPAIR UNDER 12/12 AND RECEIVED COURTESY CAR BECAUSE DLR DID NOT REALIZE THAT HEE WAS NOT 25. CAR IS IN FOR SAME SYMPTOM AND DLR WILL NOT PROVIDE LOANER UNDER TAP PROGRAM. CUST IS REQUESTING TO SPEAK TO MAFS SUPERVISOR.
CUSTOMER IS STEVE HARRIS-770.925-9227
DLR CONTACT IS SUMMERETTE-404.635-1500

ORIGIN: MAFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: PHONE
ACTION: MAF014 - AAA NO2 REQUEST - DENIED
DOCUMENT: ANALYST: 461ABS DAVID SHMAKER
ACTION DATA/COMMENTS:

16.29.18 MARTHA HONEYCUTT RESEARCHED AND FOUND THAT FORD NOW INSURES THEMSELVES IN RENTAL AGREEMENTS. THEY FOLLOW SOME GUIDELINES AS ALL OTHER RENTAL COMPANIES. THIS IS STATED IN THE FRCS/CRMCS MANUAL IN SEVERAL SECTIONS (21-4, 15-20, 13-52, AND 8-19) MARTHA CALLED SUMMERETTE SVC ADVISOR AND STATED THIS. DLR AND FORD WILL LOOK TO ASSIST W/RENTAL SUMMERETTE WILL CALL CUSTOMER AND INFORM OF THIS. IF CUST STILL PERSISTS ABOUT AGE DISCRIMINATION, MARTHA GAVE SVC ADVISOR THE CONSUMER AFFAIRS ADDRESS.

WZ 0043

BEGINNING OF CONTACT
04/03/2000 MASTER OWNER RELATIONS SYSTEM LIT 15.35.35

CONCERN ISSUE CASE NUM: 1562931559
REGION: 41 CHICAGO ZONE: A2 OPENED: 06/04/1999
VIN: 1LBLM6ZM7VY[redacted] ENGINE: N VEH TYPE: C CLOSED: 06/04/1999

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: [redacted] STATE: IL ZIP:
HOME PHONE:
MODEL YEAR: 1997 MODEL: TOWN CAR SIGNATURE 4DR
MILEAGE: 44855
DEALER NAME: MAPLETON LINCOLN-ME SALES CODE: L42051 P & A: 13641
REASON CODE: 2018 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 499500 ENGINE GENERAL CONCERN MECH FAILURE

ORIGIN: CAC - GENERAL CAC COMMUNICATION: PHONE
ACTION: [illegible] - REQUEST CRM/SVC MGR TO CONTACT CUSTOMER
DOCUMENT: ANALYST: RSUMNER BON SUMNER
ACTION DATA/COMMENTS:

1999/06/04
10.41.32 CUSTOMER SAYS: * VEHICLE IS HAVING A PROBLEM STARTING. IT WILL TURN OVER BUT NOT FIRE. * WHAT SHOULD I DO, IS THIS COVERED UNDER WARRANTY PER CUSTOMER, DEALER SAYS: MAPLET ON L/M CAC ADVISED: WE RECOMMEND THE REPAIR BE PERFORMED B Y A FORD/LM DEALERSHIP. WOULD YOU LIKE FOR ME TO RECOMMEND A DEALERSHIP IN YOUR AREA? * VEHICLE IS STILL WITHIN STD WA RRANTY INFERENCE CASE ID: 4598

ORIGIN: CAC130 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 130 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: RSUMNER BON SUMNER
ACTION DATA/COMMENTS:
CUSTOMER SAYS: * VEHICLE IS HAVING A PROBLEM STARTING. IT WILL TURN OVER BUT NOT FIRE. * WHAT SHOULD I DO, IS THIS COVERED UNDER WARRANTY PER CUSTOMER, DEALER SAYS: MAPLET ON L/M CAC ADVISED: WE RECOMMEND THE REPAIR BE PERFORMED B Y A FORD/LM DEALERSHIP. WOULD YOU LIKE FOR ME TO RECOMMEND A DEALERSHIP IN YOUR AREA? * VEHICLE IS STILL WITHIN STD WA RRANTY INFERENCE CASE ID: 4598

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: L42051 MAPLETON LINCOLN
ACTION DATA/COMMENTS:

1999/06/15
15.40.12 CUSTOMER HAD VEHICLE REPAIRED ON RO 017578 06-08-99

OWNER RELATIONS 04/03/2000 MMFAXPRO

WHZ 8844

BEGINNING OF CONTACT
04/03/2000 MASTER OWNER RELATIONS SYSTEM III 15.35.33

CONCERN ISSUE CASE NBR: 1644650439
REGION: 10 SDR ZONE: E1 OPENED: 03/22/1999
VIN: 1LNAM62N5VY[redacted] ENGINE: H VEH TYPE: C CLOSED: 03/22/1999

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: [redacted] STATE: FL ZIP:
HOME PHONE: [redacted]
MODEL YEAR: 1997 MODEL: TOWN CAR SIGNATURE 4DR
MILEAGE: 20560
DEALER NAME: PRESTIGE LINCOLN-ME SALES CODE: L25851 P & A: 11618
REASON CODE: 20MA WARRANTY - MULTIPLE REPAIR
SYMPTOMS: 490500 ENGINE GENERAL CONCERN MECH FAILURE

ORIGIN: CAC - GENERAL CAC COMMUNICATION: PHONE
ACTION: [illegible] - REQUEST CRM/SVC MGR TO CONTACT CUSTOMER
DOCUMENT: ANALYST: ATEDESCO ANGELA TEDESCO
ACTION DATA/COMMENTS:

1999/03/22
11.15.03 CUSTOMER SAYS: - TRANSMISSION LEAK. BROUGHT VEHICLE TO DL
RSHP AND DIAGNOSED SEALS WERE LEAKING - NEW SEALS WERE PUT
IN - FOUND THAT THERE WAS A CRACK IN THE ENGINE AND WAS TOL
D THAT THE ENGINE WOULD BE REPLACED WITH A NEW ONE, BUT LATE
R FOUND OUT THAT IT WAS RE-BUILT. - TOOK A TRIP AND FOUND
THAT THERE WAS A HIGH OIL CONSUMPTION. BROUGHT VEHICLE BAC
K TO DLRSHP AND THEY DID AN OIL CONSUMPTION TEST. - NOW,
BLACK SMOKE COMES OUT OF THE EXHAUST SYSTEM WHEN THE VEHICLE
IS STARTED. - SEEKING A NEW VEHICLE OR A NEW ENGINE RATH
ER THAN A REBUILT ENGINE PER CUSTOMER. DEALER SAYS: CAC
ADVISED: - VEHICLE UNDER BUMPER-TO-BUMPER WARRANTY - WILL
FORWARD INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE R
EGIONAL OFFICE - WILL REQUEST CRM/SERVICE MANAGER CONTACT C
USTOMER WITHIN 2 BUSINESS DAYS INFERENCE CASE ID: 4569

ORIGIN: CACI30 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR: CONTACT CRM
DOCUMENT: ANALYST: ATEDESCO ANGELA TEDESCO
ACTION DATA/COMMENTS:
CUSTOMER SAYS: - TRANSMISSION LEAK. BROUGHT VEHICLE TO DL
RSHP AND DIAGNOSED SEALS WERE LEAKING - NEW SEALS WERE PUT
IN - FOUND THAT THERE WAS A CRACK IN THE ENGINE AND WAS TOL
D THAT THE ENGINE WOULD BE REPLACED WITH A NEW ONE, BUT LATE
R FOUND OUT THAT IT WAS RE-BUILT. - TOOK A TRIP AND FOUND
THAT THERE WAS A HIGH OIL CONSUMPTION. BROUGHT VEHICLE BAC
K TO DLRSHP AND THEY DID AN OIL CONSUMPTION TEST. - NOW,
BLACK SMOKE COMES OUT OF THE EXHAUST SYSTEM WHEN THE VEHICLE
IS STARTED. - SEEKING A NEW VEHICLE OR A NEW ENGINE RATH
ER THAN A REBUILT ENGINE PER CUSTOMER. DEALER SAYS: CAC
ADVISED: - VEHICLE UNDER BUMPER-TO-BUMPER WARRANTY - WILL
FORWARD INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE R

WWZ 0845

04/03/2000 MASTER OWNER RELATIONS SYSTEM III 15.55.35

CONCERN ISSUE CASE NBR: 1644650459
REGION: 10 SDR ZONE: E1 OPENED: 03/22/1999
VIN: 1LNLM82W5V[redacted] ENGINE: M VEH TYPE: C CLOSED: 03/22/1999

1999/03/22
11.13.03 EGIONAL OFFICE - WILL REQUEST CRM/SERVICE MANAGER CONTACT C
USTOMER WITHIN 2 BUSINESS DAYS INFERENCE CASE ID: 4569

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: BACBIZ - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: L25051 PRESTIGE LINCOLN-MERCURY
ACTION DATA/COMMENTS:

1999/03/25
08.50.59 CUST STATES THAT HAS HAD ENGINE REPLACED AT PALATKA FORD AT
18195 MILES HAS BLUE SMOKE COMING FROM TAIL PIPE AT EVERY S
TART UP EVEN WHEN ENGINE IS NOT REC CUST COME IN AND LEAVE O
VER NIGHT TO MONITOR ALSO PALATKA STARTED OIL CONSUMPTION TE
ST AND OVERFILLED ENGINE BY ONE QUART THIS HAS BEEN CORRECTE
D APPT IS MADE FOR 3.25.99

OWNER RELATIONS 04/03/2000 MMFAXPRG

WWZ 8846

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BEGINNING OF CONTACT
04/03/2000                MASTER OWNER RELATIONS SYSTEM III                15.35.35
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                          CONCERN ISSUE                          CASE NBR: 1644650939
REGION: 10 SBK            ZONE: E1                                OPENED: 03/29/1999
VIN: [illegible] [redacted]  ENGINE: N    VEH TYPE: C             CLOSED: 03/20/1999
=====================================================================================
LAST NAME: [redacted]                                             STATUS: CLOSED
TITLE:                                FIRST NAME: [redacted]      MI: [redacted]
ADDRESS:                                                                [redacted]
CITY:                                 STATE:      FL              ZIP:
HOME PHONE:
MODEL YEAR:   1997                    MODEL:      TOWN CAR SIGNATURE 4DR
MILEAGE:      21000
DEALER NAME:  PRESTIGE LINCOLN-ME SALES CODE:  L25051        P & A:  11610
REASON CODE:  3025 PROB/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS:     499500 ENGINE GENERAL CONCERN MECH FAILURE
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ORIGIN:     CAC     - GENERAL CAC  COMMUNICATION: PHONE
ACTION:     DR8004  - REQUEST CRM/SVC MGR TO CONTACT CUSTOMER
DOCUMENT:             ANALYST: AROBER27
ACTION DATA/COMMENTS:

1999/03/29
  20.20.45  CUSTOMER SAYS:   - HE'S CALLING BACK IN REGARDS TO PREVIOUS
            ISSUE  - THE VEHICLE HAS A HIGH OIL CONSUMPTION  - A REBUILT
             ENGINE HAS PUT IN VEHICLE  - THE PROBLEM IS  STILL EXISTING
              - HE'S REQUESTING A NEW VEHICLE OF EQUAL VALUE, OR A BRAND
             NEW ENGINE PUT IN VEHICLE  PER CUSTOMER, DEALER SAYS:   - T
            HE RINGS CYLINDER HAS A PROBLEM  CAC ADVISED:  - FORWARDED I
            NFORMATION TO CRM/SERV MGR WITH COPY TO REGIONAL OFFICE  - R
            EQUESTED CRM/SERV MGR CONTACT WITHIN 2 BUSINESS DAYS  INFERE
            NCE CASE ID:  1587
-------------------------------------------------------------------------------------
ORIGIN:     CACISB  - US CONCERN CASE BASE  COMMUNICATION: PHONE
ACTION:     492     - ADVISE CUST INFO WILL BE SENT TO DLR & REGION; CONTACT CRM
DOCUMENT:             ANALYST: AROBER27
ACTION DATA/COMMENTS:
            CUSTOMER SAYS:   - HE'S CALLING BACK IN REGARDS TO PREVIOUS
            ISSUE  - THE VEHICLE HAS A HIGH OIL CONSUMPTION  - A REBUILT
             ENGINE HAS PUT IN VEHICLE  - THE PROBLEM IS  STILL EXISTING
              - HE'S REQUESTING A NEW VEHICLE OF EQUAL VALUE, OR A BRAND
             NEW ENGINE PUT IN VEHICLE  PER CUSTOMER, DEALER SAYS:   - T
            HE RINGS CYLINDER HAS A PROBLEM  CAC ADVISED:  - FORWARDED I
            NFORMATION TO CRM/SERV MGR WITH COPY TO REGIONAL OFFICE  - R
            EQUESTED CRM/SERV MGR CONTACT WITHIN 2 BUSINESS DAYS  INFERE
            NCE CASE ID:  1587
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ORIGIN:     DEALER  - DEALER  COMMUNICATION: PHONE
ACTION:     DAC095  - CUSTOMER REFUSES TO HAVE WORK DONE
DOCUMENT:             ANALYST: L25051  PRESTIGE LINCOLN-MERCURY
ACTION DATA/COMMENTS:

1999/04/01
  12.04.07  CUST VEHICLE DIAG WITH OIL LEAKING FROM BLOCK PALATKA POND R

OWNER RELATIONS                    04/03/2000  MMFAXPRO
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WWZ 8847

04/03/2000 MASTER OWNER RELATIONS SYSTEM III 15.35.35

CONCERN ISSUE CASE NUM: 1644650439
REGION: 10 SOR ZONE: E1 OPENED: 03/29/1999
VIN: 1LNLM82W5VY[redacted] ENGINE: W VEH TYPE: C CLOSED: 04/01/1999

1999/04/01
12.04.07 EPLACED ENGINE ASSEM WITH ARM ENGINE AS PER ENGINE EXCHANGE
OUTBELINES. NEWLY INSTALLED ENGINE IS BURNING OIL CUST HAS
BEEN INFORMED THAT ANOTHER ARM ENGINE WILL BE USED TO REPLAC
E CURRENT ON. CUST WANTS NEW ENGINE FOR VEHICLE HAVE BEEN TO
LD THAT THIS IS NOT POSSIBLE, CUST THEN WANTS FORD TO MAKE R
ESTITUTION FOR TRADEIN.

WAZ 0848

BEGINNING OF CONTACT
04/03/2000 MASTER OWNER RELATIONS SYSTEM III 15.35.35

INFORMATION ISSUE CASE NBR: 1435771479
REGION: 16 PHILADELPHIA ZONE: C1 OPENED: 05/27/1999
VIN: 1LNFM82W4W[redacted] ENGINE: N VEH TYPE: C CLOSED: 05/27/1999

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: STATE: NJ ZIP:
HOME PHONE: [redacted]
MODEL YEAR: 1998 MODEL: TOWN CAR SIGNATURE 4DR
MILEAGE: 10000
DEALER NAME: HOLMAN LINCOLN-MERC SALES CODE: 115068 P & A: 10489
REASON CODE: 0286 RENTAL/LOANER - RENTAL/LOANER REQUEST
SYMPTOMS: 490580 ENGINE GENERAL CONCERN MECH FAILURE

ORIGIN: CAC - GENERAL CAC COMMUNICATION: PHONE
ACTION: 000001 - NO ACTION REQUIRED; INFORMATION ONLY
DOCUMENT: ANALYST: THURPHY TRAVIS MURPHY
ACTION DATA/COMMENTS:

1999/05/27
12.02.41 CUSTOMER SAYS: UPSET THAT THE DLR CANNOT PROVIDE HER WITH A LINCOLN LOANER VEH ; VEH IS IN THE SHOP FOR REPAIRS AND SH E IS PLANNING ON GOING ON A TRIP ; WOULD LIKE TO BE IN A LIN COLN LOANER AND HAVE THE VEH REPAIRED AS SOON AS POSSIBLE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - LINCOLN C OMMITMENT WILL NOT COVER A LOANER BECAUSE THE REPAIR IS NOT A FORD COVERED REPAIR - DEALERS ARE NOT REQUIRED TO PROVIDE A LOANER - FORD WILL NOT PROVIDE ASSISTANCE -MADE AN OBC TO THE DLRSHP AND SPOKE WITH DAVID BURNS THE SERVICE MANAGER AND HAS INFORMED THAT THEY DO NOT HAVE ANY LINCOLN LOANERS AVAILABLE FOR THE CUST BUT THEY DO HAVE A SABLE THAT THEY CA N PROVIDE HERE ; THEY DO NOT KNOW WHEN THE VEH REPAIR WILL B E COMPLETED ; WE WANTS THE CUST TO CALL HIM BACK DIRECTLY TO SPEAK TO HIM INFERENCE CASE ID: 4279

ORIGIN: CAC136 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 621 - EXPLAIN LINCOLN COMMITMENT PARAMETERS; NO ASSISTANCE
DOCUMENT: ANALYST: THURPHY TRAVIS MURPHY
ACTION DATA/COMMENTS:
CUSTOMER SAYS: UPSET THAT THE DLR CANNOT PROVIDE HER WITH A LINCOLN LOANER VEH ; VEH IS IN THE SHOP FOR REPAIRS AND SH E IS PLANNING ON GOING ON A TRIP ; WOULD LIKE TO BE IN A LIN COLN LOANER AND HAVE THE VEH REPAIRED AS SOON AS POSSIBLE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - LINCOLN C OMMITMENT WILL NOT COVER A LOANER BECAUSE THE REPAIR IS NOT A FORD COVERED REPAIR - DEALERS ARE NOT REQUIRED TO PROVIDE A LOANER - FORD WILL NOT PROVIDE ASSISTANCE -MADE AN OBC TO THE DLRSHP AND SPOKE WITH DAVID BURNS THE SERVICE MANAGER AND HAS INFORMED THAT THEY DO NOT HAVE ANY LINCOLN LOANERS AVAILABLE FOR THE CUST BUT THEY DO HAVE A SABLE THAT THEY CA N PROVIDE HERE ; THEY DO NOT KNOW WHEN THE VEH REPAIR WILL B

WHZ 8849

04/03/2000 MASTER OWNER RELATIONS SYSTEM III 15.55.55

INFORMATION ISSUE CASE NBR: 1435771479
REGION: 16 PHILADELPHIA ZONE: CI OPENED: 05/27/1999
FIN: ILNPM82W6W[redacted] ENGINE: W VEH TYPE: C CLOSED: 05/27/1999

1999/05/27
12.02.41 E COMPLETED ; HE WANTS THE CUST TO CALL HIM BACK DIRECTLY TO
SPEAK TO HIM INFERENCE CASE ID: 6279

OWNER RELATIONS 04/03/2000 MMFAXPRO

WKZ 8050

REGINNING OF CONTACT
04/03/2000 MASTER OWNER RELATIONS SYSTEM III 15.35.59

INFORMATION ISSUE CASE NBR: 1569132189
REGION: 47 CINCINNATI ZONE: E1 OPENED: 04/30/1999
VIN: 2NBFM74W4XX[redacted] ENGINE: M VEH TYPE: C CLOSED: 04/30/1999

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: [redacted] STATE: KY ZIP:
HOME PHONE:
MODEL YEAR: 1999 MODEL: GRAND MARQUIS GS 4DR SEDAN
MILEAGE: 900
DEALER NAME: HILLTOP FORD LINCOL SALES CODE: L46644 P & A: 03797
REASON CODE: 3029 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 499200 ENGINE GENERAL CONCERN ATTACH/MOUNTING

ORIGIN: CAC - GENERAL CAC COMMUNICATION: PHONE
ACTION: BR0004 - REQUEST CRM/SVC MGR TO CONTACT CUSTOMER
DOCUMENT: ANALYST: JBSOUZA JENNIFER D'SOUZA
ACTION DATA/COMMENTS:

1999/04/30
16.45.20 CUSTOMER SAYS: CUSTOMER BOUGHT A NEEW VEHICLE IN MARCH LAS
T YEAR AND LAST SUNDAY THE CUSTOMER WAS DRIVING HOME FROM CH
URCH WHEN THE FRONT PORTION OF THE VEHICLE FELL DOWN ON THE
ROAD - CUSTOMER WAS DRIVING AT 45 MILES AT THE TIME - AND SM
OKE AND FIRE STARTED COMING OUT - CAR WAS TOWED TO A FORD DE
ALERSHIP - AND PRIOR TO THIS THE VEHICLE HAD HEARD A POPPING
IN THE ENGINE AND STREE DEALERSHIP COULD FIND NOTHING WRONG
- STHE CUSTOMER SAYS SHE WANTS A NEW CAR FROM FORD PER CUS
TOMER, DEALER SAYS: CALL CAC CAC ADVISED: - DEALERSHIP I
S IN THE BEST POSITION TO ASSIST YOU - CONTACT CRM/SERV MGR
FOR ADDITIONAL INFORMATION - DOCUMENTED INFORMATION INFERE
NCE CASE ID: 1564

ORIGIN: CACI36 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 504 - CB-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: JBSOUZA JENNIFER D'SOUZA
ACTION DATA/COMMENTS:
CUSTOMER SAYS: CUSTOMER BOUGHT A NEEW VEHICLE IN MARCH LAS
T YEAR AND LAST SUNDAY THE CUSTOMER WAS DRIVING HOME FROM CH
URCH WHEN THE FRONT PORTION OF THE VEHICLE FELL DOWN ON THE
ROAD - CUSTOMER WAS DRIVING AT 45 MILES AT THE TIME - AND SM
OKE AND FIRE STARTED COMING OUT - CAR WAS TOWED TO A FORD DE
ALERSHIP - AND PRIOR TO THIS THE VEHICLE HAD HEARD A POPPING
IN THE ENGINE AND STREE DEALERSHIP COULD FIND NOTHING WRONG
- STHE CUSTOMER SAYS SHE WANTS A NEW CAR FROM FORD PER CUS
TOMER, DEALER SAYS: CALL CAC CAC ADVISED: - DEALERSHIP I
S IN THE BEST POSITION TO ASSIST YOU - CONTACT CRM/SERV MGR
FOR ADDITIONAL INFORMATION - DOCUMENTED INFORMATION INFERE
NCE CASE ID: 1564

OWNER RELATIONS 04/03/2000 MMFAKPRO

WHZ 8051

BEGINNING OF CONTACT
04/03/2000 MASTER OWNER RELATIONS SYSTEM III 15.35.35

INFORMATION ISSUE CASE NBR: 1519792459
REGION: 27 WASHINGTON ZONE: A1 OPENED: 09/02/1999
VIN: 1L1FM01W9XY[redacted] ENGINE: W VEH TYPE: C CLOSED: 09/02/1999

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: [redacted]
CITY: [redacted] STATE: VA ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1999 MODEL: TOWN CAR EXECUTIVE 4-DR.SEDAN
MILEAGE: 19015
DEALER NAME: CHERNER IN-ANNANDAL SALES CODE: L28008 P & A: 10015
REASON CODE: 2625 WARRANTY - BEBY WARRANTY COVERAGE
SYMPTOMS: 499500 ENGINE GENERAL CONCERN MECH FAILURE

ORIGIN: NAFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: PHONE
ACTION: DAC071 - WARRANTY REPAIR DENIED - INSURANCE ISSUE
DOCUMENT: ANALYST: TLAMPKIN TRACY LAMPKIN
ACTION DATA/COMMENTS:

1999/09/02
14.26.19 FLT CONTCTED NAFS SEEKING AUTHORIZATION ON A VEHICLE STILL WITHIN THE WARRANTY-CUSTOMER ALLEGES THAT J.R. TOLD HIM TO CONTACT NAFS FOR AUTHORIZATION-CONTACTED J.R IN SERVICE, WHO EXPLAINED THAT WARRANTY WOULD NOT APPLY TO THIS REPAIR DUE TO WATER BEING INGESTED INTO THE ENGINE-CUSTOMER SAYS THAT THE DRIVER DID NOT GO THROUGH A PUDDLE NEARLY 2 FT, SAYS THE DRIVER HAS SPLASHED BY A FIRE TRUCK-JR SAYS THAT WATER WAS SUCKED INTO THE INTAKE, WHICH WENT TO THE AIR CLEANER. AND TO THE ENGINE CAUSING DAMAGE-NAFS EXPLAINED TO CUSTOMER THA WARRANTY DOESN'T COVER REPAIRS OF THAT NATURE.ONLY MECHANICA L DEFECTS-SUPPORTS DEALERS DECISION-REFERRED CUSTOMER TO INSURANCE CO

WNZ 0052

BEGINNING OF CONTACT
04/03/2000 MASTER OWNER RELATIONS SYSTEM III 15.35.55

CONCERN ISSUE CASE NBR: 0318301129
REGION: ZONE: OPENED: 04/22/1999
VIN: 1LNFM82WSXY[redacted] ENGINE: W VEH TYPE: C CLOSED:

LAST NAME: [redacted] STATUS: OPEN
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS: [redacted]
CITY: ORIENT STATE: OH ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1999 MODEL: TOWN CAR SIGNATURE 4-DR.SEDAN
MILEAGE: 0
DEALER NAME: SALES CODE: P & A:
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 499500 ENGINE GENERAL CONCERN MECH FAILURE

ORIGIN: CAC - GENERAL CAC COMMUNICATION: PHONE
ACTION: DR0004 - REQUEST CAM/SVC MGR TO CONTACT CUSTOMER
DOCUMENT: ANALYST: RSUMMER RON SUMMER
ACTION DATA/COMMENTS:

1999/04/22
08.48.25 CUSTOMER SAYS: * POPPING NOISE FROM ENGINE AND SMOKE * I
WOULD LIKE THIS FIXED PER CUSTOMER, DEALER SAYS: DON THOM
PSON (CIRCLEVILLE) - *NODC TO DEALERSHIP (SM) - WE WILL
SEND A LOANER VEHICLE OVER TO HER. CAC ADVISED: * BOARSI
DE ASSITANCE WILL SEND A TRUCK AROUND TO GET YOUR VEHICLE TO
WED INTO THE DEALERSHIP WE RECOMMEND THE REPAIR BE PERFOR
MED BY A FORD/LM DEALERSHIP. WOULD YOU LIKE FOR ME TO RECOM
MEND A DEALERSHIP IN YOUR AREA? *** LCSR RON EXT 2132 WIL
L FOLLOW UP WITH THIS CONTACT TO ATTEMPT TO ASSIST WITH CUST
OMER SATISFACTION INFERENCE CASE ID: 4590

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO BLR; CONTACT CRM
DOCUMENT: ANALYST: RSUMMER RON SUMMER
ACTION DATA/COMMENTS:
CUSTOMER SAYS: * POPPING NOISE FROM ENGINE AND SMOKE * I
WOULD LIKE THIS FIXED PER CUSTOMER, DEALER SAYS: DON THOM
PSON (CIRCLEVILLE) - *NODC TO DEALERSHIP (SM) - WE WILL
SEND A LOANER VEHICLE OVER TO HER. CAC ADVISED: * BOARSI
DE ASSITANCE WILL SEND A TRUCK AROUND TO GET YOUR VEHICLE TO
WED INTO THE DEALERSHIP WE RECOMMEND THE REPAIR BE PERFOR
MED BY A FORD/LM DEALERSHIP. WOULD YOU LIKE FOR ME TO RECOM
MEND A DEALERSHIP IN YOUR AREA? *** LCSR RON EXT 2132 WIL
L FOLLOW UP WITH THIS CONTACT TO ATTEMPT TO ASSIST WITH CUST
OMER SATISFACTION INFERENCE CASE ID: 4590

OWNER RELATIONS 04/03/2000 MMFAXPRO

WWZ 8853

04/03/2000 MASTER OWNER RELATIONS SYSTEM III 15.35.55

CONCERN ISSUE CASE NBR: 0315581129
REGION: ZONE: OPENED: 04/22/1999
VIN: 1LBFM82H3X[redacted] ENGINE: W VEN TYPE: C CLOSED:

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 215 - OUTBOUND CALL TO LINCOLN CUSTOMER
DOCUMENT: ANALYST: RSUMMER ROW SUMMER
ACTION DATA/COMMENTS:

1999/05/06
09.26.51 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: * CDC TO DEA
LERSHIP, SPOKE TO SERVICE MANAGER - NOISE IS FROM COOLING OF
HEATSHIELDS. WE WERE UNABLE TO DUPLICATE THE SMOKE CONCERN.
CUST IS SATSIFIED WITH CURRENT CONDITIONS CAC ADVISED: *
CUST NUMBER IS UNACCESSABLE DUE TO TECH DIFFICULTIES * LCAC
FOLLOW UP CLOSED WITHOUT CONTACTING CUST DUE TO INACCESSABI
LITY OF CUST (11 TRIES)

WHZ 0054

```
      4   555555555   9999999          EEEEEEEEE  N      NN  DDDDDDDD
     44   555555555   999999999        EEEEEEEEE  NN     NN  DDDDDDDDD
    444   55          99    99         EE         NNN    NN  DD     DD
   4444   55555555    99    99         EE         NNNN   NN  DD     DD
  44 44    55555555   999999999  ------ EEEEEE     NN NN  NN  DD     DD
 44  44          55   99999999   ------ EEEEEE     NN  NN NN  DD     DD
444444444        55        99         EE         NN   NNNN  DD     DD
444444444  55    55  99    99         EE         NN    NNN  DD     DD
     44   555555555   999999999        EEEEEEEEE  NN     NN  DDDDDDDDD
     44    5555555    9999999          EEEEEEEEE  NN      N  DDDDDDDD
```

PRINT COMPLETED AT 08:28:54 FOR USER: SCANNER DIST: NC305002

```
EEEEEEEEE  N      NN  DDDDDDDD                  4   555555555   9999999
EEEEEEEEE  NN     NN  DDDDDDDDD                44   555555555  999999999
EE         NNN    NN  DD     DD              444   55         99     99
EE         NNNN   NN  DD     DD             4444   55555555   99     99
EEEEEE     NN NN  NN  DD     DD  ------    44 44    55555555  999999999
EEEEEE     NN  NN NN  DD     DD  ------   44  44          55   99999999
EE         NN   NNNN  DD     DD          444444444        55         99
EE         NN    NNN  DD     DD          444444444  55    55  99     99
EEEEEEEEE  NN     NN  DDDDDDDDD                44   555555555  999999999
EEEEEEEEE  NN      N  DDDDDDDD                 44    5555555   9999999
```

WWZ 8055

```
** VM/ESA   V2 R3.0 SERVICE LEVEL 9002 ** NJ451   ** 04/05/00 ** 08:26:32 ** PRINTER 060F ** CPU SERIAL  36294  CPU MODEL  2003 **

RCB03N02  SCANNER   FILE NAME/TYPE=     LPREL11   15558        ORIGINID= RSCS
RCB03N02  SCANNER
RCB03N02  SCANNER   CREATION DATE/TIME= 04/05/00  07:49:42      SYSID=    NJ431
RCB03N02  SCANNER                                                                  L A S O N ,   I N C .
RCB03N02  SCANNER   COPY=   001   RECS= 1041          9    555555555   8888888
RCB03N02  SCANNER                                    44    555555555   888888888   LL          AA      SSSSSS    000000   N      NN
RCB03N02  SCANNER   CLASS=  9     SPID= 1174        444    55          88     88   LL         AAAA    SSSSSSSS  00000000  NN     NN
RCB03N02  SCANNER                                  4444    55555555    88     88   LL        AA  AA   SS    SS  00    00  NNN    NN
RCB03N02  SCANNER   FORM=   NPD                   44 44     55555555    8888888   LL       AAAAAAAA   SSS       00    00  NNNN   NN
RCB03N02  SCANNER                                44  44          55    8888888   LL       AAAAAAAA     SSS     00    00  NN NN  NN
RCB03N02  SCANNER   BEST=   OFF                 444444444       55    88     88   LL       AA    AA  SS   SSS  00    00  NN  NNNN
RCB03N02  SCANNER                               444444444  55   55    88     88   LLLLLLLL  AA    AA  SSSSSSSS  00000000  NN     NN
RCB03N02  SCANNER   CBAR=   FB12                     44    555555555   888888888   LLLLLLLL  AA    AA   SSSSSS    000000   NN      N
RCB03N02  SCANNER                                    44     5555555    8888888
RCB03N02  SCANNER
RCB03N02  SCANNER   TITLE:

TAB DATA:  FILE (15558) ORIGIN LPIFPS  (PRINTA  ) 4/05/00  6:50:07 EST    98257   LPREL
           11  NJ804              JOBID 15558

 SSSSSSS   CCCCCCC      AAA     N      NN  N      NN  EEEEEEEEE  RRRRRRRR
SSSSSSSSS  CCCCCCCCC    AAAAA    NN     NN  NN     NN  EEEEEEEEE  RRRRRRRRR
SS     SS  CC     CC   AA   AA   NNN    NN  NNN    NN  EE         RR     RR
SS         CC         AA     AA  NNNN   NN  NNNN   NN  EE         RR     RR
SSSSSSSS   CC         AA     AA  NN NN  NN  NN NN  NN  EEEEEE     RRRRRRRRR
 SSSSSSSS  CC         AAAAAAAAA  NN  NN NN  NN  NN NN  EEEEEE     RRRRRRRR
       SS  CC         AAAAAAAAA  NN   NNNN  NN   NNNN  EE         RR  RR
SS     SS  CC     CC  AA     AA  NN    NNN  NN    NNN  EE         RR   RR
SSSSSSSSS  CCCCCCCCC  AA     AA  NN     NN  NN     NN  EEEEEEEEE  RR    RR
 SSSSSSS   CCCCCCC    AA     AA  NN      N  NN      N  EEEEEEEEE  RR     RR

LL         PPPPPPPP   RRRRRRRR   EEEEEEEEE  LL             1          1
LL         PPPPPPPPP  RRRRRRRRR  EEEEEEEEE  LL            11         11
LL         PP     PP  RR     RR  EE         LL           111        111
LL         PP     PP  RR     RR  EE         LL            11         11
LL         PPPPPPPPP  RRRRRRRRR  EEEEEE     LL            11         11
LL         PPPPPPPP   RRRRRRRR   EEEEEE     LL            11         11
LL         PP         RR  RR     EE         LL            11         11
LL         PP         RR   RR    EE         LL            11         11
LLLLLLLLL  PP         RR    RR   EEEEEEEEE  LLLLLLLLL   111111     111111
LLLLLLLLL  PP         RR     RR  EEEEEEEEE  LLLLLLLLL   111111     111111

RRRRRRRR   CCCCCCC    NNNNNNNN    00000    355555555  N      NN    00000     2222222
RRRRRRRRR  CCCCCCCCC  NNNNNNNNN   000000   355555555  NN     NN   000000    222222222
RR     RR  CC     CC  NN     NN  NN    NN  35    33   NNN    NN  NN    NN  22     22
RR     RR  CC         NN     NN  NN    NN      33    NNNN   NN  NN    NN       22
RRRRRRRRR  CC         NNNNNNNN   NN    NN     3333   NN NN  NN  NN    NN       22
RRRRRRRR   CC         NNNNNNNN   NN    NN   333335   NN  NN NN  NN    NN      22
RR  RR     CC         NN     NN  NN    NN       55   NN   NNNN  NN    NN     22
RR   RR    CC     CC  NN     NN  NN    NN  33    33   NN    NNN  NN    NN    22
RR    RR   CCCCCCCCC  NNNNNNNNN   000000   355555555  NN     NN   000000    22222222
RR     RR   CCCCCCC   NNNNNNNN    00000    3555555   NN      N    00000    222222222
```

