19[illegible]-92 MY PROBE VEHICLES
PERFORMANCE OF RECALL [illegible]-172
OWNER COMPLAINTS, FIELD REPORTS, CLAIMS, AND VOQ'S

Appendix [illegible]

OWNER					VEHICLE			RECALL REMEDY			REPORT		FORD ASSESSMENT/RESOLUTION
Name	Address	City	State	ZIP	MY	VIN	Build Date	Date	Miles	Problem Description	Date	No.	
[redacted]		Framingham	MA	[redacted]	90	1ZVPT20C3L5[redacted]	10/09/89	03/17/97	78,000	Parts will take eight weeks.	02/20/97	106123074	
		Louisville	KY		90	1ZVPT2?C?L5[redacted]	04/05/90	05/08/97	50,000	Part still not received.	05/06/97	106402907	
		San Jose	CA		90	1ZVPT20C0L5[redacted]	08/28/90	09/04/97	Unknown	Part is on back-order.	08/26/97	106634164	
		Ft. Carson	CO		90	1ZVPT2?C9L5[redacted]	08/16/90	11/26/96	103,000	Parts are on back-order.	10/10/96	107621505	Performed recall on both sides 11/29/96.
		Longview	TX		90	1ZVPT20CXL5[redacted]	07/20/90	10/22/96	100,000	Parts expected to be received first of '97.	10/21/96	107651509	Warra refused. Had had vehicle repaired previously.
		Germantown	TN		90	1ZVPT21U4L5[redacted]	09/09/90	02/05/97	150,000	Part on back-order since 10/31/96.	10/24/96	107692541	
		Moreno Valley	CA		90	1ZVPT20C2L5[redacted]	10/09/89	10/28/96	48,000	Part is now on back-order.	11/01/96	107715004	Vehicle was in & repaired.
		Pottstown	PA		90	1ZVPT21U9L5[redacted]	09/15/89	04/23/97	78,000	Parts have not been received.	11/04/96	107721045	When recall complete will refund previous repair.
		Baltimore	MD		90	1ZVPT20C9L5[redacted]	09/29/89	11/18/96	125,000	Parts are not in.	11/08/96	107744446	Car should be ready on Tuesday.
		Michigan City	IN		90	1ZVPT22L?L5[redacted]	11/09/89	02/11/97	35,000	Parts have not arrived.	11/12/96	107754298	Part has been received & will be installed ASAP.
		Mountainside	NJ		90	1ZVPT22L0L5[redacted]	12/08/89	No Date	56,000	Parts have not come in	11/12/96	107757457	Will not refund money for used parts owner installed
		Loveland	CO		90	1ZVPT21U1L5[redacted]	03/23/90	No Date	81,000	Parts not available until 12/15/96.	10/29/96	107072349	Customer will be contacted when parts arrive.
		Lake Forest Park	WA		90	1ZVPT20C4L5[redacted]	09/29/89	10/30/96	185,000	Customer in rental car due to no parts.	10/30/96	107700542	Will not be able to do anything until December.
		Elizabethtown	PA		90	1ZVPT20C?L5[redacted]	09/22/89	No Date	70,000	Will not received parts until December.	10/30/96	107701082	Try to obtain parts ASAP and perform recall.
		Fairfield	OH		90	1ZVPT21U?L5[redacted]	01/09/90	10/24/96	56,000	Parts have not come in.	10/24/96	107676769	Will call customer when parts come in.
		Gurnee	IL		90	1ZVPT21U?L5[redacted]	04/27/90	10/30/96	49,000	Waiting on part.	10/30/96	107699431	Adjustment of seat belt until part arrives.
		Virginia Beach	VA		90	1ZVPT21U?L5[redacted]	09/14/89	10/31/96	111,000	Parts unavailable until 12/15/96.	10/30/96	107703495	
		Chesapeake	VA		90	1ZVPT21U?L5[redacted]	03/23/90	11/04/96	100,000	Parts will not be in until 12/15/96.	11/05/96	107723186	Dealer repaired assembly with out-of-stock material.
		Bridgewater	NJ		90	1ZVPT20C?L5[redacted]	04/26/90	No Date	106,500	Parts for recall will not be in until Dec.	11/05/96	107725747	
		Euless	TX		90	1ZVPT21U7L5[redacted]	11/16/89	01/03/97	140,000	Part is currently on back-order.	11/11/96	107751987	Will contact customer when part arrives next week.
		Lincoln City	OR		90	1ZVPT20C9L5[redacted]	01/09/90	10/23/96	30,000	Parts have been on order since 10/25/96.	11/13/96	107761691	
		Roxbury	NY		90	1ZVPT21U7L5[redacted]	10/30/89	No Date	87,500	Parts may not be available until 12/16/96.	11/13/96	107762189	
		Allentown	PA		90	1ZVPT20C?L5[redacted]	03/28/90	No Date	79,000	No vendor parts at this time.	11/13/96	107762695	Parts received and recall performed.
		Watertown	MA		90	1ZVPT20C0L5[redacted]	08/29/89	03/26/97	80,000	Parts not available until after 12/15.	11/14/96	107767286	Customer can schedule after that date.
		Enid	OK		90	1ZVPT20C7L5[redacted]	04/30/90	11/04/96	75,500	Parts should arrive by 11/22/96.	11/14/96	107767289	
		Edgewood	KY		90	1ZVPT20C4L5[redacted]	02/01/90	No Date	Unknown	Part is not available until December 15.	11/14/96	107767718	
		Los Altos	CA		90	1ZVPT20C8L5[redacted]	08/28/89	11/06/96	78,000	Parts arrived on 11/20/96	11/19/96	107780520	Performed recall on 12/4/96.
		Johnstown	PA		90	1ZVPT20C1L5[redacted]	07/11/90	12/17/96	70,000	Parts not available until 1/[illegible]/96.	11/20/96	107783234	Has appointment for recall work on 12/17/96.
		Whitesburg	KY		90	1ZVPT20C1L5[redacted]	02/09/90	03/20/97	73,000	Dealership won't have the part until Feb.	11/27/96	107817129	Customer has appointment for recall work on 12/23/
		Elyria	OH		90	1ZVPT21U?L5[redacted]	08/15/89	11/08/96	62,000	Dealership has ordered parts.	12/06/96	107848196	When part comes in will contact customer.
		Chicago	IL		90	1ZVPT22L?L5[redacted]	10/27/89	09/26/96	64,000	Parts should be in by 12/[illegible]/96.	12/12/96	107879640	Dealership replaced seat belts on vehicle on 12/27/
		[illegible]	PA		90	[illegible][redacted]	[illegible]	[illegible]	[illegible]	Parts not available until after 12/15/96.	12/13/96	107882174	
		[illegible]	IA		90	[illegible][redacted]	[illegible]	[illegible]	[illegible]	Dealership still waiting for parts.	12/16/96	107884795	
		[illegible]	AZ		90	[illegible][redacted]	[illegible]	[illegible]	[illegible]	Parts are on back-order.	12/16/96	[illegible]	Will contact customer when part arrives.
		[illegible]	CA		90	[illegible][redacted]	[illegible]	[illegible]	[illegible]	Will not have parts until January.	12/16/96	[illegible]	Will do repair when parts come in.
		Fargo	MN		90	[illegible][redacted]	[illegible]	[illegible]	[illegible]	Parts will be in around January 15.	12/17/96	107893106	
		[illegible]	OK		90	[illegible][redacted]	[illegible]	[illegible]	[illegible]	Parts not available yet.	12/17/96	107893302	Let customer know when the part is in.
		[illegible]	MI		90	[illegible][redacted]	[illegible]	No Date	[illegible]	It will take a week to get the parts	12/19/96	107903072	Let customer know when the part is in.
		[illegible]	KS		90	[illegible][redacted]	[illegible]	[illegible]	[illegible]	Parts are on order but not here yet.	12/20/96	107906539	
		[illegible]	FL		90	[illegible][redacted]	[illegible]	[illegible]	[illegible]	Dealer will call owner when part comes in.	12/20/96	107908730	Recall completed on 12/23/96.
		[illegible]	MI		90	[illegible][redacted]	[illegible]	[illegible]	[illegible]	Do not have the parts for recall.	12/23/96	107910661	
		[illegible]	CA		90	[illegible][redacted]	[illegible]	[illegible]	[illegible]	[illegible]	12/23/96	107911625	Recall completed on 1/20/97.
		[illegible]	FL		90	[illegible][redacted]	[illegible]	No Date	[illegible]	[illegible] parts for over ten days.	12/26/96	107914391	Customer was leaving area before parts will be in.
		[illegible]	IL		90	[illegible][redacted]	[illegible]	[illegible]	[illegible]	[illegible] from Ford	12/26/96	107917392	Customer agreed to wait for parts.
		[illegible]	ME		90	[illegible][redacted]	[illegible]	[illegible]	[illegible]	Parts are on back order	12/27/96	[illegible]	
		[illegible]	PA		90	[illegible][redacted]	[illegible]	[illegible]	[illegible]	Part is back-ordered	12/30/96	107923242	
		[illegible]	OH		90	[illegible][redacted]	[illegible]	[illegible]	[illegible]	Do not have parts and [illegible].	01/02/97	[illegible]	Part came in 3/10/97, will try to get customer on pho
		[illegible]	CA		90	[illegible][redacted]	[illegible]	[illegible]	[illegible]	Parts are on back-order.	01/03/97	107937616	
		[illegible]	MD		90	[illegible][redacted]	[illegible]	[illegible]	[illegible]	[illegible] the part will be in.	01/03/97	[illegible]	Appointment set for recall work on 1/10/97.
		[illegible]	OH		90	[illegible][redacted]	[illegible]	[illegible]	[illegible]	[illegible] parts for recall.	01/06/97	107942189	
		[illegible]	PA		90	[illegible][redacted]	[illegible]	[illegible]	[illegible]	Parts are on back order	01/07/97	[illegible]	
		[illegible]	NY		90	[illegible][redacted]	[illegible]	[illegible]	[illegible]	[illegible]	01/07/97	107949671	
		[illegible]	WA		90	[illegible][redacted]	[illegible]	No Date	[illegible]	Parts are on back-order	01/07/97	107950119	Will call customer when parts come in.
		[illegible]	MD		90	[illegible][redacted]	[illegible]	[illegible]	[illegible]	Do not have the parts for recall.	01/08/97	[illegible]	Appointment set for recall work on 1/9/97.
		[illegible]	AR		90	[illegible][redacted]	[illegible]	No Date	[illegible]	[illegible] to get parts.	01/08/97	[illegible]	
		[illegible]	OR		90	[illegible][redacted]	[illegible]	[illegible]	[illegible]	Parts were delayed	01/09/97	[illegible]	Customer will have recall this week Wednesday.
		[illegible]	IA		90	[illegible][redacted]	[illegible]	No Date	[illegible]	[illegible] to get parts	01/09/97	[illegible]	Trying to contact customer for recall work 3/3/97.
		[illegible]	VA		90	[illegible][redacted]	[illegible]	[illegible]	[illegible]	Parts have not come in yet.	01/10/97	[illegible]	
		[illegible]	NM		90	[illegible][redacted]	[illegible]	[illegible]	[illegible]	[illegible] get parts in.	01/10/97	107954217	
		[illegible] City	NC		90	[illegible][redacted]	[illegible]	[illegible]	[illegible]	Parts are on back order	01/10/97	[illegible]	

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1988-92 BY PEDIGE VEHICLES
PERFORMANCE OF RECALL RIV-172
OWNER COMPLAINTS, FIELD REPORTS, CLAIMS, AND VOQTS

Appendix 30
RCM-001

OWNER					VEHICLE			RECALL REMEDY			REPORT		FORD ASSESSMENT/RESOLUTION
Name	Address	City	State	ZIP	MY	VIN	Build Date	Date	Miles	Problem Description	Date	No.	
[redacted]	[redacted]	Tampa	FL	[redacted]	90	1ZVPT20C0L	09/23/89	02/12/97	106,000	Part is on back-order.	01/10/97	107089188	Left 3 phone messages to schedule appointment.
		Lower Burrell	PA		90	1ZVPT20C0L	07/18/89	01/14/97	Unknown	Dealers do not have parts on hand.	01/14/97	107077049	
		Pasadena	MD		90	1ZVPT20C6L	09/25/89	05/21/97	90,000	Parts are not in.	01/14/97	107077264	Will contact customer when parts come in.
		Greenville	VA		90	1ZVPT22L8L	10/17/89	02/19/97	95,000	Parts are not available.	01/14/97	107077682	
		Clustertown	PA		90	1ZVPT21U9L	12/04/89	11/12/96	120,000	Parts are on back-order.	01/14/97	107078184	
		Houston	TX		90	Unknow	Unknown	Unknown	Unknown	Dealership does not have parts.	01/15/97	107091963	
		Holbrook	NY		90	1ZVPT20C5L	05/21/90	03/05/97	100,000	Parts will be available after December 15.	01/15/97	107095373	Customer has appointment made for recall work.
		Gilmore	PA		90	1ZVPT20C3L	04/05/90	10/30/96	110,000	Waiting for parts.	01/15/97	107095023	Customer came in on 1/30/97 for recall work.
		Hollis	NY		90	1ZVPT21L2L	01/22/90	04/08/97	116,000	Dealer says they have to order parts.	01/15/97	107095655	
		Cleto	TX		90	Unknow	Unknown	Unknown	113,000	Dealership had to reorder the part.	01/17/97	107091040	
		Las Vegas	NV		90	1ZVPT20C7L	04/20/90	07/01/97	Unknown	Parts had to be reordered.	01/21/97	107099951	
		Germantown	TN		90	1ZVPT20C7L	11/09/89	No Date	70,000	Parts are not available right now.	01/22/97	108006201	
		Villa Park	IL		90	1ZVPT20C3L	05/13/90	07/09/96	45,000	Parts are on back-order	01/22/97	108006257	Parts will be here in five weeks.
		West Bloomfield	MI		90	1ZVPT20C9L	07/11/90	01/17/97	68,000	Parts are not available.	01/22/97	108006311	Vehicle was repaired under recall on 1/28/97.
		Menchaca	TX		90	1ZVPT20C4L	12/18/89	07/22/97	100,000	No parts until December 15.	01/22/97	108007344	
		Queens Village	NY		90	1ZVPT21U8L	11/27/89	[illegible]	177,000	Dealership waiting on parts.	01/23/97	108010307	
		Williamsport	PA		90	1ZVPT22L0L	[illegible]	[illegible]	86,000	Parts are back-ordered with no ETA.	01/23/97	108010708	Parts will not be available for eight weeks.
		Salem	OH		90	1ZVPT21U4L	[illegible]	[illegible]	84,000	Ordered parts on January 15 for vehicle.	01/23/97	108010908	
		Grayson	GA		90	1ZVPT21U1L	[illegible]	[illegible]	85,000	Parts are on back-order.	01/28/97	108032218	
		Tulsa	OK		90	1ZVPT22L8L	[illegible]	[illegible]	80,000	Parts are on back-order.	01/29/97	108058543	Will take up to eight weeks to get part.
		Crosswell	MI		90	1ZVPT21U6L	[illegible]	[illegible]	78,000	Parts are on back-order.	01/30/97	108058542	Parts should arrive next week & we will call owner.
		Staten Island	NY		90	1ZVPT20C8L	[illegible]	[illegible]	45,000	Dealership does not have parts.	02/04/97	108058591	
		Baltimore	MD		90	1ZVPT20C4L	[illegible]	[illegible]	100,000	Does not have parts.	02/05/97	108087658	Will give refund to customer for one repair.
		Dallas	TX		90	1ZVPT21U1L	[illegible]	[illegible]	100,000	Will be eight weeks before repair.	02/05/97	108078492	
		Auburn Hills	MI		90	1ZVPT21U0L	[illegible]	[illegible]	81,000	Eight week delay for the part to arrive.	02/10/97	108082901	
		Port Huron	MI		90	1ZVPT21U6L	[illegible]	[illegible]	95,454	Dealer has ordered the parts.	02/11/97	108097485	
		Chicago	IL		90	1ZVPT21U8L	[illegible]	Unknown	Parts are on back-order.		02/11/97	108102048	
		Philadelphia	PA		90	1ZVPT21U1L	[illegible]	[illegible]	97,000	National back-order delay.	02/17/97	108109997	Vehicle has been repaired.
		Hazleton	PA		90	1ZVPT22L0L	[illegible]	[illegible]	110,000	Part is back-ordered for eight weeks.	02/18/97	108119154	Customer has appointment for 03/27/97 for recall w
		Aiken	SC		90	1ZVPT21U5L	[illegible]	[illegible]	131,000	No idea when parts will arrive.	02/19/97	108117256	
		[illegible]	IL		90	1ZVPT20C6L	[illegible]	Unknown	Parts are currently on back-order.		02/19/97	108117457	
		[illegible]	PA		90	1ZVPT20C8L	[illegible]	[illegible]	75,000	Parts could take up to 9 weeks to arrive.	02/19/97	108117849	
		[illegible]	OH		90	1ZVPT20C0L	[illegible]	Unknown	Part is on back-order.		02/19/97	108117807	
		[illegible]	MS		90	1ZVPT21U0L	[illegible]	[illegible]	205,001	Unable to get part now, it more weeks.	02/19/97	108119235	
		[illegible]	CA		90	1ZVPT20C0L	[illegible]	[illegible]	72,000	Back-order on seatbelt recall.	02/19/97	108119734	
		[illegible]	MD		90	1ZVPT21U8L	[illegible]	[illegible]	133,000	Will not have parts until December 15.	02/19/97	108118078	
		[illegible]	ND		90	1ZVPT21U6L	[illegible]	[illegible]	88,000	Parts are on back-order	02/17/97	108107547	
		[illegible]	CA		90	1ZVPT20C3L	[illegible]	[illegible]	93,000	Part is on back-order.	02/18/97	108111998	
		[illegible]	TX		90	1ZVPT21U3L	[illegible]	[illegible]	98,000	Dealership does not have parts.	02/14/97	108102513	
		[illegible]	CA		90	1ZVPT21U2L	[illegible]	[illegible]	91,000	Parts are on national back-order.	02/14/97	108102646	
		[illegible]	TX		90	1ZVPT20C7L	[illegible]	[illegible]	100,000	Parts were re-ordered 10 days ago.	02/17/97	108108103	
		[illegible]	MD		90	1ZVPT20C7L	[illegible]	[illegible]	65,000	Parts for right side are on order.	02/12/97	108088446	We will call customer when parts are in.
		[illegible]	WA		90	1ZVPT21L0L	[illegible]	[illegible]	76,000	Parts will on order.	02/12/97	108091308	
		[illegible]	OH		90	1ZVPT22L0L	[illegible]	[illegible]	85,000	It will take 5-8 weeks to get the parts.	02/12/97	108091621	
		[illegible]	CA		90	1ZVPT21U1L	[illegible]	[illegible]	90,000	Parts are on back-order.	02/12/97	108092542	Customer will be contacted when parts arrive.
		[illegible]	AL		90	1ZVPT20C8L	[illegible]	[illegible]	178,000	Parts are not in yet.	02/12/97	108093543	
		[illegible]	TN		90	1ZVPT21L0L	[illegible]	[illegible]	100,000	It will be 3 more weeks until parts arrive.	02/13/97	108097404	Customer came in on 3/05/97 & had recall work done
		[illegible]	NJ		90	1ZVPT21L8L	[illegible]	[illegible]	67,000	Dealership waiting for parts.	02/13/97	108098401	Dealer received part and performed recall on 2/28/9
		[illegible]	WA		90	1ZVPT20C1L	[illegible]	[illegible]	68,000	Parts are on national back-order.	02/13/97	108098017	
		[illegible]	IN		90	1ZVPT20C0L	[illegible]	[illegible]	70,000	Part is on back-order.	02/14/97	108099247	Recall performed 2-27-97. Customer satisfied.
		[illegible]	MT		90	1ZVPT20C9L	[illegible]	[illegible]	80,000	Waiting for parts	02/14/97	108108510	
		[illegible]	CA		90	1ZVPT21U7L	[illegible]	[illegible]	153,000	Parts are on be[illegible]	02/11/97	108089187	
		[illegible]	AZ		90	1ZVPT21U1L	[illegible]	[illegible]	60,000	Have ordered p[illegible] delay.	02/11/97	108088897	
		[illegible]	MO		90	1ZVPT21U0L	[illegible]	[illegible]	83,000	Parts still are not	02/07/97	108073093	
		[illegible]	MD		90	1ZVPT20C7L	[illegible]	Unknown	The whole cour[illegible] waiting for parts.		02/07/97	108074367	
		[illegible]	MI		90	1ZVPT21L0L	[illegible]	[illegible]	186,000	Not sure when [illegible] will be available.		02/10/97	108078112
		[illegible]	WI		90	1ZVPT20C4L	[illegible]	[illegible]	120,000	Won't get parts [illegible] short 6 weeks		02/10/97	108078358
		[illegible]	MA		90	1ZVPT20C0L	[illegible]	No Date	Unknown	Dealer has to o[illegible] s to.		02/05/97	108058154
		[illegible]	MI		90	Unknow	[illegible]	Unknown	180,000	Parts are on be[illegible]		02/05/97	108058052
		Lansdale	PA		90	1ZVPT20C4L	[illegible]	02/24/97	70,000	Parts are on be[illegible]		02/25/97	108085193
		Birmingham	MI		90	1ZVPT20C8L	[illegible]	10/10/96	46,000	Dealer has sele[illegible] parts.		02/05/97	108064303

[illegible]

Appendix [illegible]

