

PRIVILEGE LOG - NHTSA INVESTIGATION RO88-011 - 1990-1992 MY PROBE MOTORIZED SHOULDER BELT ASSEMBLY						
Date	Author	Document Type	Recipient Name & Position	Subject	Comments	Privilege
10/21/97	Ray Nevi, Manager, Product Vehicle Safety & Compliance	PROFS Note	Al Leese, Ford Customer Service Division, Product Concern Analyst	Notice to Dealers - Left side inspection procedure on Recall 98S48	Efforts to seek legal advice	Attorney/Client Privilege
10/10/97	Al Leese, Ford Customer Service Division, Product Concern Analyst	Fax Transmission of Dealer Bulletin for Ford Safety Recall 98S48, Supplement #1 and handwritten reply	Jay D. Logel, Attorney, Office of General Counsel	Notice to Dealers - Left side inspection procedure on Recall 98S48	Legal advice	Attorney/Client Privilege
11/25/97	Ray Nevi, Manager, Product Vehicle Safety & Compliance	PROFS Note	Al Leese, Ford Customer Service Division, Product Concern Analyst	Notice to Dealers - Left side inspection procedure on Recall 98S48	Effort to seek legal advice	Attorney/Client Privilege
2/4/97	Jay D. Logel, Attorney, Office of General Counsel	Draft and hand written comments - Notice to dealers re recall repairs	Bob Wheelock, Manager, Product Vehicle Safety & Compliance	Notice to Dealers - Parts availability on Ford Recall 98S48/98S88	Legal advice	Attorney/Client Privilege
6/28/97	Howard Slater, Design Analysis Engineer, Advanced Vehicle Technology	Vehicle inspection report	Jasala Hollingsworth, Legal Assistant, Office of General Counsel	Claim of Christie Beheler (Scarbury)	Prepared at the request of counsel	Attorney work product

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

260088 GRP: XX03 CONCERN CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: B1 CONTACT NBR: 108123074 OPENED: 02/20/1997
VIN: 1ZVPT20CXL5 ENGINE: C CLOSED: 03/26/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: FRAMINGHAM STATE: MA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] EXT: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 75000 WSD:
DEALER NAME: FRAMINGHAM FORD SALES CODE: 111085 P & A: 08926
CAUSAL CODES: 1203 SYMPTOMS: 104000 104100
ORIGIN: G0 TRANS. DST/RGN: 11 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/17/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: 0 SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:
1997/02/20

*** VEHICLE INVOLVED IN RECALL 96S48 AND 98S99 ***
*** VEHICLE INVOLVED IN DNP 95B70 ***

CUSTOMER SAYS:

- TOOK VEHICLE IN TO HAVE RECALLS PERFORMED ON THE VEHICLE, SEAT BELTS
- THE SEAT BELTS ON THE VEHICLE DO NOT CURRENTLY OPERATE
- DEALER SAID THAT THE PARTS WILL TAKE ANOTHER 8 WEEKS TO ARRIVE

PER CUSTOMER, DEALER SAYS:

- HAVE TO ORDER PARTS

CUSTOMER SEEKS:

- RECALLS PERFORMED

CAC ADVISED:

CONTACT OPENED DUE TO DNP

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR. JEROME CHASE JR (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

1997/03/19

##THIS IS THE CLOSING COMMENT

VEHICLE IS REPAIRED AND RETURNED TO CUSTOMER.PLEASE CLOSE THIS

CONTACT.RS

09/11/88

MASTER OWNER RELATIONS SYSTEM II

14.21.02

2829TN GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZM/TR: 01 CONTACT NBR: 108402907 OPENED: 05/08/1997
VIN: 1ZVPT20C8L5 ENGINE: C CLOSED: 05/15/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
CITY: [REDACTED] BUS. PHONE: [REDACTED]
HOME PHONE: [REDACTED] MODEL: PROBE
MODEL YEAR: 90 MILEAGE: 80000 WSD:
DEALER NAME: STAR FORDAT OXMOOR SALES CODE: 147020 P & A: 05659
CAUSAL CODES: 1203 SYMPTOMS: 104000 104100
ORIGIN: GD TRANS. DST/RGN: 47 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 05/08/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/05/08

*** VEHICLE INVOLVED IN RECALL 98S48 ***

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

-SEAT BELT BROKEN

-VEHICLE INVOLVED IN RECALL

-TOOK VEHICLE FOR RECALL REPAIR 12/7/96 AND WAS TOLD PART WOULD BE ORDERED

AND WOULD BE IN 1/97

-PART STILL NOT RECEIVED

*

PER CUSTOMER, DEALER SAYS:

-NEED TO TALK TO JIM FRANCIS PER OPERATOR

*

CUSTOMER SEEKS:

-TO HAVE RECALL REPAIR COMPLETED

*

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUESTRICK JARRELL PARTS MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS

DAYS-

-MADE OBC TO DEALER: PER MARK HUTCHINS, PARTS DEPT, HE WILL CONTACT CUSTOMER

TODAY

1997/05/08

###THIS IS THE CLOSING COMMENT

09/11/98 MASTER OWNER RELATIONS SYSTEM IJ 14.21.02

1263MD GRP: 02 INFORMATION CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: B1 CONTACT NBR: 108834154 OPENED: 08/25/1997
VIN: L/ ENGINE: CLOSED: 08/25/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: SAN JOSE STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: CAPITOL FORD INC SALES CODE: 172039 P & A: 07842
CAUSAL CODES: 1012 1204 SYMPTOMS: 104000 104100
ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/08/25

NO VIN AVAILABLE

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- TOOK CAR TO THE DEALERSHIP FOR RECALL#96548
- PART WAS ORDER 7/18/97 AND IS ON NATIONAL BACK-ORDER

PER CUSTOMER, DEALER SAYS:

- PART IS ON BACK-ORDER

CUSTOMER SEEKS:

- THE PART

CAG ADVISED:

- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM IJ

14.21.02

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1593CT	GRP: XX13	CONCERN CONTACT	VEH TYPE: CAR
DENVER	56	ZN/TR: A1	CONTACT NBR: 107621305
VIN: 12VPT20C8LE		ENGINE: C	OPENED: 10/10/1996
			CLOSED: 12/13/1996

=====

LAST NAME:		FIRST NAME:		STATUS: CLDSED
TITLE:				MI:
ADDRESS:				
CITY:	FT CARSON	STATE:	CO	ZIP:
HOME PHONE:		BUS. PHONE:		
MODEL YEAR:	90	MODEL:	PROBE	
MILEAGE:	103000	WSD:		
DEALER NAME:	ACADEMY, LLC	SALES CODE:	156201	P & A: 03134
CAUSAL CODES:	1203	SYMPTOMS:	104100	
ORIGIN:	GO	TRANS. DST/RGN:	56	TRANS. DATE:
SERVICE/SALES:	1			CONTACT DATE: 11/20/1996
ACK. CODE:		ASSIST CODE: R	AWARD AMT:	O SURVEY: Y (Y OR N)

BUILD DATE:		CALIBRATION:	
ESP INFO:		EXPIRES:	
OPEN RECALL:		OWNER NOTIFIED:	MICRO:

COMMENTS:

1996/10/10

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98599 ***

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98548 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-NO CURRENT CONCERN

-SEATBELTS WENT OUT 6 MONTHS AGO (WERE STUCK IN THE FRONT POSITION)

-HEARD ABOUT A RECALL ON THE VEHICLE.

PER CUSTOMER, DEALER SAYS:

-NO CONTACT

CUSTOMER SEEKS:

-RECALL INFORMATION

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR. TOM MOEN (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

- CUSTOMER CALLING BACK TO REITERATE CONCERNS WITH SEATBELT

- 10/10/96 AT DEALERSHIP NOW AND THEY CAN NOT FIND THE INFORMATION ON COMPUTER SYSTEM CONCERN SEATBELT RECALLS

PER CUSTOMER, DEALER SAYS:

- PER SERVICE DEPARTMENT CAN NOT FIND SEATBELT RECALL INFORMATION ON COMPUTER SYSTEM

CUSTOMER SEEKS:

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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1593CT	GRP: XX13	CONCERN CONTACT	VEH TYPE: CAR
DENVER	56	ZN/TR: A1	CONTACT NBR: 107621305
VIN:	1ZVPT20C9L5	ENGINE: C	OPENED: 10/10/1996
			CLOSED: 12/13/1996

=====

1996/10/10

- TO HAVE RECALL FOR SEATBELT PERFORMED

CAC ADVISED:

- REITERATE PREVIOUS CSR COMMENTS

- CUSTOMER WAS GIVEN THE RECALL#S 98548 AND 98599

1996/11/14

CSM HAS TALKED W/ DLR SEVERAL TIMES. PARTS ARE ON BACK ORDER. CUST. HAS UNIT
DLR TO CALL JEFF P. TO TRY TO OBTAIN PARTS. CSM TO FOLLOW.

1996/12/08

###THIS IS THE CLOSING COMMENT

PERFORMED SEAT BELT RECALL ON BOTH SIDE 11/20/96.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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2709MA	GRP: XX01	CONCERN CONTACT	VEH TYPE: CAR
HOUSTON	57	ZN/TR: A2	CONTACT NBR: 107661898
VIN:	12VPT20CXLE	ENGINE: C	OPENED: 10/21/1996
			CLOSED: 10/28/1996

=====

LAST NAME:		FIRST NAME		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:	LONGVIEW	STATE:	TX	ZIP:
HOME PHONE:		BUS. PHONE:		
MODEL YEAR:	90	MODEL:	PROBE	
MILEAGE:	100000	WSD:		
DEALER NAME:	TIPTON FORD INC	SALES CODE:	152766	P & A: 04521
CAUSAL CODES:	120B	SYMPTOMS:	104100	
ORIGIN:	GO	TRANS. DST/RGN:	52	TRANS. DATE:
SERVICE/SALES:	1			CONTACT DATE: 10/22/1996
ACK. CODE:		ASSIST CODE: R	AWARD AMT:	O SURVEY: Y (Y OR N)

BUILD DATE:		CALIBRATION:	
ESP INFO:		EXPIRES:	
OPEN RECALL:		OWNER NOTIFIED:	MICRO:

COMMENTS:
1998/10/21
*** VEHICLE INVOLVED IN RECALL 96S48 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-DAUGHTER OF DELORES FLOYD CALLING IN
-HAVE HAD IT REPAIRED PREVIOUSLY
*
PER CUSTOMER, DEALER SAYS:
-HAVE NOT REVIEWED
*
CUSTOMER SEEKS:
-REIMBURSEMENT
-WILL SHE STILL HAVE TO HAVE THE CAMPAIGN PERFORMED
*
CAC ADVISED:
96S48
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST SERVICE MANAGER MR.HB BROADWAY TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
1996/10/22
###THIS IS THE CLOSING COMMENT
CUSTOMER WAS CONTACTED BY SERVICE ADVISOR AND INFORMED HER THAT WE ARE SUBMITT
ING A REQUEST FOR A REFUND AND THAT IT WOULD TAKE 1 - 2 WEEKS TO GET THE CHECK
. BUT THAT WHEN WE GOT IT IT WOULD BE MAILED TO HER LONGVIEW ADDRESS WHICH WAS
VERIFIED. EXPLAINED THAT UPDATED PARTS FOR SEATBELT WOULD NOT BE OUT TILL THE
FIRST OF 97. AT THAT TIME WE WOULD GET HER IN FOR INSPECT.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

89778B GRP: KX03 CONCERN CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: B1 CONTACT NBR: 107680541 OPENED: 10/24/1996
VIN: 1ZVPT21U4L5 ENGINE: U CLOSED: 11/21/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: GERMANTOWN STATE: TN ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 150000 MSD:
DEALER NAME: MIDWAY FORD INC SALES CODE: 123006 P B A: 05835
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 23 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/31/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1996/10/24

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 88599 AND 96548***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

CUSTOMERS HUSBAND KIRK CALLING

- CUSTOMER IS CALLING IN ABOUT THE SEATBELT RECALL ON THE VEHICLE
- THE SEATBELT IS CURRENTLY LOCKED UP

PER CUSTOMER, DEALER SAYS:

- NOT CONTACTED BY THE CUSTOMER

CUSTOMER SEEKS:

- TO HAVE THE RECALL PERFORMED ON THE VEHICLE

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. CHRIS FIRMIN (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

**CUSTOMER REQUESTS TO BE CALLED AFTER MONDAY THE 28TH

1998/11/14

##THIS IS THE CLOSING COMMENT

SEATBELT PART HAS BEEN ON BACKORDER D98 SINCE 10/31/1996

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
0699RJ GRP: XX07 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: E2 CONTACT NBR: 107715094 OPENED: 11/01/1996
VIN: 1ZVPT20C2L5 ENGINE: C CLOSED: 12/06/1996
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: MORENO VALLEY STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 45000 WSD:
DEALER NAME: RACEWAY FORD SALES CODE: 171154 P & A: 05485
CAUSAL CODES: 1213 1218 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGM: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/02/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1998/11/01

*** VEHICLE INVOLVED IN RECALL 96548/96599 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-VEHICLE INVOLVED IN SAFETY BELT RECALL
-DEALER UNAWARE OF CONCERN FOR BOTH BELTS

*

PER CUSTOMER, DEALER SAYS:

-ADVISED CUSTOMER WOULD PERFORM REPAIRS TO ONLY ONE SIDE OF SAFETY RESTRAINT

*

CUSTOMER SEEKS:

-FINAL RESOLUTION OF CONCERN

*

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. BRIAN SWANSON SVC MGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1998/11/29

###THIS IS THE CLOSING COMMENT
VEHICLE WAS IN AND REPAIRED

09/11/98

MASTER OWNER RELATIONS SYSTEM I1

14.21.02

=====
0699RJ GRP: XX07 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: E2 CONTACT NBR: 107715094 OPENED: 11/01/1998
VIN: 1ZVPT20C2L5 [REDACTED] ENGINE: C CLOSED: 12/08/1998
=====

1997/03/10

*** VEHICLE INVOLVED IN RECALL 96548 & 98599 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- PASSENGER SIDE SEAT BELT DOES NOT OPERATE

*

PER CUSTOMER, DEALER SAYS:

- ORDERED PARTS FOR RECALL WORK

- PART IS NOW ON BACKORDER

*

CUSTOMER SEEKS:

- RESOLUTION TO CONCERN

*

CAG ADVISED:

- PARTS MNGR IS IN BEST POSITION TO ASSIST WITH CONCERN

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

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988700	GRP: XX17	CONCERN CONTACT	VEH TYPE: CAR
PHILADELPHIA 18	ZN/TR: A1	CONTACT NBR: 107721045	OPENED: 11/04/1996
VIN: 12VPT21U8L5		ENGINE: U	CLOSED: 11/27/1996

=====

LAST NAME:		STATUS: CLOSED
TITLE:	FIRST NAME: CHRISTINE	MI:
ADDRESS:		
CITY:	STATE: PA	ZIP:
HOME PHONE:	BUS. PHONE:	
MODEL YEAR: 90	MODEL: PROBE	
MILEAGE: 78000	W50:	
DEALER NAME: SPENCE FORD, INC.	SALES CODE: 116474	P & A: 01273
CAUSAL CODES: 120B 0410	SYMPTOMS: 104100	
ORIGIN: GD	TRANS. DST/RGN: 16	TRANS. DATE:
SERVICE/SALES: 1		CONTACT DATE: 11/13/1996
ACK. CODE:	ASSIST CODE: W	AWARD AMT: 300
		SURVEY: Y (Y OR N)

BUILD DATE:	CALIBRATION:
ESP INFO:	EXPIRES:
OPEN RECALL:	OWNER NOTIFIED:
	MICRO:

COMMENTS:

1996/11/04

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98548 AND 96599 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- HAS RECEIPTS FROM HAVING SEAT BELT RECALL DONE PREVIOUSLY
- IS UNHAPPY WITH THE LACK OF RESPONSE FROM THE DEALER TO GET THIS REIMBURSEMENT
- SHE HAS TALKED TO SEVERAL PERSONNEL AT DEALER AND NO ONE SEEMS TO BE ABLE TO ASSIST HER
- ALSO FEELS THAT THE SEAT BELT WORK DONE HAS NOT BEEN CORRECTED YET
- THE BELTS MAKE A CLICKING NOISE WHEN OPERATED

PER CUSTOMER, DEALER SAYS:

- DO NOT SEEM TO KNOW THE PROCESS

CUSTOMER SEEKS:

- WANTS REIMBURSEMENT

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. DENNIS MALLOY (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

CUSTOMER SEEKS:

- ADDING TO CONTACT THAT THE PAINT IS PEELING ON THE HOOD
- FINANCIAL ASSISTANCE

CAC ADVISED:

- NO RECALL OR OTHER PROGRAMS REGARDING PAINT ON THE VEHICLE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

988700 GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: A1 CONTACT NBR: 107721045 OPENED: 11/04/1996
VIN: 1ZVPT21U61 ENGINE: U CLOSED: 11/27/1996

1996/11/05

CUSTOMER SAYS:

- REITERATES SAME CONCERN AS IN PREVIOUS CONTACT
- WOULD LIKE TO BE REIMBURSE FOR RECALL WDKRK PERFORMED ON VEHICLE
- HAVE FAXED THE INFORMATION INTO THE DEALERSHIP

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- WHEN WILL CUSTOMER RECEIVED REIMBURSEMENT

CAC ADVISED:

- INFORMATION DOCUMENTED AND FORWARDED
- CONTACT CUSTOMER REL. MANAGER FOR MORE INFORMATION

1996/11/08

CONTACTED CUSTOMER 11/8/1996 EXPLAINED TO CUSTOMER THAT DEALER CANNOT FILE FOR REFUND ON RECALL 96549 UNTILL THE RECALL HAS BEEN PERFORMED. TO DO SO WILL CANCEL OUT THE RECALL ON HER CAR. THIS WAS EXPLAINED TO THE CUSTOMER. SHE UNDERSTOOD AND THE RECALL PARTS HAVE BEEN ORDERED. AT THAT TIME WE WILL FILE FOR HER REFUND

ROGER BAUMAN

1996/11/14

CONTACTED PARTS DEPT FOR STATIS ON RECALL SEAT BELT PARTS PARTS HAVE NOT BEEN RECEIVED AS OF 11/14/1996 . AS SOON AS PARTS ARRIVE CUSTOMER WILL BE SCHEDULED AND VEHICLE CORRECTED AND REFUND WILL BE FILED.

ROGER JH. BAUMAN

1996/11/20

##THIS IS THE CLDSING COMMENT

CUSTOMER WAS CONTACTED AND ADVISED THAT AS SOON AS THE PARTS ARE AVAILABLE TO REPAIR HER CAR WE WILL REPLACE BOTH SEAT BELT TRACKS AND MOTORS AND AT THAT TIME WE WILL REFUND HER FOR HER PREVIOUS REPAIR. CUSTOMER WAS IN AGREEMENT

ROGER BAUMAN

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

779178 GRP: XX04 INFORMATION CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: G1 CONTACT NBR: 107744446 OPENED: 11/08/1996
VIN: L ENGINE: CLOSED: 11/08/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] I:
ADDRESS: [REDACTED]
CITY: BALTIMORE STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 125000 WSD:
DEALER NAME: BOB DAVIDSON FORD 2 SALES CODE: 127032 P & A: 00088
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1996/11/08

NO VIN AVAILABLE

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- 1800# FROM SERVICE ADVISOR
- CAR IS BEING SERVICED FOR RECALL ON SEAT BELTS
- IT HAS BEEN THERE SINCE 8/4 AND HAS NOT BEEN REPAIRED BECAUSE THE PARTS ARE NOT IN
- WILL PICK IT UP TODAY TO TAKE IT TO ANOTHER DEALER

PER CUSTOMER, DEALER SAYS:

- PER SERVICE ADVISOR/BARRY WILLIAMS, THE CAR SHOULD BE READY ON TUESDAY

CUSTOMER SEEKS:

- LODGE COMPLAINT
- DEALER LOCATOR

CAC ADVISED:

- COMPLAINT HAS BEEN LODGED
- LOCATED A DEALER

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

D2235M GRP: XX08 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: 11 CONTACT NBR: 107754298 OPENED: 11/12/1998
VIN: 1ZVPT22L9L5 ENGINE: L CLOSED: 12/07/1998

LAST NAME: [REDACTED] STATUS: CLDSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] I:
ADDRESS: [REDACTED] STATE: [REDACTED] IP: [REDACTED]
CITY: [REDACTED] BUS. PHONE: [REDACTED] EXT:
HOME PHONE: [REDACTED] MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 35000 WSD:
DEALER NAME: HIRSCH FORD INC SALES CODE: 141429 P & A: 04669
CAUSAL CODES: 1203 3001 1017 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 41 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/15/1998
ACK. CODE: ASSIST CODE: W AWARD AM7: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1996/11/12

*** NAVIS: SUBSEQUENT ***

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98548 & 96599 ***

CUSTOMER SAYS:

- CUSTOMER RECEIVED RECALL LETTER FOR THE SEAT BELTS.
- CURRENTLY, THE MOTOR HAS FAILED ON THE DRIVER'S SEAT RESTRAINT SYSTEM.

*

PER CUSTOMER, DEALER SAYS:

- SERVICE ADVISOR SAID PARTS HAVE NOT ARRIVED TO PERFORM THE RECALL FOR THE CUSTOMER.

*

CUSTOMER SEEKS:

- TO HAVE THE RECALL PERFORMED.
- TO VERIFY THAT THE PARTS HAVE BEEN ORDERED.

*

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. DENNIS HIRSCH, CUSTOMER RELATIONS MANAGER, TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- CAC IS UNABLE TO VERIFY DEALERSHIP ORDERING INFORMATION; CUSTOMER MAY WANT TO ADDRESS THIS TO MR. HIRSCH.

1998/11/30

###THIS IS THE CLOSING COMMENT

THE PART HAS BEEN RECEIVED AND WILL BE INSTALLED ASAP BILL VAN HOOK.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

4526JC GRP: CI INFORMATION CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: H1 CONTACT NBR: 107757457 OPENED: 11/12/1996
VIN: 1ZVPT22L0L5 ENGINE: L CLOSED: 11/12/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MOUNTAINSIDE STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 55000 WSO:
DEALER NAME: HILLSIDE FORD, INC. SALES CODE: 113047 P & A: 03837
CAUSAL CODES: 1206 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1996/11/12

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- THE DRIVERSIDE SEATBELT HAS GONE OUT IN VEHICLE
- 1993 HUSBAND WENT TO SALVAGE YARD TO GET SOME PARTS FOR \$100 AND FIXED THE IT HIMSELF
- 3/25/96 THE SAME SEATBELT ON DRIVERSIDE BROKE AGAIN AND WE WENT TO ANOTHER SALVAGE YARD FOR AND REPAIRED IT AGAIN
- WE SPENT OUT \$220.00 TO REPAIR THIS SEATBELT OUT OF OUR OWN POCKET
- 10/15/96 RECEIVED THE RECALL LETTER FOR THIS VEHICLE SEATBELT

PER CUSTOMER, DEALER SAYS:

- 11/12/96 PER SERVICE DEPARTMENT NEED TO ORDER THE PARTS AND WILL FIX SEATBELT UNDER RECALL

CUSTOMER SEEKS:

- REFUND OF \$220.00 FOR REPAIRS DONE ON SEATBELT

CAC ADVISED:

- SUBMIT YOUR ORIGINAL PAID RECEIPTS TO SERVICE MANAGER JIM GRADY FOR REFUND

1996/11/13

CUST PRESENTED BILLS FOR REFUND ON USED PARTS PURCHASED FROM JUNKYARDS. DLR EXPLAINED IT WAS NOT FORDS POLICY TO REFUND MONEY FOR USED PARTS. DLR ALSO EXPLAINED THAT WHEN PARTS FOR 96848 BECOME AVAILABLE NEXT MONTH WE WOULD BE MORE THAN WILLING TO PERFORM RECALL EVEN THOUGH USED PARTS ARE IN VEH. CUST CHOSE TO BUY USED PARTS EVEN WHEN NEW PARTS WERE AVAILABLE FROM DLR. DLR HAS CONTACTED DSM FOR FURTHER CLARIFICATION OF FORDS REFUND POLICY ON USED PARTS SINCE CALL TO RECALL HOTLINE WAS OF NO USE. WAITING FOR RESPONSE. GMM

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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4526JC	GRP: CI	INFORMATION CONTACT	VEH TYPE: CAR
NEW YORK	IS 2N/TR: H1	CONTACT NBR: 107757457	OPENED: 11/12/1996
VIN: 1ZVPT22L0L5	ENGINE: L		CLOSED: 11/12/1996

=====

1996/11/13

DLR TALKED TO SZM WHO STATED UNDER NO CIRCUMSTANCES WILL FORD REIMBURSE CUST FOR USED JUNKYARD PARTS. THIS IS WHAT DLR ORIGINALLY STATED TO CUST. CAC HAD NO REASON TO BOTHER CUSTOMER OR DLR BY TELLING HER TO BRING BILLS TO DLR WHEN NO REFUND WAS COMING.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

6274JB GRP: XX05 CONCERN CONTACT VEH TYPE: CAR
DENVER 56 ZN/TR: A3 CONTACT NBR: 107672355 OPENED: 10/23/1996
VIN: 1ZVPT21U1L6 ENGINE: U CLOSED: 10/30/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 81000 WSD:
DEALER NAME: HERITAGE FORD LINC- SALES CODE: 156453 P & A: 03188
CAUSAL CODES: 1203 SYMPTONS: 104100
ORIGIN: 80 TRANS. DST/RGN: 56 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/23/1996
ACK. CODE: ASSIST CODE: R AWARD AMT: 0 SURVEY: N (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1998/10/23

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98599 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 88548 ***

CUSTOMER SAYS:

- CALLING ABOUT THE RECALL
- DRIVER SIDE SEAT BELT DOES NOT WORK
- SHE TOOK WORK OFF TO LEAVE THE VEHICLE, AND THEY DID NOT ORDER THE PART AHEAD OF TIME
- DROPPED THE VEHICLE OFF AS PLANNED AND THEY DID NOT HAVE THE PART

PER CUSTOMER, DEALER SAYS:

- WE MUST INSPECT IT FIRST BEFORE WE ORDER A PART
- WE WILL CALL WHEN WE RECEIVE THE PART

CUSTOMER SEEKS:

- IS THIS TRUE, DO THEY NEED TO INSPECT IT FIRST

CAC ADVISED:

- SUPPORT DEALER DECISION, THEY DO NEED TO INSPECT IT FIRST
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. BOB MUNSON CUST REL MGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

***THIS IS THE CLOSING COMMENT

CUSTOMER HAS BEEN INSTRUCTED THAT AS STATES IN CUSTOMER LETTER THAT PARTS ARE NOT AVAIL UNTIL 12-15-98 / CUSTOMER IS MAD THAT WAS REQUIRED TO BRING IN IF NO PARTS / CUST WAS ADVISED THAT NO PARTS COULD BE ORDERED UNTIL PROBLEM WAS VERIFIED AND THAT PARTS ARE ORDERED THRU 1-800 NUMBER THAT REQUIRES INFO THAT REQUIRES CAR TO BE HERE / CUSTOMER WAS DIRECTED TO READ THE LETTER / PARTS ARE ON ORDER AS DISCRIBED IN RECALL / CUSTOMER WILL BE CONTACTED WHEN PARTS ARRIVE

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

9951KH GRP: XX07 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 2N/TR: A1 CONTACT NBR: 107700542 DPENED: 10/30/1998
VIN: 1ZVPT20C4L5 ENGINE: C CLOSED: 11/21/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] DRIVE NE
CITY: LAKE FOREST PARK STATE: WA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: 206-361-0454
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 193000 WSD:
DEALER NAME: BILL PIERRE FORD IN SALES CODE: 174003 P & A: 08596
CAUSAL CODES: 121B 12RA SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 74 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/14/1998
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1998/10/30

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548, 96599 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- HAS THE RECALL NOTICE FOR THE SEATBELTS
- THE SEAT BELTS IN THE VEHICLE ARE NOW LOCKED UP AND STUCK IN THE MIDDLE OF THE TRACK
- FEELS THE DEALER DOES NOT WANT TO DO THE INTERIM WORK AND JUST WANTS TO WAIT UNTIL THAT HAVE TO REPLACE IT
- ALSO HAS A CONCERN WITH THE HANDLE TO THE EMERGENCY BRAKE IS CRACKED, BUT IT STILL WORKS

PER CUSTOMER, DEALER SAYS: MIKE LION, SERVICE

- WILL NOT BE ABLE TO DO ANYTHING UNTIL DECEMBER
- ONCE THEY ARE LOCKED UP THEY ARE LOCKED UP

CUSTOMER SEEKS:

- REPAIR OF THE SEAT BELTS ACCORDING TO THE RECALL
- TO REPORT THE CONCERN

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
- REQUEST MS NANCY GDRR(CUST. REL MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02
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9951KH GRP: XXOT CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: A1 CONTACT NBR: 107700542 OPENED: 10/30/1996
VIN: 1ZVPT20C4L5 ENGINE: C CLOSED: 11/21/1996
=====

1996/10/30
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-CALLS BACK
-CONTACTED DEALERSHIP
*
PER CUSTOMER, DEALER SAYS:
-WE BELIEVE WE MADE A MISTAKE IN NOT SERVICING THE VEHICLE. BRING THE VEHICLE
IN RIGHT AWAY
*
CUSTOMER SEEKS:
-TO PROVIDE CAC WITH FOLLOW-UP INFORMATION
*
CAC ADVISED:
-ADDITIONAL INFORMATION HAS BEEN DOCUMENTED
1998/11/14
##THIS IS THE CLOSING COMMENT
CUST IS STILL IN RENTAL CAR DUE TO NO PARTS FROM FORD ON SEAT BELT RECALL

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

2600BB GRP: XX03 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: F1 CONTACT NBR: 107701082 DPENED: 10/30/1996
VIN: 1ZVPT20C0LS ENGINE: C CLOSED: 11/07/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ELIZABETHTOWN STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] T: BEEP
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 70000 WSD:
DEALER NAME: HOFFMAN FORD SALES SALES CODE: 118225 P & A: 01331
CAUSAL CODES: 1209 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 16 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/30/1996
ACK. CODE: ASSIST CODE: D AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1998/10/30

*** VEHICLE INVOLVED IN OMP 95B70 ***
*** VEHICLE INVOLVED IN RECALL 96S48, 96S99 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- TOOK VEHICLE TO PASS SAFETY INSPECTION, VEHICLE DID NOT PASS BECAUSE OF THE SEAT BELT
- ON DRIVERS SIDE THE RETRACTOR IS LOCKED IN THE FORWARD POSITION
- CUSTOMER NEEDS TO HAVE RECALL PERFORMED SO VEHICLE WILL PASS SAFETY INSPECTION

PER CUSTOMER, DEALER SAYS:

- WILL NOT BE ABLE TO GET PARTS UNTIL DECEMBER
- CANNOT GET THE PARTS FROM FORD

CUSTOMER SEEKS:

- PARTS FOR THE RECALL TO BE PERFORMED

CAC ADVISED:

OPEN RECALLS OPEN CONTACT

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. NORM ZOUNAS (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1998/10/31

###THIS IS THE CLOSING COMMENT

CUSTOMERS VEHICLE WAS DIAGNOSED 4 MONTHS AGO. CUSTOMER WAS TOLD AT THAT TIME HE HAD A LEAK AT THE CONDENSER. HE REFUSED REPAIR. CUSTOMER IS OUT OF WARRANT Y AND DOES NOT QUALIFY FOR ANY AWA. CUSTOMER WAS EXPLAINED THAT ANY WORK WE DID WILL BE WARRANTED FOR 12/12. CUSTOMER HAS NO ESP.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

260088	GRP: XA03	CONCERN CONTACT	VEH TYPE: CAR
PHILADELPHIA 18	ZN/TR: E1	CONTACT NBR: 107701082	OPENED: 10/30/1996
VIN: 1ZVPT20COL5	ENGINE: C		CLOSED: 11/07/1998

=====

1998/10/31

PREVIOUS CLOSING COMMENTS BELING ON CONTACT 107700031. ADDED COMMENTS ARE AS FOLLOWS. CONTACTED CUSTOMER AND DISCUSSED PARTS SITUATION WITH HIM. OUR PARTS MANAGER WILL TRY TO OBTAIN PARTS AS SOON AS POSSIBLE SO HIS RECALL CAN BE PERFORMED.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7998RM GRP: XX08 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 2N/TR: A2 CONTACT NBR: 107676769 OPENED: 10/24/1996
VIN: 1ZVPT21U9L5 ENGINE: U CLOSED: 11/01/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: FAIRFIELD STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 56000 WSO:
DEALER NAME: MEL FARR FORD SALES CODE: 147015 P & A: 02020
CAUSAL CODES: 1203 0208 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 47 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/24/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1996/10/24

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98548 ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-HAD AN APPOINTMENT FOR SEAT BELT RECALL TODAY
-HE WAS PROMISED THAT VEHICLE WOULD BE READY TODAY, BUT NOW WAS CALLED THAT IT
WOULD NOT BE READY UNTIL TOMMORROW

PER CUSTOMER, DEALER SAYS:

-VEHICLE WILL NOT BE READY UNTIL TOMMORROW

CUSTOMER SEEKS:

-LOANER VEHICLE

CAC ADVISED:

RE: LOANER VEHICLE REQUEST

- LOANERS ARE NOT A PROVISION OF THE WARRANTY.
- CONTACT (SVC.MGR.) FOR CLARIFICATION OF THE DEALERSHIP'S POLICY ON
ALTERNATIVE TRANSPORTATION.
- MAY REQUIRE AN APPOINTMENT

RE: RECALL

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MS. JENNY SOUTHARD (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS

###THIS IS THE CLOSING COMMENT

CUSTOMER CAME INTO SHOP FOR RECALL AND OWNER NOTIFICATION PROGRAMS TO BE DONE.
THE SEAT BELTS HAD TO BE ORDERED OVERNIGHT, THE CUSTOMER WAS UPSET THAT WE DID
NOT HAVE PARTS IN STOCK, THE CUSTOMER WILL RETURN TO HAVE PARTS INSTALLED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7998RM GRP: XX08 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: A2 CONTACT NBR: 107676769 OPENED: 10/24/1998
VIN: 1ZVPT21U8L5 ENGINE: U CLOSED: 11/01/1998

1996/10/25

CUSTOMER SAYS:

-CUSTOMER REITERATES CONCERN ABOUT VEHICLE NOT BEING READY AT AGREED UPON TIME

*

PER CUSTOMER, DEALER SAYS (SERVICE MANAGER):

-10/25/98: PARTS ARE STILL NOT IN

-WILL CALL CUSTOMER WHEN PART COMES IN

*

CUSTOMER SEEKS:

-TO DOCUMENT A COMPLAINT AGAINST THE DEALERSHIP'S SERVICE

*

CAC ADVISED:

-INFORMATION DOCUMENTED AND FORWARDED TO DEALERSHIP

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

6274UB GRP: XX05 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 2N/TR: C2 CONTACT NBR: 107699431 OPENED: 10/30/1996
VIN: 1ZVPT21U3L5 ENGINE: U CLOSED: 11/12/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: IL ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: [REDACTED] MODEL: PROBE
MILEAGE: 48000 MSD:
DEALER NAME: CELOZZI FORD, INC SALES CODE: 141446 P & A: 01853
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 41 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/05/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1996/10/30

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548/96599 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- THE DRIVER SEAT BELT IS IN THE MIDDLE POSITION
- NEEDS THE VEHICLE REPAIRED FOR HER SAFETY

PER CUSTOMER, DEALER SAYS:

- NOT UNTIL DECEMBER 15

CUSTOMER SEEKS:

- AS SOON AS POSSIBLE BECAUSE THE VEHICLE IS UNSAFE

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MS.DONNA NANDZIARA CUST REL MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

** IF IT IS INOPERABLE, PLEASE CALL 800-325-5621 FOR TEMPERARY PARTS **

*** THIS IS THE DEALER RECALL HOTLINE ***

1996/10/31

*** VEHICLE INVOLVED IN RECALL 96548 ***

CUSTOMER SAYS:

- CALLING BACK: THE DEALERSHIP DID NOT REPAIR THE THE VEHICLE
- THE CUSTOMER SAT THERE FOR TWO HOURS AND THE VEHICLE WAS NOT SERVICED
- THE VEHICLE'S SEAT BELT WAS NOT ADJUSTED AS THE RECALL LETTER STATES

PER CUSTOMER, DEALER SAYS:

- PER DON THE PART HAS TO BE ORDERED, CALL BACK TOMORROW

CUSTOMER SEEKS:

- REPAIR OF THE VEHICLE

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

6274JB GRP: AX05 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: C2 CONTACT NBR: 107699431 OPENED: 10/30/1998
VIN: 1ZVPT21U3L5 ENGINE: U CLOSED: 11/12/1998

1996/10/31

- ADJUSTMENT OF THE SEAT BELT UNTIL THE PART ARRIVES

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MS. DONNA MANZIARA, CUST REL MNGR TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS

1996/11/04

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- HAS MEDICAL CONDITION AND NEEDS CAR TO GO TO RADIATION THERAPY
- NEEDS SEAT BELT REPAIRED

PER CUSTOMER, DEALER SAYS:

- IS WAITING ON PART

CUSTOMER SEEKS:

- REPAIRS TO VEHICLE

CAC ADVISED:

- CONTINUE WORKING WITH CUSTOMER RELATIONS MANAGER

1996/11/05

###THIS IS THE CLOSING COMMENT
PARTS ORDER BY RECALL HOT LINE .

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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9602MG	GRP: XX07	CONCERN CONTACT	VEH TYPE: CAR
WASHINGTON	27	ZN/TR: A1	CONTACT NBR: 107703488
VIN: 12VPT21U6L5		ENGINE: U	OPENED: 10/30/1996
			CLOSED: 11/25/1996

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	VIRGINIA BCH	STATE:	VA	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	111000	WSD:			
DEALER NAME:	CAVALIER FORD	SALES CDDE:	127051	P & A:	06633
CAUSAL CODES:	1218 1017	SYMPTOMS:	104100		
DRIGIN:	GO	TRANS. DST/RGN:	27	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	10/31/1996
ACK. CODE:	ASSIST CODE: W	AWARD ANT:		O SURVEY:	Y (Y OR N)

BUILD DATE:		CALIBRATION:	
ESP INFO:		EXPIRES:	
OPEN RECALL:		OWNER NOTIFIED:	MICRO:

COMMENTS:

1996/10/30

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 & 96599 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-WIFE CALLING MARY JO CALLING
-CUSTOMER KNOWS ABOUT RECALL (SEATBELTS)
-SEATBELT NOT WORKING NOW. NEEDS TO HAVE REPAIRED TO PASS INSPECTION FOR STATE
*
PER CUSTOMER, DEALER SAYS:
-WILL HAVE TO WAIT TILL 12/96
*
CUSTOMER SEEKS:
-RECALL TO BE PREFORMED "ASAP"
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.KENT KUSSMAUL,CUST REL MNGR, SVC MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
-PER RECALL LETTER:
IF RESTRAINT SYSTEM DOES NOT WORK NOW (LOCKED UP)
IF YOUR VEHICLE'S RESTRAINT SYSTEM IS INOPERATIVE AT THIS TIME, (BELT DOES NOT TRAVEL FULLY FORWARD ALONG THE ROOF RAIL THEN AN ADJACENT DOOR IS OPENED OR FULLY REARWARD WHEN THE DOOR IS CLOSED AND THE IGNITION IS ON) CALL YOUR DEALER NOW. ASK FOR A SERVICE DATE FOR RECALL 96548/96599 (LEFT/RIGHT SIDE).

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02
=====

9602M0 GRP: XX07 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 2N/TR: A1 CONTACT NBR: 107703488 OPENED: 10/30/1996
VIN: 1ZVPT21U6L8 [REDACTED] ENGINE: U CLOSED: 11/25/1996
=====

1996/11/01

*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT WITH THE DEALERSHIP AS OF 11/1/96
*

CUSTOMER SEEKS:
- CALLING BACK BECAUSE SHE HAS AHD NO CONTACT WITH MR. KUSSMAUL IN REGARDS TO
THE SEAT BELT RECALL
- IS CONCERNED BECAUSE SHE NEEDS TO GET HER CAR INSPECTED AND IT WILL NOT PASS
WITHOUT THE SEAT BELTS
*

CAC ADVISED:
- KEEP IN CONTACT WITH YOUR DEALERSHIP IN REGARDS TO WHEN THE PARTS WILL BE
AVAILABLE

1996/11/18
###THIS IS THE CLOSING COMMENT
CUSTOMER HAD VEHICLE AT DEALER FOR REPAIRS. UNABLE TO REPLACE SEAT BELT TRACK
ASSEMBLY DUE TO PARTS UNAVAIL UNTIL 12/18/96

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

2599CC GRP: XX09 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: A1 CONTACT NBR: 107723106 OPENED: 11/05/1996
VIN: 1ZVPT21U8L5 ENGINE: U CLOSED: 11/28/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] APT G [REDACTED]
CITY: CHESTERTON STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] XT [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 10000 WSO:
DEALER NAME: CAVALIER FORD SALES CODE: 127051 P & A: 06633
CAUSAL CODES: 1012 2801 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 27 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/18/1996
ACK. CODE: ASSIST CODE: W AWARD ANT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:
1996/11/05
*** VEHICLE INVOLVED IN RECALL 98548 & 96599 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- SEAT BELT IS STUCK NOW AND THERE IS AN INSPECTION COMING UP
- CAR WON'T PASS INSPECTION WITHOUT HAVING SEATBELT WORK DONE
*
PER CUSTOMER, DEALER SAYS:
- PARTS WILL NOT BE IN UNTIL 15 DECEMBER 1996, PER JENNIFER IN SERVICE
- CALL CAC FOR ASSISTANCE, PER JENNIFER
*
CUSTOMER SEEKS:
- TO KNOW IF PARTS CAN BE OBTAINED ANY SOONER
- TO HAVE CONCERNS RESOLVED WITH SEAT BELT RECALLS
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. KENT KUSSMAUL (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1996/11/06
*** NAVIS: SUBSEQUENT ***
*** VEHICLE INVOLVED IN RECALL 98548 & 96599 ***
CUSTOMER SAYS:
- SEAT BELT IS STUCK NOW AND THERE IS AN INSPECTION COMING UP
- CAR WON'T PASS INSPECTION WITHOUT HAVING SEATBELT WORK DONE
*
PER CUSTOMER, DEALER SAYS:
* OBTAINED 800 NUMBER FROM DEALER
- PARTS WILL NOT BE IN UNTIL 15 DECEMBER 1996, PER JENNIFER IN SERVICE
CALL CAC FOR ASSISTANCE, PER JENNIFER

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====

2599CC	GRP: XX03	CONCERN CONTACT	VEH TYPE: CAR
WASHINGTON	27	ZN/TR: A1	CONTACT NBR: 107723106
VIN:	1ZVPT21U8L5	ENGINE: U	OPENED: 11/05/1996
			CLOSED: 11/28/1996

=====

1996/11/06
CUSTOMER SEEKS:
- TO KNOW IF PARTS CAN BE OBTAINED ANY SOONER
- TO HAVE CONCERNS RESOLVED WITH SEAT BELT RECALLS
.
CAC ADVISED:
* SUPPORT PREVIOUS CSR RECOMMENDATION AND ACTION
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. KENT KUSSMAUL (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN
2 BUSINESS DAYS

1998/11/21
###THIS IS THE CLOSING COMMENT
VEHICLE WAS DIAGNOSE WITH RECALL INSTRUCTIONS. DRIVER SIDE PASSIVE RESTRAINT I
NOOPERATIVE AT THIS TIME. VEHICLE HAS FAILED VIRGINIA STATE INSPECTION DUE TO T
HIS BELT BEING INACTIVE. DEALER HAS REPLACED TRACK ASSN WITH OUT OF STOCK
AS A REPAIR TO PASS INSPECTION SPECIAL ORDER PARTS HAVE BEEN ORDERED TO SOLVE
CONCERN AS PER RECALL INSTRUCTIONS.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
7791TR GRP: XX04 INFORMATION CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: B1 CONTACT NBR: 107723747 OPENED: 11/05/1996
VIN: 12VPT20CSLE ENGINE: C CLOSED: 11/05/1996
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 108484 WSD:
DEALER NAME: DITSCHMAN/FLEMINGTD SALES CODE: 113460 P & A: 20640
CAUSAL CODES: 1203 1001 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1998/11/05

*** VEHICLE INVOLVED IN RECALL 96S48 AND 96S99 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-1800# FROM DIRECTORY ASSISTANCE

-TOOK CAR IN TO HAVE RECALL PERFORMED ON 11/3/98

-THEY MADE AN APPOINTMENT WITHOUT HAVING THE PARTS AVAILABLE

*

PER CUSTOMER, DEALER SAYS:

-DN 11/4 PER SERVICE ADVISOR, THE PARTS TO PERFORM THE SEAT BELT RECALL WILL NOT BE IN UNTIL DECEMBER

*

CUSTOMER SEEKS:

-LODGE COMPLAINT

*

CAC ADVISED:

-COMPLAINT HAS BEEN DOCUMENTED

-CONTINUE TO STAY IN TOUCH WITH DARRIN WATERS/SERVICE MGR. FOR MORE PARTS INFORMATION

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

453868 GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: A2 CONTACT NBR: 107751567 OPENED: 11/11/1996
VIN: 12VPT21U7L5 ENGINE: U CLOSED: 11/21/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] #1
CITY: FULESS STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 140000 WSD:
DEALER NAME: WESTWAY FORD SALES CODE: 152013 P & A: 02586
CAUSAL CODES: 1204 1209 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/12/1998
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:
1996/11/11

*** VEHICLE INVOLVED IN RECALL 94654 ***
*** VEHICLE INVOLVED IN RECALL 96548 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- RECEIVED RECALL NOTICE FOR SEATBELTS
- RIGHT SIDE SEAT BELT INOPERABLE
- TOOK CAR TO DEALER TO GET REPAIRED
- DEALER SAID PARTS NEEDED TO BE ORDERED AND THAT THEY WOULD CONTACT CUSTOMER WHEN THEY CAME IN
- DEALERSHIP CALLED STATING THAT PARTS WERE IN AND TO BRING IN THE VEHICLE FOR REPAIR
- WHEN THE CAR WAS TAKEN IN FOR REPAIR THE DEALER SAID THAT THEY DIDN'T HAVE THE PARTS

*

PER CUSTOMER, DEALER SAYS:

- PARTS NEEDED TO BE ORDERED TO PERFORM RECALL
- CALLED CUSTOMER WHEN PARTS CAME IN

*

CUSTOMER SEEKS:

- TO RECALL PERFORMED IN A TIMELY MANNER

*

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. MIKE MCCONNAUGHEY CUSTOMER RELATIONS MANAGER TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- ADVISED TO GET RECALL 94654 ALSO TAKEN CARE OF

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
452808 GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: A2 CONTACT NBR: 107751567 OPENED: 11/11/1996
VIN: 1ZVPT21U7L5 [REDACTED] ENGINE: U CLOSED: 11/21/1996
=====

1996/11/14

###THIS IS THE CLDSING COMMENT
SERVICE MANAGER APOLOGIZED FOR INCDNVIENCE, HOWEVER THE SEAT BELT TRACK
NEEDED FOR REPAIR IS CURRENTLY A BACK ORDER ITEM...WE ANTICIPATE GETTING
THE PART WITHIN THE NEXT WEEK...WILL CONTACT CUSTOMER WHEN PART ARRIVES AND
WILL ARRANGE TO HAVE IN INSTALLED IN 1 BUSINESS DAY...

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

9951KH GRP: XX07 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: U1 CONTACT NBR: 107761831 OPENED: 11/13/1996
VIN: 1ZVPT20C9L5 ENGINE: C CLOSED: 11/21/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: LINCOLN CITY STATE: OR ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 30000 WSD:
DEALER NAME: NEWPORT FORD LINCOLN SALES CODE: 174420 P & A: 02785
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 74 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/14/1996
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1998/11/13

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98S48, 96598 ***
*** NAVIS; ORIGINAL ***

CUSTOMER SAYS:

- BOTH FRONT SEATBELTS ARE IMPERATIVE
- HAS CONTACTED THE DEALER AND THEY CHECKED IT OUT
- WAS TOLD THAT THEY WOULD ORDER PARTS FOR THE REPAIR NEEDED

PER CUSTOMER, DEALER SAYS: NO NAME PROVIDED

- WILL ORDER PARTS FOR REPAIR
- DEALER IS BACKLOGGED FOR ORDERING PARTS, NOT SURE WHEN PARTS WILL BE AVAILABLE
- THEY SHOULD BE IN SOON

CUSTOMER SEEKS:

- REPAIR OF THE VEHICLE
- WANTS REPAIR TAKEN CARE OF BEFORE IT GETS ICEY

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. DALE WALKER (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1996/11/14

##THIS IS THE CLOSING COMMENT

PARTS HAVE BEEN ON ORDER SINCE 25OCT98, PERSON ON ORDER DESK WAS TOLD THESE BELTS WERE IMPERATIVE. FORD NEEDS TO RELEASE BELTS SO WE CAN FIX THIS VEHICLE. THIS CONCERN WILL BE RESOLVED AS SOON AS WE RECEIVE BELTS.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

9081EL GRP: XX08 CONCERN CONTACT VEH TYPE: CAR
SDR 10 2N/TR: 81 CONTACT NBR: 107762199 OPENED: 11/13/1996
VIN: 1ZVPT21U7L5 ENGINE: U CLOSED: 04/17/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] NI:
ADDRESS: [REDACTED]
CITY: ROYBURY STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 67000 WSD:
DEALER NAME: W S HINKLEY & SONS SALES CODE: 113632 P & A: 20648
CAUSAL CODES: 1209 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 04/09/1997
ACK. CODE: ASSIST CODE: F AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1996/11/13

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S99 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- [REDACTED] (MOTHER) CALLING FOR SON
- RECALL 98548 (FRONT DRIVER SIDE RESTRAINT SYSTEM) HAS BEEN PERFORMED
- FRONT PASSENGER SIDE RESTRAINT SYSTEM STILL NEEDS TO BE PERFORMED

PER CUSTOMER, DEALER SAYS:

- HAS NOT BEEN CONTACTED RECENTLY

CUSTOMER SEEKS:

- RECALL INFORMATION

CAC ADVISED:

RE: RECALL INFORMATION

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. WINFIELD HINKLEY (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- RECALL LETTER IS NOT NEEDED TO HAVE RECALL PERFORMED
- PARTS MAY NOT BE AVAILABLE UNTIL DECEMBER 15, 1996

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

9091EL GRP: XX08 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: B1 CONTACT NBR: 107762199 OPENED: 11/13/1996
VIN: 1ZVPT21U7L5 ENGINE: U CLOSED: 04/17/1997

1997/01/02

*** MILEAGE UNAVAILABLE ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- CUSTOMERS MOTHER IS CALLING
- RECALL WAS PERFORMED ON ONE SIDE OF THE VEHICLE
- PARTS FOR THE OTHER SIDE WERE DUE AT THE DEALER ON 12/15/96
- I CALLED DEALER AND THEY SAID THEY HAVE NOT RECEIVED THE PARTS YET
- THIS WAS 4 DAYS AGO
- MY SON GOES BACK TO SCHOOL IN 2 WEEKS AND THE REPAIR MUST BE MADE BEFORE HE RETURNS

PER CUSTOMER, DEALER SAYS:

- WE HAVE NOT RECEIVED PARTS AND WE DID PUT A RUSH ORDER ON THE PARTS

CUSTOMER SEEKS:

- PARTS FOR THE RECALL

CAC ADVISED:

- WE DO NOT HAVE PARTS INFORMATION
- * CONTACTED DEALER IN REGARDS TO PART AND SPKRE WITH ED HINKLEY
- END OF DECEMBER OR JANUARY BEFORE WE GET THE PARTS

1997/01/13

CSM COMMENTS:

- PER ED HINKLEY, SALES MANAGER, THE PARTS ARE STILL ON BACK-ORDER; WILL CONTINUE TO FOLLOW-UP IN OBTAINING THE PARTS

1997/04/10

***THIS IS THE CLOSING COMMENT

** CSM (MRDGGWS1) COMMENTS **

- CONTACTED ED HINKLEY 4/9/97
- RECALL PART #F722-61610044-B IS CURRENTLY IN PARTS DEPOT INVENTORY
- DEALER SHOULD SUBMIT A ORDER FOR THE PART
- CONTACT CSM FOR ADDITIONAL ASSISTANCE, IF NECESSARY

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
4526JC GRP: C1 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: 01 CONTACT NBR: 107762695 OPENED: 11/13/1998
VIN: 1ZVPT20C8L5 ENGINE: C CLOSED: 12/11/1998
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: ALLEN TOWN STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 78000 WSD:
DEALER NAME: GILBOY FORD/MERCURY SALES CODE: 116215 P & A: 01483
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 16 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/14/1998
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1996/11/13

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98599 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
*** NAVIS; SUBSEQUENT ***

CUSTOMER SAYS:

- 11/12/98 TOOK VEHICLE TO DEALERSHIP AT 8AM THIS MORNING
- THE SEATBELT ON DRIVERSIDE IS NOT WORKING

PER CUSTOMER, DEALER SAYS:

- PER SERVICE DEPARTMENT WE WILL HAVE TO ORDER THE PARTS AND THEN REPAIRS
WILL BE DONE ON VEHICLE
- IT WOULD BE A COUPLE OF DAYS TO GET PARTS IN

CUSTOMER SEEKS:

- WHY SHOULD WE DRIVE AROUND WITHOUT A DRIVERSIDE SEATBELT THAT IS AGAINST THE
LAW
- TO HAVE THIS SEATBELT FIXED RIGHT AWAY

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST CUSTOMER RELATIONS MANAGER ROBERT GILSON TO CONTACT THE CUSTOMER
WITHIN 2 BUSINESS DAYS

1996/11/14

CUSTOMER ADMITS THAT HE WAS USING AUTO FOR SEVERAL MONTHS WITH SEAT BELT INOP.
NOW THAT FORD IS PAYING IT IS A SAFETY CONCERN. WILL INSTALL PARTS WHEN AVAILAB
LE. NO VENDOR STOCK AT THIS TIME.

1996/12/04

##THIS IS THE CLOSING COMMENT
PARTS RECEIVED AND RECALL PERFORMED.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

9853MM GRP: XX07 CONCERN CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: A1 CONTACT NBR: 107767266 OPENED: 11/14/1996
VIN: 1ZVPT20C0L5 ENGINE: C CLOSED: 12/04/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WATERTOWN STATE: MA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 86000 WSD:
DEALER NAME: STONEHAM MOTOR CO I SALES CODE: 111050 P & A: 09054
CAUSAL CODES: 1202 SYMPTOM5: 104100
ORIGIN: 00 TRANS. DST/RGN: 11 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/26/1996
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1996/11/14

*** VEHICLE INVOLVED IN RECALL 98599 ***
*** VEHICLE INVOLVED IN RECALL 98548 ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- RECEIVED RECALL FOR SAFETY RESTRAINTS
- DROPPED THE VEHICLE OF THIS MORNING
- GOT IT BACK SEAT BELTS ARE STILL NOT WORKING
- VEHICLE IS STILL HAVING PROBLEM
- LETTER INDICATED TO RETURN AFTER DEC. 15, 1996 FOR NEW PARTS

PER CUSTOMER, DEALER SAYS:

- PERFORMED RECALL
- HAVE TO RETURN AFTER DEC. 15, 1996

CUSTOMER SEEKS:

- IS THIS DIAGNOSIS CORRECT

CAC ADVISED:

- VEHICLE IS INVOLVED IN THIS RECALL
- DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE.
- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP

AAA

1998/11/27

###THIS IS THE CLOSING COMMENT

PARTS NOT AVAILBLE UNTIL AFTER DEC. 15TH. CUSTOMER CAN SCHEDULE AFTER THAT DATE
. R. MELKONIAN

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
3391KF GRP: XX12 CONCERN CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: 03 CONTACT NBR: 107767269 OPENED: 11/14/1996
VIN: 1ZVPT20C7L ENGINE: C CLOSED: 11/22/1996
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] I: [REDACTED]
ADDRESS: [REDACTED]
CITY: ENZO STATE: [REDACTED] IP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 75000 VSD:
DEALER NAME: STEVENS FORD SALES CODE: 152675 P & A: 06864
CAUSAL CODES: 10RA SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/15/1996
ACK. CODE: ASSIST CODE: D AWARD AMT: O SURVEY: Y (Y DR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1998/11/14

*** 11 DAYS OUT OF SERVICE ***
*** VEHICLE INVOLVED IN RECALL 96548, 96599 ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-THEY RECEIVED A RECALL NOTICE ON THE SAFETY HARNESS ON THE VEHICLE
-VEHICLE WAS BROUGHT TO THE DEALERSHIP WITH AN APPOINTMENT, BUT THE DEALERSHIP
DID NOT HAVE THE PART AVAILABLE
-DEALERSHIP WILL NOT GIVE THE CAR BACK, HOWEVER THEY DID OFFER A RENTAL BUT
THE CUSTOMER HAD TO PAY THE INSURANCE ON IT
-CUSTOMER ENDED UP GIVING BACK THE RENTAL BECAUSE OF THE COST OF THE INSURANCE
-OVERTIME IT ADDS UP
- CUSTOMER IS A NURSING STUDENT AND NEEDS A VEHICLE

PER CUSTOMER, DEALER SAYS:

-THEY DO NOT HAVE THE PARTS AND WILL NOT RELEASE THE VEHICLE BECAUSE IT IS
UNSAFE

CUSTOMER SEEKS:

-PARTS NEEDED TO HAVE THE RECALL PERFORMED AND TO GET THE VEHICLE BACK
-CUSTOMER UNDERSTANDS DEALERSHIP IS HAVING TROUBLE OBTAINING PARTS, WOULD
THERE BE ANY WAY THAT THEY WOULD BE WILLING TO PAY THE INSURANCE ON THE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3391KF GRP: XX12 CONCERN CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: 03 CONTACT NBR: 107787268 OPENED: 11/14/1996
VIN: 1ZVPT20C7L5 ENGINE: C CLOSED: 11/22/1996

1996/11/14

RENTAL?

*

CAC ADVISED:

** REGARDING DEALERSHIP PAYING FOR THE RENTAL INSURANCE:

- DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED
- CONTACT JAMES F DOSS, CUSTOMER RELATIONS MANAGER FOR FURTHER EXPLANATION.

** REGARDING THE CONCERN:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.

-REQUEST MR. JAMES F. DOSS, CUST. REL MGR, CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

MECHANICIZER HAS STATED THESE TWO PARTS WILL BE TO DEALER BY 11/22/96

F022-818100-45A AND F022-616100-44A

1996/11/15

###THIS IS THE CLOSING COMMENT

I CALLED [REDACTED] AND EXPLAINED THAT DUE TO THE RECALL FORD MOTOR CD IS WILLING TO PAY FOR THE RENTAL BUT DOES NOT SUPPLY RENTAL COVERAGE. THE CUSTOMER IS SHORT A VEHICLE BUT ACCORDING TO CAC THE PARTS SHOULD ARRIVE BY 11-22-96
CUSTOMER OK AT THIS TIME. DON NOLAN SERV MGR..

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

0604MR GRP: XX16 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: A1 CONTACT NBR: 107767718 OPENED: 11/14/1996
VIN: 1ZVPT20C8LE ENGINE: C CLOSED: 11/22/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: EDGEWOOD STATE: KY ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 80 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: AIRPORT FORD SALES CODE: 147011 P & A: 01992
CAUSAL CODES: 1209 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 47 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/15/1998
ACK. CODE: ASSIST CODE: W AWARD AMT: Q SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFD: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1988/11/14

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548, 96599 ***

*** NAVIS: ORIGINAL ***

*** MILEAGE UNAVAILABLE ***

CUSTOMER SAYS:

- THE SEAT BELT IS BROKEN AND SHE IS AFRAID THAT THEY WILL GET A TICKET FOR THIS

- THE DEALER SAID THE PART IS NOT AVAILABLE UNTIL DECEMBER 15TH

PER CUSTOMER, DEALER SAYS:

- PART IS NOT AVAILABLE UNTIL DECEMBER 15TH

CUSTOMER SEEKS:

- TO HAVE A TEMPORARY FIX ON THE SEAT BELT TRACT

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- REQUEST MR. THOMAS BRINKER (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1996/11/15

###THIS IS THE CLDSING COMMENT

CONTACTED MRS. MANNING THIS DATE ADVISED HER THAT AS SOON AS PARTS ARE AVABLE. S HE ADVISED ME THAT SHE WILLNOT BE USING THE VEC DO TO ILLNESS AND I CAN CALL W HEN PARTS ARRIVE.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

7481RL GRP: KX13 CONCERN CONTACT VEH TYPE: CAR
SAN FRAN 72 2N/TR: B1 CONTACT NBR: 107780520 OPENED: 11/18/1998
VIN: 1ZVPT20C8L5 ENGINE: C CLOSED: 12/11/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] NI: [REDACTED]
ADDRESS: [REDACTED]
CITY: LDS ALTOS STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 75000 WSO:
DEALER NAME: SUNNYVALEFORD SALES CODE: 172033 P & A: 07834
CAUSAL CODES: 1103 1204 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 72 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/20/1998
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1998/11/18

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 AND 49 ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- RECEIVED LETTER FOR RECALL ON SEATBELTS ON THE VEHICLE
- CUSTOMER SET UP AN APPOINTMENT
- DEALERSHIP WANTED TO KEEP THE VEHICLE THERE UNTIL THE PARTS GOT IN
- CUSTOMER ASKED FOR THE PARTS TO BE ORDERED AND THEN HAVE THE REPAIR DONE
- DEALERSHIP HAS NOT CALLED BACK--2 WEEKS AGO (11-5-98)

PER CUSTOMER, DEALER SAYS:

- HAS NOT CALLED BACK

CUSTOMER SEEKS:

- REPAIR OF THE VEHICLE UNDER THE WARRANTY

CAC ADVISED:

RE: RECALL

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. GEORGE BERILE (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1998/11/20

##THIS IS THE CLOSING COMMENT

PARTS ARRIVED 11-20-98 NOTIFIED CUSTOMER ON 11-20-98 TO MAKE AN APPOINTMENT TO PERFORM RECALLS .