WNZ 8856

```
***** TSO FOREGROUND HARDCOPY *****
USNAME=LPHELIX.OFFLINE.BJOEDS
```

WHZ 8857

ATTN: OWNER RELATIONS MANAGER

SALES AND SERVICE CONTACTS COUNTRY: USA
OPENED BETWEEN 09/02/1997 AND 12/31/1998
ISSUE TYPES : ALL

MODEL YEARS : 1994 OR 1995 OR 1996 OR 1997 OR 1998
OR 1999 OR 2000
MODEL NAMES : TOMCAR9 OR CROMVIC OR GRANMAR

BODY CODES : ALL

REASON CODES: ALL

SYMPTOMS : 4090*

ENGINE CODES: ALL
ACTION CODES: ALL

OPENING ALL
ORIGIN CODES:
VEH. LINES : ALL

STATE/PROV. : ALL
REGION CODES: ALL

DEALER CODES: ALL

OPENING ALL
ANALYST ID:

ODOMETER: FROM: 000000 TO: 999999

ALL CONTACTS UNDER ABOVE CRITERIA WITH ACTIONS HAVING THE
FOLLOWING WORD(S) OR PHRASE IN COMMENTS:
'SMOKE' OR 'FIRE' OR 'FLAME' OR 'BURN' OR 'MELT' OR 'THERMAL'

OWNER RELATIONS

CONTACT COUNTS BY TYPE

CONCERN	INFORMATION	TOTAL
3	6	9

WWZ 0058

SORT SEQUENCE: (DEFAULT AND FINAL IS CASE NUMBER)

1. BY A02MBLNAR	2. BY A30VEN_08
3.	4.
5.	6.
7.	8.
9.	

OWNER RELATIONS 04/03/2000 MMFAXPRO

WWZ 0859

```
ATTN: OWNER RELATIONS MANAGER

SALES AND SERVICE CONTACTS          COUNTRY: USA
OPENED BETWEEN 09/02/1997 AND 12/31/1998
ISSUE TYPES : ALL

MODEL YEARS : 1994 OR 1995 OR 1996 OR 1997 OR 1998
              OR 1999 OR 2000
MODEL NAMES : TOWNCAR9 OR CROWNVIC OR GRANDMAR

BODY CODES  : ALL

REASON CODES: ALL

SYMPTOMS    : 49990

ENGINE CODES: ALL
ACTION CODES: ALL

OPENING       ALL
ORIGIN CODES:
VEH. LINES  : ALL

STATE/PROV. : ALL
REGION CODES: ALL

DEALER CODES: ALL

OPENING       ALL
ANALYST ID:

    ODOMETER: FROM: 000000  TO: 999999

ALL CONTACTS UNDER ABOVE CRITERIA WITH ACTIONS HAVING THE
FOLLOWING WORD(S) OR PHRASE IN COMMENTS.
'SMOKE' OR 'FIRE' OR 'FLAME' OR 'BURN' OR 'MELT' OR 'THERMAL'

                              OWNER RELATIONS
```

CONTACT COUNTS BY SORT FIELDS

A02MDLNBR	A30VEH_00	
1994	CROWNVIC	2

WHZ 0860

	GRANDMAR	2
	TOWNCAR	1
1995	TOWNCAR	1
1996	GRANDMAR	1
1998	CROWNVIC	2
TOTAL		9

SORT SEQUENCE: (DEFAULT AND FINAL IS CASE NUMBER)

1. BY A02MDLNAM	2. BY A30VEH_08
3.	4.
5.	6.
7.	8.
9.	

OWNER RELATIONS 04/03/2008 MNFAXPRG

WWZ 0861

ATTN: OWNER RELATIONS MANAGER

SALES AND SERVICE CONTACTS COUNTRY: USA
OPENED BETWEEN 09/02/1997 AND 12/31/1998
ISSUE TYPES : ALL

MODEL YEARS : 1994 OR 1995 OR 1996 OR 1997 OR 1998
OR 1999 OR 2000
MODEL NAMES : TOWNCARS OR CROWNVIC OR GRANDMAR

PART CODES : ALL

REASON CODES: ALL

SYMPTOMS : 49998

ENGINE CODES: ALL
ACTION CODES: ALL

OPENING ALL
ORIGIN CODES:
VEH. LINES : ALL

STATE/PROV. : ALL
REGION CODES: ALL

DEALER CODES: ALL

OPENING ALL
ANALYST ID:

ODOMETER: FROM: 000000 TO: 999999

ALL CONTACTS UNDER ABOVE CRITERIA WITH ACTIONS HAVING THE
FOLLOWING WORD(S) OR PHRASE IN COMMENTS:
"SMOKE" OR "FIRE" OR "FLAME" OR "BURN" OR "MELT" OR "THERMAL"

OWNER RELATIONS

BEGINNING OF CONTACT
04/03/2000 MASTER OWNER RELATIONS SYSTEM III 15.06.56

INFORMATION ISSUE CASE NBR: 1403432058
REGION: 1A SDQ ZONE: 03 OPENED: 10/14/1998
VIN: 2FALP74W6RX[redacted] ENGINE: H VEH TYPE: C CLOSED: 10/14/1998

LAST NAME: [redacted] STATUS: [redacted]
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: [redacted] STATE: AL ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1994 MODEL: CROWN VIC LX 4DR SEDAN
MILEAGE: 48000
DEALER NAME: GRISANTI FORD SALES SALES CODE: F23450 P O A: 00877
REASON CODE: 3025 PROD/COMP DWR/PERF - VEHICLE QUALITY
SYMPTOMS: 440500 ENGINE GENERAL CONCERN MECH FAILURE

ORIGIN: CAC - GENERAL CAC COMMUNICATION: PHONE
ACTION: BR0004 - REQUEST CRM/SVC MGR TO CONTACT CUSTOMER
DOCUMENT: ANALYST: NBROWN12
ACTION DATA/COMMENTS:

1998/10/14
13.47.47 CUSTOMER SAYS: CUSTOMER IS CALLING BACK INREGARDS TO THE I
SSUE THEY HAD CALLED IN ON 10/12/98 CUST SAYING DRIVING V
EH, HAVE BLOWN $1000 REPAIR, BURNT VALVE ON 08 CYLINDER, LOC
AL SHOP SAYS THAT VERY UNCOMMON. MANAGERS WON'T BE BACK UNTI
L FRIDAY. EVEYONE IN DETROIT, WON'T FIX UNTIL FRIDAY, WANTS
TO KNOW IF ANY FINANCIAL ASSISTANCE STILL HAS NOT HEARD F
ROM DEALERSHIP PER CUSTOMER, DEALER SAYS: NONE CAC ADVIS
ED: - DEALERSHIP IS IN THE BEST POSITION TO ASSIST YOU - C
ONTACT CRM/SERV MGR FOR ADDITIONAL INFORMATION - DOCUMENTED
INFORMATION INFERENCE CASE ID: 1506

ORIGIN: CACISH - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 594 - CB-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: NBROWN12
ACTION DATA/COMMENTS:
CUSTOMER SAYS: CUSTOMER IS CALLING BACK INREGARDS TO THE I
SSUE THEY HAD CALLED IN ON 10/12/98 CUST SAYING DRIVING V
EH, HAVE BLOWN $1000 REPAIR, BURNT VALVE ON 08 CYLINDER, LOC
AL SHOP SAYS THAT VERY UNCOMMON. MANAGERS WON'T BE BACK UNTI
L FRIDAY. EVEYONE IN DETROIT, WON'T FIX UNTIL FRIDAY, WANTS
TO KNOW IF ANY FINANCIAL ASSISTANCE STILL HAS NOT HEARD F
ROM DEALERSHIP PER CUSTOMER, DEALER SAYS: NONE CAC ADVIS
ED: - DEALERSHIP IS IN THE BEST POSITION TO ASSIST YOU - C
ONTACT CRM/SERV MGR FOR ADDITIONAL INFORMATION - DOCUMENTED
INFORMATION INFERENCE CASE ID: 1506

OWNER RELATIONS 04/03/2000 MMPAXPRN

WHZ 8863

BEGINNING OF CONTACT
04/03/2000 MASTER OWNER RELATIONS SYSTEM III 15.06.56

CONCERN ISSUE CASE NBR: 1403432856
REGION: 10 SDR ZONE: 03 OPENED: 10/12/1998
VIN: 2FALP74W6GX[redacted] ENGINE: N VEH TYPE: C CLOSED: 10/12/1998

LAST NAME: [redacted] STATUS: CLOSE[redacted]
TITLE: [redacted] FIRST NAME: [redacted] RI: [redacted]
ADDRESS:
CITY: [redacted] STATE: AL ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1994 MODEL: CROWN VIC LX 4[redacted]
MILEAGE: 48000
DEALER NAME: GRISANTI FORD SALES SALES CODE: P23458 P & A: 00077
REASON CODE: 1140 AMA - WITHIN CRITERIA. REQUESTING AMA
SYMPTOMS: 499500 ENGINE GENERAL CONCERN MECH FAILURE

ORIGIN: CAC - GENERAL CAC COMMUNICATION: PHONE
ACTION: BR0004 - REQUEST CRM/SVC MGR TO CONTACT CUSTOMER
DOCUMENT: ANALYST: AAMATO ANTOINETTA AMATO
ACTION DATA/COMMENTS:

1998/10/12
11.00.01 CUSTOMER SAYS: CUST SAYING DRIVING VEH. HAVE BLOWN $1000 R
EPAIR, BURNT VALVE ON #8 CYLINDER, LOCAL SHOP SAYS THAT VERY
UNCOMMON, MANAGERS WON'T BE BACK UNTIL FRIDAY. EVEYONE IN D
ETROIT, WON'T FIX UNTIL FRIDAY, WANTS TO KNOW IF ANY FINANCI
AL ASSISTANCE -BETTY SHARP- 601-728-1260 PER CUSTOMER, DE
ALER SAYS: NONE, MAY THINK FORD MAY HELP AS IT IS UNUSUAL
REPAIR CAC ADVISED: - WARRANTY HAS EXPIRED - DEALERSHIP
IS STILL - FORWARDED INFORMATION TO THE DEALERSHIP FOR FIN
ANCIAL CONSIDERATION - REQUESTED CRM/SERV MGR CONTACT CUSTO
MER WITHIN 2 BUSINESS DAYS - CAC REQUESTS THAT CRM CONTACT
MS. BETTY S[redacted]ER AS SHE HAS POSSESSION OF THE CA
R CURRENTLY [redacted]NFERENCE CASE ID: 2357

ORIGIN: CAC130 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 130 - ADVISE CUST INFO WILL BE SENT TO BLR; CONTACT CRM
DOCUMENT: ANALYST: AAMATO ANTOINETTA AMATO
ACTION DATA/COMMENTS:
CUSTOMER SAYS: CUST SAYING DRIVING VEH. HAVE BLOWN $1000 R
EPAIR, BURNT VALVE ON #8 CYLINDER, LOCAL SHOP SAYS THAT VERY
UNCOMMON, MANAGERS WON'T BE BACK UNTIL FRIDAY. EVEYONE IN D
ETROIT, WON'T FIX UNTIL FRIDAY, WANTS TO KNOW IF ANY FINANCI
AL ASSISTANCE -BETTY SHARP- 601-728-1260 PER CUSTOMER, DE
ALER SAYS: NONE, MAY THINK FORD MAY HELP AS IT IS UNUSUAL
REPAIR CAC ADVISED: - WARRANTY HAS EXPIRED - DEALERSHIP
IS STILL - FORWARDED INFORMATION TO THE DEALERSHIP FOR FIN
ANCIAL CONSIDERATION - REQUESTED CRM/SERV MGR CONTACT CUSTO
MER WITHIN 2 BUSINESS DAYS - CAC REQUESTS THAT CRM CONTACT
MS. BETTY SHARP, CUST MOTHER AS SHE HAS POSSESSION OF THE CA
R CURRENTLY [redacted]NFERENCE CASE ID: 2357

OWNER RELATIONS 04/03/2000 MMFAXPRO

WHZ 8864

04/05/2000 MASTER OWNER RELATIONS SYSTEM III 15.06.56

CONCERN ISSUE CASE NBR: 1403432858
REGION: 10 SDR ZONE: 05 OPENED: 10/12/1998
VIN: 2FALP74M6RX[redacted] ENGINE: W VEN TYPE: C CLOSED: 11/17/1998

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: 96C090 - AWA P01 OFFER - DENIED BY FORD REPRESENTATIVE
DOCUMENT: ANALYST: 9064TM TRACEY WAGNER
ACTION DATA/COMMENTS:

1998/11/17
19.47.40

WNZ 8865

BEGINNING OF CONTACT
04/03/2000 MASTER OWNER RELATIONS SYSTEM III 15.06.54

INFORMATION ISSUE CASE NBR: 0448422998
REGION: 10 SDR ZONE: J1 OPENED: 10/26/1998
VIN: 2MELM74W7XX[redacted] ENGINE: W VEH TYPE: C CLOSED: 10/26/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] FIRST NAME: [redacted] MI:
ADDRESS: [redacted]
CITY: [redacted] STATE: IN ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1994 MODEL: GRAND MARQUIS GS 4DR SDN
MILEAGE: 72000
DEALER NAME: NORTH SHORE SALES I SALES CODE: 142320 P & A: 13671
REASON CODE: 3025 PROB/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 499500 ENGINE GENERAL CONCERN MECH FAILURE

ORIGIN: CAC - GENERAL CAC COMMUNICATION, PHONE
ACTION: 000001 - NO ACTION REQUIRED, INFORMATION ONLY.
DOCUMENT: ANALYST: NSANZO NANCY SANZO
ACTION DATA/COMMENTS:

1998/10/26
11.05.33 CUSTOMER SAYS: BURNING OIL, ENGINE SMOKES; WOULD LIKE TO K
NOW IF THERE ARE ANY RECALLS AND WOULD LIKE TO GO TO A FORD
DLSHP TO DIAGNOSE THE VEH PER CUSTOMER. DEALER SAYS: NONE
CAC ADVISED: WE RECOMMEND THE REPAIR BE PERFORMED BY A FO
RD/LM DEALERSHIP. WOULD YOU LIKE FOR ME TO RECOMMEND A DEAL
ERSHIP IN YOUR AREA? -ADVISED CUST THERE ARE NO RECALLS WIT
HIN PARAMETERS INFERENCE CASE ID: 4591

ORIGIN: CACISB - US CONCERN CASE BASE COMMUNICATION, PHONE
ACTION: 660 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: NSANZO NANCY SANZO
ACTION DATA/COMMENTS:
CUSTOMER SAYS: BURNING OIL, ENGINE SMOKES; WOULD LIKE TO K
NOW IF THERE ARE ANY RECALLS AND WOULD LIKE TO GO TO A FORD
DLSHP TO DIAGNOSE THE VEH PER CUSTOMER. DEALER SAYS: NONE
CAC ADVISED: WE RECOMMEND THE REPAIR BE PERFORMED BY A FO
RD/LM DEALERSHIP. WOULD YOU LIKE FOR ME TO RECOMMEND A DEAL
ERSHIP IN YOUR AREA? -ADVISED CUST THERE ARE NO RECALLS WIT
HIN PARAMETERS INFERENCE CASE ID: 4591

WHZ 0066

BEGINNING OF CONTACT
04/03/2000 MASTER OWNER RELATIONS SYSTEM III 15.06.56

CONCERN ISSUE CASE NBR: 1443030970
REGION: 52 SOUTHWEST ZONE: I1 OPENED: 04/07/1998
VIN: 2MELM75W7R[redacted] ENGINE: W VEH TYPE: C CLOSED: 04/07/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS: [redacted]
CITY: [redacted] STATE: TX ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1994 MODEL: GRAND MARQUIS LS 4DR SDN
MILEAGE: 62000
DEALER NAME: FALLS LINCOLN MERCU SALES CODE: L47356 P & A: 18402
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 499000 ENGINE GENERAL CONCERN MECH FAILURE

ORIGIN: CAC - GENERAL CAC COMMUNICATION: PHONE
ACTION: DR0004 - REQUEST CAM/SVC NBR TO CONTACT CUSTOMER
DOCUMENT: ANALYST: SMILL166 SEAN WILLIAMS-BELL
ACTION DATA/COMMENTS:

1998/04/07
12.16.52 CUSTOMER SAYS: RECALL OPEN REGARDING AIR BAG PROBLEM SAYS IT HAS BEEN FIXED 96L12; OTHER PROBLEMREGARDING ENGINE, TRANSMISSION. CUST IS NOT SURE WHAT IT IS; PROBLEM ONLY EXISTS UNDER MODERATE EXCELERATION WERKY, JERRY MOTION, MISFIRE IN ENGINE PER CUSTOMER. DEALER SAYS: DEALER CANNOT FIND THE PROBLEM; BUT HAS TOLD CUST THEY WILL TAKE THE VEHICLE FOR A RIDE TO SEE IF THEY CAN FIND THE PROBLEM CAC ADVISED. WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP. WOULD YOU LIKE FOR ME TO RECOMMEND A DEALERSHIP IN YOUR AREA? INFERENCE CASE ID: 4590

ORIGIN: CACIS0 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: SMILL166 SEAN WILLIAMS-BELL
ACTION DATA/COMMENTS:
CUSTOMER SAYS: RECALL OPEN REGARDING AIR BAG PROBLEM SAYS IT HAS BEEN FIXED 96L12; OTHER PROBLEMREGARDING ENGINE, TRANSMISSION. CUST IS NOT SURE WHAT IT IS; PROBLEM ONLY EXISTS UNDER MODERATE EXCELERATION WERKY, JERRY MOTION, MISFIRE IN ENGINE PER CUSTOMER. DEALER SAYS: DEALER CANNOT FIND THE PROBLEM; BUT HAS TOLD CUST THEY WILL TAKE THE VEHICLE FOR A RIDE TO SEE IF THEY CAN FIND THE PROBLEM CAC ADVISED. WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP. WOULD YOU LIKE FOR ME TO RECOMMEND A DEALERSHIP IN YOUR AREA? INFERENCE CASE ID: 4590

WWZ 8867

04/03/2000 MASTER OWNER RELATIONS SYSTEM III 15.06.56

CONCERN ISSUE CASE NBR: 1463830970
REGION: 52 SOUTHWEST ZONE: II OPENED: 04/07/1998
VIN: 2MELM75W7R[redacted] ENGINE: W VEH TYPE: C CLOSED: 05/12/1998

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC010 - UNABLE TO CONTACT CUSTOMER TO DATE
DOCUMENT: ANALYST: L67556 FALLS LINCOLN-MEINC-MERC
ACTION DATA/COMMENTS:

1998/09/12
11.35.46 NOT ENOUGH INFORMATION AVAILABLE TO CONTACT CUSTOMER. NEED VALID PHONE NUMBER AND ADDRESS

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: L67556 FALLS LINCOLN-MEINC-MERC
ACTION DATA/COMMENTS:

1998/07/08
15.27.55 INVALID PHONE NUMBER, UNABLE TO CONTACT CUSTOMER

WWZ 8868

BEGINNING OF CONTACT
04/03/2000 MASTER OWNER RELATIONS SYSTEM III 15.06.56

INFORMATION ISSUE CASE NO#: 1469593228
REGION: 10 SDR ZONE: A2 OPENED: 11/18/1998
VIN: 1LNLM81W2RY[redacted] ENGINE: M VEH TYPE: C CLOSED: 11/18/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: BROOKLYN STATE: [redacted] ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1994 MODEL: TOWN CAR EXECUTIVE 4DR
MILEAGE: 40600
DEALER NAME: PREMIER LINCOLN MER SALES CODE: L14946 P & A: 10488
REASON CODE: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA
SYMPTOMS: 489200 ENGINE GENERAL CONCERN ATTACH/MOUNTING

ORIGIN: CAC - GENERAL CAC COMMUNICATION: PHONE
ACTION: CB0001 - NO ACTION REQUIRED; INFORMATION ONLY
DOCUMENT: ANALYST: MCHINNAP MARTIN CHINNAPPAN
ACTION DATA/COMMENTS:

1998/11/18
12.59.20 CUSTOMER SAYS: HAD ENGINE TROUBLE. THE LEFT SHAFT ON THE V
EN SHAKES AND VIBRATES. HAS TOLD THAT ONE OF THE SPARK PLUG
S HAD BEEN BURNT AND THAT IT WILL COST 700.00 TO FIX THE PRO
BLEM. THE CUST IS LOOKING TO FIND OUT IF THERE IS A WARRANT
Y THAT COULD COVER THIS REPAIR PER CUSTOMER, DEALER SAYS:
NONE CAC ADVISED: - WARRANTY HAS EXPIRED - FORD WILL NOT
PROVIDE FINANCIAL ASSISTANCE INFERENCE CASE ID: 4500

ORIGIN: CACI56 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 586 - ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE
DOCUMENT: ANALYST: MCHINNAP MARTIN CHINNAPPAN
ACTION DATA/COMMENTS:
CUSTOMER SAYS: HAD ENGINE TROUBLE. THE LEFT SHAFT ON THE V
EN SHAKES AND VIBRATES. HAS TOLD THAT ONE OF THE SPARK PLUG
S HAD BEEN BURNT AND THAT IT WILL COST 700.00 TO FIX THE PRO
BLEM. THE CUST IS LOOKING TO FIND OUT IF THERE IS A WARRANT
Y THAT COULD COVER THIS REPAIR PER CUSTOMER, DEALER SAYS:
NONE CAC ADVISED: - WARRANTY HAS EXPIRED - FORD WILL NOT
PROVIDE FINANCIAL ASSISTANCE INFERENCE CASE ID: 4500

6900 2MM

BEGINNING OF CONTACT
04/05/2000 MASTER OWNER RELATIONS SYSTEM III 15.06.56

INFORMATION ISSUE CASE NBR: 0559801408
REGION: 10 SOR ZONE: E1 OPENED: 07/02/1998
VIN: 1LNLM81H25[redacted] ENGINE: W VEH TYPE: C CLOSED: 07/02/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: ROCKVILLE STATE: VA ZIP:
HOME PHONE: [redacted]
MODEL YEAR: 1995 MODEL: TOWN CAR EXECUTIVE 4DR
MILEAGE:
DEALER NAME: WHITTEN BROS OF FAR SALES CODE: L28564 P & A: 00653
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 499500 ENGINE GENERAL CONCERN MECH FAILURE

ORIGIN: CAC - GENERAL CAC COMMUNICATION: PHONE
ACTION: DR0001 - NO ACTION REQUIRED; INFORMATION ONLY
DOCUMENT: ANALYST: CHARLAND CHRIS HAGLAND
ACTION DATA/COMMENTS:

1998/07/02
10.48.00 CUSTOMER SAYS: RECURRING PROBLEM, CAR WILL NOT FIRE UP, RE
PLACED SENSOR, STILL HAS PROBLEM. PER CUSTOMER, DEALER SAYS
: CAN'T FIND CAUSE CAC ADVISED: - APOLOGIZE - DEALERSH
IP IS THE BEST TECHNICAL RESOURCE - SUPPORT DEALER'S DIAGNO
SIS - DOCUMENTED CONCERN INFERENCE CASE ID: 1598

ORIGIN: CAC150 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCER
DOCUMENT: ANALYST: CHARLAND CHRIS HAGLAND
ACTION DATA/COMMENTS:
CUSTOMER SAYS: RECURRING PROBLEM, CAR WILL NOT FIRE UP, RE
PLACED SENSOR, STILL HAS PROBLEM. PER CUSTOMER, DEALER SAYS
: CAN'T FIND CAUSE CAC ADVISED: - APOLOGIZE - DEALERSH
IP IS THE BEST TECHNICAL RESOURCE - SUPPORT DEALER'S DIAGNO
SIS - DOCUMENTED CONCERN INFERENCE CASE ID: 1598

OWNER RELATIONS 04/03/2000 HMFAXPRO

WHZ 0870

BEGINNING OF CONTACT
04/03/2006 MASTER OWNER RELATIONS SYSTEM III 16.06.56

INFORMATION ISSUE CASE NUM: [redacted]
REGION: 40 DETROIT ZONE: EL OPENED: 04/09/1996
VIN: 2MELM75W7T[redacted] ENGINE: H VEH TYPE: C CLOSED: 04/09/1996

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: [redacted] STATE: NE ZIP: [redacted]
HOME PHONE:
MODEL YEAR: 1996 MODEL: GRAND MARQUIS LS 4DR SDN
MILEAGE: 35984
DEALER NAME: MEL FARR LINCOLN-NE SALES CODE: L45275 F & A: 10910
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 499504 ENGINE GENERAL CONCERN NECH FAILURE

ORIGIN: CAC - GENERAL CAC COMMUNICATION: PHONE
ACTION: DRA001 - NO ACTION REQUIRED; INFORMATION ONLY
DOCUMENT: ANALYST: PPUZZELL
ACTION DATA/COMMENTS:

1998/04/09
11.03.34 CUSTOMER SAYS: INTERMITTENT CONCERN BEGINNING 09/0997 =VE
HICLE JERKS/HESITATES UPON ACCELERATION CUST SPECULATES THA
T IT MIGHT BE MISFIRING =HAS MULTIPLE REPAIRS =CONCERN REA
PPEARD ON INCLINES AND DURING ACCELERATION =CUST TOOK VEHIC
LE TO TRENTON FORD DLRSHP =ISSUE: VEHICLE MISFIRES, JER
KS WHEN ACCELERATING FROM A STOP, AN INCLINE, AND ALSO INTER
MITTENTLY WHILE DRIVING PER CUSTOMER. DEALER SAYS: PETERS
ON AND SON REPLACED A SPARK PLUG WIRE. THIS SEEMED TO SOLVE
CONCERN. CONCERN REAPPEARED =TRENTON DLRSHP LATER COULD NO
T DUPLICATE CONCERN =TRENTON DLRSHP IMPLIED THAT PETERSON A
ND SONS DLRSHP CHARGED CUST FOR MORE THAN WAS DONE; TRENTON
LATER BACKED DOWN FROM THIS CLAIM =MEL FARR RAN TESTS, TEST
DRIVE VEHICLE, AND WERE UNABLE TO DUPLICATE CONCERN CAC A
DVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CON
CERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SE
RVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (I
NTERMITTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4462

ORIGIN: CAC330 - WS CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 625 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCER
DOCUMENT: ANALYST: PPUZZELL
ACTION DATA/COMMENTS:
CUSTOMER SAYS: INTERMITTENT CONCERN BEGINNING 09/0997 =VE
HICLE JERKS/HESITATES UPON ACCELERATION CUST SPECULATES THA
T IT MIGHT BE MISFIRING =HAS MULTIPLE REPAIRS =CONCERN REA
PPEARD ON INCLINES AND DURING ACCELERATION =CUST TOOK VEHIC
LE TO TRENTON FORD DLRSHP =ISSUE: VEHICLE MISFIRES, JER
KS WHEN ACCELERATING FROM A STOP, AN INCLINE, AND ALSO INTER
MITTENTLY WHILE DRIVING PER CUSTOMER. DEALER SAYS: PETERS
ON AND SON REPLACED A SPARK PLUG WIRE. THIS SEEMED TO SOLVE
CONCERN. CONCERN REAPPEARED =TRENTON DLRSHP LATER COULD NO

04/03/2000 MASTER OWNER RELATIONS SYSTEM III 15.06.56

INFORMATION ISSUE CASE NBR: 0398860990
REGION: 48 DETROIT ZONE: E1 OPENED: 04/09/1990
VIN: 2MELM75N7T[redacted] ENGINE: M VEH TYPE: C CLOSED: 04/09/1990

1998/06/09
11.03.34 T DUPLICATE CONCERN -TRENTON DLRSHP IMPLIED THAT PETERSON A
ND SONS DLRSHP CHARGED CUST FOR MORE THAN HAS DONE; TRENTON
LATER BACKED DOWN FROM THIS CLAIM -MEL PARR RAN TESTS, TEST
DRIVE VEHICLE, AND WERE UNABLE TO DUPLICATE CONCERN CAC A
DVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CON
CERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SE
RVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (I
NTERMITTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4462

WWZ 8872

BEGINNING OF CONTACT
06/03/2000 MASTER OWNER RELATIONS SYSTEM (II) 15.06.56

INFORMATION ISSUE CASE NO: 1445612118
REGION: ZONE: OPENED: 07/30/1998
VIN: 2FAFP73W9WX[redacted] ENGINE: M VEH TYPE: C CLOSED: 07/30/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: TEMPE STATE: [redacted] ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1998 MODEL: GRAND VIC S 4DR SEDAN
MILEAGE:
DEALER NAME: SALES CODE: P & A:
REASON CODE: 0404 DEALERSHIP - WORKMANSHIP
SYMPTOMS: 490500 ENGINE GENERAL CONCERN MECH FAILURE

ORIGIN: CAC - GENERAL CAC COMMUNICATION: PHONE
ACTION: 000001 - NO ACTION REQUIRED, INFORMATION ONLY
DOCUMENT: ANALYST: RBABYN RHONA BABYN
ACTION DATA/COMMENTS:

1998/07/30
13.27.11 CUSTOMER SAYS: VEH WAS TAKEN IN TO DLRSHP; WHEN VEH ACCELE RATES VEH WAS KNOCK; WHEN CUST TURNS ON ENGINE SHE HAS SMELT HOT METAL; KNOCK HAS STEADILY WORSENED; DLR RECOMMENDED HIG HER OCTANE GAS; NOW CUST IS TOLD VEH HAS A SPARK KNK & IT IS UNADJUSTIBLE; CUST HAS NOT ABUSED VEH & HAS SERVICED VEH PE R SCHEDULED MAINTENANCE & IF KNOCK IS NOT FIXED, CUST WANTS NEW VEHICLE THAT DOESN'T HAVE THE PROBLEM PER CUSTOMER, DEA LER SAYS: AVERY WAYS TOLD CUST THEY WERE CONTACTING FORD TO FIX PROBLEM; CAC ADVISED: - DEALERSHIPS ARE INDEPENDEN TLY OWNED AND OPERATED - APOLOGIZE FOR POOR WORKMANSHIP - CONTACT CRM/SERV MGR FOR FURTHER ASSISTANCE REFERENCE CASE I D: 4462

ORIGIN: CAC13B - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 67 - APOLOGIZE FOR DEALER POLICY; REFER BACK TO DLR
DOCUMENT: ANALYST: RBABYN RHONA BABYN
ACTION DATA/COMMENTS:
CUSTOMER SAYS: VEH WAS TAKEN IN TO DLRSHP; WHEN VEH ACCELE RATES VEH WAS KNOCK; WHEN CUST TURNS ON ENGINE SHE HAS SMELT HOT METAL; KNOCK HAS STEADILY WORSENED; DLR RECOMMENDED HIG HER OCTANE GAS; NOW CUST IS TOLD VEH HAS A SPARK KNK & IT IS UNADJUSTIBLE; CUST HAS NOT ABUSED VEH & HAS SERVICED VEH PE R SCHEDULED MAINTENANCE & IF KNOCK IS NOT FIXED, CUST WANTS NEW VEHICLE THAT DOESN'T HAVE THE PROBLEM PER CUSTOMER, DEA LER SAYS: AVERY WAYS TOLD CUST THEY WERE CONTACTING FORD TO FIX PROBLEM; CAC ADVISED: - DEALERSHIPS ARE INDEPENDEN TLY OWNED AND OPERATED - APOLOGIZE FOR POOR WORKMANSHIP - CONTACT CRM/SERV MGR FOR FURTHER ASSISTANCE REFERENCE CASE I D: 4462