1990-92 MY PROBE VEHICLES
PERFORMANCE OF RECALL 96V-173
OWNER COMPLAINTS, FIELD REPORTS, CLAIMS, AND VOQ'S

OWNER					VEHICLE			RECALL REMEDY			REPORT		FORD ASSESSMENT/RESOLUTION
Name	Address	City	State	ZIP	MY	VIN	Build Date	Date	Miles	Problem Description	Date	No.	
[redacted]	[redacted]	Oregon	IL		90	1ZVPT21U0L5[redacted]	10/27/89	11/25/96	100,000	Expect parts to arrive within 8 weeks.	02/05/97	106004803	
[redacted]	[redacted]	Paintsville	KY		90	1ZVPT20C1L5[redacted]	11/03/89	02/03/97	86,602	Parts on order.	02/06/97	106065682	Vehicle scheduled in for recall work on 2/24/97.
[redacted]	[redacted]	Vermillion	SD		90	1ZVPT20C0L5[redacted]	07/13/89	12/03/96	80,000	When the parts come in, they will call.	02/05/97	106066192	Vehicle repaired on 2/17/97.
[redacted]	[redacted]	Frankfort	IN		90	1ZVPT21U1L5[redacted]	05/03/90	01/23/97	80,000	Cannot get parts for vehicle.	01/24/97	106017584	Cannot offer loaner during recall; owner under 21.
[redacted]	[redacted]	Westchester	CA		90	1ZVPT21U0L5[redacted]	05/09/90	01/24/97	86,346	Dealer says parts will be in on the 15th.	01/24/97	106019079	
[redacted]	[redacted]	Chandler	AZ		90	1ZVPT20C4L5[redacted]	04/02/90	02/26/97	101,906	Parts are on back-order.	01/27/97	106028073	
[redacted]	[redacted]	Faber	VA		90	1ZVPT20C8L5[redacted]	01/19/90	11/01/96	188,020	Part will be into dealer in two weeks.	01/28/97	106028056	
[redacted]	[redacted]	Moultrie	GA		90	1ZVPT20C9L5[redacted]	03/06/90	07/14/97	89,500	Parts are currently on back-order.	01/28/97	106028058	
[redacted]	[redacted]	Nixon	TX		90	1ZVPT21U4L5[redacted]	05/29/90	01/09/97	109,000	Have been waiting for parts since 12/96.	01/28/97	106028192	
[redacted]	[redacted]	Silver Springs	TN		90	1ZVPT21U5L5[redacted]	12/04/89	10/28/96	120,000	Parts are on back-order.	01/29/97	106031441	Parts installed on customer's car on 2/24/97.
[redacted]	[redacted]	Bremerton	WA		90	1ZVPT21U1L5[redacted]	05/11/90	02/12/97	85,000	Parts are on back-order.	01/29/97	106035923	Recall performed on 2/3/97.
[redacted]	[redacted]	Monticello	MN		90	1ZVPT20C9L5[redacted]	08/11/89	03/17/97	130,000	Parts on national back-order.	01/29/97	106036504	
[redacted]	[redacted]	Waymart	PA		90	1ZVPT20C4L5[redacted]	08/14/89	02/19/97	80,000	Parts still not in.	01/30/97	106037139	
[redacted]	[redacted]	Santee	CA		90	1ZVPT20C1L5[redacted]	05/01/89	No Date	98,382	Part is back-ordered for eight weeks.	01/30/97	106038982	
[redacted]	[redacted]	Granada Hills	CA		90	1ZVPT20C4L5[redacted]	01/03/90	02/26/97	28,000	Parts are on back-order.	01/30/97	106040210	
[redacted]	[redacted]	Newton	MA		90	1ZVPT20C0L5[redacted]	04/25/90	No Date	116,000	Parts have not come in	01/31/97	106044073	
[redacted]	[redacted]	Bowling Green	KY		90	1ZVPT22L4L5[redacted]	10/13/89		133,000	Parts have been on order for vehicle.	01/31/97	106044385	
[redacted]	[redacted]	Ponte Vedra	FL		90	1ZVPT20C3L5[redacted]	07/26/90		133,000	Parts have not come in.	01/31/97	106045708	
[redacted]	[redacted]	Findlay	OH		90	Unknown	Unknown		Unknown	There is a back-order delay for parts.	02/03/97	106046576	
[redacted]	[redacted]	Hines	OR		90	1ZVPT20C0L5[redacted]	11/06/89		44,000	Parts have not come in.	02/03/97	106049488	
[redacted]	[redacted]	Medford	ND		90	1ZVPT20C9L5[redacted]	05/12/90		90,000	Parts are on back-order.	02/03/97	106060456	
[redacted]	[redacted]	Milford	NH		90	1ZVPT22L7L5[redacted]	10/18/89		94,000	Recall parts are on 8-10 week back-order.	02/03/97	106061239	
[redacted]	[redacted]	Austin	TX		90	1ZVPT20C0L5[redacted]	12/22/89		96,000	Parts are not in yet.	02/20/97	106122383	
[redacted]	[redacted]	Lewisville	TX		90	1ZVPT21U2L5[redacted]	12/11/89		60,020	Parts are still on back-order.	02/20/97	106123480	
[redacted]	[redacted]	Irving	TX		90	1ZVPT22L1L5[redacted]	05/21/89		149,000	Waiting for the parts to come in.	02/20/97	106[illegible]22	Recall parts installed on 3/10/97.
[redacted]	[redacted]	Franklin Park	NJ		90	1ZVPT20C7L5[redacted]	04/24/89		105,000	Parts delay of 6 weeks.	02/21/97	106[illegible]	
[redacted]	[redacted]	Sarver	PA		90	1ZVPT21U1L5[redacted]	08/31/89		80,126	Parts are on order but not here yet.	02/21/97	106[illegible]	
[redacted]	[redacted]	Southfield	MI		90	1ZVPT20C3L5[redacted]	10/02/89		118,000	Parts are now on back-order.	02/21/97	106[illegible]	
[redacted]	[redacted]	Royal Oak	MI		90	1ZVPT22L9L5[redacted]	05/30/90		110,000	Reimbursement for all these repairs.	02/24/97	106[illegible]	Can reimburse only for the time the belt was broken.
[redacted]	[redacted]	West Nyack	NY		90	1ZVPT21U9L5[redacted]	04/25/90		82,000	It will be 1-1/2 weeks for recall parts.	02/24/97	106[illegible]	
[redacted]	[redacted]	Washington	DC		90	1ZVPT20C2L5[redacted]	08/07/89		72,000	Parts are not available.	02/25/97	106[illegible]	Recall performed on vehicle on 3/4/97.
[redacted]	[redacted]	Leeper	PA		90	1ZVPT21U0L5[redacted]	08/30/89		80,000	Two month back-order on recall parts.	02/25/97	106[illegible]	Recall performed 3/10/97.
[redacted]	[redacted]	Pittsburgh	KS		90	1ZVPT20C1L5[redacted]	08/18/89		82,000	Part is on national back-order for 8 weeks.	02/25/97	106[illegible]	Parts have arrived, vehicle scheduled on 4/2/97.
[redacted]	[redacted]	Phoenix	AZ		90	1ZVPT21U8L5[redacted]	03/14/90		Unknown	Parts will take 6 weeks to arrive.	02/26/97	106[illegible]	
[redacted]	[redacted]	Tacoma	WA		90	1ZVPT20C3L5[redacted]	05/10/90		55,000	Dealership has no parts right now.	02/26/97	106[illegible]	Customer has appointment on 3-6-97 for recall work
[redacted]	[redacted]	Los Angeles	CA		90	Unknown	Unknown		65,000	Parts to repair are on national back-order.	02/26/97	106[illegible]	
[redacted]	[redacted]	Yuma	AZ		90	1ZVPT21U8L5[redacted]	11/16/89		46,000	Parts are on back-order.	02/27/97	106[illegible]	
[redacted]	[redacted]	North Miami Beach	FL		90	1ZVPT21U8L5[redacted]	03/26/90		106,000	Part is not in - will be 8 more weeks.	02/27/97	106[illegible]	
[redacted]	[redacted]	Shawnee Mission	KS		90	1ZVPT20C0L5[redacted]	03/30/90		90,000	Parts are on back-order.	02/27/97	106[illegible]	
[redacted]	[redacted]	Fort Huachuca	AZ		90	1ZVPT21U0L5[redacted]	08/24/89		Unknown	Parts are on order	02/27/97	106[illegible]	Parts came in & customer has appointment on 3/06
[redacted]	[redacted]	Orlando	FL		90	Unknown	Unknown		Unknown	Parts are on order	02/28/97	106[illegible]	
[redacted]	[redacted]	Tahlequah	OK		90	1ZVPT21U0L5[redacted]	05/20/90		70,000	Part was ordered for recall.	02/28/97	106[illegible]	
[redacted]	[redacted]	[illegible]	NY		90	1ZVPT21U4L5[redacted]	08/18/89		124,000	Parts are on back order.	02/28/97	106[illegible]	
[redacted]	[redacted]	[illegible]urgh	MI		90	Unknown	Unknown		154,000	There is an 8 week back-order on parts.	02/28/97	106[illegible]	
[redacted]	[redacted]	[illegible] City	UT		90	1ZVPT20C8L5[redacted]	01/12/90		Unknown	Parts are on order.	02/28/97	106[illegible]	
[redacted]	[redacted]	[illegible] Hills	MI		90	1ZVPT21U1L5[redacted]	11/27/89		75,000	Waiting for parts to come in.	03/03/97	106[illegible]	Parts are in & customer contacted to bring vehicle in
[redacted]	[redacted]	[illegible]	PA		90	1ZVPT21U2L5[redacted]	08/19/89		80,000	Dealer has ordered parts.	03/03/97	106[illegible]	Customer has appointment for 3-6-97 for recall work
[redacted]	[redacted]	[illegible]ood	NJ		90	1ZVPT20C2L5[redacted]	04/18/90		79,000	Waiting for parts to be delivered.	03/03/97	106[illegible]	
[redacted]	[redacted]	[illegible]	NY		90	1ZVPT20C8L5[redacted]	10/31/89		90,000	Parts won't be available for 8 weeks.	03/04/97	106[illegible]	Vehicle has recall work done on 3/5/97.
[redacted]	[redacted]	[illegible]	MI		90	1ZVPT21U4L5[redacted]	11/18/89		60,000	Waiting for parts to come in.	03/04/97	106[illegible]	
[redacted]	[redacted]	[illegible]	FL		90	1ZVPT21U8L5[redacted]	11/22/89		47,000	[illegible] for another 6 months.	03/05/97	106[illegible]	
[redacted]	[redacted]	[illegible]	MN		90	1ZVPT22L7L5[redacted]	10/27/89	02/13/97	58,000	[illegible] weeks for parts to come in.	03/05/97	106[illegible]	
[redacted]	[redacted]	[illegible]	KY		90	1ZVPT20C7L5[redacted]	02/20/90	04/30/98	60,000	Waiting for parts.	02/18/98	106[illegible]	Called customer to set up recall appointment
[redacted]	[redacted]	[illegible]	MI		90	1ZVPT21U8L5[redacted]	11/21/89	04/04/97	Unknown	Parts are on back order.	03/06/97	106[illegible]	
[redacted]	[redacted]	[illegible]	MI		90	1ZVPT21U0L5[redacted]	04/18/90	04/18/97	95,000	[illegible] parts back-ordering.	03/06/97	106[illegible]	
[redacted]	[redacted]	[illegible]	TN		90	1ZVPT20C1L5[redacted]	03/09/90	04/28/97	105,000	[illegible] have parts in stock.	03/06/97	106[illegible]	
[redacted]	[redacted]	[illegible]	MI	[redacted]	90	1ZVPT20C3L5[redacted]	03/06/90	11/27/96	Unknown	Parts have not been in yet.	03/07/97	106[illegible]	
[redacted]	[redacted]	[illegible]	IL	[redacted]	90	1ZVPT21U9L5[redacted]	08/21/89	03/11/97	90,000	[illegible] when parts come in.	03/10/97	106[illegible]	
[redacted]	[redacted]	Tulsa	OK	[redacted]	90	Unknown	Unknown	Unknown	115,000	[illegible] parts for recall.	03/11/97	106[illegible]	
[redacted]	[redacted]	Houston	TX	[redacted]	90	1ZVPT21U3L5[redacted]	10/05/89	No Date	113,000	Waiting for recall parts to come in.	03/12/97	106[illegible]	
[redacted]	[redacted]	San Francisco	CA	[redacted]	90	1ZVPT21U8L5[redacted]	01/09/90	03/13/97	Unknown	Parts are on back order.	03/13/97	106[illegible]71	

[illegible]

Appendix XI
RQ96-001

1990-92 MY PROBE VEHICLES
PERFORMANCE OF RECALL 96V-172
OWNER COMPLAINTS, FIELD REPORTS, CLAIMS, AND VOQS

OWNER					VEHICLE			RECALL REMEDY			REPORT		FORD ASSESSMENT/RESOLUTION
Name	Address	City	State	ZIP	MY	VIN	Build Date	Date	Miles	Problem Description	Date	No.	
[redacted]		Fort Worth	TX	[redacted]	90	1ZVPT20C3L5 [redacted]	07/20/90	03/01/97	80,000	Parts are on order. It could be 8 weeks.	03/13/97	108209459	
		East Windsor	NJ		90	1ZVPT20C4L5	08/01/90	No Date	100,000	Waiting for parts to come in.	03/13/97	108209593	Customer has appointment on 3/17 for recall work.
		Forest	VA		90	1ZVPT22L8L5	08/13/90	04/07/97	58,400	Part has not arrived yet.	03/14/97	108212822	Parts in on 4/3/97. Called customer, cannot be foun
		Riverside	CA		90	1ZVPT21U8L5	08/22/90	07/21/97	82,000	Dealership does not have the parts.	03/17/97	108218987	
		Silver Spring	MD		90	1ZVPT22L1L5	08/28/90	03/03/97	55,000	National backorder on parts.	03/18/97	108222211	
		Las Vegas	NV		90	1ZVPT20C8L5	05/18/90	06/02/97	13,000	Parts on national back-order.	03/18/97	108230852	
		Dudley	NC		90	1ZVPT20C9L5	11/10/89	12/23/96	104,000	Dealer ordered parts.	03/18/97	108230876	Parts arrived 3/97. Customer has appt on 3/27/97.
		San Francisco	CA		90	1ZVPT20C7L5	10/04/89	03/18/97	80,000	Parts are not available right now.	03/18/97	108230994	
		Selma	AL		90	1ZVPT20C8L5	07/17/90	04/07/97	189,000	Parts were ordered.	03/18/97	108231070	Customer called. Will not set appt date, wants loane
		West Valley City	UT		90	1ZVPT21U2L5	11/17/89	No Date	Unknown	Part is on back-order.	03/19/97	108231178	
		Heartland	WI		90	1ZVPT20C7L5	11/02/89	03/20/97	100,000	Parts were not available	03/20/97	108234743	
		Livonia	MI		90	1ZVPT21U8L5	03/23/90	01/06/97	Unknown	Parts are still back-ordered.	03/21/97	108237696	Parts are in; scheduled appt. for 3/24 for recall work.
		Henderson	NV		90	1ZVPT21U1L5	09/08/89	03/07/97	85,000	Parts were not available.	03/21/97	108238825	
		Louisville	KY		90	1ZVPT20C4L5	07/10/90	04/11/97	140,000	Still waiting for parts for recall.	03/21/97	108240881	
		Kingsville	MD		90	1ZVPT20C8L5	10/04/89	04/04/97	139,000	Parts are on order.	03/21/97	108241089	Repairs completed on 4/4/97.
		Maynardville	TN		90	1ZVPT20C2L5	08/22/89	03/26/97	140,000	Parts are on back-order.	03/26/97	108250608	
		Beale Airforce Base	CA		90	1ZVPT20C8L5	[illegible]	04/15/97	66,000	Dealership ordered part.	[illegible]	108253614	Vehicle repaired.
		Spanaway	WA		90	1ZVPT20C6L5	[illegible]	04/17/97	65,000	Parts have not come in.	[illegible]	108258094	Installed parts on 4/18/97 for recall work.
		Gainesville	TX		90	1ZVPT20C6L5	[illegible]	05/16/97	66,500	Dealer waiting for parts to come in.	[illegible]	108258439	Parts came in & vehicle has been fixed.
		Kirksville	MO		90	1ZVPT22L3L5	[illegible]	No Date	60,500	Parts are on backorder.	[illegible]	108259456	
		Sugar Grove	IL		90	1ZVPT21U4L5	[illegible]	02/11/97	84,000	Parts are on back-order.	[illegible]	108268735	
		Layton	UT		90	1ZVPT20C0L5	[illegible]	04/02/97	85,000	Do not know when the part will be in.	[illegible]	108268078	Performed recall on 4/2/97.
		Chicago	IL		90	1ZVPT21U8L5	[illegible]	04/01/97	98,000	Do not have parts available.	[illegible]	108268228	Customer brought car in on 4/11/97 for recall repair.
		Canton	MI		90	1ZVPT21U8L5	[illegible]	02/28/97	80,278	Waiting for parts for repair.	[illegible]	108277080	
		West Valley City	UT		90	1ZVPT20C3L5	[illegible]	04/28/97	Unknown	Parts are on national back-order.	[illegible]	108282007	
		Ocean Side	NY		90	1ZVPT20C8L5	[illegible]	05/16/97	70,000	Dealer ordered parts.	[illegible]	108283328	
		Citrus Heights	CA		90	1ZVPT21U005	[illegible]	01/14/97	60,500	Part is on back-order.	[illegible]	108288319	Parts in, called customer, has appt on 4/15/97.
		League City	TX		90	1ZVPT20C1L5	[illegible]	04/14/97	60,000	Still waiting for parts for recall.	[illegible]	108294389	
		Neodesha	KS		90	1ZVPT20C1L5	[illegible]	02/13/96	112,000	Parts are on back-order.	[illegible]	108295474	
		Blackstone	VA		90	1ZVPT20C6L5	[illegible]	03/07/97	109,000	Part is on back-order.	[illegible]	108298035	Recall was completed as of 4/7/97.
		Marion	MI		90	1ZVPT21U8L5	[illegible]	10/28/96	108,000	Have ordered part. Has not come in yet.	[illegible]	108302895	Parts arrived on 4/22/97. Left customer message.
		Moore	OK		90	1ZVPT20C3L5	[illegible]	No Date	98,000	Parts are on back-order.	[illegible]	108307109	
		Winchester	MA		90	1ZVPT21U5L5	[illegible]	01/21/97	44,000	Parts are on national back-order.	[illegible]	108308670	
		Whitehall	PA		90	1ZVPT20C8L5	[illegible]	04/16/97	68,000	Still waiting for part.	[illegible]	108316814	
		Livingston	TX		90	1ZVPT21U1L5	[illegible]	08/21/96	118,000	Parts are not available	[illegible]	108317998	
		[illegible]	TX		90	1ZVPT20C3L5	[illegible]	05/19/97	88,000	Part has not arrived yet.	[illegible]	108319059	
		[illegible]	CA		90	1ZVPT20C2L5	[illegible]	03/19/97	[illegible]	[illegible] part for recall until 3-20-97.	[illegible]	108319214	
		[illegible]	MO	[illegible]	90	1ZVPT20C3L5	[illegible]	05/01/97	[illegible]	[illegible] all back-order.	[illegible]	108320047	Parts in, installed on vehicle on 4/28/97.
		[illegible]	CA	[illegible]	90	1ZVPT21U8L5	[illegible]	03/17/97	[illegible]	[illegible] not have parts in yet.	[illegible]	[illegible]	
		[illegible]	GA	[illegible]	90	1ZVPT20C3L5	[illegible]	07/10/97	Unknown	[illegible] part before 8 weeks.	[illegible]	108327877	
		[illegible]	AR	[illegible]	90	1ZVPT21U8L5	[illegible]	05/16/97	[illegible]	Parts are on order	[illegible]	[illegible]	
		[illegible]	TN	[illegible]	90	1ZVPT20C7L5	[illegible]	05/08/97	[illegible]	Parts on back-order since 2/97.	[illegible]	[illegible]	
		[illegible]	NY	[illegible]	90	1ZVPT20C4L5	[illegible]	No Date	[illegible]	Parts are on national back-order.	[illegible]	108346763	
		[illegible]	LA	[illegible]	90	1ZVPT22L0L5	[illegible]	10/23/96	[illegible]	[illegible] available until 12/16/96.	[illegible]	107659858	
		[illegible]	MO	[illegible]	90	1ZVPT21U8L5	[illegible]	01/23/97	[illegible]	[illegible] on December 15.	[illegible]	107906498	
		[illegible]	PA	[illegible]	90	1ZVPT20C3L5	[illegible]	No Date	[illegible]	[illegible] have parts until 12/15/96.	[illegible]	107800199	Recall has been completed on 12/3/96.
		[illegible]	PA	[illegible]	90	1ZVPT20C3L5	[illegible]	10/29/96	[illegible]	Won't get parts any earlier than 12/12/96.	[illegible]	107780178	
		[illegible]	IL	[illegible]	90	1ZVPT20C3L5	[illegible]	No Date	[illegible]	[illegible] December 15, for repairs.	[illegible]	107751458	Called customer to set up appt. Vehicle was stolen.
		[illegible]	TX	[illegible]	90	1ZVPT20C8L5	[illegible]	No Date	[illegible]	[illegible] ordered.	[illegible]	107707780	
		[illegible]	MO	[illegible]	90	1ZVPT20C1L5	[illegible]	02/13/97	[illegible]	[illegible]	[illegible]	[illegible]	
		[illegible]	VA	[illegible]	90	1ZVPT21U8L5	[illegible]	12/20/96	[illegible]	[illegible] have parts until January 1997.	[illegible]	107729580	
		[illegible]	AL	[illegible]	90	1ZVPT20C3L5	[illegible]	08/05/97	[illegible]	[illegible] at this time.	[illegible]	108118442	
		[illegible]	WA	[illegible]	90	Unknown	[illegible]	Unknown	[illegible]	[illegible] for parts.	[illegible]	108113763	Owner wants reimbursement for earlier repair.
		[illegible]	KS	[illegible]	90	1ZVPT22L8L5	[illegible]	No Date	[illegible]	[illegible] back-order [illegible]	[illegible]	107870424	Owner wants reimbursement for earlier repair.
		[illegible]	MN	[illegible]	90	1ZVPT20C0L5	[illegible]	12/02/96	[illegible]	[illegible] recall.	[illegible]	107819481	
		[illegible]	MT	[illegible]	90	1ZVPT20C2L5	[illegible]	11/07/96	[illegible]	[illegible]	[illegible]	107729877	
		[illegible]	MI	[illegible]	90	1ZVPT22L7L5	[illegible]	11/04/96	[illegible]	[illegible] yet.	[illegible]	[illegible]	
		[illegible]	CA	[illegible]	90	1ZVPT20C3L5	08/17/89	09/09/96	Unknown	[illegible]	[illegible]	[illegible]	
		[illegible]	MI	[illegible]	90	1ZVPT22L	[illegible]	01/20/96	[illegible]	[illegible] back-order.	[illegible]	[illegible]	
		[illegible]	MI	[illegible]	90	1ZVPT20C4	09/30/91	07/02/96	[illegible]	Parts have been on back-order.	[illegible]	[illegible]	
		[illegible]	CA	[illegible]	90	1ZVPT20C3L5	03/09/90	10/31/97	[illegible]	[illegible] experiencing a back-order situation.	[illegible]	108402611	