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7481RL GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: B1 CONTACT NBR: 107780520 OPENED: 11/18/1996
VIN: 1ZVPT20C6L5 ENGINE: C CLOSED: 12/11/1996

1996/11/21

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- DEALERSHIP CALLED ME YESTERDAY AND TOLD ME TO MAKE AN APPOINTMENT
- THE DRIVER SEAT BELT IS STUCK IN THE MIDDLE
- THE PASSENGER SIDE MOTOR HAS BEEN DISCONNECTED

*

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

*

CUSTOMER SEEKS:

- TO GET VEHICLE REPAIRED

*

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. GEORGE BERILE (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

CUSTOMER RECONTACTED THE CAC AND INDICATES THERE IS NO RESOLUTION
PLEASE DO NOT CLOSE CONCERN CONTACTS UNTIL THE SITUATION HAS BEEN RESOLVED
PLEASE PROVIDE THE FOLLOWING IN THE CLOSING COMMENTS

- TYPE OF REPAIR
- WHAT WAS THE FINAL RESOLUTION OF THE CONCERN?

THANK YOU

1996/12/04

###THIS IS THE CLOSING COMMENT

CAR IN SHOP 12-4-1998 TO HAVE RECALLS 96548 AND 96599 PERFORMED.

09/11/88 MASTER OWNER RELATIONS SYSTEM II 14.21.02

4953DM GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: A4 CONTACT NBR: 107793234 OPENED: 11/20/1988
VTM: 1ZVPT20C1L5 ENGINE: C CLOSED: 01/06/1987

LAST NAME: [REDACTED] STATUS: CANCELLED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: [REDACTED] STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 80 MODEL: PROBE
MILEAGE: 70000 WSD:
DEALER NAME: LAUREL FORD SALES CODE: 144610 P & A: 07881
CAUSAL CODES: 1203 3001 SYMPTOMS: 104100
ORIGIN: GO TRANS. OST/RGN: 44 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/02/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1996/11/20

*** VEHICLE INVOLVED IN RECALL 98548 AND 98588 ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- SEAT BELT ON THE VEHICLE WOULD NOT RETRACT
- THE MOTOR ON THE SEAT BELT IS NOT WORK AT ALL
- SEAT BELT LIGHT IS ON

PER CUSTOMER, DEALER SAYS:

- DEALER TOLD THE CUSTOMER THAT THE PART WOULD NOT BE AVAILABLE UNTIL 12-15-96

CUSTOMER SEEKS:

- WANTS TO KNOW HOW TO GET THE PART SOONER FRO REPAIRS
- CUSTOMER IS AFRAID TO DRIVE THE VEHICLE

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. MIKE COTHEN CUST REL MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1998/12/02

CUSTOMER SAYS:

- CALLING BACK TO SEE WHY THE DEALERSHIP DID NOT CALL HER BACK
- HAS AN APPOINTMENT ON 12/17 TO FIX THE VEHICLE

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- TO GET THE WORK DONE AS SOON AS POSSIBLE

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02
=====

49530M GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: AA CONTACT NBR: 107783234 OPENED: 11/20/1996
VIN: 1ZVPT20C1L [REDACTED] ENGINE: C CLOSED: 01/06/1997
=====

1996/12/02
CAC ADVISED:
- CONTINUE TO WORK WITH THE DEALERSHIP TO ADDRESS THE CONCERN

1997/01/02
##THIS IS THE CLOSING COMMENT
CLOSED DUE TO NEW CONTACT OPENED SEE CONTACT 107933791

1997/01/06
THIS CONTACT HAS BEEN CANCELLED
DUPLICATE CONTACT

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

9850BP	GRP: XX13	CONCERN CONTACT	VEH TYPE: CAR
CINCINNATI	47	ZN/TR: E1	CONTACT NBR: 107817129
VIN: 1ZVPT20C1L5		ENGINE: C	OPENED: 11/27/1998
			CLOSED: 12/06/1998

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	WHITESBURG	STATE:	KY	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	73000	WSD:			
DEALER NAME:	MOUNTAIN FORD INC	SALES CODE:	147485	P & A:	02009
CAUSAL CODES:	1203 1001	SYMPTOMS:	104100		
ORIGIN:	80	TRANS. DST/RGN:	47	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	11/27/1996
ACK. CODE:		ASSIST CODE: W	AWARD AMT:	0 SURVEY:	Y (Y OR N)

BUILD DATE:		CALIBRATION:	
ESP INFO:		EXPIRES:	
OPEN RECALL:		OWNER NOTIFIED:	MICRO:

COMMENTS:

1996/11/27

- *** VEHICLE INVOLVED IN RECALL 98549 ***
- *** VEHICLE INVOLVED IN RECALL 98548 ***
- *** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- HAS A 1991 PROBE AND IS INVOLVED IN A RECALL

PER CUSTOMER, DEALER SAYS:

- DEALERSHIP WON'T HAVE THE PART UNTIL FEBRUARY

CUSTOMER SEEKS:

- WANTS IT REPAIRED SOONER

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. ALEX COMBS (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1998/11/29

###THIS IS THE CLOSING COMMENT

CUSTOMER HAD CONTACTED OTHER DEALERS AND RECEIVED INFO ABOUT RECALL. MT FORD SET APPOINTMENT FOR DEC 23RD AT CUSTOMERS REQUEST TO MAKE REPAIRS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

9850BP	GRP: XX13	CONCERN CONTACT	VEH TYPE: CAR
CINCINNATI	47	ZN/TR: F1	CONTACT NBR: 107817129
VIN: 1ZVPT20C1L5		ENGINE: C	OPENED: 11/27/1996
			CLOSED: 12/06/1996

=====

1997/08/25

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-I CALLED THE DEALER 3 WEEKS AGO ABOUT MY SEAT BELTS
-AND THE ORDER FOR THE PART WAS PLACED MONTHS AGO WHEN WILL MY SEATBELT PART
BE READY?

*

PER CUSTOMER, DEALER SAYS:

-3 WEEKS AGO (IT'S STILL ON BACK ORDER)

*

CUSTOMER SEEKS:

-NEW SEATBELT

*

CAC ADVISED:

-PER NATHAN IN THE SERVICE DEPARTMENT THE PART CAME IN OVER THE WEEKEND AND
IF MS. BANKS COMES IN TOMORROW WE CAN PUT THAT IN

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

9853MM GRP: XX07 INFORMATION CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: C1 CONTACT NBR: 107848198 OPENED: 12/05/1996
VIN: 1ZVPT21U9LE ENGINE: U CLDSED: 12/05/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ELYRIA STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 62000 WSD:
DEALER NAME: JOHN M LANCE FORD I SALES CODE: 144121 P & A: 02284
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
DPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1996/12/05

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- RECEIVED A RECALL LETTER ON THE SAFETY BELTS
- THE DRIVER SEAT BELT IS BROKEN, AND THE PASSENGER SEAT BELT CATCHES
- CUSTOMER UNHAPPY THEY HAVE TO MAKE DIFFERENT TRIPS TO DEALER FOR EACH SEAT BELT

*
PER CUSTOMER, DEALER SAYS:

- HAS ORDERED PART FOR THE BROKEN SEAT BELT
- CAN ONLY PART FOR THE BROKEN PART
- WHEN RECALL PART COMES IN WILL RECONTACT CUSTOMER

*
CUSTOMER SEEKS:

- TO HAVE ALL REPAIRS MADE AT ONE TIME

*
CAC ADVISED:

- DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE.
- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

20010M GRP: C1 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: A2 CONTACT NBR: 107876548 OPENED: 12/12/1996
VIN: 1ZVPT22L8L5 ENGINE: L CLOSED: 01/15/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: CHICAGO STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 64000 WSD:
DEALER NAME: CURRIE MOTORS LINC- SALES CODE: 342981 P & A: 10537
CAUSAL CODES: 1208 1103 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 42 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/08/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1996/12/12

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548AND 96599 ***

CUSTOMER SAYS:

-HE STILL HAS NOT HAD THE SEAT BELTS REPLACED
-CONTINUES TO GET TICKETED BY POLICE

* PER CUSTOMER, DEALER SAYS: MARY IN SERVICE

-THEY WILL ORDER THE PART, WILL PROVIDE A RENTAL

* CUSTOMER SEEKS:

-VEHICLE REPAIRED

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS- CUSTOMER'S VEHICLE IS INVOLVED IN RECALL 96548 & 96599

1996/12/27

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548AND 96599 ***

CUSTOMER SAYS:

-HE STILL HAS NOT HAD THE SEAT BELTS REPLACED
-CONTINUES TO GET TICKETED BY POLICE

* PER CUSTOMER, DEALER SAYS:

-PARTS FOR SEATBELT SHOULD BE IN BY 12/15/96

* CUSTOMER SEEKS:

09/11/98 MASTER OWNER RELATIONS SYSTEM I1 14.21.02

=====

2001DM	GRP: CI	CONCERN CONTACT	VEH TYPE: CAR
CHICAGO	41	ZN/TR: A2	CONTACT NBR: 107876548
VIN:	1ZVPT22L6L5	ENGINE: L	OPENED: 12/12/1986
			CLOSED: 01/15/1997

=====

1996/12/27
-RESOLUTION TO CONCERN
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. CARL PALERMO (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS- CUSTOMER'S VEHICLE IS INVOLVED IN RECALL 96548 & 98S99
1997/01/08
###THIS IS THE CLOSING COMMENT
THE DEALERSHIP SUCCESSFULLY REPLACED THE SEAT BELTS ON THE VEHICLE.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
4538GB GRP: XK04 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: E1 CONTACT NBR: 107882174 OPENED: 12/13/1996
VIN: 1ZVPT21U2L5 ENGINE: U CLOSED: 12/30/1996
=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HARRISBURG STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: HOFFMAN FORD SALES SALES CODE: 116225 P & A: 01331
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 1B TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/23/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:
1996/12/13

*** MILEAGE UNAVAILABLE ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96598 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- RECEIVED LETTER FOR SEAT BELTS IN OCTOBER
- WAS PULLED OVER AND GOT A TICKET FOR NOT WEARING SEAT BELT
- SEATBELTS ARE CURRENTLY LOCKED UP

PER CUSTOMER, DEALER SAYS:

- DON'T HAVE THE PARTS- WILL HAVE TO CALL BACK IN DECEMBER

CUSTOMER SEEKS:

- TO HAVE SEATBELT RECALL PERFORMED

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. NORM ZOUNAS (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS-

1996/12/17

CUSTOMER WAS TOLD THAT WHEN PARTS BECOME AVAILABLE WE WILL RESERVE THEM FOR HIM. WE WILL CALL HIM AS SOON AS WE RECEIVE THE PARTS. CUSTOMER WAS TALKED TO ON THREE OCCASSIONS. ONCE WHEN HE CALLED IN TO INQUIRE ABOUT HIS RECALL, ONE PRIOR TO HIS CALL TO THE CAC AND ONCE WHEN I CALLED HIM AFTER THE CAC OPENED UP AN OPEN CONTACT. IT WAS NICE THAT THE CAC OPENED UP THIS CONTACT BECAUSE OF AN OPEN RECALL ON THE CUSTOMERS VEHICLE, IT WAS REALLY HELPFUL TO ME AND ACCORDING TO THE CUSTOMER IT REALLY HELPED HIM RESOLVE HIS PROBLEM.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
4538GB GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: E1 CONTACT NBR: 107882174 OPENED: 12/13/1996
VIN: 1ZVPT21U2L5 ENGINE: U CLOSED: 12/30/1996
=====

1996/12/19

CUSTOMER WAS CALLED AND TOLD THE PART FOR THE DRIVERS SIDE WAS IN STOCK, HE REQUESTED AN APPOINTMENT FOR MDN 23 DEC TO HAVE THE RECALL DONE ON THE DRIVERS SIDE.

1998/12/23

##THIS IS THE CLOSING COMMENT

CUSTOMER WAS CONTACTED TO HAVE PART INSTALLED FOR HIS RECALL. THE CUSTOMER CALLED AND CANCELLED HIS APPOINTMENT. CUSTOMER INSISTS THAT IT IS OUR FAULT THAT HE RECEIVED TWO TICKETS FOR NOT WEARING HIS SEAT BELTS. PARTS, ACCORDING TO THE FMC RECALL WERE NOT AVAILABLE UNTIL AFTER 12/215/1998. A CALL TO THE TOLL FREE NUMBER INDICATED THAT THE PARTS WERE ON BACK ORDER. CUSTOMER TOLD OUR SERVICE ADVISOR THAT WE DID NOT TRY TO GET HIS PARTS. CUSTOMER INDICATED THAT BECAUSE THIS IS A WARRANTY REPAIR WE DO NOT WANT TO DO THE JOB.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

1158EK GRP: XX09 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: 51 CONTACT NBR: 108018658 OPENED: 01/24/1997
VIN: 1ZVPT21U2L5 ENGINE: U CLOSED: 02/05/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HARRISBURG STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 60000 WSD:
DEALER NAME: HOFFMAN FORD SALES SALES CODE: 116225 P & A: 01331
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GC TRANS. DST/RGN: 16 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/29/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y DR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:
1997/01/24
*** NAVIS: SUBSEQUENT ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S99 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S4B ***
CUSTOMER SAYS:
- 800 # FROM NOT KNOWN
- HAS A LETTER FOR A RECALL
- THE DEALERSHIP DOESN'T HAVE ANYTHING DOWN FROM BEFORE ON THE RECORDS
- HAS AN APPOINTMENT FOR NEXT WEDS. MORNING
- THE DEALERSHIP HAS LOST ALL THE RECORDS FROM THE PREVIOUS CONTACT
*
PER CUSTOMER, DEALER SAYS:
- THE PARTS HAVE TO BE ORDERED
*
CUSTOMER SEEKS:
- WANTS THE RECALL PERFORMED
*
CAC ADVISED:
REGARDING THE RECALL
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. NORM ZOUMAS (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS

08/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

1158EK GRP: XX09 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 18 ZN/TR: F1 CONTACT NBR: 108018658 OPENED: 01/24/1997
VIN: 1ZVPT21U2L5 ENGINE: U CLOSED: 02/05/1997

1987/01/27

THIS CUSTOMER HAS ALREADY BEEN CONTACTED. LAST CONTACT WAS 1/24/1996. THIS C

THIS CUSTOMER HAD AN APPOINTMENT AND DIDN'T SHOW THIS WAS PREVIOUSLY RECO
RDED IN MORS II. THIS PERSON IS UNREASONABLE, ARRDGANT, AND KEEPS TRYING TO
BLAME US FOR BEING STOPPED BY THE POLICE FOR NOT WEARING HIS SEAT BELT, THIS
PERSON HAS NEVER BEEN HERE BEFORE DID NOT BUY HIS VEHICLE HERE AND IT IS CLEAR
LY APPARENT WE CAN NOT EITHER WORK WITH HIM OR SATISFY HIM IN ANY WAY. HE DRI
GINALLY ACCUSED OF NOT TRYING TO GET HIS PART BECAUSE IT WAS WARRANTY AND H
E SAID WE DO NOT LIKE TO DO WARRANTY BECAUSE WE GET PAID LESS FROM FORD AND WE
HAVE TO WAIT FOR OUR MONEY. I TOLD HIM THIS IS NOT TRUE. I TOLD HIM THERE IS N
O WAY WE CAN SATISFY HIM AND THAT HE SHOULD TAKE IT TO ANOTHER LOCAL DEALER.

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 86588 ***

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98548 ***

*** NAVIS; SUBSEQUENT ***

CUSTOMER SAYS:

- I NEVER RECEIVED AN APPOINTMENT FROM HOFFMAN FORD
- I HAVE NEVER BEEN HOSTILE WITH THIS MAN
- I HAVE RECEIVED TWO WARNING TICKETS FROM THE POLICE
- I HAVE RECEIVED ONE TICKET FROM THE POLICE
- THE DISTRICT JUDGE TOLD ME "I HAVE THE OBLIGATION TO GET THE CAR REPAIRED"
- RECEIVED A CALL FROM HOFFMAN FORD TODAY
- SOMEONE SHOULD CALL ME AND GIVE ME SOME KIND OF REASSURANCE THAT THIS
SITUATION WILL BE RESOLVED
- THE DISTRICT REPRESENTATIVE CAN CALL ME TO DISCUSS MY CONCERNS
[REDACTED] IS HIS HOME TELEPHONE NUMBER BEFORE 8:35 AM 1/28/97

PER CUSTOMER, DEALER SAYS:

- WHY DON'T YOU TAKE YOUR CAR SOMEWHERE ELSE
- WE WILL HAVE A DISTRICT REPRESENTATIVE COMING IN TOMORROW
- WE DON'T KNOW WHO IT IS OR WHERE THEY ARE COMING FROM

CUSTOMER SEEKS:

- INFORM FORD OF THE CURRENT STATUS OF THE RECALL CONCERN

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. NORM ZOUMAS (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS

- OBC TO MR. NORM ZOUMAS

- CUSTOMER HAS NEVER BEEN TO THE DEALERSHIP TO HAVE SERVICE
- NORM EXPLAINED THE SITUATION WITH THIS CUSTOMER AND INDICATED THAT THEY ARE
DOING EVERYTHING THEY CAN TO AID IN DEALING WITH THIS SITUATION.
- CAC SUPPORTS DEALERSHIP DATA.

A CALL WAS MADE TO MR RON DEBNAM OUR FORD CSM TO TRY AND CONTACT THE CUSTOMER
FOR ASSISTANCE. CUSTOMER SAID HE IS TOO BUSY TO MEET WITH HIM PERSONALLY.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1158EK	GRP: XX09	CONCERN CONTACT	VEH TYPE: CAR
PHILADELPHIA 18	ZN/TR: E1	CONTACT NBR: 108018658	OPENED: 01/24/1997
VIN: 1ZVPT21U2L5		ENGINE: U	CLOSED: 02/05/1997

=====

1997/01/29

OUR FORD CSM CALLED [REDACTED] ON 1/28/97 AND TALKED TO HIM ABOUT HIS CONCERN. [REDACTED] ASKED FOR AN APPOINTMENT FOR 0900 1/29/97. WE WILL DIAGNOSE HIS CONCERNS AT THAT TIME AND HE WAS TOLD WE WOULD ORDER WHAT WAS NECESSARY IN ORDER TO SATISFY THE RECALL ON HIS 90 PROBE.

###THIS IS THE CLOSING COMMENT

[REDACTED] CAME IN FOR HIS APPOINTMENT TO HAVE THE VEHICLE DIAGNOSED IN ACCORDANCE WITH THE RECALL INSTRUCTIONS PROVIDED BY FORD. WE IDENTIFIED THE PARTS NEEDED. AFTER CALLING THE 800 NUMBER WE WERE INFORMED THAT THE PARTS WILL PROBABLY TAKE 8 WEEKS BEFORE THE PARTS WILL BE RECEIVED. OUR FORD CSM WENT OVER THE PARTS ORDERING PROCEDURE WITH THE CUSTOMER. ALSO THE PA LAW CONCERNING PROPER WEAR OF SEAT BELTS WAS DISCUSSED WITH THE CUSTOMER. IN RECAP THE DRIVER WOULD HAVE TO BE CITED FOR A PRIMARY OFFENSE PRIOR TO ANY CITATIONS BEING WRITTEN.

1997/02/05

###THIS IS THE CLOSING COMMENT

OK

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

3791GM GRP: XX12 INFORMATION CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: N3 CONTACT NBR: 107884795 OPENED: 12/16/1996
VIN: 12VPT22L3L5 ENGINE: L CLOSED: 12/16/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CHARITDN STATE: IA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: ALBIA MOTOR COMPANY SALES CODE: 153667 P & A: 03456
CAUSAL CODES: 1012 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1996/12/16

*** NAVIS: ORIGINAL ***

*** MILEAGE UNAVAILABLE ***

CUSTOMER SAYS: MRS KEMPER (CALLING ON BEHALF OF CUSTOMER)

- THE VEHICLE HAS BEEN AT THE DEALERSHIP FOR 4 WEEKS
- WANTS TO MAKE A COMPLAINT, BECAUSE THIS IS TOO LONG OF A WAIT
- THEY WILL NOT GIVE HER A LOANER VEHICLE
- CUSTOMER IS VERY UPSET BECAUSE OF THE WAIT AT THIS POINT

*
PER CUSTOMER, DEALER SAYS: NO NAME (SERVICE)

- THEY ARE STILL WAITING ON PARTS FOR THE RECALL

*

CUSTOMER SEEKS:

- WANTS TO SPEAK TO A DISTRICT MANAGER

*

CAC ADVISED:

- MR. MIKE SCIESZINSKI (SERV. MGR.) IS IN THE BEST POSITION TO ASSIST YOU.
- SVC MGR MAY CONSULT FORD CSM IF REQUIRED.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

6201MM GRP: XX10 INFORMATION CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: D1 CONTACT NBR: 107885958 OPENED: 12/16/1996
VIN: 1ZVPT21U9L [REDACTED] ENGINE: U CLOSED: 12/16/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PHOENIX STATE: AZ ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: BELL FORD SALES CODE: 171177 P & A: 20380
CAUSAL CODES: 1203 1012 3103 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1998/12/16

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- THE SEAT BELTS IN HER VEHICLE IS INOPERATIVE
- WAS TOLD BY THE DEALERSHIP THE PARTS FOR THE RECALL IS ON BACK ORDER
- WOULD LIKE TO KNOW WHEN THE PARTS FOR THE RECALL WILL BE AVAILABLE

PER CUSTOMER, DEALER SAYS:

- THE PARTS ARE ON BACK ORDER

CUSTOMER SEEKS:

- INFORMATION OF THE PARTS

CAC ADVISED:

*** OBC TO THE DEALERSHIP, BRENT WASON, SERVICE ADVISOR ***

- THE PARTS FOR THE RECALL IN ON BACKORDER
- THE PARTS FOR THE TEMPORARY FIX IS NO LONGER AVAILABLE
- WILL CONTACT THE CUSTOMER WHEN THE PARTS FOR THE RECALL BECOMES AVAILABLE

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3293EW GRP: XX10 CONCERN CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: A1 CONTACT NBR: 107886366 OPENED: 12/16/1996
VIN: 1ZVPT21U7L5 ENGINE: U CLOSED: 12/24/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: DUBLIN STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 80000 WSO:
DEALER NAME: SHAMROCK FORD INC SALES CODE: 172433 P & A: 07900
CAUSAL CODES: 1203 SYMPTOMS: 104100 403800
ORIGIN: GD TRANS. DST/RGN: 72 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/17/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: 1 SURVEY: N (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1996/12/16
*** NAVIS: SUBSEQUENT ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548, 94E54, AND 96S99 CUSTOMER SAYS:
- IS THE CAR INVOLVED IN ANY RECALLS?
- THE SEAT BELTS ARE NOT WORKING AT THIS TIME?
*
PER CUSTOMER, DEALER SAYS:
- WILL NOT HAVE THE PARTS UNTIL JANUARY
*
CUSTOMER SEEKS:
- TO HAVE THIS RECALL DONE ASAP
*
CAC ADVISED:
RE: RECALLS
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. MIKE WELDON (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1996/12/17
###THIS IS THE CLOSING COMMENT
WE WILL STAY IN CONTACT WITH CUSTOMER TO GET VEHICLE REPAIRS DONE AS THE PARTS BECOME AVAILABLE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 B230TH GRP: XX08 CONCERN CONTACT VEH TYPE: CAR
 TWIN CITIES 58 ZN/TR: E1 CONTACT NBR: 107893109 OPENED: 12/17/1998
 VIN: 1ZVPT20C5L5 ENGINE: C CLOSED: 12/25/1996

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: EAST GRAND FORKS STATE: MN ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 68000 WSD:
 DEALER NAME: HANSEN FORD SALES I SALES CODE: 158582 P & A: 04078
 CAUSAL CODES: 3001 SYMPTOMS: 104100
 ORIGIN: GD TRANS. DST/RGN: 58 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 12/18/1996
 ACK. CODE: ASSIST CODE: D AWARD ANT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
 ESP INFD: EXPIRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1996/12/17

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 & 96598 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-#800 OBTAINED FROM DAVE DANIELSON (SERV MGR)

-WOULD LIKE TO HAVE A DEALER FIX THE SEAT BELTS, BEFORE SOME LEAVES FOR COLLEGE (JAN 1)

*

PER CUSTOMER, DEALER SAYS:

-PER DAVE DANIELSON (SERV MGR): THEY CANNOT DO ANYTHING UNTIL JAN 15TH BECAUSE THERE ARE NO PARTS

*

CUSTOMER SEEKS:

-RESOLUTION TO CONTACT

*

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR DAVE DANIELSON (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1996/12/18

##THIS IS THE CLOSING COMMENT

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

=====

1791CR	GRP: XX04	CONCERN CONTACT	VEH TYPE: CAR
DALLAS	52	ZN/TR: 07	CONTACT NBR: 107893302
VIN: 12VPT20C7L5		ENGINE: C	OPENED: 12/17/1996
			CLOSED: 12/29/1996

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:		APT J			
CITY:	TULSA	STATE:	OK	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	81000	WSD:			
DEALER NAME:	TURNPIKE FORD INC	SALES CODE:	152307	P & A:	06873
CAUSAL CODES:	1012 0407 10RA	SYMPTOMS:	104100		
ORIGIN:	GD	TRANS. DST/RGN:	52	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	12/18/1996
ACK. CODE:		ASSIST CODE: W	AWARD AMT:	O SURVEY:	Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:
1996/12/17
*** 19 DAYS OUT OF SERVICE ***
*** VEHICLE INVOLVED IN RECALL 96548 ***
*** VEHICLE INVOLVED IN RECALL 96599 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-BOON FROM NHSTA
- VEHICLE IS AT THE DEALERSHIP FOR 3 WEEKS
*
PER CUSTOMER, DEALER SAYS:
- CANNOT RELEASE THE VEHICLE WITHOUT THE VEHICLE FIXED
- THE PART IS STILL NOT AT THE DEALERSHIP
- IS PAYING FOR THE MAIN PART OF THE RENTAL VEHICLE
*
CUSTOMER SEEKS:
- GET THE VEHICLE REPAIRED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
-REQUEST MR.CHUCK CACKLER (CUST. REL MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1996/12/18
###THIS IS THE CLOSING COMMENT
CALLED CUSTOMER INFORMED HER THAT WE CAN INSTALL DRIVERS SIDE PARTS SO THAT SHE CAN DRIVE HER VEHICLE . PASSENGER SIDE NOT AVAILABLE YET WILL CALL WHEN THEY ARRIVE

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

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=====
1838PC  GRP: XX14  INFORMATION CONTACT  VEH TYPE: CAR
DETROIT  48  ZN/TR: 41  CONTACT NBR: 107909072  DPENED: 12/19/1996
VIN: 1ZVPT21UJL5  ENGINE: U  CLOSED: 12/19/1996
=====

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=====
LAST NAME: [REDACTED]  STATUS: CLOSED
TITLE: [REDACTED]  FIRST NAME: [REDACTED]  MI:
ADDRESS: [REDACTED]
CITY: TAYLOR  STATE: MT  ZIP: [REDACTED]
HOME PHONE: [REDACTED]  BUS. PHONE: [REDACTED]
MODEL YEAR: 90  MODEL: PRDDE
MILEAGE: 93609  WSD:
DEALER NAME: VILLAGE FORD INC  SALES CODE: 148027  P & A: 02737
CAUSAL CODES: 1204  SYMPTOMS: 104100
ORIGIN: GO  TRANS. DST/RGN:  TRANS. DATE:
SERVICE/SALES: 1  CONTACT DATE:
ACK. CODE:  ASSIST CODE:  AWARD AMT:  O SURVEY: (Y OR N)

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BUILD DATE:  CALIBRATION:
ESP INFO:  EXPIRES:
OPEN RECALL:  OWNER NOTIFIED:  MICRO:

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COMMENTS:

1996/12/19

*** VEHICLE INVOLVED IN RECALL 98548 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-TOOK VEHICLE TO SOUTHGATE FORD
 -WAS TOLD IT WOULD TAKE A WEEK TO GET THE PARTS AND VEHICLE WOULD HAVE TO STAY AT THE DEALERSHIP.
 -CALLED VILLAGE FORD, WHO TOLD HER THAT THEY WOULD ORDER THE PART AND LET HER KNOW WHEN IT IS IN-NO NEED TO KEEP VEHICLE AT DEALERSHIP

PER CUSTOMER, DEALER SAYS:

-WILL ORDER PARTS. INSPECT VEHICLE, LET CUSTOMER KNOW WHEN THE PART IS IN

CUSTOMER SEEKS:

-IS IT ALLRIGHT TO GET THE CAR FROM SOUTHGATE AND TAKE TO VILLAGE FORD INSTEAD

CAC ADVISED:

- RECALL CAN BE PERFORMED AT ANY FORD OR L-M DEALERSHIP FRANCHISED TO SELL THE VEHICLE
 - RECOMMEND CONTINUE WORKING WITH SERVICING DEALERSHIP

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

5497FM GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: C2 CONTACT NBR: 107908539 OPENED: 12/20/1996
VIN: 1ZVPT21U4L5 ENGINE: U CLOSED: 01/06/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: WICHITA STATE: KS ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 110000 WSD:
DEALER NAME: MEL HAMBELTON FORD SALES CODE: 153203 P & A: 05078
CAUSAL CODES: 1209 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/30/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INF0: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1996/12/20

*** VEHICLE INVOLVED IN RECALL 96548 AND 96599 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- 1-800 NUMBER FROM RECALL LETTER
- THE DEALERSHIP HAS BEEN GIVING ME THE RUNAROUND
- THEY KEEP SAYING THE PARTS TO COMPLETE MY RECALLS ARE NOT IN AND THEY WANT BE AVAILABLE UNTIL 1/15/97
- MY SEAT BELTS ARE NOT CURRENTLY WORKING !!!!!!!!!!!!!
- THE DEALERSHIP KEPT MY RECALL LETTER

*
PER CUSTOMER, DEALER SAYS:
-THE PARTS ARE NOT IN STOCK

*
CUSTOMER SEEKS:

- TO EXPEDITE THE PARTS REQUIRED TO COMPLETE THE RECALLS
- OBC PLACED TO THE DEALERSHIP. I SPOKE TO BILL CASPER / PARTS MGR. HE DOES NOT SHOW THE PARTS ON ORDER BUT HE WILL ORDER THEM TODAY 12/20/96

*
CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. GARY NOONEY (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- PER THE RECALL LETTER THE DEALER SHOULD RESTORE THE OPERATION OF HE BELTS UNTIL THE PARTS COME IN.