04/03/2000 MASTER OWNER RELATIONS SYSTEM III 15.06.56

INFORMATION ISSUE CASE NBR: 1485012118
REGION: ZONE: OPENED: 07/30/1998
VIN: 2FAFF73H9HX[redacted] ENGINE: H VEH TYPE: C CLOSED: 07/30/1998

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 224 - UPDATE CUSTOMER ADDRESS OR PHONE NUMBER
DOCUMENT: ANALYST: BTELLERI ROSA MARIA TELLERICO
ACTION DATA/COMMENTS:

1998/07/30
13.40.14 CUSTOMER SAYS: CUST WANTED TO ADD THAT THE VEHICLE HAS NO PICK-UP AND IS SLUGGISH PER CUSTOMER. DEALER SAYS: CAC ADVISED. INFORMATION WILL BE DOCUMENTED THANK YOU FOR CALLING

OWNER RELATIONS 04/03/2000 MMFAXPRO

WNZ 8874

BEGINNING OF CONTACT
04/03/2000 MASTER OWNER RELATIONS SYSTEM III 15.06.56

CONCERN ISSUE CASE NBR: 8607683448
REGION: 71 CALIFORNIA ZONE: F1 OPENED: 12/10/1998
VIN: 2FAFP74[redacted] ENGINE: N VEH TYPE: C CLOSED: 12/10/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: RIVERSIDE STATE: CA ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1998 MODEL: CROWN VIC LX 4DR SEDAN
MILEAGE: 3020
DEALER NAME: FRITTS FORD SALES CODE: F71155 P & A: 05557
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 499500 ENGINE GENERAL CONCERN MECH FAILURE

ORIGIN: CAC - GENERAL CAC COMMUNICATION: PHONE
ACTION: 000004 - REQUEST CRM/SVC MAN TO CONTACT CUSTOMER
DOCUMENT: ANALYST: CVADER CORY VADER
ACTION DATA/COMMENTS:

1998/12/10
17.24.55 CUSTOMER SAYS: *PURCHASED VEH NEW *HAD FREE OIL CHANGE *
SERVICE DEPT. BURNED ENGINE *DLRSHP IS LOOKING FOR A NEW V
EH FOR THE CUST *THE DLRSHP SAID THEY CAN ONLY CHANGE ENGIN
E AND GIVE THE CUST A 50 000 MILE WARRANTY *CUST EITHER WAN
TS THERE MONEY BACK OR HAVE A VEH REPLACEMENT *CUST WANTS D
LRSHP TO TAKE RESPONSIBILITY AS THEY CAUSED THE PROBLEM *CU
ST STATES THIS IS THE FIRST PURCHASE THEY HAVE MADE WITH FOR
D AND IT HAS BEEN NOTHING BUT A HASSLE *CUST STATES THEY WI
LL GO TO THERE ATTORNEY AND TO THE MEDIA WITH THIS ISSUE PE
R CUSTOMER, DEALER SAYS: *CAN ONLY REPLACE ENGINE OR WILL
HAVE TO PAY DIFFERENCE INTO GOING INTO A NEW 99 MODEL CAC A
DVISED: *MADE ORC TO DLRSHP - SPOKE WITH STACEY RUSHING: SR
OF FOREMAN *WILLING TO REPLACE ENGINE WITH ESP *DLRSHP IS
WILLING TO CORRECT THERE MISTAKE, NOT REPLACE THE VEH *SUPP
ORT DLRSHP'S DECISION INFERENCE CASE ID: 4551

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR, CONTACT CRM
DOCUMENT: ANALYST: CVADER CORY VADER
ACTION DATA/COMMENTS:
CUSTOMER SAYS: *PURCHASED VEH NEW *HAD FREE OIL CHANGE *
SERVICE DEPT. BURNED ENGINE *DLRSHP IS LOOKING FOR A NEW V
EH FOR THE CUST *THE DLRSHP SAID THEY CAN ONLY CHANGE ENGIN
E AND GIVE THE CUST A 50 000 MILE WARRANTY *CUST EITHER WAN
TS THERE MONEY BACK OR HAVE A VEH REPLACEMENT *CUST WANTS D
LRSHP TO TAKE RESPONSIBILITY AS THEY CAUSED THE PROBLEM *CU
ST STATES THIS IS THE FIRST PURCHASE THEY HAVE MADE WITH FOR
D AND IT HAS BEEN NOTHING BUT A HASSLE *CUST STATES THEY WI
LL GO TO THERE ATTORNEY AND TO THE MEDIA WITH THIS ISSUE PE
R CUSTOMER, DEALER SAYS: *CAN ONLY REPLACE ENGINE OR WILL
HAVE TO PAY DIFFERENCE INTO GOING INTO A NEW 99 MODEL CAC A

04/03/2000 MASTER OWNER RELATIONS SYSTEM III 15.06.54

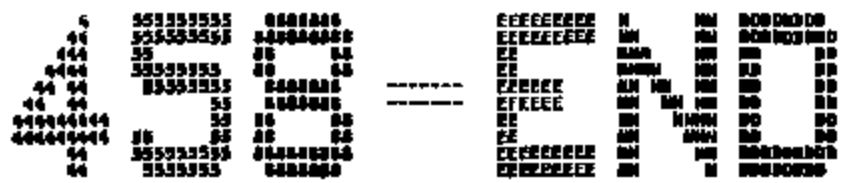
REGION: 71 CALIFORNIA CONCERN ISSUE CASE NBR: 0407685448
VIN: 2FAPP74W0WX[redacted] ZONE: F1 OPENED: 12/18/1998
ENGINE: N VEH TYPE: C CLOSED: 12/18/1998

1998/12/18
17.24.53 DVISED: *MADE OBC TO BLRSHP - SPOKE WITH STACEY RUSHING: SM OF FOREMAN *WILLING TO REPLACE ENGINE WITH ESP *BLRSHP IS WILLING TO CORRECT THERE MISTAKE, NOT REPLACE THE VEH *SUPP BRT BLRSHP'S DECISION INFERENCE CASE ID: 4551

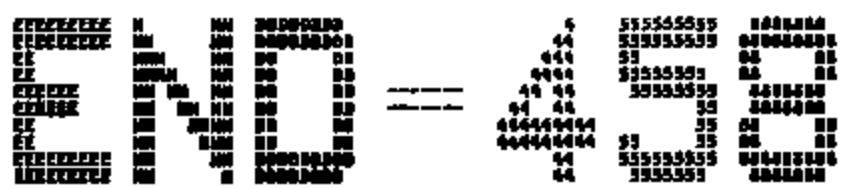
ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: BAC022 - CUSTOMER PAID REPAIR MADE
DOCUMENT: 28685 ANALYST: F71155 [illegible]
ACTION DATA/COMMENTS:

1998/12/14
18.58.05 DEALER PAID REPAIR MADE. WE REPLACED COMPLETE ENGINE ASSY. WITH A NEW ENGINE. CUSTOMER REFUSES TO PICK UP THE VEHICLE AND HAS RETAINED AN ATTORNEY. CORPORATE PRESIDENT AND GM ARE WORKING TO RESOLVE CUSTOMER CONCERN. WE OFFERED AND ESP AT NO CHARGE TO CUSTOMER-CUSTOMER REJECTED OFFER-WANTS A '99 VEHICLE WITH NO COST DIFFERENTIAL.

WMZ 8876



PRINT COMPLETED AT 08:20:35 FOR USER: SCANNER DIST: RC803N12



WWZ 0077

1994-2000MY TOWNCAR/CV/GM MOBS REPORTS

5/19/00

GM - 11
T.C. - 12
C.V. - 17

C = Crown Vic
T = Town Car
G = Grand Marq

21
20
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C #38 NOT DEACT.
T #37 NOT DEACT.
C #35 NOT DEACT.
G #34 NOT DEACT
C #33 NOT DEACT.
G #40 NOT DEACT
T #30 NOT DEACT.
T #29 NOT DEACT.
G #28 NOT DEACT.
G #5 UNKNOWN CAUSE
G #27 UNKNOWN CAUSE
G #25 UNKNOWN CAUSE
G #23 UNKNOWN CAUSE
T #22 UNKNOWN CAUSE T #32 NOT DEACT
C #19 UNKNOWN CAUSE C #26 UNKNOWN CAUSE
G #17 UNKNOWN CAUSE G #24 UNKNOWN CAUSE
C #36 NOT DEACT G #15 UNKNOWN CAUSE G #16 UNKNOWN CAUSE
C #31 NOT DEACT T #10 UNKNOWN CAUSE C #12 UNKNOWN CAUSE
T #21 UNKNOWN CAUSE C #9 UNKNOWN CAUSE C #5 UNKNOWN CAUSE
T #37 NOT DEACT. C #18 UNKNOWN CAUSE C #8 UNKNOWN CAUSE T #14 UNKNOWN CAUSE T #7 UNKNOWN CAUSE C #4 SYMPTOM
G #2 SYMPTOM G #3 SYMPTOM C #6 UNKNOWN CAUSE C #8 UNKNOWN CAUSE T #6 UNKNOWN CAUSE T #1 SYMPTOM

J F M A M J J A S O N D J F M A M J J A S O N D J F M A M J J A S O N D J F M A M J J A S O N D J F M A M J J A S O N D J F M A M J J A S O N D

93CY 94CY 95CY 96CY 97CY 98CY 99CY 20CY

94MY 95MY 96MY 97MY 98MY 99MY 2000MY

MUZ 8878

(1)

Possible ?
left side underhood

BEGINNING OF CONTACT
05/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.31.39

LEGAL ISSUE CASE NBR: 1614052889
REGION: 74 SEATTLE ZONE: Y OPENED: 10/08/1999
VIN: 1[redacted] ENGINE: N VEH TYPE: C CLOSED: 10/08/1999

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] FIRST NAME: MI:
ADDRESS: [redacted]
CITY: [redacted] STATE: FL ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1999 MODEL: TOWN CAR SIGNATURE 4-DR.SEDAN
MILEAGE: 12182
DEALER NAME: FORD MOTOR COMPANY- SALES CODE: F74000 P B A: 60074
REASON CODE: 0789 LEGAL - FIRE CLAIM
SYMPTOMS: 704300 FIRE/SMOKE SCORCHED/BURNT

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP200 - OPEN LEGAL CONTACT - PRODUCT LIABILITY
DOCUMENT: ANALYST: DFLETCH6 DOLCINA FLETCHER
ACTION DATA/COMMENTS:

1999/10/08
09.05.28 ********** FLEET FAX REC'D 10/08/99 **********
FLEET CONTACT: STAN KENNEDY @ (206) 248-8776,
ALLEGES DEFECTIVE VEHICLE.
THE VEHICLE STARTED SMOKING IN THE ENGINE AREA WHILE THE

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP4050 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: DGRIFFI1 BETH GRIFFITH
ACTION DATA/COMMENTS:

1999/11/03
12.19.26 LPA RECEIVED ORIGINAL INSPECTION REPORT AND PICTURES. INFORM
ATION WAS SENT TO KEITH MAJESKI IN CVO THROUGH INNER OFFICE
MAIL. INSPECTOR FOUND THAT FIRE COULD HAVE POSSIBLY STARTED
ON THE LEFT SIDE OF THE ENGINE NEAR THE FUEL RAIL. AMOUNT OF
DAMAGE COULD INDICATE THAT FUEL CAUSED THE FIRE. NO FURTHER
ACTION AT THIS TIME.

ORIGIN: NAFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: FAX
ACTION: NAF133 - MISCELLANEOUS
DOCUMENT: ANALYST: KMAJESKI KEITH MAJESKI
ACTION DATA/COMMENTS:

1999/11/11
16.57.07 SPOKE TO FLT. TOLD HIM THAT WE COULD NOT FIND A DEFECTIVE P
ART. HE WANTS TO SEND IN HIS INVESTIGATION AND HAVE THAT TA
KEN INTO ACCOUNT.

OWNER RELATIONS 05/31/2000 MMFAXPRG

WHZ 8879

03/31/2000 MASTER OWNER RELATIONS SYSTEM III 15.31.39

LEGAL ISSUE CASE NBR: 1614652409
REGION: 74 SEATTLE ZONE: T OPENED: 10/08/1999
VIN: 1LNHM82W0X[redacted] ENGINE: W VEH TYPE: C CLOSED: 10/19/1999

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP425 - REQUEST FOR VEHICLE INSPECTION - CONFIRM/DISAVOW CLAIM
DOCUMENT: ANALYST: BGRIFFLI BETH GRIFFITH
ACTION DATA/COMMENTS:

1999/10/19
12.18.45 LPA HAS CONTACTED INSPECTOR, ROBERT HUFFORD. INSPECTOR WILL CONTACT REPRESENTATIVE FROM BUDGET AND ARRANGE FOR INSPECTION TIME AND DATE. INSPECTOR WILL FORWARD FIRE RPORT AND PICTURES BACK TO LPA WHO WILL THEN FORWARD TO FLEET DEPARTMENT.

ORIGIN: NAFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: FAX
ACTION: BSB312 - INBOUND CALL FROM CUSTOMER
DOCUMENT: ANALYST: KMAJESKI KEITH MAJESKI
ACTION DATA/COMMENTS:

1999/10/28
16.34.09 RECEIVED A CALL FROM DAN WITH THE FLEET, LOOKING FOR AN UPDATE ON THIS CASE. NAFS HAS SENT AN EMAIL TO CONS. AFFAIRS FOR AN UPDATE. DAN'S D IS 206.248.2776.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: BGRIFFLI BETH GRIFFITH
ACTION DATA/COMMENTS:

1999/11/03
12.10.26 LPA RECEIVED ORIGINAL INSPECTION REPORT AND PICTURES. INFORMATION WAS SENT TO KEITH MAJESKI IN CVO THROUGH INNER OFFICE MAIL. INSPECTOR FOUND THAT FIRE COULD HAVE POSSIBLY STARTED ON THE LEFT SIDE OF THE ENGINE NEAR THE FUEL RAIL. AMOUNT OF DAMAGE COULD INDICATE THAT FUEL CAUSED THE FIRE. NO FURTHER ACTION AT THIS TIME.

ORIGIN: NAFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: FAX
ACTION: NAF133 - MISCELLANEOUS
DOCUMENT: ANALYST: KMAJESKI KEITH MAJESKI
ACTION DATA/COMMENTS:

1999/11/11
16.57.07 SPOKE TO FLT. TOLD HIM THAT WE COULD NOT FIND A DEFECTIVE PART. WE WANTS TO SEND IN HIS INVESTIGATION AND HAVE THAT TAKEN INTO ACCOUNT.

WHZ 8880

03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.31.39

REGION: 24 SEATTLE [redacted] LEGAL ISSUE CASE NBR: 1614852089
VIN: [redacted] ZONE: Y OPENED: 10/08/1999
ENGINE: M VEH TYPE: C CLOSED: 11/19/1999

ORIGIN: NAFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: FAX
ACTION: NAF133 - MISCELLANEOUS
DOCUMENT: ANALYST: KMAJESKI KEITH MAJESKI
ACTION DATA/COMMENTS:

1999/11/19
14.08.55 FLT HAS NOT SENT IN REPORT THEY HAD INDICATED. NAFS IS CLOS
ING CASE.

OWNER RELATIONS 03/31/2000 MMFAXPRO

WNZ 0001

(2)

Pamble?

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BEGINNING OF CONTACT
04/03/2000                MASTER OWNER RELATIONS SYSTEM III                 09.25.59
*****************************************************************************
                          INFORMATION ISSUE                 CASE NUM: 1654412149
REGION: 10 SDR            ZONE: N1                            OPENED: 08/02/1999
VIN: 2MELM75W8XX[redacted]  ENGINE: N    VEH TYPE: C          CLOSED: 08/02/1999
*****************************************************************************
LAST NAME:  [redacted]                                        STATUS: CLOSED
TITLE:                                FIRST NAME: [redacted]
ADDRESS:                                                                [redacted]
CITY:          SEDALIA                STATE:      MO          ZIP:      [redacted]
HOME PHONE:  [redacted]
MODEL YEAR:    1994                   MODEL:      GRAND MARQUIS LS 4DR SDN
MILEAGE:
DEALER NAME:  TOWN & COUNTRY MOTO SALES CODE:  L63504      P & A:  12014
REASON CODE:  1012 PARTS - BACKORDER DELAY
SYMPTOMS:     203200 START/CHARGE WIRING - BASIC
-----------------------------------------------------------------------------
ORIGIN:    CAC     - GENERAL CAC  COMMUNICATION: PHONE
ACTION:    000086 - REQUEST PARTS MGR TO CONTACT CUSTOMER
DOCUMENT:           ANALYST: MCBINNAP  MARTIN CHINNAPPAN
ACTION DATA/COMMENTS:

1999/08/02
  17.29.00  CUSTOMER SAYS:   THE CUST STATES THAT THE VEH CAUGHT ON FIRE
            . THE VEH IS CURRENTLY AT THE BLRSHIP AWAITING ON PARTS, HO
            NEVER, THE PARTS ARE ON BACK ORDER.  THE CUST IS WAITING FOR
              A WIRING HARNESS AND A DE-ACTIVATION SWITCH FOR THE SPEED
            CONTROL SYSTEM  PER CUSTOMER, DEALER SAYS:   PART ON BACK OR
            DER  CAC ADVISED:  OUR OFFICE IS UNABLE TO EXPEDITE THE PART
              STAY IN CONTACT WITH THE CRM/PARTS MANAGER  - SPOKE TO THE
             BOB - AND WE STATED THAT THE WIRING HARNESS IS ON A B99 ( N
            ATIONAL BACK ORDER) THE DE-ACTIVATION SWITCH - IS AT A DEPOT
             -  PART EXPECTED AT ANY TIME SOON INFERENCE CASE ID:  4202
-----------------------------------------------------------------------------
ORIGIN:    CACI38 - US CONCERN CASE BASE  COMMUNICATION: PHONE
ACTION:    600    - ADVISE CUST UNABLE TO ASSIST IN OBTAINING PART; CONTACT PARTS MGR
DOCUMENT:           ANALYST: MCBINNAP  MARTIN CHINNAPPAN
ACTION DATA/COMMENTS:
            CUSTOMER SAYS:   THE CUST STATES THAT THE VEH CAUGHT ON FIRE
            . THE VEH IS CURRENTLY AT THE BLRSHIP AWAITING ON PARTS, HO
            NEVER, THE PARTS ARE ON BACK ORDER.  THE CUST IS WAITING FOR
              A WIRING HARNESS AND A DE-ACTIVATION SWITCH FOR THE SPEED
            CONTROL SYSTEM  PER CUSTOMER, DEALER SAYS:   PART ON BACK OR
            DER  CAC ADVISED:  OUR OFFICE IS UNABLE TO EXPEDITE THE PART
              STAY IN CONTACT WITH THE CRM/PARTS MANAGER  - SPOKE TO THE
             BOB - AND WE STATED THAT THE WIRING HARNESS IS ON A B99 ( N
            ATIONAL BACK ORDER) THE DE-ACTIVATION SWITCH - IS AT A DEPOT
             -  PART EXPECTED AT ANY TIME SOON INFERENCE CASE ID:  4202
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WHZ 0882

BEGINNING OF CONTACT
04/04/2000 MASTER OWNER RELATIONS SYSTEM III 11.56.09

INFORMATION ISSUE CASE NBR: 0432203496
REGION: 4) CHICAGO ZONE: B2 OPENED: 11/10/1999
VIN: 2MELM75W55X[redacted] ENGINE: W VEH TYPE: C CLOSED: 11/10/1999

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: [redacted] STATE: IL ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1995 MODEL: GRAND MARQUIS LS 4DR SDN
MILEAGE: 26602
DEALER NAME: HAPLETON LINCOLN-ME SALES CODE: L42574 P & A: 10279
REASON CODE: 2043 WARRANTY - REIMBURSEMENT FOR REPAIR
SYMPTOMS: 381700 SERVICE BRAKE EXCESSIVE WEAR

ORIGIN: CAC - GENERAL CAC COMMUNICATION: PHONE
ACTION: CB0001 - NO ACTION REQUIRED; INFORMATION ONLY
DOCUMENT: ANALYST: ELEECAMP ELAINE LEE- CAMPBELL
ACTION DATA/COMMENTS:

1999/11/10
13.42.20 CUSTOMER SAYS: VEHICLE STOPPED MOVING AND COULD NOT GO BAC
K INTO GEAR . IT WAS TOWED TO AN INDEPENDENT FACILITY WHO C
LAIMED THE BRAKES SWITCH WAS BURNT. CUSTOMER THINKS THIS PR
ODUCT DEFECT AND IS SEEKING A REFUND. PER CUSTOMER, DEALER
SAYS: CAC ADVISED: -WARRANTY HAS EXPIRED - FORD WILL N
OT PROVIDE REIMBURSEMENT ASSISTANCE. INFERENCE CASE ID: 4
697

ORIGIN: CACISA - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 42B - ADVISE CUST ALL REPAIRS ELIGIBLE FOR COVERAGE MUST BE PERFORMED A
DOCUMENT: ANALYST: ELEECAMP ELAINE LEE- CAMPBELL
ACTION DATA/COMMENTS:
CUSTOMER SAYS: VEHICLE STOPPED MOVING AND COULD NOT GO BAC
K INTO GEAR . IT WAS TOWED TO AN INDEPENDENT FACILITY WHO C
LAIMED THE BRAKES SWITCH WAS BURNT. CUSTOMER THINKS THIS PR
ODUCT DEFECT AND IS SEEKING A REFUND. PER CUSTOMER, DEALER
SAYS: CAC ADVISED: -WARRANTY HAS EXPIRED - FORD WILL N
OT PROVIDE REIMBURSEMENT ASSISTANCE. INFERENCE CASE ID: 4
697

Pemble ?

WHZ 8803

(4)

Possible ?

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BEGINNING OF CONTACT
03/31/2000                MASTER OWNER RELATIONS SYSTEM III                13.51.59
=====================================================================================
                          LEGAL ISSUE                          CASE NBR: 1403972569
REGION: 13 NEW YORK       ZONE: 01                              OPENED: 08/15/1999
VIN:  2FAPP72W5X[redacted]  ENGINE: N    VEH TYPE: C            CLOSED: 09/15/1999
=====================================================================================
LAST NAME: [redacted]                                           STATUS: CLOSED
TITLE:                 [redacted]      FIRST NAME:              MI:
ADDRESS:
CITY:          LONG ISLAND CITY        STATE:       NY          ZIP: [redacted]
HOME PHONE:    [redacted]
MODEL YEAR:    1999                    MODEL:       CROWN VICTORIA F 4DR SEDAN
MILEAGE:       32000
DEALER NAME:   BEST FORD               SALES CODE:  P13034      P & A:  03620
REASON CODE:   0709 LEGAL - FIRE CLAIM
SYMPTOMS:      784300 FIRE/SMOKE SCORCHED/BURNT
-------------------------------------------------------------------------------------
ORIGIN:    CALGL  - CONSUMER AFFAIRS - LITIGATION PREVENTION  COMMUNICATION: FAX
ACTION:    LP200  - OPEN LEGAL CONTACT - PRODUCT LIABILITY
DOCUMENT:           ANALYST: BFLETCH6  BOLCINA  FLETCHER
ACTION DATA/COMMENTS:

1999/09/15
  11.13.17  ***************** FLEET FAX REC'D 09/15/99 ***************
            FLEET CONTACT: MIKE LEVIN @ (718) 592-5813.
            ALLEGES DEFECTIVE VEHICLE. THE VEHICLE CAUGHT FIRE AT THE
            LEFT FRONT WHEEL AREA.
            *** NO RESOLUTION STATED.***
            **DEALER CONTACT: ANDY TOWA @ (718) 460-4900.
            **
            FCSD FLEET SERVICE CONTACT:N/A
-------------------------------------------------------------------------------------
ORIGIN:    CALGL  - CONSUMER AFFAIRS - LITIGATION PREVENTION  COMMUNICATION: FAX
ACTION:    LP300  - MAKE OUTBOUND CALL TO DEALER
DOCUMENT:           ANALYST: 4025KK  KATHY    KECSKES
ACTION DATA/COMMENTS:

  14.16.45  CONTACT PERSON                                  ANDY TOWA
            OB CALL TO ANDY TOWA TO ACKNOWLEDGE RECEIPT OF FLEET REQUEST
            FOR CONSUMER AFFAIR REVIEW REGARDING FIRE TO THIS VEHICLE.
-------------------------------------------------------------------------------------
ORIGIN:    CALGL  - CONSUMER AFFAIRS - LITIGATION PREVENTION  COMMUNICATION: FAX
ACTION:    LP425  - INFORMATIONAL CALL/FAX WITH CUSTOMER
DOCUMENT:           ANALYST: 4025KK  KATHY    KECSKES
ACTION DATA/COMMENTS:

  14.35.22  OB CALL TO CUSTOMER TO DISCUSS FIRE, EAR INSPECTION, AND
            RAN REPORTS


OWNER RELATIONS                    05/31/2000  MMFAXPRO
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HWZ 0004

03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.31.39

LEGAL ISSUE CASE NBR: 1403972589
REGION: 13 NEW YORK ZONE: BI OPENED: 09/15/1999
VIN: 2FAFP72M5XX[redacted]NGINE: W VEH TYPE: C CLOSED: 09/15/1999

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP1901 - UPDATE/ADDCO CASE
DOCUMENT: ANALYST: 4825KK KATHY KECSKES
ACTION DATA/COMMENTS:

1999/09/15
14.30.08 FRANK ALTER, EAA INSPECTOR, WILL DO INSPECTION AT ROHART LEASING CO

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP1010 - REDIRECT TO NAFS
DOCUMENT: ANALYST: 4825KK KATHY KECSKES
ACTION DATA/COMMENTS:

1999/09/27
12.05.08 REDIRECT TO NAFS, ATTN: KEVIN MAJESKI
SENT INSPECTORS REPORT AND PHOTOGRAPHS 9/27/99

ORIGIN: NAFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: FAX
ACTION: NAF153 - MISCELLANEOUS
DOCUMENT: ANALYST: KMAJESKI KEITH MAJESKI
ACTION DATA/COMMENTS:

1999/10/01
11.26.37 INSPECTION COULD NOT CONCLUSIVELY SHOW THAT THE FIRE WAS A R ESULT OF FORD PRODUCT DEFECT. NAFS WILL NOT PROVIDE ASSISTA NCE. CONTACTED MIKE LEVINE AT ROHART LEASING CORP, WHO STAT ED HE WILL SUE FORDCO.

ORIGIN: NAFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: FAX
ACTION: NAF153 - MISCELLANEOUS
DOCUMENT: ANALYST: KMAJESKI KEITH MAJESKI
ACTION DATA/COMMENTS:

11.29.49 DUE TO FLT THREAT OF A LAWSUIT FAXED A COPY OF THE INVESTIGA TION TO CONSUMER AFFAIRS-JESSIE HOLLINGSWORTH. NAFS STILL H AS ORIGINAL FILE, W/ PICTURES. FLT HAS NOT TAKEN ANY LEGAL ACTION TO DATE.

WWZ 8885

(5)

BEGINNING OF CONTACT
03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.31.39

INFORMATION ISSUE CASE NBR: 0582600690
REGION: 13 NEW YORK ZONE: 01 OPENED: 03/09/2000
VIN: 2FAFP72W0XX[redacted] ENGINE: M VEH TYPE: C CLOSED: 03/09/2000

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: NEW YORK STATE: NY ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1999 MODEL: CROWN VICTORIA F 4DR SEDAN
MILEAGE: 80000
DEALER NAME: MANHATTAN FORD LINC SALES CODE: F15010 P & A: 04012
REASON CODE: 0778 LEGAL - REFER TO INSURANCE COMPANY
SYMPTOMS: 704145 FIRE/SMOKE VISIBLE FLAME UNDERHOOD

ORIGIN: CACIS6 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 596 - ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE
DOCUMENT: ANALYST: LSIMMONS LISA SIMMONS
ACTION DATA/COMMENTS:

2000/03/09
13.37.00 CUSTOMER SAYS: CUST ALLEGES THE VEH CAUGHT ON FIRE 03. 0
8. 00..DUE TO PRODUCT DEFECT - CUST ALLEGES THE FIRE ORIGINA
TED FROM COOLING SYSTEM DUE TO A FAULTY RADIATION FAN OR THE H
IRE HARNESS - CUSTSTATES THAT VEH WAS STOPED AT THE LIGHT W
HEN THE FIRE OCCURED - CUST STATESTHEY FILED A REPORT WITH
MANHATTEN WEST FIRE DEPT, REPORT NUMBER NOT AVAIL AT TIME OF
CALL; NO FINDINGS -CUST STATES THE VEH DOES NOT HAVE FIRE
PROTECTION INS.; NO INSURANCE CLAIM BEING FILED - CUST STAT
ES VEH IS NOT REPAIRABLE AND IS CURRENTLY AT THEIR GARAGE FA
CILITY - CUST WOULD LIKE TO KNOW WHAT FORD IS GOING TO DO A
BOUT THE VEH PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED
, - APOLOGIZE FOR CIRCUMSTANCE - THIS IS NOT A SITUATION T
HAT FMC IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INS
URANCE CARRIER FOR DIRECTIONS. - ADVISED CUST OF THE WEB SI
ONT ADDRESS AND PHONE NUMBER TO NHTSA - INFORM CUST OF RECA
LLS 99803 INETRIA SWITCH 99537 BALL JOINT 99809 BERT FRAM
E..... INFERENCE CASE ID: 79

OWNER RELATIONS 03/31/2000 MMFAXPRG

WHZ 8006

BEGINNING OF CONTACT
03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.31.39

CONCERN ISSUE CASE NBR: 1602110380
REGION: ZONE: OPENED: 02/07/2000
VIN: 1LNFM81W[redacted] ENGINE: W VEH TYPE: C CLOSED: 02/07/2000

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: [redacted] STATE: MI ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1998 MODEL: TOWN CAR EXECUTIVE 4DR
MILEAGE: 26000
DEALER NAME: SALES CODE: P & A:
REASON CODE: 0206 RENTAL/LOANER - RENTAL/LOANER REQUEST
SYMPTOMS: 704145 FIRE/SMOKE VISIBLE FLAME UNDERHOOD

ORIGIN: CAC538 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 562 - ADVISE CUST ELIGIBLE FOR LOANER; CONTACT CRM
DOCUMENT: ANALYST: DSHANS DIANA SHANS
ACTION DATA/COMMENTS:

2000/02/07
18.27.39 CUSTOMER SAYS: - THE VEH CAUGHT ON FIRE APPARENTLY DUE TO ELECTRICAL PROBLEM - ON 2/04/2000 - IT STARTED FROM THE FRONT END - THE VEH HAS BEEN TOWED TO THE LINCOLN DEALER - THE FIRE DEPARTMENT, POLICE DEPARTMENT, WERE NOTIFIED. - STILL UNDER REVIEW - CONTACTED THE INSURANCE CO. - THE VEH IS NON-REPAIRABLE - SHE SAYS THAT THIS IS DEFECT IN THE ELECTRICAL SYSTEM - SHE IS LOOKING FOR RENTAL/ LOANER ASSISTANCE PER CUSTOMER. DEALER SAYS: NONE CAC ADVISED: - CRM/SERV MGR UNAVAILABLE - CUSTOMER IS ELIGIBLE FOR LOANER UNDER LINCOLN COMMITMENT - DOCUMENTED . FORWARDED INFORMATION TO CRM/SERV MGR - REQUESTED CRM/SERV MGR CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS - ADVISED CUST THAT LCSR, DIANA, 2182, WILL BE LOOKING INTO THIS. FOLLOWUPNONNNNNNNNNNNK INFERENCE CASE ID: 4277

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC065 - ANA P01 OFFER - ACCEPTED BY CUSTOMER
DOCUMENT: ANALYST: L45335 VARSITY LINCOLN-
ACTION DATA/COMMENTS:

2000/02/08
17.28.04 2/8/00 SEE CASE BELOW. I (JERRY SCOTT) FEEL THIS ISSUE SHOULD REMAIN INSURANCE RELATED UNTIL OTHERWISE STATED. THE LOANER SHOULD BE BILLED TO CUSTOMER OR INSURANCE UNIL STATED A WARRANTY DEFECT. AT THAT TIME LOANER COVERAGE CAN BE PICKED UP BY FO MO CO.