RQ96-011V.XLS
[illegible]
[illegible]

OWNER					VEHICLE			RECALL REMEDY			REPORT		FORD ASSESSMENT/RESOLUTION
Name	Address	City	State	ZIP	MY	VIN	Build Date	Date	Miles	Problem Description	Date	No.	
		San Jose	CA		90	1ZVPT22[illegible]	08/1[illegible]	12/1[illegible]	76,000	Dealer doesn't know when parts will arrive.	02/11/98	109[illegible]	
		Erie	PA		90	1ZVPT25C[illegible]	05/0[illegible]	06/2[illegible]	64,000	Took dealer six months to get parts.	02/11/98	109[illegible]	
		Denver	CO		90	1ZVPT21U[illegible]	05/1/90	06/07/97	71,000	National backorder on parts.	02/11/98	109[illegible]	
		Leroy	NY		90	1ZVPT21U[illegible]	10/1/89	06/2[illegible]	40,000	Had to re-order the parts again.	02/05/98	109[illegible]	
		Hanover	MA		90	1ZVPT21U[illegible]	11/14/89	No Date	88,000	Parts are on national back-order.	02/05/98	109[illegible]	
		Pittsburgh	KS		90	Unknown	Unknown	Unknown	70,000	There is a delay in getting parts.	02/05/98	109[illegible]	
		New Castle	PA		90	1ZVPT21U[illegible]	09/26/90	02/10/98	Unknown	Parts are on national back-order.	02/05/98	109[illegible]	
		Buffalo	NY		90	1ZVPT21U[illegible]	10/1/89	12/04/97	38,000	Parts are not even on order.	02/04/98	109[illegible]	Parts arrived and vehicle was repaired.
		San Jose	CA		90	1ZVPT21U[illegible]	02/26/90	01/07/98	98,000	Waiting for parts to come in.	02/03/98	109421487	
		Wayland	MA		90	1ZVPT21U[illegible]	11/09/89	12/19/96	102,000	Parts are back-ordered.	01/27/98	109[illegible]	Parts are in and vehicle has been repaired.
		Castle	CO		90	1ZVPT20C[illegible]	07/17/90	No Date	92,000	Parts are on national back-order.	01/26/98	109[illegible]	
		Salem	OH		90	1ZVPT20C[illegible]	01/04/90	07/29/97	116,000	Parts for recall have been on order.	01/26/98	109[illegible]	
		Novato	CA		90	1ZVPT21U[illegible]	09/1/89	10/21/97	40,000	Waiting for parts to come in.	01/27/98	109574277	
		Sonoma	CA		90	1ZVPT21U[illegible]	07/1/90	10/15/97	95,000	Waiting for parts to come in.	01/21/98	109[illegible]	
		Spring Valley	CA		90	1ZVPT20C[illegible]	08/14/89	11/13/97	90,000	There is a parts delay.	01/20/98	109[illegible]	
		St. Louis	MO		90	1ZVPT22L[illegible]	02/05/90	07/07/97	90,000	Dealership ordered parts 7 months ago.	01/15/98	109[illegible]	
		Barstow	CA		90	1ZVPT20C[illegible]	10/1/89	12/01/97	130,000	Parts are on national back-order.	01/15/98	109[illegible]	
		Omaha	NE		90	1ZVPT20C[illegible]	11/1/89	11/14/97	110,000	Part is on national back-order.	01/15/98	109[illegible]	
		Texarkana	AR		90	1ZVPT21U[illegible]	04/11/90	08/26/97	107,000	Part is on national back-order.	08/23/97	109[illegible]	
		Mission Hills	CA		90	1ZVPT20C[illegible]	01/04/90	07/25/97	104,000	Parts delay since october, 1996.	08/22/97	109[illegible]	
		Neely City	PA		90	1ZVPT20C[illegible]	09/01/90	11/06/96	110,000	Concern with seatbelt problem.	08/20/97	109[illegible]	
		San Jose	CA		90	Unknown	Unknown	Unknown	130,000	Parts are not in stock.	08/27/97	109[illegible]	
		Pasadena	CA		90	1ZVPT22L[illegible]	12/01/89	08/26/97	100,[illegible]	Had to order parts.	08/26/97	109[illegible]	
		Windham	NH		90	1ZVPT21U[illegible]	01/03/90	07/04/97	173,000	Part is still on back-order.	08/30/97	109[illegible]	
		Avon	CT		90	1ZVPT21U[illegible]	05/1/90	01/20/97	100,000	Parts are on back-order.	08/30/97	109[illegible]	
		Rahway	NJ		90	1ZVPT20C[illegible]	10/05/89	09/16/97	55,000	Parts are still not in.	09/03/97	109[illegible]	
		Midland	TX		90	1ZVPT20C[illegible]	04/1/90	07/24/97	Unknown	Part is on back-order.	09/04/97	109[illegible]	
		Fit Washington	NY		90	1ZVPT20C[illegible]	11/2/89	04/30/97	78,000	Part is on back-order.	09/05/97	109[illegible]	
		Houston	TX		90	1ZVPT22L[illegible]	09/04/90	08/20/97	46,000	Vehicle part is on back-order.	09/06/97	109[illegible]	
		Brighton	MI		90	1ZVPT22L1[illegible]	09/14/90	09/14/97	17,000	Parts are on national back-order.	09/09/97	109[illegible]	
		Loveland	CO		90	Unknown	Unknown	Unknown	Unknown	Dealership cannot get part.	09/10/97	109[illegible]	
		Seattle	WA		90	Unknown	Unknown	Unknown	70,000	Parts are on national back-order.	09/16/97	109[illegible]	
		Overland Park	KS		90	1ZVPT22L7[illegible]	04/20/90	09/13/97	66,000	Parts on back-order.	09/17/97	109[illegible]	
		Racine	WI		90	1ZVPT21U[illegible]	01/04/90	04/03/97	85,000	Waiting for parts on national back-order.	09/18/97	109[illegible]	
		Pugsey Vertex	NC		90	1ZVPT20C[illegible]	11/01/89	05/10/97	170,000	Part still has not come in.	09/17/97	109[illegible]	
		Apopka	FL		90	1ZVPT20C[illegible]	04/17/90	07/17/97	80,000	Did not have parts for recall.	09/25/97	109[illegible]	
		Lansing	MI		90	1ZVPT22L4[illegible]	08/08/89	07/07/97	86,000	Cannot get parts for recall.	09/25/97	109[illegible]	
		Vista	CA		90	1ZVPT22L7[illegible]	08/00/89	07/07/97	110,000	Taking two weeks to get parts in.	09/25/97	109[illegible]	
		Macomb	MI		90	1ZVPT21U[illegible]	09/27/90	08/27/97	Unknown	No recall parts.	09/24/97	109[illegible]	
		Lacey	WA		90	1ZVPT21U[illegible]	09/07/90	09/22/97	Unknown	Have not received parts for recall.	09/24/97	109[illegible]	
		Absecon	NJ		90	1ZVPT21U[illegible]	09/01/89	03/31/98	187,000	Experiencing a back-order situation.	09/25/97	109[illegible]	
		Kahoka	MO		90	1ZVPT20C[illegible]	07/15/90	07/10/97	58,000	Waiting for parts for nine months.	09/26/97	109[illegible]	
		Wichita	KS		90	1ZVPT22L[illegible]	12/14/89	04/16/98	Unknown	Dealership has not had the part.	09/27/97	109[illegible]	
		Cheddle Ford	PA		90	1ZVPT20C[illegible]	03/30/90	07/10/97	80,000	Parts are on national back-order.	09/30/97	109[illegible]	
		Redlands	CA		91	1ZVPT20C[illegible]	02/06/91	11/04/97	98,000	Cannot get parts	12/09/97	109[illegible]	
		Irving	TX		91	1ZVPT20C[illegible]	02/05/91	08/27/97	120,000	Does not have parts.	09/29/97	109[illegible]	
		Davison	MI		91	1ZVPT20C7[illegible]	10/17/90	07/22/96	109,000	Parts are still not in stock.	09/05/97	109[illegible]	
		Tucumcari	NM		91	1ZVPT21U[illegible]	09/13/91	09/09/96	[illegible]	Parts are not available right now.	09/09/96	109[illegible]	
		Cleveland Heights	OH		91	1ZVPT21U[illegible]	04/08/91	08/11/97	[illegible]	Waiting for parts	12/11/97	109[illegible]	
		Middletown	OH		91	1ZVPT21U[illegible]	09/14/91	12/19/97	45,000	National backorder on parts.	10/13/97	109[illegible]	
		East Alton	IL		91	1ZVPT20C7[illegible]	10/15/90	07/15/97	[illegible]	Parts are not in stock	08/15/97	109[illegible]	
		Rosemount	MN		91	1ZVPT20C1[illegible]	04/17/91	09/16/98	[illegible]	Parts are not due 4/98	09/05/97	109[illegible]	
		Cisco	TX		91	1ZVPT20C[illegible]	06/05/91	09/21/98	[illegible]	Have not received parts to install.	07/30/97	109[illegible]	
		Lindenwood	IA		91	1ZVPT21U[illegible]	10/12/91	10/25/98	[illegible]	Have been unable to obtain parts.	07/30/97	109[illegible]	
		Kingman	AZ		91	1ZVPT20C[illegible]	09/04/90	08/26/97	48,000	Parts still have not come in	07/22/97	109[illegible]	
		Pittsburgh	PA		91	1ZVPT20C[illegible]	03/01/91	08/30/97	[illegible]	Parts were not see since	07/22/97	109[illegible]	
		West Plains	MO		91	1ZVPT20C[illegible]	07/18/91	No Date	[illegible]	Still has not gotten parts in	07/24/97	109[illegible]	
		Brownsville	TX		91	1ZVPT22L0[illegible]	08/18/91	09/18/97	120,000	Parts need still on order	09/04/97	109[illegible]	
		Las Vegas	NV		91	1ZVPT21U[illegible]	03/08/91	No Date	[illegible]	Parts have not come in	09/24/97	109[illegible]	
		Merced	CA		91	1ZVPT20C[illegible]	05/17/91	09/18/98	[illegible]	Dealership has ceramic parts	09/15/97	109[illegible]	
		Chicago	IL		91	1ZVPT20C[illegible]	08/18/91	01/21/97	[illegible]	Waiting for parts since 97	09/30/97	109[illegible]	

1988-92 MY PROBE VEHICLES
PERFORMANCE OF RECALL 88V-072
OWNER COMPLAINTS, FIELD REPORTS, CLAIMS, AND VOC'S

OWNER					VEHICLE			RECALL REMEDY			REPORT		FORD ADMINISTRATIVE DUTIES
Name	Address	City	State	ZIP	MY	VIN	Sales Date	Date	Miles	Problem Description	Date	No.	
[redacted]	[redacted]	Fredericktown	MO	[redacted]	91	1ZVPT21U7M5[redacted]	06/28/91	05/08/97	Unknown	Parts are not available at this time.	04/08/97	108290897	
		Hinckley	MN		91	1ZVPT20C1M5[redacted]	10/06/90	02/17/97	Unknown	Parts still not be available for 2 months.	02/27/97	108147784	
		Spokane	WA		91	1ZVPT20C0M5[redacted]	06/28/90	03/13/96	Unknown	Equipment is on back-order.	03/07/96	108543991	
		La Canada Flintridge St.	CA		91	1ZVPT20C7M5[redacted]	02/05/91	05/24/96	Unknown	Parts are on national back-order.	53/06/96	108560241	
		Damascus	AR		91	1ZVPT20C2M5[redacted]	01/14/91	No Date	72,000	Parts aren't in.	05/11/97	108664972	
		Fowler	CO		91	1ZVPT20C6M5[redacted]	07/26/91	03/01/97	96,000	Parts have not come in.	03/11/97	108167900	
		Clover	SC		91	1ZVPT20C6M5[redacted]	08/02/91	03/06/97	40,000	Waiting to receive parts for vehicle.	04/08/97	108382901	
		Spokane	WA		91	1ZVPT20C7M5[redacted]	07/11/91	01/14/97	Unknown	Parts still are not in.	04/18/97	108333431	
		Raleigh	NC		91	1ZVPT21U2M5[redacted]	06/17/91	06/13/97	Unknown	Parts on national back-order.	04/13/97	108314419	
		Clinton Twp.	MI		91	1ZVPT21U8M5[redacted]	10/24/90	06/23/97	Unknown	Parts are not available.	03/13/97	108089706	
		Shelby Twp.	MI		91	1ZVPT21U8M5[redacted]	12/11/90	02/03/97	Unknown	Parts were not available.	01/08/97	107965200	
		Buffalo	NY		91	1ZVPT21U8M5[redacted]	05/31/91	02/14/97	Unknown	Do not have parts available.	02/12/97	108089788	
		Sault Ste. Marie	MI		91	1ZVPT20C7M5[redacted]	04/17/91	11/21/96	Unknown	Parts are still not in.	02/06/97	108095711	
		North Ridgeville	OH		91	1ZVPT21U2M5[redacted]	12/11/90	04/13/97	[redacted]0	Will have to wait for parts to come in.	01/14/97	107974756	
		North Canton	OH		91	1ZVPT20C3M5[redacted]	01/11/91	04/09/96	[redacted]0	Parts have been on back-order.	02/13/96	105591221	
		Algonac	MI		91	1ZVPT20C5M5[redacted]	05/28/91	03/26/96	[redacted]0	Dealership has back-order on parts.	03/23/96	108001017	
		Central City	KY		91	1ZVPT22L3M5[redacted]	02/11/91	05/14/96	[redacted]0	Dealer cannot get parts.	04/20/96	108054086	
		Chester	IL		91	1ZVPT20C4M5[redacted]	07/24/91	04/29/96	[redacted]	Waiting for parts for recall.	03/19/96	108572535	
		Biloxi	MS		91	1ZVPT20C5M5[redacted]	12/15/90	03/24/96	[redacted]0	Two to six weeks to get the parts.	03/13/96	108507303	
		Denver	CO		91	1ZVPT20C0M5[redacted]	09/18/90	05/02/97	[redacted]0	There is a parts delay.	03/04/96	108591601	
		Louisville	KY		91	1ZVPT20C0M5[redacted]	01/11/91	06/25/97	[redacted]0	Waiting for a year for the parts to come in.	03/25/96	108008007	
		Saint Louis	MO		91	1ZVPT20C3M5[redacted]	11/15/90	07/1/97	[redacted]0	Parts have been on order since 7/1/97.	02/16/96	108469940	
		Orangevale	CA		91	1ZVPT20C3M5[redacted]	05/02/91	02/24/97	[redacted]	Parts are not available as yet.	02/26/97	108141464	
		South Lyon	MI		91	1ZVPT20C0M5[redacted]	06/28/90	10/24/96	[redacted]0	Waiting for four months to get parts.	02/26/97	108135822	
		Northridge	CA		91	1ZVPT20C6M5[redacted]	08/23/90	05/20/97	[redacted]0	It will take 8 to 10 weeks to get parts.	02/21/97	108127436	
		Aurora	CO		91	1ZVPT21U7M5[redacted]	05/01/91	02/13/97	[redacted]0	Parts are not available.	02/25/97	108124855	
		Houston	TX		91	1ZVPT20C5M5[redacted]	10/01/90	02/14/97	[redacted]07	Parts will be available in 8 weeks.	02/18/97	108110894	
		Pittsburgh	CA		91	1ZVPT20C7M5[redacted]	04/08/91	02/17/97	[redacted]0	Parts are on back-order.	02/18/97	108115927	
		Omaha	NE		91	1ZVPT21U4M5[redacted]	10/26/90	11/18/96	[redacted]0	Parts are on back-order.	02/18/97	108110904	
		[redacted]	MS		91	1ZVPT20C7M5[redacted]	04/09/91	05/18/97	[redacted]	Dealer has trouble getting parts in.	02/18/97	108113123	
		[redacted]	NH		91	1ZVPT20C0M5[redacted]	08/31/90	10/5/96	[redacted]0	Dealer has parts on order.	02/16/97	108113097	Parts came in and were installed on 3-7-97.
		[redacted] Ranch	CO		91	1ZVPT20C3M5[redacted]	11/13/90	03/07/97	[redacted]0	Waiting approximately 8 weeks for parts.	02/18/97	108110900	
		[redacted]	AL		91	1ZVPT20C0M5[redacted]	05/24/91	05/18/97	[redacted]0	Parts are on back-order.	02/18/97	108110409	
		[redacted]	TX		91	1ZVPT21U8M5[redacted]	04/11/91	12/01/96	[redacted]0	Part is back-ordered.	02/14/97	108[illegible]	
		[redacted]	MI		91	1ZVPT21U9M5[redacted]	04/04/91	11/11/96	[redacted]0	Dealership cannot get part.	02/13/97	15[illegible]	
		[redacted]	NJ		91	1ZVPT21U1M5[redacted]	03/28/91	02/07/97	[redacted]0	Are waiting 7 to 8 weeks for arrival of parts	02/13/97	15[illegible]	
		[redacted]	SC		91	1ZVPT20C8M5[redacted]	10/05/90	04/14/97	[redacted]0	It will take 8 weeks waiting to get part.	02/13/97	15[illegible]	
		[redacted]	OH		91	1ZVPT21U7M5[redacted]	12/14/90	03/05/96	[redacted]0	Waiting for parts that are on back-order.	02/12/97	10[illegible]	
		[redacted]	MI		91	1ZVPT21U4M5[redacted]	12/14/90	02/17/97	[redacted]1	Part is on national back-order.	02/10/97	10[illegible]	
		[redacted]	CA		91	1ZVPT20C2M5[redacted]	08/09/91	No Date	[redacted]0	Parts are on back-order.	02/10/97	10[illegible]	
		[redacted]	TX		91	1ZVPT20C2M5[redacted]	05/17/91	01/10/97	[redacted]1	Parts will be available in 8 weeks.	02/05/97	10[illegible]	
		[redacted]	CT		91	1ZVPT20C4M5[redacted]	09/18/90	02/04/97	[redacted]0	Waiting for parts.	02/05/97	10[illegible]	
		[redacted]	SD		91	Unknown	Unknown	Unknown	[redacted]0	Dealership does not have the part.	02/04/97	10[illegible]	
		[redacted]	OR		91	1ZVPT20C3M5[redacted]	[redacted]	02/05/97	[redacted]0	Parts are on national back-order.	02/03/97	10[illegible]	
		[redacted]	VA		91	1ZVPT20C5M5[redacted]	[redacted]0	12/18/96	[redacted]0	Part has been ordered	02/03/97	10[illegible]	
		[redacted]	CT		91	1ZVPT20C7M5[redacted]	[redacted]1	01/17/97	[redacted]0	Dealer has to order parts	01/31/97	10[illegible]	
		[redacted]	AZ		91	1ZVPT21U8M5[redacted]	[redacted]1	No Date	[redacted]0	Dealer ordered parts 2-3 years ago.	01/30/97	10[illegible]	
		[redacted]	OH		91	1ZVPT20C8M5[redacted]	[redacted]1	01/04/97	[redacted]0	Dealer has to order parts	01/28/97	10[illegible]	
		[redacted]	WY		91	1ZVPT22L4M5[redacted]	[redacted]0	12/04/97	[redacted]0	Cannot get parts for recall	01/28/97	10[illegible]	
		[redacted]	OR		91	1ZVPT20C4M5[redacted]	[redacted]0	01/13/97	[redacted]0	Waiting on parts	01/28/97	10[illegible]	
		[redacted]	CA		91	1ZVPT21U8M5[redacted]	[redacted]0	03/24/97	[redacted]	Parts are not [illegible]	01/27/97	10[illegible]	
		[redacted]	NM		91	1ZVPT20C9M5[redacted]	[redacted]1	11/6/96	[redacted]0	Has not received [illegible] recall.	01/27/97	10[illegible]	
		[redacted]	MN		91	1ZVPT21U7M5[redacted]	[redacted]0	12/11/97	[redacted]0	Dealer does [illegible]	01/27/97	10[illegible]	
		[redacted]	IA		91	1ZVPT20C2M5[redacted]	[redacted]1	No Date	[redacted]0	Dealer orde[illegible] ago.	01/24/97	10[illegible]	
		[redacted]	MO		91	1ZVPT20C6M5[redacted]	[redacted]0	04/08/97	[redacted]0	Part is on [illegible]	01/23/97	10[illegible]	
		[redacted]	WV		91	1ZVPT2[illegible]	[redacted]1	[illegible]/97	[redacted]0	Parts are [illegible]	01/23/97	10[illegible]	
		[redacted]	NJ		91	1ZVPT20C4M5[redacted]	[redacted]0	No Date	[redacted]	Part is on be[illegible]	01/23/97	10[illegible]	
		[redacted]	TX		91	1ZVPT2[illegible]	[redacted]1	01/23/97	[redacted]0	Waiting for [illegible]	01/21/97	10[illegible]	
		[redacted]	MT		91	1ZVPT20C3M5[redacted]	[redacted]1	11/23/96	[redacted]0	No idea whe[illegible] available.	01/21/97	10[illegible]	
		[redacted]	TX		91	1ZVPT2[illegible]	[redacted]1	11/27/96	[redacted]0	Part is on be[illegible]	01/21/97	10[illegible]	
		[redacted]	TN		91	1ZVPT20C3M5[redacted]	[redacted]0	01/03/97	95,000	Part is not [illegible]	01/17/97	10[illegible]	