1996/12/30

##THIS IS THE CLOSING COMMENT

SPOKE WITH CUSTOMER ON 12\30\1996 EXPLAINED PARTS ARE ORDERED BUT ARE NOT HERE YET

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7418KJ GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
ORLANDO 24 2N/TR: F1 CONTACT NBR: 107906780 OPENED: 12/20/1996
VIN: 1ZVPT20C5L5 ENGINE: C CLOSED: 01/03/1997

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: NICEVILLE STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: [REDACTED] MODEL: PROBE
MILEAGE: 115000 WSO:
DEALER NAME: HUB CITY FORD-MERCU SALES CODE: 124551 P & A: 04918
CAUSAL CODES: 3105 1012 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 24 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/23/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1996/12/20

*** VEHICLE INVOLVED IN RECALL 96599 ***
*** VEHICLE INVOLVED IN RECALL 96548 ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- MADE APPOINTMENT FOR 10/25/96 TO HAVE RECALL PERFORMED
- THE DEALERSHIP IS ABOUT 20 MILES AWAY
- I LEFT THE CAR THERE ALL DAY (ABOUT 10 HOURS)
- THEY SAID THEY WOULD CALL ME WHEN THE PART ARRIVED
- ON 11/25/96 THEY TOLD ME THAT IT WASN'T ACTUALLY A PART THEY WERE WAITING FOR BUT A TOOL TO DO THE REPAIRS
- 12/8/96 SPOKE TO SERVICE MANAGER WHO SAID THAT THEY HAD THE PART AND HE PUT MY NAME ON IT
- MADE APPOINTMENT FOR 12/12/96
- ON 12/12/96 THEY SAID THAT THEY HAD THE BOX, BUT THE PART WASN'T IN IT
- CAR WAS LEFT THERE AGAIN FOR ANOTHER 10 HOURS
- THEY SAID THAT THEY WOULD GIVE ME A RENTAL CAR WHEN THE PART ARRIVED
- THIS IS A SAFETY CONCERN

PER CUSTOMER, DEALER SAYS:

- NO COMMENTS

CUSTOMER SEEKS:

- VEHICLE REPAIRED AS SOON AS POSSIBLE

CAC ADVISED:

- OBC TO CHRISTOPHER DAGGS, WILL DOUBLE CHECK TO MAKE SURE PART IS IN
- WILL CALL CUSTOMER
- SHOULD BE ABLE TO GET HIM IN EITHER TODAY OR MONDAY IF PARTS ARE IN

09/11/98

MASTER OWNER RELATIONS SYSTEM I1

14.21.02

=====

7418KJ	GRP: XX17	CONCERN CONTACT	VEH TYPE: CAR
ORLANDO	24	ZN/TR: F1	CONTACT NBR: 107906780
VIN:	12VPT20C5L5	ENGINE: C	OPENED: 12/20/1996
			CLOSED: 01/03/1997

=====

1996/12/27

###THIS IS THE CLOSING COMMENT

CUST CAME IN 12-23-96 AND RECALL WAS COMPLETED. CUST WAS PROVIDED A SERVICE
LOANER CAR WHILE HIS WAS BEING REPAIRED

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

7068WA GRP: XX05 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: DJ CONTACT NBR: 107910651 OPENED: 12/23/1996
VIN: 1ZVPT22L7L5 ENGINE: L CLOSED: 01/02/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] NI:
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: JACKSON STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 80 MODEL: PROBE
MILEAGE: 74000 WSD:
DEALER NAME: JACKSON FORD INC SALES CODE: 148564 P & A: 00115
CAUSAL CODES: 1209 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/26/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:
1996/12/23
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- GOT RECALL NOTICE FOR SEAT BELTS
- TRYING TO HAVE THE REPAIRS DONE
- DEALERSHIP DOES NOT HAVE THE PARTS TO DO THE REPAIRS
*
PER CUSTOMER, DEALER SAYS:
- THEY DO NOT HAVE THE PARTS FOR THE SAFETY RECALL
*
CUSTOMER SEEKS:
- TO HAVE THE RECALL WORK DONE
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. MICHAELA HOLCOMB (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1998/12/26
###THIS IS THE CLOSING COMMENT
VEHICLE WILL BE REPAIRED AS SOON AS PARTS ARE AVAILABLE***CUSTOMER HAS NOT BEEN IN FOR INSPECTION TO DATE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

975888 GRP: XX02 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: B1 CONTACT NBR: 107911525 OPENED: 12/23/1996
VIN: 1ZVPT21U6L5 ENGINE: U CLOSED: 01/27/1997

=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MISSION VIEJO STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 50500 WSD:
DEALER NAME: TUTTLE-CLICK FORD SALES CODE: 171069 P B A: 06556
CAUSAL CODES: 0406 1203 1218 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/09/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:
1996/12/23

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S99 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:
- HAS TRIED 3 TIMES TO GET RECALL WORK PERFORMED
- FIRST TIME, MECHANIC WAS NOT AVAILABLE
- SECOND TIME, DEALERSHIP CALLED TO CANCEL
- THRID TIME, PART NOT AVAILABLE

PER CUSTOMER, DEALER SAYS:
- SORRY, NO PART
- SORRY, NO MECHANIC
- SORRY, CAN'T GET YOU IN

CUSTOMER SEEKS:
- TO HAVE RECALL WORK PERFORMED

CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. WILLIE STEPHENS (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS

1997/01/10
SEAT BELT RE-CALL PARTS WERE ORDERED AND RECIEVED. CUSTOMER WAS CALLED
AND NOTIFIED BY MESSAGE ON A ANSWERING MACHINE 1-9-97.

1997/01/20
###THIS IS THE CLOSING COMMENT
PARTS PRVIOUSLY ORDERED. CUSTOMER BROUGHT VEHICLE IN ON 1-20-97 TO HAVE THEM
INSTALLED.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

0541MP	GRP: XX09	CONCERN CONTACT	VEH TYPE: CAR
ORLANDO	24	ZN/TR: B1	CONTACT NBR: 107914361
VIN: 1ZVPT21U1L5		ENGINE: U	OPENED: 12/26/1996
			CLOSED: 01/02/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:				MI:	
ADDRESS:					
CITY:	BOCA RATON	STATE:	FL	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:		MODEL:	PROBE		
MILEAGE:	116500	WSD:			
DEALER NAME:	WALLACE FORD INC	SALES CODE:	124217	P & A:	04835
CAUSAL CODES:	1203 0421	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:	24	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	12/26/1996
ACK. CODE:		ASSIST CODE: W	AWARD AMT:		1 SURVEY: N (Y OR N)

BUILD DATE:		CALIBRATION:	
ESP INFO:		EXPIRES:	
OPEN RECALL:		OWNER NOTIFIED:	MICRO:

COMMENTS:

1998/12/26

*** VEHICLE INVOLVED IN RECALL 96S99 ***

*** VEHICLE INVOLVED IN RECALL 96S48 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- BEEN TO TWO DEALERSHIP TO GET RECALL DONE
- WALLACE FORD COULD NOT HAVE THE PARTS FOR OVER TEN DAYS
- HIGHLAND PARK FORD DEALER DID NOT LOOK AT THE VEHICLE TO GET THE SEAT BELT BACK ON TRACK
- WALLACE FORD WOULD NOT FIX THE RESTRAINT SYSTEM SO THEY WOULD BE OPERABLE FOR THE TIME BEING

PER CUSTOMER, DEALER SAYS:

- SERVICE REP AT WALLACE FORD, SAID FORD WOULD ONLY PAY FOR THE RAILS TO BE REPLACE THEY WOULD NOT PAY FOR ANY OTHER WORK TO BE DONE
- TO GET THE SEAT BELT RESTRAINT IT WOULD BE AT THE CUSTOMER EXPENSE

CUSTOMER SEEKS:

- WANTS SEAT BELTS PUT BACK IN ITS FULLY RESTRAINT POSITION

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. BOB SMITH (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

*****DEALERSHIP PLEASE NOTE, PER DEALER LETTER 96S48*****

- OWNERS OF VEHICLES WITH INOPERATIVE RESTRAINT SYSTEMS (THE BELT DOES NOT TRAVEL FULLY FORWARD AND REARWARD AS DESCRIBED ABOVE), ARE BEING ASKED TO RETURN TO DEALERS NOW. DEALERS ARE TO REPAIR THE RESTRAINT SYSTEM TO AN OPERATIONAL LEVEL FOLLOWING THE INSTRUCTIONS PROVIDED.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

0541MP	GRP: XX09	CONCERN CONTACT	VEH TYPE: CAR
ORLANDO	24	ZN/TR: B1	CONTACT NBR: 107914361
VIN:	1ZVPT21U1L5	ENGINE: U	OPENED: 12/26/1996
			CLOSED: 01/02/1997

=====

1998/12/26

##THIS IS THE CLOSING COMMENT

THIS CUSTOMER INFORMED THE DEALER THAT HE WOULD BE LEAVING THIS AREA BEFORE THE AMOUNT OF TIME THAT IS NEEDED TO PROCURE THE NECESSARY PARTS TO PERFORM THE ACTION FOR PERFORMANCE OF THE RECALLS.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

97045B GRP: XXOC CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: B1 CONTACT NBR: 107917382 OPENED: 12/26/1996
VIN: 1ZVPT21U9L6 ENGINE: U CLOSED: 01/13/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: PALMS HILLS STATE: 71 ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 48000 WSD:
DEALER NAME: ANDERSON BROS FORD SALES CODE: 141022 P & A: 01524
CALISAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 41 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/03/1997
ACK. CODE: ASSIST CODE: D AWARD AMT: 0 SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1996/12/26
*** VEHICLE INVOLVED IN RECALL 98548 AND 96599 ***
*** NAVIS: ORIGINAL ***
*** CUSTOMER REQUESTING SERVICE AT THIS DEALERSHIP ***
CUSTOMER SAYS:
- WANTS THE RECALL PERFORMED
*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT
*
CUSTOMER SEEKS:
- RECALL PERFORMED
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. ROBERT ANDERSON JR., CUST REL MNGR TO CONTACT THE CUSTOMER WITHIN
2 BUSINESS DAYS-
1996/12/27
*** NAVIS: ORIGINAL ***
*** VEHICLE INVOLVED IN RECALL 96548 AND 96599 ***
CUSTOMER SAYS:
- CUSTOMER CALLING BACK, MR ANDERSON SAID HE NEVER RECEIVED INFORMATION
FROM FORD REGARDING RECALLS
*
PER CUSTOMER, DEALER SAYS:
- THEY DID NOT RECEIVE ANYTHING FROM FORD, CALL BACK MONDAY
*
CUSTOMER SEEKS:
- RESOLUTION/ CLARIFICATION

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

97045B GRP: XXOC CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: B1 CONTACT NBR: 107917382 OPENED: 12/26/1996
VIN: 1ZVPT21U9L5 [REDACTED] ENGINE: U CLOSED: 01/13/1997

1996/12/27

*
CAC ADVISED:

- INFORMATION WAS FORWARDED, THE DEALERSHIP SHOULD RECEIVE THIS INFORMATION WITH 24 HOURS
- PLEASE STAY IN CONTACT WITH MR ANDERSON FOR FURTHER ASSISTANCE

1997/01/06

##THIS IS THE CLOSING COMMENT

CUSTOMER TALKED WITH MR.ANDERSON AND EXPLAINED THAT SHE HAD TAKEN CAR TO HAWKINSON FORD FOR REPAIR. THEY HAD TO ORDER PARTS FOR SEATBELT RECALL, WHICH IS WHAT WE WOULD HAVE HAD TO DO HAD SHE BROUGHT VEHICLE HERE. CUSTOMER AGREED TO WAIT TIL HAWKINSON GET THE PARTS AND HAVE THEM PERFORM THE REPAIR.

1997/06/26

*** VEHICLE INVOLVED IN RECALL 96548 AND 96589 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- REGARDING ABOVE COMMENTS
- SHE STILL HAS NOT HAD THE RECALL COMPLETED LISTED ABOVE
- VISITED ANOTHER DEALERSHIP WHICH REFERED HER BACK TO HER ORIGINAL DEALER

*

PER CUSTOMER, DEALER SAYS:

- HAWKINSON FORD STATED THAT THEY WOULD LOOK AT THE VEHICLE AND DECIDE WHAT IF ANY PARTS WOULD BE NEEDED
- HAS NOT SPOKEN WITH HAWKINSON FORD SINCE EARLY JANUARY

*

CUSTOMER SEEKS:

- TO HAVE RECALL PERFORMED

*

CAC ADVISED:

REGARDING RECALL/DNP

- REQUEST TOM JANEL (SVC MGR) OR TOM FAILLE (CUST. RELAT. MGR.) TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS DAYS REGARDING RECALL/DNP
- VEHICLE IS INVOLVED IN THIS RECALL

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

6274JB GRP: XX05 CONCERN CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: C1 CONTACT NBR: 107920569 OPENED: 12/27/1996
VIN: 12VPT20C1L8 ENGINE: C CLOSED: 01/06/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PORTLAND STATE: ME ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: NA -NA-A NA
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 70000 WSD:
DEALER NAME: ROWE FORDSALES SALES CODE: 111212 P & A: 09143
CAUSAL CODES: 1203 0208 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 11 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/28/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: 250 SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1996/12/27

*** VEHICLE INVOLVED IN RECALL 96599 ***
*** VEHICLE INVOLVED IN RECALL 96548 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- MOTHER IS CALLING FOR HER SON
- HAS HAD THE MOTORIZED SEAT BELT ON ORDER SINCE OCTOBER 17

PER CUSTOMER, DEALER SAYS:

- SEAT BELT IS ON ORDER
- DAN BRUBACK SAID WE ARE HAVING A PROBLEM WITH THE VENDOR
- IT WILL BE IN WITHIN 2-3 DAYS

CUSTOMER SEEKS:

- WANTS THE RECALL PERFORMED
- WANTS A LOANER VEHICLE

CAC ADVISED:

- LOANERS ARE NOT A PROVISION OF THE WARRANTY.
- CONTACT MR.DANIEL BRUBACH SVC.MGR.FOR CLARIFICATION OF THE DEALERSHIP'S
POLICY ON ALTERNATIVE TRANSPORTATION.
- MAY REQUIRE AN APPOINTMENT
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR.DANIEL BRUBACH SVC MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS
DAYS FOR THE RECALL

1996/12/30

###THIS IS THE CLOSING COMMENT

SPOKE TO CUSTOMERS MOTHER AND TOLD HER WE HAD PROCESSED A REFUND TO THE RECALL
96548 FOR THE SEAT BELT CONCERN AND PARTS WERE CALLED IN AGAIN AND THE VENDOR
SAID THEY WOULD SHIP BE SHIPPED IN 2-3 DAYS FROM 12/27/1997.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

1B44KZ GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: C1 CONTACT NBR: 107923242 OPENED: 12/30/1996
VIN: 1ZVPT22L2L5 ENGINE: L CLOSED: 02/18/1997

LAST NAME: ██████████ STATUS: CLOSED
TITLE: ██████████ FIRST NAME: ██████████ MI: ██████████
ADDRESS: ██████████
CITY: PLYMOUTH STATE: PA ZIP: ██████████
HOME PHONE: ██████████ BUS. PHONE: ██████████
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 70000 WSD: ██████████
DEALER NAME: JOHN STENACH FDRD C SALES CODE: 116491 P & A: 20580
CAUSAL CODES: 1204 1209 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 16 TRANS. DATE: ██████████
SERVICE/SALES: 1 CONTACT DATE: 02/11/1997
ACK. CODE: ASSIST CODE: D AWARD AMT: 0 SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1996/12/30

*** NAVIS: SUBSEQUENT ***

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98548 AND 98599 ***

CUSTOMER SAYS:

-THE SEAT BELTS ARE STUCK ON THE TRACK

-CUSTOMER HAS HEARD THERE WAS A RECALL ON THE SEATBELTS

PER CUSTOMER, DEALER SAYS:

-PER SERVICE(NO NAME): THE VEHICLE IS INVOLVED IN THE RECALL BUT WE CAN'T PERFORM THE RECALL UNTIL WE GET THE PARTS

CUSTOMER SEEKS:

-TO HAVE THE RECALL PERFORMED

CAC ADVISED:

REGARDING RECALL

- REQUEST JOHN LOPATTO, CUST REL MGR, TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS DAYS REGARDING RECALL 98548 AND 98599

1997/01/13

CONTACTED CUSTOMER 1-2-97.VEHICLE BEING REPAIRED BY A BODY SHOP. WHEN VEHICLE REPAIRED- CUSTOMER WILL BRING CAR TO US TO CHECK WHAT PARTS ARE NEEDED.

CONTACTED CUSTOMER BY PHONE ON 01/03/97.VEHICLE BEING REPAIRED BY A BODY SHOP.WHEN VEHICLE REPAIRED - CUSTOMER WILL BRING CAR TO US TO CHECK WHAT PARTS ARE NEEDED.

CONTACTED CUSTOMER 01/02/97.VEHICLE BEING REPAIRED BY A BODY SHOP. WHEN VEHICLE REPAIRED-CUSTOMER WILL BRING CAR TO US TO CHECK WHAT PARTS ARE NEEDED.

CONTACTED CUSTOMER ON 01/02/97.HIS CAR IS IN A BODY SHOP BEING REPAIRED. HE WILL CONTACT WHEN THE REPAIRS ARE COMPLETED SO WE CAN DETERMINE WHAT PARTS ARE NEEDED FOR THE RECALL.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1844KZ	GRP: XX04	CONCERN CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: C1	CONTACT NBR: 107923242
VIN:	12VPT22L2L	ENGINE: L	DPENED: 12/30/1996
			CLOSED: 02/18/1997

=====

1997/02/05

INSPECTED VEHICLE.CALLED IN PART ORDER.ADVISED THAT PART IS BACK ORDERED FOR FOUR TO SIX WEEKS

INSPECTED VEHICLE.CALLED TO ORDER PART FOR RECALL.WAS ADVIED THAT PART IS BACK ORDERED FOR FOUR TO SIX WEEKS.

1997/02/11

##THIS IS THE CLOSING COMMENT

CLOSING CONTACT. DEALERSHIP HAS ORDERED PARTS AND WILL INSTALL WHEN THEY ARRIVE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 2789JM GRP: XK10 CONCERN CONTACT VEH TYPE: CAR
 DETROIT 48 ZN/TR: C2 CONTACT NBR: 107933081 OPENED: 01/02/1997
 VIN: 1ZVPT20C9L5 ENGINE: C CLOSED: 01/16/1997

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: PERRYSBURG STATE: OH ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 130000 WSD:
 DEALER NAME: QUALITY FORD SALES, SALES CODE: 148059 P & A: 02250
 CAUSAL CODES: 1203 SYMPTOMS: 104100
 ORIGIN: 00 TRANS. DST/RGN: 48 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 01/09/1997
 ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
 ESP INFO: EXPIRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/01/02

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 9654B ***
 *** VEHICLE INVOLVED IN RECALL 96599 ***
 *** VEHICLE INVOLVED IN RECALL 85870 ***
 *** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-THE DRIVERS SIDE SEAT BELT NEEDS TO BE REPLACED
 -HE HAS RECEIVED THE RECALL LETTER
 -THE SEATBELT IS INOPERABLE
 -THIS MORNING THEY STATED THAT THEY COULD NOT DO ANYTHING ABOUT THE SEATBELTS

PER CUSTOMER, DEALER SAYS:

-WE DO NOT HAVE THE PARTS AVAILABLE

CUSTOMER SEEKS:

-REPAIR OF THE SEAT BELTS ON THE CAR

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 -REQUEST MR. JIM MOORE (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
 BUSINESS DAYS

1997/01/09

###THIS IS THE CLOSING COMMENT

CONTACTED CUSTOMER MADE APPOINTMENT TO BRING BACK IN ON 01/09./1997 TO REINSPE
 CT AND SEE IF CAN GET TO WORK PER LETTER NOW COMING OUT TO CUSTOMER PART
 AVAILBILITY HAS CHANGED FROM DEC 15 TO MAR 15 1997 PARTS MANAGER WILL TRY TO GET
 EARLY

JIM MOORE
 SERVICE MANAGER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
4648BC GRP: XX04 INFORMATION CONTACT VEH TYPE: CAR
LDS ANGELES 71 ZN/TR: 52 CONTACT NBR: 107937518 OPENED: 01/03/1997
VIN: 12VPT20C8L5 ENGINE: C CLOSED: 01/03/1997
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PALM SPRINGS STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 150000 WSD:
DEALER NAME: PALM SPRINGS FORD SALES CODE: 171490 P & A: 05574
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/01/03

*** VEHICLE INVOLVED IN RECALL 98S48 & 98S99 ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- HE HAS BEEN IN FOR THE SEAT BELT RECALL TO BE PERFORMED
- THE PART FOR THIS RECALL HAS BEEN ON BACK ORDER SINCE NOVEMBER 5, 1996

PER CUSTOMER, DEALER SAYS:

- PER CUSTOMER SERVICE, NO NAME, CALL BACK AT THE END OF JANUARY, PARTS ARE STILL ON BACK ORDER

CUSTOMER SEEKS:

- PART FOR THE RECALL

CAC ADVISED:

- CUSTOMER IS GOING TO HAVE TO CONTINUE TO WORK WITH THE DEALERSHIP
- THEY ARE WORKING ON GETTING THAT PART TO THE CUSTOMER AS SOON AS POSSIBLE

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9324TB GRP: XX02 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZM/TR: C1 CONTACT NBR: 107837758 OPENED: 01/03/1997
VIN: 1ZVPT20C5L5 ENGINE: C CLOSED: 01/16/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: ARNOLD STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] XT: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 100000 WSD:
DEALER NAME: KOONS FORD OF ANNAP SALES CODE: 127418 P & A: 00089
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 27 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/09/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:
1997/01/03

*** VEHICLE INVOLVED IN RECALL 98S48 & 96599 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-CUSTOMER BROUGHT THE VEHICLE IN FOR THE REPLACEMENT OF THE SEATBELTS
-PASSENGER SIDE BELT IS BEING REPLACED
-CUSTOMER WENT INTO THE DEALERSHIP IN LATE OCTOBER PART WAS ORDERED 12/9/96
*
PER CUSTOMER, DEALER SAYS:
-NO IDEA OF WHEN THE PARTS WILL BE IN
*
CUSTOMER SEEKS:
-WANTS PARTS
OBC TO RICHARD GAVIN, PARTS MANAGER. "F02Z61610D44A & F02Z61610D45A PARTS HAVE BEEN COMING IN VERY QUICKLY, THIS SHOULDN'T BE A PROBLEM"
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. RICHARD GAVIN, PARTS MNGR, TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/01/09
###THIS IS THE CLOSING COMMENT
MR FRICKE WAS CONTACTED DN 1/9 BY D SPARROW. SEAT BELTS ARE IN AND APPT HAS BEEN SET FOR 1/10 . CLOSE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
B771CA GRP: XX01 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: B1 CONTACT NBR: 107942199 OPENED: 01/06/1997
VIN: 1ZVPT20C0L5 ENGINE: C CLOSED: 01/17/1997
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: COLUMBUS STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 89000 WSD:
DEALER NAME: GRAHAM FORD INC SALES CODE: 147312 P & A: 02232
CAUSAL CODES: 0406 3102 12RA SYMPTOMS: 104100
ORIGIN: G0 TRANS. DST/RGN: 47 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/07/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)
=====

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/01/08

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- THE DRIVERS SIDE SEATBELT HAS LOCKED UP
- CUSTOMER RECEIVED THE RECALL LETTERS ON THE VEHICLE
- CUSTOMER TOOK THE VEHICLE IN FOR THE RECALL IN DECEMBER
- DEALER STATES TO COME BACK IN BY DECEMBER
- CUSTOMER STATES THAT IN DECEMBER, THE DEALER ONLY FIXED THE LOCK TO THE DOOR

PER CUSTOMER, DEALER SAYS:

- DEALER STATES THAT THEY STILL HAVE NOT RECEIVED ON THE RECALL

CUSTOMER SEEKS:

- TO HAVE THE RECALL PERFORMED

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. JERRY ESTEP (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

B771CA	GRP: XX01	CONCERN CONTACT	VEH TYPE: CAR
CINCINNATI	47	ZN/TR: B1	CONTACT NBR: 107942199
VIN:	1ZVPT20C0L5	ENGINE: C	OPENED: 01/06/1997
			CLOSED: 01/17/1997

=====

1997/01/09

***THE FOLLOWING CAUSAL CODE(S) REMOVED FROM CONTACT - 1203

*** NO ACTION BY DEALER ***

CUSTOMER SAYS:

- RECONTACTING CAC REGARDING SEAT BELT RECALL
- HAS NOT BEEN CONTACTED BY THE DEALERSHIP
- STILL WAITING FOR DEALERSHIP TO GET PART TO DO REPAIRS
- DEALERSHIP INDICATED THAT PART WILL BE IN 1/2/97

PER CUSTOMER, DEALER SAYS:

- UNRESPONSIVE

CUSTOMER SEEKS:

- REPAIRS TO VEHICLE

CAC ADVISED:

OUTBOUND CALL TO MR. JERRY ESTEP, CUST REL

- MR. ESTEP WAS IN A MEETING (NO OTHER PERSONNEL AVAILABLE TO TAKE CALL)
- INFORMATION DOCUMENTED AND FORWARDED TO DEALERSHIP
- REQUEST MR. ESTEP, CUST REL MGR TO CONTACT CUSTOMER

1997/01/10

***THIS IS THE CLOSING COMMENT

DLR CONTACTED RECALL HOTLINE RECIEVED APPROVAL FOR 5 DAY LOANER. PART WAS ORDE
RED ON 12/19/98. CUST CURRENTLY IN FREE LOANER. JA

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

0618KL GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
 SDR 10 ZN/TR: C1 CONTACT NBR: 107944964 OPENED: 01/07/1997
 VIN: 12VPT20CXL6 ENGINE: C CLDSED: 02/18/1997

=====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: DILLSBERG STATE: PA ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 91000 WSD:
 DEALER NAME: HAROLD'S FORD INC SALES CODE: 118515 P & A: 01382
 CAUSAL CODES: 1204 0410 0411 SYMPTOMS: 104100 304500 304000
 ORIGIN: GO TRANS. DST/RGN: 18 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 02/11/1997
 ACK. CODE: ASSIST CODE: D AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
 ESP INFO: EXPIRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/01/07
 *** VEHICLE INVOLVED IN RECALL 96548 & 96599 ***
 *** NAVIS: SUBSEQUENT ***
 CUSTOMER SAYS:
 - RECEPTIONIST GAVE CUSTOMER 1-800#
 - THERE IS A WARRANTY ON THE VEHICLE
 - FORD DEALERSHIP REPLACED THE FRONT END
 - THE FRONT END WAS SHAKING AND MAKING NOISE - CLANKING NOISE
 - WANTS TO COMPLAIN ABOUT THE HANDLING OF WHEN THE VEHICLE WOULD BE READY
 - VEHICLE HAS BEEN OUT OF SERVICE SINCE 12-19-96 BECAUSE OF THE RECALLS
 - CUSTOMER WAS NEVER INFORMED OF WHY THE SERVICE WAS TAKING SO LONG
 [REDACTED] CALLING FOR SDN
 *
 PER CUSTOMER, DEALER SAYS:
 - THE DELAY IN GETTING THE VEHICLE REPAIRED IS THE SEAT BELT PARTS DELAY
 *
 CUSTOMER SEEKS:
 - WANTS THE VEHICLE REPAIRED AND RETURNED TO THE CUSTOMER
 *
 CAC ADVISED:
 RE: RECALLS 96548 & 96599
 - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 - REQUEST MR. BOB RUTH/DENNIS MILLER (CUST REL MNGR/SVC MNGR) TO CONTACT THE
 CUSTOMER WITHIN 2 BUSINESS DAYS
 RE: FINANCIAL ASSISTANCE
 - WARRANTY HAS EXPIRED
 - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TOWARD THE COST OF THE REPAIR

1997/02/11
 ##THIS IS THE CLOSING COMMENT
 CLOSING CONTACT. PARTS FOR RECALL ARE ON BACKORDER AND WILL BE INSTALLED AS
 SOON AS RECEIVED BY THE DEALERSHIP.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
OB14CV GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: 51 CONTACT NBR: 107949571 OPENED: 01/07/1997
VIN: 1ZVPT21U3L5 ENGINE: U CLOSED: 01/27/1997
=====

=====
LAST NAME: [REDACTED] STATUS: CANCELLED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: WHITE STONE STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 33000 WSD:
DEALER NAME: MONAHAN FORD CORP. SALES CODE: 113028 P & A: 03684
CAUSAL CODES: 0409 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/01/07

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S99 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-SEAT BELTS DO NOT WORK
-RECEIVED RECALL LETTER IN OCTOBER
-2ND APPOINTMENT WAS SET UP TO PERFORM RECALL REPAIR FOR 1-7-97
-APPOINTMENT WAS NOT HONORED
-PARTS WERE NOT STOCKED

PER CUSTOMER, DEALER SAYS:

-SERVICE DEPARTMENT SAID DON'T KNOW ANYTHING ABOUT RECALL
-WILL BE 2-3 MONTHS TO GET PARTS FOR RECALL
-DO NOT HAVE PARTS IN STOCKED

CUSTOMER SEEKS:

-THIS IS A SAFETY ISSUE
-WANTS VEHICLE REPAIRED

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.DAVID RUSHFIELD(SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS

1997/01/27

THIS CONTACT HAS BEEN CANCELLED
THIS CONTACT SHOULD HAVE, AND WILL BE, RE-OPENED AS AN INFORMATION CONTACT.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3791GM GRP: XX12 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: F1 CONTACT NBR: 108012994 OPENED: 01/23/1997
VIN: 1ZVPT21U3L5 ENGINE: U CLOSED: 01/27/1997