03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.51.30

CONCERN ISSUE CASE NBR: 16821[illegible]
REGION: ZONE: OPENED: 02/07/2000
VIN: JLMFM81MOWV[redacted] ENGTIME: W VEH TYPE: C CLOSED: 02/08/2000

ORIGIN: CACH02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 235 - LINCOLN FILE UPDATE
DOCUMENT: ANALYST: DSHAMS DIANA SHAMS
ACTION DATA/COMMENTS:

2000/02/08
17.39.46 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE D: OBC TO THE DEALER, SALES MANAGER ED MAZ, EXT 251. SAID T HAT THE VEH HAS NOT BEEN DIAGNOSED YET, THEY ARE NOT SURE ON IF THEY CAN PROVIDE LOANER OR RENTAL ASSISTANCE. - WILL N EED TO ADVISE THE SALES MANAGER TO CONTACT HIS REGION FOR AN Y POSSIBLE ASSISTANCE. - [illegible]DAIAN, 2102, WILL BE FOLLOW IN[illegible]

ORIGIN: CACH02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 236 - LINCOLN FILE CLOSED
DOCUMENT: ANALYST: DSHAMS DIANA SHAMS
ACTION DATA/COMMENTS:

2000/02/09
15.48.51 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE D: OBC TO THE DEALER SPOKE W/ ED THE GM. ADVISED THAT LCAC CANNOT PROVIDE ASSISTANCE TOWARDS THE RENTAL REIMBURSEMENT BE CUASE THE VEH IS NOT BEING REPAIRED UNDER WARRANTY. THIS IS SUE SHOULD REMAIN INSURANCE RELATED UNTIL OTHERWISE STAT ED. THE LOANER SHOULD BE BILLED TO CUSTOMER OR INSURANCE UNTIL STATED A WARRANTY DEFECT. AT THAT TIME LOANER COVERAGE CAN BE PICKED UP BY FO MO CO. - ADVISED ED THAT HE CAN CONTACT HIS CSM FOR FURTHER ASSISTANCE -[illegible] OBC TO THE CUST, N/A, WILL TRY LATER[illegible]

ORIGIN: CACH02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 235 - LINCOLN FILE UPDATE
DOCUMENT: ANALYST: DSHAMS DIANA SHAMS
ACTION DATA/COMMENTS:

2000/02/10
10.51.02 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE D: OBC TO THE DEALER, ED IS GOING TO CONTACT HIS REGION, FO R FURTHER ASSISTANCE. THEY ARE WAITING FOR A RESPONSE FROM T HE REGION - CUST IS NOT HAPPY W/ THIS. - REQUESTED A SUPER VISOR FOR THE CUST

WZ 0000

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03/31/2000              MASTER OWNER RELATIONS SYSTEM III                13.31.39
=====================================================================================
                          CONCERN ISSUE                      CASE NBR: 1682110380
REGION:                   ZONE:                                OPENED: 02/07/2000
VIN:  1LNFM81WXWY[redacted]  ENGINE: W    VEH TYPE: C           CLOSED: 02/10/2000
=====================================================================================
-------------------------------------------------------------------------------------
ORIGIN:    CACHDZ - MANUAL - PHONE CSR  COMMUNICATION: PHONE
ACTION:    236    - LINCOLN FILE CLOSED
DOCUMENT:           ANALYST: DSHAMS  DIANA SHAMS
ACTION DATA/COMMENTS:
2000/02/10
  10.31.02  CUSTOMER SAYS:     PER CUSTOMER, DEALER SAYS:     CAC ADVISE
            D:  OBC TO THE DEALER SPOKE W/ ED THE GM, ADVISED THAT LCAC
            CANNOT PROVIDE ASSISTANCE TOWARDS THE RENTAL REIMBURSMENT BE
            CAUSE THE VEH IS NOT BEING REPAIRED UNDER WARRANTY,  THIS IS
            SUE      SHOULD REMAIN INSURANCE RELATED UNTIL OTHERWISE STAT
            ED.      THE LOANER SHOULD BE BILLED TO CUSTOMER OR INSURANCE
                     UNIL STATED A WARRANTY DEFECT.  AT THAT TIME LOANER
                     COVERAGE CAN BE PICKED UP BY FO MO CO.  - ADVISED ED
             THAT HE CAN CONTACT HIS CSM FOR FURTHER ASSISTANCE
-------------------------------------------------------------------------------------
ORIGIN:    CACHDZ - MANUAL - PHONE CSR  COMMUNICATION: PHONE
ACTION:    228    - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT:           ANALYST: RSINGH11
ACTION DATA/COMMENTS:

2000/02/14
  10.03.23  CUSTOMER SAYS:   ***SUPERVISOR REQUESTMMM  RON 2661  PER CUS
            TOMER, DEALER SAYS:   NONE  CAC ADVISED:  LEFT MESSAGE FOR C
            USTOMER.
-------------------------------------------------------------------------------------
ORIGIN:    CACHDZ - MANUAL - PHONE CSR  COMMUNICATION: PHONE
ACTION:    228    - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT:           ANALYST: RSINGH11
ACTION DATA/COMMENTS:

  16.10.19  CUSTOMER SAYS:   ****SUPERVISOR REQUESTMMM  RON 2661    WOU
            LD LIKE TO GET A LOANER VEHICLE.   PER CUSTOMER, DEALER SAYS
            :   NONE  CAC ADVISED:  DLRSHP PROVIDED THE CUSTOMER WITH AT
             LOANER VEHICLE.    ****CLOSING COMMENTS****
-------------------------------------------------------------------------------------
ORIGIN:    CACHDZ - MANUAL - PHONE CSR  COMMUNICATION: PHONE
ACTION:    236    - LINCOLN FILE CLOSED
DOCUMENT:           ANALYST: RSINGH11
ACTION DATA/COMMENTS:

  16.30.05  CUSTOMER SAYS:     PER CUSTOMER, DEALER SAYS:     CAC ADVISE
            D:
```


WWZ 8889

(8)

BEGINNING OF CONTACT
03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.31.59

LEGAL ISSUE CASE NBR: 0429821400
REGION: 21 ATLANTA ZONE: E2 OPENED: 05/27/1998
VIN: 1LNFM82N3NY[redacted] ENGINE: N VEH TYPE: C CLOSED: 05/27/1998

LAST NAME: [redacted] STATUS: CANCEL
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: STONESDALE STATE: NC ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1998 MODEL: TOWN CAR SIGNATURE 4DR
MILEAGE: 200
DEALER NAME: GATE CITY MOTOR CO SALES CODE: L26191 P & A: 10124
REASON CODE: 0700 LEGAL - FIRE CLAIM
SYMPTOMS: 704145 FIRE/SMOKE VISIBLE FLAME UNDERWOOD

ORIGIN: CAC - GENERAL CAC COMMUNICATION: PHONE
ACTION: DR0001 - NO ACTION REQUIRED; INFORMATION ONLY
DOCUMENT: ANALYST: JYOGANAT
ACTION DATA/COMMENTS:

1998/05/27
13.30.05 CUSTOMER SAYS: VEHICLE CAUGHT ON FIRE JUST CAUGHT ON FIV
E JUST FEW MUNITES AGO KANA FIRE DEPT PER CUSTOMER, DEAL
ER SAYS: NONE CAC ADVISED: - THIS INFORMATION HAS BEEN F
ORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A
REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR
CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY
CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEA
SE DO SO INFERENCE CASE ID: 75

ORIGIN: CACI3A - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 24 - ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS DEPT
DOCUMENT: ANALYST: JYOGANAT
ACTION DATA/COMMENTS:
CUSTOMER SAYS: VEHICLE CAUGHT ON FIRE JUST CAUGHT ON FIV
E JUST FEW MUNITES AGO KANA FIRE DEPT PER CUSTOMER, DEAL
ER SAYS: NONE CAC ADVISED: - THIS INFORMATION HAS BEEN F
ORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A
REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR
CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY
CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEA
SE DO SO INFERENCE CASE ID: 75

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: DS0910 - CANCEL ISSUE
DOCUMENT: ANALYST: 5077ME MAUREEN ROEGER
ACTION DATA/COMMENTS:

1998/05/29
14.12.52 DUPLICATE CONTACT, PLEASE CANCEL.

OWNER RELATIONS 03/31/2000 MMFAXPRO

WWZ 8890

BEGINNING OF CONTACT
03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.31.39

LEGAL ISSUE CASE NBR: 0447202408
REGION: 23 MEMPHIS ZONE: BL OPENED: 08/28/1998
VIN: 2FALP73W3VX[redacted] ENGINE: W VEH TYPE: C CLOSED: 08/28/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: [redacted] STATE: TN ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1997 MODEL: CROWN VIC S 4DR SEDAN
MILEAGE: 15000
DEALER NAME: BURCHETT FORD INC SALES CODE: F25147 P & A: 05765
REASON CODE: 8780 LEGAL - FIRE CLAIM
SYMPTOMS: 704145 FIRE/SMOKE VISIBLE FLAME UNDERHOOD

ORIGIN: CAC - GENERAL CAC COMMUNICATION: PHONE
ACTION: BR0001 - NO ACTION REQUIRED; INFORMATION ONLY
DOCUMENT: ANALYST: SFENTON SHARON FENTON
ACTION DATA/COMMENTS:

1998/08/28
12.23.46 CUSTOMER SAYS: 8/28/98 THE VEH CAUGHT ON FIRE. CUST ONLY P
ASSENGER IN THE VEH. NOT INJURY, DID NOT SEEK ANY MEDICAL AT
TENTION.CUST VEH CAUGHT ON FIRE WHILE THE VEH WAS IN MOTION.
THE FIRE WAS COMING FROM UNDER THE HOOD. THE VEH FILLED UP
WITH SMOKE. CUST WAS ABLE TO STIR THE VEH OFF THE ROAD. NEAR
BY PEOPLE HELPED PUT OUT THE FIRE. THE FIRE DEPT WAS NOT CA
LLED. THE POLICE DEPARTMENT WAS NOT CALLED. CUST HAS NOT CON
TACT THE INSURANCE COMPANY AS YET. THIS IS THE CUST ONLY VE
H AND THEY HAVE NOTHING ELSE TO DRIVE. CUST IS HAVING VEH TO
WED TO THE DLR BURCHETT FORD, (DAMON TEN) TO HAVE VEH LOOKE
D AT. CUST WOULD LIKE FORD TO PROVIDE THEM WITH A NEW VEH. C
UST ALLERES THAT THE VEH IS DEFECTIVE AND DOES NOT WANT THE
VEH BACK EVEN IF IT IS REPAIRABLE. PER CUSTOMER, DEALER SA
YS. CAC ADVISED. - THIS INFORMATION HAS BEEN FORWARDED
TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENT
ATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM -
NO TIME FRAME AVAILABLE - PLEASE MAKE SURE YOU NOTIFY YOUR
INSURANCE CARRIER AND REPORT THE INCIDENT -CAC ADVISE CUST
TO CONTACT INSURANCE CO TO SEE IF THEY ABLE TO PROVIDE CUST
WITH A RENTAL VEH. -CUST IS UPSET WITH THAT DECISION. CUST
BELIEVES THAT IT IS FORD'S RESPONSIBILITY TO GET THEM A VEH.
CUST HAS HEALTH PROBLEMS AND NEEDS A VEH TO GET AROUND. INF
ERENCE CASE ID: 75

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 24 - ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS DEPT
DOCUMENT: ANALYST: SFENTON SHARON FENTON
ACTION DATA/COMMENTS:
CUSTOMER SAYS: 8/28/98 THE VEH CAUGHT ON FIRE. CUST ONLY P
ASSENGER IN THE VEH. NOT INJURY, DID NOT SEEK ANY MEDICAL AT
TENTION.CUST VEH CAUGHT ON FIRE WHILE THE VEH WAS IN MOTION.

OWNER RELATIONS 05/31/2000 MMFAXPRO

WWZ 0091

03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.31.59

LEGAL ISSUE CASE NBR: 0447202688
REGION: 23 MEMPHIS ZONE: 01 OPENED: 08/28/1998
VIN: 2FALP73W3V[redacted] ENGINE: W VEH TYPE: C CLOSED: 08/28/1998

1998/08/28
12.23.48 THE FIRE WAS COMING FROM UNDER THE HOOD. THE VEH FILLED UP WITH SMOKE. CUST WAS ABLE TO STIR THE VEH OFF THE ROAD. NEAR BY PEOPLE HELPED PUT OUT THE FIRE. THE FIRE DEPT WAS NOT CA LLED. THE POLICE DEPARTMENT WAS NOT CALLED. CUST WAS NOT CON TACT THE INSURANCE COMPANY AS YET. THIS IS THE CUST ONLY VE H AND THEY HAVE NOTHING ELSE TO DRIVE. CUST IS HAVING VEH TO WEB TO THE DLR BURCHETT FORD, LEBANON TEN) TO HAVE VEH LOOKE D AT. CUST WOULD LIKE FORD TO PROVIDE THEM WITH A NEW VEH. C UST ALLEGES THAT THE VEH IS DEFECTIVE AND DOES NOT WANT THE VEH BACK EVEN IF IT IS REPAIRABLE. PER CUSTOMER, DEALER SA YS: CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENT ATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - PLEASE MAKE SURE YOU NOTIFY YOUR INSURANCE CARRIER AND REPORT THE INCIDENT -CAC ADVISE CUST TO CONTACT INSURANCE CO TO SEE IF THEY ABLE TO PROVIDE CUST WITH A RENTAL VEH. -CUST IS UPSET WITH THAT DECISION. CUST BELEIVES THAT IT IS FORD'S RESPONSIBILITY TO GET THEM A VEH. CUST HAS HEALTH PROBLEMS AND NEEDS A VEH TO GET AROUND. INF ERENCE CASE ID: 79

ORIGIN: CALGR - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP301 - MAKE OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: 9626LF LOURDES FONSECA
ACTION DATA/COMMENTS:

1998/08/31
12.18.14 CONTACT PERSON MRS SULLIES
LPA CALLED CUSTOMER. SPOKE WITH MRS. SULLINS- VEHICLE IS AT THE DEALERSHIP. THEY HAVE NOT REPORTED THE FIRE TO THEIR INSURANCE COMPANY.

ORIGIN: CALBL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: 9626LF LOURDES FONSECA
ACTION DATA/COMMENTS:

1998/10/06
16.28.35 TERA GAGNON, CSN CALLED STATING CUSTOMER TRADED OUT OF THE VEHICLE ON 9-22-98. CSN OFFERED AN OAC FOR $1000.

MWZ 0092

03/31/2000 MASTER OWNER RELATIONS SYSTEM III 15.51.39

REGION: 23 MEMPHIS LEGAL ISSUE CASE NBR: 0447202408
VIN: ZFALP73W5V[redacted] ZONE: 01 OPENED: 08/28/1998
ENGINE: N VEH TYPE: C CLOSED: 11/12/1998

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: 91603 - ADD MICRO NUMBER/DOC ID
DOCUMENT: 555142 ANALYST: 342159 SARAHA MCCRANEY
ACTION DATA/COMMENTS:

1998/11/12
14.39.14 MICRO NUMBER ADDED: 95511427

WHZ 8893

14

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BEGINNING OF CONTACT
03/31/2000                MASTER OWNER RELATIONS SYSTEM III                13.31.39
=====================================================================================
                                LEGAL ISSUE                          CASE NBR: 1468070700
REGION: 13 NEW YORK             ZONE: C1                             OPENED: 03/10/2000
VIN: 2FAFP74W2MX[redacted]      ENGINE: N     VEH TYPE: C            CLOSED:
=====================================================================================
LAST NAME:  [redacted]                                               STATUS: INVESTIGATION
TITLE:                          FIRST NAME:  GAIL                    MI:     M
ADDRESS:
CITY:       EAST BRUNSWICK      STATE:       NJ                      ZIP:    [redacted]
HOME PHONE: [redacted]
MODEL YEAR:  1998               MODEL:       CROWN VIC LX 4DR SEDAN
MILEAGE:     25000
DEALER NAME:  DAYTON FORD INC   SALES CODE:  F13467                  P & A:  20559
REASON CODE:  0771 LEGAL - FIREPERSONAL/PROPERTY DAMAGE CLAIM
SYMPTOMS:     704145 FIRE/SMOKE VISIBLE FLAME UNDERHOOD
-------------------------------------------------------------------------------------
ORIGIN:    CAC136 - US CONCERN CASE BASE  COMMUNICATION: PHONE
ACTION:    24     - ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS DEPT
DOCUMENT:           ANALYST: PPRENTIC  PETERSON PRENTICE
ACTION DATA/COMMENTS:

2000/03/14
  12.47.31  CUSTOMER SAYS:   - CUST STATES THAT THE VEH WAS INVOLVED IN
            A FIRE   - THE DATE OF THE FIRE WAS 02/22/00.  - THE FIRE OR
            IGINATED IS N/A   - THE LOCATION OF THE VEH WAS AT THE CUST
            CORRENT ADDRESS INSIDE THE GARAGE   - YES, A FIRE REPORT HAS
             FILED BY THE FIRE DEPT  - THE FINDINGS WERE THAT THE PROBLE
            M WAS ELECTRICAL WAVE NOT YET VERIFIED WHERE IT ORIGINATED
             - THE FIRE REPORT NOW. IS N/A . WAS FILED IN EAST BRUNSWICK
               - A CLAIM HAS BEEN FILED WITH CUST INSURANCE COMPANY   -
            THE STATUS OF THE CLAIM IS THAT THE VEH IS TOTALLED   - NO,
            THE VEH IS NOT REPAIRABLE    PER CUSTOMER, DEALER SAYS:   -
            NONE   CAC ADVISED:  - THIS INFORMATION HAS BEEN FORWARDED T
            O THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW  - A REPRESENTA
            TIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM  - N
            O TIME FRAME AVAILABLE  - IF YOU HAVE NOT ALREADY CONTACTED
            YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO I
            NFERENCE CASE ID:  70
-------------------------------------------------------------------------------------
ORIGIN:    CALGL  - CONSUMER AFFAIRS - LITIGATION PREVENTION  COMMUNICATION: PHONE
ACTION:    LP302  - SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
DOCUMENT:           ANALYST: 5975MN  MICHELE  HENDERSON
ACTION DATA/COMMENTS:

2000/05/15
  17.28.14  CERTIFED LETTER #                          SENT VIA US MAIL.
            3/13/00   LPA SENT LETTER OF ACKNOWLEDGEMENT TO CUSTOMER.
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OWNER RELATIONS 03/31/2000 MMFAXPRN

WHZ 8894

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03/31/2000              MASTER OWNER RELATIONS SYSTEM III              13.31.39
=====================================================================================
                          LEGAL ISSUE                        CASE NBR: 1460070700
REGION: 13 NEW YORK       ZONE: C1                             OPENED: 03/10/2000
VIN:  2FAPP74W2N[redacted]  ENGINE: N    VEH TYPE: C             CLOSED:
=====================================================================================
-------------------------------------------------------------------------------------
ORIGIN:    CALGL  - CONSUMER AFFAIRS - LITIGATION PREVENTION  COMMUNICATION: PHONE
ACTION:    LP381  - MAKE OUTBOUND CALL TO CUSTOMER
DOCUMENT:           ANALYST: 5975MN  MICHELE  HENDERSON
ACTION DATA/COMMENTS:

2000/03/16
  09.59.38  CONTACT PERSON                                  SRV MGR:ROBERT YOUNG.
            3/16/00 LPA CALLED DEALERSHIP FOR SERVICE MANAGER BOB YOUNG.
            HE'S NOT IN THE OFFICE TODAY AND HE IS THE ONE WHO MUST HAND
            LE THIS TYPE OF SITUATION. BETH TRANSFERED LPA TO HIS VOICE
            MAIL. LEFT DETAILED MESSAGE REQUESTIN A CALL BACK. HE SHOULD
            BE IN THE OFFICE TOMORROW.
-------------------------------------------------------------------------------------
ORIGIN:    CALGL  - CONSUMER AFFAIRS - LITIGATION PREVENTION  COMMUNICATION: PHONE
ACTION:    LP400  - REQUEST FOR VEHICLE INSPECTION- DETERMINE LIABILITY
DOCUMENT:           ANALYST: 5975MN  MICHELE  HENDERSON
ACTION DATA/COMMENTS:

2000/03/17
  10.42.57  INSPECTOR NAME                                  FRANK ALTER
            EAA                                             Y
            3/17/00   LPA SENT REQUEST FOR VEHICLE INSPECTION TO EAA...
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WWZ 0095

(10)

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BEGINNING OF CONTACT
03/31/2000                MASTER OWNER RELATIONS SYSTEM III                 13.51.30
=====================================================================================
                                LEGAL ISSUE                          CASE NBR: 1497071530
REGION: 13 NEW YORK           ZONE: B1                                OPENED: 06/02/1998
VIN:  2FALP72W0T[redacted]    ENGINE: W     VEH TYPE: C               CLOSED: 06/02/1998
=====================================================================================
LAST NAME:  [redacted]                                                STATUS: CLOSED
TITLE:      [redacted]          FIRST NAME:                           MI:
ADDRESS:
CITY:       LONG ISLAND CITY    STATE:        NY                      ZIP:  [redacted]
HOME PHONE: [redacted]
MODEL YEAR:  1998                MODEL:        CROWN VIC F  4DR SEDAN
MILEAGE:          1
DEALER NAME:  LA FRES FORD INC    SALES CODE:  F15033                P & A:  85610
REASON CODE:  0789 LEGAL - FIRE CLAIM
SYMPTOMS:     784247 FIRE/SMOKE SMOKE UNDER VEHICLE
-------------------------------------------------------------------------------------
ORIGIN:    CALGL  - CONSUMER AFFAIRS - LITIGATION PREVENTION  COMMUNICATION: MAIL
ACTION:    LP200  - OPEN LEGAL CONTACT - PRODUCT LIABILITY
DOCUMENT:           ANALYST: RWHITPIE  ROSALYN WHITFIELD
ACTION DATA/COMMENTS:

1998/06/02
  13.43.48  CUSTOMER SAYS:   ****FLEET REQUEST****REQUEST FAXED TO CONSUME
            R AFFAIRS 5/22/98.  FLEET CONTRACT: TONY GEORGITON (718)784-
            5217.  VEHICLE LOCATION: LA FRES FORD.  CUSTOMER ALLEGES WHI
            LE VEHICLE WAS BEING DRIVEN ON MAIST IN MANHATTAN ON 2/2/98
            SUDDENLY SMOKE STARTED COMING FROM THE ENGINE.  THE DRIVER
            IMMEDIATELY PULLED OVER AND TURNED VEHICLE OFF.  AT THAT TIM
            E THE WHOLE VEHICLE WAS ENGULFED IN FLAMES.  PER CUSTOMER, D
            EALER SAYS:     CAC ADVISED:
-------------------------------------------------------------------------------------
ORIGIN:    CALGL  - CONSUMER AFFAIRS - LITIGATION PREVENTION  COMMUNICATION: MAIL
ACTION:    LP4000 - FINAL CASE DISPOSITION
DOCUMENT:           ANALYST: 21760M  ORLANDO  MADROX
ACTION DATA/COMMENTS:

1998/10/08
  15.02.55  LPA SENT INSPECTION TO FLEET SERVICE. CLOSING CASE
-------------------------------------------------------------------------------------
ORIGIN:    CALNTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION  COMMUNICATION: MAIL
ACTION:    SL603  - ADD MICRO NUMBER/DOC ID
DOCUMENT: 553174    ANALYST: 34215M  SARARA MCCRANEY
ACTION DATA/COMMENTS:

1998/10/20
  16.46.28  MICRO NUMBER ADDED: 5531740
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WHZ 8896

(11)

BEGINNING OF CONTACT
03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.31.39

LEGAL ISSUE CASE NBR: 1605852509
REGION: 23 MEMPHIS ZONE: Y OPENED: 09/17/1999
VIN: 2FALP71W4T[redacted] ENGINE: N VEH TYPE: C CLOSED: 09/17/1999

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: [redacted]
CITY: MEMPHIS STATE: TN ZIP: [redacted]
HOME PHONE:
MODEL YEAR: 1996 MODEL: CROWN VIC P 4DR SEDAN
MILEAGE: 12110
DEALER NAME: FORD MOTOR COMPANY- SALES CODE: F23400 P & A: 68063
REASON CODE: 0700 LEGAL - FIRE CLAIM
SYMPTOMS: 704300 FIRE/SMOKE SCORCHED/BURNT

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP200 - OPEN LEGAL CONTACT - PRODUCT LIABILITY
DOCUMENT: ANALYST: DFLETCH6 DOLCINA FLETCHER
ACTION DATA/COMMENTS:

1999/09/17
08.21.11 ********** FLEET FAX REC'D 09/16/99 **********
FLEET CONTACT: SANDRA E. BURGASS @ (901) 376-6227
ALLEGES DEFECTIVE VEHICLE.
THE VEHICLE CAUGHT FIRE IN THE ENGINE AREA WHILE PARKED.
** CUSTOMER REQUESTS FORD REIMBURSE FOR REPAIRS.***
NOTE: THE VEHICLE WAS REPAIRED AT OAKLEY KEESEE FORD.
**
FCSD FLEET SERVICE CONTACT: KEITH MAJESKI @ (513) 590-1888.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP309 - SEND FAX TO EAA
DOCUMENT: ANALYST: 9626LF LOURDES FONSECA
ACTION DATA/COMMENTS:

14.35.49 CONTACT PERSON VOICE MAIL
LPA FAXED INFO TO JOHN O'SHERIDAN, EAA.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP1818 - REDIRECT TO MAPS
DOCUMENT: ANALYST: 9626LF LOURDES FONSECA
ACTION DATA/COMMENTS:

1999/09/29
09.44.58 LPA FORWARDED INSPECTION REPORT (JOHN O'SHERIDAN, EAA) TO
KEITH MAJESKI IN CVD.

OWNER RELATIONS 03/31/2000 MMFAXPRO

unknown cause

WHZ 8897

03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.31.39

LEGAL ISSUE CASE NBR: 1605852599
REGION: 23 MEMPHIS ZONE: Y OPENED: 09/17/1999
VIN: 2FALP71W4T[redacted] ENGINE: W VEH TYPE: C CLOSED: 10/22/1999

ORIGIN: NAFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: FAX
ACTION: NAF133 - MISCELLANEOUS
DOCUMENT: ANALYST: KMAJESKI KEITH MAJESKI
ACTION DATA/COMMENTS:

1999/10/22
16.06.27 FIRE COULD NOT BE CONCLUSIVELY DETERMINED TO BE DUE TO A VEH
ICLE DEFECT. FLT REQUESTED, AND WILL BE SENT A LETTER STAT
ING THE DECISION.

ORIGIN: NAFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: FAX
ACTION: NAF133 - MISCELLANEOUS
DOCUMENT: ANALYST: KMAJESKI KEITH MAJESKI
ACTION DATA/COMMENTS:

1999/10/25
09.37.48 NAFS HAS SUCCESSFULLY TRANSMITTED FAX DIRECTING THE FLT TO
THEIR INSURANCE CO.

WWZ 8898

BEGINNING OF CONTACT
05/31/2000 MASTER OWNER RELATIONS SYSTEM III 15.31.39

INFORMATION ISSUE CASE NBR: 1605852599
REGION: 23 MEMPHI[redacted] ZONE: A1 OPENED: 09/16/1999
VIN: 2FALP71W4TX[redacted] ENGINE: N VEH TYPE: C CLOSED: 09/16/1999

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: [redacted]
CITY: MEMPHIS STATE: TN ZIP: [redacted]
HOME PHONE:
MODEL YEAR: 1986 MODEL: CROWN VIC P 4DR SEDAN
MILEAGE: 12110
DEALER NAME: OAKLEY-KEESEE FORD SALES CODE: F23002 P & A: 05938
REASON CODE: 4013 MISC INQUIRY - GENERAL/OTHER
SYMPTOMS: 784300 FIRE/SMOKE SCORCHED/BURNT

ORIGIN: WAFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: PHONE
ACTION: WAF129 - OPEN WAFS CONTACT-PRODUCT LIABILITY
DOCUMENT: ANALYST: KRAJESKI KEITH MAJESKI
ACTION DATA/COMMENTS:

1999/09/16
16.49.48 FLT CALLED REGARDING VEHICLE FIRE FROM ENGINE COMPARTMENT. WAFS WILL INFORM CONSUMER AFFAIRS TO SEND OUT AN INSPECTOR. VEHICLE FIRE BEGAN WHILE PARKED. NO INJURIES, NO PROPERTY DAMAGE. FIRE DEPT INVESTIGATION STATES THAT THERE WAS A SHO RT CIRCUIT.

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: F23002 OAKLEY-KEESEE FORD INC
ACTION DATA/COMMENTS:

2000/01/13
18.42.17 THE FIRE DEPT WAS THE TRUCK IN THEIR SHOP FOR REPAIRS

WHZ 8899

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BEGINNING OF CONTACT
03/31/2000                MASTER OWNER RELATIONS SYSTEM III                13.31.39
=====================================================================================
                          LEGAL ISSUE                          CASE NBR: 1538593139
REGION: 15 NEW YORK       ZONE: Y                                OPENED: 11/09/1999
VIN:  2FAFP72W73X[redacted]  ENGINE: N    WEN TYPE: C             CLOSED: 11/09/1999
=====================================================================================
LAST NAME: [redacted]                                            STATUS: CLOSED
TITLE:                                FIRST NAME:                MI:
ADDRESS:   [redacted]
CITY:          NEW YORK               STATE:       NY            ZIP:  [redacted]
HOME PHONE:
MODEL YEAR:    1999                   MODEL:       CROWN VICTORIA F 4DR SEDAN
MILEAGE:       $5200
DEALER NAME:   FORD MOTOR COMPANY- SALES CODE:  P13000        P & A:  68013
REASON CODE:   8700 LEGAL - FIRE CLAIM
SYMPTOMS:      704345 FIRE/SMOKE SCORCHED/BURNT UNDERHOOD
-------------------------------------------------------------------------------------
ORIGIN:     CALDL  - CONSUMER AFFAIRS - LITIGATION PREVENTION  COMMUNICATION: FAX
ACTION:     LP200  - OPEN LEGAL CONTACT - PRODUCT LIABILITY
DOCUMENT:            ANALYST: 9342LE  LANDRE   EAGLETON
ACTION DATA/COMMENTS:

1999/11/09
  15.38.54  ***************** FLEET FAX REC'D 11/09/99 *****************
            FLEET CONTACT:JUNIOR BHATTI @ (212) 691-7171
            ALLEGES DEFECTIVE VEHICLE.
            VEHICLE CAUGHT FIRE UNDER THE HOOD
            **NO RESOLUTION STATED.**
            **
            **
            FCSD FLEET SERVICE CONTACT:DAVE SHUMAKER @ (313) 317-1866.
-------------------------------------------------------------------------------------
ORIGIN:     CALDL  - CONSUMER AFFAIRS - LITIGATION PREVENTION  COMMUNICATION: FAX
ACTION:     LP301  - MAKE OUTBOUND CALL TO CUSTOMER
DOCUMENT:            ANALYST: 9835MN  MICHELLE MULL
ACTION DATA/COMMENTS:

1999/11/11
  10.44.09  CONTACT PERSON                                  JR. BHATTI
            CONTACT CUSTOMER ON 11/11/99. ADVISED THAT INDIVIDUAL HANDLI
            NG THIS MATTER WILL RECONTACT HIM ON 11/16/99. HE ADVISED TH
            AT VEHICLE IS LOCATED AT 196 11TH AVE NY, NY IN A 24 HOUR PA
            RKING GARAGE.
-------------------------------------------------------------------------------------
ORIGIN:     CALDL  - CONSUMER AFFAIRS - LITIGATION PREVENTION  COMMUNICATION: FAX
ACTION:     LP421  - INFORMATIONAL CALL/FAX WITH EAA
DOCUMENT:            ANALYST: 9975MN  MICHELE  HENDERSON
ACTION DATA/COMMENTS:

1999/12/01
  09.56.20  12/1/99   LPA CALLED EAA INSP FRANK ALTER. LEFT MESSAGE FOR
                      CALL BACK.  FAXED CUSTOMER INFORMATION TO HIS ATTN
                      AFTER SPEAKING WITH MRS. ALTER.
                      ALSO SPOKE WITH NAFS CONTACT:DAVE SHUMAKER FOR

OWNER RELATIONS                   03/31/2000  MRFAXPRG
```

MWZ 8900

03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.31.39

LEGAL ISSUE CASE NBR: 1536595139
REGION: 13 NEW YORK ZONE: Y OPENED: 11/09/1999
VIN: 2FAPP72H7X[redacted] ENGINE: H VEH TYPE: C CLOSED: 12/01/1999

1999/12/01
09.36.20 CURRENT LOCATION OF VEHICLE.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP421 - INFORMATIONAL CALL/FAX WITH EAA
DOCUMENT: ANALYST: 5975MN MICHELE HENDERSON
ACTION DATA/COMMENTS:

1999/12/07
15.33.51 12/7/99 LPA CALLED EAA INSPECTOR AS FOLLOW-UP. TO DATE, HAVE NOT HEARD FROM HIM. LEFT MESSAGE REQUESTION CALL BACK.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP423 - INFORMATIONAL CALL/FAX WITH CUSTOMER
DOCUMENT: ANALYST: 5975MN MICHELE HENDERSON
ACTION DATA/COMMENTS:

1999/12/23
12.30.11 12/23/99 LPA CALLED TAXI COMPANY. SPOKE WITH HONOMED,PER HIS DRIVER. VEHICLE WAS BEING DRIVEN ACROSS A BRIDGE WHEN SMOKE STARTED COMING FROM HOOD AREA. DRIVER STOPPED,TRIED TO LIFT HOOD, BUT WAS UNABLE TO. CALLED 911 FOR FIRE DEPT., BUT AS HE WAS ON BRIDGE, VEHICLE WAS HARD TO REACH. FIRE ENGULFED VEHICLE. STATED INSURANCE COMPANY WAS CONTACTED, BUT ONLY TO REPORT NEW VEHICLE NOT FOR THIS CLAIM

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP1818 - REDIRECT TO NAFS
DOCUMENT: ANALYST: 5975MN MICHELE HENDERSON
ACTION DATA/COMMENTS:

1999/12/27
10.03.48 12/27/99 LPA CALLED NAFS CONTACT:TO LET HIM KNOW INSPECTION REPORT IS ON THE WAY VIA INTER OFFICE MAIL. LPA TO CLOSE CASE.