1990-92 MY PROBE VEHICLES
PERFORMANCE OF RECALL 96V-078
OWNER COMPLAINTS, FIELD REPORTS, CLAIMS, AND VOQ'S

Owner					Vehicle			Recall Summary			Report		Ford Assessment/Resolution
Name	Address	City	State	Zip	MY	VIN	Build Date	Date	Miles	Problem Description	Date	No.	
[redacted]	[redacted]	New Hope	MN	[redacted]	91	1ZVPT20C3M5[redacted]	11/19/90	No Date	91,000	Parts may not be available for 3 weeks.	01/17/97	107992168	
		Romulus	MI		91	1ZVPT20C3M5[redacted]	09/21/91	12/05/96	72,800	Parts are on back-order.	01/15/97	107992315	
		Marshall Town	IA		91	1ZVPT20C3M5[redacted]	10/13/90	01/07/97	Unknown	Dealer waiting on parts to repair vehicle	01/16/97	107990941	
		Alba	IA		91	1ZVPT20C3M5[redacted]	09/21/91	01/27/97	120,000	Dealer has ordered the parts.	01/14/97	107974[redacted]	Recall has been performed on vehicle.
		Waterford	MI		91	1ZVPT21U7M5[redacted]	12/06/90	04/22/97	70,800	Do not have parts available.	01/15/97	107971[redacted]	
		Fairfield	CA		91	1ZVPT20C8M5[redacted]	11/12/90	04/15/97	65,800	Parts are on order.	01/13/97	107971277	
		Merrick	NY		91	1ZVPT21U8M5[redacted]	11/27/90	No Date	105,000	Parts are on national back-order.	01/13/97	107970354	
		Rio Grande	NJ		91	1ZVPT20C4M5[redacted]	09/07/90	01/02/97	60,000	Part on back-order.	01/10/97	107964877	
		Northridge	CA		91	1ZVPT20C3M5[redacted]	09/01/90	05/04/97	75,000	Owner will be notified when parts arrive.	01/10/97	107964796	
		Crown Point	IN		91	1ZVPT20C5M5[redacted]	10/10/90	04/11/97	82,000	Order parts for customer for recall.	01/09/97	107957989	
		Tulsa	OK		91	1ZVPT21U1M5[redacted]	09/28/91	04/08/97	85,000	Don't know when they will get parts in.	01/07/97	107950194	
		Oakland	CA		91	1ZVPT20C1M5[redacted]	09/14/90	10/21/96	Unknown	Part for recall is on back-order.	01/07/97	107948555	
		Irvine	CA		91	1ZVPT20C3M5[redacted]	07/31/91	12/05/96	60,000	Waiting for parts.	01/07/97	107946121	
		Waldorf	MD		91	1ZVPT20C1M5[redacted]	10/03/90	02/17/97	100,000	Dealership does not have parts in.	01/03/97	107928957	
		Canton	MI		91	1ZVPT20C1M5[redacted]	07/31/90	01/13/97	65,000	Has not received the parts for recall.	01/03/97	107928703	
		Austin	TX		91	1ZVPT20C2M5[redacted]	07/25/91	11/29/96	70,000	Parts are unavailable.	12/27/96	107921099	
		Alexandria	VA		91	1ZVPT20C0M5[redacted]	10/26/90	01/14/96	61,000	Part is not available at this time.	12/19/96	107903[redacted]	
		Brunswick	OH		91	1ZVPT20C1M5[redacted]	09/10/90	02/11/97	65,800	Parts are not currently in stock.	12/16/96	107898015	
		Joplin	MT		91	1ZVPT20C4M5[redacted]	08/01/91	07/09/97	85,000	Part is on back-order.	12/16/96	107898600	
		Indianapolis	IN		91	1ZVPT21U8M5[redacted]	12/04/90	01/05/97	82,800	Parts are on back-order.	12/16/96	107897400	
		Rapid River	MI		91	1ZVPT20C9M5[redacted]	11/09/90	01/10/97	121,800	Part is on order.	12/16/96	107896448	
		Riverview	FL		91	1ZVPT20C3M5[redacted]	09/20/90	04/15/97	111,800	Parts are not available until January.	12/09/96	107883[redacted]	
		Toledo	OH		90	1ZVPT20C5L5[redacted]	04/03/90	08/18/97	75,800	Parts will not be in until March 1998.	11/13/97	107[redacted]	
		Monroe	MI		90	1ZVPT21UXL5[redacted]	03/30/90	11/26/97	141,000	Pa[redacted]	11/18/97	1091[redacted]	
		Rocky Hill	CT		90	1ZVPT20C0L5[redacted]	04/17/90	02/02/96	110,000	We[redacted]	11/18/97	1091[redacted]	
		Germantown	TN		90	1ZVPT22L6L5[redacted]	04/17/90	01/28/96	82,000	Pa[redacted]	11/18/97	1091[redacted]	
		Racine	WI		90	1ZVPT21U2L5[redacted]	08/29/90	11/28/97	86,000	Wa[redacted]	11/18/97	1091[redacted]	
		San Jose	CA		90	1ZVPT22L6L5[redacted]	09/24/89	11/21/97	72,000	Pa[redacted]	11/19/97	1091[redacted]	
		Cabot	AR		90	1ZVPT22L7L5[redacted]	10/18/90	11/18/97	144,000	Pa[redacted]	11/20/97	1092[redacted]	
		Wheaton	IL		90	1ZVPT21U7L5[redacted]	01/16/90	12/12/97	[redacted]	Pa[redacted]	11/24/97	1091[redacted]	
		Waukesha	WI		90	1ZVPT21U9L5[redacted]	09/26/89	09/25/97	[redacted]	Pa[redacted]	11/24/97	1091[redacted]	
		Hilton	NY		90	1ZVPT20C8L5[redacted]	12/14/89	11/24/97	[redacted]	Pa[redacted]	11/25/97	1092[redacted]	
		Charlotte	NC		90	1ZVPT21U8L5[redacted]	10/16/89	11/24/97	[redacted]	Pa[redacted]	11/25/97	106[redacted]	
		Brooklet	GA		90	Unknown	Unknown	[redacted]	[redacted]	Pa[redacted]	11/25/97	106[redacted]	
		Trumbull	CT		90	1ZVPT20C9L5[redacted]	03/03/90	12/22/97	[redacted]	SW[redacted]	12/01/97	106[redacted]	
		Oklahoma City	OK		90	1ZVPT22L0L5[redacted]	01/02/90	11/23/97	[redacted]	Do[redacted]	12/01/97	106[redacted]	
		Bartlett	IL		90	1ZVPT22L6L5[redacted]	07/09/90	03/11/94	[redacted]	Pa[redacted]	12/02/97	106[redacted]	
		Iowa City	IA		90	1ZVPT20C3L5[redacted]	11/27/90	12/08/97	[redacted]	Pa[redacted]	12/02/97	106[redacted]	
		Marion	KY		90	[redacted]	[redacted]	Unknown	[redacted]	Pa[redacted]	12/02/97	106[redacted]	
		Prairie City	IA		90	1ZVPT21U[redacted]	09/28/89	01/07/96	[redacted]	Pa[redacted]	12/02/97	106[redacted]	
		Long Beach	CA		90	1ZVPT20C7L5[redacted]	01/09/90	12/09/97	Un[redacted]	Pa[redacted]	12/04/97	106[redacted]	
		Littleton	CO		90	1ZVPT20C1L5[redacted]	07/18/90	12/07/97	Un[redacted]	Do[redacted]	12/04/97	106[redacted]	
		Monroe	LA		90	1ZVPT22L6L5[redacted]	11/17/89	09/14/97	[redacted]	Pa[redacted]	12/05/97	106[redacted]	
		Dryer	OK		90	[redacted]	[redacted]	Unknown	Un[redacted]	Pa[redacted]	12/05/97	106[redacted]	
		Saint Charles	MI		90	1ZVPT21U2L5[redacted]	09/28/89	04/28/98	[redacted]	Do[redacted]	12/08/97	106[redacted]	
		Georgetown	IN		[redacted]	1ZVPT22L6L5[redacted]	07/18/90	12/15/97	[redacted]	Pa[redacted]	12/09/97	106[redacted]	
		Pittsburgh	KS		90	1ZVPT20C[redacted]	09/13/90	12/10/98	[redacted]	We[redacted]	12/09/97	106[redacted]	
		Kingsley	PA		[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	12/10/97	106[redacted]	
		Garfield Heights	OH		90	1ZVPT20C[redacted]	04/09/90	03/12/98	[redacted]	Pa[redacted]	12/10/97	106[redacted]	
		Detroit	MI		90	1ZVPT20C[redacted]	07/17/90	No Date	[redacted]	We[redacted]	12/11/97	106[redacted]	
		Los Lunas	NM		90	1ZVPT20C4L5[redacted]	[redacted]	01/12/98	[redacted]	Pa[redacted]	12/12/97	106[redacted]	
		Omaha	NE		90	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	12/15/97	106[redacted]	
		Wendover	NC		90	1ZVPT21U[redacted]	[redacted]	07/09/98	[redacted]	Pa[redacted]	12/16/97	106[redacted]	
		[redacted]	KY		90	1ZVPT21U7L5[redacted]	[redacted]	04/28/98	[redacted]	Pa[redacted]	02/16/98	106[redacted]	
		[redacted]	GA		90	1ZVPT20C3L5[redacted]	[redacted]	No Date	[redacted]	Pa[redacted]	02/20/98	106[redacted]	
		[redacted]	MN		90	1ZVPT20C[redacted]	[redacted]	08/07/97	[redacted]	We[redacted]	02/23/98	106[redacted]	
		Avon Mansfield	OH		90	1ZVPT22L0L5[redacted]	[redacted]	04/08/98	[redacted]	Sw[redacted]	02/25/98	106[redacted]	
		Baton Rouge	LA		90	1ZVPT22L5L5[redacted]	[redacted]	07/14/97	[redacted]	We[redacted]	03/03/98	106[redacted]	
		Oviedo	FL		90	1ZVPT20C4L5[redacted]	[redacted]	10/25/97	Un[redacted]	Pa[redacted]	03/04/98	106[redacted]	
		[redacted]	AR		90	1ZVPT20C7L5[redacted]	[redacted]	No Date	[redacted]	Ba[redacted]	03/10/98	106[redacted]	
		[redacted]	KS		[redacted]	[redacted]	[redacted]	Unknown	[redacted]	Ne[redacted]	03/23/98	106[redacted]	

1990-92 MY PRIME VEHICLES
PERFORMANCE OF RECALL 94V-172
OWNER COMPLAINTS, FIELD REPORTS, CLAIMS, AND WOTS

OWNER					VEHICLE			RECALL REPAIR			REPORT		FORD ASSESSMENT/RESOLUTION
Name	Address	City	State	ZIP	MY	VIN	Repair Date	Date	Miles	Problem Description	Date	No.	
[redacted]	[redacted]	Cuthbert	GA	[redacted]	90	1ZVPT20C7L[redacted]	[redacted]	01/07/96	282,748	Do not have the parts yet.	03/30/96	108614732	
		Salem	VA		90	1ZVPT20C9L[redacted]	[redacted]	07/03/97	185,000	Parts are still on back-order.	03/30/98	108618601	
		Simpsonville	SC		90	1ZVPT20C5L[redacted]	[redacted]	11/07/97	Unknown	Part is on national back-order	11/24/97	108194824	
		Chillicothe	OH		90	1ZVPT20C5L[redacted]	[redacted]	No Date	Unknown	Dealership did not have parts.	03/18/98	108584104	
		El Paso	TX		90	1ZVPT21U1L[redacted]	[redacted]	01/17/97	Unknown	Parts will not be in until March 18.	11/29/96	107784977	
		Wayne	NJ		90	1ZVPT21U8L[redacted]	[redacted]	02/14/98	Unknown	Parts are on back-order.	03/07/98	108543661	
		Newark	DE		90	1ZVPT21U9L[redacted]	[redacted]	01/27/98	Unknown	Parts are on back-order.	02/02/98	108418626	
		Moulstonston	NJ		90	1ZVPT20C4L[redacted]	[redacted]	01/19/98	Unknown	Parts delay over 30 days.	01/13/98	108544601	
		Norfolk	NE		90	1ZVPT20C4L[redacted]	[redacted]	No Date	120,000	Parts are on back-order.	05/23/97	108487086	
		Oxnard	CA		90	1ZVPT21U7L[redacted]	[redacted]	06/06/97	Unknown	Part is on back-order.	06/01/97	108387785	
		Detroit	MI		90	1ZVPT22L5L[redacted]	[redacted]	08/28/97	Unknown	Parts are not available	09/11/97	108534561	
		Kent	WA		90	1ZVPT21U0L[redacted]	[redacted]	07/14/97	49,583	Had to order parts.	08/11/97	108528671	
		Nissquna	NY		90	1ZVPT21U6L[redacted]	[redacted]	[redacted]	70,000	Parts are on back-order.	03/14/97	108214591	
		Salem	MA		90	1ZVPT22L4L[redacted]	[redacted]	[redacted]	Unknown	Parts were not readily available.	03/13/97	108289985	
		Mitchell	SD		90	1ZVPT21U6L[redacted]	[redacted]	[redacted]	Unknown	Parts are on back-order.	02/14/97	108135810	
		Aurora	IL		90	1ZVPT22L6L[redacted]	[redacted]	[redacted]	Unknown	Parts for recall are not in yet.	02/13/97	108088783	
		Quarts Draft	VA		90	1ZVPT22L9L[redacted]	[redacted]	[redacted]	Unknown	Part was not in.	02/13/97	108088252	
		Metuchen	NJ		90	1ZVPT20C3L[redacted]	[redacted]	[redacted]	92,800	Parts were not in yet.	11/25/96	107807932	
		Lakewood	WA		90	1ZVPT20C0L[redacted]	[redacted]	[redacted]	Unknown	Parts were on back-order.	03/06/97	108078922	
		Maple Valley	WA		90	1ZVPT21U8L[redacted]	[redacted]	[redacted]	187,000	Parts were back-ordered.	03/14/97	108212909	
		Pasadena	TX		90	1ZVPT22L9L[redacted]	[redacted]	[redacted]	Unknown	Part is on national back-order.	03/17/97	108216710	
		Waukesha	WI		90	1ZVPT21U7L[redacted]	[redacted]	[redacted]	Unknown	Part is on national back-order.	03/26/97	108287287	
		Palm Harbor	FL		90	1ZVPT20C0L[redacted]	[redacted]	[redacted]	Unknown	Been waiting for parts.	04/22/97	108551408	
		Detroit	MI		90	1ZVPT21U6L[redacted]	[redacted]	[redacted]	Unknown	Dealer didn't have parts for repair.	04/23/97	108587229	
		Hauppauge	NY		90	1ZVPT21U0L[redacted]	[redacted]	[redacted]	Unknown	Parts are not available.	05/12/97	108204530	
		Wilson	NC		90	1ZVPT20C5L[redacted]	[redacted]	[redacted]	Unknown	Waiting for parts to arrive.	05/21/97	108461155	
		West Orange	NJ		90	1ZVPT21U3L[redacted]	[redacted]	[redacted]	98,123	Waiting three months for part.	06/04/97	108508438	
		Dearborn Heights	MI		90	1ZVPT21U0L[redacted]	[redacted]	[redacted]	66,869	Waiting for parts.	04/15/97	108321323	
		Rock Springs	WY		90	1ZVPT20C2L[redacted]	[redacted]	[redacted]	Unknown	Parts are ordered & have not come in.	07/03/97	108723551	
		Poulsbo	WA		90	1ZVPT20C8L[redacted]	[redacted]	[redacted]	Unknown	Part is on order.	11/21/97	108193037	
		Weston	CT		90	1ZVPT20C2L[redacted]	[redacted]	[redacted]	74,000	Part has been on order.	09/18/97	108691364	
		Irvine	CA		90	1ZVPT21U1L[redacted]	[redacted]	[redacted]	Unknown	Parts are not in yet.	12/29/97	108000586	
		Fort Wayne	IN		90	1ZVPT22L3L[redacted]	[redacted]	[redacted]	66,000	Parts are not in dealership as yet.	12/13/97	108228879	
		Anchorage	AK		90	1ZVPT21U2L[redacted]	[redacted]	[redacted]	Unknown	Parts are on back-order.	10/07/97	108087289	
		Osawatomie	KS		90	1ZVPT21U8L[redacted]	[redacted]	[redacted]	Unknown	Don't have all the parts yet.	07/04/97	108653908	
		Louisville	KY		90	1ZVPT21U3L[redacted]	[redacted]	[redacted]	Unknown	Parts are not in yet.	08/06/97	108780768	
		Dearborn Heights	MI		90	1ZVPT20C3L[redacted]	[redacted]	[redacted]	Unknown	There are no parts in as yet.	[illegible]/97	108276088	
		[redacted]	OR		90	1ZVPT21U7L[redacted]	[redacted]	[redacted]	Unknown	Part will take two months to arrive.	[illegible]/98	108413906	
		[redacted]	AL		90	1ZVPT21U4L[redacted]	[redacted]	[redacted]	98,128	Dealer will call when parts arrive.	[illegible]/98	1-5826188	
		[redacted]	OH		90	1ZVPT21U0L[redacted]	[redacted]	[redacted]	75,000	Part is on back-order.	[illegible]/97	108082409	
		[redacted]	NC		90	1ZVPT21U6L[redacted]	[redacted]	[redacted]	80,000	Part has been ordered.	12/18/96	107687984	
		[redacted]	VA		91	1ZVPT20C1M[redacted]	[redacted]	[redacted]	78,600	Parts have been ordered.	[illegible]/97	108077533	
		[redacted]	MO		91	1ZVPT20C4M[redacted]	[redacted]	[redacted]	[illegible]00	Part not available.	[illegible]/97	108288550	
		[redacted]	NJ		91	1ZVPT20C4M[redacted]	[redacted]	[redacted]	[illegible]00	Part is on a back-order situation.	03/06/98	108444417	
		[redacted]ights	OH		90	1ZVPT20C1L[redacted]	[redacted]	[redacted]	[illegible]00	Dealer has not received the parts as yet.	12/17/97	108274548	
		[redacted]	VA		90	1ZVPT20C4L[redacted]	[redacted]	[redacted]	[illegible]00	Part is on national back-order.	[illegible]/97	108298679	
		[redacted]	FL		90	1ZVPT20C4L[redacted]	[redacted]	[redacted]	[illegible]00	Part is on national back-order.	[illegible]/97	108280450	
		[redacted]	OH		90	1ZVPT20C3L[redacted]	[redacted]	[redacted]	[illegible]00	Parts on back-order for recall.	[illegible]/97	108280092	
		[redacted]	OH		90	1ZVPT21U5L[redacted]	[redacted]	[redacted]	[illegible]00	Don't know when they will get parts in.	[illegible]/97	108294610	
		[redacted]	AR		90	1ZVPT20C9L[redacted]	[redacted]	[redacted]	Unknown	Waiting for parts.	[illegible]/97	108290787	
		[redacted]	NV		90	1ZVPT20C1L[redacted]	[redacted]	[redacted]	[illegible]00	Part [illegible] six month delay	[illegible]/97	108280681	
		[redacted]	SD		90	1ZVPT20C1L[redacted]	[redacted]	[redacted]	[illegible]00	[illegible] to get the parts	[illegible]/97	108285878	
		[redacted]	MN		90	1ZVPT21U0L[redacted]	[redacted]	[redacted]	[illegible]00	Waiting for parts [illegible]	[illegible]/97	108297723	
		[redacted]	PA		90	1ZVPT22L0L[redacted]	[redacted]	[redacted]	[illegible]00	Part has been on back order	12/29/97	108298614	
		[redacted]	GA		90	1ZVPT20C8L[redacted]	[redacted]	[redacted]	[illegible]00	Parts are on back order	12/30/97	108303980	
		[redacted]ton	AZ		90	1ZVPT20C9L[redacted]	[redacted]	[redacted]	[illegible]00	[illegible] back-order [illegible]	01/02/98	108307474	
		[redacted]	NY		90	1ZVPT20C9L[redacted]	[redacted]	[redacted]	[illegible]00	[illegible] national back-order.	01/02/98	108308487	
		[redacted]	CO		90	1ZVPT21U1L[redacted]	[redacted]	[redacted]	[illegible]00	Parts are on order.	01/06/98	108313858	
		[redacted]	OH		90	1ZVPT21U0L[redacted]	[redacted]	[redacted]	66,000	Parts are on order.	01/06/98	108312169	
		[redacted]	IN		90	1ZVPT21U0L[redacted]	09/29/90	[redacted]	35,500	Parts are on back-order.	01/06/98	108316880	
		[redacted]ings	CO		90	1ZVPT21U6L[redacted]	09/29/90	[redacted]	127,000	Parts are not available until 4/98.	01/06/98	108317539	