LAST NAME: [REDACTED] STATUS: CANCELLED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: WHITE STONE STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 40000 WSD:
DEALER NAME: MONAHAN FORD CORP. SALES CODE: 11302B P & A: 03864
CAUSAL CODES: 0409 0406 10RA SYMPTONS: 104100
ORIGIN: 80 TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: Y (Y DR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:
1997/01/23
*** NO ACTION BY DEALER IN 10 DAYS ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- CUSTOMER IS CALLING BACK
- THE SERVICE DATES HAVE BEEN CANCELLED NUMERDUS TIMES BECAUSE THE PART IS NOT IN
- RECEIVED RECALL LETTER IN OCTOBER
- 2ND APPOINTMENT WAS SET UP TO PERFORM RECALL REPAIR FOR 1-7-97
- APPOINTMENT WAS NOT HONORED
- PARTS WERE NOT STOCKED
- THE CUSTOMER HAS NOT HEARD ANYTHING FROM THE DEALERSHIP AS OF YET
- THE VEHICLE IS UP FOR INSPECTION
*
PER CUSTOMER, DEALER SAYS:
- THE PARTS ARE NOT IN
*
CUSTOMER SEEKS:
- WANTS THE SAFETY BELT RECALL TO BE PREFORMED
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
- REQUEST MS ALFREDA JACKSON (CUST. REL MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/01/27
THIS CONTACT HAS BEEN CANCELLED
THIS CONTACT IS A DUPLICATE OF CONTACT #107949571.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

8230TH	GRP: XX08	CONCERN CONTACT	VEH TYPE: CAR
NEW YDRK	13	ZN/TR: E1	CONTACT NBR: 108067867
VIN:	12VPT21U3L5	ENGINE: U	OPENED: 02/06/1997
			CLOSED: 03/10/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	WHITE STONE	STATE:	NY	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	40000	WSD:			
DEALER NAME:	MONAHAN FORD CORP.	SALES CODE:	11302B	P & A:	03664
CAUSAL CODES:	1213 1203	SYMPTOMS:	104100		
ORIGIN:	90	TRANS. DST/RGN:	13	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	02/25/1997
ACK. CODE:		ASSIST CODE: R	AWARD AMT:		0 SURVEY: Y (Y OR N)

BUILD DATE:		CALIBRATION:	
ESP INFO:		EXPIRES:	
OPEN RECALL:		OWNER NOTIFIED:	MICRO:

COMMENTS:

1997/02/06

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98548 & 98599 ***

CUSTOMER SAYS:

-HAS NOT HEARD FROM ANYONE CONCERNING THE PARTS TO HER SEATBELT
-SEATBELTS WILL NOT RESTRACT

*

PER CUSTOMER, DEALER SAYS:

-NO CONTACT

*

CUSTOMER SEEKS:

-RECALL PERFORMED ON VEHICLE

*

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MS ALFREDA JACKSON (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

###THE FOLLOWING CAUSAL CODE(S) REMOVED FROM CONTACT - 3001

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- CUSTOMER WENT INTO DEALERSHIP IN 10/96 FOR SEAT BELT RECALL

- DEALERSHIP TOLD CUSTOMER TO COME BACK IN 1/97 BECAUSE THEY DID NOT KNOW ABOUT RECALL

- IN JANUARY, DEALERSHIP DID NOT HAVE PARTS AND COULD NOT ASSIST CUSTOMER

- DEALERSHIP SAID THEY WILL CONTACT CUSTOMER WHEN PARTS CAME IN

- DEALERSHIP DID NOT CALL CUSTOMER SO CUSTOMER CALLER ON 2/6/97

- CUSTOMER CALLED AGAIN AND DEALERSHIP SAID TO BRING IN VEHICLE ON

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

B230TH GRP: XX08 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: E1 CONTACT NBR: 108067867 OPENED: 02/06/1997
VIN: 1ZVPT21U3L [REDACTED] ENGINE: U CLOSED: 03/10/1997

1997/02/06

2/17/97

- DEALERSHIP SAID THAT THEY WILL ORDER PART AFTER INSPECTION ON 2/17
- WILL TURN THIS OVER TO ATTORNEY
- FEEL LIKE THEY'RE GETTING THE RUN AROUND

*

PER CUSTOMER, DEALER SAYS:

- BRING IN FOR AN INSPECTION

*

CUSTOMER SEEKS:

- PARTS AND REPAIRS TO VEHICLE

*

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MS. JACKSON, (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/03/03

###THIS IS THE CLOSING COMMENT

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

55138J	GRP: XX15	INFORMATION	CONTACT	VEH TYPE: CAR
NEW YORK	13	ZN/TR: F1	CONTACT NBR: 108049572	OPENED: 02/03/1997
VIN: 1ZVPT21U3LS			ENGINE: U	CLOSED: 02/03/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:	WHITE STONE	STATE:	NY	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]	
MODEL YEAR:	90	MODEL:	PROBE	
MILEAGE:	40000	WSD:		
DEALER NAME:	MONAHAN FORD CORP.	SALES CODE:	113028	P & A: 03654
CAUSAL CODES:	0409 1203	SYMPTOMS:	104100	
ORIGIN:	00	TRANS. DST/RGN:		TRANS. DATE:
SERVICE/SALES:	1			CONTACT DATE:
ACK. CODE:	ASSIST CODE:	AWARD AMT:		Q SURVEY: (Y OR N)

BUILD DATE:		CALIBRATION:	
ESP INFO:		EXPIRES:	
OPEN RECALL:		OWNER NOTIFIED:	MICRO:

COMMENTS:

1997/02/03

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- CUSTOMER IS CALLING BACK
- THE SERVICE DATES HAVE BEEN CANCELLED NUMEROUS TIMES BECAUSE THE PART IS NOT IN
- RECEIVED RECALL LETTER IN OCTOBER
- 2ND APPOINTMENT WAS SET UP TO PERFORM RECALL REPAIR FOR 1-7-97
- APPOINTMENT WAS NOT HONORED
- PARTS WERE NOT STOCKED
- THE CUSTOMER HAS NOT HEARD ANYTHING FROM THE DEALERSHIP AS OF YET
- THE VEHICLE IS UP FOR INSPECTION

PER CUSTOMER, DEALER SAYS:

- NO RECENT CONTACT

CUSTOMER SEEKS:

- PART TO PERFORM RECALL

CAC ADVISED:

- DEALERSHIP IS THE BEST TECHNICAL PARTS RESOURCE
- MR. JOHN ALDRIDGE(PART MGR) IS IN THE BEST POSITION TO ASSIST YOU.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

1781CR GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: A2 CONTACT NBR: 107950119 OPENED: 01/07/1997
VIN: 1ZVPT20C6L ENGINE: C CLOSED: 01/22/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BELLEVUE STATE: WA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 98000 WSD:
DEALER NAME: FORD OF KIRKLAND SALES CODE: 174009 P & A: 00847
CAUSAL CODES: 1215 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 74 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/10/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/01/07

*** VEHICLE INVOLVED IN RECALL 96548 & 96599 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- BOB FROM DIRECTORY
- WANTS TO SCHEDULE AN APPOINTMENT FOR THE PERFORMANCE OF THE RECALL
- THE DAUGHTER IS PRIMARY DRIVER OF THE VEHICLE
- SCHOOL STARTS MONDAY 1/13/97 AND THEREFORE CUSTOMER HAS TO TRAVEL A LOT.
- WOULD LIKE TO GET THE RECALL DONE BY MONDAY

*
PER CUSTOMER, DEALER SAYS:

- SINCE OCTOBER 1996 BOB (SERVIC) PROMISED TO ORDER THE PART
- HAVE TO GET THE PART FOR THE RECALL

*
CUSTOMER SEEKS:

- GET THE RECALL PERFORMED

*
CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. TIM DICKISON (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1791CR	GRP: XX04	CONCERN CONTACT	VEH TYPE: CAR
SEATTLE	74	ZN/TR: 12	CONTACT NBR: 107950119
VIN: 1ZVPT20C8L		ENGINE: C	OPENED: 01/07/1997
			CLOSED: 01/22/1997

=====

1997/01/10

*** VEHICLE INVOLVED IN RECALL 98548 & 98589 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-CUSTOMER CALLING BACK BECUASE SHE WAS NEVER CONTACTED BY THE DEALERSHIP

*

PER CUSTOMER, DEALER SAYS:

-NO CONTACT

*

CUSTOMER SEEKS:

-RECALLS PERFORMED

*

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR. TIM DICKISON (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/01/15

###THIS IS THE CLOSING COMMENT

MR HANSEN HAS BEEN CONTACTED AND IS AWAITING B/O PARTS. WE WILL CALL AND SEND POST CARD WHEN PARTS ARRIVE. (CRITICAL ORDERED)

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

595309	GRP: XX04	CONCERN CONTACT	VEH TYPE: CAR
WASHINGTON	27	ZN/TR: C1	OPENED: 01/08/1997
VIN: 1ZVPT20C3L5		CONTACT NBR: 107953894	CLOSED: 01/16/1997
		ENGINE: C	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:	ANNAPOLIS	STATE:	MD	ZIP:
HOME PHONE:		BUS. PHONE:		
MODEL YEAR:	90	MODEL:	PROBE	
MILEAGE:	70000	WSD:		
DEALER NAME:	KOONS FORD OF ANNAP	SALES CODE:	127418	P B A: 00089
CAUSAL CODES:	1203	SYMPTOMS:	104100	
ORIGIN:	80	TRANS. DST/RGN:	27	TRANS. DATE:
SERVICE/SALES:	1			CONTACT DATE: 01/08/1997
ACK. CODE:		ASSIST CODE: W	AWARD AMT:	O SURVEY: Y (Y OR N)

BUILD DATE:		CALIBRATION:	
ESP INFO:		EXPIRES:	
OPEN RECALL:		OWNER NOTIFIED:	MICRO:

COMMENTS:
1997/01/08

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
*** NAVIS; SUBSEQUENT ***

CUSTOMER SAYS:

- RECEIVED THE RECALL NOTICES FOR THE SEAT BELTS
- CALLED THE DEALERSHIP IN DECEMBER FOR AN APPOINTMENT
- VEHICLE WAS SEEN BUT COULD NOT BE REPAIRED UNTIL AFTER 12-16-98
- HAVE CALLED AND CALLED TO SET UP ANOTHER APPOINTMENT AND NO ONE CALLS ME BACK

*

PER CUSTOMER, DEALER SAYS:

- WE DO NOT HAVE THE PARTS NOW, THE VEHICLE DOES NEED TO HAVE THE RECALL PERFORMED CALL BACK FOR AN APPOINTMENT AFTER DECEMBER 15TH

*

CUSTOMER SEEKS:

- WOULD LIKE TO HAVE THE RECALLS PERFORMED

*

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. DAVE SPARROW (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS-

1997/01/08

###THIS IS THE CLOSING COMMENT

AS CONTACTED ON 1/08 BY RON PALMER. PARTS ARE IN AND APPOINTMENT HAS BEEN SET FOR 1/13--8:00 A.M. CLOSE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3649KH GRP: XX11 INFORMATION CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: P2 CONTACT NBR: 107956132 OPENED: 01/08/1997
VIN: 1ZVPT22LOLE ENGINE: L CLOSED: 01/08/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	ENGLAND	STATE:	AR	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	57000	WSD:			
DEALER NAME:	NELMS LINCOLN-MERCU	SALES CODE:	322636	P & A:	10120
CAUSAL CODES:	0218	SYMPTOMS:	104100		
ORIGIN:	GD	TRANS. DST/RGN:		TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	
ACK. CODE:		ASSIST CODE:		AWARD AMT:	
				0 SURVEY:	(Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/01/08

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- HAS HAD SEVERAL RECALLS ON VEHICLE
- LOOKING TO SELL THE VEHICLE
- DEALER IS TAKING TOO LONG TO GET PARTS FOR SAFETY RECALLS
- NO LONGER HAS RECALL NOTICES

*
PER CUSTOMER, DEALER SAYS:

- NO COMMENTS

*
CUSTOMER SEEKS:

- A LIST OF ALL THAT HAS BEEN RECALLED
- CAN NEXT OWNER STILL HAVE RECALLS PERFORMED EVEN WITHOUT THE LETTERS

*
CAC ADVISED:

- GAVE INFORMATION REGARDING CURRENT RECALLS
- NO LETTER NECESSARY, WITH VIN, THE DEALERSHIP CAN ACCESS ANY OUTSTANDING

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
GOOBAC GRP: XX01 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: B1 CONTACT NBR: 107959268 OPENED: 01/09/1997
VIN: 1ZVPT20CXLB [REDACTED] ENGINE: C CLOSED: 02/03/1997
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED] V
CITY: HILLSBORO STATE: OR ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 75000 WSD:
DEALER NAME: MACKENZIEFORD SALES CODE: 174408 P & A: 08532
CAUSAL CODES: 3103 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 74 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/21/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: Q SURVEY: Y (Y OR N)
=====

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/01/09

*** THIS CONTACT OPENED DUE TO OMP 95B70
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 AND 96599 ***
*** NAVIS: PROGRAM ***
*** LETTER DATED 12/30/96 ***

CUSTOMER SAYS:

- DRIVER SIDE SEAT BELT IN THE VEHICLE DOES NOT OPERATE
- PASSENGER SIDE SEAT BELT WORKS INTERMITTENTLY

PER CUSTOMER, DEALER SAYS:

- DEALERSHIP STATED THAT PARTS TO PERFORM RECALL ARE NOT AVAILABLE
- DEALERSHIP ASKED THE CUSTOMER TO CONTACT THE DEALERSHIP ON A WEEKLY BASIS TO
SEE IF THE PARTS ARE AVAILABLE

CUSTOMER SEEKS:

- WHEN WILL PARTS FOR REPAIR BE AVAILABLE

CAC ADVISED:

** RECALLS/OMP

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. TONY AMBROSIO (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS

** OUTBOUND CALL PLACED TO THE DEALERSHIP (MICHELLE IN THE SERVICE DEPARTMENT)
FOR FURTHER INFORMATION ON THE PART DELAY:

- PARTS TO HAVE RECALL PERFORMED WILL BE AVAILABLE 1/15/97
- THE DEALERSHIP INTENDS TO CONTACT THE CUSTOMER TO SCHEDULE AN APPOINTMENT

** OUTBOUND CALL PLACED TO THE CUSTOMER TO ADVISE:

- DEALERSHIP WILL BE IN CONTACT WITH THE CUSTOMER WHEN THE PARTS FOR THE SEAT
BELT RECALL ARE AVAILABLE (AROUND 1/15/97)
- THE DEALERSHIP WILL ALSO ADDRESS OMP 95B70

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
BOOBAC GRP: XK01 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZM/TR: B1 CONTACT NBR: 107959266 OPENED: 01/09/1997
VIN: 1ZVPT20CXL5 ENGINE: C CLOSED: 02/03/1997
=====

1997/01/27

##THIS IS THE CLOSING COMMENT
DO TO PART NUMBER CHANGE THE PARTS WERE DELAYED THWE PARTS ARE HERE NOW AND TH
E CUSTOMER IS DUE IN FOR THE PARTS TO BE INSTALLED THIS WEEK WED.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 3608JM GRP: XX14 CONCERN CONTACT VEH TYPE: CAR
 SDR 10 ZN/TR: N3 CONTACT NBR: 107960815 OPENED: 01/09/1997
 VIN: 1ZVPT20C8L5 ENGINE: C CLOSED: 03/10/1997

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI:
 ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
 CITY: [REDACTED] STATE: IA ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 208000 WSD:
 DEALER NAME: JENSEN INC SALES CODE: 163535 P & A: 03373
 CAUSAL CODES: 1209 1012 10RA SYMPTOMS: 104100
 ORIGIN: GD TRANS. DST/RGN: 53 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 03/03/1997
 ACK. CODE: ASSIST CODE: F AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
 ESP INFO: EXPIRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/01/09
 *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
 *** NAVIS: SUBSEQUENT ***
 CUSTOMER SAYS:
 - THE SEATBELTS ARE NOT WORKING
 *
 PER CUSTOMER, DEALER SAYS:
 - UNABLE TO GET THE PARTS TO PERFORM THE RECALL
 *
 CUSTOMER SEEKS:
 - VEHICLE INVOLVEMENT IN RECALL
 *
 CAC ADVISED:
 - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 - REQUEST MR. KENDALL JENSEN CUST REL MNGR TO CONTACT THE CUSTOMER WITHIN 2
 BUSINESS DAYS

1997/02/26
 *** PARTS DELAY OVER 30 DAYS ***
 *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
 CUSTOMER SAYS:
 - CALLING BACK:
 - HAS BEEN WAITING FOR PARTS SINCE JAN 9TH
 *
 PER CUSTOMER, DEALER SAYS:
 - CALL CUSTOMER SERVICE BECAUSE EVERY ONE THAT CALLS GETS THE PARTS - [REDACTED]
 [REDACTED] OWNER
 *
 CUSTOMER SEEKS:

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

360BJM	GRP: XX14	CONCERN CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: N2	CONTACT NBR: 107960815
VIN:	12VPT20C8L5	ENGINE: C	OPENED: 01/09/1997
			CLOSED: 03/10/1997

=====

1997/02/26

- WOULD LIKE TO GET THE PARTS FOR THE RECALL

*

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE,

- REQUEST MR LEROY STEWART (SVC MGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/03/03

##THIS IS THE CLOSING COMMENT

CSM RFAIRCLO

PARTS ARE IN LEROY HAS TRIED TO CONTACT THE CUSTOMER

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

1474TS GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: A1 CONTACT NBR: 107982121 OPENED: 01/10/1997
VIN: 1ZVPT22L3LE ENGINE: L CLOSED: 01/24/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 80000 WSD:
DEALER NAME: BOWDITCH FORD INC SALES CODE: 127061 P & A: 06651
CAUSAL CODES: 1012 10RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 27 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/10/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:
1997/01/10

*** PARTS DELAY OVER 30 DAYS ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 (SEAT BELT)***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:
CUSTOMER'S FATHER CALLING
-DRIVERSIDE MOTORIZED / PASSIVE SEATBELT IS INOPERABLE.

*
PER CUSTOMER, DEALER SAYS:
-ORDERED SEATBELT PARTS FOR THIS RECALL IN EARLY 11/98 AND THEY HAVE NOT COME
IT YET (NAME NOT KNOWN).

*
CUSTOMER SEEKS:
-TO HAVE SEAT BELTS REPAIRED UNDER THE RECALL.

*
CAC ADVISED:
-PARTS REQUEST HAS BEEN SUBMITTED.
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST KIM POLAREK (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS
DAYS.

###THIS IS THE CLOSING COMMENT
DEALER HAS ORDERED PARTS 3 TIMES FOR VEHICLE, FORD IS HAVING PROCESSING ERRORS
AND MISPROCESSES ORDER. THE LEFT SIDE IS IN THE RIGHT SIDE SHOULD ARRIVE TODA
Y PER PARTS DEPT.

1997/01/18
TECH UPDATING CONTACT
- PARTS DELAY SUBMITTED IN ERROR
- RECALLS ARE NOT ELIGIBLE FOR PARTS DELAY REQUESTS, NO FURTHER RESEARCH
NECESSARY
- CONTACT RETURNED TO CSR

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====
1474TS GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: A1 CONTACT NBR: 107962121 OPENED: 01/10/1997
VIN: 1ZVPT22L9L5 ENGINE: L CLOSED: 01/24/1997
=====

1997/01/17
*** PARTS DELAY OVER 30 DAYS ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S99 (SEAT BELT)***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- CALLING BACK ABOUT THE SEATBELT RECALL
- IF HER DAUGHTER GETS IN AN ACCIDENT WHOS FAULT IS IT
- IF HE DOESNT HAVE HIS PART BY THE END OF NEXT WEEK HE WILL GET THE MEDIA INVOLVED
*
PER CUSTOMER, DEALER SAYS:
- THE PARTS HAVENT COME IN YET
*
CUSTOMER SEEKS:
- WANTS THE PARTS AVAILABLE, NOW!!!
*
CAC ADVISED:
- CONTINUE TO WORK WITH THE DEALER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

2574JS GRP: XX05 CONCERN CONTACT VEH TYPE: CAR
 WASHINGTON 27 ZN/TR: CONTACT NBR: 108123989 OPENED: 02/20/1997
 VIN: 1ZVPT22L3L5 ENGINE: L CLOSED: 03/04/1997
 =====

=====

LAST NAME: STATUS: CLOSED
 TITLE: FIRST NAME: MI:
 ADDRESS: CITY: PDQUODON STATE: VA ZIP:
 HOME PHONE: BUS. PHONE:
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 71000 MSD:
 DEALER NAME: BOWDITCH FORD INC SALES CODE: 127081 P & A: 06651
 CAUSAL CODES: 1012 10RA SYMPTOMS: 104100
 ORIGIN: GO TRANS. DST/RGN: 27 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 02/25/1997
 ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
 ESP INFO: EXPIRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/02/20
 *** PARTS DELAY OVER 30 DAYS ***
 *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98599 & 96548 (SEAT BELT)***
 *** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- PART WAS ORDERED ON 11/14/96 FOR THE SAFETY BELT RECALL
- THE PART HAS NOT YET BEEN DELIVERED
- CURRENTLY THE SEAT BELT IS INOPERABLE

PER CUSTOMER, DEALER SAYS:

- PARTS ARE ON BACKORDER

CUSTOMER SEEKS:

- HAVE THE PART DELIVERED

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
- REQUEST MR.KIM POLAREK(CUST. REL MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/02/25

###THIS IS THE CLOSING COMMENT

SEAT BELTS NOT AVAIL HAVE ORDERED 4 TIMES, FORD CANNOT PROVIDE PART, DO NOT OPEN ANOTHER CONTACT FOR DEALER. DEALER CANNOT GET PARTS THIS IS A FORD PARTS AVAIL ISSUE. F

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 4976BB GRP: OP INFORMATION CONTACT VEH TYPE: CAR
 DENVER 56 ZN/TR: A2 CONTACT NBR: 107964217 OPENED: 01/10/1997
 VIN: L ENGINE: CLOSED: 01/10/1997

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] NI:
 ADDRESS: [REDACTED]
 CITY: SANTE FE STATE: [REDACTED] ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 130000 WSD:
 DEALER NAME: CAPITOL MOTOR COMPA SALES CODE: 156508 P & A: 20403
 CAUSAL CODES: 0411 0405 SYMPTOMS: 104100
 ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
 ESP INFO: EXPIRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/01/10

NO VIN AVAILABLE

CUSTOMER SAYS:

- RECEIVED RECALL LETTER ON SEATBELT
- GIVEN APPOINTMENT ON 1/3/97 TO HAVE TRACKS MEASURED
- THEY WERE SUPPOSED TO ORDER THE PARTS FOR THE REPAIRS
- THE SECOND TIME I WENT ON ON 1/7/97 THEY DECIDED THAT THEY ALSO NEEDED TO ORDER A MOTOR FOR THE SEATBELT
- THEY DID NOT CHECK TO SEE IF IT NEEDED A MOTOR THE FIRST TIME
- WHEN I BROUGHT THE VEHICLE BACK THEY DID NOT HAVE ALL THE PARTS
- THEY STILL HAVE NOT RECEIVED THE MOTOR AND I HAVE BEEN RIDING AROUND FOR 3 MONTHS WITHOUT MY SEATBELTS

PER CUSTOMER, DEALER SAYS:

- PER GIND (SERVICE), WE DON'T KNOW WHEN WE WILL GET THE PARTS IN

CUSTOMER SEEKS:

- TO LODGE COMPLAINT AGAINST DEALERSHIP

CAC ADVISED:

- APOLOGIZED TO CUSTOMER FOR THE SERVICE EXPERIENCE
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE APPROPRIATE OFFICE

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

 8216DJ GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
 DENVER 58 ZN/TR: A2 CONTACT NBR: 108175799 OPENED: 03/05/1997
 VIN: 1ZVPT21U8L5 ENGINE: U CLOSED: 03/19/1997

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: SANTA FE STATE: NM ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 200000 WSD:
 DEALER NAME: CAPITOL MOTOR COMPA SALES CODE: 156508 P & A: 20403
 CAUSAL CODES: 1012 1203 SYMPTOMS: 104100
 ORIGIN: GD TRANS. DST/RGN: 56 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 03/11/1997
 ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
 ESP INFD: EXPIRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/03/05

*** VEHICLE INVOLVED IN RECALL 96548 AND 96589 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- HIS VEHICLE IS INVOLVED IN A RECALL FOR THE SEAT BELTS
- TOOK THE VEHICLE IN BACK IN DECEMBER OF 1996 TO HAVE THE RECALL PERFORMED
- AT THAT TIME HE WAS INFORMED THAT THE PARTS WERE ON BACKORDER DELAY
- HE STILL HAS NOT HEARD ANYTHING ABOUT WHEN THE PARTS WILL BE IN

PER CUSTOMER, DEALER SAYS:

- HAS NOT BEEN CONTACTED RECENTLY

CUSTOMER SEEKS:

- TO FIND OUT WHEN THE PARTS WILL BE IN

CAC ADVISED:

RE: RECALLS

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. MIKE BRANDT (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/03/12

###THIS IS THE CLOSING COMMENT

THE PART NEEDED TO COMPLETE THIS RECALL HAS BEEN ON ORDER SINCE 1/7/97. I INFORMED THE CUSTOMER THAT I WOULD CALL HIM AS SOON AS THE PART SHOWS UP.
 MICHAEL BRANDT

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

017300 GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: CONTACT NBR: 107984978 OPENED: 01/10/1997
VIN: 12VPT20CBL5 ENGINE: C CLOSED: 02/05/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: ELIZABETH CITY STATE: NC ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 88000 WSD:
DEALER NAME: COURTESY FORD INC SALES CODE: 127623 P & A: 08743
CAUSAL CODES: 1213 3105 1204 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 27 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/21/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: Q SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/01/10
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 AND 96599 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-MOTHER CALLING IN MRS SMITH
-THE DRIVER SIDE SEATBELT WILL NOT OPERATE AT ALL
-PASSENGER SIDE IS OPERATING NORMALLY
*
PER CUSTOMER, DEALER SAYS:
-CARLA MAINE AT DEALERSHIP TOLD THE CUSTOMER TO CALL THE CAC AND PROVIDED THE NUMBER BECAUSE THE DEALERSHIP DOESNT HAVE THE PROPER PARTS TO REPAIR THE VEHICLE UNDER THIS RECALL
*
CUSTOMER SEEKS:
-WANTS THIS RECALL COMPLETED ON THE VEHICLE
NON VLC/OBC/ FOR CLARIFICATION, SPOKE TO CARLA AND SHE WILL OBTAIN INFORMATION FROM THE SVC DIR ON THIS RECALL AND CALL THE CUSTOMER TODAY
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MS.CARLA MAINE (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/01/23
##THIS IS THE CLOSING COMMENT
PARTS ARE ON NATIONAL BACKORDER FOR RECALL AT THIS TIME.
FORREST TURNER SVC MGR

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

017300	GRP: XX13	CONCERN CONTACT	VEH TYPE: CAR
WASHINGTON	27	ZN/TR: 81	CONTACT NBR: 107964976
VIN: 1ZVPT20C8L5		ENGINE: C	OPENED: 01/10/1997
			CLOSED: 02/05/1997

=====

1997/01/29

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- REITERATES CONCERNS ABOUT SEAT BELTS

*

PER CUSTOMER, DEALER SAYS:

- PARTS ARE ON BACK ORDER

*

CUSTOMER SEEKS:

- TO VERIFY THIS

*

CAC ADVISED:

- PER DEALERS CLOSING COMMENTS THE PARTS ON BACK ORDER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

B253HM	GRP: XX10	CONCERN CONTACT	VEH TYPE: CAR
ORLANDO	24	ZN/TR: F1	CONTACT NBR: 107905135
VIN: 1ZVPT20C0LE		ENGINE: C	OPENED: 01/10/1997
			CLOSED: 01/31/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	TAMPA	STATE:	FL	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]	
MODEL YEAR:	90	MODEL:	PROBE	
MILEAGE:	106000	WSD:		
DEALER NAME:	ERNIE HAIRE FORD IN	SALES CODE:	124208	P & A: 04998
CAUSAL CODES:	1203 3105	SYMPTOMS:	104100	
ORIGIN:	GO	TRANS. DST/RGN:	24	TRANS. DATE:
SERVICE/SALES:	1			CONTACT DATE: 01/13/1997
ACK. CODE:	ASSIST CODE: W	AWARD AMT:		O SURVEY: Y (Y OR N)

BUILD DATE:		CALIBRATION:	
ESP INFO:		EXPIRES:	
OPEN RECALL:		OWNER NOTIFIED:	MICRD:

COMMENTS:

1997/01/10

*** NAVIS: SUBSEQUENT ***

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***

CUSTOMER SAYS:

- THE SHOULDER BELT IN THE VEHICLE IS NOT WORKING PROPERLY
- THE DEALERSHIP ORDERED THE PARTS OVER 3 MONTHS AGO

PER CUSTOMER, DEALER SAYS:

- CHUCK SCOTT IN THE SERVICE DEPARTMENT SAID THEY ORDERED THE PART

CUSTOMER SEEKS:

- FDR THE RECALL TO BE PERFORMED

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. TOM PASQUALE (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

- MADE AN OBC TO TANYA IN THE SERVICE DEPARTMENT TO GET SOME MORE INFORMATION ABOUT THIS PART
- SHE SAID THAT THE PART IS ON BACKORDER AND AS SOON AS THEY RECEIVE THIS PART THEY WILL CONTACT THE CUSTOMER

1997/01/24

###THIS IS THE CLOSING COMMENT

WE HAVE LEFT 2 PHONE MESSAGES IN THE LAST WEEK TO TRY TO SCHEDULE AN APPOINTMENT TO HAVE THE OPEN RECALLS DONE. THE LAST MESSAGE WAS LEFT AT 11:00 AM ON 01/24/1997. WE WILL SCHEDULE THE APPOINTMENT AS SOON AS THE CUSTOMER CALLS US BACK. TOM PASQUALE SERV. MGR.