WHZ 8901

BEGINNING OF CONTACT
03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.31.59

INFORMATION ISSUE CASE NBR: 1558593139
REGION: ZONE: OPENED: 11/09/1999
VIN: 2FAFP72M7X[redacted] ENGINE: N VEH TYPE: C CLOSED: 11/09/1999

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] FIRST NAME: MI:
ADDRESS:
CITY: NEW YORK STATE: NY ZIP: [redacted]
HOME PHONE:
MODEL YEAR: 1999 MODEL: CROWN VICTORIA F 4DR SEDAN
MILEAGE: 35200
DEALER NAME: SALES CODE: P G A:
REASON CODE: 0709 LEGAL - FIRE CLAIM
SYMPTOMS: 704148 FIRE/SMOKE VISIBLE FLAME UNDERHOOD

ORIGIN: NAFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: PHONE
ACTION: BS0312 - INBOUND CALL FROM CUSTOMER
DOCUMENT: ANALYST: BSHUMAKI DAVID SHUMAKER
ACTION DATA/COMMENTS:

1999/11/09
14.44.19 JUNIOR CALLED FROM FLEET TO REQUEST VEHICLE INSPECTION.
ON 8/22/1999 WITH 2 PASSENGERS IN THE CAR THE DRIVER
NOTICED A PUFF OF SMOKE FROM UNDER THE HOOD AND THEN FLAMES
ALL OCCUPANTS EXITED WITHOUT INJURY.
JUNIOR STATES THAT HE ORIGINALLY CONSULTED WITH A COUPLE OF
ATTORNEYS, BUT THEN ON THE ADVICE OF A FRIEND DECIDED TO
SEE WHAT FORD WOULD DO BEFORE RETAINING THEM.
JUNIOR STATES THAT NO REPAIRS HAVE BEEN ATAMPTED AND ALSO
SAID THAT THE CAR IS BURNED BEYOND RECOGNITION.
JUNIOR BHATTI-212.491-7171

ORIGIN: NAFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: PHONE
ACTION: BAC067 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: BSHUMAKI DAVID SHUMAKER
ACTION DATA/COMMENTS:

2000/01/24
16.19.03 NAFS RECEIVED INSPECTION REPORT. REPORT FOUND NO FACTORY
DEFECT THAT CAUSED FIRE. NOTE- WHEN FLEET CALLED IN THEY
REPORTED THE CAR HAD 35,200 MILES. INSPECTION REPORT
INDICATES 66,589 MILES.
NAFS SPOKE TO MOHAMED SULTAN AT FLEET. INFORMED HIM THAT
FORD PROPOSES NO FURTHER ACTION. ASKED FOR A COPY OF THE
REPORT- WHEN TOLD THAT IT IS CONFIDENTIAL HE STATED THAT
HE MAY HIRE HIS OWN INSPECTOR.

OWNER RELATIONS 03/31/2000 MMFASPRO

WWZ 8902

(13)

BEGINNING OF CONTACT
03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.31.39

LEGAL ISSUE CASE NBR: 0457141979
REGION: 56 DENVER ZONE: CI OPENED: 07/16/1999
VIN: 1LNFM82[redacted] ENGINE: W VEH TYPE: C CLOSED: 07/16/1999

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: POLANCO STATE: MN ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1998 MODEL: TOWN CAR SIGNATURE 4DR
MILEAGE: 1
DEALER NAME: ALBUQUERQUE LINCOLN SALES CODE: L55322 F & A: 16140
REASON CODE: 0709 LEGAL - FIRE CLAIM
SYMPTOMS: 704547 FIRE/SMOKE SCORCHED/BURNT UNDER VEHICLE

ORIGIN: CAC - GENERAL CAC COMMUNICATION: PHONE
ACTION: DR0001 - NO ACTION REQUIRED; INFORMATION ONLY
DOCUMENT: ANALYST: ESVEB1 ERAN SVEB
ACTION DATA/COMMENTS:

1999/07/16
11.31.02 CUSTOMER SAYS: * LAWSUIT AGAINST LINCOLN AGENCY IN NEW MEX
ICO DUE TO A FIRE THAT CAUSED THE VEH TO BURN DOWN DUE TO A
PRODUCT DEFECT * HAVE PROOF THAT AGENCY BRIBED THE NEW CUS
T * BRIBES OVERLOOKED THE PROBLEMS THE VEH HAS EXPERIENCING
* SEEKING A REFUND FOR THE VEH BEING BURNT DOWN * VEH CAU
GHT ON FIRE ON JAN 20/1998 * SMOKE STARTED FROM UNDER HOOD
AND STARTED THE FIRE * VEH WOULD STALL EVERY 50 MILES, AND
THEN CAUGHT ON FIRE * NO FIRE REPORT WAS FILED * INSURANCE
CO HAS CONTACTED AND SAID THAT FIRE WAS DUE TO A PRODUCT DE
FECT; INSURANCE CO DID NOT PAY FOR THE FIRE CLAIM B/C THEY S
AY THE FIRE WAS DUE TO A FACTORY DEFECT * ATTORNEY'S NAME :
MR. MANUEL MORENO TORRES
22 RIO TIBER INT. 4
MEXICO CITY, 06600
(525) 287- 4016 * FEELS THAT AGENCY IS A VERY STR
ONG CONCERN; THEY WERE NO HELP TO US, THEY PUT DOWN PER CU
STOMER, DEALER SAYS: NONE CAC ADVISED: - THIS INFORMATIO
N HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR
REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW
UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE
NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE C
ONCERN, PLEASE DO SO INFERENCE CASE ID: 75

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 24 - ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS DEPT
DOCUMENT: ANALYST: ESVEB1 ERAN SVEB
ACTION DATA/COMMENTS:
CUSTOMER SAYS: * LAWSUIT AGAINST LINCOLN AGENCY IN NEW MEX
ICO DUE TO A FIRE THAT CAUSED THE VEH TO BURN DOWN DUE TO A
PRODUCT DEFECT * HAVE PROOF THAT AGENCY BRIBED THE NEW CUS
T * BRIBES OVERLOOKED THE PROBLEMS THE VEH HAS EXPERIENCING

OWNER RELATIONS 03/31/2000 MMFAXPRO

WHZ 0903

03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.31.59

LEGAL ISSUE CASE NBR: 0457141979
REGION: 56 DENVER [redacted] ZONE: C1 OPENED: 07/16/1999
VIN: 1LNFM82N00[redacted] ENGINE: N VEH TYPE: C CLOSED: 07/16/1999

1999/07/16
11.11.02 = SEEKING A REFUND FOR THE VEH BEING BURNT DOWN = VEH CAU
GHT ON FIRE ON JAN 28/1998 = SMOKE STARTED FROM UNDER HOOD
AND STARTED THE FIRE = VEH WOULD STALL EVERY 50 MILES, AND
THEN CAUGHT ON FIRE = NO FIRE REPORT WAS FILED = INSURANCE
CO WAS CONTACTED AND SAID THAT FIRE WAS DUE TO A PRODUCT DE
FECT; INSURANCE CO DID NOT PAY FOR THE FIRE CLAIM B/C THEY S
AY THE FIRE WAS DUE TO A FACTORY DEFECT = ATTORNEY'S NAME :
MR. MANUEL MORENO TORRES
22 RIO TIBER INT. 4
MEXICO CITY, 06600
(525) 207- 4016 = FEELS THAT AGENCY IS A VERY STR
ONG CONCERN: THEY WERE NO HELP TO US, THEY PUT DOWN PER CU
STOMER, DEALER SAYS: NONE CAC ADVISED: - THIS INFORMATIO
N HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR
REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW
UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE
NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE C
ONCERN, PLEASE DO SO INFERENCE CASE ID: 73

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP500 - MAKE OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: 9245LG LEAN GALE
ACTION DATA/COMMENTS:

1999/07/26
11.52.57 CONTACT PERSON BARRIN AT ALBUQUERQUE L-M
LPA SPOKE WITH BARRIN IN THE SERVICE DEPARTMENT OF THE
DEALERSHIP WHO ADVISED THAT THEY HAVE NO SERVICE RECORDS OR
CONTACTS BY CUSTOMER

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP301 - MAKE OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: 9245LG LEAN GALE
ACTION DATA/COMMENTS:

11.55.55 CONTACT PERSON MESSAGE LEFT ON ANSWERING MACHINE
LPA LEFT A MESSAGE ON THE ANSWERING MACHINE AT THE PHONE
NUMBER PROVIDED ASKING THAT THE CUSTOMER CONTACT ME BACK
AT 313 846-8547

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: 9245LG LEAN GALE
ACTION DATA/COMMENTS:

1999/08/18
13.24.54 LPA VERIFIED NO INJURIES FROM FIRE. CUSTOMER NO LONGER OWNS

OWNER RELATIONS 03/31/2000 MMFAXPRO

WHZ 8904

03/31/2000 MASTER OWNER RELATIONS SYSTEM III 15.31.99

LEGAL ISSUE CASE NBR: 0457141979
REGION: 56 DENVER ZONE: C1 OPENED: 07/16/1999
VIN: 1LUFM02MXNY[redacted] ENGINE: W VEH TYPE: C CLOSED: 08/18/1999

1999/08/18
13.24.54 VEHICLE. LPA APOLOGIZED FOR CONCERN AND ADVISED THAT MATTER IS ONE FOR THE INSURANCE COMPANY--EXPLAINED SUBROGATION PROCESS

WHZ 8905

(19)

BEGINNING OF CONTACT
03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.51.39

CONCERN ISSUE CASE NBR: 1359011739
REGION: 24 ORLANDO ZONE: B1 OPENED: 06/22/1999
VIN: 1LNLM82W7VY[redacted] ENGINE: N VEH TYPE: C CLOSED: 06/22/1999

LAST NAME: [redacted] STATUS: [redacted]
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: STATE: FL ZIP:
HOME PHONE: [redacted]
MODEL YEAR: 1997 MODEL: TOWN CAR SIGNATURE 4DR
MILEAGE: 14000
DEALER NAME: NORTHGATE LINCOLN-M SALES CODE: L25168 P & A: 11645
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 703400 ODOR UNDER VEHICLE

ORIGIN: CAC - GENERAL CAC COMMUNICATION: PHONE
ACTION: BRB004 - REQUEST CRM/SVC MGR TO CONTACT CUSTOMER
DOCUMENT: ANALYST: LBUTCH LAWRENCE BUTCHESSION
ACTION DATA/COMMENTS:

1999/06/22
09.52.10 CUSTOMER SAYS: - THERE WAS A SLIGHT TRACE OF AN ODOR OF BU
RNING RUBBER FROM AROUND THE FRONT WHEEL WELLS PER CUSTOMER
, DEALER SAYS: - NONE CAC ADVISED: - OBC DLR, SPOKE WITH
BOB KENDALL - CUST WILL CONTACT DLR FOR SERVICE - VEHICLE
UNDER BUMPER-TO-BUMPER WARRANTY - WILL FORWARD INFORMATION
TO THE DEALERSHIP - WILL REQUEST CRM/SERVICE MANAGER CON
TACT CUSTOMER WITHIN 2 BUSINESS DAYS INFERENCE CASE IS: 4
549

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: LBUTCH LAWRENCE BUTCHESSION
ACTION DATA/COMMENTS:
CUSTOMER SAYS: - THERE WAS A SLIGHT TRACE OF AN ODOR OF BU
RNING RUBBER FROM AROUND THE FRONT WHEEL WELLS PER CUSTOMER
, DEALER SAYS: - NONE CAC ADVISED: - OBC DLR, SPOKE WITH
BOB KENDALL - CUST WILL CONTACT DLR FOR SERVICE - VEHICLE
UNDER BUMPER-TO-BUMPER WARRANTY - WILL FORWARD INFORMATION
TO THE DEALERSHIP - WILL REQUEST CRM/SERVICE MANAGER CON
TACT CUSTOMER WITHIN 2 BUSINESS DAYS INFERENCE CASE IS: 4
549

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: BAC004 - UNABLE TO CONTACT CUSTOMER 3 TIMES
DOCUMENT: ANALYST: L25168 NORTHGATE LINCOLN-MERCUR
ACTION DATA/COMMENTS:

1999/06/30
10.03.55 TO WAS TRIED ON SEVERAL OCCASIONS TO CONTACT THE CUSTOMER
THE DAY NUMBER IS INCORRECT TO TRIED WITH OTHER AREA CODES
SUCH AS 727 WITH NO AVAIL. THE HOME NUMBER IS OK RINGS BUT N

OWNER RELATIONS 03/31/2000 MMFASPER

WHZ 8906

03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.31.59

CONCERN ISSUE CASE NUM: 1599011739
REGION: 24 ORLAND[redacted] ZONE: 81 OPENED: 06/22/1999
VIN: 1LNLM82W7YY[redacted] ENGINE: N VEH TYPE: C CLOSED: 06/30/1999

1999/06/30
10.03.55 O ANSWER NOR ANY ANSWERING MACHINE. THE CUSTOMER ONLY NEEDS TO BRING IN SO WE CAN SEE WHAT IS WRONG AND MAKE ANY NEEDED REPAIRS.

OWNER RELATIONS 03/31/2000 MMFAXPRO

WHZ 8907

(15)

BEGINNING OF CONTACT
05/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.31.39

LEGAL ISSUE CASE NO: 1451311058
REGION: 10 SBR ZONE: W1 OPENED: 08/03/1999
VIN: 2M6FM7SW5[redacted] ENGINE: W VEH TYPE: C CLOSED: 08/03/1999

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: FARMINGTON STATE: MO ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1990 MODEL: GRAND MARQUIS LS 4DR SDN
MILEAGE: 1500
DEALER NAME: POTOSI FORD-MERCURY SALES CODE: F93786 P & A: 01664
REASON CODE: 0709 LEGAL - FIRE CLAIM
SYMPTOMS: 704500 FIRE/SMOKE SCORCHED/BURNT

ORIGIN: CALOL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP200 - OPEN LEGAL CONTACT - PRODUCT LIABILITY
DOCUMENT: ANALYST: DFLETCH6 DOLCINA FLETCHER
ACTION DATA/COMMENTS:

1999/08/03
11.40.44 ********** DEALER REQUEST LETTER **********
REC'D 08/03/99
DEALERSHIP CONTACT: CLAUDENE SMITH @ (573) 436-2174
ALLEGES DEFECTIVE VEHICLE, ELECTRICAL SHORT IN ENGINE COMPARTMENT CAUSED FIRE. NOTE: ATTORNEY MARK A. LUDWIG @ (573) 636-2177.
*** CUSTOMER REQUESTS FORD COMPENSATE FOR DAMAGES.***

ORIGIN: CALOL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP1814 - REDIRECT TO DOC - SUBROGATION CLAIM
DOCUMENT: ANALYST: ZZZ49K VINCE KIRKSEY
ACTION DATA/COMMENTS:

14.32.47 ***LPA COMMENTS***
LPA SPOKE WITH THE DEALERSHIP WHO SENT OVER A DEALER REQUEST FORM FOR CONSUMER AFFAIRS REVIEW. LPA SPOKE WITH THE SALES MANAGER WHO RECEIVE A LETTER FROM THE ATTORNEY REPRESENTING THE INSURANCE COMPANY IN A LAWSUIT. THE SALES MANAGER SAYS THAT THE INCIDENT HAPPEN 4/14/98. AT THAT TIME THE DEALER CONTACTED THERE ATTORNEY TO INFORM THEM OF THE INCIDENT, BUT THERE WAS NOTING DONE BY THE CUSTOMER OR THE INSURANCE CO. THE VEHICLE CLAIM WAS PAID AND NOW THE INSURANCE IS FILING FOR SUBROGATION AGAINST FORD MOTOR COMPANY AND THE DEALER. LPA WILL FORWARD THE FILE TO DOC FOR REVIEW AND HAS GIVEN THE ATTORNEY A ADDRESS TO FORWARD HIS CLAIM. THE CONTACT PERSON FOR THE INSURANCE COMPANY IS ATTORNEY-MARK LUDWIG. NO FURTHER ACTION IS NEEDED BY LITIGATION PREVENTION.

OWNER RELATIONS 05/31/2000 MMFAXPRG

WMZ 8908

03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.31.39

LEGAL ISSUE CASE NBR: 1431311058
REGION: 10 SDR ZONE: NI OPENED: 08/03/1999
VIN: 2MEFM75H5H[redacted] ENGINE: W VEH TYPE: C CLOSED: 10/12/1999

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP5001 - LITIGATION OCCURRED!
DOCUMENT: ANALYST: ZZZ4VK VINCE KIRKSEY
ACTION DATA/COMMENTS:

1999/10/12
09.48.31 ANSWER Y/N Y
LPA COMMENTS
LPA HAS FORWARDED THE CASE TO OOC FOR REVIEW. LITIGATION HAS OCCURRED ON THE ABOVE VEHICLE.

OWNER RELATIONS 03/31/2000 MMFAXPRG

WHZ 0909

(16)

BEGINNING OF CONTACT
05/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.51.39

LEGAL ISSUE CASE NBR: 1202530749
REGION: 10 SDR [redacted] ZONE: MI OPENED: 03/15/1999
VIN: 2FAFP71W3XX[redacted] ENGINE: W VEH TYPE: C CLOSED: 05/15/1999

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] FIRST NAME: MI:
ADDRESS: [redacted]
CITY: [redacted] STATE: IA ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: [redacted] MODEL: CROWN VICTORIA P 4DR SEDAN
MILEAGE: 1500
DEALER NAME: MIDLAND FORD-MERCUR SALES CODE: F58540 P O A: 07315
REASON CODE: 0789 LEGAL - FIRE CLAIM
SYMPTOMS: 744500 FIRE/SMOKE SCORCHED/BURNT

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP200 - OPEN LEGAL CONTACT - PRODUCT LIABILITY
DOCUMENT: ANALYST: 463615 LUVENIA SMITH
ACTION DATA/COMMENTS:

1999/05/15
07.50.53 ********** DEALER REQUEST LETTER **********
REC'D 05/11/99
DEALERSHIP CONTACT: LEON KLEINLESSELINK @ (712) 737-4948
ALLEGES FIRE STARTED ON RIGHT SIDE UNDERHOOD.
NO REQUEST LISTED.

Does Right side mean Passenger side ?

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP500 - MAKE OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: 9245LG LEAH GALE
ACTION DATA/COMMENTS:

1999/03/16
16.15.15 CONTACT PERSON LEON KLEINLESSLINK
LPA SPOKE WITH SERVICE MANAGER LEON KLEINLESSELINK.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP504 - REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
DOCUMENT: ANALYST: 9245LG LEAH GALE
ACTION DATA/COMMENTS:

16.17.09 LPA SPOKE WITH SERVICE MANAGER LEON KLEINLESSLINK WHO VERIFIED NO INJURIES IN FIRE. PER LEON CUSTOMER WAS NOT LOOKING FOR ANYTHING FROM FORD AT THIS POINT--CUSTOMER IS WORKING THROUGH INSURANCE COMPANY AND IS NOT SEEKING CONTACT BY FORD. PER LEON WE SENT THE FAX TO MAKE US AWARE OF THE CONCERN.

OWNER RELATIONS 05/31/2000 MMFAXPRG

WWZ 0910

03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.31.30

LEGAL ISSUE CASE NUM: 1282538749
REGION: 10 SOR ZONE: N1 OPENED: 03/15/1999
VIN: 2FAFP71W5XX[redacted] ENGINE: N VEH TYPE: C CLOSED: 03/16/1999

ORIGIN: CALOL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LF4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: 9245LO LEAH DALE
ACTION DATA/COMMENTS:

1999/03/16
16.17.25 LPA SPOKE WITH SERVICE MANAGER LEON KLEINLESSLING AND VERIFIED NO INJURIES IN FIRE. PER LEON CUSTOMER HAS NOT LOOKING FOR ANYTHING FROM FORD AT THIS POINT--CUSTOMER IS MOVING THROUGH INSURANCE COMPANY AND IS NOT SEEKING CONTACT BY FORD. PER LEON HE SENT THE FAX TO MAKE US AWARE OF THE CONCERN.

WWZ 0911

(17)

BEGINNING OF CONTACT
04/03/2000 MASTER OWNER RELATIONS SYSTEM III 10.49.07

CONCERN ISSUE CASE NBR: 0406142458
REGION: 40 DETROIT ZONE: C2 OPENED: 09/02/1998
VIN: 2MEFM74W1WX[redacted] ENGINE: W VEH TYPE: C CLOSED: 09/02/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: MR FIRST NAME: [redacted] MI: [redacted]
ADDRESS: [redacted]
CITY: [redacted] STATE: MI ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: [redacted] MODEL: GRAND MARQUIS GS 4DR SDN
MILEAGE: 5141
DEALER NAME: ARNOLD LINCOLN-MERC SALES CODE: L45201 F O A: 18920
REASON CODE: 100A PARTS - REGIONAL ASSISTANCE
SYMPTOMS: 404202 FUEL SYSTEM ODOR PASSENGER COMP.

ORIGIN: CAC - GENERAL CAC COMMUNICATION: PHONE
ACTION: DR0004 - REQUEST CRM/SVC MGR TO CONTACT CUSTOMER
DOCUMENT: ANALYST: BLEARN BRYAN LEARN
ACTION DATA/COMMENTS:

1998/09/02
11.15.02 CUSTOMER SAYS: ON 7/21/98 THERE WAS A FIRE UNDER THE HOOD, THE WAS A LIST OF 22 ITEMS NEEDTO BE REPLACED. IT HAS BEEN FIX OTHER THEN THE FUEL RAIL IN WITCH THE BLR KEEP ORDERING INCORRECTLY. WHAT DO I DO ABOUT THIS. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: ADVISE CUSTOMER INFORMATION WI LL BE SENT TO THE DEALERSHIP OUR OFFICE IS UNABLE TO EXPEDI TE THE PART. STAY IN CONTACT WITH THE CRM/PARTS MANAGER INFERENCE CASE ID: 4281

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 492 - ADVISE CUST INFO WILL BE SENT TO BLR 8 REGION; CONTACT CRM
DOCUMENT: ANALYST: BLEARN BRYAN LEARN
ACTION DATA/COMMENTS:
CUSTOMER SAYS: ON 7/21/98 THERE WAS A FIRE UNDER THE HOOD, THE WAS A LIST OF 22 ITEMS NEEDTO BE REPLACED. IT HAS BEEN FIX OTHER THEN THE FUEL RAIL IN WITCH THE BLR KEEP ORDERING INCORRECTLY. WHAT DO I DO ABOUT THIS. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: ADVISE CUSTOMER INFORMATION WI LL BE SENT TO THE DEALERSHIP OUR OFFICE IS UNABLE TO EXPEDI TE THE PART. STAY IN CONTACT WITH THE CRM/PARTS MANAGER INFERENCE CASE ID: 4281

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC004 - PARTS ORDER STATUS - NATIONAL BACKORDER
DOCUMENT: ANALYST: L45201 ARNOLD LINCOLN-MERCURY C
ACTION DATA/COMMENTS:

1998/09/03
09.18.44 DEALER WAS ORDERED PART CORRECTLY. PART IS 899. DEALER IS WORKING WITH BILL MURPHREY OF FORD MOTOR COMPANY TO TRY TO PROCURE THE PART. MR MURPHREY SENT ONE BUT IT WAS WRONG.

OWNER RELATIONS 04/03/2000 MMFAXPRO

WHZ 0912

04/03/2000 MASTER OWNER RELATIONS SYSTEM III 10.45.07

CONCERN ISSUE CASE NBR: 0486142456
REGION: 43 DETROIT ZONE: C2 OPENED: 09/02/1998
VIN: 2MEFM74H1W[redacted] ENGINE: W VEH TYPE: C CLOSED: 09/22/1998

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC071 - WARRANTY REPAIR DENIED - INSURANCE ISSUE
DOCUMENT: ANALYST: 148281 ARNOLD LINCOLN-MERCURY C
ACTION DATA/COMMENTS:

1998/09/22
10.26.48 CAR COMPLETED AND RETURNED TO CUSTOMER.

WWZ 0913

(18)

BEGINNING OF CONTACT
04/05/2000 MASTER OWNER RELATIONS SYSTEM III 09.25.59

INFORMATION ISSUE CASE NBR: 0612941246
REGION: 52 SOUTHWEST ZONE: 01 OPENED: 03/04/1998
VIN: 2FALP74W2S[redacted] ENGINE: W VEN TYPE: C CLOSED: 05/04/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: STATE: TX ZIP: [redacted]
HOME PHONE:
MODEL YEAR: [redacted] MODEL: CROWN VIC LX 4DR SEDAN
MILEAGE: 88000
DEALER NAME: RUSSELL A SMITH FOR SALES CODE: F52824 F & A: 84572
REASON CODE: 0778 LEGAL - REFER TO INSURANCE COMPANY
SYMPTOMS: 203200 START/CHARGE WIRING - BASIC

ORIGIN: CAC - GENERAL CAC COMMUNICATION: PHONE
ACTION: 000001 - NO ACTION REQUIRED: INFORMATION ONLY
DOCUMENT: ANALYST: ATENESCO ANGELA TENESCO
ACTION DATA/COMMENTS:

1998/05/04
17.00.40 CUSTOMER SAYS: CUST SAYS BROUGHT IN CAR TWICE (ELECTRICAL PROBLEM: REMOVED AND REPLACED ALTERNATOR) MARCH 30, 1998 - CAR CAUGHT ON FIRE - PER CUSTOMER, DEALER SAYS: NOT BECA USE OF THE ALTERNATOR, IT WAS BECAUSE OF THE WIRING HARNESS: BUT ON CUST RECEIPT IT SAYS THAT IT WAS THE DEFECTIVE ALTER NATOR CAC ADVISED: - THIS IS NOT A SITUATION THAT FMC IS A BLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRI ER FOR DIRECTIONS. INFERENCE CASE ID: 79

ORIGIN: CAC130 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 594 - ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE
DOCUMENT: ANALYST: ATENESCO ANGELA TENESCO
ACTION DATA/COMMENTS:
CUSTOMER SAYS: CUST SAYS BROUGHT IN CAR TWICE (ELECTRICAL PROBLEM: REMOVED AND REPLACED ALTERNATOR) MARCH 30, 1998 - CAR CAUGHT ON FIRE - PER CUSTOMER, DEALER SAYS: NOT BECA USE OF THE ALTERNATOR, IT WAS BECAUSE OF THE WIRING HARNESS: BUT ON CUST RECEIPT IT SAYS THAT IT WAS THE DEFECTIVE ALTER NATOR CAC ADVISED: - THIS IS NOT A SITUATION THAT FMC IS A BLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRI ER FOR DIRECTIONS. INFERENCE CASE ID: 79

MMZ 0914

(19)

BEGINNING OF CONTACT
03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.31.39

INFORMATION ISSUE CASE NBR: 0320102519
REGION: ZONE: OPENED: 09/08/1999
VIN: 2FAFP71N2W[redacted] ENGINE: W VEH TYPE: C CLOSED: 09/06/1999

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] FIRST NAME: MI:
ADDRESS: [redacted]
CITY: ENGLEWOOD STATE: NJ ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1998 MODEL: CROWN VIC P 4DR SEDAN
MILEAGE: 30000
DEALER NAME: SALES CODE: P & A:
REASON CODE: 1166 ANA - GENERAL/OTHER
SYMPTOMS: 704545 FIRE/SMOKE SCORCHED/BURNT UNDERHOOD

ORIGIN: NAFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: PHONE
ACTION: NAF129 - OPEN NAFS CONTACT-PRODUCT LIABILITY
DOCUMENT: ANALYST: MMANNS MARISA MANNS
ACTION DATA/COMMENTS:

1999/09/08
09.06.58 DONALD FROM FLT CALLED REQUESTING INVESTIGATION FOR VEH THAT HAD FIRE. AN OFFICER WAS ON A TRAFFIC STOP. LOOKED AT VEH AND SMOKE WAS COMING FROM UNDER THE HOOD. VEH QUICKLY WENT UP IN FLAMES. IT IS COMPLETELY BURNT, AND DONALD SAYS IT CAN NOT BE MOVED. IT IS AT THE POLICE STATION. THERE IS NO BLR INVOLVED. DONALD REQUESTED THAT TOWN MOTORS COME LOOK AT IT, BUT THEY DID NOT RESPOND. NAFS IS FORWARDING REQUEST FOR INVESTIGATION OVER TO LIT PREVENTION.

ORIGIN: NAFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: PHONE
ACTION: NAF131 - CLOSE LEGAL CONTACT
DOCUMENT: ANALYST: MMANNS MARISA MANNS
ACTION DATA/COMMENTS:

1999/10/19
15.50.33 C

unknown cause

OWNER RELATIONS 03/31/2000 NMFAXPRO

WNZ 0915

(20)

BEGINNING OF CONTACT
03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.51.39

CONCERN ISSUE CASE NUM: 051100190
REGION: 71 CALIFORNIA ZONE: C4 OPENED: 01/28/2000
VIN: [redacted] ENGINE: N VEH TYPE: C CLOSED: 01/28/2000

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: [redacted] STATE: CA ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1990 MODEL: TOWN CAR EXECUTIVE [redacted]
MILEAGE: 20000
DEALER NAME: LINCOLN-MERCURY OF SALES CODE: L34186 P & A: 1:274
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 784340 FIRE/SMOKE SCORCHED/BURNT UNDERHOOD

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: 1538584 ANALYST: RSUAE DATBA 2000JUTO
ACTION DATA/COMMENTS:

2000/01/28
17.34.51 CUSTOMER SAYS: LETTER DATED JAN 15/2000 - CUST WANTED TO PURCHASE A NEW 99 LINCOLN, SALESMAN ASKED HOW MUCH MONEY HE HAD TO PUT DOWN. CUST SAID $3000, CUST THEN HAS TOLD THA T THERE IS NO 99 LINCOLN AVAILABLE BUT THEY HAD MANY 98 USED LINCOLN AVA IF CUST COULD PUT $10,000 DOWN HE COULD GET A U SED 96 LINCOLN. - CUST WONDERS WHY HE HAD TO PUT SO MUCH DO WN PAYMENT. OTHER PEOPLE HE TALKED TO DID HAVE TO PUT THAT M UCH MONEY. - CUST CAR SMELL FIRE UNDER THE HOOD. TOOK VEH TO DLR THEY COULD NOT GET TO IT. --- DAC - CUST COMPLAINED THAT HE HAD TO PUT $10,000 DOWN TO BUY A USED CAR. - CUST CAN SMELL LIKE SOMETHING BURNING UNDER THE HOOD. A LINCOLN DLR IN VICTORVILLE TOLD HIM TO TAKE IT BACK TO WHERE HE BOUG HT IT. HOLLYWOOD L/M IS 100 MILES AWAY. CUST WANTS TO TAKE I T TO ALVAREZ LINCOLN DLR IN RIVERSIDE. - EVERY TIME CUST W ANTED TO TALK TO SALES MANAGER, CUST HAS PUT ON HOLD FOR SO LONG, AND WHEN HE VISITED DLR, THEY ALWAYS TOLD HIM SALES MA NAGER WAS NOT IN. CUST HELL SHE DLR. PER CUSTOMER. DEALER SAYS: TOYOTA LINCOLN MERCURY CAC ADVISED. - VEHICLE WARR A BUMPER-TO-BUMPER WARRANTY - WILL FORWARD INFORMATION TO T HE DEALERSHIP - WILL REQUEST CRM/SERVICE MANAGER CONTACT CU STOMER WITHIN 2 BUSINESS DAYS INFERENCE CASE ID: 4549

ORIGIN: DEALER - DEALER COMMUNICATION: MAIL
ACTION: DAC070 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME FOR - "OTHER"
DOCUMENT: ANALYST: L34186 LINCOLN-MERCURY M-MERCUR
ACTION DATA/COMMENTS:

2000/02/02
18.18.20 CUSTOMER AND HIS CAR IS OVER 100 MILES AWAY FROM DEALERSHIP THE SERVICE MANAGER DOESNT FEEL VERY GOOD ABOUT THIS ISSUE BEING RESOLVED AT L/M OF HOLLYWOOD

WAS THERE A FIRE ?