1999-02 MY PROBE VEHICLES
PERFORMANCE OF RECALL 97V-072
OWNER COMPLAINTS, FIELD REPORTS, CLAIMS, AND VOQ'S

Appendix 10
[illegible]

OWNER					VEHICLE			RECALL MONITOR			REPORT		FORD ASSESSMENT/RESOLUTION
Name	Address	City	State	ZIP	MY	VIN	Build Date	Date	Miles	Problem Description	Date	No.	
[redacted]		San Francisco	CA	[redacted]	99	1ZVPT20[illegible]	01/1999	02/10/98	115,000	Parts would not be available until March.	01/05/98	100327494	
		San Lorenzo	CA		99	1ZVPT20C4L5	09/01/99	02/09/98	57,000	Parts are on order.	01/05/98	100326602	
		Culver City	CA		99	1ZVPT21U1L5	02/2/99	09/13/97	66,000	Parts should be here in December.	01/13/98	100348528	
		Channelview	TX		99	1ZVPT20C0L5	12/14/99	12/29/97	98,000	Part is on back-order.	01/14/98	100349803	
		Ottumwa	IA		99	1ZVPT20C4L5	11/23/99	10/16/97	Unknown	Waiting about a year for parts.	01/16/98	100362543	
		Wilmington	DE		99	1ZVPT20C2L5	09/29/99	09/05/97	100,000	Waiting for parts.	06/24/97	100861862	
		Louisville	KY		99	1ZVPT21U0L5	10/1/99	10/31/96	60,000	Waiting for parts.	07/02/97	100613486	
		Irving	TX		99	1ZVPT21U6L5	10/31/99	07/02/97	Unknown	Waiting for parts.	07/02/97	100616541	
		Bordentown	NJ		99	1ZVPT20C9L5	11/14/99	06/09/97	86,000	Parts are on back-order.	07/09/97	100634041	
		Bloomfield	MI		99	1ZVPT22L1L5	09/27/99	06/13/97	88,000	Part is on back-order.	07/14/97	100653066	
		Hoboken	NJ		99	1ZVPT22L7L5	07/1/99	06/15/97	87,000	Waiting for parts.	07/22/97	100692171	
		Colonna	VA		99	1ZVPT21U0L5	05/1/99	10/15/97	[illegible]	Part has been ordered.	07/24/97	100701944	
		El Paso	TX		99	1ZVPT20C8L5	09/08/99	No Date	[illegible]	Dealer still does not have parts.	07/24/97	100715001	
		Somerset	KY		99	1ZVPT20C8L5	11/02/99	04/11/97	[illegible]	Part is on national back-order.	08/01/97	100738521	
		Monroe	MI		99	1ZVPT22L4L5	12/14/99	07/16/97	[illegible]	Parts are on order.	08/06/97	100758201	Vehicle repaired and picked up on 8/8/97.
		Pelrock	MI		99	1ZVPT21U9L5	07/17/99	03/02/98	[illegible]	May experience a back-order situation.	08/07/97	100758254	
		Omaha	NE		99	1ZVPT20C9L5	05/31/99	06/13/97	[illegible]	Parts are on national back-order.	08/11/97	100758036	
		Waldorf	MD		99	1ZVPT20C9L5	02/10/99	07/29/97	[illegible]	Waiting for parts for over three weeks.	08/11/97	100772472	
		Pittsburgh	PA		99	1ZVPT21U4L5	05/18/99	08/08/97	[illegible]	Parts are on national back-order.	08/14/97	100782255	
		Los Angeles	CA		99	1ZVPT20C1L5	09/07/99	No Date	[illegible]	Need parts, on national back-order.	08/14/97	100785026	
		Petersburg	VA		99	1ZVPT20C3L5	09/10/99	08/21/97	[illegible]	Waiting for parts to be delivered.	08/15/97	100787483	
		Silver Spring	MD		99	1ZVPT22L9L5	12/07/99	07/28/97	[illegible]	Taking a little longer to get parts.	08/18/97	100804576	
		Rochester	NY		99	1ZVPT22L7L5	02/28/99	01/08/98	[illegible]	Part is on back-order.	08/19/97	100808150	
		Hasting	NY		99	1ZVPT20C8L5	09/16/99	07/14/97	[illegible]	Unable to get the parts.	08/18/97	100808012	
		Toledo	OH		99	1ZVPT21U1L5	03/08/99	01/08/97	[illegible]	Do not know when the part will be in.	08/15/97	100811876	
		Denver	NC		99	1ZVPT22L7L5	09/22/99	07/28/97	[illegible]	Waiting for parts to come in.	08/18/97	100811906	
		Chesapeake	VA		99	1ZVPT20C1L5	05/09/99	10/04/97	[illegible]	Parts are on back-order.	08/20/97	100816227	
		Flint Hill	VA		99	1ZVPT20C2L5	09/14/99	11/21/97	[illegible]	Waiting for parts for two week.	08/21/97	100823135	
		St. Augustine	FL		99	1ZVPT21U5L5	09/16/99	08/26/97	[illegible]	Parts are on back-order.	08/22/97	100823372	
		Santa Ana	CA		99	1ZVPT21U8L5	02/22/99	No Date	[illegible]	Parts are not in yet.	08/27/97	100844580	
		Pittsburgh	PA		99	1ZVPT20C3L5	04/04/99	No Date	[illegible]	Parts are on back-order.	08/27/97	[illegible]	
		Runnemede	NJ		99	1ZVPT21U0L5	03/07/99	10/13/97	[illegible]	Part is on back-order.	08/28/97	[illegible]	
		Mansfield	OH		99	1ZVPT21U1L5	10/11/99	No Date	[illegible]	Parts are on back-order.	08/29/97	100855544	
		Durham	NC		99	1ZVPT21U7L5	07/20/99	09/11/97	[illegible]	Part is not available	09/02/97	100860057	
		Sonoma	CA		99	1ZVPT21U8L5	10/30/99	11/18/98	[illegible]	Do not know when the part will be in.	09/05/97	100870080	
		Toney	AL		99	1ZVPT21U0L5	11/20/99	09/09/97	[illegible]	Part has been delayed two months.	09/05/97	100887149	
		Bartlesville	OK		99	1ZVPT[illegible]	[illegible]	09/09/98	[illegible]	Parts delay over 60 days.	09/09/97	[illegible]	
		Gobles	MI		99	1ZVPT[illegible]	[illegible]	09/13/97	[illegible]	Back-order on parts for recall.	09/09/97	[illegible]	
		Salt Lake City	UT		99	1ZVPT[illegible]	[illegible]	09/01/97	[illegible]	Unable to get the parts.	09/11/97	100904744	
		Walkof	MD		99	1ZVPT[illegible]	[illegible]	09/30/97	[illegible]	Major back-order on parts.	09/12/97	100909998	
		Newport News	VA		99	1ZVPT22[illegible]	[illegible]	01/02/97	[illegible]	Part is on back-order.	09/12/97	100907178	
		Campbell	CA		99	1ZVPT21[illegible]	[illegible]	11/10/97	[illegible]	Part is on back-order	09/12/97	100907666	
		Missoula	MT		99	1ZVPT21[illegible]	[illegible]	09/17/97	[illegible]	Parts have been ordered	09/12/97	100906367	
		Beverly	MA		99	1ZVPT20C2[illegible]	[illegible]	09/09/97	[illegible]	Part is on a national back-order.	09/12/97	100906591	
		Ishpeming	MI		99	1ZVPT21[illegible]	[illegible]	04/30/98	[illegible]	Parts are on a back order situation.	09/16/97	100920180	
		Nashville	TN		99	1ZVPT21[illegible]	[illegible]	09/15/98	[illegible]	Part is on back-order	09/16/97	100930661	
		Roseville	CA		99	1ZVPT21[illegible]	[illegible]	09/15/97	[illegible]	Parts have been ordered	09/22/97	100942969	
		Ellisville	MS		99	1ZVPT20[illegible]	[illegible]	12/30/97	[illegible]	Parts are on back-order	09/24/97	100966568	
		Davenport	NE		99	1ZVPT22[illegible]	[illegible]	10/10/97	[illegible]	Part is still not in.	09/26/97	100983998	
		Hill City	MN		99	1ZVPT20C[illegible]	[illegible]	09/07/98	[illegible]	Waiting for parts to come in.	09/26/97	100971402	
		Vale	NY		99	1ZVPT20C0[illegible]	[illegible]	09/23/97	[illegible]	Parts are on national back-order.	10/02/97	100997778	
		North Charleston	SC		99	1ZVPT21[illegible]	[illegible]	09/29/97	[illegible]	Part has not arrived yet.	10/02/97	100998278	
		St. Louis	MO		99	1ZVPT20C7[illegible]	[illegible]	09/30/97	[illegible]	Parts are on back-order.	10/02/97	100999291	
		Wheatfield	MI		99	1ZVPT20C7[illegible]	[illegible]	09/05/97	[illegible]	Have ordered part & it has not arrived.	10/06/97	100999948	
		Kent	OH		99	1ZVPT20C4[illegible]	[illegible]	10/14/97	[illegible]	Parts not available.	10/06/97	100999045	
		Salem	OR		99	1ZVPT21[illegible]	[illegible]	04/13/98	[illegible]	Parts are on back-order.	10/07/97	100004576	
		Mount	WA		99	1ZVPT21[illegible]	[illegible]	10/10/97	[illegible]	Parts are on back-order.	10/07/97	100009172	
		Chesterfield	SC		99	1ZVPT20C[illegible]	[illegible]	10/24/97	[illegible]	Having hard time getting the parts.	10/08/97	[illegible]	
		Houston	TX		99	1ZVPT20C0[illegible]	[illegible]	No Date	[illegible]	Does not have parts.	10/10/97	100021823	
		Wonder Lake	IL		99	1ZVPT2[illegible]	[illegible]	09/19/97	[illegible]	Parts are on back-order.	10/13/97	100026066	
		Fairfield	CT		99	1ZVPT20C5[illegible]	[illegible]	01/20/98	77,000	Parts are back-ordered.	10/13/97	100026066	

R0[illegible]V.XLS
[illegible]
[illegible]

Appendix [illegible]
[illegible]

1990-92 MY PROBE VEHICLES
PERFORMANCE OF RECALL [illegible]
OWNER COMPLAINTS, FIELD REPORTS, CLAIMS, AND VOQ'S

OWNER					VEHICLE			RECALL REMEDY			REPORT		FORD ASSESSMENT/RESOLUTION
Name	Address	City	State	ZIP	MY	VIN	Build Date	Date	Miles	Problem Description	Date	No.	
[redacted]	[redacted]	Redford	MI	[redacted]	90	1ZVPT22 [redacted]	09/17/90	No Date	116,000	Parts are on back-order.	10/14/97	[illegible]	
[redacted]	[redacted]	Maybee	MI	[redacted]	90	1ZVPT20C4L [redacted]	09/11/90	No Date	Unknown	Parts are on back-order.	10/14/97	[illegible]	
[redacted]	[redacted]	Spokane	WA	[redacted]	90	1ZVPT20C4L [redacted]	07/24/90	09/03/97	65,000	Parts are on national back-order.	10/13/97	[illegible]	
[redacted]	[redacted]	Mt. Washington	KY	[redacted]	90	1ZVPT20C7L [redacted]	05/25/90	07/15/98	85,000	Waiting for parts for two months.	10/16/97	[illegible]	
[redacted]	[redacted]	Palm Harbor	FL	[redacted]	90	1ZVPT20C0L [redacted]	05/22/90	11/22/97	45,000	Had to re-order the parts again.	10/17/97	[illegible]	
[redacted]	[redacted]	Billerica	MA	[redacted]	90	1ZVPT21U0L [redacted]	04/03/90	05/07/98	42,000	Part is on national back-order.	10/20/97	[illegible]	
[redacted]	[redacted]	San Francisco	CA	[redacted]	90	1ZVPT25C8L [redacted]	03/05/90	10/30/97	95,000	Waiting for parts to come in.	10/20/97	[illegible]	
[redacted]	[redacted]	Yorktown Heights	NY	[redacted]	90	1ZVPT21U1L [redacted]	08/29/89	No Date	90,000	Part is on back-order.	10/20/97	[illegible]	
[redacted]	[redacted]	Riverside	IL	[redacted]	90	1ZVPT20C8L [redacted]	08/31/89	10/27/97	130,000	Part not in stock.	10/22/97	[illegible]	
[redacted]	[redacted]	Columbus	IN	[redacted]	90	1ZVPT20C1L [redacted]	11/02/89	07/07/97	80,000	Part is on national back-order.	10/22/97	[illegible]	
[redacted]	[redacted]	Gold Hill	NC	[redacted]	90	1ZVPT20C4L [redacted]	08/11/89	05/01/98	80,000	Part is on back-order.	10/24/97	[illegible]	
[redacted]	[redacted]	Napoleon	OH	[redacted]	90	1ZVPT20C1L [redacted]	08/24/89	08/11/97	95,000	Part is on back-order.	10/27/97	[illegible]	
[redacted]	[redacted]	Fords	NJ	[redacted]	90	1ZVPT21U8L [redacted]	08/31/89	01/30/98	94,000	Parts are on national back-order.	10/28/97	[illegible]	
[redacted]	[redacted]	Edgerton	WI	[redacted]	90	1ZVPT20C2L [redacted]	01/16/90	[illegible]	100,000	Parts are on national back-order.	10/28/97	[illegible]	
[redacted]	[redacted]	Salt Lake City	UT	[redacted]	90	1ZVPT21U2L [redacted]	08/23/90	11/09/97	130,000	Parts are on back-order.	10/29/97	[illegible]	
[redacted]	[redacted]	Beaverton	OR	[redacted]	90	1ZVPT2[illegible] [redacted]	03/26/90	03/06/97	76,000	Part is on national back-order.	10/29/97	[illegible]	
[redacted]	[redacted]	N. Little Rock	AR	[redacted]	90	1ZVPT2[illegible] [redacted]	01/04/90	02/12/98	122,780	Parts are on national back-order.	10/29/97	[illegible]	
[redacted]	[redacted]	Canton	MI	[redacted]	90	Unknown	Unknown	Unknown	106,000	Parts are on back-order.	10/30/97	[illegible]	
[redacted]	[redacted]	Costa Mesa	CA	[redacted]	90	1ZVPT2[illegible] [redacted]	09/19/90	01/17/98	80,000	Parts are on order.	10/30/97	[illegible]	
[redacted]	[redacted]	Ravenna	OH	[redacted]	90	1ZVPT20C7 [redacted]	07/31/89	No Date	Unknown	Parts are on back-order.	10/31/97	[illegible]	
[redacted]	[redacted]	Laurel Hill	NC	[redacted]	90	1ZVPT20C8L [redacted]	[illegible]	04/10/98	60,000	Ordered parts for recall.	11/03/97	[illegible]	
[redacted]	[redacted]	Saint Charles	MO	[redacted]	90	1ZVPT20C9L [redacted]	07/26/90	08/29/97	80,000	Parts were on back-order.	11/03/97	[illegible]	
[redacted]	[redacted]	Columbus	OH	[redacted]	90	1ZVPT2[illegible] [redacted]	08/24/89	10/18/97	128,102	Waiting for parts to arrive.	11/04/97	[illegible]	
[redacted]	[redacted]	Taylor	MI	[redacted]	90	1ZVPT2[illegible] [redacted]	07/25/90	02/10/98	67,000	Dealership does not have parts.	11/05/97	[illegible]	
[redacted]	[redacted]	Edison	NJ	[redacted]	90	1ZVPT2[illegible] [redacted]	07/16/90	11/12/97	40,000	Part is on back-order.	11/06/97	[illegible]	
[redacted]	[redacted]	Helena	MT	[redacted]	90	1ZVPT22 [redacted]	07/16/90	11/25/97	Unknown	Parts are on back-order.	11/07/97	[illegible]	
[redacted]	[redacted]	Wallace	SC	[redacted]	90	1ZVPT20C1 [redacted]	07/24/90	01/06/98	90,000	Parts are on back-order.	11/07/97	[illegible]	
[redacted]	[redacted]	Detroit	MI	[redacted]	90	1ZVPT20C [redacted]	10/26/89	11/07/97	164,000	Part is on back-order.	11/07/97	[illegible]	
[redacted]	[redacted]	Lawrenceville	GA	[redacted]	90	1ZVPT2[illegible] [redacted]	11/08/89	11/10/97	110,000	Waiting for parts.	11/11/97	[illegible]	
[redacted]	[redacted]	Binghamton	NY	[redacted]	90	1ZVPT2[illegible] [redacted]	09/05/89	No Date	115,000	Dealer cannot get the part.	11/12/97	[illegible]	
[redacted]	[redacted]	Milford	CT	[redacted]	90	1ZVPT21 [redacted]	10/17/89	No Date	85,000	Parts are on back-order.	11/12/97	[illegible]	
[redacted]	[redacted]	Anaheim	CA	[redacted]	90	Unknown	[illegible]	Unknown	83,000	Part is on national back-order.	11/12/97	[illegible]	
[redacted]	[redacted]	Cleveland	OH	[redacted]	90	1ZVPT20C1 [redacted]	[illegible]	08/01/97	61,000	Parts are on back-order.	11/12/97	[illegible]	
[redacted]	[redacted]	Oak City	KY	[redacted]	90	1ZVPT20C7 [redacted]	[illegible]	11/12/97	90,000	Six weeks before parts arrive.	11/13/97	[illegible]	
[redacted]	[redacted]	Rocky River	OH	[redacted]	90	1ZVPT2[illegible] [redacted]	[illegible]	No Date	87,000	Waiting two months for parts.	11/13/97	[illegible]	
[redacted]	[redacted]	Thornton	CO	[redacted]	90	1ZVPT20[illegible] [redacted]	[illegible]	No Date	[illegible]	Parts are on back-order.	03/15/97	[illegible]	
[redacted]	[redacted]	Harwich	MA	[redacted]	90	1ZVPT2[illegible] [redacted]	[illegible]	[illegible]	[illegible]	Parts are on order.	04/22/97	[illegible]	
[redacted]	[redacted]	[illegible]	AL	[redacted]	90	1ZVPT2[illegible] [redacted]	[illegible]	[illegible]	[illegible]	Dealership doesn't have parts.	04/24/97	[illegible]	
[redacted]	[redacted]	[illegible]	PA	[redacted]	90	1ZVPT2[illegible] [redacted]	[illegible]	[illegible]	[illegible]	Parts are on national back-order.	04/25/97	[illegible]	
[redacted]	[redacted]	[illegible]	PA	[redacted]	90	1ZVPT20[illegible] [redacted]	[illegible]	[illegible]	[illegible]	Dealership cannot obtain parts.	04/25/97	[illegible]	
[redacted]	[redacted]	[illegible]	TX	[redacted]	90	1ZVPT2[illegible] [redacted]	[illegible]	[illegible]	[illegible]	Six month wait for parts.	04/25/97	[illegible]	
[redacted]	[redacted]	[illegible] City	OK	[redacted]	90	1ZVPT20[illegible] [redacted]	[illegible]	[illegible]	[illegible]	Part is on back-order.	04/28/97	[illegible]	
[redacted]	[redacted]	[illegible]	VA	[redacted]	90	1ZVPT2[illegible] [redacted]	[illegible]	[illegible]	[illegible]	Parts are on back-order.	04/28/97	[illegible]	
[redacted]	[redacted]	[illegible]	TX	[redacted]	90	1ZVPT21[illegible] [redacted]	[illegible]	[illegible]	[illegible]	Parts are on back-order.	04/28/97	[illegible]	
[redacted]	[redacted]	[illegible]	AZ	[redacted]	90	Unknown	[illegible]	[illegible]	[illegible]	Parts are on national back-order.	04/28/97	[illegible]	
[redacted]	[redacted]	[illegible]	CA	[redacted]	90	1ZVPT2[illegible] [redacted]	[illegible]	[illegible]	[illegible]	Waiting for parts to come in.	04/29/97	[illegible]	
[redacted]	[redacted]	[illegible]	NY	[redacted]	90	1ZVPT2[illegible] [redacted]	[illegible]	[illegible]	[illegible]	Waiting for parts to come in.	05/01/97	[illegible]	
[redacted]	[redacted]	[illegible]	AK	[redacted]	90	1ZVPT2[illegible] [redacted]	[illegible]	[illegible]	[illegible]	Parts are on order.	05/01/97	[illegible]	
[redacted]	[redacted]	[illegible]	NY	[redacted]	90	1ZVPT2[illegible] [redacted]	[illegible]	[illegible]	[illegible]	Parts are on national back-order.	05/02/97	[illegible]	
[redacted]	[redacted]	[illegible]	DE	[redacted]	90	1ZVPT2[illegible] [redacted]	[illegible]	[illegible]	[illegible]	Waiting for parts	05/06/97	[illegible]	
[redacted]	[redacted]	[illegible]	NY	[redacted]	90	1ZVPT2[illegible] [redacted]	[illegible]	[illegible]	[illegible]	Parts are on ba[illegible]	05/09/97	[illegible]	
[redacted]	[redacted]	[illegible] Beach	DE	[redacted]	90	1ZVPT21[illegible] [redacted]	[illegible]	[illegible]	[illegible]	Parts are on ba[illegible]	05/13/97	[illegible]	
[redacted]	[redacted]	[illegible]	IN	[redacted]	90	1ZVPT21[illegible] [redacted]	[illegible]	[illegible]	[illegible]	Parts are on ba[illegible]	05/23/97	[illegible]	
[redacted]	[redacted]	[illegible]	AR	[redacted]	90	1ZVPT21[illegible] [redacted]	[illegible]	[illegible]	[illegible]	Waiting about [illegible] for parts.	06/25/97	[illegible]	
[redacted]	[redacted]	[illegible]	KS	[redacted]	90	1ZVPT2[illegible] [redacted]	[illegible]	[illegible]	[illegible]	Parts are on ba[illegible]	06/26/97	[illegible]	
[redacted]	[redacted]	[illegible]	NC	[redacted]	90	1ZVPT2[illegible] [redacted]	[illegible]	[illegible]	[illegible]	Part is not yet [illegible]	06/24/97	[illegible]	
[redacted]	[redacted]	[illegible]	KY	[redacted]	90	1ZVPT2[illegible] [redacted]	[illegible]	[illegible]	70,000	Waiting for parts.	07/31/97	[illegible]	
[redacted]	[redacted]	[illegible] Meadow	NY	[redacted]	90	1ZVPT21[illegible] [redacted]	[illegible]	[illegible]	65,000	Part is out of stock.	08/12/97	[illegible]	
[redacted]	[redacted]	[illegible]	NJ	[redacted]	90	1ZVPT2[illegible] [redacted]	[illegible]	[illegible]	85,000	We have a parts delay.	10/30/97	[illegible]	
[redacted]	[redacted]	[illegible]	NY	[redacted]	90	1ZVPT2[illegible] [redacted]	[illegible]	[illegible]	180,000	Didn't have the part in stock	08/07/97	[illegible]	
[redacted]	[redacted]	[illegible]	PA	[redacted]	90	1ZVPT2[illegible] [redacted]	[illegible]	[illegible]	70,000	Waiting for parts.	08/07/97	[illegible]	