09/11/98

MASTER OWNER RELATIONS SYSTEM TL

14.21.02

1449ML GRP: 02 INFORMATION CONTACT VEH TYPE: CAR
UNKNOWN 89 ZN/TR: CONTACT NBR: 107877043 OPENED: 01/14/1997
VIN: L ENGINE: CLOSED: 01/14/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: LOWER BURRELL STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 MSD:
DEALER NAME: SALES CODE: P & A:
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1987/01/14

*** MILEAGE UNAVAILABLE ***
NO VIN AVAILABLE
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- WANTS TO KNOW IF FORD HAS CHANGED THE POLICY ON THE SEAT BELT RECALL ON THE PROBES
- IS UPSET THAT HE HAS TO BRING THE VEHICLE IN AGAIN FOR THE RECALL TO BE PERFORMED
- WANTS IT TO BE PERFORMED THE SAME DAY AND IS DISAPPOINTED THAT FORD WOULD MAKE CUSTOMERS WAIT ON A RECALL

PER CUSTOMER, DEALER SAYS:

- FORD HAS CHANGED THE POLICY ON THE SEAT BELTS THAT AS LONG AS THE SEAT BELT IS PERFORMING PROPERLY THEY WILL ONLY INSPECT THE SEAT BELTS AND THEN ACCORDINGLY ORDER THE PARTS AND CHANGE THEM AT A SECOND APPOINTMENT (SERVICE DEPARTMENT- NO NAME)

CUSTOMER SEEKS:

- RECALL INFORMATION

CAC ADVISED:

- ***CUSTOMER WILL CALL BACK WITH THE VIN # TO CHECK INTO THE RECALL AND SEE IF THE POLICY MAY HAVE CHANGED ***
- COULD NOT VERIFY RECALL INFORMATION WITHOUT VIN#
- NEXT CSR PLEASE ALSO OBTAIN DEALER INFORMATION

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

1449ML GRP: 02 INFORMATION CONTACT VEH TYPE: CAR
UNKNOWN 99 ZN/TR: CONTACT NBR: 107977043 OPENED: 01/14/1997
VIN: L ENGINE: CLOSED: 01/14/1997

1997/01/14

NO VIN AVAILABLE

*** MILEAGE UNAVAILABLE ***

CUSTOMER SAYS:

-WHY CAN'T HIS SEAT BELTS BE FIXED AS THE RECALL LETTER STATED THEY WOULD

PER CUSTOMER, DEALER SAYS:

-ASSISTANT SERVICE MANAGER FORD CHANGED THE POLICY AND THE VEHICLE WAS ONLY
INSPECTED RATHER THAN REPAIRED

-FORD WON'T PROVIDE THE PARTS UNTIL THE INSPECTION HAS BEEN DONE

-DIDN'T KNOW ABOUT THE POLICY CHANGE UNTIL THIS MORNING

-THE DRIVER'S SIDE IS A MANDATORY REPAIR AND THE PASSENGER'S SIDE IS NEEDED

CUSTOMER SEEKS:

-IS UPSET THAT FORD CHANGED THE POLICY BECAUSE HE'S NOW BEING DOUBLY
INCONVENIENCED

-WANTS TO KNOW IF THIS IS TRUE

CAC ADVISED:

- DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE.

- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP

1997/01/15

CUSTOMER SAYS:

- UPSET THAT DEALERS DO NOT HAVE PARTS ON HAND TO PERFORM MANDATORY RECALL
REPAIRS

PER CUSTOMER, DEALER SAYS:

- PARTS WILL BE ORDERED

- PARTS ARE HARD TO COME BY

CUSTOMER SEEKS:

- WANTS TO COMPLAIN TO FORD ABOUT THIS

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED INTERNALLY TO APPROPRIATE
DEPARTMENT

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

0604MR	GRP: XX16	CONCERN CONTACT	VEH TYPE: CAR
WASHINGTON	27	ZN/TR: G1	CONTACT NBR: 107977254
VIN: 1ZVPT20C5L5		ENGINE: C	OPENED: 01/14/1997
			CLOSED: 02/26/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	PASADENA	STATE:	MD	ZIP:	
HOME PHONE:		BUS. PHDNE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	90000	WSD:			
DEALER NAME:	BOB BELL FORD	SALES CODE:	127039	P & A:	0006B
CAUSAL CODES:	1204	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:	27	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	02/19/1997
ACK. CODE:		ASSIST CODE: W	AWARD AMT:	O SURVEY:	Y (Y OR N)

BUILD DATE:		CALIBRATION:	
ESP INFO:		EXPIRES:	
OPEN RECALL:		OWNER NOTIFIED:	MICRO:

COMMENTS:

1997/01/14

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S99 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- RECEIVED LETTER REGARDING SAFETY BELT RECALL
- HAS HAD TO TAKE THE VEHICLE BACK THREE TIMES TO TRY NAD HAVE THIS REPAIRED
- EVERYTIME THEY GO IN THEY ARE TOLD THAT THE PARTS ARE NOT IN

PER CUSTOMER, DEALER SAYS:

- THE PARTS HAVE BEEN IN BUT THEY HAVE BEEN USED ON OTHER VEHICLES

CUSTOMER SEEKS:

- TO HAVE RECALL PERFORMED
- TO GET APPDUJNMENT WHERE THE PARTS AVIALABLE

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. WALTER RUBIN (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/02/19

###THIS IS THE CLOSING COMMENT

PART IS ON NATIONAL BACK ORDER WITH NO DELIVERY DATE PROJECTED N EDTTON PART #

IS F72261810D45B

WILL CONTACT CUSTOMER AS SOON AS PART IS AAVAILABLE

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

9741KL GRP: XK07 INFORMATION CONTACT VEH TYPE: CAR
UNKNOWN 99 2N/TR: CONTACT NBR: 107977632 OPENED: 01/14/1997
VIN: 1ZVPT22L8L ENGINE: L CLOSED: 01/14/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] NI: [REDACTED]
ADDRESS: [REDACTED]
CITY: GREENVILLE STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 95000 WSD:
DEALER NAME: SALES CODE: P & A:
CAUSAL CODES: 3001 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/01/14

INVOLVED IN RECALL 86548

INVOLVED IN RECALL 86589

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-THE SEATBELT ON THE DRIVER'S SIDE IS BROKEN

PER CUSTOMER, DEALER SAYS:

-ORDERED THE PART AFTER CHRISTMAS (NO TIME)

CUSTOMER SEEKS:

-WANTS HER SEATBELT REPAIRED

-WHY IS THE LETTER SENT OUT IN OCT IF THE PART ISN'T EVEN AVAILABLE?

CAC ADVISED:

- DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE.

- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

6B13BF	GRP: XX15	INFORMATION CONTACT	VEH TYPE: CAR
PHILADELPHIA	16	ZN/TR: D1	CONTACT NBR: 107978184
VIN: 1ZVPT21U2L5		ENGINE: U	OPENED: 01/14/1997
			CLOSED: 01/14/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	QUAKERTOWN	STATE:	PA	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]	
MODEL YEAR:	90	MODEL:	PROBE	
MILEAGE:	120000	WSD:		
DEALER NAME:	FAULKNER FORD-MERCU	SALES CODE:	116414	P & A: 01355
CAUSAL CODES:	0403 1012	SYMPTOMS:	104100	
ORIGIN:	GD	TRANS. DST/RGN:		TRANS. DATE:
SERVICE/SALES:	1			CONTACT DATE:
ACK. CODE:		ASSIST CODE:		AWARD AMT:
				Q SURVEY: (Y OR N)

BUILD DATE:		CALIBRATION:	
ESP INFO:		EXPIRES:	
OPEN RECALL:		OWNER NOTIFIED:	MICRO:

COMMENTS:

1997/01/14

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- 10/96 RECEIVED RECALL FOR THE SEATBELTS AND WIRING HARNESS
- WANTS SEATBELT RECALL PERFORMED

PER CUSTOMER, DEALER SAYS:

- PARTS ARE ON BACK ORDER
- CAN NOT GET THE VEHICLE IN FOR TWO MONTHS DUE TO TRAINING NEW PEOPLE PER SERVICE DEPARTMENT

CUSTOMER SEEKS:

- WANTS TO GET THE VEHICLE IN SOONER

CAC ADVISED:

- DEALERSHIP IS THE BEST TECHNICAL RESOURCE
- MR. JIM MARR (SVC MGR) IS IN THE BEST POSITION TO ASSIST YOU.

1997/01/24

THIS CONTACT HAS BEEN UPGRADED. THE NEW CONTACT IS 108017135

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

2506JA GRP: 08 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 18 ZN/TR: 01 CONTACT NBR: 108017135 OPENED: 01/24/1997
VIN: 1ZVPT21U2L5 ENGINE: U CLOSED: 02/10/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: QUAKERTOWN STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 120000 MSD:
DEALER NAME: FAULKNER FORD-MERCU SALES CODE: 116414 P & A: 01355
CAUSAL CODES: 0403 1012 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 16 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/28/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFD: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/01/24

THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 107978184

*** VEHICLE INVOLVED IN RECALL 96S99 AND 96S48 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- THE SEAT BELTS DO NOT WORK AT ALL, WOULD LIKE TO KNOW HOW THE DEALERSHIP CAN ALLOW THE VEHICLE TO BE OUT ON THE ROAD IN THIS

CONDITION

- 11-29-96 THE PART WAS ORDERED

*

PER CUSTOMER, DEALER SAYS:

- THEY ARE WAITING FOR THE PART ON BACK ORDER IN ORDER TO MAKE THE REPAIR

*

CUSTOMER SEEKS:

- RESOLUTION OF THE CONCERN

*

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.

- REQUEST MR. JIM MARR CUST. REL MNGR CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

- MADE OBC, SPOKE WITH JOHN REIMBOLD THAT PART WAS ORDERED 11-29-96

1997/02/03

###THIS IS THE CLOSING COMMENT

VEHICLE WAS IN SERVICE DEPARTMENT 1-28-97 FOR RECALL REPAIRS. ALL OPEN RECALLS PERFORMED THAT DATE. VEHICLE RETURNED TO THE CUSTOMER SAME DAY.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

9495KA GRP: XXOP INFORMATION CONTACT VEH TYPE: CAR
UNKNOWN 99 ZN/TR: CONTACT NBR: 107981669 OPENED: 01/15/1997
VIN: L ENGINE: CLOSED: 01/15/1997

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: SALES CODE: P & A:
CAUSAL CODES: 1209 3105 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRD:

COMMENTS:

1997/01/15

***LETTER POSTMARKED 1/10/97 ***

CUSTOMER WRITES:

- VEHICLE IS INVOLVED IN RECALL 98S48/SAFETY RESTRAINT
- DEALERHISP S15 NOT HAVE PARTS FOR REPAIR WHEN HE TOOK THE VEHICLE IN
- CUSTOMER IS VERY UPSET
- DRIVER'S SIDE BELT DOES NOT OPERATE PROPERLY

*

CUSTOMER SEEKS:

- RECALL PERFORMED

*

CAC ADVISED:

- SENT PC01/CONTACT CAC
- OUTBOUND CALL MADE TO CUSTOMER TO OBTAIN ADDITIONAL INFORMATION
- LEFT MESSAGE FOR CUSTOMER TO CONTACT CAC
- *NEXT CSR, PLEASE OBTAIN VIN AND ADDITIONAL INFORMATION REQUIRED TO PROCESS CONTACT (MILEAGE, SERVICING DEALER, HAS RECALL BEEN PERFORMED SINCE LETTER WRITTEN)
- PROCESS AS APPROPRIATE (UPGRADE TO CONCERN IF NECESSARY)

08/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

O222DL GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: I1 CONTACT NBR: 107986373 OPENED: 01/16/1997
VIN: 1ZVPT20C6LS ENGINE: C CLOSED: 01/24/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HOLBROOK STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 100000 WSD:
DEALER NAME: MCCARVILLE FORD INC SALES CODE: 113099 P & A: 03999
CAUSAL CODES: 2910 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/17/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/01/18

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***

CUSTOMER SAYS:

-VEHICLE IS INVOLVED IN 96S48
-LETTER SAYS THAT NEW RAILS WILL BE AVAILBLE AFTER DECEMBER 15
-WOULD LIKE TO KNOW WHEN PARTS WILL BE IN, VEHICLE WAS BROUGHT INTO DEALERSHIP
AND THEY SAID CUSTOMER WILL BE CONTACTED WHEN PARTS ARE IN
-CUSTOMER WAS NEVER CONTACTED BY DEALERSHIP
-CUSTOMER OBTAINED 1-800# FROM RECALL LETTER

*
PER CUSTOMER, DEALER SAYS:
-NO CONTACT SINCE LAST VISIT

*
CUSTOMER SEEKS:

-RECALL INFORMATION
-PROPER REPAIR OF VEHICLE UNDER RECALL

*
CAC ADVISED:

-RE VEHICLE REPAIR UNDER RECALL:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MS. MAUREEN ARYALE (CUST REL & SVC MNGR) TO CONTACT THE CUSTOMER
WITHIN 2 BUSINESS DAYS

-RE RECALL & PART AVAILABILITY:

**OUTBOUND CALL MADE TO EDDIE (PARTS DEPARTMENT)(CSR ATTEMPTED TO REACH PARTS
MANAGER WHO WAS UNAVILBLE)**

-PER EDDIE (PARTS DEPARTMENT): PART IS IN, CUSTOMER MAY HAVE RECEIVED A
POSTCARD

1997/01/17

##THIS IS THE CLOSING COMMENT

PARTS ARE NOW IN FOR RECALL CUSTOMER NOTIFIED AND APPT MADE FOR THIS WEEK
PLEASE CLOSE MAUREEN ARYALE

08/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

 6946AC GRP: XX09 CONCERN CONTACT VEH TYPE: CAR
 NEW YORK 13 ZN/TR: I1 CONTACT NBR: 108136157 OPENED: 02/25/1997
 VIN: 1ZVPT20C6L5 ENGINE: C CLOSED: 04/01/1997

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: HOLBROOK STATE: NY ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 85000 WSD:
 DEALER NAME: MCCARVILLE FORD INC SALES CODE: 113099 P & A: 03999
 CAUSAL CODES: 1220 1203 SYMPTOMS: 104100
 ORIGIN: 60 TRANS. DST/RGN: 13 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 03/25/1997
 ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
 ESP INFO: EXPIRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/02/25

*** VEHICLE INVOLVED IN RECALL 96598 ***
 *** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- HAD THE RECALL PERFORMED
- THE SEATBELT TOOK A LONG TIME TO RETRACT
- THE SEATBELT INDICATOR LIGHT COMES ON
- STILL AWAITING THE PARTS FOR THE DRIVER SIDE SEATBELT

PER CUSTOMER, DEALER SAYS:

- STATED THAT THE PART IS ON A 8-10 WEEK BACKORDER

CUSTOMER SEEKS:

- TO RECEIVE THE PARTS

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MS. MAUREEN ARTALE(CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/03/25

##THIS IS THE CLOSING COMMENT

AS SOON AS WE RECIEVED BACK ORDERED PARTS WE CALLED CUSTOMER AND ARRANGED AN APPOINTMENT FOR YESTERDAY 03-24-97. CAR IS REPAIRED AND CUSTOMER SATISFIED PLEASE CLOSE MAUREEN ARTALE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

B127CN GRP: XX10 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: A2 CONTACT NBR: 107988023 OPENED: 01/16/1997
VIN: 1ZVPT20CXL5 ENGINE: C CLOSED: 02/14/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 110000 WSD:
DEALER NAME: FUCCILLO FORD, INC. SALES CODE: 144003 P & A: 01454
CAUSAL CODES: 12RA 12RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 44 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/27/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:
1997/01/16

*** NAVIS: ORIGINAL ***
*** VEHICLE INVOLVED IN RECALL 96548 AND 96599 ***

CUSTOMER SAYS:

- SEATBELTS WERE REPLACED UNDER WARRANTY
- THE SEATBELTS HAVE BEEN BROKEN FOR TWO YEARS
- I TOOK IT TO THE DEALERSHIP IN NOVEMBER

*
PER CUSTOMER, DEALER SAYS:

- WE ARE WAITING ON PARTS FROM FORD

*
CUSTOMER SEEKS:

- SEATBELT TRACK PARTS TO BE EXPEDITED SO THE REPAIR CAN BE MADE

*
CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
- REQUEST MR. CHRIS SZUMINSKY (CUST. REL MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/02/07

CONTACTED CUSTOMER BY PHONE, CUSTS GREATEST CONCERN WAS THAT PARTS WERE NOT AVAILABLE ON A TIMELY BASIS DEALER HAD PARTS IN STOCK FOR ANOTHER CUSTOMER WHO HAD NOT SCHEDULED NOR HAD CALLED TO VERIFY APPT, DEALER USED THOSE PART TO SATISFY MS. GORCHOWSKI PARTS INSTALLED ON 1/30/97

###THIS IS THE CLOSING COMMENT

CUSTOMER CAME IN TO DEALER 1/30/97 TO HAVE LEFT SEAT BELT AND MOTOR REPLACED PER RECALL. CUSTOMER VERY HAPPY TO HAVE SEAT BELT WORKING AGAIN

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

5148SS GRP: XA07 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: E1 CONTACT NBR: 107988565 OPENED: 01/16/1997
VIN: 1ZVPT21U2L5 ENGINE: U CLOSED: 01/23/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: HOLLIS STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 118000 WSD:
DEALER NAME: GOLDSMITHFORD, LTD. SALES CODE: 113030 P & A: 00388
CAUSAL CODES: 30NR SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/17/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/01/16

*** NAVIS: SUBSEQUENT ***

*** VEHICLE INVOLVED IN RECALL 98599 ***

CUSTOMER SAYS:

- THE CUSTOMER IS CALLING BECAUSE SHE HAS BEEN TRYING SINCE NOVEMBER TO GET THE SEAT BELTS IN HER VEHICLE REPAIRED UNDER RECALL
- THERE HAVE BEEN FOUR DIFFERENT REPAIR ATTEMPTS AND EVERY TIME THE DEALER CANNOT DO THE REPAIR FOR ONE REASON OR THE OTHER(NO DATES)

PER CUSTOMER, DEALER SAYS:

- WE HAVE TO ORDER THE PARTS (NO NAME)

CUSTOMER SEEKS:

- A FINAL RESOLUTION TO THE CONCERN

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
- REQUEST MR. FRED RICCI (CUST. REL MGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM I1

14.21.02

=====

2827EB	GRP: XX09	INFORMATION CONTACT	VEH TYPE: CAR
HOUSTON	57	ZN/TR: B2	CONTACT NBR: 107991040
VIN: L		ENGINE:	OPENED: 01/17/1997
			CLOSED: 01/17/1997

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:	[REDACTED]				
CITY:	CLUTE	STATE:	TX	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]		
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	113000	WSD:			
DEALER NAME:	THORNTON FORD LINCO	SALES CODE:	152761	P & A:	04463
CAUSAL CODES:	1005	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:		TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	
ACK. CODE:		ASSIST CODE:		AWARD AMT:	
				O SURVEY:	(Y DR N)

BUILD DATE:		CALIBRATION:	
ESP INFO:		EXPIRES:	
OPEN RECALL:		OWNER NOTIFIED:	MICRO:

COMMENTS:

1997/01/17

*** VIN NOT AVAILABLE - VEHICLE AT DEALERSHIP ***

CUSTOMER SAYS:

- THE VEHICLE IS INVOLVED IN THE SEATBELT RECALL.
- THE PART WAS ORDERED FOR THE VEHICLE BY THE DEALERSHIP.
- THE SEATBELT CAME FOR THE PASSENGER SIDE AND NOT THE DRIVER'S SIDE.
- THE DEALERSHIP HAD TO REORDER THE PART.
- THE VEHICLE WAS PUT IN THE SHOP ON 1-6-97.

*

PER CUSTOMER, DEALER SAYS:

- PER DANNY: THEY RECEIVED THE PASSENGER SIDE BELT INSTEAD OF THE DRIVER SIDE BAG.

*

CUSTOMER SEEKS:

- WOULD LIKE TO KNOW WHY IT TAKES SO LONG FOR THE PART TO COME IN.

*

CAC ADVISED:

- THE PARTS MANAGER AT THE DEALERSHIP WOULD BE IN THE BEST POSITION TO ASSIST THE CUSTOMER FURTHER.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
3315CD GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: E2 CONTACT NBR: 107999951 OPENED: 01/21/1997
VIN: 1ZVPT20C7L5 ENGINE: C CLOSED: 01/29/1997
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: NV ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSO:
DEALER NAME: FRIENDLY FORD SALES CODE: 171170 P & A: 05534
CAUSAL CODES: 1017 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/22/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/01/21

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 9654B ***
*** MILEAGE UNAVAILABLE ***

CUSTOMER SAYS:

- [REDACTED] CALLING ON BEHALF OF HIS SON
- IN NOVEMBER RECEIVED A RECALL LETTER FOR THE SEAT BELT
- BROUGHT VEHICLE TO DEALERSHIP TO HAVE RECALL PERFORMED
- ON NOVEMBER 2, 1998 PART WAS ORDERED TO HAVE
- ON JANUARY 9 CUSTOMER WAS CONTACTED THAT THE PART WAS AT THE DEALERSHIP
- ONCE PART CAME THE DEALERSHIP ORDERED THE WRONG PART

PER CUSTOMER, DEALER SAYS:

- WE WILL CALL YOU WHEN THE PARTS ARE IN
- DO NOT HAVE THE 800 NUMBER (BURL BISE)
- YOU CAN FIND THE 800 NUMBER IN YOUR REPAIR MANUAL

CUSTOMER SEEKS:

- WHY DID IT TAKE SO LONG FOR THE PART TO GET HERE
- WHY WAS THE WRONG PART SENT

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. GREG HAASE (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

PART DELAY:

- CONTACT MR. RAY RIBICKI (SERV. MGR) FOR ASSISTANCE.

1997/01/22

###THIS IS THE CLOSING COMMENT

DEALER WILL ASST CUST ON RECALL 9654B PARTS HAD TO BE REORDERED THANK YOU

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

OB14CV GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: B1 CONTACT NBR: 108006217 OPENED: 01/22/1997
VIN: 1ZVPT20C7L5 ENGINE: C CLOSED: 01/30/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: GERMANTOWN STATE: TN ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 70000 WSD:
DEALER NAME: DORRIS FORD INC SALES CODE: 123003 P & A: 05948
CAUSAL CODES: 1203 1012 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 23 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/22/1997
ACK. CODE: ASSIST CODE: D AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/01/22

NO VIN AVAILABLE

CUSTOMER SAYS:

- IS INVOLVED IN TWO SAFETY RECALLS ON THE SEAT BELTS ON THE CAR
- CAR IS NOT AT DEALERSHIP

PER CUSTOMER, DEALER SAYS:

- PARTS ARE NOT AVAILABLE RIGHT NOW

CUSTOMER SEEKS:

- PARTS EXPEDITED
- RECALLS PERFORMED

CAC ADVISED:

- WITHOUT VIN, WE CAN NOT ASK DEALERSHIP TO GET PERSONALLY INVOLVED
- CALL BACK WITH VIN FOR FURTHER ASSISTANCE

** NEXT CSR, PLEASE UPGRADE THIS TO A CONCERN WHEN CUSTOMER CALLS BACK WITH VIN AFTER VERIFYING RECALL INVOLVEMENT

THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 108005201

CUSTOMER SAYS:

-CUSTOMER CALLED BACK WITH VEHICLE NUMBER

1ZVPT20C7L5 [REDACTED]

- IS INVOLVED IN TWO SAFETY RECALLS ON THE SEAT BELTS ON THE CAR
- CAR IS NOT AT DEALERSHIP

PER CUSTOMER, DEALER SAYS:

- TERRY CADE SAID: PARTS ARE NOT AVAILABLE RIGHT NOW

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

DB14CV GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
MEMPHIS 23 2N/TR: B1 CONTACT NBR: 108006217 OPENED: 01/22/1997
VIN: 1ZVPT20C7L5 ENGINE: C CLOSED: 01/30/1997

1997/01/22

CUSTOMER SEEKS:

RECALLS PERFORMED

*

CAC ADVISED:

-REGARDING RECALLS:96S48 AND 96S99:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUESTMS. HELEN ANDERSON(CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

*

CAC ADVISED:

-UPDATED VEHICLE NUMBER

1997/01/23

####THIS IS THE CLOSING COMMENT

WE HAVE ORDERED THE PARTS THROUGH THE RECALL CENTER AND THEY ARE ON NATIONAL BACKORDER. WILL REPAIR WHEN PARTS ARRIVE. NOTHING CAN BE DONE TO SPEED SHIPMENT. CLOSING BY ED STOCK, SERV MNGR.

1997/02/03

*** VEHICLE INVOLVED IN RECALL 96S99 ***

*** VEHICLE INVOLVED IN RECALL 96S48 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-WHEN WILL THE PARTS BE IN?

-WHY HASN'T ANYONE CALLED HIM ABOUT THE STATUS OF THE PARTS?

*

PER CUSTOMER, DEALER SAYS:

-SAID THE PARTS ARE ON NATIONAL BACKORDER

-THEY'LL REPAIR THE VEHICLE AS SOON AS THE PARTS ARE AVAILABLE

*

CUSTOMER SEEKS:

-WANTS THE RECALL TAKEN CARE OF

*

CAC ADVISED:

- DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE.

- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

2599CC GRP: XK03 INFORMATION CONTACT VEH TYPE: CAR
 MEMPHIS 23 ZN/TR: B1 CONTACT NBR: 108005201 OPENED: 01/22/1997
 VIN: L ENGINE: CLOSED: 01/22/1997

=====

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED] DRIVE [REDACTED]
 CITY: GERMANTOWN STATE: TN ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 70000 WSD:
 DEALER NAME: DOBBS FORD INC SALES CODE: 123003 P B A: 05948
 CAUSAL CODES: 1203 1012 SYMPTOMS: 104100
 ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
 ESP INFO: EXPIRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/01/22
 NO VIN AVAILABLE
 CUSTOMER SAYS:
 - IS INVOLVED IN TWO SAFETY RECALLS ON THE SEAT BELTS ON THE CAR
 - CAR IS NOT AT DEALERSHIP
 *
 PER CUSTOMER, DEALER SAYS:
 - PARTS ARE NOT AVAILABLE RIGHT NOW
 *
 CUSTOMER SEEKS:
 - PARTS EXPEDITED
 - RECALLS PERFORMED
 *
 CAC ADVISED:
 - WITHOUT VIN, WE CAN NOT ASK DEALERSHIP TO GET PERSONALLY INVOLVED
 - CALL BACK WITH VIN FOR FURTHER ASSISTANCE
 ** NEXT CSR, PLEASE UPGRADE THIS TO A CONCERN WHEN CUSTOMER CALLS BACK WITH
 VIN AFTER VERIFYING RECALL INVOLVEMENT
 THIS CONTACT HAS BEEN UPGRADED. THE NEW CONTACT IS 108008217

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

8253HM GRP: XX10 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: B2 CONTACT NBR: 108006257 OPENED: 01/22/1997
VIN: 1ZVPT20CXL ENGINE: C CLOSED: 02/13/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: VILLA PARK STATE: IL ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 45000 WSD:
DEALER NAME: OAKFIELD FORD INC SALES CODE: 141058 P & A: 01508
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 41 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/03/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:
1997/01/22

*** VEHICLE INVOLVED IN RECALL 96S99 ***
*** VEHICLE INVOLVED IN RECALL 96S48 ***
*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

- THE SEAT BELT IN HER VEHICLE IS NOT WORKING PROPERLY AND IS INOPERABLE
- RECEIVED A RECALL LETTER IN THE MAIL ABOUT IT

PER CUSTOMER, DEALER SAYS:

- 11/96 MIKE IN THE SERVICE DEPARTMENT SAID THAT SHE NEEDED TO WAIT FOR
ANOTHER LETTER TO COME IN

CUSTOMER SEEKS:

- FOR THE RECALL TO BE PERFORMED

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. LOUIS G RUFFOLO. (CUST REL MGR) TO CONTACT THE CUSTOMER
WITHIN 2 BUSINESS DAYS

1997/02/06

###THIS IS THE CLOSING COMMENT

OWNER IN ON 2-3-97 ORDERED NEW SEAT BELT PER RECALL PARTS ON BACK ORDER WILL BE
HERE IN 5 TO 6 WEEKS PLEASE CLOSE CONTACT

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

8771EA GRP: XX02 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 2N/TR: A2 CONTACT NBR: 108006311 OPENED: 01/22/1997
VIN: 1ZVPT20C9L5 ENGINE: C CLOSED: 02/04/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WEST BLOOMFIELD STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 56500 WSD:
DEALER NAME: AVIS FORDINC SALES CODE: 148028 P & A: 02750
CAUSAL CODES: 1203 3105 12RA SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/28/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRD:

COMMENTS:

1997/01/22

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- PER MARK SANTZ (ERIKA'S FATHER)

- THE VEHICLE WAS BROUGHT IN FOR THE SEAT BELT RECALL 11/96. I SAT AT THE DEALERSHIP FOR 2 HOURS AND WAS THEN TOLD THAT PARTS ARE NOT AVAILABLE WAS TOLD TO BRING THE VEHICLE BACK IN THE MIDDLE OF DECEMBER

- 12/18/96, THE VEHICLE WAS BROUGHT IN AND LEFT FOR THE RECALL TO BE PERFORMED AVIS FORD INDICATED THAT THE PARTS NEEDED TO BE ORDERED AND THEY WERE NOT IN, THEY WOULD ORDER PARTS AND THEN CONTACT ME WHEN THE PARTS WERE AVAILABLE

- 1/3/97: THE VEHICLE WAS SUPPOSED TO BE BROUGHT BACK FOR THE THIRD TIME TO HAVE THE RECALL PERFORMED I WAITED IN THE DEALERSHIP FOR OVER AN HOUR AND WAS TOLD THAT THE RECALL WAS NOT PERFORMED AND TO TAKE THE VEHICLE HOME ALTHOUGH THE SEAT BELTS WOULD NOT BE WORKING AND I WOULD HAVE TO SIGN A CONSENT FORM INDICATING THAT I KNEW THERE WOULD BE NO WORKING DRIVERS OR PASSENGER SEAT BELT

- THE VEHICLE IS THERE RIGHT NOW TO HAVE THE RECALL PERFORMED AND I WAS GIVEN A PHONE CALL AT WORK INDICATING THAT THE RECALL STILL CAN NOT BE PERFORMED THAT A CABLE WAS MISSING. SINCE THIS WAS MY 4TH VISIT I WAS GIVEN A COURTESY VEHICLE. THE MISSING CABLE WILL NOT BE AVAILABLE FOR 2-3 WEEKS SO THEY HAVE ASKED ME TO BRING MY COURTESY VEHICLE BACK TO THE SERVICE DEPARTMENT. IM TIRED OF GOING BACK AND FOURTH WITH THIS CAR

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
8771EA GRP: XK02 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: A2 CONTACT NBR: 108006311 OPENED: 01/22/1997
VIN: 1ZVPT20C9L5 ENGINE: C CLOSED: 02/04/1997
=====

1997/01/22

*
PER CUSTOMER, DEALER SAYS:

- 1/3/97, THE VEHICLE WAS READY TO BE TAKEN HOWEVER THERE WERE NO SEATBELTS AVAILABLE SIGN A RELEASE KNOWING THAT THERE ARE NO WORKING SEATBELTS
- PER RODNEY, THE SEAT BELTS ARE TAKEN APART AND THERE WAS A CABLE MISSING BRING THE VEHICLE
- OUTBOUND CALL MADE TO BOB SKURDA, PARTS AND SERVICE MANAGER, KEEP THE COURTESY CAR, I WILL TRY AND EXPDITE

*
CUSTOMER SEEKS:

- TO HAVE THE RECALL PERFORMED WITHOUT ANYMORE HASSLES
- TO HAVE THE SERVICE DEPARTMENT COME AND PICK UP MY COURTESY VEHICLE AND BRING ME MY CAR

*
CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
- REQUEST MR. JOHN THURWACHTER (CUST. REL MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- OUTBOUND CALL MADE TO BOB SKURDA, FOR ADDITIONAL INFORMATION ON THE LOCATION OF THE RECALL PART
- REFER TO CONTACT # 107689818, FOR PAST INFORMATION ON THIS VEHICLE