OWNER RELATIONS 03/31/2000 MMFAXP00

WWZ 0916

(27)

unknown case

BEGINNING OF CONTACT
03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.51.59

LEGAL ISSUE CASE NBR: 0364701388
REGION: 16 PHILADELPHIA ZONE: 01 OPENED: 05/18/1998
VIN: 2MEPM[redacted] H VEH TYPE: C CLOSED: 05/18/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: QUAKERTOWN STATE: PA ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1998 MODEL: GRAND MARQUIS GS 4DR SDN
MILEAGE: 1971
DEALER NAME: HALDEMAN LINCOLN-ME SALES CODE: L18010 P & A: 10434
REASON CODE: 0709 LEGAL - FIRE CLAIM
SYMPTOMS: 704643 FIRE/SMOKE SCORCHED/BURNT UNDERHOOD

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP200 - OPEN LEGAL CONTACT - PRODUCT LIABILITY
DOCUMENT: ANALYST: WHITFIE ROSALYN WHITFIELD
ACTION DATA/COMMENTS:

1998/05/18
10.46.42 CUSTOMER SAYS: ***DEALERSHIP REQUEST**FIRE/NO INJURY**REQU
EST FAXED TO CONSUMER AFFAIRS 5/16/98***DEALERSHIP CONTACT P
ERSON: TOM ANDUAVIVA OR DOUG OUTH (601)791-4900. CUSTOMER A
LLEGES 5/15/98 ENGINE BEGAN TO SMOKE. FIRE EXTINGUISHER B
Y FIRE EXTINGUISHER. POLICE REPORT FILED AT QUAKERTOWN P
OLICE DEPARTMENT. INSURANCE COMPANY HAS NOT BEEN NOTIFIED.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP500 - MAKE OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: 5000TH TRACEY WOODS
ACTION DATA/COMMENTS:

1998/05/20
10.52.02 CONTACT PERSON DOUG OUTH
LPA COMMENTS
SERVICE ADVISOR/DOUG OUTH RECONTACTED ANALYST AND ADVISED
THAT THE VEHICLE IS CURRENTLY AT THE DLRSHP. MR. GROSS
HAS CONTACTED HER INSURANCE CO. & THEY HAVE SENT AN ADJUSTER
OUT TO INSPECT THE VEHICLE. HE IS HOWEVER NOT SURE OF THE
OUTCOME AT THIS POINT.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP501 - MAKE OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: 5000TH TRACEY WOODS
ACTION DATA/COMMENTS:

16.08.28 CONTACT PERSON MR. CLAIR GROSS
LPA COMMENTS
MR. GROSS INDICATED THAT THE INSURANCE CO. HAD BEEN CONTACTE
HOWEVER, HE DOES NOT KNOW WHAT THEY HAVE DECIDED. HE WILL
CONTACT THEM AND RECONTACT ME.

OWNER RELATIONS 03/31/2000 MNFAXPRO

WWZ 0917

03/31/2000 MASTER OWNER RELATIONS SYSTEM III 15.51.39

LEGAL ISSUE CASE NBR: 0364701380
REGION: 16 PHILADELPHIA ZONE: 01 OPENED: 05/18/1998
VIN: 2MEFM74W0G[redacted] ENGINE: N VEH TYPE: C CLOSED: 05/26/1998

ORIGIN: CALOL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP613 - DENY ASSISTANCE - REFER TO INSURANCE CARRIER
DOCUMENT: ANALYST: 5000TH TRACEY WOODS
ACTION DATA/COMMENTS:

1998/05/26
15.46.55 MR. GROSS' INSURANCE CO. CONTACTED LPA AND ADVISED THAT A CLAIM HAS BEEN FILED ON THE VEHICLE AND AN ADJUSTER HAS BEEN OUT TO INSPECT THE VEHICLE. THE WILL CONTINUE TO PURSUE THIS MATTER.

ORIGIN: CALOL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP101 - MAKE OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: 5000TH TRACEY WOODS
ACTION DATA/COMMENTS:

15.48.49 CONTACT PERSON MR. CLAIR GROSS
LPA ADVISED MR. GROSS OF CONVERSATION WITH INSURANCE CO.
NO FURTHER ACTION WILL BE TAKEN BY FMC AT THIS TIME.

ORIGIN: CALOL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: 5000TH TRACEY WOODS
ACTION DATA/COMMENTS:

1998/07/02
11.51.00 NONLPA COMMENTSHOW
NO FURTHER ACTION REQUIRED. INSURANCE CO. PURSUING MATTER.

ORIGIN: CALOL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: SL603 - ADD MICRO NUMBER/DOC ID
DOCUMENT: 0545 B ANALYST: 9365LS LINDA SKINMORE
ACTION DATA/COMMENTS:

1998/09/10
12.42.00

WWZ 8918

(22)

BEGINNING OF CONTACT
03/31/2000 MASTER OWNER RELATIONS SYSTEM III 15.51.39

LEGAL ISSUE CASE NBR: 1402658629
REGION: 24 ORLANDO ZONE: 31 OPENED: 03/03/1999
VIN: 1LNBM81NXTY[redacted] ENGINE: W VEH TYPE: C CLOSED: 03/03/1999

LAST NAME: [redacted] STATUS: CANCEL
TITLE: FIRST NAME: MI:
ADDRESS: [redacted]
CITY: [redacted] STATE: IL ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1996 MODEL: TOWN CAR EXECUTIVE 4DR
MILEAGE: 12069
DEALER NAME: WALKER FORD CO INC SALES CODE: F242BZ F & A: 04947
REASON CODE: 0789 LEGAL - FIRE CLAIM
SYMPTOMS: 704545 FIRE/SMOKE SCORCHED/BURNT UNDERHOOD

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP200 - OPEN LEGAL CONTACT - PRODUCT LIABILITY
DOCUMENT: ANALYST: 5975MM MICHELE HENDERSON
ACTION DATA/COMMENTS:

1999/03/03
11.11.05 ********** FLEET FAX REC'D 02/26/99 **********
FLEET CONTACT:IRVIN MECLER @ (815) 878-3940 OR 446-0855
VEHICLE WAS FIRE UNDER THE HOOD NEAR DISTRIBUTIONS FUSE BOX.
NO PERSONAL INJURIES OR PROPERTY DAMAGES BUT OUR CHICAGO
ARMOR ALLEGES FORD IS AT FAULT.
FCSD FLEET SERVICE CONTACT:XASAUNJI COLSTON @ (515) 317-9127

is POB on Driver or Pass side?

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP500 - MAKE OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: 4390AT ALMA TAYLOR
ACTION DATA/COMMENTS:

12.06.36 CONTACT PERSON DORSEY PETERMAN
**LPA MADE OBC TO DORSEY PETERMAN @ WALKER FORD, LEFT MESSAGE TO RETURN CALL.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: BSD910 - CANCEL ISSUE
DOCUMENT: ANALYST: 0279LD LYNN BLACK
ACTION DATA/COMMENTS:

15.46.58 OPENED IN ERROR. PLEASE CANCEL. THIS WAS HANDLED IN 1997
UNDER CONTACT 9109126637.

OWNER RELATIONS 05/31/2000 MMFAXPRO

WWZ 0919

(23)

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BEGINNING OF CONTACT
03/31/2000                MASTER OWNER RELATIONS SYSTEM III                15.51.59
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                              LEGAL ISSUE                          CASE NBR: 1318291168
REGION: 10 SBR                ZONE: F2                              OPENED: 04/24/1998
VIN: 2MEFM75W2WX[redacted]    ENGINE: W    VEN TYPE: C              CLOSED: 04/24/1998
=====================================================================================
LAST NAME: [redacted]                                               STATUS: CLOSED
TITLE:                                FIRST NAME:                   MI:
ADDRESS: [redacted]
CITY:          HARTSELLE              STATE:       AL               ZIP: [redacted]
HOME PHONE:
MODEL YEAR:    1998                   MODEL:       GRAND MARQUIS LS 4DR SDN
MILEAGE:         1700
DEALER NAME:   VALLEY FORD-MERCURY SALES CODE:  L26106          P & A:  80329
REASON CODE:   0709 LEGAL - FIRE CLAIM
SYMPTOMS:      704100 FIRE/SMOKE VISIBLE FLAME
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ORIGIN:    CALOL  - CONSUMER AFFAIRS - LITIGATION PREVENTION  COMMUNICATION: MAIL
ACTION:    LP200  - OPEN LEGAL CONTACT - PRODUCT LIABILITY
DOCUMENT:           ANALYST: RWHITFIE  ROSALYN WHITFIELD
ACTION DATA/COMMENTS:

1998/04/24
  06.40.26  CUSTOMER SAYS:   NNNNDEALERSHIP REQUESTNNNDEALER REQUEST FAX
            ED TO CONSUMER AFFAIRS 4/21/98.  DEALER CONTACT-JIM SUMPTER.
              FIRE/NO INJURYNNNNNCUSTOMER ALLEGES WHILE DRIVING BATTERY
            LIGHT STARTED BLINKING. ENGINE CAUGHT ON FIRE.  PER CUSTOMER
            , DEALER SAYS:     CAC ADVISED:
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ORIGIN:    CALOL  - CONSUMER AFFAIRS - LITIGATION PREVENTION  COMMUNICATION: MAIL
ACTION:    LP300  - MAKE OUTBOUND CALL TO DEALER
DOCUMENT:           ANALYST: 8960CD  CYNTHIA  DAUM
ACTION DATA/COMMENTS:

1998/04/28
  17.26.18  CONTACT PERSON                                  SVC MGR, MR JIM SUMPTER
            LPA CONTACTED SVC MGR, MR JIM SUMPTER, WHO ADVISED:
            -THE CUSTOMER STATED THAT WHILE DRIVING THE VEHICLE, HE
            SAW THE BATTERY GUAGE WAS SHOWING A DISCHARGE. THE CUSTOMER
            WENT INTO A MEETING, AND THEN TO A RESTAURANT.  WHILE IN
            THE RESTAURANT, THE CUSTOMER WAS ADVISED THE VEHICLE WAS
            SPARKING. THE CUSTOMER HAD AN AFTER-MARKET PHONE INSTALLED
            IN THE VEHICLE THE DAY THE VEHICLE WAS PURCHASED, BUT THE
            SVC MGR IS UNSURE IF THE PHONE CONTRIBUTED TO THE FIRE.
-------------------------------------------------------------------------------------
ORIGIN:    CALOL  - CONSUMER AFFAIRS - LITIGATION PREVENTION  COMMUNICATION: MAIL
ACTION:    LP1901 - UPDATE/ADDCO CASE
DOCUMENT:           ANALYST: 8960CD  CYNTHIA  DAUM
ACTION DATA/COMMENTS:

  17.35.01  THAT THE INFORMATION HAS BEEN FORWARDED TO FORD FOR REVIEW.
            THE ATTORNEY, MR J.K. WALKER (205-429-1000) ADVISED THE
            SVC MGR THAT HE WOULD NOT RELEASE WHETHER OR NOT THE
            INSURANCE COMPANY HAD BEEN CONTACTED.  MR SUMPTER ADVISED

OWNER RELATIONS                    03/31/2000  MMFAXPRO
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WHZ 8920

03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.51.59

LEGAL ISSUE CASE NBR: 1318291148
REGION: 10 SDR ZONE: FZ OPENED: 04/24/1998
VIN: 2MEFM75H2H[redacted] ENGINE: N VEH TYPE: C CLOSED: 04/28/1998

1998/04/24
17.53.01 THAT NO ONE HAD BEEN TO THE DEALER TO INSPECT THE VEHICLE.
LPA ADVISED THAT THE CUSTOMER, [redacted]
WOULD BE CONTACTED FOR FURTHER INFORMATION, AND THAT
AN INSPECTOR WOULD BE SENT TO REVIEW THE VEHICLE DAMAGE.
LPA WILL RECONTACT MR SUMPTER WITH THE NAME OF THE INSPECTOR
ONCE IT IS AVAILABLE. SWC MGR. JIM SUMPTER, PROVIDED
DIANE TUMLIN (OFFICE MANAGER), AS AN ALTERNATE CONTACT.
SWC MGR JIM SUMPTER ALSO ADVISED THAT TWO POLICE OFFICERS
WERE IN THE RESTAURANT AT THE TIME OF THE FIRE AND ATTEMPTED
TO HELP EXTINGUISH THE FLAMES, AND THE FIRE DEPARTMENT WAS
CONTACTED. UNSURE WHETHER A POLICE OR FIRE REPORT HAS MADE.
VEHICLE APPEARS TO BE BURNED FROM THE FIREWALL BACK. THE
CUSTOMER HAS OWNED THE VEHICLE APPROXIMATELY 2.5 WEEKS.
THE BANK ATTORNEY CONTACTED THE DEALER ASKING WHAT STEPS
WERE BEING TAKEN TO ADDRESS THE FIRE. MR SUMPTER ADVISED

ORIGIN: CALOL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP307 - MAKE OUTBOUND CALL TO OTHER
DOCUMENT: ANALYST: 8968CB CYNTHIA DAUM
ACTION DATA/COMMENTS:

1998/04/24
15.55.29 CONTACT PERSON LEFT MESSAGE FOR EAA INSPECTOR BOB SMITH
LPA LEFT MESSAGE FOR EAA TO ARRANGE AN INSPECTION OF THE
VEHICLE.

ORIGIN: CALOL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP308 - MAKE OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: 8968CB CYNTHIA DAUM
ACTION DATA/COMMENTS:

1998/04/30
09.22.54 LPA RETURNED CALL FROM EAA, AND ARRANGED FOR VEHICLE
INSPECTION, CONCERN INFORMATION FAXED. LPA CONTACTED
DIANE TUMLIN AT THE DEALER AND PROVIDED NAME OF EAA
INSPECTOR.

ORIGIN: CALOL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP301 - MAKE OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: 8968CB CYNTHIA DAUM
ACTION DATA/COMMENTS:

09.55.41 CONTACT PERSON CUSTOMER-MR JOE SEALES
LPA CONTACTED VEHICLE DRIVER, MR JOE SEALS, WHO ADVISED:
-HE DOES NOT BELIEVE A FORMAL POLICE OR FIRE REPORT WAS
MADE. THE BATTERY AND VOLTAGE INDICATOR BECAME ERRATIC
APPROXIMATELY AN HOUR BEFORE THE FIRE. THERE WERE NO

WHZ 8921

LEGAL ISSUE CASE NUM: 1318291148
REGION: 18 SDR ZONE: F2 OPENED: 06/24/1998
VIN: 2MEFM75N2N[redacted] ENGINE: M VEH TYPE: C CLOSED: 06/30/1998

1998/06/30
08.55.41 INJURIES. WHEN THE GENERATOR BEGAN TO BURN, THE HORN CAME ON, THE DOORS LOCKED, THE LIGHTS CAME ON, AND IT APPEARED THE ENGINE TRIED TO CRANK. CUSTOMER BELIEVES THE COMPANIES INSURANCE COMPANY HAS BEEN NOTIFIED OF THE SITUATION, BUT IS UNSURE IF ANY ACTION IS PLANNED. DIANE AT THE DEALER IS ATTEMPTING TO LOCATE ANOTHER VEHICLE TO REPLACE THE FIRE DAMAGED VEHICLE.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP500 - MAKE OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: 0968CB CYNTHIA BAUM
ACTION DATA/COMMENTS:

10.14.35 CONTACT PERSON OFFICE MANAGER, DIANE TUNLIN
LPA CONTACTED OFFICE MANAGER DIANE TUNLIN TO CLARIFY INFORMATION PROVIDED BY THE CUSTOMER. MS TUNLIN ADVISED THAT THE CUSTOMER'S COMPANY WILL NOT PROVIDE ANY INFORMATION REGARDING THEIR INSURANCE COMPANY. SHE BELIEVES THE COMPANY OWNS THEIR OWN INSURANCE COMPANY, BUT DOES NOT KNOW THE COMPANY'S NAME. NO ONE FROM AN INSURANCE COMPANY HAS CONTACTED THE DEALER OR INSPECTED THE VEHICLE. THE DEALER HAS WRITTEN A TENTATIVE ORDER FOR A NEW VEHICLE, AS A SIMILAR VEHICLE CAN NOT BE LOCATED. THE ORDER IS BEING HELD UNTIL A FINAL DECISION IS MADE. LPA'S PHONE NUMBER WAS PROVIDED TO DIANE FOR ANY QUESTIONS, CONCERNS, OR INFORMATION.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP800 - MAKE OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: 5006TW TRACEY WOODS
ACTION DATA/COMMENTS:

1998/05/26
14.42.16 CONTACT PERSON DIANE
CONTACT PERSON AT THE DEALSHIP/DIANE ADVISED THAT CONTACT PERSON FOR 1ST COMMUNITY CREDIT CORP IS JOE SEALE.
&
LPA ADVISED DIANE OF PENDING OFFER.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP101 - MAKE OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: 5006TW TRACEY WOODS
ACTION DATA/COMMENTS:

14.46.45 CONTACT PERSON JOE SEALE
VERBAL OFFER WAS EXTENDED JOE SEALE FOR A REPLACEMNT. VEHICLE. MR. SEALE VERBALLY AGREED TO THE OFFER AND ADVISED THAT A

WM2 0922

03/31/2000 MASTER OWNER RELATIONS SYSTEM II 15.31.39

LEGAL ISSUE CASE NBR: 1318291148
REGION: 18 SBR [redacted] ZONE: FZ OPENED: 04/26/1998
VIN: 2MEFM75W2W[redacted] ENGINE: W VEH TYPE: C CLOSED: 05/26/1998

1998/05/26
16.46.45 REPLACEMENT VEHICLE HAS BEEN PICKED OUT & IS IN THE PROCESS OF BEING BUILT.
*
FORMAL OFFER LETTER MAILED TO CUSTOMER.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: SL603 - ADD MICRO NUMBER/DOC ID
DOCUMENT: 539041 ANALYST: 8960CB CYNTHIA BAUM
ACTION DATA/COMMENTS:

1998/06/17
16.35.08 MICRO 0 ADDED

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP4040 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: 5008TM TRACEY MOODY
ACTION DATA/COMMENTS:

1998/07/13
14.54.06 ****LP4 COMMENTS***
OFFER HAS BEEN MADE AND ACCEPTED BY CUSTOMER. REPLACEMENT HAS BEEN UPLOADED.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: SL603 - ADD MICRO NUMBER/DOC ID
DOCUMENT: 8968 3 ANALYST: 5365LS LINDA SKINNERE
ACTION DATA/COMMENTS:

1998/09/08
15.39.45

WHZ 0923

(24)

BEGINNING OF CONTACT
04/03/2000 MASTER OWNER RELATIONS SYSTEM III 13.47.04

CONCERN ISSUE CASE NBR: 1569151189
REGION: 10 SBR ZONE: K2 OPENED: 05/06/1999
VIN: 2MEFM74WMX[redacted] ENGINE: W VEH TYPE: C CLOSED: 05/06/1999

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: [redacted] STATE: KY ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1999 MODEL: GRAND MARQUIS GS 4[redacted]
MILEAGE: 600
DEALER NAME: ADKINS-SLOWE FORD SALES CODE: F47455 P & A: 01943
REASON CODE: 2204 SPECIAL LIAISON - GENERAL/OTHER
SYMPTOMS: 304200 SUSPENSION LEAN/SAG/HEIGHT

ORIGIN: CASL - CONSUMER AFFAIRS - SPECIAL LIAISON COMMUNICATION: PHONE
ACTION: SL205 - OPEN CONCERN ISSUE
DOCUMENT: ANALYST: CBONMARI
ACTION DATA/COMMENTS:

1999/05/06
15.08.32 CUSTOMER SAYS: XXXCUSTOMER CONTACTED SL. - VEHICLE CAUGHT FIRE AND WAS BEEN AT DEALERSHIP FOR TWO WEEKS. - CUSTOMER DOES NOT KNOW THE CAUSE - CUSTOMER SEEKING REPLACEMENT VEHICLE. PER CUSTOMER, DEALER SAYS: CAC ADVISED: - SM MADE DAC TO SM. - SM INDICATED THAT THE BALLJOINT COLLAPSED AND THE VEHICLE DID NOT CATCH FIRE. - SM INDICATES THAT THE SELLING DEALERSHIP WAS SUPPOSE TO PICK UP THE VEHICLE AND REPAIR IT, BUT NEVER DID. - SM HEARD FROM THE SELLING DEALERSHIP, HILLTOP FORD, THIS MORNING AND THEY INDICATE THAT FORD WANTS ADKINS-SLOAN TO REPAIR THE VEHICLE. - SM ADVISED WE WILL CONTACT CUSTOMER AND ADVISE HER OF THE STATUS.

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DACD12 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: F47455 ADKINS-SLOWE FOR
ACTION DATA/COMMENTS:

1999/07/09
11.02.58 DEALERSHIP HAS REPAIRED VEHICLE. DJ DANIEL SERVICE MANAGER

Was there a Veh fire or not?

OWNER RELATIONS 04/03/2000 MMFAXPRO

WHZ 0924

(39)

BEGINNING OF CONTACT
03/31/2000 MASTER OWNER RELATIONS SYSTEM III 15.51.39

INQUIRY ISSUE CASE NBR: 1368651616
REGION: ZONE: OPENED: 06/19/1998
VIN: 2MEFM74W0W[redacted] ENGINE: W VEH TYPE: C CLOSED: 04/19/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: MYRALEA STATE: MS ZIP: [redacted]
HOME PHONE: 601-[redacted]
MODEL YEAR: 1998 MODEL: GRAND MARQUIS GS 4DR SDN
MILEAGE:
DEALER NAME: SALES CODE: F & A:
REASON CODE: 8782 LEGAL - ALLEGED INJURY NOT REALTED TO SRS
SYMPTOMS: 784100 FIRE/SMOKE VISIBLE FLAME

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 3A4 - ADVISE CUST WILL RECEIVE OOC LETTER; OOC WILL DETERMINE ACTION
DOCUMENT: ANALYST: AMCKENZ2 ANGELA MCKENZIE
ACTION DATA/COMMENTS:

1998/06/19
10.05.50 CUSTOMER SAYS: CUST CLAIMS FIRE AND INJURY ON THE 9;CUST A
ND DAUGHTER WENT TO DOCTOR FOR SMOKE INTALLATION;CUST CALLIN
G TO UPDATE ISSUE;CUST WILL NOT EXCEPT NOTHING BY A NEW VEHI
CLE;VEHICLE WAS BRAND NEW CUST DOES NOT WANT NEW VEHICLE WIT
H REBUILT ENGINE;CUST CLAIMS FORD WAS SWITCH PROBLEMS;CUST C
LAIMS FIRE HAPPENED 2 WEEKS AGO PER CUSTOMER. DEALER SAYS:
FORDS INSURANCE COMPANY HAS CHECKED THE VEHICLE CAC ADVIS
ED: - FORWARDED INFORMATION TO THE OFFICE OF THE GENERAL CO
UNSEL FOR THEIR REVIEW - OOC WILL SEND A LETTER REQUESTING
YOU SUBMIT INFORMATION PERTINENT TO YOUR CLAIM FOR EVALUATIO
N - COMPLETE AND RETURN THE REQUESTED INFORMATION AS SOON A
S POSSIBLE - UPON RECEIPT OF RETURNED LETTER, INFORMATION W
ILL BE REVIEWED. THE APPROPRIATE ACTION TAKEN REFERENCE CASE
ID: 28

WHZ 8925

(25)

BEGINNING OF CONTACT
03/31/2000 MASTER OWNER RELATIONS SYSTEM II 15.31.39

INFORMATION ISSUE CASE NBR: 1303071148
REGION: 21 ATLANTA ZONE: 02 OPENED: 07/07/1998
VIN: [redacted] ENGINE: W VEH TYPE: C CLOSED: 07/07/1998

LAST NAME: [redacted] FIRST NAME: [redacted] STATUS: [redacted]
TITLE: MI.
ADDRESS:
CITY: [redacted] STATE: SC ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1998 MODEL: GRAND MARQUIS LS 4DR SDN
MILEAGE: 4804
DEALER NAME: STIVERS LINCOLN-MER SALES CODE: L26110 P & A: 10114
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 704149 FIRE/SMOKE VISIBLE FLAME UNDERHOOD

ORIGIN: CAC - GENERAL CAC COMMUNICATION: PHONE
ACTION: 000004 - REQUEST CRM/SVC MGR TO CONTACT CUSTOMER
DOCUMENT: ANALYST: AMACDONL ALTENA MACDONALD
ACTION DATA/COMMENTS:

1998/07/07
16.10.50 CUSTOMER SAYS: CALLER IS CALLING REGARDING MOTHERS VEH WH
ICH HAD A FIRE UNDER THE HOOD; CALLER ALLEGES THAT FIRE WAS
CAUSED DUE TO FORD DEFECT; INDEPENDANT INSPECTOR WAS CHECKE
D OUT VEH; CALLER IS NOT SURE WHERE THIS INSPECTOR CAME FROM
(FORD OR INSURANCE); CALLER FEELS THAT CUST SHOULD HAVE A N
EW VEH; VEH IS CURRENTLY AT DLRSHP PER CUSTOMER. DEALER SAY
S: NONE CAC ADVISED: - CRM/SERV MGR UNAVAILABLE - FORWA
RDED INFORMATION TO CRM/SERV MGR - REQUESTED CRM/SERV MGR C
ONTACT CUSTOMER WITHIN 2 BUSINESS DAYS INFERENCE CASE ID: 1
546

ORIGIN: CACISA - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 594 - CB-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: AMACDONL ALTENA MACDONALD
ACTION DATA/COMMENTS:
CUSTOMER SAYS: CALLER IS CALLING REGARDING MOTHERS VEH WH
ICH HAD A FIRE UNDER THE HOOD; CALLER ALLEGES THAT FIRE WAS
CAUSED DUE TO FORD DEFECT; INDEPENDANT INSPECTOR WAS CHECKE
D OUT VEH; CALLER IS NOT SURE WHERE THIS INSPECTOR CAME FROM
(FORD OR INSURANCE); CALLER FEELS THAT CUST SHOULD HAVE A N
EW VEH; VEH IS CURRENTLY AT DLRSHP PER CUSTOMER. DEALER SAY
S: NONE CAC ADVISED: - CRM/SERV MGR UNAVAILABLE - FORWA
RDED INFORMATION TO CRM/SERV MGR - REQUESTED CRM/SERV MGR C
ONTACT CUSTOMER WITHIN 2 BUSINESS DAYS INFERENCE CASE ID: 1
546

MMZ 0926

05/31/2000 MASTER OWNER RELATIONS SYSTEM III 15.31.39

INFORMATION ISSUE CASE NBR: 1365071340
REGION: 21 ATLANTA [redacted] ZONE: B2 OPENED: 07/07/1998
VIN: 2MEFM75W8NX[redacted] ENGINE: W VEH TYPE: C CLOSED: 07/08/1998

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: BAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: L26110 STIVERS LINCOLN-MERCURY
ACTION DATA/COMMENTS:

1998/07/08
15.14.12 CUSTOMERS CAR WAS BURNED SEVERELY UNDER HOOD. WER INSURANCE CARRIER, ALLSTATE, APPROVED ESTIMATED REPAIRS TO BE DONE AND OWNER APPROVAL TO PERFORM REPAIRS WAS SECURED. REPAIRS ARE NOW COMPLETED & CAR IS READY FOR DELIVERY. CUSTOMER DOES NOT WANT THIS CAR. PRIOR CONTACT TO FORD CONSUMER AFFAIRS, CINDY DAWN AT 313-446-5933. ADVISED INSURANCE CO. HOW TO SUBROGATE FORD IF DESIRED. DEALER IS NOT SURE IF INS. CO. WILL DO THIS OR NOT. DELAERS JOB IS COMPLETED & INS. WILL PAY REPAIR.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: BAC022 - CUSTOMER PAID REPAIR MADE
DOCUMENT: ANALYST: L09354 BETHSHED LONSDON
ACTION DATA/COMMENTS:

1998/07/10
07.09.42 CSM CLOSING CONTACT. INSURANCE PAYING FOR REPAIR.

OWNER RELATIONS 05/31/2000 MMFAXPRO

WWZ 8927

BEGINNING OF CONTACT
05/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.31.59

LEGAL ISSUE
CASE NAME: 1571702530
OPENED: 09/18/1999
CLOSED: 09/18/1999

REGION: 13 NEW YORK ZONE: Y
VIN: 2FAFP71W8XX[redacted] ENGINE: N VEH TYPE: C

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: [redacted]
CITY: LONG ISLAND CITY STATE: NY ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1999 MODEL: CROWN VICTORIA F 4DR SEDAN
MILEAGE: 20000
DEALER NAME: FORD MOTOR COMPANY- SALES CODE: F13000 P & A: 66813
REASON CODE: 0789 LEGAL - FIRE CLAIM
SYMPTOMS: 704500 FIRE/SMOKE SCORCHED/BURNT

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP200 - OPEN LEGAL CONTACT - PRODUCT LIABILITY
DOCUMENT: ANALYST: BFLETCH6 BELCINA FLETCHER
ACTION DATA/COMMENTS:

1999/09/18
15.52.09 ========== FLEET FAX REC'D 09/18/99 ==========
FLEET CONTACT: RONALD SHERMAN @ (718) 937-2000.
ALLEGES DEFECTIVE VEHICLE. A FIRE STARTED IN THE ENGINE
COMPARTMENT AND SPREAD THROUGHOUT THE VEHICLE.
NN NO RESOLUTION STATED.NNN
NN
NN
FCSD FLEET SERVICE CONTACT: GREG PENDLETON @ (201) 307-2155.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP501 - MAKE OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: 4R25KK KATHY KECSKES
ACTION DATA/COMMENTS:

16.40.35 CONTACT PERSON RONALD SHERMAN
OB CALL TO MIDTOWN CAR LEASING TO ACKNOWLEDGE RECEIPT OF
FLEET REQUEST FOR CONSUMER AFFAIRS INVESTIGATION

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP400 - REQUEST FOR VEHICLE INSPECTION- DETERMINE LIABILITY
DOCUMENT: ANALYST: 4R25KK KATHY KECSKES
ACTION DATA/COMMENTS:

16.32.47 INSPECTOR NAME FRANK ALTER
EAA Y
CALLED EAS INSPECTOR, FRANK ALTER, JR. WHO WILL INSPECT
VEHICLE APPROX. 9/14/99 AT MIDTOWN CAR LEASING

OWNER RELATIONS 05/31/2000 NNFAXPRN

unknown cause

HWZ 0928

05/31/2000 MASTER OWNER RELATIONS SYSTEM III 15.51.39

LEGAL ISSUE CASE NBR: 1571792539
REGION: 15 NEW YORK ZONE: Y OPENED: 09/10/1999
VIN: 2FAFP72H5V[redacted] ENGINE: N VEH TYPE: C CLOSED: 10/01/1999

ORIGIN: CAROL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP301A - REDIRECT TO NAFS
DOCUMENT: ANALYST: 4025NK KATHY KECSKES
ACTION DATA/COMMENTS:

1999/10/01
10.55.13 REDIRECT FILE TO NAFS, KEITH NAJESKI. EAA INSPECTOR'S REPORT SENT AND PHOTOS

ORIGIN: NAFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: FAX
ACTION: NAF133 - MISCELLANEOUS
DOCUMENT: ANALYST: KNAJESKI KEITH NAJESKI
ACTION DATA/COMMENTS:

15.15.44 RECEIVED A FAX COPY, FORWARDED TO GREG PENDLETON. WILL MAIL ACTUAL COPY ONCE I RECIEVE IT VIA INTER OFFICE MAIL.

ORIGIN: NAFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: FAX
ACTION: NAF133 - MISCELLANEOUS
DOCUMENT: ANALYST: KNAJESKI KEITH NAJESKI
ACTION DATA/COMMENTS:

1999/10/06
17.09.01 RECEIVED FILE FORWARDED TO GREG PENDLETON VIA AIRBORNE EXPRE SS.

ORIGIN: NAFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: FAX
ACTION: NAF133 - MISCELLANEOUS
DOCUMENT: ANALYST: KNAJESKI KEITH NAJESKI
ACTION DATA/COMMENTS:

2000/01/10
09.21.57 NAFS RECEIVED A CALL FROM CAROL SMITH, VEHICLE REPLACEMENT COORDINATOR, REQUESTING THAT SHE BE FAXED A COPY OF THE INVE STIGATION TO FORWARD TO NAV HQ'S. NAFS HAS CONTACTED GREG PENDLETON, THE FLT REP, REQUESTING THE REPORT BE FAXED BACK, SO THAT IT CAN BE FORWARDED TO CAROL SMITH AT 56402.