[illegible]
[illegible]
[illegible]

OWNER				VEHICLE				RECALL HISTORY			REPORT		FORD ASSESSMENT/RESOLUTION
Name	Address	City	State	ZIP	MY	VIN	Build Date	Date	Miles	Problem Description	Date	No.	
[redacted]	[redacted]	Bellingham	WA	[redacted]	90	1ZVPT20C2L[redacted]	11/09/89	02/10/97	98,000	There was a back-order for parts.	09/12/97	108434020	
		Chicago	IL		90	1ZVPT20C8L[redacted]	09/15/89	10/30/96	89,000	Dealership did not have parts.	09/13/97	108428108	
		Hibbing	MN		90	1ZVPT21U0L[redacted]	10/20/89	12/30/96	Unknown	Part for recall is on back-order.	09/14/97	108430092	
		Corrigan	TX		90	1ZVPT20C0L[redacted]	01/10/90	06/12/97	100,000	Waiting for the part to come in.	09/15/97	108438868	
		Newington	CT		90	1ZVPT21U1L[redacted]	09/27/90	09/11/96	80,000	Parts are back-ordered.	09/16/97	108442815	
		Richton Park	IL		90	1ZVPT22L4L[redacted]	08/21/90	05/28/97	110,000	Ordered parts & they are still not in.	09/16/97	108445840	
		Jacksonville	FL		90	1ZVPT20C4L[redacted]	04/10/90	09/21/97	79,000	Dealership has not received the parts.	09/19/97	108449903	
		Princeton	MA		90	1ZVPT22L6L[redacted]	01/05/90	09/26/97	120,000	Part is still on back-order.	09/20/97	108451704	
		Oshkosh	WI		90	1ZVPT20C2L[redacted]	11/28/89	04/30/97	98,000	Dealer ordered parts for recall.	09/20/97	108454785	
		Sulphur	LA		90	1ZVPT20C9L[redacted]	09/15/90	05/30/97	Unknown	Part is not in.	09/20/97	108460094	
		Spring	TX		90	1ZVPT21U5L[redacted]	01/03/90	05/28/97	Unknown	Part is not available as yet.	09/21/97	[illegible]	
		Kalamazoo	MI		90	1ZVPT21U6L[redacted]	09/12/89	07/10/97	76,500	Dealer does not have parts.	09/22/97	[illegible]	
		Nashua	NH		91	1ZV[illegible]	11/20/90	07/28/97	80,500	Cannot get the parts until January.	11/06/96	[illegible]	
		Coppers Cove	TX		91	1ZV[illegible]	03/07/91	11/14/96	94,000	Parts are on back-order.	11/12/96	[illegible]	
		Broadway	OH		91	1ZV[illegible]	08/08/90	10/21/96	100,200	Dealer has no information on part.	11/14/96	[illegible]	
		Comstock Park	MI		91	1ZV[illegible]	12/18/90	11/18/96	1,280,123	Part is on emergency back-order.	11/18/96	[illegible]	
		Fallon	NV		91	1ZV[illegible]	05/22/91	No Date	88,000	Part was not in.	11/19/96	[illegible]	Recall work was performed on 12/4/96.
		Westmoreland	TN		91	1ZV[illegible]	02/12/91	No Date	91,000	Still waiting for parts.	03/05/97	[illegible]	
		Normal	IL		91	1ZV[illegible]	05/28/90	No Date	140,000	Part is on back-order.	07/22/97	[illegible]	
		Mountain Home	AR		91	1ZV[illegible]	04/05/91	07/01/97	70,000	Waiting two weeks for parts.	08/24/97	[illegible]	
		Ann Arbor	MI		91	1ZV[illegible]	08/26/91	03/04/98	100,000	Parts are still on back-order.	02/23/98	[illegible]	
		Sacramento	CA		91	[illegible]	Unknown	Unknown	111,800	Waiting for parts to come in.	02/04/98	[illegible]	
		Newport	WA		91	1ZV[illegible]	03/05/91	07/10/97	111,800	Cannot get the part.	02/02/98	[illegible]	
		Winter Haven	FL		91	1ZV[illegible]	09/27/90	04/28/98	80,000	Dealer will order parts.	02/02/98	[illegible]	
		Cranston	RI		91	1ZV[illegible]	12/08/90	No Date	87,000	Parts are still not here.	01/28/98	[illegible]	
		Huntsville	AL		91	1ZV[illegible]	07/17/91	04/10/98	100,000	Part has been ordered since September.	01/27/98	[illegible]	
		Fountain Hills	AZ		91	1ZV[illegible]	03/14/91	02/09/98	Unknown	Having part delays.	01/22/98	[illegible]	
		Avis	PA		91	1ZV[illegible]	04/23/91	03/13/98	Unknown	Parts are on back-order.	01/16/98	[illegible]	
		Chicago	IL		91	1ZV[illegible]	02/01/91	No Date	117,000	Parts state on national back-order.	01/15/98	[illegible]	
		Wayne	NJ		91	1ZVPT20C[illegible]	06/17/90	01/12/98	70,000	Parts are on back-order.	01/14/98	[illegible]	
		Marshall Town	NC		91	1ZVPT20C[illegible]	06/10/90	No Date	93,000	Part is on back-order.	01/13/98	[illegible]	
		Louisville	KY		91	1ZV[illegible]	10/16/90	06/13/97	90,800	Parts are not in.	01/13/98	[illegible]	
		Clinton	MD		91	1ZV[illegible]	06/25/90	05/12/98	140,800	Parts are not available.	01/09/98	[illegible]	
		Louisville	KY		91	1ZVPT20C[illegible]	03/21/91	03/02/98	90,000	Part has not arrived for recall.	01/07/98	[illegible]	
		Lexington	NC		91	1ZVPT20C[illegible]	08/12/91	02/13/98	119,500	Parts are on order.	01/05/98	[illegible]	
		Lake Town	IL		91	1ZVPT21[illegible]	01/30/91	03/18/98	70,800	There is a back-order delay for parts.	12/22/97	[illegible]	
		Poughkeepsie	NY		91	1ZV[illegible]	10/02/90	10/10/96	85,000	Waiting for parts to come in.	12/09/97	[illegible]	
		Marfa	TX		91	1ZV[illegible]	07/18/91	No Date	120,000	Waiting for parts.	12/10/97	[illegible]	
		Newburg	IN		91	[illegible]	Unknown	Unknown	79,000	Part would be in in March.	12/10/97	[illegible]	
		Norfolk	VA		91	1ZVPT20C1[illegible]	04/18/91	07/17/97	100,336	Had to order parts again.	12/12/97	[illegible]	
		New Brighton	PA		91	[illegible]	Unknown	Unknown	88,000	Parts have been on back-order.	12/12/97	[illegible]	
		Tomball	TX		91	1ZVPT20C[illegible]	10/12/90	03/04/97	62,700	Have back-order on parts.	12/10/97	[illegible]	
		Thornton	IL		91	1ZVPT20C[illegible]	12/03/90	01/16/98	43,000	Waiting for parts.	12/10/97	[illegible]	
		La Puente	CA		91	1ZV[illegible]	03/13/91	No Date	126,000	Waiting for parts.	12/09/97	[illegible]	
		Mesa	AZ		91	1ZV[illegible]	03/12/91	03/10/98	74,000	Parts are not available.	12/08/97	[illegible]	
		Odessa	MO		91	1ZV[illegible]	06/13/91	01/14/98	105,000	Waiting for parts to arrive.	12/08/97	[illegible]	
		Cleveland	OH		91	1ZV[illegible]	04/03/91	12/08/97	88,000	Parts are back-ordered.	12/08/97	[illegible]	
		Tuscaloosa	MS		91	1ZVPT20C[illegible]	01/30/91	12/12/97	114,228	Parts will come in soon.	12/08/97	[illegible]	
		Norfolk	VA		91	1ZVPT20C4[illegible]	09/27/90	No Date	Unknown	Parts have not come in as yet.	12/08/97	[illegible]	
		E Liverpool	OH		91	1ZVPT20C3[illegible]	[illegible]	03/05/98	112,000	Parts [illegible] for this recall at this time.	12/05/97	[illegible]	
		Jonesboro	AR		91	1ZVPT20C[illegible]	11/15/90	03/05/98	Unknown	Waiting [illegible] weeks for parts.	12/05/97	[illegible]	
		[illegible]	NY		91	1ZVPT[illegible]	04/07/91	No Date	99,000	Parts a[illegible] available at this time.	12/05/97	[illegible]	
		[illegible]	TX		91	1ZVPT[illegible]	10/12/90	No Date	145,000	Parts a[illegible] back-order for one year.	12/04/97	[illegible]	
		Missoula	MT		91	[illegible]	Unknown	Unknown	Unknown	Waiting [illegible] art.	12/04/97	[illegible]	
		[illegible]	MD		91	[illegible]	Unknown	Unknown	Unknown	Part is [illegible] at back-order.	12/04/97	[illegible]	
		[illegible]	IL		91	1ZVPT20C[illegible]	03/01/91	[illegible]	108,000	Waiting [illegible]	12/02/97	[illegible]	
		Chandler	AZ		91	1ZVPT[illegible]	08/11/91	[illegible]	63,500	Parts n[illegible] to until January.	12/02/97	[illegible]	
		[illegible]	KY		91	1ZVPT[illegible]	10/24/91	[illegible]	79,000	Dealers [illegible] for parts.	12/01/97	[illegible]	
		[illegible]	NS		91	1ZVPT20C[illegible]	08/11/90	[illegible]	102,000	Parts a[illegible] back-order.	12/01/97	[illegible]	
		[illegible]	PA		91	1ZVPT[illegible]	10/22/90	[illegible]	108,000	Not a[illegible] the part until 3/98.	11/28/97	[illegible]	
		Carlsbad	CA		91	1ZVPT20C[illegible]	10/09/90	[illegible]	115,000	Part is [illegible] order.	11/19/97	[illegible]	

1996-98 MY PROBE VEHICLES
PERFORMANCE OF RECALL SRV-172
OWNER COMPLAINTS, FIELD REPORTS, CLAIMS, AND VOQS

OWNER					VEHICLE			RECALL REPORT			REPAIR		FORD ASSESSMENT/RESOLUTION
Name	Address	City	State	ZIP	MY	VIN	[illegible]	Date	Mileage	Problem Description	Date	[illegible]	
[redacted]	[redacted]	[redacted]	OH	[redacted]	91	1ZVPT22L[redacted]	[redacted]	12/18/97	[redacted]	Delay on parts delivery.	11/18/97	[redacted]	
		Barrington	NJ		91	1ZVPT21U1M[redacted]	[redacted]	09/21/97	[redacted]	Parts are not available until March.	11/18/97	[redacted]	
		Ulma	MI		91	1ZVPT20C0M[redacted]	[redacted]	09/22/97	[redacted]	Part is on back-order until March.	11/18/97	[redacted]	
		Renton	WA		91	1ZVPT22L7M[redacted]	[redacted]	No Date	[redacted]	Part is on back-order.	11/18/97	[redacted]	
		Wichita Falls	TX		91	1ZVPT21U6M[redacted]	[redacted]	No Date	[redacted]	Part has not arrived.	11/18/97	[redacted]	
		Richmond	OH		91	Unknown	[redacted]	Unknown	[redacted]	Concern with sealbelt problem.	11/18/97	[redacted]	
		N Canton	OH		91	1ZVPT20C4M[redacted]	[redacted]	01/28/98	[redacted]	Parts are on back-order.	11/18/97	[redacted]	
		Endicott	NY		91	1ZVPT20C3M[redacted]	[redacted]	No Date	[redacted]	Unable to determine when part will arrive.	11/17/97	[redacted]	
		Stillwater	OK		91	1ZVPT20C0M[redacted]	[redacted]	03/18/98	[redacted]	Parts will not be released until March.	11/17/97	[redacted]	
		Endwell	NY		91	1ZVPT20C3M[redacted]	[redacted]	07/03/97	[redacted]	Waiting for part since February.	11/14/97	[redacted]	
		Springfield	MO		91	1ZVPT20C2M[redacted]	[redacted]	05/12/98	[redacted]	Parts are on back-order.	11/14/97	[redacted]	
		Waynesboro	GA		91	1ZVPT20C2M[redacted]	[redacted]	01/26/98	[redacted]	Parts were unavailable.	11/13/97	[redacted]	
		Goodlettsville	TN		91	Unknown	[redacted]	Unknown	[redacted]	Part is on back-order.	11/12/97	[redacted]	
		Mulvane	OK		91	1ZVPT21L2M[redacted]	[redacted]	No Date	[redacted]	Part is on back-order.	[redacted]	[redacted]	
		Fayetteville	AR		91	1ZVPT21U1M[redacted]	[redacted]	01/28/98	[redacted]	Waiting for parts.	[redacted]	[redacted]	
		Old Lyme	CT		91	1ZVPT20C0M[redacted]	[redacted]	11/07/97	[redacted]	Parts not available until 1/98.	[redacted]	[redacted]	
		Salmon	ID		91	1ZVPT20C0M[redacted]	[redacted]	No Date	[redacted]	Parts are on back-order.	[redacted]	[redacted]	
		Southaven	MS		91	1ZVPT20C1M[redacted]	[redacted]	01/28/98	[redacted]	Parts are on order.	[redacted]	[redacted]	
		Citrus Heights	CA		91	1ZVPT20C3M[redacted]	[redacted]	10/24/97	[redacted]	[redacted]	[redacted]	[redacted]	
		Sarasota	FL		91	1ZVPT20C0M[redacted]	[redacted]	10/24/97	[redacted]	[redacted]	[redacted]	[redacted]	
		Francisco	IN		91	1ZVPT20C7M[redacted]	[redacted]	No Date	[redacted]	[redacted]	[redacted]	[redacted]	
		Hollywood	FL		91	1ZVPT20C9M[redacted]	[redacted]	No Date	[redacted]	[redacted]	[redacted]	[redacted]	
		Foot Mills	VT		91	1ZVPT21U9M[redacted]	[redacted]	No Date	[redacted]	[redacted] order.	[redacted]	[redacted]	
		Suffolk	VA		91	Unknown	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
		Avalon	OH		91	1ZVPT20C1M[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
		Roswell	VA		91	1ZVPT21U1M[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
		Salt Lake City	UT		91	1ZVPT20C4M[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
		West Allis	WI		91	1ZVPT20C0M[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
		Fremont	CA		91	1ZVPT21U3M[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
		Tonawanda	NY		91	1ZVPT20C3M[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
		Schenectady	NY		91	1ZVPT21U8M[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
		Prosperity	SC		91	1ZVPT20C9M[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
		Highland	IL		91	1ZVPT20C7M[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
		Newburg	NY		91	1ZVPT20C7M[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
		Bridgeport	TX		91	1ZVPT20C3M[redacted]	[redacted]	[redacted]	[redacted]	for parts.	[redacted]	[redacted]	
		San Jose	CA		91	1ZVPT21U8M[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
		North	SC		91	1ZVPT21U9M[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
		Seattle	WA		91	1ZVPT20C3M[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
		Marion	IA		91	1ZVPT20C4M[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
		Wilsonville	MO		91	1ZVPT20C3M[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
		Fort Collins	CO		91	1ZVPT20C0M[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
		Sacramento	CA		91	1ZVPT21U9M[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Parts just came in.
		Council Bluff	IA		91	1ZVPT20C8M[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
		Sacramento	CA		91	1ZVPT20C1M[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
		Latham	NY		91	1ZVPT21U8M[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
		Anniston	AL		91	Unknown	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
		El Paso	TX		91	1ZVPT20C8M[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
		Raleigh	NC		91	1ZVPT20C4M[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
		Fairfield	CT		91	1ZVPT21U1M[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
		West Palm Beach	FL		91	1ZVPT21U1M[redacted]	[redacted]	[redacted]	[redacted]	[redacted] arts in.	[redacted]	[redacted]	
		Portage	MI		91	1ZVPT20C4M[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
		Minden	NV		91	1ZVPT22L1M[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
		Flagstaff	AZ		91	1ZVPT21U0M[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
		Shenandoah	IA		91	1ZVPT20C3M[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
		San Antonio	TX		91	1ZVPT21U8M[redacted]	02/01/91	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
		Kennewick	WA		91	Unknown	Unknown	[redacted]	[redacted]	Lon[redacted]	09/08/97	[redacted]	
		[redacted]	CO		91	1ZVPT20C3M[redacted]	07/18/91	[redacted]	[redacted]	Will [redacted] ns.	09/04/97	[redacted]	
		[redacted]	WY		91	1ZVPT21U0M[redacted]	12/11/96	[redacted]	[redacted]	Part is on back-order.	07/25/97	[redacted]	
		[redacted]	PA		91	1ZVPT20C1M[redacted]	09/14/98	[redacted]	[redacted]	Parts are on back-order.	07/25/97	[redacted]	
		[redacted]	MT		91	Unknown	Unknown	[redacted]	[redacted]	Waiting for parts to arrive.	07/15/97	10[redacted]	
		[redacted]	NY		91	1ZVPT21U8M[redacted]	04/26/91	[redacted]	[redacted]	Parts are on back-order.	07/15/97	10[redacted]	

1989-92 MY PROBE VEHICLES
PERFORMANCE OF RECALL 96V-172
OWNER COMPLAINTS, FIELD REPORTS, CLAIMS, AND VOQ'S

Appendix D
SCN-001

OWNER					VEHICLE			RECALL HISTORY			REPORT		FORD ACTION/RESOLUTION
Name	Address	City	State	ZIP	MY	VIN	Build Date	Date	Miles	Problem Description	Date	No.	
[redacted]	[redacted]	Oshkosh	WI	[redacted]	91	1ZVPT20C5M5[redacted]	04/22/91	07/14/97	44,000	Waiting for parts.	07/11/97	108947980	
		Norfolk	VA	[redacted]	91	Unknown	Unknown	Unknown	107,000	Parts are on back-order.	07/07/97	108824225	
		Albany	NY	[redacted]	91	1ZVPT20C3M5[redacted]	10/05/90	07/03/97	81,000	Waiting for parts.	07/03/97	108812243	
		Niles	MO	[redacted]	91	1ZVPT22L6M5[redacted]	12/11/90	01/03/97	51,000	Waiting for parts.	06/20/97	108606610	Scheduled to have recall performed on 7/17/97.
		Greenfield	IN	[redacted]	91	1ZVPT21U3M5[redacted]	10/30/90	07/11/97	90,000	Waiting for parts to arrive.	06/27/97	108697426	Recall performed at another dealership on 7-26-97.
		West Covina	CA	[redacted]	91	1ZVPT20C1M5[redacted]	10/22/90	06/27/97	82,000	Parts are still on back-order.	06/26/97	108686926	
		Pearson City	NE	[redacted]	91	1ZVPT21U6M5[redacted]	11/20/90	No Date	100,000	Waiting for parts.	06/24/97	108681290	
		Columbus	OH	[redacted]	91	1ZVPT21U4M5[redacted]	09/20/91	06/21/97	78,000	Waiting for parts since March, 1997.	06/24/97	108681236	
		Oregon	OH	[redacted]	91	1ZVPT20C3M5[redacted]	10/19/90	06/04/97	94,000	Waiting for parts.	06/23/97	108579581	
		Fortuna	CA	[redacted]	91	1ZVPT20C4M5[redacted]	06/13/91	07/30/97	70,000	Parts are on national back-order.	06/13/97	108543235	
		Pratt	KS	[redacted]	91	1ZVPT21L0M5[redacted]	01/05/91	06/24/97	74,000	Have not received parts for recall.	06/04/97	108506266	
		Tucson	AZ	[redacted]	91	1ZVPT22S0M5[redacted]	09/17/90	06/05/97	72,300	Parts are on order.	05/02/97	108497792	
		Pascagoula	MS	[redacted]	91	1ZVPT20C0M5[redacted]	05/01/91	06/11/97	100,000	Waiting for parts.	05/29/97	108487644	
		Huntington	WV	[redacted]	91	1ZVPT20C7M5[redacted]	03/01/91	05/02/97	80,000	Waiting for parts to come in.	05/30/97	108485564	
		Whitehall	PA	[redacted]	91	1ZVPT21U1M5[redacted]	04/18/91	06/12/97	86,000	Parts are on back-order.	05/27/97	108471494	
		Erickson	ME	[redacted]	91	1ZVPT20C5M5[redacted]	09/12/91	06/14/97	Unknown	Waiting for several months for parts.	05/21/97	108457108	
		Cedar Springs	MI	[redacted]	91	1ZVPT20C8M5[redacted]	11/05/90	06/11/97	97,000	Waiting for parts for three months.	05/20/97	108453619	
		Mesa	AZ	[redacted]	91	1ZVPT20C4M5[redacted]	01/09/91	05/29/97	83,000	Waiting for parts.	05/19/97	108448815	
		Weatherford	TX	[redacted]	91	1ZVPT20C1M5[redacted]	06/24/91	05/20/97	90,000	Parts are on national back-order.	05/19/97	108444697	
		Brookville	MD	[redacted]	91	1ZVPT20C0M5[redacted]	04/19/91	01/27/97	83,000	Parts are on back-order.	05/05/97	108384898	
		Hanahan	SC	[redacted]	91	1ZVPT22L9M5[redacted]	07/09/91	05/05/97	80,000	Parts are on back-order.	05/05/97	108382198	
		Scioto Point	OH	[redacted]	91	1ZVPT22L8M5[redacted]	12/11/90	04/03/97	78,000	Parts still have not come in.	05/03/97	108362868	
		Show Low	AZ	[redacted]	91	1ZVPT20C0M5[redacted]	11/28/90	03/14/97	81,000	Parts are on back-order.	05/03/97	108359428	
		Charlotte	NC	[redacted]	91	1ZVPT20C8M5[redacted]	08/15/91	05/05/97	56,000	Waiting for part to come in to dealer.	04/30/97	108351601	
		Northbrook	IL	[redacted]	91	1ZVPT21U8M5[redacted]	07/30/90	05/27/97	85,000	Waiting for parts.	04/30/97	108350423	
		Frederick	MD	[redacted]	91	1ZVPT20C2M5[redacted]	04/22/91	No Date	98,500	Parts are being ordered again.	04/30/97	108350411	
		Sandersville	GA	[redacted]	91	1ZVPT20C3M5[redacted]	12/13/90	11/18/96	100,000	Parts are still on back-order.	04/24/97	108331585	
		Jericho	NY	[redacted]	91	1ZVPT20C2M5[redacted]	09/07/91	No Date	Unknown	Waiting for parts.	04/24/97	108328886	
		Thurman	OH	[redacted]	91	1ZVPT20C2M5[redacted]	12/19/90	01/01/97	65,000	Still waiting for parts.	04/22/97	108322137	
		Hesperia	CA	[redacted]	91	1ZVPT20C1M5[redacted]	06/01/91	No Date	150,000	Parts are on national back-order.	04/18/97	108240603	
		Chicago	IL	[redacted]	91	1ZVPT20C3M5[redacted]	04/22/91	No Date	120,000	Parts are still on back-order.	04/15/97	108331107	
		Frisco	TX	[redacted]	91	1ZVPT20C7M5[redacted]	01/11/91	05/08/97	100,000	Parts are on national back-order.	04/14/97	108319689	
		Kansas City	MO	[redacted]	91	1ZVPT21U6M5[redacted]	08/10/91	04/16/97	100,000	Still waiting for parts.	04/14/97	108317641	
		West Palm Beach	FL	[redacted]	91	1ZVPT20C1M5[redacted]	11/13/90	12/01/96	84,000	Parts are on national back-order.	04/11/97	108313038	
		Philadelphia	PA	[redacted]	91	1ZVPT21U8M5[redacted]	05/10/91	02/28/96	110,000	Waiting for parts to come in.	04/11/97	108313431	
		Kansas City	MO	[redacted]	91	Unknown	Unknown	Unknown	35,000	Waiting a month for parts.	04/09/97	108303864	
		Fenton	MO	[redacted]	91	1ZVPT20C4M5[redacted]	02/07/91	01/14/97	100,000	Part is on back-order.	04/08/97	108297827	
		Uniontown	OH	[redacted]	91	1ZVPT20C3M5[redacted]	02/19/91	04/16/97	63,000	Waiting for parts to arrive.	04/08/97	108295706	
		Brookhaven	MS	[redacted]	91	1ZVPT20C9M5[redacted]	12/15/90	03/25/97	60,000	Part is still on back-order.	04/07/97	108291554	
		Irwin	PA	[redacted]	91	1ZVPT20C8M5[redacted]	10/29/90	01/14/97	60,000	Waiting for the parts to come in.	04/07/97	108290662	
		Chattanooga	TN	[redacted]	91	1ZVPT20C5M5[redacted]	11/07/90	No Date	123,232	Parts still have not come in.	04/02/97	108275146	
		Brooklyn	MS	[redacted]	91	1ZVPT21U4M5[redacted]	[redacted]	05/27/97	112,000	Part is not in stock.	04/02/97	108273387	
		Germantown	MD	[redacted]	91	1ZVPT21U7M5[redacted]	[redacted]	04/04/97	81,000	Parts will take 8 weeks to arrive.	04/01/97	108262197	
		Overland Park	KS	[redacted]	91	1ZVPT20C2M5[redacted]	[redacted]	03/29/97	52,481	Will take 4 to 8 weeks for part.	04/01/97	[redacted]	
		Coraopolis	PA	[redacted]	91	1ZVPT21U7M5[redacted]	[redacted]	04/04/97	75,000	Had to order parts again.	03/28/97	[redacted]	
		Wichita	KS	[redacted]	91	1ZVPT20C8M5[redacted]	[redacted]	12/23/96	80,000	Part is on national back-order.	03/25/97	108251210	
		Conway	SC	[redacted]	91	1ZVPT20C8M5[redacted]	[redacted]	04/10/96	80,000	Waiting for two months for part.	03/24/97	[redacted]	
		Renton	WA	[redacted]	91	1ZVPT20C8M5[redacted]	[redacted]	05/27/97	78,000	Do not have the parts yet.	03/20/97	[redacted]	
		N Baltimore	NV	[redacted]	91	1ZVPT21U9M5[redacted]	[redacted]	01/15/97	Unknown	Parts are on back-order.	03/19/97	[redacted]	
		Mandal	NC	[redacted]	91	1ZVPT20C0M5[redacted]	[redacted]	03/05/97	94,000	Dealership has parts on back-order.	03/18/97	[redacted]	
		Capitol Heights	MD	[redacted]	91	1ZVPT20C6M5[redacted]	[redacted]	11/12/96	91,000	Parts still have not come in.	03/18/97	[redacted]	
		Ballwin	MO	[redacted]	91	Unknown	[redacted]	Unknown	99,126	Still waiting for parts	03/17/97	[redacted]	
		Mansfield	MO	[redacted]	91	1ZVPT20C7M5[redacted]	[redacted]	03/29/97	94,000	Awaiting arrival of parts	03/14/97	[redacted]	
		Goochland	VA	[redacted]	91	1ZVPT21U8M5[redacted]	[redacted]	04/24/97	105,000	Dealer has never been sent the part.	03/13/97	[redacted]	
		Racine	WI	[redacted]	91	1ZVPT20C7M5[redacted]	[redacted]	No Date	90,000	Dealership needs the parts.	03/13/97	[redacted]	
		Lubbock	TX	[redacted]	91	1ZVPT20C5M5[redacted]	[redacted]	No Date	Unknown	Parts are on back order	03/13/97	[redacted]	
		Arlington	TN	[redacted]	91	1ZVPT20C5M5[redacted]	[redacted]	04/13/96	100,000	Parts are on back order	03/13/97	[redacted]	
		Huntington Woods	MI	[redacted]	91	1ZVPT22L0M5[redacted]	[redacted]	No Date	Unknown	Parts are expected to be in in 4-6 weeks.	03/13/97	[redacted]	
		Jay	ME	[redacted]	91	Unknown	[redacted]	Unknown	95,000	Waiting for the parts	03/13/97	[redacted]	
		Rutherfordton	NC	[redacted]	91	1ZVPT20C2M5[redacted]	[redacted]	03/24/97	80,800	Has not received any parts for recall.	03/11/97	[redacted]	
		Buffalo	NY	[redacted]	91	1ZVPT20C8M5[redacted]	03/30/91	[redacted]	103,000	Parts are not in stock yet.	03/11/97	[redacted]	

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1988-92 MY PROBE VEHICLES
PERFORMANCE OF RECALL 96V-172
OWNER COMPLAINTS, FIELD REPORTS, CLAIMS, AND VOQ'S

OWNER					VEHICLE			RECALL REMEDY			REPORT		FORD ASSESSMENT/RESOLUTION
Name	Address	City	State	ZIP	MY	VIN	Build Date	Date	Miles	Problem Description	Date	No.	
		Ferguson	MO		91	1ZVPT21U[illegible]	01/[illegible]/91	04/11/97	76,[illegible]	Waiting for parts.	03/15/97	108[illegible]	
		Sonora	CA		91	1ZVPT21U[illegible]	09/11/91	07/22/97	73,000	Parts are on back-order.	03/27/97	108[illegible]	
		East Lansing	MI		91	1ZVPT20C[illegible]	09/17/90	05/13/97	116,000	Waiting for parts.	03/27/97	108[illegible]	
		Elmendorf AFB	AK		91	1ZVPT21U[illegible]	10/17/90	04/29/97	100,000	Parts are still not in.	03/05/97	108160529	
		Baltimore	MD		91	1ZVPT20C[illegible]	09/07/90	03/21/97	72,560	Will take two weeks to get parts.	03/06/97	108177110	
		Clementon	NJ		91	1ZVPT20C[illegible]	11/01/90	No Date	79,500	Waiting for parts.	03/05/97	108177495	
		Fort Campbell	KY		91	1ZVPT20C[illegible]	08/20/90	No Date	100,000	Parts will take 1-6 months to arrive.	03/05/97	108176089	
		San Antonio	TX		91	1ZVPT20C[illegible]	07/30/90	02/25/97	81,550	Waiting for parts to come in.	03/03/97	108164497	
		Westfield	NY		91	1ZVPT20C[illegible]	10/17/90	03/03/97	135,000	Waiting for parts.	03/03/97	108163724	
		Fort Campbell/Riley Stat	LU		91	1ZVPT20C[illegible]	08/29/90	10/03/97	85,000	Parts delay.	03/27/97	108151212	
		Auroia	MI		92	1ZVPT20C[illegible]	11/12/91	No Date	Unknown	Parts still have not arrived.	11/20/96	107[illegible]	
		Simi Valley	CA		92	1ZVPT20C1N[illegible]	10/21/91	01/16/98	80,000	Dont know when they will get parts in.	12/03/96	[illegible]	
		Bishop	VA		92	1ZVPT20C[illegible]	10/23/91	10/01/96	90,000	Part is on back-order.	12/04/96	[illegible]	
		Phoenix	AZ		92	1ZVPT20C2N[illegible]	09/20/91	No Date	88,000	Parts are on national back-order.	12/12/96	[illegible]	
		East St. Louis	IL		92	Unknown	Unknown	Unknown	Unknown	Waiting at dealer for parts.	12/21/97	[illegible]	
		Shenandoah	PA		92	1ZVPT22L[illegible]	10/14/91	02/12/97	59,000	Waiting for parts to arrive.	11/13/96	[illegible]	
		Riverside	IL		92	1ZVPT21U[illegible]	10/31/91	11/13/96	48,000	Parts needed to repair are not available.	11/06/96	[illegible]	
		Newport	KY		92	[illegible]	10/02/91	11/06/96	100,000	Waiting for part for repair	11/07/96	[illegible]	
		Ridley Park	PA		90	[illegible]	10/10/89	11/18/97	98,000	Waiting for part to come in.	01/14/98	[illegible]	
		Gaston	WV		91	1ZVPT21J[illegible]	10/16/90	07/15/97	Unknown	Parts will not arrive until late September.	09/15/97	[illegible]	
		Norfolk	VA		90	[illegible]	12/04/89	03/26/97	13,132	Waiting for parts.	08/08/97	[illegible]	
		Phoenix	AZ		90	[illegible]	08/19/90	09/16/97	Unknown	Waiting for parts.	09/10/97	[illegible]	
		Buffalo	NY		90	[illegible]	09/06/90	12/30/96	97,000	Passenger side belt is not working	08/26/97	[illegible]	
		Eden Prairie	MN		90	1ZVPT20C[illegible]	10/11/89	02/12/97	68,000	Passenger side belt is broken.	08/26/97	[illegible]	
		New Hyde Park	NY		90	1ZVPT20C[illegible]	11/17/89	01/02/97	98,000	Passenger side fuse broken.	07/07/97	[illegible]	
		Glendale	AZ		90	1ZVPT21[illegible]	10/23/89	03/20/97	87,000	Parts not available.	08/15/97	[illegible]	
		Mason City	IA		90	Unknown	Unknown	Unknown	103,000	Passenger side fuse broken.	08/19/97	[illegible]	
		Kaffaltz	IL		90	1ZVPT20C[illegible]	09/15/90	02/05/97	81,000	Passenger side seat belt broken.	08/20/97	[illegible]	
		Buffalo	MO		90	1ZVPT20C[illegible]	04/08/90	03/14/97	14,000	Repaired one seat belt, other works fine.	08/29/97	[illegible]	
		Denver	CO		90	[illegible]	03/22/90	05/14/97	88,000	Have ordered parts.	02/19/97	[illegible]	
		San Leandro	CA		90	1ZVPT21[illegible]	09/05/89	01/17/97	100,000	Parts are on order.	10/31/96	[illegible]	
		Telford	PA		90	[illegible]	03/27/90	09/11/97	77,000	Passenger side belt does not work.	03/07/97	[illegible]	
		Southfield	MI		91	1ZVPT20C[illegible]	09/21/90	No Date	74,000	Waiting for parts.	10/30/96	[illegible]	
		Burlington	WI		91	1ZVPT20C[illegible]	02/21/91	11/06/96	47,000	Will call when the part comes in.	10/18/96	[illegible]	
		Evansville	IN		91	1ZVPT20C[illegible]	09/05/90	10/15/96	87,000	Waiting for parts.	10/15/96	[illegible]	
		[illegible]	FL		91	1ZVPT20C1M[illegible]	09/16/90	No Date	84,000	Parts not available.	10/31/96	[illegible]	
		[illegible]	PA		91	1ZVPT20C1M[illegible]	05/04/91	01/09/97	108,000	Waiting to get part in.	11/04/96	[illegible]	
		[illegible]	TX		91	1ZVPT20C1M[illegible]	09/20/90	11/06/96	Unknown	Parts not available	11/06/96	[illegible]	
		[illegible]	MI		91	1ZVPT20C2M[illegible]	03/20/91	12/16/96	103,000	Parts delay.	11/11/96	[illegible]	
		[illegible]	IL		90	1ZVPT20C[illegible]	09/26/89	12/11/96	6,000	Ordered parts.	01/21/97	[illegible]	
		[illegible]	AZ		90	1ZVPT20C[illegible]	09/06/89	01/10/97	76,000	Will order parts if necessary.	10/31/96	[illegible]	
		[illegible]	NY		90	1ZVPT22[illegible]	09/14/89	11/12/96	Unknown	Waiting for parts.	11/13/96	[illegible]	
		[illegible]	LA		90	1ZVPT20C[illegible]	09/08/90	No Date	100,000	Waiting for parts to arrive.	10/23/96	[illegible]	
		[illegible]	MI		90	1ZVPT21J[illegible]	10/11/89	03/03/97	76,000	Parts are on back-order.	01/31/97	[illegible]	
		[illegible]	TN		90	1ZVPT22[illegible]	09/12/89	05/20/97	108,000	Will take 30-60 days to get parts.	03/17/97	[illegible]	
		[illegible]	PA		90	1ZVPT20C[illegible]	12/12/89	12/16/96	83,000	Waiting for parts.	04/17/97	[illegible]	
		[illegible]	CA		90	1ZVPT20C[illegible]	10/18/89	05/08/97	96,000	Parts delay.	04/29/97	[illegible]	
		[illegible]	MN		92	1ZVP120C[illegible]	02/07/92	02/26/97	60,000	Waiting for parts.	10/25/96	[illegible]	
		[illegible]	OK		92	1ZVP120C[illegible]	01/28/92	10/29/96	49,000	Waiting for parts.	10/29/96	[illegible]	
		[illegible]	VA		92	1ZVPT20C[illegible]	10/30/91	No Date	70,000	Dealer waiting on parts to repair vehicle	12/11/96	[illegible]	
		[illegible]	VA		92	1ZVPT20C[illegible]	09/26/91	[illegible]	80,000	It will take 3 weeks to get the part in.	12/17/96	[illegible]	
		[illegible]	NJ		92	1ZVP120C[illegible]	10/28/91	[illegible]	85,000	Expecting parts to arrive very shortly.	12/18/96	[illegible]	
		[illegible]	MD		92	1ZVP120C[illegible]	09/26/91	[illegible]	134,322	Waiting for parts to arrive.	12/20/96	[illegible]	
		[illegible]	Unk		92	1ZVP121[illegible]	10/23/91	[illegible]	90,000	Waiting for parts to come in.	12/20/96	[illegible]	
		[illegible]	MI		92	1ZVPT21[illegible]	12/07/91	[illegible]	70,000	Waiting for parts to come in.	12/27/96	[illegible]	
		[illegible]	MO		92	1ZVP120C[illegible]	09/10/91	[illegible]	88,000	Dealer did not have the parts in stock.	01/08/97	[illegible]	
		[illegible]	CA		92	1ZVPT22[illegible]	09/14/91	[illegible]	83,000	It will take 2 weeks to get the part in.	01/08/97	[illegible]	
		[illegible]	MI		92	1ZVP121[illegible]	11/02/91	[illegible]	Unknown	Dealer has no parts available.	01/10/97	[illegible]	
		[illegible]	SC		92	1ZVPT20C[illegible]	09/26/91	[illegible]	64,000	Dealer doesnt have the parts yet.	01/15/97	[illegible]	
		[illegible]	MO		92	1ZVP120C[illegible]	10/10/91	[illegible]	72,400	Parts still take 3 weeks to be delivered.	01/15/97	[illegible]	
		[illegible]	IN		93	[illegible]	Unknown	[illegible]	40,000	Part was not available.	01/22/97	[illegible]	

1990-92 MY PRIME VEHICLES
PERFORMANCE OF RECALL 96V-172
OWNER COMPLAINTS, FIELD REPORTS, CLAIMS, AND VOQ'S

OWNER				VEHICLE			RECALL REPAIR			REPORT		FORM ADDRESSED TO REGULATION
Name	Address	City	State	ZIP	MY	VIN	Build Date	Date	Miles	Problem Description	Date	No.	
[redacted]		Palm Desert	CA	[illegible]	92	1ZVPT20C1N5	8/13/92	01/15/97	95,681	Parts are on national back-order.	01/24/97	108017992	
		Kenosha	WI	[illegible]	92	1ZVPT20C0N5	09/13/91	No Date	83,000	Waiting for parts.	01/26/97	108033343	
		Auburn	NY	[illegible]	92	1ZVPT21U8N5	12/18/91	12/30/96	91,000	Parts still on backorder as of 5/10/97.	02/03/97	108047952	
		Belleevelin	VA	[illegible]	92	1ZVPT20C7N5	09/09/91	09/10/96	80,000	Parts are on back-order.	02/03/97	108060973	
		Visalia	CA	[illegible]	92	1ZVPT20C8N5	02/07/92	09/10/97	38,006	Part is still on back-order.	03/03/97	108061174	
		Duncan	NE	[illegible]	92	1ZVPT20C6N5	09/06/91	No Date	75,000	Parts are on back-order.	02/03/97	108078729	
		Cedar Rapids	IA	[illegible]	92	1ZVPT21U7N5	01/16/92	02/25/97	58,000	Part will not be available for 8 weeks.	02/12/97	108090308	
		Bellerin	MO	[illegible]	92	1ZVPT21U0N5	01/28/92	03/25/97	75,000	Parts were ordered a month ago.	02/12/97	108092589	
		La Mesa	CA	[illegible]	92	1ZVPT20C6N5	09/25/91	02/25/97	47,000	Still waiting for parts.	02/12/97	108093634	
		Jacksonville	NC	[illegible]	92	1ZVPT20C3N5	11/05/91	03/14/97	68,000	Parts are on national back-order.	02/14/97	108100576	
		Virginia Beach	VA	[illegible]	92	1ZVPT22L2N5	10/17/91	02/15/97	Unknown	It will take 30 weeks to get parts.	[illegible]	108103651	
		Edgewood	KY	[illegible]	92	1ZVPT21U5N5	01/22/92	02/26/97	91,000	Parts will be in in 6 weeks or so.	[illegible]	108[illegible]	
		Tempe	AZ	[illegible]	92	1ZVPT21U6N5	09/23/91	No Date	66,000	Still waiting for parts.	[illegible]	108[illegible]	
		Friendship	MA	[illegible]	92	1ZVPT20C0N5	12/09/91	09/26/97	60,000	Dealer does not have parts.	[illegible]	108[illegible]	
		Adelphiana	MD	[illegible]	92	1ZVPT20C0N5	09/09/91	No Date	100,000	Dealer said they didn't have the parts.	[illegible]	108[illegible]	
		Fossil Hills	KY	[illegible]	92	1ZVPT20C9N5	09/06/91	02/27/97	96,000	Parts are not available	[illegible]	108[illegible]	
		Milton	WV	[illegible]	92	1ZVPT20C8N5	11/22/91	01/02/97	49,000	Parts are on order.	[illegible]	108[illegible]	
		Ferrerton	PA	[illegible]	92	1ZVPT21U9N5	10/17/91	02/25/97	61,000	Parts are on back-order.	[illegible]	108[illegible]	
		Belgrade	MT	[illegible]	92	1ZVPT21U8N5	02/17/91	04/1/97	105,000	Waiting for the part to come in.	[illegible]	108[illegible]	
		Walnut	CA	[illegible]	92	1ZVPT20C9N5	12/07/91	01/08/97	95,000	Parts are on back-order.	[illegible]	108[illegible]	
		Stone Island	NY	[illegible]	92	1ZVPT21U4N5	09/07/91	03/18/97	70,000	Getting the parts in April.	[illegible]	108[illegible]	
		Wyandotte	MI	[illegible]	92	1ZVPT21U5N5	08/23/91	01/15/98	94,000	Parts are not available until next year.	[illegible]	108[illegible]	
		Roanoke	VA	[illegible]	92	1ZVPT21U2N5	09/10/91	01/11/97	99,000	Three weeks before parts arrive.	[illegible]	108[illegible]	
		Fairmont	WV	[illegible]	92	1ZVPT20C3N5	01/22/92	05/12/97	62,000	Still waiting for parts.	[illegible]	108[illegible]	
		Evansville	TN	[illegible]	92	1ZVPT22L0N5	12/17/91	01/02/97	71,000	Dealership did not have parts.	[illegible]	108[illegible]	
		Chase City	VA	[illegible]	92	1ZVPT20C1N5	09/10/91	[illegible]	[illegible]	Have to re-order parts.	[illegible]	108[illegible]	
		Ada	OK	[illegible]	92	1ZVPT20C2N5	12/09/91	[illegible]	[illegible]	Part is still on back-order.	[illegible]	108[illegible]	
		Cedarburg	WI	[illegible]	92	1ZVPT21U0N5	09/30/91	[illegible]	[illegible]	It will be 6 weeks before they get parts.	[illegible]	108[illegible]	
		Elgin	IL	[illegible]	92	Unknown	Unknown	[illegible]	[illegible]	Waiting for parts.	[illegible]	108[illegible]	
		Saphis	NC	[illegible]	92	1ZVPT20C7N5	12/13/91	[illegible]	[illegible]	Parts were not in stock.	[illegible]	108[illegible]	
		Putnam Valley	NY	[illegible]	92	1ZVPT20C5N5	10/01/91	[illegible]	[illegible]	Parts are unavailable.	[illegible]	108[illegible]	
		Lake	MI	[illegible]	92	1ZVPT20C8N5	01/23/92	[illegible]	[illegible]	Been waiting for parts to arrive.	[illegible]	108[illegible]	
		Saint Paul	MN	[illegible]	92	1ZVPT20C9N5	12/06/91	[illegible]	[illegible]	Parts are on national back-order.	[illegible]	108[illegible]	
		Richmond	VA	[illegible]	92	1ZVPT20C6N5	10/04/91	[illegible]	[illegible]	Parts are still on order.	[illegible]	108[illegible]	
		Des Moines	IA	[illegible]	92	1ZVPT20C8N5	10/23/91	[illegible]	[illegible]	Parts are still not in.	[illegible]	108[illegible]	
		Battle Ground	WA	[illegible]	92	1ZVPT20C9N5	10/21/91	[illegible]	[illegible]	Been waiting five months for parts.	[illegible]	108[illegible]	
		Bay Shore	NY	[illegible]	92	1ZVPT20C1N5	09/05/91	[illegible]	[illegible]	Not sure when parts will arrive.	[illegible]	108[illegible]	
		Missoula	MT	[illegible]	92	1ZVPT21U8N5	03/05/92	[illegible]	[illegible]	Waiting for parts for three months.	[illegible]	108[illegible]	
		Inglewood	CA	[illegible]	92	1ZVPT20C7N5	11/12/91	[illegible]	[illegible]	Part is on back-order.	[illegible]	108[illegible]	
		Huntsville	AL	[illegible]	92	1ZVPT20C5N5	12/13/91	[illegible]	[illegible]	Parts are on order.	[illegible]	108[illegible]	
		Crescent	IA	[illegible]	92	1ZVPT20C7N5	12/07/91	[illegible]	[illegible]	Still waiting for parts.	[illegible]	108[illegible]	
		Nashville	TN	[illegible]	92	1ZVPT20C4N5	09/16/91	[illegible]	[illegible]	Parts are on national back-order.	[illegible]	108[illegible]	
		Emery	UT	[illegible]	92	1ZVPT21U1N5	09/30/91	[illegible]	[illegible]	Cannot get the parts.	[illegible]	108[illegible]	
		Preston	ID	[illegible]	92	1ZVPT20C9N5	12/09/91	[illegible]	[illegible]	Waiting for parts to come in.	[illegible]	108[illegible]	
		El Campo	TX	[illegible]	92	1ZVPT21U9N5	10/17/91	[illegible]	[illegible]	Parts are on back-order.	[illegible]	108[illegible]	
		Bellmawr	NJ	[illegible]	92	1ZVPT20C2N5	11/04/91	[illegible]	[illegible]	Waiting for parts	[illegible]	108[illegible]	
		[illegible] City	NJ	[illegible]	92	1ZVPT20C0N5	10/25/91	[illegible]	[illegible]	Waiting for parts for more months.	[illegible]	108[illegible]	
		Canton	MI	[illegible]	92	1ZVPT20C0N5	01/24/92	[illegible]	[illegible]	Parts are not even only	[illegible]	108[illegible]	
		[illegible]	CO	[illegible]	92	Unknown	[illegible]	[illegible]	[illegible]	Dealership has ordered parts.	[illegible]	108[illegible]	
		[illegible]	NJ	[illegible]	92	1ZVPT21L0N5	[illegible]	12/05/97	[illegible]	Waiting for parts.	[illegible]	108[illegible]	
		[illegible]	CA	[illegible]	92	1ZVPT20C6N5	[illegible]	07/15/97	[illegible]	Waiting for parts in stock.	[illegible]	108[illegible]	
		[illegible]	IA	[illegible]	92	1ZVPT20C3N5	[illegible]	[illegible]	[illegible]	Dealer having parts delay.	[illegible]	108[illegible]	
		[illegible]	AL	[illegible]	92	1ZVPT20C4N5	[illegible]	[illegible]	[illegible]	They do not have the parts.	[illegible]	108[illegible]	
		[illegible]	WA	[illegible]	92	1ZVPT21U4N5	[illegible]	[illegible]	[illegible]	Waiting for parts since [illegible]/97.	[illegible]	108[illegible]	
		[illegible]	VA	[illegible]	92	Unknown	[illegible]	[illegible]	[illegible]	Parts are not available	[illegible]	108[illegible]	
		[illegible]	PA	[illegible]	92	1ZVPT20C5N5	[illegible]	07/25/97	[illegible]	Cannot get parts until December.	[illegible]	108[illegible]	
		[illegible]	NJ	[illegible]	92	1ZVPT22L0N5	[illegible]	[illegible]	[illegible]	Waiting for parts	[illegible]	108[illegible]	
		[illegible]	GA	[illegible]	92	1ZVPT20C0N5	[illegible]	[illegible]	[illegible]	Dealer is ordering parts	[illegible]	108[illegible]	
		Centralia	MO	[illegible]	92	1ZVPT20C0N5	[illegible]	[illegible]	[illegible]	Parts are on back order	[illegible]	108[illegible]	
		Connersville	IN	[illegible]	92	Unknown	[illegible]	[illegible]	[illegible]	Waiting for parts.	[illegible]	108[illegible]	
		[illegible]	CA	[illegible]	92	1ZVPT21U7N5	[illegible]	[illegible]	[illegible]	Part is on back order	[illegible]	108[illegible]	

1990-92 MY PROBE VEHICLES
PERFORMANCE OF RECALL 90M-172
OWNER COMPLAINTS, FIELD REPORTS, CLAIMS, AND VOQ'S

OWNER					VEHICLE			RECALL SUMMARY			REPORT		FORD ASSESSMENT/RESOLUTION
Name	Address	City	State	ZIP	MY	VIN	Build Date	Date	Miles	Problem Description	Date	No.	
[redacted]	[redacted]	Gainsville	FL	[redacted]	92	1ZVPT20C4N[redacted]	01/23/92	03/17/97	58,000	Waiting for the parts.	03/28/97	109881124	
		Louisville	KY	[redacted]	92	1ZVPT20C5N[redacted]	12/18/91	No Date	60,000	Part is on national back-order.	05/29/97	109871268	
		Portland	OR	[redacted]	93	1ZVPT20C7N[redacted]	01/28/92	07/30/97	55,000	Waiting 3-4 weeks for parts.	08/29/97	109872384	
		Houston	TX	[redacted]	92	1ZVPT20C1N[redacted]	10/18/91	09/29/98	83,000	Part is on back-order.	10/09/97	109897988	
		South Salem	OH	[redacted]	92	1ZVPT20C4N[redacted]	11/19/91	No Date	130,000	Part is on national back-order.	10/07/97	109002360	
		Alliance	NE	[redacted]	92	1ZVPT20C4N[redacted]	01/16/92	01/16/98	82,000	Parts that were ordered were wring parts.	01/19/98	109992664	
		Kingston	WA	[redacted]	92	1ZVPT20C3N[redacted]	09/13/91	10/18/97	Unknown	Parts back-ordered 5 months ago.	10/19/97	109025215	
		Crestline	CA	[redacted]	92	Unknown	Unknown	Unknown	114,000	Part not available until March '98.	10/16/97	109043425	
		Helena	MT	[redacted]	92	1ZVPT21U0N[redacted]	01/16/92	06/08/97	80,000	Parts are on back-order.	10/17/97	109049526	
		Ada	MI	[redacted]	92	Unknown	Unknown	Unknown	97,000	Parts have been ordered since August.	10/20/97	109054028	
		Green River	WY	[redacted]	92	1ZVPT20C2N[redacted]	10/24/91	07/14/97	30,000	Waiting for parts.	10/28/97	109088741	
		South Milwaukee	WI	[redacted]	92	1ZVPT20C5N[redacted]	12/09/91	10/23/97	Unknown	Parts aren't in us yet.	11/07/97	109139031	
		Chesapeake	VA	[redacted]	92	1ZVPT20C7N[redacted]	09/26/91	No Date	90,000	Part is on back-order.	11/11/97	109144299	
		Jacksonville	NC	[redacted]	92	1ZVPT20C1N[redacted]	09/10/91	11/1/97	Unknown	Part is on back-order.	11/11/97	109147643	
		Harbville	AL	[redacted]	92	1ZVPT20C7N[redacted]	10/08/91	09/23/98	127,000	Parts are on national back-order.	11/13/97	109165679	
		Staten Island	NY	[redacted]	92	1ZVPT20C0N[redacted]	12/04/91	10/27/97	75,000	Parts are on back-order.	11/17/97	109187980	
		Oklahoma City	OK	[redacted]	93	1ZVPT20C8N[redacted]	08/29/91	11/25/97	85,000	Parts are on back-order.	11/18/97	109190096	
		Riverside	CA	[redacted]	92	Unknown	Unknown	Unknown	80,000	Parts are on back-order.	11/18/97	109190758	
		Gallup	NM	[redacted]	92	1ZVPT21U9N[redacted]	12/04/91	07/31/97	97,000	Parts are on national back-order.	11/25/97	109203032	
		Newton	MS	[redacted]	92	1ZVPT21U1N[redacted]	10/04/91	09/07/97	85,000	Parts are on back-order.	12/10/97	109246570	
		Lincoln	NH	[redacted]	92	1ZVPT20C8N[redacted]	08/23/91	No Date	95,000	Parts are on back-order.	12/12/97	109258778	
		San Francisco	CA	[redacted]	92	Unknown	Unknown	Unknown	Unknown	Part is on back-order.	12/12/97	109258814	
		Houston	TX	[redacted]	93	1ZVPT21U8N[redacted]	09/17/91	01/13/98	40,000	Parts still haven't come in yet.	01/06/98	109320320	
		Lenoxs City	TN	[redacted]	92	Unknown	Unknown	Unknown	60,000	Been waiting six months for parts.	01/12/98	109336366	
		Oak Grove	KY	[redacted]	92	1ZVPT20C8N[redacted]	10/23/91	03/18/98	Unknown	Part will not be in for six months.	01/13/98	109348907	
		Wayne	NJ	[redacted]	92	1ZVPT20C8N[redacted]	11/07/91	11/03/97	85,000	Waiting for parts for over two months.	01/14/98	109347116	
		Houston	TX	[redacted]	92	1ZVPT21L5N[redacted]	10/28/91	11/28/97	40,000	Parts are on national back-order.	01/20/98	109368794	
		Underwood	IA	[redacted]	92	1ZVPT20C3N[redacted]	01/23/92	12/17/98	50,000	Cannot get parts for recall.	01/21/98	109372043	
		Marshalltown	IA	[redacted]	92	1ZVPT20C4N[redacted]	10/02/91	09/31/98	44,000	Parts are on back-order.	01/28/98	109385273	
		Dallas	TX	[redacted]	92	1ZVPT21J1N[redacted]	01/22/92	09/30/98	97,000	Part is on back-order.	01/28/98	109388388	
		Saint Louis	MO	[redacted]	92	1ZVPT20C0N[redacted]	12/02/91	10/01/97	[illegible]	Part was on special order.	02/02/98	109316986	
		Salem	MA	[redacted]	92	1ZVPT21U9N[redacted]	01/21/92	02/13/98	[illegible]	It should take two weeks to get parts in.	02/03/98	109419986	
		Connersville	IN	[redacted]	92	1ZVPT20C9N[redacted]	10/18/91	02/11/98	[illegible]	Not sure when the part will be in.	02/06/98	109456898	
		Hewent City	IU	[redacted]	93	1ZVPT20C0N[redacted]	10/28/91	12/08/97	[illegible]	Parts are on back-order.	03/11/98	109451616	
		Guymon	OK	[redacted]	92	Unknown	Unknown	Unknown	[illegible]	Parts are on back-order.	03/09/98	109542050	
		Athens	GA	[redacted]	92	1ZVPT21J5N[redacted]	10/14/91	03/11/98	[illegible]	Waiting for parts.	03/09/98	109548794	
		Houston	TX	[redacted]	92	1ZVPT20C3N[redacted]	08/21/91	11/28/98	[illegible]	Waiting a year for parts to come in.	04/16/98	109645398	
		Vancouver	WA	[redacted]	92	1ZVPT20C3N[redacted]	08/06/91	11/28/98	[illegible]	Dealer does not have the parts.	02/09/97	109767704	
		Lawrence	KY	[redacted]	92	1ZVPT20C4N[redacted]	10/14/91	No Date	[illegible]	Parts are not in.	02/28/97	109144727	
		Willoughby	OH	[redacted]	92	1ZVPT20C9N[redacted]	10/08/91	No Date	[illegible]	Parts weren't in.	03/27/97	109269379	
		Vancouver	WA	[redacted]	92	1ZVPT20C3N[redacted]	02/04/92	No Date	[illegible]	Parts are on order.	02/13/97	109098863	
		Phoenix	AZ	[redacted]	93	1ZVPT22L8N[redacted]	01/07/93	01/09/97	[illegible]	Parts are still not available.	04/11/97	109517828	
		Altamonte Springs	FL	[redacted]	92	1ZVPT20C0N[redacted]	09/09/91	No Date	[illegible]	Parts unavailable at this time.	07/24/97	109708527	
		Benton	ME	[redacted]	92	1ZVPT21U0N[redacted]	03/23/92	08/22/97	[illegible]	Parts are on back-order.	08/22/97	109883008	
		Pasadena	CA	[redacted]	92	1ZVPT21U8N[redacted]	09/09/91	No Date	[illegible]	Dealer does not have the parts.	01/08/97	109840157	
		Virginia Beach	VA	[redacted]	90	1ZVPT21U9L[redacted]	09/23/90	09/25/98	[illegible]	Waiting for parts to arrive.	07/30/98	1471882118	
		Portland	OR	[redacted]	91	1ZVPT20C3M[redacted]	09/19/90	09/28/97	[illegible]	Waiting about half a year for parts.	08/07/98	1426731626	
		Marietta	GA	[redacted]	91	1ZVPT20CXM[redacted]	09/19/90		Unknown	Allege accident with only lap belt on due to parts not available for shoulder belt repair.			Claimant failed to respond to Ford's 3/5/97 request for further information.
		Chillicothe	OH	[redacted]	90	1ZVPT20C5L[redacted]	10/19/89		Unknown	Allege brought vehicle in to have recall done; there were no parts. Had accident on 5/12/97.			Information provided by claimant insufficient to support finding of design or manufacturer defect.
		Opal	WY	[redacted]	90	1ZVPT21UML[redacted]	03/05/90		Unknown	Claimant's daughter driving & hit a stop sign. Allegation that shoulder harness did not catch. Awaiting parts for the recall.			Information provided by claimant insufficient to support finding of design or manufacturer defect.
		College Station	TX	[redacted]	91	1ZVPT20C3M[redacted]	03/28/91		Unknown	Allegation motorized belt could not be repaired due to unavailability of parts, & that subsequent accident & injury occurred.			Claimant failed to respond to Ford's 6/12/97 request for further information.

1998-99 MY PROBE VEHICLES
PERFORMANCE OF RECALL 99V-172
OWNER COMPLAINTS, FIELD REPORTS, CLAIMS, AND VOQ'S

OWNER					VEHICLE			RECALL REMEDY			REPORT		FORD ASSESSMENT/RESOLUTION
Name	Address	City	State	ZIP	MY	Vehicle Identification Number	Build Date	Date	Miles	Problem Description	Date	No.	
[redacted]	[redacted]	Jackson	MI	[redacted]	90	1ZVPT20C0L5[redacted]	09/25/89		Unknown	Claimant's husband alleges they took vehicle in for recall repair about a year ago. Moved to Michigan & took car to another dealership. Wife was in accident with another vehicle.			Information provided by claimant insufficient to support finding of design or manufacturer defect. Open recall at the time of the accident.
[redacted]	[redacted]	Enfield	CT	[redacted]	90	1ZVPT20C2L5[redacted]	10/23/89		Unknown	Claimant took vehicle for recall repair in Nov., '96; parts were not available until Feb., '97. Took car back; wrong parts had been ordered. Daughter in accident 4/20/97.			Information provided by claimant insufficient to support finding of design or manufacturer defect. Open recall at the time of the accident.
[redacted]	[redacted]	Portsmouth	VA	[redacted]	90	1ZVPT20C5L5[redacted]	09/04/89	10/10/97	110,704	Dealer can't get parts for recall	10/30/97	817084	
[redacted]	[redacted]	Detroit	MI	[redacted]	90	1ZVPT20C3L5[redacted]	10/26/89	Unknown	Unknown	Dealer can't get parts for recall	Unknown	816891	
[redacted]	[redacted]	Hibbing	MN	[redacted]	91	1ZVPT21U9M5[redacted]	02/11/91	11/20/97	Unknown	Dealer can't get parts for recall	01/26/98	529966	
[redacted]	[redacted]	Dearborn Heights	MI	[redacted]	90	1ZVPT20C3L5[redacted]	05/04/90	12/21/97	36,001	Dealer can't get parts for recall	12/28/97	527561	
[redacted]	[redacted]	South Milwaukee	WI	[redacted]	92	1ZVPT20C6N5[redacted]	12/09/91	10/20/97	Unknown	Dealer can't get parts for recall	10/27/97	524529	
[redacted]	[redacted]	Tulsa	OK	[redacted]	91	1ZVPT20C5M[redacted]		02/11/96	105,460	Dealer repaired driver belt, fulfilled obligation by testing passenger belt earlier.	02/19/98	821571	
[redacted]	[redacted]	Middletown	OH	[redacted]	91	1ZVPT21U5M5[redacted]	05/14/91		Unknown	Dealer refuses to do recall because 1-year earlier vehicle was inspected for that recall.	10/27/97	517576	
[redacted]	[redacted]	Hillsboro	OH	[redacted]	90	1ZVPT21U5L5[redacted]	09/01/89		Unknown	Owner contacted dealer to have recall repairs on shoulder belt which is inoperative.	01/15/98	820[illegible]	
[redacted]	[redacted]	Stevensville	MI	[redacted]	90	1ZVPT21U6L5[redacted]	05/21/90		Unknown	Dealer not honoring recall notice because manufacturer states that recall was closed	10/30/97	818[illegible]	
[redacted]	[redacted]	San Jose	CA	[redacted]	91	1ZVPT21U6M5[redacted]	03/29/91		Unknown	Dealer has not been able to provide parts for shoulder belt recall within a year	04/23/98	822737	
[redacted]	[redacted]	Morgantown	NC	[redacted]	92	1ZVPT20C4N5[redacted]	01/24/92		Unknown	Dealership does not have parts, on back order	02/16/98	821543	
[redacted]	[redacted]	Bryan	OH	[redacted]	90	1ZVPT20C3L5[redacted]	04/20/90		Unknown	Dealer states that there were no parts available	01/08/98	820372	
[redacted]	[redacted]	Simpsonville	SC	[redacted]	90	1ZVPT20C6L5[redacted]	03/08/90		Unknown	Recall serviced improperly, now dealer can't get parts	12/08/97	819799	
[redacted]	[redacted]	Davenport	IA	[redacted]	91	1ZVPT20C7M5[redacted]	12/05/90		Unknown	Parts on back order	01/08/98	820370	
[redacted]	[redacted]	Oakdale	LA	[redacted]	91	1ZVPT20C5M5[redacted]	12/12/90		Unknown	Informed needed special part & would order. One year late, no parts	01/08/98	820360	
[redacted]	[redacted]	Schenectady	NY	[redacted]	91	1ZVPT21U5M5[redacted]	01/03/91		Unknown	No parts	10/15/97	517111	