1997/01/28

###THIS IS THE CLOSING COMMENT

VEHICLE WAS REPAIR UNDER RECALL. CUSTOMER HAD LOANER VEHICLE DURING THE TIME D F THE REPAIR. CUSTOMER HAS VEHICLE AND IS HAPPY. CLOSE CASE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

360BJM GRP: XX14 CONCERN CONTACT VEH TYPE: CAR
HOUSTON 57 ZN/TR: C2 CONTACT NBR: 108007344 OPENED: 01/22/1997
VIN: 1ZVPT20C4L ENGINE: C CLOSED: 02/24/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: MANHACA STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 100000 WSD:
DEALER NAME: MCMORRIS FORD INC SALES CODE: 152303 P & A: 04512
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/14/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:
1997/01/22

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- MADE APPOINTMENT FOR RECALL

*

PER CUSTOMER, DEALER SAYS:

- NO PARTS UNTIL DECEMBER 15TH TO REPAIR RECALL
- NO PAPER WORK TO SHOW THAT THE RECALL WAS PERFORMED
- PER LESLIE, WILL HAVE TO BRING THE VEHICLE BACK FORD KEEPS COMING UP WITH ANOTHER PART

*

CUSTOMER SEEKS:

- VEHICLE INVOLVEMENT IN RECALL

*

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. GENE WEBB CUST REL MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/01/27

CSM SPOKE TO SHOPFOREMAN- GENE WEBB. VEHICLE IS AT DEALERSHIP- WAITING ON PARTS. PARTS HAVE BEEN ORDERED. GENE WILL VERIFY PART DELIVERY AND PERFORM T. BAKER- CSM, HOUSTON

1997/02/17

##THIS IS THE CLOSING COMMENT
PARTS WERE ORDERED 12/10/1996. PARTS ARE STILL ON ORDER. FORD SAID 8 TO 10 WEEKS BEFORE PARTS WILL BE AVAILABLE. GBW

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

9266PH GRP: 10 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: E1 CONTACT NBR: 108010307 OPENED: 01/23/1997
VIN: 1ZVPT21U8L5 ENGINE: U CLDSED: 02/11/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: QUEENS VILLAGE STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 177000 WSD:
DEALER NAME: BEST FORD SALES CODE: 113034 P & A: 03620
CAUSAL CODES: 1215 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/04/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/01/23

*** VEHICLE INVOLVED IN RECALL 96S48 AND 96S99 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- 10/98 CUSTOMER GET RECALL LETTER ON SEATBELTS
- BOTH SEATBELTS ARE NOT WORKING
- HAD GONE TO TWO FORD DEALERSHIPS TO GET SEATBELTS REPAIRED AFTER RECEIVING THE LETTER
- 11/96 CUSTOMER RECEIVES TICKET FOR NOT WEARING SEATBELTS

PER CUSTOMER, DEALER SAYS:

- RE SEATBELTS:
WAITING ON PARTS

CUSTOMER SEEKS:

- FORD TO PAY FOR THE TICKET
- TO HAVE HIS SEATBELTS REPAIRED

CAC ADVISED:

RE RECALL:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. ROY PETERSON (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

RE TICKET:

- TICKET WILL NOT BE PAID BY FORD

1997/02/04

##THIS IS THE CLOSING COMMENT

AS TODAY DATE AND AFTER SPEAKING TO CUSTOMER TO HER CONCERN WITH TICKETS WE EXPLAIN TO CUSTOMER TICKETS ARE HER RESPONSABILITY THERE FOR SHE BE LIABILE FOR ANY TRAFFIC VIOLATION UNTIL VEHICLE BE FIXED OTHER OPTION IS NOT TO DRIVE VEHICLE UNTIL PARTS ARRIVED.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 0699RJ GRP: XX07 CONCERN CONTACT VEH TYPE: CAR
 PHILADELPHIA 16 ZN/TR: E1 CONTACT NBR: 108010705 OPENED: 01/23/1997
 VIN: 1ZVPT22L0L5 ENGINE: L CLOSED: 02/05/1997

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: WILLIAMSPORT STATE: PA ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 96000 WSD:
 DEALER NAME: ANCHOR FORD LINCOLN SALES CODE: 116530 P & A: 01308
 CAUSAL CODES: 1203 SYMPTOMS: 104100
 ORIGIN: G0 TRANS. DST/RGN: 16 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 01/29/1997
 ACK. CODE: ASSIST CODE: D AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
 ESP INFO: EXPIRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/01/23

*** VEHICLE INVOLVED IN RECALL 98548/96599 ***
 *** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-ATTEMPTED TO RESOLVE MALFUNCTIONING SAFETY BELTS
 -RECALL NOTICE RECEIVED CUSTOMER RETRIED REPAIRS

*

PER CUSTOMER, DEALER SAYS:

-ADVISED CUSTOMER PARTS NOT IN WHEN PARTS DID ARRIVE UTILIZED ON OTHER VEHICLE

*

CUSTOMER SEEKS:

-FINAL RESOLUTION OF CONCERNS
 -RECALL REPAIRS PERFORMED AS ADVISED
 -LODGE A FORMAL COMPLAINT AGAINST ANCHOR FORD FOR MISHANDLING CUSTOMER CONCERNS

*

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 -REQUEST MR.RICK TILLOTSON(CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

- DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED
 - CONTACT CUST. REL. MGR., RICK TILLOTSON, FOR FURTHER EXPLANATION.

1997/01/29

PARTS COUNTER PERSON RED PIDCOE CONTACTED 1-800 NUMBER PROVIDED IN RECALL NOTICE FOR PARTS PROCUREMENT. STATES PARTS ARE BACKORDERED WITH NO ETA. WITH REGARD TO USING THE CUSTOMERS PARTS ON ANOTHER VEHICLE, THE SERVICE ADVISOR GRANT MYERS STATES HE NO KNOWLEDGE OF THAT HAPPENING AND HAS NEVER RECEIVED PARTS FOR THIS VEHICLE. SERVICE MANAGER RICK TILLOTSON ATTEMPTED TO CONTACT CUSTOMER ON 1/27/97, LEFT MESSAGE 1/28/97, LEFT MESSAGE, 1/29/97 LEFT MESSAGE. CUSTOMER HAS NOT RETURNED THE CALLS.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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0699RJ	GRP: XX07	CONCERN CONTACT	VEH TYPE: CAR
PHILADELPHIA 16	ZN/TR: F1	CONTACT NBR: 108010705	OPENED: 01/23/1997
VIN: 1ZVPT22L0L5	[REDACTED]	ENGINE: L	CLOSED: 02/05/1997

=====

1997/01/29

###THIS IS THE CLOSING COMMENT

SERVICE MANAGER RICK TILLDTSON SPOKE TO LENA AT 1-800-325-5621 FOR PARTS PROCUREMENT. SHE STATES PARTS WILL NOT BE AVAILABLE FOR 8WEEKS. SHE ALSO STATE ED, PER RECALL NOTICE CUSTOMER IS ENTITLED TO THE FREE USE OF A RENTAL CAR WHI LE PARTS ARE BE MADE. ADVISED CUSTOMER. CUSTOMER WILL PICK UP RENTAL TOMORROW. SPOKE TO C.S.M. RON DEBNAM (REP FOR PARTS AND SERVICE OPERATIONS) ADVISED TO CLOSE CONTACT AS PARTS WILL NOT BE IN FOR AN EXTENDED TIME.

1997/02/05

###THIS IS THE CLOSING COMMENT

DK

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

029955 GRP: XX12 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: C2 CONTACT NBR: 10B010903 OPENED: 01/23/1997
VIN: 1ZVPT21U4L5 ENGINE: U CLOSED: 01/31/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: SALEM STATE: OH ZIP:
HOME PHONE: BUS. PHONE: PROBE
MODEL YEAR: 90 MILEAGE: 94000 WSD:
DEALER NAME: BUD BRADYFORD INC SALES CODE: 144118 P & A: 02397
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 44 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/24/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:
1997/01/23

*** NAVIS: ORIGINAL ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98599 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98548 ***

CUSTOMER SAYS:

- THE DRIVER SIDE SHOULDER STRAP WILL NOT MOVE
STRAP IS STUCK RIGHT IN THE MIDDLE
- TALKED TO ASSISTANT MGR JIM AT THE DEALERSHIP

PER CUSTOMER, DEALER SAYS: JIM

- WE ORDERED THE PARTS ON JANUARY 16TH FOR YOUR VEHICLE

CUSTOMER SEEKS:

- WANTS THIS FIXED AS SOON AS POSSIBLE

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. BUD BRADY, CUST REL MNGR, TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/01/24

##THIS IS THE CLOSING COMMENT

CUSTOMER HAS BEEN CONTACTED AND UPDATED ON PARTS REQUIRED FOR RECALL PARTS WERE ORDERED ON JAN 15 1997 WERE ADVISED THAT DAY THAT THEY WERE ON NATIONAL BACK ORDER WITH NO PROMISE DATE CUSTOMER WILL STAY IN TOUCH WITH US RMM 1/24/1997

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

2574JS GRP: XX05 CONCERN CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: B4 CONTACT NBR: 108032218 OPENED: 01/29/1997
VIN: 1ZVPT21U1L5 ENGINE: U CLOSED: 02/07/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: GRAYSON STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 95000 WSD:
DEALER NAME: ARRINGTON BLOUNT F SALES CODE: 121080 P & A: 00494
CAUSAL CODES: 3105 2801 10RA SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 21 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/30/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/01/29

*** PARTS DELAY ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 AND 96599 AND 94E54***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- THE SEAT BELT IS STUCK IN AN UNSAFE POSITION
- TOOK VEHICLE TO THE DEALER FIRST ON 1/20/97

*

PER CUSTOMER, DEALER SAYS:

- MALE IN PARTS PROVIDED 800 NUMBER
- THE PARTS ARE ON BACK ORDER AND IT WILL TAKE 8 WEEKS

*

CUSTOMER SEEKS:

- HAVE SITUATION RESOLVED AS SOON AS POSSIBLE

*

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
- REQUEST MR. JOHN HERRIN (CUST. REL MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- MADE OUTBOUND CALL TO THE PARTS DEPT- IT WILL TAKE 9 WEEKS BECAUSE OF THE BACK ORDER, WE SAW THAT THERE WAS PARTS IN OR DEPOT. WE WILL TRY TO GET THEM FROM THERE

1997/01/31

###THIS IS THE CLOSING COMMENT

CUSTOMER IS NOW IN RENTAL UNIT AS PROVIDED IN RECALL NOTICE TO DEALERS. PARTS MAY BE IN IN AS LITTLE AS 2 DAYS OR COULD TAKE UP TO 8 WKS DUE TO BACK ORDER STATUS .

J HERRIN

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7696AE GRP: 09 CONCERN CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: D3 CONTACT NBR: 108035043 OPENED: 01/29/1997
VIN: 1ZVPT22L8L5 ENGINE: L CLOSED: 02/11/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: TULSA STATE: OK ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 80000 WSD:
DEALER NAME: FRED JONES FD OF TU SALES CODE: 152305 P & A: 07036
CAUSAL CODES: 1203 1012 0208 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/09/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:
1997/01/29

*** VEHICLE INVOLVED IN RECALL 96599 ***
*** VEHICLE INVOLVED IN RECALL 96548 ***

CUSTOMER SAYS:

- DRIVER SIDE AUTOMATIC SEATBELTS MAKE A LOUD CLICKING NOISE, AND DO NOT OPERATE.
- DOES NOT FEEL SAFE TO DRIVE VEHICLE WITHOUT FUNCTIONING SEATBELTS.

PER CUSTOMER, DEALER SAYS:

- PARTS ARE ON BACK-ORDER.
- PARTS ARE NOT EXPECTED FOR 8 WEEKS.

CUSTOMER SEEKS:

- RESOLUTION TO CONCERN.

CAC ADVISED:

REGARDING RECALL/ONP

- REQUEST CUST REL MGR MIKE GRIFFIN TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS DAYS REGARDING RECALL/ONP

*** VEHICLE INVOLVED IN RECALL 96599 ***
*** VEHICLE INVOLVED IN RECALL 96548 ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- CALLING BACK.
- CUSTOMER SAID SHE CALLED OTHER DEALERSHIPS IN AREA, AND WAS TOLD PART IS ON BACKORDER.

PER CUSTOMER, DEALER SAYS:

- WILL TAKE UP TO 8 WEEKS TO GET PART.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====

7698AE	GRP: 09	CONCERN CONTACT	VEH TYPE: CAR
DALLAS	52	ZN/TR: 03	CONTACT NBR: 108035843
VIN:	12VPT22L8LS	ENGINE: L	OPENED: 01/29/1997
			CLOSED: 02/11/1997

=====

1997/01/29

*
CUSTOMER SEEKS:
- RESOLUTION TO CONCERN.

*
CAC ADVISED:
- CUSTOMER WAS INFORMED OF PRODUCTION DELAYS.
- REQUEST DEALERSHIP PARTS CONSULTANT KEEP CUSTOMER INFORMED OF ORDER STATUS.

1997/01/30

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98548 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98599 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- DRIVER SIDE AUTOMATIC SEATBELTS MAKE A LOUD CLICKING NOISE, AND DO NOT OPERATE
- DOES NOT FEEL SAFE TO DRIVE VEHICLE WITHOUT FUNCTIONING SEATBELTS

*
PER CUSTOMER, DEALER SAYS:
- SOMEONE FROM THE DEALERSHIP TOLD THE CUSTOMER THAT THE PARTS ARE ON BACK-ORDER: PARTS ARE NOT EXPECTED FOR 8 WEEKS.

*
CUSTOMER SEEKS:
- LOANER VEHICLE
- THE SEATBELT AS SOON AS POSSIBLE

*
CAC ADVISED:
RE: RECALL 98599 AND 98548 (SEATBELTS)
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. MIKE GRIFFIN (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

RE: LOANER VEHICLE REQUEST
- LOANERS ARE NOT A PROVISION OF THE WARRANTY.
- CONTACT MR. MIKE GRIFFIN (CUST REL MGR.) FOR CLARIFICATION OF THE DEALERSHIP'S POLICY ON ALTERNATIVE TRANSPORTATION.
- MAY REQUIRE AN APPOINTMENT

1997/02/04

###THIS IS THE CLOSING COMMENT
PARTS ON BACK ORDER THERE IS A MAJOR PROBLEM WITH FORD OR VENDOR TO RECALL THE VEH. AND NOT BE READY FOR THIS ONE... VENDOR TELL US THAT IT MAY BE A COUPLE OF WEEKS FOR THE MOTORS THE BASE RECALL THEY HAVE THE PARTS BUT THIS CUST. NEEDS THE 2ND KIT THAT THERE OUT OF BUT MOST OF THE RECALLS NEED THE MOTOR S

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

2327EB GRP: XX09 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: CI CONTACT NBR: 108036342 OPENED: 01/30/1997
VIN: 1ZVPT21U5L5 ENGINE: U CLOSED: 02/07/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CROSWELL STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 78000 WSD:
DEALER NAME: NDRTHGATEFORD INC SALES CODE: 148415 P & A: 02883
CAUSAL CODES: 1209 1203 1012 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/31/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:
1997/01/30
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
CUSTOMER SAYS:
-THE CUSTOMER RECEIVED THE RECALL LETTER ABOUT THE SEATBELTS.
-THE SEATBELTS IN THE VEHICLE ARE NOT WORKING AT ALL.
-THEY DO NOT WANT TO GET A TICKET FOR NOT WEARING SEATBELTS.
*
PER CUSTOMER, DEALER SAYS:
-PER STEVE BRUSH NORTH GATE FORD: THEY DO NOT HAVE THE PART FOR THE PASSENGER
SIDE OF THE VEHICLE.
-ONE PART IS IN AND WE ARE WAITING FOR THE OTHER SIDE TO COME IN.
-THE PART IS ON BACKORDER.
*
CUSTOMER SEEKS:
-WOULD LIKE TO KNOW WHEN THE PART WILL BE AVAILABLE.
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. STEVE BRUSH SVC MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS
DAYS
1997/01/31
###THIS IS THE CLOSING COMMENT
CUSTOMER WAS CONTACTED-STEVE COOK,PARTS COUNTERPERSON CONTACTED PARTS DEPT ON
PARTS AVAILABILITY-PARTS SHOUND ARRIVE NEXT WEEK ,CUSTOMER WILL BE NOTIFIED AN
D RECALLS WILL BE PERFORMED

09/11/98

MASTER OWNER RELATIDNS SYSTEM II

14.21.02

3383HM GRP: XX02 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: 11 CONTACT NBR: 108055591 OPENED: 02/04/1997
VIN: 12VPT20C5L5 ENGINE: C CLDSED: 02/14/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: STATEN ISLAND STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 45000 WSD:
DEALER NAME: ISLAND FORD, INC. SALES CODE: 113301 P & A: 03850
CAUSAL CODES: 1203 1204 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/04/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/02/04

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***
*** THIS CONTACT OPENED DUE TO DNP 95870 ***

CUSTOMER SAYS:

- GOT A RECALL LETTER FOR THE SEAT BELTS

PER CUSTOMER, DEALER SAYS:

- WE DON'T HAVE THE PARTS IN STOCK

CUSTOMER SEEKS:

- A DEALERSHIP TO GET THIS DONE AT

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. STEVE GREENE SVC MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

- CSR MADE OUTBOUND CALL TO DEALERSHIP AND SPOKE WITH MARK BRANIGAN, PARTS MANAGER, WHO IS ORDERING THE PARTS ON EMERGENCY STATUS FOR THE CUSTOMER.
- THE CUSTOMER WILL BE CONTACTED BY PHONE AND BY MAIL WHEN THE PARTS COME IN

1997/02/07

###THIS IS THE CLOSING COMMENT

SPOKE TO MR PRAMQUDAKIS THE SAME DAY THAT HE CONTACTED CAC. ALSO ORDERED SEAT BELTS FOR RECALL THE SAME DAY. SEAT BELTS ARE ON BACK ORDER. WILL CONTACT MR PRAMQUDAKIS WHEN THE PARTS COME IN AND THEN PERFORM THE RECALL IMMEDIATELY.
CLOSE CASE. L.BDDY

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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=====
8600VS GRP: XX09 INFORMATION CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: G1 CONTACT NBR: 108067669 OPENED: 02/06/1997
VIN: 1ZVPT20C6L5 ENGINE: C CLOSED: 02/06/1997
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LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: BALTIMORE STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 100000 WSD:
DEALER NAME: BDB DAVIDSON FORD I SALES CODE: 127032 P & A: 00088
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

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COMMENTS:

1997/02/08

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- OBTAINED THE 800# FROM THE DEALERSHIP/DAVE LANCASTER
- PAID OVER \$800 FOR THE LEFT SEATBELT TO BE REPAIRED
- WANTS BOTH SEATBELTS TO BE REPAIRED

PER CUSTOMER, DEALER SAYS:

- CALL CAC
- WILL BE ABOUT ANOTHER 2 MONTHS BEFORE THE SEATBELT TO BE REPAIRED
- REIMBURSEMENT FOR THE LEFT SEATBELT WILL BE REFUNDED WHEN THE SEATBELTS ARE REPAIRED

CUSTOMER SEEKS:

- SEATBELT RECALL TO BE PERFORMED

CAC ADVISED:

- **OUTBOUND CALL MADE TO DEALERSHIP/BRIAN HUNTER, PARTS MANAGER
- THE CUSTOMER HAS TO BRING THE VEHICLE IN FOR AN INSPECTION AND A TICKET HAS TO BE WRITTEN UP
- AFTER THE TICKET IS WRITTEN UP THE (DEALERSHIP) WILL CALL THE 800# TO ORDER THE PART
- **ADVISED THE CUSTOMER TO TAKE THE VEHICLE TO THE DEALERSHIP

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3635LS GRP: 10 INFORMATION CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: A2 CONTACT NBR: 108070482 OPENED: 02/06/1997
VIN: L ENGINE: CLOSED: 02/06/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED] JITE 337
CITY: DALLAS STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 100000 WSD:
DEALER NAME: EAGLE LINCOLN-MERCU SALES CODE: 367510 P & A: 10855
CAUSAL CODES: 0214 SYMPTOMS: 104100
ORIGIN: GC TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/02/06

*** VIN NOT AVAILABLE - VEHICLE AT DEALERSHIP ***

CUSTOMER SAYS:

- SEATBELTS LOCKED UP ON THE VEHICLE WHEN DEPRESSED BRAKES ALMOST CAUSING AN ACCIDENT
- PAYING \$53 A DAY FOR A RENTAL
- CANNOT DRIVE VEHICLE BECAUSE AFRAID OF GETTING A TICKET FOR NO SAFETY BELTS
- HER JOB IS IN MARKETING AND DOES A LOT OF DRIVING

PER CUSTOMER, DEALER SAYS:

RICKY SAID:

- WILL BE EIGHT WEEKS BEFORE CAN HAVE THE VEHICLE REPAIRED
- WILL GIVE \$25 PER DAY TOWARDS A RENTAL
- CALL CAC FOR FINANCIAL ASSISTANCE
- VEHICLE IS INVOLVED IN RECALL

CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE FOR RENTAL

CAC ADVISED:

- NO ESP
- NO TRANSPORTATION ASSISTANCE PROVIDED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

3635LS	GRP: 10	INFORMATION CONTACT	VEH TYPE: CAR
DALLAS	52	ZN/TR: A2	CONTACT NBR: 108070482
VIN: L		ENGINE:	OPENED: 02/06/1997
			CLOSED: 02/06/1997

=====

1997/02/21

NO VIN AVAILABLE

CUSTOMER SAYS:

- THE VEHICLE IS ON RECALL FOR SEAT BELTS
- THEY ARE WAITING ON PARTS FOR THE RECALL, IT WILL TAKE 8 WEEKS TO GET THE PARTS IN. CURRENTLY THERE ARE NO SEAT BELTS IN THE VEHICLE
- SHE HAS A RENTAL FOR \$38.00/DAY FROM ENTERPRISE

*
PER CUSTOMER, DEALER SAYS:

- NO CONTACT

*
CUSTOMER SEEKS:

- DOESN'T WANT TO PAY FOR THE RENTAL
- FINANCIAL ASSISTANCE
- WANTS TO SPEAK WITH A CSM

*
CAC ADVISED:

- NO LOANER OFFERED ON THIS PROGRAM.
- MR. JOHN KEITH (SERV. MGR.) IS IN THE BEST POSITION TO ASSIST YOU.
- SVC MGR MAY CONSULT FORD CSM IF REQUIRED.
- NO ESP
- NO TRANSPORTATION ASSISTANCE PROVIDED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
4430CF GRP: XX10 INFORMATION CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: A2 CONTACT NBR: 108477525 OPENED: 05/28/1997
VIN: L ENGINE: CLOSED: 05/28/1997
=====

=====
LAST NAME: [REDACTED] STATUS: CLDSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] SUITE 337
CITY: DALLAS STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 80 MODEL: PROBE
MILEAGE: 100000 WSD:
DEALER NAME: EAGLE LINCOLN-MERCU SALES CODE: 367510 P & A: 10855
CAUSAL CODES: 0405 0411 SYMPTOMS: 104200 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:
1997/05/28

*** PARTS DELAY OVER 30 DAYS ***
NO VIN AVAILABLE

CUSTOMER SAYS:

- SEAT BELTS NOT WORKING
- RECALL ON BELTS
- PART ORDER WILL TAKE 8 WEEKS OR MORE FOR THE BELTS
- DEFECTIVE SENSOR
- CAUSED FROM AN ACCIDENT
- WILL GO TO ENTER PRISE FOR COMPLETE DETAILS ON CHARGES
- POOR TREATMENT FROM DEALERSHIP PERSONNEL

PER CUSTOMER, DEALER SAYS:

- WILL PAY FOR PART OF RENTAL

CUSTOMER SEEKS:

- TACKING ON CHARGES THAT CUSTOMER DOES NOT WANT TO PAY FOR
- DOES NOT WANT TO PAY FOR ANY CHARGES ON VEHICLE
- WANTS A MEETING WITH A FORD REPRESENTATIVE
- DEALER IS NOT MEETING THE CUSTOMERS NEEDS
- WANTS TO SPEAK WITH THE OWNER OF THE DEALERSHIP

CAC ADVISED:

- DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED
- CONTACT CUST. REL. MANAGER FOR FURTHER EXPLANATION.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
4430CF GRP: XX10 INFORMATION CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: A2 CONTACT NBR: 108477525 OPENED: 05/28/1997
VIN: L ENGINE: CLOSED: 05/28/1997
=====

1997/05/28

CUSTOMER CONTACTED DALLAS REGIONAL OFFICE & SPOKE WITH CUSTOMER SERVICE ANALYST. CUSTOMER SAID SHE WAS REFERRED TO REGION BY FRIEND WHO WORKS AT TELEVISION STATION CHANNEL 4. CUSTOMER UPSET THAT SHE MUST PAY A PORTION OF LOANER EXPENSE.

**

C.S.M., LINDA CHUPINSKY, CALLED CUSTOMER AND REVIEWED CONCERN. CUSTOMER WAS REMINDED FORD HAD AGREED TO PAY MAX OF \$25 PER DAY FOR UPGRADED LOANER THE CUSTOMER INSISTED UPON. CUSTOMER THEN INQUIRED IF DEALERSHIP WOULD PAY HER PORTION OF THE LOANER EXPENSE & WAS INFORMED DEALERSHIP'S DECISION IS NOT TO PARTICIPATE AS TYPE OF LOANER VEHICLE WAS CUSTOMER'S CHOICE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

6338AW GRP: XX08 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: A2 CONTACT NBR: 108082601 DPENED: 02/10/1997
VIN: 1ZVPT21U0L52 ENGINE: U CLOSED: 03/04/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: AUBURN HILLS STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: 999-999-9999
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 81000 WSD:
DEALER NAME: SKALNEK FORD INC SALES CODE: 148409 P & A: 02700
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 4B TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/25/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/02/10

*** VEHICLE INVOLVED IN RECALL 96599 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

HUSBAND CALLING

-THE CUSTOMER WENT IN FOR RECALL REPAIR ON THE MOTORIZED SHOULDER HARNESS

-THE DRIVER'S SIDE SHOULDER HARNESS HAS FROZEN IN ITS TRACK

*

PER CUSTOMER, DEALER SAYS:

-SCOTT, THE SERVICE MANAGER, SAID THERE WOULD BE AN 8 WEEK DELAY FOR THE PART TO ARRIVE.

*

CUSTOMER SEEKS:

-CONCERNED ABOUT THE DELAY

*

CAC ADVISED:

RE: PARTS DELAY

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR. SCOTT CONSTANTINEAU (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

RE: RECALL REPAIR DELAY

-APOLOGIZED TO THE CUSTOMER FOR THE DELAY

-WE ARE ATTEMPTING TO CATCH UP TO DEMAND AS QUICKLY AS POSSIBLE

-SUGGESTED THE CUSTOMER STAY IN TOUCH WITH HIS DEALERSHIP REGARDING PART AVAILABILITY

1997/02/25

###THIS IS THE CLOSING COMMENT

CSM AND DEALER WILL DO THE REPAIR AS SOON AS THE PARTS ARE IN THROUGH FORD. TH IS COULD BE A DELAY OF AT LEAST 9 WEEKS. RECALL CAME OUT BEFORE THE PARTS WERE IN. CLOSE CASE.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

8495KA GRP: KKOP CONCERN CONTACT VEH TYPE: CAR
DETROIT 4B ZN/TR: C1 CONTACT NBR: 108087495 OPENED: 02/11/1997
VIN: 1ZVPT21U9LE ENGINE: U CLOSED: 02/26/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: FORT GRATIOT STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 93454 WSD:
DEALER NAME: NORTHGATEFORD INC SALES CODE: 148415 P & A: 02663
CAUSAL CODES: 1209 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 4B TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/12/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y DR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:
1997/02/11
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 9654B, 96599 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
MOTHER [REDACTED], CALLING ON BEHALF OF CUSTOMER
-SEATBELT IS NOT OPERATING PROPERLY
-THEY NEED TO HAVE THE RECALL PERFORMED
*
PER CUSTOMER, DEALER SAYS:
-THEY HAVE ORDERED THE PARTS
*
CUSTOMER SEEKS:
-CONCERN RESOLVED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. STEVE BRUSH (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
1997/02/19
###THIS IS THE CLOSING COMMENT
CUSTOMER WAS ADVISED BY STEVE COOK, PARTS COUNTERPERSON, THAT PARTS WERE ORDERED
ON 01/31/1996-WAS ADVISED BY FORD THAT THERE IS A 8 WEEK BACKORDER ON THESE R
ECALL PARTS-PARTS HAVE BEEN ORDERED BY VIN # OF VEHICLE-CUSTOMER WILL BE NOTIF
IED AS SOON AS PARTS ARRIVE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

2583CT GRP: XX10 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: A2 CONTACT NBR: 108102048 OPENED: 02/14/1997
VIN: 1ZVPT21U8LS ENGINE: U CLOSED: 02/27/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CHICAGO STATE: IL ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PRD8E
MILEAGE: 1 WSD:
DEALER NAME: HAWKINSONFORD CO SALES CODE: 141001 P & A: 01785
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 41 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/18/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:
1997/02/14

*** MILEAGE UNAVAILABLE ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 AND 96599 ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- VEHICLE WENT INTO DEALER ON 2/3/97 FOR REPAIRS TO SEAT BELTS UNDER RECALL 96548 AND 96599.
- CUSTOMER HAS NOT RECEIVED VEHICLE FROM DEALERSHIP AND WILL BE MOVING OUT OF TOWN ON 2/22/97 AND WOULD LIKE TO HAVE VEHICLE AS SOON AS POSSIBLE. HE IS AFRAID THAT VEHICLE WILL NOT BE REPAIRED IN TIME FOR THE MOVE.

PER CUSTOMER, DEALER SAYS:

- PARTS TO REPAIR VEHICLE ARE ON BACK ORDER.

CUSTOMER SEEKS:

- RECALL PERFORMED OR VEHICLE BACK

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. TOM FAILLE (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

- OBC TO DEALER SPOKE TO TOM FAILLE WHOM INFORMED ME THAT SERVICE ADVISOR TIM JURJOVAN WILL BE CONTACTING CUSTOMER WITHIN 30 MINUTES TO ADDRESS CONCERN.