MAZ 0929

(2)

not dealt with

BEGINNING OF CONTACT
03/31/2000 MASTER OWNER RELATIONS SYSTEM III 15.51.39

INFORMATION ISSUE CASE NBR: 1581970628
REGION: 24 ORLANDO ZONE: A1 OPENED: 03/02/2000
VIN: 1LNLM82W4Y[redacted] ENGINE: N VEH TYPE: C CLOSED: 03/02/2000

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] FIRST NAME: [redacted] MI:
ADDRESS: [redacted]
CITY: PEMBROKE PINES STATE: FL ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1994 MODEL: TOWN CAR SIGNATURE 4DR
MILEAGE:
DEALER NAME: PINES LINCOLN MERCU SALES CODE: L25064 F B A: 10372
REASON CODE: 0771 LEGAL - REFER TO INSURANCE COMPANY
SYMPTOMS: 704342 FIRE/SMOKE SCORCHED/BURNT PASSENGER AREA

ORIGIN: CAC138 - WS CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 396 - ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE
DOCUMENT: ANALYST: ASILVA ANNABELLE SILVA
ACTION DATA/COMMENTS:

2000/03/02
14.09.22 CUSTOMER SAYS: -VEH HAS BEEN TOTALLED, ELECTRICAL FIRE ...
HAPPENED IN 1999 -FIRE DEPT. FOUND IT WAS AN ELECTRICAL FIR
E.....DASHBOARD MELTED .....VEH NOT SALVAGEABLE -INSURANCE
COMPANY CONTACTED -NO ONE INJURED , FIRE STARTED WHILE VE
H WAS PARKED FOR CUSTOMER. DEALER SAYS: -NONE CAC ADVIS
ER: - THIS IS NOT A SITUATION THAT FMC IS ABLE TO ASSIST YO
U WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTION
S. -I ADVISED CUST THAT SINCE INSURANCE COMPANY HAS PAID FO
R SETTLEMENT /FOR VEH IT IS AN INSURANCE ISSUE -I ADVISED C
UST THAT THIS VEH NOT INVOLVED IN ANY RECALLS/CMP'S RELATED
OT THE IGNITION SWITCH....80 AND 89 TOWN CARS WERE INVOLVED

WWZ 0930

(28)

No Dead

BEGINNING OF CONTACT
03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.31.39

LEGAL ISSUE CASE NBR: 1383071348
REGION: 21 ATLANTA ZONE: B2 OPENED: 05/14/1998
VIN: 2MEFM75HAN[redacted] ENGINE: W VEH TYPE: C CLOSED: 05/14/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] FIRST NAME: [redacted] MI: [redacted]
ADDRESS: [redacted]
CITY: WEST COLUMBIA STATE: SC ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1998 MODEL: GRAND MARQUIS LS 4DR SDN
MILEAGE: 4000
DEALER NAME: STIVERS LINCOLN-MER SALES CODE: L26110 F & A: 10114
REASON CODE: 0709 LEGAL - FIRE CLAIM
SYMPTOMS: 704345 FIRE/SMOKE SCORCHED/BURNT UNDERHOOD

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP200 - OPEN LEGAL CONTACT - PRODUCT LIABILITY
DOCUMENT: ANALYST: WHITFIE ROSALYN WHITFIELD
ACTION DATA/COMMENTS:

1998/05/14
10.56.49 CUSTOMER SAYS: ***DEALERSHIP REQUEST**REQUEST FAXED TO CON
SUMER AFFAIRS 5/12/98.**FIRE/NO INJURY** DEALERSHIP CONTAC
T: MIKE KIRK, SERVICE MANAGER-(803)256-6313. CUSTOMER ALLE
GES MID APRIL 1998 VEHICLE BEGAN TO IDLE IN MER DRIVEWAY
THEN BURST INTO FLAMES FROM UNDER THE HOOD. EXTENSIVE FI
RE DAMAGE HAS SUFFERED UNDERHOOD. INSURANCE COMPANY- ALLSTA
TE INSURANCE ADJUSTER JOHN MCCOWN NOTIFIED. AGENT'S NAME, G
ERALDINE TRAPP 803/796-9100 HAS BEEN ADVISED BY CSM,BETH LOG
SDON OF PROPER PROCEDURE TO SUBROGATE. PER CUSTOMER, DEALE
R SAYS: CAC ADVISED:

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP300 - MAKE OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: 8968CB CYNTHIA BAUM
ACTION DATA/COMMENTS:

11.30.14 CONTACT PERSON LEFT MESSAGE FOR SVC MGR. MIKE KIRK
LPA LEFT MESSAGE FOR SVC MGR. MR MIKE KIRK TO CLARIFY
INSURANCE COMPANY INVOLVEMENT. LPA ALSO LEFT MESSAGE WITH
CSM BLOOSDOW TO CLARIFY HER CONVERSATION WITH THE INSURANCE
COMPANY.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP300 - REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
DOCUMENT: ANALYST: 8968CB CYNTHIA BAUM
ACTION DATA/COMMENTS:

17.14.07 LPA RECEIVED MESSAGE FROM CSM BETH LOGSDON, WHO ADVISED:Q
-THE INSURANCE COMPANY HAS ALREADY INSPECTED THE VEHICLE,
AND IS PAYING FOR THE REPAIRS. THE INSURANCE COMPANY HAS
THE INTENT TO SUBROGATE.

OWNER RELATIONS 03/31/2000 MMFAXPDG

WNZ 0931

03/31/2000 MASTER OWNER RELATIONS SYSTEM III 15.31.39

LEGAL ISSUE CASE NBR: 1383071540
REGION: 21 ATLANTA ZONE: 82 OPENED: 05/14/1998
VIN: 2MEFM75W6W[redacted] ENGINE: W VEH TYPE: C CLOSED: 05/14/1998

1998/05/14
17.14.57 *
LPA SENT SUBROGATION LETTER TO CUSTOMER.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: SL603 - ADD MICRO NUMBER/DOC ID
DOCUMENT: 060305 ANALYST: 8279LB LYNN BLACK
ACTION DATA/COMMENTS:

1998/06/11
08.10.52

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP1901 - UPDATE/ADDCO CASE
DOCUMENT: ANALYST: 8968CB CYNTHIA DAUM
ACTION DATA/COMMENTS:

1998/07/28
10.44.59 LPA RECEIVED A CALL FROM THE CUSTOMER'S ATTORNEY, MR RAY MOORE, WHO ADVISED: THE INSURANCE COMPANY HAS AUTHORIZED THE REPAIRS, AND THE REPAIRS HAVE BEEN COMPLETED. THE DEALER TECHNICIAN ADVISED THAT THE FIRE WAS DUE TO A BLOCKAGE IN THE FUEL SYSTEM WHICH IS A FORD DEFECT. THE CUSTOMER IS NOT SATISFIED WITH THE REPAIRS, AND SEEKS FORD TO REFUND OR REPLACE THE VEHICLE. LPA ADVISED THAT IF THE CUSTOMER IS DISSATISFIED WITH THE REPAIRS TO THE VEHICLE THAT THE MATTER MAY BE DISCUSSED WITH HER INSURANCE COMPANY, THE INSURANCE COMPANY HAD THE RIGHT TO DECLINE AUTHORIZATION OF THE REPAIRS AT THE TIME OF THE ORIGINAL INSPECTION IF THEY FELT THERE WAS FORD RESPONSIBILITY - WHICH THEY DID NOT DO. THEREFORE, FORD WILL NOT BE ABLE TO ASSIST WITH THE CUSTOMER'S REQUEST TO REPLACE OR REFUND THE VEHICLE.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP307 - MAKE OUTBOUND CALL TO OTHER
DOCUMENT: ANALYST: 8968CB CYNTHIA DAUM
ACTION DATA/COMMENTS:

1998/08/04
15.21.28 CONTACT PERSON LFT MSG FOR MR. KIRK BORN
LPA RECEIVED MESSAGE FROM DEALER OPERATIONS MANAGER, MR KIRK BORN, WHO ADVISED: THE VEHICLE IS REPAIRED, BUT THE CUSTOMER REFUSES TO RETRIEVE THE VEHICLE FROM THE DEALER. CUSTOMER IS SEEKING TRADE ASSISTANCE FROM FORD. MR. BORN SEEKS TO CLARIFY WHETHER OR NOT FORD WOULD ASSIST WITH THE TRADE. LPA LEFT MSG FOR MR. BORN STATING THAT THE INSURANCE COMPANY HAS ASSUMED RESPONSIBILITY FOR THE REPAIRS IF CUSTOMER IS UNHAPPY WITH THE QUALITY OF THE REPAIRS

WWZ 8932

03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.31.30

LEGAL ISSUE CASE NBR: 1383071348
REGION: 21 ATLANTA ZONE: 02 OPENED: 05/14/1998
VIN: 2MEFM7SW8N[redacted] ENGINE: W VEH TYPE: C CLOSED: 08/04/1998

1998/08/04
15.21.20 PERFORMED. THEN THE CUSTOMER SHOULD WORK WITH THE INSURANCE COMPANY. NO TRADE ASSISTANCE WAS OFFERED TO THE CUSTOMER AS THERE WAS NOT BEEN A DETERMINATION OF FORD LIABILITY.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: 8960CD CYNTHIA BAUM
ACTION DATA/COMMENTS:

1998/08/18
14.40.41 CUSTOMER WAS REFERRED TO INSURANCE CARRIER.

WWZ 8933

(29)

BEGINNING OF CONTACT
04/03/2000 MASTER OWNER RELATIONS SYSTEM III 09.25.59

CONCERN ISSUE CASE NBR: 0567722719
REGION: 27 WASHINGTON ZONE: DL OPENED: 09/28/1999
VIN: 1LNFM83W4WY[redacted] ENGINE: W VEH TYPE: C CLOSED: 09/28/1999

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: BALTIMORE STATE: MD ZIP:
HOME PHONE: [redacted]
MODEL YEAR: 1998 MODEL: TOWN CAR CARTIER 4DR
MILEAGE: 28000
DEALER NAME: RICH MORTON'S GLEN SALES CODE: L28500 P & A: 12304
REASON CODE: 20MB WARRANTY - MULTIPLE REPAIR
SYMPTOMS: 203100 START/CHARGE CHARGING SYSTEM

ORIGIN: CAC - GENERAL CAC COMMUNICATION: PHONE
ACTION: BR0004 - REQUEST CRM/SVC MGR TO CONTACT CUSTOMER
DOCUMENT: ANALYST: MBROWN MARK BROWN
ACTION DATA/COMMENTS:

1999/09/28
10.02.44 CUSTOMER SAYS: -THE AUTOMATIC STARTER BURNT ALL THE WIRIN
O IN THE GEAR SHIFT -WAS UNABLE TO PUT THE VEH. IN GEAR -W
OUILD LIKE TO HAVE THE VEH. REPAIRED FOR SAFE DRIVING PER C
USTOMER, DEALER SAYS: -NONE CAC ADVISED: - VEHICLE UNDER
BUMPER-TO-BUMPER WARRANTY - WILL FORWARD INFORMATION TO TH
E DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE - WILL REQ
UEST CRM/SERVICE MANAGER CONTACT CUSTOMER WITHIN 2 BUSINESS
DAYS ***OBC TO DEALERSHIP*** -SPOKE TO MICHAEL SNECKELLS
THE SERVICE MANAGER -MICHAEL STATED THAT CUST. CAN SET UP
AN APPOINTMENT WITH HONDA IN THE SERVICE DEPARTMENT FOR VEH.
TO BE LOOKED AT INFERENCE CASE ID: 4569

ORIGIN: CAC134 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR/ CONTACT CRM
DOCUMENT: ANALYST: MBROWN MARK BROWN
ACTION DATA/COMMENTS:
CUSTOMER SAYS: -THE AUTOMATIC STARTER BURNT ALL THE WIRIN
O IN THE GEAR SHIFT -WAS UNABLE TO PUT THE VEH. IN GEAR -W
OUILD LIKE TO HAVE THE VEH. REPAIRED FOR SAFE DRIVING PER C
USTOMER, DEALER SAYS: -NONE CAC ADVISED: - VEHICLE UNDER
BUMPER-TO-BUMPER WARRANTY - WILL FORWARD INFORMATION TO TH
E DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE - WILL REQ
UEST CRM/SERVICE MANAGER CONTACT CUSTOMER WITHIN 2 BUSINESS
DAYS ***OBC TO DEALERSHIP*** -SPOKE TO MICHAEL SNECKELLS
THE SERVICE MANAGER -MICHAEL STATED THAT CUST. CAN SET UP
AN APPOINTMENT WITH HONDA IN THE SERVICE DEPARTMENT FOR VEH.
TO BE LOOKED AT INFERENCE CASE ID: 4569

OWNER RELATIONS 04/03/2000 MMFAXPRG

WHZ 8934

(30)

BEGINNING OF CONTACT
03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.31.39

LEGAL ISSUE CASE NBR: 0429021488
REGION: 21 ATLANTA ZONE: E2 OPENED: 05/28/1998
VIN: 1LNFM82W5W[redacted] ENGINE: W VEH TYPE: C CLOSED: 05/28/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: [redacted] STATE: NC ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: [redacted] MODEL: TOWN CAR SIGNATURE 4DR
MILEAGE: 200
DEALER NAME: OATE CITY MOTOR CO SALES CODE: L26191 P & A: 10124
REASON CODE: 0709 LEGAL - FIRE CLAIM
SYMPTOMS: 704100 FIRE/SMOKE VISIBLE FLAME

ORIGIN: CALOL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP200 - OPEN LEGAL CONTACT - PRODUCT LIABILITY
DOCUMENT: ANALYST: RHWITFIG ROSALYN WHITFIELD
ACTION DATA/COMMENTS:

1998/05/28
11.53.53 CUSTOMER SAYS: ***DEALERSHIP REQUEST***REQUEST FAXED TO CON
SUMER AFFAIRS 5/28/98, DEALERSHIP CONTACT PERSON, CHUCK MAR
TIN. FIRE/NO INJURY. INCIDENT DATE: 5/11/98.. PER CUSTOME
R, DEALER SAYS: CAC ADVISED.

ORIGIN: CALOL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP300 - MAKE OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: 5077MR MAUREEN ROEDER
ACTION DATA/COMMENTS:

1998/05/29
16.11.35 CONTACT PERSON CHUCK MARTIN
LITIGATION PREVENTION ANALYST (LPA) CONTACTED DEALERSHIP.
PER CHUCK IN SERVICE. IT APPEARS THAT THE TRANSMISSION LINE
BLEW OFF THE VEHICLE CAUSING THE TRANSMISSION FLUID TO LEAK
ALL OVER THE ENGINE AND CATCH FIRE. DEALER TO FAX COPIES OF
ESTIMATES TO MY ATTENTION FOR REVIEW.

ORIGIN: CALOL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP400 - REQUEST FOR VEHICLE INSPECTION- DETERMINE LIABILITY
DOCUMENT: ANALYST: 5077MR MAUREEN ROEDER
ACTION DATA/COMMENTS:

1998/06/09
15.41.00 INSPECTOR NAME MAC MCCLURE
EAA Y
LPA REQUESTED INSPECTION ON 6/5

OWNER RELATIONS 03/31/2000 MMFAXPRG

WWZ 8935

(40)

BEGINNING OF CONTACT
03/31/2000 MASTER OWNER RELATIONS SYSTEM III 15.31.39

LEGAL ISSUE CASE NBR: 0582001690
REGION: 52 SOUTHWEST ZONE: A1 OPENED: 06/22/1998
VIN: 2MEFM74W8H[redacted] ENGINE: W VEH TYPE: C CLOSED: 06/22/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: [redacted] STATE: TX ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1998 MODEL: GRAND MARQUIS GS 4DR SDN
MILEAGE: 5006
DEALER NAME: PLANO LINCOLN-MERCU SALES CODE: L67324 F & A: 11442
REASON CODE: 8789 LEGAL - FIRE CLAIM
SYMPTOMS: 784108 FIRE/SMOKE VISIBLE FLAME

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP200 - OPEN LEGAL CONTACT - PRODUCT LIABILITY
DOCUMENT: ANALYST: RWHITFIE ROSALYN WHITFIELD
ACTION DATA/COMMENTS:

1998/06/22
15.48.37 CUSTOMER SAYS: **DEALERSHIP REQUEST**REQUEST FAXED TO CON
SUMER AFFAIRS 6/19/98. DEALERSHIP CONTACT PERSON: TIM SOWER
S (972)989-9122. FIRE/NO INJURY. INCIDENT DATE:6/17/98. P
OLICE REPORT FILED: LEWISVILLE. INSURANCE CO. NOTIFIED: [redacted] CUSTOMER ALLEGES 6/17/98, HE RET
URNED FROM LUNCH PARKED VEHICLE. VEHICLE CAUGHT FIRE IN PAR
KING LOT. ALLEGES NOTHING ABNORMAL HAPPENED. PER CUSTOMER.
DEALER SAYS: CAC ADVISED.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP500 - MAKE OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: 7652MM MARION MINNIS
ACTION DATA/COMMENTS:

16.57.24 CONTACT PERSON TIM SOWERS, SERVICE MANAGER
LPA MADE OUTBOUND CALL AND ACKNOWLEDGE RECEIPT OF LETTER
WITH SERVICE MANAGER. 6/22/98:
-PER SERVICE MANAGER IT APPEARS THAT THE ALTERNATOR POWER
WIRE WAS LOOSE WHICH CAUSED HIGH RESISTANCE/FIRE. THE NUT
FELL OFF AND WELDED ITSELF ON TO THE STUB.
*
SERVICE MANAGER WILL TAKE PICTURES AND COMPLETE REPORT. ALL
INFORMATION WILL BE FORWARDED TO CONSUMER AFFAIRS FOR
REVIEW. LPA WILL FAX COPY OF INSPECTION REPORT FOR
COMPLETION ON 6/25/98.

OWNER RELATIONS 03/31/2000 MMFAXPRO

WHZ 8936

(51)

BEGINNING OF CONTACT
05/31/2000 MASTER OWNER RELATIONS SYSTEM III 15.31.39

INFORMATION ISSUE CASE NBR: 0447982569
REGION: 23 MEMPHIS ZONE: C1 OPENED: 09/13/1999
VIN: 2FALP72W2T[redacted] ENGINE: H VEH TYPE: C CLOSED: 09/13/1999

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] NAME: MI:
ADDRESS:
CITY: [redacted] STATE: LA ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1996 MODEL: CROWN VIC F 4DR SEDAN
MILEAGE: 49000
DEALER NAME: REGENCY FORD SALES CODE: F23015 P & A: 02600
REASON CODE: 0770 LEGAL - REFER TO INSURANCE COMPANY
SYMPTOMS: 784145 FIRE/SMOKE VISIBLE FLAME UNDERHOOD

ORIGIN: CAC - GENERAL CAC COMMUNICATION: PHONE
ACTION: [illegible] - NO ACTION REQUIRED; INFORMATION ONLY
DOCUMENT: ANALYST: JGRIMM JONATHON GRIMM
ACTION DATA/COMMENTS:

1999/09/15
12.04.44 CUSTOMER SAYS: VEH FIRE; FIRE OCCURED ON 09/11/99; CUST SE
T THE PARKING BRAKE AND THE FIRE STARTED INSIDE THE VEH UNDE
R THE DASHBOARD; VEH IS NOW AT REGENCY FORD IN METARIE, LA.;
NOW FIRE REPORT FILED; FIRE PUT OUT BY FIRE EXTINGUISHERS;
CUST HAS NO INSURANCE FOR PROPERTY DAMAGE; VEH IS REPAIRABL
E; PER CUSTOMER, DEALER SAYS: VEH IS AT BLRSHP NOW; CAC
ADVISED: - THIS IS NOT A SITUATION THAT FMC IS ABLE TO ASSI
ST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRE
CTIONS. INFERENCE CASE ID: 79

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 596 - ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE
DOCUMENT: ANALYST: JGRIMM JONATHON GRIMM
ACTION DATA/COMMENTS:
CUSTOMER SAYS: VEH FIRE; FIRE OCCURED ON 09/11/99; CUST SE
T THE PARKING BRAKE AND THE FIRE STARTED INSIDE THE VEH UNDE
R THE DASHBOARD; VEH IS NOW AT REGENCY FORD IN METARIE, LA.;
NOW FIRE REPORT FILED; FIRE PUT OUT BY FIRE EXTINGUISHERS;
CUST HAS NO INSURANCE FOR PROPERTY DAMAGE; VEH IS REPAIRABL
E; PER CUSTOMER, DEALER SAYS: VEH IS AT BLRSHP NOW; CAC
ADVISED: - THIS IS NOT A SITUATION THAT FMC IS ABLE TO ASSI
ST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRE
CTIONS. INFERENCE CASE ID: 79

OWNER RELATIONS 05/31/2000 MMFAXPRG

WHZ 8937

(72)

BEGINNING OF CONTACT
03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.31.39

LEGAL ISSUE CASE NBR: 13900502?0
REGION: 53 KANSAS CITY ZONE: Y OPENED: 01/27/2000
VIN: 1L[illegible]X[redacted] ENGINE: N VEH TYPE: C CLOSED: 01/27/2000

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] NAME: MI:
ADDRESS: [redacted]
CITY: KANSAS CITY STATE: MO ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1999 MODEL: TOWN CAR SIGNATURE 4-DR.SEDAN
MILEAGE: 17732
DEALER NAME: FORD MOTOR COMPANY- SALES CODE: F55000 P & A: 68053
REASON CODE: 0709 LEGAL - FIRE CLAIM
SYMPTOMS: 784245 FIRE/SMOKE SMOKE UNDERHOOD

ORIGIN: CALOL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP200 - OPEN LEGAL CONTACT - PRODUCT LIABILITY
DOCUMENT: ANALYST: SCOX15 SHAWN COX
ACTION DATA/COMMENTS:

2000/01/27
11.03.25 ********** FLEET FAX REC'D 01/27/00 **********
FLEET CONTACT: CAROL ERIKSON 2(816)243-5776
ALLEGES DEFECTIVE VEHICLE. CUSTOMER STATES THAT THERE WAS
FIRE COMING FROM THE ENGINE, MELTED CLUSTER, STEERING WHEEL,
GAS PEDAL AND UNDER DASH.
NO RESOLUTION STATED.
***
FCSD FLEET SERVICE CONTACT:MARISA MANNS 2(313)317-1870

ORIGIN: CALOL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP422 - INFORMATION CALL/FAX WITH DEALER
DOCUMENT: ANALYST: 22240K VINCE KIRKSEY
ACTION DATA/COMMENTS:

2000/01/28
08.31.29 ***LPA COMMENTS***
LPA SPOKE TO THE FLEET MANAGER WHO INDICATED THE VEHICLE
IS CURRENTLY AT THE DEALERSHIP. THEY HAVE TAKEN THE VEHICLE
APART BUT WAS NOT ABLE TO VERIFY THE ORIGIN OF THE FIRE.
THE ENTIRE INTERIOR AREA WAS SCORCHED. NO INJURIES WERE
SUSTAINED AND NO INSURANCE INVOLVED. NO RECALLS OR OMP'S
EXIST ON THE VEHICLE.

OWNER RELATIONS 03/31/2000 MMFAXPRO

WNZ 0938

03/31/2000 MASTER OWNER RELATIONS SYSTEM III 15.51.39

LEGAL ISSUE CASE NBR: L398050270
REGION: 53 KANSAS CITY ZONE: Y OPENED: 01/27/2000
VIN: 1LNHM82W6X[redacted] ENGINE: N VEH TYPE: C CLOSED: 01/28/2000

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP400 - REQUEST FOR VEHICLE INSPECTION- DETERMINE LIABILITY
DOCUMENT: ANALYST: 2224VK VINCE KIRKSEY
ACTION DATA/COMMENTS:

2000/01/28
08.54.17 INSPECTOR NAME MOEL HARRIS
EAA Y
CGM N
FSE N
DEALER Y
LPA COMMENTS
LPA HAS CONTACTED A INDEPENDENT EEA-INSPECTOR TO INVESTIGATE THE VEHICLE FIRE. HOPEFULLY, THE INSPECTOR CAN DETERMINE IF THIS FIRE HAS RELATED TO A DEFECT. LPA HAS LEFT MESSAGE FOR THE INSPECTOR TO CONTACT FORD REGARDING AN INVESTIGATION. LPA WILL INFORM THE INSPECTOR TO CONTACT THE DEALERSHIP AT INDEPENDENCE FORD TO SET UP AN APPOINTMENT.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP1901 - UPDATE/ADDCO CASE
DOCUMENT: ANALYST: 2224VK VINCE KIRKSEY
ACTION DATA/COMMENTS:

2000/01/31
09.08.14 ***LPA COMMENTS***
LPA WA TOUCH BASE WITH THE INSPECTOR-MOEL HARRIS WHO HAS AGREED TO INSPECT THE VEHICLE THIS WEEK. A TENTATIVE DATE HAS NOT BEEN GIVEN. HOWEVER, HE WILL CONTACT FLEET MANAGER-J.H REGARDING AN APPOINTMENT TO INSPECT THE VEHICLE.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP404 - RECEIVE VEHICLE INSPECTION BACK
DOCUMENT: ANALYST: 2224VK VINCE KIRKSEY
ACTION DATA/COMMENTS:

2000/02/03
07.39.31 FSE N
DEALER N
LPA COMMENTS
LPA HAS RECEIVED THE INSPECTION REPORTS BACK FROM THE EAA INSPECTOR. THE FINDINGS WERE INCONCLUSIVE. THE INSPECTOR VERIFIED THE FORE ORIGINATING FROM INSIDE THE LEFT DEFROSTER DUCT-WORK OR TUBING. THIS IS ALSO CONNECTS TO THE AIR FLOWIN G FROM THE BLOWER TO THE WINDSHIELD AND EXTENDS TO THE ENGINE COMPARTMENT. EAA INSPECTOR BELIEVES THE FIRE WAS CAUS ED BY EXTERNAL DEBRIS. DOES NOT BELIEVE THE FIRE WAS CAUSED

MWZ 0939

05/31/2008 MASTER OWNER RELATIONS SYSTEM III 13.51.59

REGION: 53 KANSAS CITY LEGAL ISSUE CASE NBR: 1398050278
VIN: 1LNWM02W6X[redacted] ZONE: Y OPENED: 01/27/2008
ENGINE: N VEH TYPE: C CLOSED: 02/05/2008

2008/02/03
07.59.31 BY A DEFECT.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP1619 - REDIRECT TO OTHER
DOCUMENT: ANALYST: 2226UE VINCE KIRKSEY
ACTION DATA/COMMENTS:

08.02.30 ***LPA COMMENTS***
LPA HAS RE-DIRECTED THE CASE TO NORTH AMERICAN FLEET REP. KEITH MAJESKI WHO WILL INVESTIGATE THE CASE FURTHER. ALL THE DOCUMENTS WERE SENT OVER TO MR. MAJESKI FOR HIS REVIEW. NO FURTHER ACTION IS NEEDED BY LITIGATION PREVENTION AT THIS TIME. LPA WILL ADVISE DEALERSHIP AND FLEET REPRESENTATIVE OF NEXT STEPS.

WHZ 0940

BEGINNING OF CONTACT
03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.31.30

REGION: 53 KANSAS CITY INFORMATION ISSUE CASE NBR: 1521010260
VIN: ILAMMIZW6KY[redacted] ZONE: A2 OPENED: 01/26/2000
ENGINE: N VEH TYPE: C CLOSED: 01/26/2000

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: OKLAHOMA CITY STATE: OK ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1999 MODEL: TOWN CAR SIGNATURE 4-DR.SEDAN
MILEAGE: 17732
DEALER NAME: INDEPENDENCE LINC-N SALES CODE: L63555 P & A: 12018
REASON CODE: 4013 MISC INQUIRY - GENERAL/OTHER
SYMPTOMS: 704249 FIRE/SMOKE SMOKE UNDERHOOD

ORIGIN: NAFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: VISIT
ACTION: NAF129 - OPEN NAFS CONTACT-PRODUCT LIABILITY
DOCUMENT: ANALYST: MMANNS MARISA MANNS
ACTION DATA/COMMENTS:

2000/01/26
06.56.21 CAROL FROM FLT CALLED REQUESTING INVESTIGATION FOR FIRE IN VEH. CUSTOMER STATES THAT SMOKE WAS COMING FROM UNDER HOOD, PULLED OVER AND OPENED HOOD TO SEE FIRE COMING FROM ENGINE. FIRE MELTED CLUSTER, STEERING WHEEL, GAS PEDAL, AND THE AREA UNDER THE DASH. INCIDENT OCCURRED ON 1/15/2000. FORWARD REQUEST TO CONSUMER AFFAIRS.

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC007 - AWAITING ASSISTANCE - FIELD SERVICE ENGINEER
DOCUMENT: ANALYST: L63555 INDEPENDENCE LIN
ACTION DATA/COMMENTS:

2000/01/31
09.37.50 VEHICLE AT DEALER NOW. VEHICLE HAD FIRE UNDER DASH, THROUGH FIREWALL AND UNDER HOOD. CUSTOMER HAD VEHICLE TOWED TO DEALER AND REQUESTED THAT WE TRY TO DETERMINE CAUSE OF FIRE, THEN ADVISE. DEALER INSPECTED UNDER CAR , UNDER HOOD AND UNDER DASH. COULD FIND NO SHORTED WIRES. TALKED WITH CUSTOMER AND GOT AUTHORIZATION TO REMOVE DASH TO INSPECT FURTHER. STILL FOUND NO EVIDENCE OF ANY WIRING SHORTED. AS THIS IS A RENTAL CAR AND DRIVER WAS UNAVAILABLE, IT IS HARD TO DETERMINE EXACT CHAIN OF EVENTS. IT APPEARS TO DEALER THAT IT IS VERY POSSIBLE THAT A LIT CIGARETTE MAY HAVE BEEN DROPPED DOWN THE DEFROSTER DUCT AND STARTED THE FIRE, BUT COULDN'T SAY FOR SURE . CAR IS APART AND DEALER IS WAITING FOR FSE TO LOOK AT PER CUSTOMER.

WWZ 8941

03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.31.39

INFORMATION ISSUE CASE NBR: 1321810260
REGION: 53 KANSAS [redacted] ZONE: A2 OPENED: 01/26/2000
VIN: 1LNMM82W6XY[redacted] ENGINE: N VEH TYPE: C CLOSED: 02/11/2000

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: L63555 INDEPENDENCE LIN
ACTION DATA/COMMENTS:

2000/02/11
13.37.05 TECHNICIAN ASSISTED AN INDEPENDENT FIRE DAMAGE APPRAISER, NO EL HARRIS WITH E.A. ASSOCIATES,THAT HAD BEEN SENT IN HERE BY FORD MOTOR COMPANY TO ASSESS THE VEHICLE AND TRY TO DETERMI NE CAUSE OF FIRE OR RULE OUT OTHER POSSIBLE CAUSES OF FIRE. WE VISITED THE DEALERSHIP ON 2-2-2000. SINCE THAT TIME, S ERVICE ADVISOR HAS HAD CONTACT FROM VINCE WITH FORD FLEET SE RVICES (313-845-5670) STATING THAT IT SHOULD BE 5-10 DAYS BE FORE WE WILL HAVE A DETERMINATION ON HOW TO PROCEDE.

ORIGIN: NAFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: VISIT
ACTION: DSH310 - OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: KNAJESKI KEITH MAJESKI
ACTION DATA/COMMENTS:

2000/02/14
16.41.45 LEFT A MESSAGE FOR CAROL ERIKSON WITH WERYZ AT 816.263.5776. NO PRODUCT DEFECT WAS FOUND. NAFS WILL DENY ASSISTANCE.

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: L63555 INDEPENDENCE LIN
ACTION DATA/COMMENTS:

2000/03/02
11.20.19 5-2-2000 - STILL AWAITING AUTHORIZATION TO REPAIR FROM CUSTO MER AND/OR FURTHER DIRECTION FROM SOMEONE AT FORD.

ORIGIN: NAFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: VISIT
ACTION: NAF814 - ANA NOZ REQUEST - DENIED
DOCUMENT: ANALYST: MMANNS MARISA MANNS
ACTION DATA/COMMENTS:

2000/03/17
10.55.35 NAFS DENIES ASSISTANCE

OWNER RELATIONS 03/31/2000 MMFAXPRG

WHZ 8942

(33)

BEGINNING OF CONTACT
03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.31.39

REGION: 52 SOUTHWEST LEGAL ISSUE CASE NO: 155267167A
VIN: 2FAFP74W[redacted] ZONE: 12 OPENED: 06/16/1998
ENGINE: W VEH TYPE: C CLOSED: 06/16/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] FIRST NAME: [redacted] MI: [redacted]
ADDRESS: [redacted]
CITY: [redacted] STATE: TX ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1998 MODEL: CROWN VIC LX 4DR SEDAN
MILEAGE: 5000
DEALER NAME: JIM BASS FORD, INC. SALES CODE: F52587 P & A: 02444
REASON CODE: 8709 LEGAL - FIRE CLAIM
SYMPTOMS: 704245 FIRE/SMOKE SMOKE UNDERHOOD

ORIGIN: CALOL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP200 - OPEN LEGAL CONTACT - PRODUCT LIABILITY
DOCUMENT: ANALYST: RMWITPIE ROSALYN WHITFIELD
ACTION DATA/COMMENTS:

1998/06/16
15.19.39 CUSTOMER SAYS: ****DEALERSHIP REQUEST**REQUEST FAXED TO CO
NSUMER AFFAIRS 6/16/98. DEALERSHIP CONTACT: MIKE LOMAS (915
)949-4621. FIRE/NO INJURY. INCIDENT DATE: 6/10/98. CUSTOM
ER ALLEGES PRODUCT DEFECT: WIRING. NO POLICE REPORT FILED.
INSURANCE COMPANY NOTIFIED. STATE FARM/ JIM HOLAND INSURAN
CE(915)942-6655. CUSTOMER ALLEGES INSURANCE COMPANY ADVISE
D THEY WILL REPAIR. CUSTOMER WANTS FORD TO PAY. NOT INSURAN
CE COMPANY. FIRE DEPARTMENT/SAN ANGELO. TEXAS FIRE DEPAR
TMENT INCIDENT REPORT FILED; 8001656 CUSTOMER ALLEGES VEHIC
LE PARKED IN GARAGE AFTER RETURNING FROM MOVIES. TWO TO TH
REE MINUTES LATER SMOKE DETECTOR WENT OFF IN GARAGE. 911 CA
LLED. ALLEGES SPARKS EMITTED UNDER CAR. FIRE DEPARTMENT OP
ENED HOOD AND ROLLED VEHICLE OUTSIDE OF GARAGE/NO VISABLE FL
AMES WHEN HOOD OPENED. PER CUSTOMER. DEALER SAYS: CAC A
DVISED.

ORIGIN: CALOL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP501 - MAKE OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: 9867MP MAUREEN PANELEK
ACTION DATA/COMMENTS:

1998/06/19
15.50.30 SPOKE WITH CUSTOMER AND WITH SERVICE MANAGER MIKE LOMAS.
MIKE SAID THAT THE PAINT ON THE VEHICLE'S HOOD WAS NOT DAM-
AGED, WHICH WOULD INDICATE THAT THERE WAS NO OPEN FLAME.
MIKE ALSO SAID THE VEHICLE IS REPAIRABLE. CUSTOMER SAID HE
DOES NOT WANT VEHICLE REPAIRED; HE WANTS A NEW VEHICLE.
CUSTOMER'S INSURANCE CARRIER HAS INSPECTED AND IS PREPARED
TO REPAIR THE VEHICLE. ADVISED MIKE THAT FORD WOULD ALSO
OFFER TO REPAIR, BUT NOT REPLACE.

WWZ 8943

03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.31.39

REGION: 52 SOUTHWEST LEGAL ISSUE CASE NBR: 1552671678
VIN: 2FAFP74W6W[redacted] ZONE: I2 OPENED: 06/18/1998
ENGINE: N VEH TYPE: C CLOSED: 06/19/1998

ORIGIN: CALOL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP301 - MAKE OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: 9867MP MAUREEN PAMELEK
ACTION DATA/COMMENTS:

1998/06/18
15.09.56 CONTACT PERSON CUSTOMER
LEFT MESSAGE ON CUSTOMER'S VOICEMAIL ADVISING THAT FORD
WOULD OFFER TO REPAIR THE VEHICLE, BUT WOULD NOT REPLACE AS
WE REQUESTED. LEFT MY NUMBER FOR HIM TO RECONTACT.

ORIGIN: CALOL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP4008 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: 7652MM MARION MINNIS
ACTION DATA/COMMENTS:

1998/06/29
17.36.05 SERVICE MANAGER RECONTACT MPAMELEK REGARDING STATUS OF THIS
CASE: (MIKE IBEN, SERVICE MANAGER)
-BASED ON DEALER INSECTION, FMC IS NOT RESPONSIBLE FOR FIRE.
-BELIEVES THAT DEALER REPAIR MAY HAVE CONTRIBUTED TO THE
FIRE. AT THIS TIME HE REQUESTS THAT CONSUMER AFFAIRS CLOSE
CASE OUT. IN THE EVENT THAT FURTHER CONSUMER AFFAIRS
INTERACTION IS WARRANTED, SERVICE MANAGER WILL RECONTACT.

ORIGIN: CALOL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: SL603 - ADD MICRO NUMBER/DOC ID
DOCUMENT: 542021 ANALYST: 831IRN ROSALYN WHITFIELD
ACTION DATA/COMMENTS:

1998/08/05
07.38.00 MICRO NUMBER ADDED: 5420214

WHZ 0544

BEGINNING OF CONTACT
03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.31.39

LEGAL ISSUE CASE NBR: 0550221689
REGION: 48 DETROIT ZONE: C2 OPENED: 06/17/1999
VIN: 2MEFM74W0XX[redacted] ENGINE: M VEM TYPE: C CLOSED: 06/17/1999

LAST NAME: [redacted] STATUS [redacted]
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: CLINTON TWP STATE: MI ZIP:
HOME PHONE:
MODEL YEAR: 1998 MODEL: GRAND MARQUIS GS 4DR SDN
MILEAGE: 18643
DEALER NAME: CRISSMAN LINCOLN-ME SALES CODE: L48286 P & A: 15901
REASON CODE: 4789 LEGAL - FIRE CLAIM
SYMPTOMS: 704300 FIRE/SMOKE SCORCHED/BURNT

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP2MM - OPEN LEGAL CONTACT - PRODUCT LIABILITY
DOCUMENT: ANALYST: DFLETCH6 DOLCINA FLETCHER
ACTION DATA/COMMENTS:

1999/06/17
15.58.22 ********** DEALER REQUEST LETTER **********
REC'D 06/16/99
DEALERSHIP CONTACT:RONALD KENNEDY @ (248)652-4200
ALLEGES DEFECTIVE VEHICLE. THE ALTERNATOR CONNECTION WAS
LOOSE AND CAUSED FIRE.
CUSTOMER REQUESTS FORD REPAIR VEHICLE.###

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP3BI - MAKE OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: 482AAC ANDREW CHABOT
ACTION DATA/COMMENTS:

15.46.32 CONTACT PERSON CUSTOMER
LFA SPOKE WITH CUSTOMER TODAY AND ADVISED THAT FMC WILL PAY
FOR REPAIRS TO VEHICLE.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP7RR - SEND RELEASE TO CUSTOMER FOR SIGNATURE
DOCUMENT: ANALYST: 482AAC ANDREW CHABOT
ACTION DATA/COMMENTS:

15.47.36 LFA SPOKE WITH RON KENNEDY, SERVICE MANAGER AND FAXED THE
RELEASE TO HIM FOR CUSTOMER'S SIGNATURE.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP17RM - CUSTOMER ACCEPTS OFFER
DOCUMENT: ANALYST: 482AAC ANDREW CHABOT
ACTION DATA/COMMENTS:

1999/08/04
12.41.06 ANSWER Y/N Y

OWNER RELATIONS 03/31/2000 MMFAXPRO

WWZ 0945

03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.51.39

LEGAL ISSUE CASE NBR: 0550221609
REGION: 48 DETROIT ZONE: C2 OPENED: 06/17/1999
VIN: 2MEFM74W00[redacted] ENGINE: W VEH TYPE: C CLOSED: 08/04/1999

1999/08/04
12.01.06 LPA SPOKE WITH SERVICE MANAGER, DON KENNEDY ON 8/4/99. HE ADVISED THAT THE VEHICLE WAS REPAIRED YESTERDAY. THE REASON FOR THE DELAY WAS DUE TO THE ALTERNATOR BEING ON NATIONAL BACKORDER. SERVICE MANAGER WILL CALL LPA FOR A P96 CODE ONCE THE CUSTOMER PICKS UP THE VEHICLE IN A FEW DAYS.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP702 - RECEIVE SIGNED RELEASE
DOCUMENT: ANALYST: 4828AC ANDREW CHABOT
ACTION DATA/COMMENTS:

1999/08/13
11.58.03 LPA RECEIVED THE RELEASE AND REPAIR ESTIMATE FROM DEALERSHIP ON 8/13/99.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP800 - PAY FOR REPAIRS - PRODUCT DEFECT (P96)
DOCUMENT: ANALYST: 4828AC ANDREW CHABOT
ACTION DATA/COMMENTS:

11.59.53 PROJECTED @ AMOUNT 8,724
DEALER P & A CODE 13901
ACTUAL @ AMOUNT 5,724
LINE 0 XA
LAST FOUR OF R.O. 0 9890
COMMITMENT CODE M49XS
LPA PROVIDED P96 CODE TO DEALERSHIP. TOTAL COST OF REPAIR WAS 05723.51.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: 4828AC ANDREW CHABOT
ACTION DATA/COMMENTS:

12.00.58 NO FURTHER ACTION IS NEEDED.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: C48012 - ADD IMAGE TO ISSUE
DOCUMENT: 1154712 ANALYST: SCOX14 SHAWN COX
ACTION DATA/COMMENTS:

1999/12/21
11.57.41 CUSTOMER SAYS: ADDING CONSUMER LETTER TO CONTACT LETTER DATED 10-13-99. PER CUSTOMER. DEALER SAYS: CAC ADVISED.

OWNER RELATIONS 03/31/2000 MMFAXPRO

WWZ 0946

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05/31/2000              MASTER OWNER RELATIONS SYSTEM III              13.51.39
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                          LEGAL ISSUE                          CASE NBR: 0550221689
REGION: 48 DETROIT        ZONE: C2                              OPENED: 06/17/1999
VIN:  2MEFM74[redacted]   ENGINE: W    VEH TYPE: C              CLOSED: 12/27/1999
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ORIGIN:     CALGL  - CONSUMER AFFAIRS - LITIGATION PREVENTION  COMMUNICATION: MAIL
ACTION:     CA0800 - OFFER
DOCUMENT:            ANALYST: 4828AC  ANDREW CHABOT
ACTION DATA/COMMENTS:

1999/12/27
  15.12.44  PROJECTED $  AMOUNT                          151
            LPA LEFT MESSAGE FOR WARRANTY ADMINISTRATION.  LPA WILL
            PROVIDE PSS CODE FOR REIMBURSEMENT OF $151.10.
-------------------------------------------------------------------------------------
ORIGIN:     CALGL  - CONSUMER AFFAIRS - LITIGATION PREVENTION  COMMUNICATION: MAIL
ACTION:     LP1700 - CUSTOMER  ACCEPTS OFFER
DOCUMENT:            ANALYST: 4828AC  ANDREW CHABOT
ACTION DATA/COMMENTS:

  15.15.19  ANSWER Y/N                                   Y
            LPA LEFT MESSAGE ON CUSTOMER'S VOICE MAIL ADVISING THAT FMC
            WILL PROVIDE THE REQUESTED REIMBURSEMENT.
-------------------------------------------------------------------------------------
ORIGIN:     CALGL  - CONSUMER AFFAIRS - LITIGATION PREVENTION  COMMUNICATION: MAIL
ACTION:     LP4800 - FINAL CASE DISPOSITION
DOCUMENT:            ANALYST: 4828AC  ANDREW CHABOT
ACTION DATA/COMMENTS:

  15.15.49  NO FURTHER ACTION AT THIS TIME.
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WWZ 0947

(35)

BEGINNING OF CONTACT
03/31/2000 MASTER OWNER RELATIONS SYSTEM III 15.31.39

LEGAL ISSUE CASE NBR: 1376590609
REGION: 16 PHILADELPHIA ZONE: F1 OPENED: 03/01/1999
VIN: 2FAFP71M1W[redacted] ENGINE: W VEH TYPE: C CLOSED: 03/01/1999

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] FIRST NAME: MI:
ADDRESS:
CITY: READING STATE: PA ZIP: [redacted]
HOME PHONE:
MODEL YEAR: 1998 MODEL: CROWN VIC P 4DR SEDAN
MILEAGE: 15964
DEALER NAME: MANDENBACH FORD SALES CODE: P16221 P & A: 01585
REASON CODE: 0709 LEGAL - FIRE CLAIM
SYMPTOMS: 704245 FIRE/SMOKE SMOKE UNDERHOOD

ORIGIN: NAFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: PHONE
ACTION: NAF155 - MISCELLANEOUS
DOCUMENT: ANALYST: 8725PZ PAUL ZALMEZAK
ACTION DATA/COMMENTS:

1999/03/01
10.27.39 JOHN STONE FROM DEALERSHIP CALLED ADVISING THAT FLEET VEHICLE EXHIBITED AN UNDERHOOD FIRE. DETAILS NOT AVAILABLE. REQUESTED INSPECTION FROM CONSUMER AFFAIRS THIS MORNING.

ORIGIN: NAFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: PHONE
ACTION: NAF129 - OPEN NAFS CONTACT-PRODUCT LIABILITY
DOCUMENT: ANALYST: 8725PZ PAUL ZALMEZAK
ACTION DATA/COMMENTS:

11.06.32 OPEN LEGAL CONTACT.

ORIGIN: NAFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: PHONE
ACTION: NAF132 - ADD ADDITIONAL COMMENTS TO LEGAL CONTACT
DOCUMENT: ANALYST: 8725PZ PAUL ZALMEZAK
ACTION DATA/COMMENTS:

11.09.01 FLEET CONTACT PHONE NUMBER 410 655 6281
DEALER PHONE 410 921 1411

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP500 - MAKE OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: 5000TH TRACEY HOODS
ACTION DATA/COMMENTS:

1999/03/03
15.19.35 CONTACT PERSON KEITH
LPA COMMENTS
LPA ADVISED KEITH THAT AN INDEPENDENT INSPECTOR WOULD BE CONTACTED TO INSPECT THE VEHICLE.

OWNER RELATIONS 03/31/2000 MMFAXPRO

WWZ 8948

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03/31/2000              MASTER OWNER RELATIONS SYSTEM III              13.31.39
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                              LEGAL ISSUE                        CASE NBR: 1376000609
REGION: 16 PHILADELPHIA       ZONE: FL                             OPENED: 03/01/1999
VIN:  2FAPP71MIN[redacted]    ENGINE: N    VEH TYPE: C             CLOSED: 05/10/1999
=====================================================================================
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ORIGIN:     NAFS    - NORTH AMERICAN FLEET SERVICE  COMMUNICATION: PHONE
ACTION:     NAF132  - ADD ADDITIONAL COMMENTS TO LEGAL CONTACT
DOCUMENT:             ANALYST: 8725PZ  PAUL     ZALNEZAK
ACTION DATA/COMMENTS:

1999/03/10
  14.28.09  RECEIVED ANOTHER CALL FROM DEALERSHIP.
            LEFT PROFS WITH TRACEY AND LYNN.
-------------------------------------------------------------------------------------
ORIGIN:     NAFS    - NORTH AMERICAN FLEET SERVICE  COMMUNICATION: PHONE
ACTION:     NAF132  - ADD ADDITIONAL COMMENTS TO LEGAL CONTACT
DOCUMENT:             ANALYST: 8725PZ  PAUL     ZALNEZAK
ACTION DATA/COMMENTS:

  14.32.40  CONTACTED CUSTOMER. HE IS FRUSTRATED WITH THE LENGTH OF
            TIME IT HAS TAKEN TO ADDRESS THE ISSUE.
            NAFS. I APOLOGIZED AND ADVISED I AM IN WIDST OF ADDRESSING
            IT AND PROMISED TO GET VEHICLE INSPECTED ASAP
-------------------------------------------------------------------------------------
ORIGIN:     NAFS    - NORTH AMERICAN FLEET SERVICE  COMMUNICATION: PHONE
ACTION:     NAF132  - ADD ADDITIONAL COMMENTS TO LEGAL CONTACT
DOCUMENT:             ANALYST: 8725PZ  PAUL     ZALNEZAK
ACTION DATA/COMMENTS:

1999/03/11
  10.55.22  RECEIVED CONFIRMATION FROM TRACEY THAT VEHICLE WILL BE
            INSPECTED BY FRIDAY 3-12.
-------------------------------------------------------------------------------------
ORIGIN:     CALOL   - CONSUMER AFFAIRS - LITIGATION PREVENTION  COMMUNICATION: PHONE
ACTION:     LP404   - RECEIVE VEHICLE INSPECTION BACK
DOCUMENT:             ANALYST: 5088TH  TRACEY   WOODS
ACTION DATA/COMMENTS:

1999/03/25
  12.15.58  FSE                                          N
            DEALER                                       N
            ***LPA COMMENTS***
            EAA INSPECTION RESULTS ALONG WITH PICTURES RECEIVED.
-------------------------------------------------------------------------------------
ORIGIN:     CALOL   - CONSUMER AFFAIRS - LITIGATION PREVENTION  COMMUNICATION: PHONE
ACTION:     LP101D  - REDIRECT TO NAFS
DOCUMENT:             ANALYST: 5088TH  TRACEY   WOODS
ACTION DATA/COMMENTS:

  12.16.52  ***LPA COMMENTS***
            INSPECTION REPORT ALONG WITH PICTURES FORWARDED TO FLEET CON-
            TACT/PAUL ZALNEZAK FOR REVIEW AND FINAL DECISION.

OWNER RELATIONS                    03/31/2000  MMFAXPRG
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WWZ 8949

03/31/2000 MASTER OWNER RELATIONS SYSTEM III 13.31.59

LEGAL ISSUE CASE NBR: 1376590600
REGION: 16 PHILADELPHIA ZONE: F1 OPENED: 03/01/1999
VIN: 2FAPP71W1WX[redacted] ENGINE: W VEH TYPE: C CLOSED: 03/29/1999

ORIGIN: NAFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: PHONE
ACTION: BSB311 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: 8725P2 PAUL ZALMEZAK
ACTION DATA/COMMENTS:

1999/03/29
12.51.25 LEFT MESSAGE FOR JOHN STONE REQUESTING CALL BACK.
VEHICLE DID NOT EXPERIENCE FIRE ACCORDING TO REPORT.
WILL REVIEW RESULTS WITH DEALERSHIP.

ORIGIN: NAFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: PHONE
ACTION: NAF152 - ADD ADDITIONAL COMMENTS TO LEGAL CONTACT
DOCUMENT: ANALYST: 8725P2 PAUL ZALMEZAK
ACTION DATA/COMMENTS:

13.00.43 VEHICLE A WARRANTY REPAIR. NOT A FIRE. PLASTIC PIPE
MELTED DUE TO MISROUTE TO CLOSE TO EXHAUST MANIFOLD
RESULTING IN FREON LEAKAGE. OFFICER THOUGHT IT WAS A FIRE.
VEHICLE OPERATING PROPERLY AT END OF INSPECTION
NAFS: ADVISED JOHN AT DEALERSHIP TO COVER UNDER WARRANTY

ORIGIN: NAFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: PHONE
ACTION: NAF133 - MISCELLANEOUS
DOCUMENT: ANALYST: 8725P2 PAUL ZALMEZAK
ACTION DATA/COMMENTS:

1999/04/28
12.35.05 ROD 50363. LINE A, 42632.94 Y64DN W04

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: SL603 - ADD MICRO NUMBER/DOC ID
DOCUMENT: 042005 ANALYST: 5008TH TRACEY HOODS
ACTION DATA/COMMENTS:

14.17.50

OWNER RELATIONS 03/31/2000 MMFAXPRO

WHZ 0950

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BEGINNING OF CONTACT
04/03/2000                MASTER OWNER RELATIONS SYSTEM III                15.35.35
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                          INFORMATION ISSUE                  CASE NBR: 0376643089
REGION: 15 NEW YORK       ZONE: 01                             OPENED: 11/04/1999
VIN:  2FALP72N2T[redacted]  ENGINE: M    VEH TYPE: C           CLOSED: 11/04/1999
=====================================================================================
LAST NAME:  [redacted]                                         STATUS: CLOSED
TITLE:                                FIRST NAME: [redacted]   MI:  [redacted]
ADDRESS:
CITY:       JAMAICA                   STATE:      NY           ZIP:
HOME PHONE: [redacted]
MODEL YEAR: 1998                      MODEL:      CROWN VIC F  4DR SEDAN
MILEAGE:    150000
DEALER NAME: LA FRES FORD INC         SALES CODE: F15053       F & A:  03610
REASON CODE: 1143 AWA - OUTSIDE CRITERIA.  REQUESTING AWA
SYMPTOMS:    499500 ENGINE GENERAL CONCERN MECH FAILURE
-------------------------------------------------------------------------------------
ORIGIN:    CAC    - GENERAL CAC  COMMUNICATION: PHONE
ACTION:    DR0001 - NO ACTION REQUIRED; INFORMATION ONLY
DOCUMENT:           ANALYST: SFENTON  SHARON FENTON
ACTION DATA/COMMENTS:

1999/11/04
  10.19.24  CUSTOMER SAYS:   CUST BROUGHT THE VEH INTO THE DLR 3 WEEKS A
            GO FOR THE CHECK ENGINE LIGHT. CUST PAID $126 FOR THE REPAIR
             OF A PLUG. WHEN CUST PICKED UP THE VEH 30 MINS LATER THE CH
            ECK ENGINE LIGHT CAME ON. CUST BROUGHT THE VEH BACK TO THE D
            LR NEXT DAY AND THERE WAS SMOKE UNDER THE HOOD. CUST WILL BE
             CONTACTING THEIR LAWYER OVER THIS MATTER. CUST FEELS THAT T
            HE DLR MESSED UP THE VEH.  CUST WOULD LIKE FINANCIAL ASSISTA
            NCE FOR THIS REPAIR.  PER CUSTOMER, DEALER SAYS:    DLR CHAN
            GED IN THE INTAKE MANIFOLD THEY PLACED WATER IN THE VEH AND
            THEY DID NOT CHANGE THE THERMOSTAT.  DLR STATED THAT THE VEH
             NEEDS A NEW MOTOR AND THE REAPIR WOULD COST $4000.00. DLR R
            ECOMMENDED THE CUST TO ANOTHER GARAGE TO HAVE THE REPAIR DON
            E $1700.00  CAC ADVISED:  - WARRANTY WAS EXPIRED  - FORD WIL
            L NOT PROVIDE FINANCIAL  ASSISTANCE  -CAC ADVISED CUST IF TH
            EY FEEL THAT THE REPAIR WAS DONE DUE TO A WORKMANSHIP ISSUE
            THEY WOULD HAVE TO CONTACT THE S/M FOR FURTHER CLARIFICATION
             ON THE REPAIRS THAT WERE MADE. INFERENCE CASE ID:  4411
-------------------------------------------------------------------------------------
ORIGIN:    CAC138 - US CONCERN CASE BASE  COMMUNICATION: PHONE
ACTION:    526    - ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE
DOCUMENT:           ANALYST: SFENTON  SHARON FENTON
ACTION DATA/COMMENTS:
            CUSTOMER SAYS:   CUST BROUGHT THE VEH INTO THE DLR 3 WEEKS A
            GO FOR THE CHECK ENGINE LIGHT. CUST PAID $126 FOR THE REPAIR
             OF A PLUG. WHEN CUST PICKED UP THE VEH 30 MINS LATER THE CH
            ECK ENGINE LIGHT CAME ON. CUST BROUGHT THE VEH BACK TO THE D
            LR NEXT DAY AND THERE WAS SMOKE UNDER THE HOOD. CUST WILL BE
             CONTACTING THEIR LAWYER OVER THIS MATTER. CUST FEELS THAT T
            HE DLR MESSED UP THE VEH.  CUST WOULD LIKE FINANCIAL ASSISTA
            NCE FOR THIS REPAIR.  PER CUSTOMER, DEALER SAYS:    DLR CHAN
            GED IN THE INTAKE MANIFOLD THEY PLACED WATER IN THE VEH AND
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WWZ 0951

04/03/2000 MASTER OWNER RELATIONS SYSTEM III 15.35.35

INFORMATION ISSUE CASE NBR: 0376443889
REGION: 15 NEW YORK ZONE: B1 OPENED: 11/04/1999
VIN: 2FALP72N2T[redacted] ENGINE: W NEW TYPE: C CLOSED: 11/04/1999

1999/11/04
10.19.24 THEY DID NOT CHANGE THE THERMOSTAT. DLR STATED THAT THE VEH NEEDS A NEW MOTOR AND THE REAPIR WOULD COST $4000.00. DLR R ECOMMENDED THE CUST TO ANOTHER GARAGE TO HAVE THE REPAIR DON E $1700.00 CAC ADVISED: - WARRANTY HAS EXPIRED - FORD WIL L NOT PROVIDE FINANCIAL ASSISTANCE -CAC ADVISED CUST IF TH EY FEEL THAT THE REPAIR WAS DONE DUE TO A WORKMANSHIP ISSUE THEY WOULD HAVE TO CONTACT THE S/M FOR FURTHER CLARIFICATION ON THE REPAIRS THAT WERE MADE. INFERENCE CASE ID: 4411

WWZ 0952

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BEGINNING OF CONTACT
04/03/2000 MASTER OWNER RELATIONS SYSTEM III 09.25.59

CONCERN ISSUE CASE NUM: 0472168328
REGION: 16 PHILADELPHIA ZONE: 01 OPENED: 02/01/2000
VIN: 1LNFM81MX[redacted] ENGINE: N VEH TYPE: C CLOSED: 02/01/2000

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: F
ADDRESS:
CITY: KIDLEY PARK STATE: PA ZIP: 19070
HOME PHONE: [redacted]
MODEL YEAR: 1994 MODEL: TOWN CAR EXECUTIVE 4DR
MILEAGE: 58380
DEALER NAME: HARBOR LINCOLN-MERC SALES CODE: L15015 F & A: 10494
REASON CODE: 2063 WARRANTY - REIMBURSEMENT FOR REPAIR
SYMPTOMS: 203122 START/CRANK CRANKING SYSTEM LOW CHARGE

ORIGIN: CACIS0 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: RSMAMS RIANA SAMMS
ACTION DATA/COMMENTS:

2000/02/01
12.33.28 CUSTOMER SAYS: - THE VEH WOULD NOT START - HE GOT THE VEH RESTARTED W/ THE HELP OF OTHERS IN HIS SURROUNDINGS. HE SAY S THAT SOMETHING IN THE VEH CAUGHT ON FIRE, BUT THEY PUT IT OUT. - THE VEH STARTED THE NEXT DAY FOR 15 MILES - HE TOOK THE VEH TO THE DEALER, HE HAS BILLED. - HE WANTS A REIMBUR SMENT FOR CUSTOMER, DEALER SAYS: HARBOR L/M C&C ADVISED , - FORWARDED INFORMATION TO THE DEALERSHIP - REQUESTED CR M/SERV MGR CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS - DBC TO DEALER, SPOKE W/ THE S/A, LARRY, THE CUST USED A ETHER , TH IS CAUSED THE PARTS IN THE VEH TO BE DEFECTIVE, THIS IS NOT COVERED UNDER THE WARRANTY.MISUSE/ ABUSE ISSUE. INFERENCE CA SE ID: 3584

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC069 - WARRANTY REPAIR DENIED - ABUSE
DOCUMENT: ANALYST: LLB01D HARBOR LINCOLN-MERCURY
ACTION DATA/COMMENTS:

2000/02/02
08.01.21 CUSTOMER ADMITS CAR WOULD NOT START USED EATHER TO START AND START IT BACKFIRED BURNED OUT MASS AIR FLOW SENSOR . CUST ADVISED AND GIVEN ESTIMATE BEFORE REPAIRS WERE MADE..

OWNER RELATIONS 04/03/2000 MMFAXP00

WZ 0953

(38)

not dealt with

BEGINNING OF CONTACT
03/31/2000 MASTER OWNER RELATIONS SYSTEM III 15.31.59

LEGAL ISSUE CASE NO: 1556672364
REGION: 52 SOUTHWEST ZONE: 12 OPENED: 08/24/1998
VIN: EFAFP73M1WX[redacted] ENGINE: W VEH TYPE: C CLOSED: 08/24/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] FIRST NAME: [redacted] MI: [redacted]
ADDRESS: [redacted] 215
CITY: [redacted] STATE: TX ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1998 MODEL: CROWN VIC 5 4DR SEDAN
MILEAGE: 4094
DEALER NAME: ARROW FORD INC SALES CODE: F52320 P & A: 02404
REASON CODE: 0700 LEGAL - FIRE CLAIM
SYMPTOMS: 704300 FIRE/SMOKE SCORCHED/BURNT

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP200 - OPEN LEGAL CONTACT - PRODUCT LIABILITY
DOCUMENT: ANALYST: 7652MM MARION MINNIS
ACTION DATA/COMMENTS:

1998/08/24
15.27.47 NNNNDEALER REQUEST FOR CONSUMER AFFAIRS REVIEW=======
=
VEHICLE CAUGHT FIRE AS A RESULT OF AN ELECTRICAL SHORT.
STATE FARM INITIALLY ADVISED THAT DEALERSHIP TO TEAR THE
VEHICLE DOWN AS THEY WOULD TAKE CARE OF THE PROBLEM. NOW,
THEY WANT TO SEE HOW FORD WILL HANDLE THE CONCERN.
=
LPA LEFT VOICE MAIL MESSAGE REQUESTING THAT SERVICE MANAGER
RECONTACT.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP300 - MAKE OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: 7652MM MARION MINNIS
ACTION DATA/COMMENTS:

1998/08/25
11.21.44 CONTACT PERSON EDDIE ROSE, SERVICE MANAGER
LPA MADE OUTBOUND CALL AND SPOKE WITH EDDIE ROSE, SERVICE
MANAGER.
-BOLT ON THE BACK OF ALTERNATOR WHICH HOLDS GROUND WIRE
IS SHEARED OFF. SM CHECKED OASIS FOR PREVIOUS REPAIR
HISTORY AND ONLY FOUND DEALER OIL CHANGES. ESTIMATE FROM
INSURANCE COMPANY/ADJUSTOR, $12,000. A LOT OF WIRING OVER
ENGINE HAS BEEN REMOVED. DEALERSHIP BODY SHOP SUPPLIED
ESTIMATE FOR PAINT REPAIR. FURTHER, BELIEVES THAT THE
WIRING GOT SO HOT THAT THE PLASTIC CAUGHT ON FIRE. THE
SERVICE MANAGER DOES NOT HAVE A COPY OF THE FIRE REPORT.
DEALERSHIP ESTIMATES THAT IT WILL TAKE ABOUT 59 HOURS TO
REPAIR.
=
DEALERSHIP HAS RETAINED ALL THE PARTS THAT WERE REMOVED AT

OWNER RELATIONS 03/31/2000 MMFAXPRO

WHZ 8954

03/31/2000 MASTER OWNER RELATIONS SYSTEM III 15.51.39

REGION: 52 SOUTHWEST LEGAL ISSUE CASE NBR: 1556672368
VIN: 2FAFP73W1N[redacted] ZONE: 12 OPENED: 08/26/1998
ENGINE: N VEH TYPE: C CLOSED: 08/25/1998

1998/08/25
11.21.44 THE TIME OF INITIAL YEAR DOWN.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP400 - REQUEST FOR VEHICLE INSPECTION- DETERMINE LIABILITY
DOCUMENT: ANALYST: 7652MM MARION MINNIS
ACTION DATA/COMMENTS:

16.02.05 INSPECTOR NAME WILLIAM BROWN
EAA Y
LPA MADE OUTBOUND CALL AND SPOKE WITH DALLAS EAA INSPECTOR.
-INSPECTOR WILL LOOK AT VEHICLE ON WEDNESDAY, 8/26/98.
-UPON RECEIPT OF THE PICTURES AND REPORT LPA WILL CONTACT
DEALERSHIP/CUSTOMER AND ADVISE.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP615 - DENY ASSISTANCE - NO FORD PRODUCT DEFECT FOUND
DOCUMENT: ANALYST: 7652MM MARION MINNIS
ACTION DATA/COMMENTS:

1998/09/05
14.15.00 VEHICLE INSPECTION AND PICTURES HAVE BEEN RECEIVED.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP300 - MAKE OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: 7652MM MARION MINNIS
ACTION DATA/COMMENTS:

1998/09/04
11.47.17 CONTACT PERSON EDDIE ROSE, SERVICE MANAGER
BASED ON REVIEW OF INFORMATION AND ALL FACTS SURROUNDING
THE CASE:
-FORD MOTOR COMPANY DECIDED TO OFFER REPLACEMENT VEHICLE
TO CUSTOMER. LPA CONTACTED DEALERSHIP ON 9/3/98. AT THAT
TIME SERVICE MANAGER ADVISED THAT DEALERSHIP PUT CUSTOMER
INTO REPLACEMENT VEHICLE PRIOR TO FMC AUTHORIZATION.
LPA WILL REVIEW CURRENT STATUS OF CASE AND UPDATE
ACCORDINGLY.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP405 - REQUEST SALES / SERVICE FILE
DOCUMENT: ANALYST: 7652MM MARION MINNIS
ACTION DATA/COMMENTS:

15.19.43 DEALERSHIP NAME ARROW FORD, INC.
NOTE: LPA REQUESTED SALES AND SERVICE FILE FOR RAV
COMPLETION PURPOSES. SERVICE MANAGER IS TO FORWARD
INFORMATION VIA FAX.

WWZ 8955

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05/31/2000              MASTER OWNER RELATIONS SYSTEM III              13.31.59
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                          LEGAL ISSUE                      CASE NBR: 1556672344
REGION: 52 SOUTH[redacted]ZONE: 12                          OPENED: 08/24/1998
VIN:  2FAFP73W1W[redacted]ENGINE: W    VEH TYPE: C          CLOSED: 09/21/1998
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ORIGIN:    CALGL  - CONSUMER AFFAIRS - LITIGATION PREVENTION  COMMUNICATION: FAX
ACTION:    LP4000 - FINAL CASE DISPOSITION
DOCUMENT:           ANALYST: 7458[illegible] MARION   MINNIS
ACTION DATA/COMMENTS:

1998/09/21
  14.37.54  LPA REFUNDED THE DEALERSHIP THE MEMO AMOUNT MINUS MILEAGE
            -INFORMATION UPLOADED TO RAV PER APPROVAL OF LPA MANAGER.
-----------------------------------------------------------------------------
ORIGIN:    CALGL  - CONSUMER AFFAIRS - LITIGATION PREVENTION  COMMUNICATION: FAX
ACTION:    SL643  - ADD MICRO NUMBER/DOC ID
DOCUMENT: 8549 1    ANALYST: 836843  LINDA    SKIDMORE
ACTION DATA/COMMENTS:

1998/10/05
  14.02.30
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HWZ 0956