1997/02/20

###THIS IS THE CLOSING COMMENT

PARTS ARE ON BACK ORDER. CUST IS MOVING OUT OF STATE. INSIST ON TAKING HIS VEH AS IS. SIGN A RELEASE FORM. WILL TAKE TO ANOTHER FORD DEALER NEAR HIS NEW LOCATION.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

4717JJ GRP: XX03 CONCERN CONTACT VEH TYPE: CAR
 PHILADELPHIA 16 ZN/TR: B1 CONTACT NBR: 108106997 OPENED: 02/17/1997
 VIN: 1ZVPT21U1L5 ENGINE: U CLOSED: 02/28/1997

=====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED] UNIT #101
 CITY: PHILADELPHIA STATE: PA ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 97300 WSD:
 DEALER NAME: CHAPMAN FORD SALES, SALES CODE: 116019 P & A: 01431
 CAUSAL CODES: 1204 0408 3103 SYMPTOMS: 104100
 ORIGIN: GO TRANS. DST/RGN: 16 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 02/20/1997
 ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
 ESP INFO: EXPIRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/02/17
 *** VEHICLE INVOLVED IN RECALL 98S4B,98S99 ***
 *** NAVIS: SUBSEQUENT ***
 CUSTOMER SAYS:
 -CALLING BACK WITH VIN #
 -VEHICLE IS STILL AT THE DEALERSHIP
 *
 PER CUSTOMER, DEALER SAYS:
 -WILL NOT RETURN CUSTOMERS PHONE CALLS
 *
 CUSTOMER SEEKS:
 -TO HAVE RECALL PERFORMED AND VEHICLE RETURNED
 *
 CAC ADVISED:
 -OBC TO RICH GAMBONE CRM..INFORMED OF NO CONTACT BY DEALERSHIP TO
 CUSTOMER..RICH GAMBONE SAID WOULD TELL SERVICE MANAGER TO CONTACT CUSTOMER
 TODAY..PART FOR RECALL IS "089"..NATIONAL BACKORDER DELAY
 -INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 -REQUEST MR.RICH GAMBONE (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
 BUSINESS DAYS
 1997/02/20
 CUSTOMER HAS BEEN IN CONSTANT CONTACT WITH SERVICE ADVISOR TONY D.WITH THE STA
 TUS OF VEHICLE.CUSTOMER IS SUPPLIED WITH FREE RENTAL UNTIL VEHICLE IS COMPLETE
 D.
 ##THIS IS THE CLOSING COMMENT
 089 SEATBELT PARTS ARRIVED 2/19/97PM AND VEHICLE COMPLETED 2/20/97AM.CUSTOMER
 NOTIFIED BY SERVICE ADVISOR TONY D.THAT VEHICLE IS COMPLETED.CUSTOMER SATISFIE
 D AT THIS TIME.PLEASE CLOSE DAVID @DDWJN SVC.MGR.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
4717JU GRP: XX03 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: B1 CONTACT NBR: 108106997 OPENED: 02/17/1997
VIN: 1ZVPT21U1L5 ENGINE: U CLOSED: 02/28/1997
=====

1997/02/20

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- PER ROOMMATE
- CALLING BACK ABOUT THE RECALL ON THE SEAT BELT
- CUSTOMER HAS HAD TO TAKE THE VEHICLE TO THE DEALERSHIP 4 TIMES
- THE VEHICLE HAS BEEN AT THE DEALERSHIP FOR 2 MONTHS
- THE DRIVER REAR TIRE IS FLAT
- 1ST TIME: THE DEALERSHIP NEEDED TO ORDER THE PARTS
- 2ND TIME: WE HAVE THE PARTS BUT DON'T HAVE THE CORRECT TOOL TO PUT THE PARTS ON THE VEHICLE
- 3RD TIME: THE PARTS WERE PUT ON THE WRONG VEHICLE
- 4TH TIME: CUSTOMER WAS GIVEN A LOANER VEHICLE

PER CUSTOMER, DEALER SAYS:

- NOT CONTACTED

CUSTOMER SEEKS:

- TO HAVE THE VEHICLE REPAIRED

CAC ADVISED:

- PER OBC WITH ASSISTANT SERVICE MGR: THE VEHICLE IS COMPLETED AND I HAVE TRIED CONTACTING THE CUSTOMER AT BOTH PHONE NUMBERS WITH NO ANSWER; THE VEHICLE CAN BE PICKED UP AT ANY TIME

1997/02/21

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- VEHICLE WAS AT DEALERSHIP FOR A PERIOD OF TIME TO HAVE SEATBELT RECALLS PERFORMED.
- CUSTOMER CALLED TO LET US KNOW VEHICLE WAS PICKED UP TODAY AND HAS BEEN REPAIRED.
- CUSTOMER WOULD LIKE ORIGINAL COPY OF INVOICE TO VERIFY MILEAGE AT TIME VEHICLE WAS TAKEN TO DEALERSHIP.

PER CUSTOMER, DEALER SAYS:

- DEALER IS UNABLE TO PROVIDE CUSTOMER WITH ORIGINAL INVOICE.
- CUSTOMER SPOKE WITH CUSTOMER RELATIONS MANAGER RICK

CUSTOMER SEEKS:

- COPY OF ORIGINAL INVOICE.
- PROVIDE FEEDBACK ON REPAIR

CAC ADVISED:

- DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED
- CONTACT RICH GAMBONE (SERV. MGR) FOR FURTHER EXPLANATION.

1997/02/28

###THIS IS THE CLOSING COMMENT

OK

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
4717JJ GRP: XA03 INFORMATION CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: B1 CONTACT NBR: 108100777 OPENED: 02/14/1997
VIN: L ENGINE: CLOSED: 02/14/1997
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED]
ADDRESS: [REDACTED] UNIT #101
CITY: PHILADELPHIA STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 70000 WSD:
DEALER NAME: CHAPMAN FORD SALES, SALES CODE: 116019 P & A: 01431
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: Q SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/02/14

NO VIN AVAILABLE

CUSTOMER SAYS:

- BROUGHT IN VEHICLE FOR RECALL OF AUTOMATIC SEATBELT RELEASE
- VEHICLE HAS BEEN AT DEALERSHIP FOR OVER FIVE WEEKS DUE TO PARTS NOT BEING AVAILABLE
- ROOMMATE CRAIG WOLF CALLING ON BEHALF OF CUSTOMER

PER CUSTOMER, DEALER SAYS:

- NO COMMENT
- UNABLE TO REACH CUSTOMER

CUSTOMER SEEKS:

- HIS VEHICLE BACK FROM DEALERSHIP

CAC ADVISED:

- DOCUMENTED REQUEST
- PLEASE CALL BACK WITH VIN # FOR POSSIBLE CONCERN UPGRADE

1997/02/17

CUSTOMER SAYS:

- THE CUSTOMER WAS CALLING IN TERMS THE VEHICLE BEING RECALLED FOR THE SEATBELTS
- THE CUSTOMERS VEHICLE HAS NOT BEEN WORKED ON IN THE LAST MONTH, IT CURRENTLY HAS A FLAT TIRE

PER CUSTOMER, DEALER SAYS:

- CHAPMAN FORD IN PHILA
- THEY GAVE HIM THE RUN AROUND, THEY DID NOT COMPLETE THE RECALL

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
4717JJ GRP: XX03 INFORMATION CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: B1 CONTACT NBR: 108100777 OPENED: 02/14/1997
VIN: L ENGINE: CLOSED: 02/14/1997
=====

1997/02/17

- THE DEALERSHIP HAS HAD THE VEHICLE FOR A MONTH

*

CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE

*

CAC ADVISED:

- WARRANTY HAS EXPIRED

- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3791GM GRP: XX12 CONCERN CONTACT VEH TYPE: CAR
SOR 10 ZN/TR: C1 CONTACT NBR: 108113154 OPENED: 02/18/1997
VIN: 1ZVPT22LXL5 ENGINE: L CLOSED: 03/04/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HAZLETON STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 110000 WSD:
DEALER NAME: FEUSSNER FORD INC SALES CODE: 116488 P & A: 20686
CAUSAL CODES: 1012 0404 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 16 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/20/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/02/18

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 88589 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98548 ***

CUSTOMER SAYS:

- THE CUSTOMER WANTS TO GET VEHICLE INSPECTED AND IT WILL NOT PASS
INSPECTION BECAUSE THE SEATBELT NOT WORKING
- THE DEALERSHIP HAS WORKED ON THE VEHICLE AND HAS DISASSEMBLED PART OF THE
SEATBELT

*
PER CUSTOMER, DEALER SAYS: MIKE (SERVICE)

- THE MOTOR ON THE DRIVER'S SIDE IS MALFUNCTIONING
- THEY WILL REPAIR THE MOTOR
- THE PART IS BACKORDERED FOR EIGHT WEEKS

*
CUSTOMER SEEKS:

- SEATBELT RECALL INFORMATION
- WANTS TO RESOLVE WORKMANSHIP ISSUES

*
CAC ADVISED:

- WORKMANSHIP ISSUES MUST BE ADDRESSED AT DEALER
- CONTACT MR. ROY E. FEUSSNER (CUST REL MGR) FOR ASSISTANCE.
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. ROY E. FEUSSNER (CUST REL MNGRR) TO CONTACT THE CUSTOMER
WITHIN 2 BUSINESS DAYS

1997/02/25

###THIS IS THE CLOSING COMMENT

CONTACTED CUSTOMER ON 02/20/1998 I TOLD HIM THAT AS SOON AS A TRACK ASSY. IS A
AVAILABLE WE WILL INSTALL IT. AT THAT TIME I WAS TOLD BY THE RECALL HOTLINE TRAC
KS WERE BACKORDERED UP TO EIGHT WEEKS. TODAY THE NEW TRACK ARRIVED. I CALLED HI
M AND SET UP AN APPOINTMENT TO INSTALL IT ON THURSDAY, 02 /27.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====
6708J5 GRP: XX03 CONCERN CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: C1 CONTACT NBR: 108117269 DPENED: 02/19/1997
VIN: 1ZVPT21U5L ENGINE: U CLOSED: 02/27/1997
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: AIKEN STATE: SC ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 131000 WSO:
DEALER NAME: SATCHEL MOTDR COMPA SALES CODE: 121518 P & A: 0102B
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 21 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/19/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: N (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/02/19

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48, 96S89 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- THE VEHICLES SEAT BELTS HAVE LOCKED UP ON THE CUSTOMER, THEY NO LONGER
FUNCTION

*

PER CUSTOMER, DEALER SAYS:(JOHN GREGORYM, SERVICE PERSONEL)

- NO IDEA WHEN THE PARTS WILL ARRIVE

*

CUSTOMER SEEKS:

- THE RECALL PERFORMED

*

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. MICKEY ANACLERID(CUST REL MGR) TO CONTACT THE CUSTOMER
WITHIN 2 BUSINESS DAYS

###THIS IS THE CLOSING COMMENT

** CSM **

CSM HAS REVIEWED THE CONCERN. PARTS ARE ON BACKORDER FROM FORD, DEALERSHIP .
PLEASE MAKE SURE THAT THE PARTS WERE ORDERED ON A CRITICAL STATUS.

1997/02/20

###THIS IS THE CLOSING COMMENT

OK WITH OUR PARTS DEPARTMENT,ON STATUS (PART WAS ORDERED CRITICAL)PART IS
ON NATIONAL BACK ORDER. CUSTOMER HAS BEEN INFORMED ABOUT STATUS OF PARTS
TODAY. 02 20 1997

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 3089JW GRP: 17 CONCERN CONTACT VEH TYPE: CAR
 CHICAGO 41 ZN/TR: A1 CONTACT NBR: 10B117457 OPENED: 02/19/1997
 VIN: 1ZVPT20C6L5 ENGINE: C CLOSED: 04/15/1997

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: BLUE ISLAND STATE: IL ZIP: [REDACTED]
 HOME PHONE: NA -NA-A NA BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 1 WSD:
 DEALER NAME: RIVER OAKS FORD INC SALES CODE: 14104B P & A: 01525
 CAUSAL CODES: 1203 1204 SYMPTOMS: 104100
 ORIGIN: 00 TRANS. DST/RGN: 41 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 04/07/1997
 ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: N (Y DR N)

BUILD DATE: CALIBRATION:
 ESP INFO: EXPIRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/02/19
 *** VEHICLE INVOLVED IN RECALL 98S4B ***
 *** MILEAGE UNAVAILABLE ***
 *** NAVIS: SUBSEQUENT ***
 CUSTOMER SAYS:
 -CAC# FROM CAR SHOW
 -NO IDEA ON MILEAGE
 -RECEIVED SEAT BELT RECALL
 -TOOK VEHICLE IN ONCE BUT DEALER DID NOT HAVE PARTS
 -VEHICLE IS BACK THERE NOW
 *
 PER CUSTOMER, DEALER SAYS:
 {CHER/SRV}
 -WE ARE ONLY REQUIRED TO FIX THE DRIVER'S SIDE SEATBELT
 -THERE IS CURRENTLY A BACKORDER ON THE BELT ASSEMBLY
 *
 CUSTOMER SEEKS:
 -WHEN WILL THE PARTS COME IN
 *
 CAC ADVISED:
 RE: SEAT BELT
 -PLEASE STAY IN CONTACT WITH MR. JOE GANNUSCIO/SRV MGR
 -DEALER AND SRV.MGR IS IN THE BEST POSITION TO ASSIST YOU
 -INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 -REQUEST MR. JOE GANNUSCIO/SRV MGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS
 DAYS

1997/04/08

###THIS IS THE CLOSING COMMENT
 PART FOR PASS SEAT BELT STILL ON BACK ORDER, CUSTOMER WAS IN A RENTAL VEHICLE
 BUT WOULD NOT LEAVE HER VEHICLE ANY LONGER, VEHICLE RELEASED INCOMPLETE AT CUS
 TOMERS REQUEST.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6304WN GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: C1 CONTACT NBR: 108117849 OPENED: 02/19/1997
VIN: 1ZVPT20C8L5 ENGINE: C CLOSED: 02/27/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PHILIDELPHIA STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: 609-439-6642
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 70000 MSD:
DEALER NAME: RICE & HOLMAN FORD SALES CODE: 116009 P & A: 01325
CAUSAL CODES: 1203 0318 SYMPTOMS: 104100
ORIGIN: 80 TRANS. DST/RGN: 1B TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/20/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: Q SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:
1997/02/19

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- NOT SURE WHEN THE APPT DATE IS
- 2/18/97 DROPPED THE VEHICLE OFF

PER CUSTOMER, DEALER SAYS:

- SET UP AN APPT TO LOOK AT THE VEHICLE
- 2/18/97 COME OVER AND PICK UP A RENTAL
- YOU HAVE TO TAKE OUT INSURANCE FOR THE RENTAL WHICH IS \$10-DAY BECAUSE YOU
DON'T HAVE COLLISION INSURANCE ON YOUR VEHICLE
- 2/19/97 IT WILL TAKE APPROXIMATELY 6-8 WEEKS FOR THE PARTS TO COME IN TO
REPAIR YOUR VEHICLE UNDER RECALLS

CUSTOMER SEEKS:

- TO HAVE FORD PAY THE \$10 A DAY FOR THE RENTAL
- (TO HAVE THE SEATBELTS PUT BACK TOGETHER IF FORD WILL NOT PAY FOR THE
LOANER)
- SUPERVISOR

CAC ADVISED:

- DISCONNECTED CUSTOMER - WANTS INSURANCE PAID FOR
- SUPERVISOR ACCESS DENIED
-NO LOANER OFFERED ON THIS PROGRAM.
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.BILL MCNALLY (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS
DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

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6304WN	GRP: XX15	CONCERN CONTACT	VEH TYPE: CAR
PHILADELPHIA 16	ZN/TR: C1	CONTACT NBR: 108117849	OPENED: 02/19/1997
VIN: 1ZVPT20C8L9		ENGINE: C	CLOSED: 02/27/1997

=====

1997/02/20

###THIS IS THE CLOSING COMMENT

CUSTOMER BROUGHT HIS VEHICLE IN FOR THE RECALL ON THE SEATBELTS. DEALER INSPECTED HIS VEHICLE AND DETERMINED THE PART WAS REQUIRED AND AN ORDER WAS PLACED WITH RENKIN TO HAVE THE PART SHIPPED ASAP. DEALER WAS INFORMED THAT THE PART COULD TAKE UP TO 8 WEEKS TO ARRIVE IN THE DEALERSHIP. CUSTOMER WAS PROVIDED A RENTAL CAR BUT DUE TO HIS INSURANCE REQUIREMENTS HE HAS TO PAY TEN DOLLARS A DAY TO COVER THE COLLISION DAMAGE WAIVER. CUSTOMER SAID HE CAN NOT AFFORD THE 500 DOLLARS FOR THE INSURANCE FOR A PROBLEM FORD CREATED. CUSTOMER REQUESTED HIS VEHICLE BACK AND AGREED TO SIGN AN AGREEMENT TO DELAY THE REPAIR FOR THE 8 WEEK PERIOD REQUIRED TO GET THE PARTS. DEALER APPOLIGIZE FOR THE INCONVIENCE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

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8097LB	GRP: 05	INFORMATION CONTACT	VEH TYPE: CAR
CINCINNATI	47	ZN/TR: A1	CONTACT NBR: 10B117667
VIN: L		ENGINE:	OPENED: 02/19/1997
			CLOSED: 02/19/1997

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:			
ADDRESS:	[REDACTED]				
CITY:	HARRISBURG	STATE:	OH	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]		
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	1	WSD:			
DEALER NAME:	AIRPORT FORD	SALES CODE:	147011	P & A:	01992
CAUSAL CODES:	1012	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:		TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	
ACK. CODE:		ASSIST CODE:		AWARD AMT:	
				O SURVEY:	(Y OR N)

BUILD DATE:		CALIBRATION:	
ESP INFO:		EXPIRES:	
OPEN RECALL:		OWNER NOTIFIED:	MICRO:

COMMENTS:
1997/02/19
*** MILEAGE UNAVAILABLE ***
NO VIN AVAILABLE
CUSTOMER SAYS:
- PART DELAY ON SEAT BELT RECALL
- DEALERSHIP STATED THAT THE SEAT BELT WOULD BE IN WITHIN A WEEK AND IT HAS BEEN A MONTH
*
PER CUSTOMER, DEALER SAYS:
- SEAT BEAT IS ON BACK ORDER BECAUSE SO MANY PARTS HAD TO BE ORDERED DUE TO
*
CUSTOMER SEEKS:
- TO EXPRESS DISSATISFACTION WITH THE BACK ORDER ON SEAT BELT
*
CAC ADVISED:
- INFORMATION IS DOCUMENTED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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2565CG  GRP: XX09  INFORMATION CONTACT  VEH TYPE: CAR
SDR      10  ZN/TR: E3  CONTACT NBR: 108115235  OPENED: 02/19/1997
VIN:     L          ENGINE:                CLOSED: 02/19/1997
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LAST NAME: [REDACTED]  STATUS: CLOSED
TITLE: [REDACTED]  FIRST NAME: [REDACTED]  MI:
ADDRESS: [REDACTED]
CITY: [REDACTED]  STATE: MS  ZIP: [REDACTED]
HOME PHONE: [REDACTED]  BUS. PHONE: [REDACTED]
MODEL YEAR: 90  MODEL: PROBE
MILEAGE: 500001  WSD:
DEALER NAME: HANNAFORDFORD-L/M I  SALES CODE: 123500  P & A: 05980
CAUSAL CODES: 1204  SYMPTOMS: 104100
ORIGIN: 00  TRANS. DST/RGN:  TRANS. DATE:
SERVICE/SALES: 1  CONTACT DATE:
ACK. CODE:  ASSIST CODE:  AWARD AMT:  O SURVEY: (Y OR N)

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BUILD DATE:  CALIBRATION:
ESP INFO:  EXPIRES:
OPEN RECALL:  OWNER NOTIFIED:  MICRO:

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COMMENTS:

1997/02/19

NO VIN AVAILABLE

CUSTOMER SAYS:

- RECEIVED LETTER ON SEAT BELT RECALLS
- THE MOTORIZED BELT IS NOT WORKING (DOESN'T KNOW SPECIFICALLY) DAUGHTERS VEHICLE
- DEALER RECEIVED LETTER NOTIFYING THEM THAT PART MAY TAKE ANOTHER 8 WEEKS
- FEELS THIS IS SAFETY ISSUE

PER CUSTOMER, DEALER SAYS:

- UNABLE TO GET PART NOW, 8 MORE WEEKS

CUSTOMER SEEKS:

- PART EXPEDITED

CAC ADVISED:

- MAY BE NATIONAL BACKORDER SITUATION
- REQUEST CONTACT DESI RONCALLI, SERV. MGR FOR FURTHER EXPLANATION.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7285LB GRP: XX15 INFORMATION CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: A1 CONTACT NBR: 108115724 OPENED: 02/19/1997
VIN: 1ZVPT20C0L5 ENGINE: C CLOSED: 02/19/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]

CITY: LOS ANGELES STATE: CA ZIP: [REDACTED]

HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]

MODEL YEAR: 90 MODEL: PROBE

MILEAGE: 72000 MSD:

DEALER NAME: BEVERLY HILLS LINCO SALES CODE: 354019 P & A: 11837

CAUSAL CODES: 1204 SYMPTOMS: 104100

ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:

SERVICE/SALES: 1 CONTACT DATE:

ACK. CODE: ASSIST CODE: AWARD AMT: D SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/02/19

*** VEHICLE INVOLVED IN RECALL 96548 & 96899 ***

*** NAVIS; ORIGINAL ***

CUSTOMER SAYS:

- THERE IS A BACKORDER ON THE SEATBELT RECALL
- MY MOTORIZED SHOULDER DRIVER BELT DOES NOT WORK

PER CUSTOMER, DEALER SAYS:

- IT MAY TAKE OVER A MONTH

CUSTOMER SEEKS:

- PARTS DELAY

CAC ADVISED:

APOLOGIZED FOR THE DELAY

7379AR GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: C1 CONTACT NBR: 108116078 OPENED: 02/19/1997
VIN: 1ZVPT21U8L5 ENGINE: U CLOSED: 03/03/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: LA PLATA STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 80 MODEL: [REDACTED]
MILEAGE: 133000 WSD:
DEALER NAME: HUNT FORDINC SALES CODE: 127406 P & A: 00060
CAUSAL CODES: 1215 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 27 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/20/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: Q SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:
1997/02/19

*** NAVIS: ORIGINAL ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S99 AND 96S48 ***
CUSTOMER SAYS:
-CUSTOMER RECEIVED RECALL LETTER LATE SUMMER 1996
-CUSTOMER TOOK VEHICLE IN OCTOBER FOR THE RECALL TO BE DONE
-DEALERSHIP NEVER CALLED WHEN THE PART CAME IN
-CUSTOMER CALLED THE DEALERSHIP THEY SAID THAT THEY HAD THE PARTS
-THE DEALERSHIP SAID THAT THEY FIXED THE PART
-CUSTOMER WENT TO PICK UP VEHICLE AND THE RECALL HAD NOT BEEN DONE
-THEY PUT HER PARTS ON ANOTHER VEHICLE
-THE DEALERSHIP WILL PROVIDE A VEHICLE WHEN THE PARTS COME IN
*
PER CUSTOMER, DEALER SAYS:
-WILL NOT HAVE THE PARTS UNTIL 12/15/96
-WILL PROVIDE A RENTAL VEHICLE WHEN THE PARTS COME IN
-SEAN SAID THAT HE CALLED THE #800
*
CUSTOMER SEEKS:
-CONCERN RESOLVED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.MELVIN HARDESTY (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM I1 14.21.02

=====
7379AR GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: C1 CONTACT NBR: 108116078 OPENED: 02/19/1997
VIN: 1ZVPT21UBLS ENGINE: U CLOSED: 03/03/1997
=====

1997/02/24

###THIS IS THE CLOSING COMMENT

SOMEWHERE IN THE DEALERSHIP WE HAD A MISS COMMUNICATION I HAD PUT THE PARTS
ON AN ORDER SHEET BACK IN NOVEMBER WITH THE UNDERSTANDING THAT THE PARTS WOULD
BE AVAILABLE ON THE 15TH OF DECEMBER. SOMEHOW THEY NEVER GOT ORDERED. NOW WE
HAVE THEM ON ORDER AND EXPECT THEM ANY TIME AS SOON AS WE RECIEVE THEM WE WILL
CONTACT THE CUSTOMER AND INSTALL THEM. W.R.H.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

4115MD GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: R3 CONTACT NBR: 108107347 OPENED: 02/17/1997
VIN: 1ZVPT21U6L5 ENGINE: U CLOSED: 02/27/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: ND ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 86000 WSD:
DEALER NAME: PRAIRIE MOTOR INC SALES CODE: 158778 P & A: 04195
CAUSAL CODES: 1203 1204 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 58 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/17/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: Q SURVEY: N (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/02/17

*** NAVIS: ORIGINAL ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***

CUSTOMER SAYS:

- BOTH SEAT BELTS ARE BROKEN

PER CUSTOMER, DEALER SAYS:

PER SERVICE (GARY)

- 2 MONTH BACKORDER ON THE BELTS

CUSTOMER SEEKS:

- RECALL PERFORMED

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. W. L. EVANS (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS.

1997/02/20

###THIS IS THE CLOSING COMMENT

CUSTOMER FELT FORD RECALL PART IS TAKING TOO LONG TO ARRIVE. FORD TOLD DEALER
PART WOULD BE SHIPPED IN APPROXIMATELY 8 WEEKS. PART WAS ORDERED BY DEALER
FEB. 17, 1997. THIS PART IS FOR RECALL 96548.

###THIS IS THE CLOSING COMMENT

CUSTOMER FEELS IT TAKING TOO LONG TO RECEIVE PARTS FOR RECALL 96548 - FORD TOL
D DEALER PART WOULD BE SHIPPED IN APPROXIMATELY 8 WEEKS.

08/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7696AE GRP: 09 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 2N/TR: B2 CONTACT NBR: 108111935 OPENED: 02/18/1997
VIN: 1ZVPT2OC5L5 ENGINE: C CLOSED: 02/27/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: FULLERTON STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 93000 WSD:
DEALER NAME: MCCOY & MILLS FORD SALES CODE: 171066 P & A: 05442
CAUSAL CODES: 1208 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/19/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y DR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/02/18

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- PLACED AN ORDER FOR SEATBELT RECALL WORK ON 1-14-97.
- HAVE NOT RECEIVED THE PART.
- GOT PULLED OVER BY THE POLICE FOR NOT WEARING SEATBELT.

PER CUSTOMER, DEALER SAYS:

- PART IS ON BACKORDER.

CUSTOMER SEEKS:

- RESOLUTION TO CONCERN.

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. JOE GREEN (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/02/20

###THIS IS THE CLOSING COMMENT

FORD HAS SEAT BELTS ON BACK ORDER THRU VENDER FORD HAS NO FURTHER UPDATES DEALER HAS BEEN RECEIVING 1 OR 2 PER MONTH WE HAVE APPROX 25 ON BACK ORDER THIS IS A PROBLEM WITH FORD AND ITS VENDER FORD IS AWARE OF THE PROBLEM

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

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0329EC GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
HOUSTON ST 2N/TR: A1 CONTACT NBR: 108102312 OPENED: 02/14/1997
VIN: 1ZVPT21U3LS ENGINE: U CLOSED: 03/05/1997
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: HOUSTON STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 96000 WSD:
DEALER NAME: RUSSELL & SMITH FORD SALES CODE: 152026 P & A: 04572
CAUSAL CODES: 1209 SYMPTOMS: 104100 104298
ORIGIN: GD TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/21/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: N (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:
1997/02/14
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548, 96598 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-CUSTOMER TOOK THE VEHICLE TO THE DEALERSHIP TWICE FOR THE SEAT BELT RECALL
-THEY DID NOT HAVE THE PARTS
-CUSTOMER TOOK THE VEHICLE TO THE DEALERSHIP 02-07-97 TO HAVE THE RECALL PERFORMED
-IT WAS AT THE DEALERSHIP A WEEK
-CUSTOMER PICKED UP THE CAR TODAY
-THE DRIVERS SEAT BELT IS STILL NOT WORKING AND THE SEAT BELT LIGHT IS ON
*
PER CUSTOMER, DEALER SAYS:
-CUSTOMER CALLED THE DEALERSHIP
-THEY SAID TO BRING THE VEHICLE BACK IN
*
CUSTOMER SEEKS:
-TO KNOW IF THERE ARE OTHER RECALLS
-TO HAVE SEAT BELTS REPAIRED
*
CAC ADVISED:
RE: CONCERN
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. HARDY SMITH (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
RE: RECALLS
-NO RECALLS FOUND ON VEHICLE OTHER THAN 96548, 96598

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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0328EC	GRP: XX17	CONCERN CONTACT	VEH TYPE: CAR
HOUSTON	57	ZN/TR: A1	CONTACT NBR: 108102312
VIN:	1ZVPT21U3L5	ENGINE: U	OPENED: 02/14/1997
			CLOSED: 03/05/1997

=====

1997/02/26

THIS IS THE CLOSING COMMENT

HAS (2) RECALL OPEN ON HER VEHICLE, 96S48 & 96S99. PER THE
WE BELIEVE AND ##### WAS GIVEN A LOANER VEHICLE UNTIL HER SPECIAL
ORDER PARTS ARE RECEIVED & INSTALLED ON HER VEHICLE. WE HAVE BEEN ADVISED BY
FORD THAT THERE IS AN 8 WEEK BACK ORDER CONCERN ON HER BELTS. HARDY SMITH,
SERV. MGR.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7379AR GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
HOUSTON 57 ZN/TR: A1 CONTACT NBR: 108654010 OPENED: 07/14/1997
VIN: 1ZVPT21U3L5183904 ENGINE: U CLOSED: 07/24/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: HOUSTON STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 97000 WSD:
DEALER NAME: RUSSELL & SMITH FORD SALES CODE: 152026 P & A: 04572
CAUSAL CODES: 1203 0404 SYMPTOMS: 104100 104298
ORIGIN: 00 TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 07/17/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/07/14

*** VEHICLE INVOLVED IN RECALL 98599 ***

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

-THE DEALERSHIP LEFT MY VEHICLE SITTING UNDER A TREE FOR 2 MONTHS
-THE BATTERY WAS DEAD AND TWO TIRES HAVE ROTTED
-THE BOLTS AND OTHER PARTS TO THE SEATBELT WERE LEFT IN THE VEHICLE
-THE PAINT HAS FADED AND THERE WERE LEAVES AND DEBRI IN THE VEHICLE
-THE DEALERSHIP SAYS THAT THE PART IS NOT IN TO HAVE THE SECOND RECALL PERFORMED

-I JUST RECEIVED A POSTCARD FROM FORD THAT SAID THAT THE PART WAS IN
-I GOT A CARD FROM FORD THAT SAID THAT THE PART SHOULD HAVE

PER CUSTOMER, DEALER SAYS:
-THE PART IS NOT IN YET

CUSTOMER SEEKS:

-TO HAVE THE RECALL PERFORMED

CAC ADVISED:

RE PAINT AND OTHER CONCERNS

- WORKMANSHIP ISSUES MUST BE ADDRESSED AT DEALER
- CONTACT MR.DAVID FITZHUGH (CUST REL MGR) FOR ASSISTANCE.

RE RECALL

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.DAVID FITZHUGH (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS