

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

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7379AR	GRP: XX15	CONCERN CONTACT	VEH TYPE: CAR
HOUSTON	57	ZN/TR: A1	CONTACT NBR: 108654010
VIN:	1ZVPT21U3L5	ENGINE: U	OPENED: 07/14/1997
			CLOSED: 07/24/1997

=====

1997/07/17

###THIS IS THE CLOSING COMMENT

THE PARTS FOR [REDACTED] VEHICLE HAVE COME IN AND HER VEHICLE IS CURRENTLY IN OUR SERVICE DEPARTMENT TO ADDRESS HER RECALL CONCERNS ALONG WITH SOME OTHER CONCERNS THAT SHE HAS MENTIONED. DAVID FITZHUGH,CRM

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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8587M1 GRP: XK08 CONCERN CONTACT
 LOS ANGELES 71 2N/TR: C2 CONTACT NBR: 108102895 VEH TYPE: CAR
 VIN: 1ZVPT21U2L5 ENGINE: U OPENED: 02/14/1997
 CLOSED: 02/24/1997

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LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
 CITY: SPRING VALLEY STATE: CA ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 91000 WSO:
 DEALER NAME: DREW FORD SALES CODE: 171080 P & A: 05466
 CAUSAL CODES: 1012 30RA SYMPTOMS: 104100
 ORIGIN: G0 TRANS. DST/RGN: 71 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 02/17/1997
 ACK. CODE: ASSIST CODE: D AWARD ANT: O SURVEY: Y (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 & 98599 ***
 *** PARTS DELAY OVER 30 DAYS ***
 *** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- THE DRIVERS SIDE SEAT BELT THE TRACK DOES NOT WORK
- THE SEAT BELT LIGHT STAYS ON
- THE DEALERSHIP ORDER THE PART IN 11/4/98 IS WHEN THE PART WAS ORDERED

PER CUSTOMER, DEALER SAYS:

- DREW FORD IN LA MESA
- PER SHAWN IN SERVICE THE PART IS ON NATIONAL BACK ORDER

CUSTOMER SEEKS:

- TO RECEIVE THE PART FOR THE SEAT BELT RECALL

CAC ADVISED:

- *ARE THE PARTS DELAY
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
- REQUEST MR. RODNEY ALIANGAN (CUST. REL MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/02/17

###THIS IS THE CLOSING COMMENT
 IMELY MANNER!!!!!! THANKS.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7285LB GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: M1 CONTACT NBR: 108106102 OPENED: 02/17/1997
VIN: 1ZVPT20C7L5 ENGINE: C CLOSED: 02/25/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED] W
CITY: VERNON STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 100000 WSD:
DEALER NAME: JIM CHRISTANELLI FO SALES CODE: 152529 P B A: 02410
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/18/1997
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

*** NAVIS: ORIGINAL ***

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

CUSTOMER SAYS:

- I'VE BEEN WAITING FOR PARTS SINCE DECEMBER '96
- MY DRIVERS SEAT BELT HAS NOT WORKED CORRECTLY IN YEARS

PER CUSTOMER, DEALER SAYS:

JEFF, PARTS AREA

- THE PARTS WERE RE-ORDERED 10 DAYS AGO

CUSTOMER SEEKS:

- RECALL

CAC ADVISED:

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

1997/02/18

###THIS IS THE CLOSING COMMENT

*** CSM MLAPINE ***

PER BRUCE DUGAN, SERVICE MANAGER AT JIM CHRISTANELLI:
CALLED HOME PHONE NUMBER AND SPOKE WITH CUSTOMER'S MOTHER

CUSTOMER APPARENTLY PURCHASED THE VEHICLE IN VERNON, BUT IS NOW LIVING IN THE
DALLAS/FORT WORTH AREA

CONTACT WAS ERRONEOUSLY OPENED TO THIS DEALERSHIP

CUSTOMER LEFT MESSAGE ON ANSWERING MACHINE AT BUSINESS NUMBER REQUESTING THAT
CUSTOMER RECONTACT CAC TO HAVE CONTACT REOPENED AT CORRECT DEALERSHIP

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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4259YW GRP: 14 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: A2 CDNTACT NBR: 108089445 OPENED: 02/12/1997
VIN: 1ZVPT20C7L5 ENGINE: C CLOSED: 02/20/1997
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: DOUGLAS MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BLUE SPRINGS STATE: MO ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 80000 WSD:
DEALER NAME: BLUE SPRINGS FORD I SALES CODE: 153118 P & A: 05100
CAUSAL CODES: 1203 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/13/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)
=====

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

COMMENTS:
1997/02/12

*** VEHICLE INVOLVED IN RECALL 96S48 & 98S98***
CUSTOMER SAYS:
- HAS BEEN TRYING TO GET THIS RESOLVED SINCE PRIOR TO THANKSGIVING
- HAS CONTACTED THE DEALERSHIP AT LEAST ONCE A WEEK TRYING TO GET
THIS RESOLVED
- VERY CONCERNED THAT HE HAS NOT BEEN ABLE TO GET THIS SITUATION RESOLVED
SO FAR
*
PER CUSTOMER, DEALER SAYS:
- PART NOT AVAILABLE
*
CUSTOMER SEEKS:
- HAVE THE RECALL PERFORMED
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. TONY VARGAS CUST REL MNGR TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS-

1997/02/13

###THIS IS THE CLOSING COMMENT
CUSTOMER HAS TWO PARTS ORDER FOR VEH LEFT SIDE PARTS ARE HERE BUT RIGHT SIDE
IS ON BACK ORDER HAVE CALL CUSTOMER AND INFORM HIM WE WILL CALL WHEN PARTS ARE
HERE

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

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0541MP	GRP: XX09	CONCERN CONTACT	VEH TYPE: CAR	
SEATTLE	74	ZN/TR: A2	CONTACT NBR: 108091206	OPENED: 02/12/1997
VIN: 12VPT21UXL5		ENGINE: U		CLOSED: 02/21/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	SEATTLE	STATE:	WA	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	76000	WSD:			
DEALER NAME:	EVERGREENFORD	SALES CODE:	174020	P & A:	08305
CAUSAL CODES:	1203	SYMPTOMS:	104100		
DRIGIN:	GO	TRANS. DST/RGN:	74	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	02/13/1997
ACK. CODE:		ASSIST CODE: R	AWARD AMT:		0 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/02/12

*** NAVIS: SUBSEQUENT ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 & 96S99 ***
CUSTOMER SAYS:
- SEAT BELT ON THE DRIVERS SIDE IS STUCK MIDWAY
- HAVE BEEN WAITING SINCE SEPTEMBER TO GET THIS SEATBELT RECALL TO BE PERFORMED BECAUSE SHE HAS BEEN WAITING FOR THE DEALERSHIP
- VERY UNSAFE TO BE DRIVING AROUND WITH THIS SEATBELT STUCK MIDWAY
*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT
*
CUSTOMER SEEKS:
- SEATBELT FIXED
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. BOBBY CURTIS (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- CUSTOMER'S VEHICLE IS INVOLVED IN RECALL 96S48 AND 96S99
- CUSTOMER TO CONTACT THE DEALERSHIP'S SERVICE DEPARTMENT FOR ASSISTANCE IN HAVING RECALL PERFORMED

1997/02/14

###THIS IS THE CLDSING COMMENT
PARTS STILL ON ORDER CALLED 1-800 NUMBER THEY CLAIM PARTS WILL NOT BE AVIABLE FOR APPROX TWO MONTHS CALLED CUST ADVISED.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

8262RL GRP: XX11 INFORMATION CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: C2 CONTACT NBR: 108091621 OPENED: 02/12/1997
VIN: 1ZVPT22LXL5 ENGINE: L CLOSED: 02/12/1997

LAST NAME: [REDACTED] STATUS: CLDSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SEVEN HILLS STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 35000 WSD:
DEALER NAME: BOB GILLINGHAM FORD SALES CODE: 144127 P & A: 02199
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:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/02/12

*** VEHICLE INVOLVED IN RECALL 88588 ***

*** VEHICLE INVOLVED IN RECALL 88548 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- WHY ARE THE PARTS NOT AVAILABLE
- THE SEAT BELTS WILL STICK INTERMITTENTLY

*

PER CUSTOMER, DEALER SAYS:

- IT WILL TAKE 5-8 WEEKS TO GET THE PARTS
- CUSTOMER CAN BRING IN THE VEHICLE BUT WE CANNOT RELEASE THE VEHICLE UNTIL THE RECALL HAS BEEN PERFORMED

*

CUSTOMER SEEKS:

- ASSISTANCE WITH GETTING THE PARTS
- WHY DOES IT TAKE SO LONG TO GET PARTS?
- WHY WAS I NOT NOTIFIED THAT IT WILL TAKE SO LONG?

*

CAC ADVISED:

- DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE.
- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP
- * PER DEALER PARTS AVAILABILITY LETTER: PLEASE CONTINUE TO DIRECT ALL

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

4999JK GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
LDS ANGELES 71 ZN/TR: A2 CONTACT NBR: 108092342 OPENED: 02/12/1997
VIN: 1ZVPT21U1L ENGINE: U CLOSED: 02/20/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: GRANADA HILLS STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 90000 WSD:
DEALER NAME: GALPIN FORD SALES CODE: 171040 P & A: 05536
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/13/1997
ACK. CODE: ASSIST CODE: 0 AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/02/12

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

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-CONCERNS WITH SHOULDER HARNESS
-PARTS ARE ON BACKORDER

PER CUSTOMER, DEALER SAYS:

-DON'T HAVE PARTS TO FIX THE RECALL

CUSTOMER SEEKS:

-TO FIX THE RECALLS

CAC ADVISED:

RE: RECALL 96S48 AND 96S99

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR. PAUL TRUPIANO THE CUST REL MNGR/ SVC MNGR TO CONTACT THE
CUSTOMER WITHIN 2 BUSINESS DAYS

1997/02/13

###THIS IS THE CLOSING COMMENT

CUSTOMER HAS BEEN INFORMED OF PARTS STATUS. DLH HAS NO CONTROL OVER PART
AVAILABILITY. CUSTOMER WILL BE CONTACTED WHEN PARTS ARRIVE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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6782JL GRP: XX06 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: A2 CONTACT NBR: 108129320 OPENED: 02/21/1997
VIN: 1ZVPT21U1L5 ENGINE: U CLOSED: 03/04/1997
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: GRANADA HILLS STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 90000 WSD:
DEALER NAME: GALPIN FORD SALES CODE: 171040 P & A: 05536
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/24/1997
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:

1997/02/21
*** VEHICLE INVOLVED IN RECALL 96548 & 96599 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- DRIVER SIDE RESTRAINT SYSTEM GETS STUCK
*
PER CUSTOMER, DEALER SAYS:
- PARTS NOT AVAILABLE TO PERFORM RECALL
*
CUSTOMER SEEKS:
- RESOLUTION TO CONCERN
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. PAUL TRUPIANO CUST REL MNGR TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
1997/02/25
###THIS IS THE CLOSING COMMENT
AVAILABILITY FROM FMC. DLR GAVE CUSTOMER CORRECT INFO ON PARTS.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

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0541MP	GRP: XX09	INFORMATION CONTACT	VEH TYPE: CAR
SDR	10 ZN/TR: D1	CONTACT NBR: 108093942	OPENED: 02/12/1997
VIN: 1ZVPT20C8L5		ENGINE: C	CLOSED: 02/12/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:	CANDIN	STATE:	AL	ZIP:
HOME PHONE:		BUS. PHONE:		
MODEL YEAR:	90	MODEL:	PROBE	
MILEAGE:	178000	WSD:		
DEALER NAME:	MOORE-STEWART FORD	SALES CODE:	121548	P & A: 00808
CAUSAL CODES:	1204 0405	SYMPTOMS:	104100	
ORIGIN:	GO	TRANS. DST/RGN:		TRANS. DATE:
SERVICE/SALES:	1			CONTACT DATE:
ACK. CODE:		ASSIST CODE:		AWARD ANT:
				D SURVEY: (Y OR N)

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

COMMENTS:

1997/02/12

*** VEHICLE INVOLVED IN RECALL 95599 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- BOTH THE DRIVERS AND PASSENGERS SIDE MDTORIZED SEATBELTS ARE STUCK FORWARD
- THE MOTORS KEEP MAKING A CLICKING NOISE BUT NO MOVEMENT
- EVERYTIME SHE CONTACT THE DEALER TO GET THE RECALL DONE, THEY TELL HER THE PARTS ARE NOT IN; THEY EVEN KEPT HER VEHICLE FOR A WEEK AND DID NOT INFORM HER THAT THE PARTS ARE NOT IN UNTIL SHE WENT TO PICK IT UP
- GOT A TICKET BECAUSE THE SEAT BELT WAS NOT IN PLACE
- NO NEED TO HAVE DEALER TO CONTACT HER

PER CUSTOMER, DEALER SAYS:

- MR. PHILLIPS SAID THE PARTS ARE NOT IN YET AND TO KEEP IN CONTACT

CUSTOMER SEEKS:

- VEHICLE REPAIRED
- NEED ANOTHER RECALL LETTER SENT

CAC ADVISED:

- CUSTOMER'S VEHICLE IS INVOLVED IN RECALL 96599
- CUSTOMER TO CONTACT THE DEALERSHIP'S SERVICE DEPARTMENT FOR ASSISTANCE IN HAVING RECALL PERFORMED

09/11/98

MASTER OWNER RELATIONS SYSTEM JJ

14.21.02

633BAW GRP: XX08 CONCERN CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: B1 CONTACT NBR: 108097494 OPENED: 02/13/1997
VIN: 1ZVPT21U0LS ENGINE: U CLOSED: 03/27/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: MEMPHIS STATE: TN ZIP:
HOME PHONE: BUS. PHONE: MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 100000 WSD:
DEALER NAME: MIDWAY FORD INC SALES CODE: 123006 P & A: 05835
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 23 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/14/1997
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:
1997/02/13

*** VEHICLE INVOLVED IN RECALL 98S48 & 96S99 ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-GOT THE RECALL NUMBER IN OCTOBER OR NOVEMBER
-THE DRIVER'S SIDE SHOULDER HARNESS IS STUCK
-THE CUSTOMER HAS TRIED SEVERAL TIMES TO HAVE THE RECALLS COMPLETED

PER CUSTOMER, DEALER SAYS:

-GEORGE, IN THE SERVICE DEPARTMENT, SAID IT WOULD BE THREE MORE WEEKS UNTIL THE PARTS ARRIVE.

CUSTOMER SEEKS:

-WHEN WILL THE PARTS BE AVAILABLE

CAC ADVISED:

RE: PARTS AVAILABILITY

-WE ARE WORKING AS QUICKLY AS WE CAN TO MEET THE PART DEMAND
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. TRUITT DAVIS (CUST REL MGR/ SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/03/20

###THIS IS THE CLOSING COMMENT
SOP CAME IN AND PERFORMED RECALL

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

6708JS GRP: XX03 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: B1 CONTACT NBR: 108098401 OPENED: 02/13/1997
VIN: 1ZVPT21U3L5 ENGINE: U CLOSED: 03/04/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BOONTON STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 67000 WSD:
DEALER NAME: WARNOCK FORD SALES CODE: 113481 P & A: 03679
CAUSAL CODES: 1203 30MR SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/24/1997
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:

1997/02/13

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548, 96599 ***
*** 2 REPAIR ATTEMPTS ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- THE PASSENGER SEAT BELT IS IN THE LOCKED POSITION, THE DRIVERSIDE IS LOCK MID WAY DOWN
- THE VEHICLE HAS BEEN TWICE FOR THE RECALL THE VEHICLE IS STILL NOT FIXED

PER CUSTOMER, DEALER SAYS: (NESON, SERVICE DEPARTMENT)
- THE DEALERSHIP IS WAITING ON A PULLY

CUSTOMER SEEKS:

- THE VEHICLE TO BE REPAIR THE CUSTOMER DOES NOT FEEL SAFE

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
- REQUEST MR./MS. DENISE NAGY (CUST. REL MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
** CSR IS REQUESTING THAT CUST. REL. MNGR CONTACT THE CUSTOMER TO EXPLAIN TO THE CUSTOMER WHAT IS THE SITUATION WITH THE RECALL BEING PERFORMED

08/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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670BJ5 GRP: KX03 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: B1 CONTACT NBR: 108098401 OPENED: 02/13/1997
VIN: 12VPT21U3L5 ENGINE: U CLOSED: 03/04/1997
=====

1997/02/19

*** NAVIS: ORIGINAL ***

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

CUSTOMER SAYS:

- THE PASSENGER SEAT BELT IS IN THE LOCKED POSITION, THE DRIVERSIDE IS LOCK
MID WAY DOWN

- THE VEHICLE HAS BEEN TWICE FOR THE RECALL THE VEHICLE IS STILL NOT FIXED

PER CUSTOMER, DEALER SAYS: (NESON, SERVICE DEPARTMENT)

- THE DEALERSHIP IS WAITING ON A PULLY

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- TO HAVE THE RECALLS PERFORMED

CAC ADVISED:

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

- REQUEST MS. DENISE NABY (CUST. REL MNGR) CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS

1997/02/21

DEALERSHIP IS STILL WAITING FOR TOOL WILL CONTACT CUST AS SOON AS IT ARRIVES

1997/02/25

###THIS IS THE CLOSING COMMENT

CUST WAS CONTACTED DEALER RECEIVED PART TO PERFORM THE RECALL LM ON CUST WORK
ANSWERING MACHINE

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

B965TN	GRP: XX17	INFORMATION CONTACT	VEH TYPE: CAR
NEW YORK	13	ZN/TR: B1	CONTACT NBR: 108204348
VIN: 1ZVPT21U3L5		ENGINE: U	OPENED: 03/12/1997
			CLOSED: 03/12/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	BOONTON	STATE:	NJ	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	1	WSD:			
DEALER NAME:	WARNOCK FORD	SALES CODE:	113451	P & A:	03679
CAUSAL CODES:	1204	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:

1997/09/12

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- CUSTOMER IS CALLING BACK BECAUSE SHE IS WAITING FOR THE TRACK TO HAVE THE SEATBELT RECALL PERFORMED ON HER VEHICLE

PER CUSTOMER, DEALER SAYS:

- WAITING FOR THE TRACK TO COMPLETE THE RECAL REPAIR

CUSTOMER SEEKS:

- TO HAVE THE RECALL DONE ON HER VEHICLE

CAC ADVISED:

PER [REDACTED] (CSM)

- PART IS IN NDW

- PLEASE CALL [REDACTED]

***NON-VLC** PLACED AN OUTBOUND CALL FOR INFORMATION

1997/03/14

*** 5 REPAIR ATTEMPTS ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- TOOK THE VEHICLE TO THE DEALERSHIP FOR THE FOURTH TIME FOR SEAT BELT CONCERN, THE DRIVER SIDE SEAT BELT IS LOCKED
- NDR IS THE PASSENGER SIDE MOVING
- VEHICLE WAS AT DEALERSHIP IN NOVEMBER, JANUARY, FEBRUARY, AND MARCH

PER CUSTOMER, DEALER SAYS:

- REPLACED THE TRACK

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

8965TN	GRP: XX17	INFORMATION CONTACT	VEH TYPE: CAR
NEW YORK	13	ZN/TR: 81	CONTACT NBR: 108204348
VIN:	1ZVPT21U3L5	ENGINE: U	DPENED: 03/12/1997
			CLOSED: 03/12/1997

=====

1987/03/14

*

CUSTOMER SEEKS:

- TO EXPLAIN SITUATION WITH SEAT BELT

*

CAC ADVISED:

- NON VLC, OUT BOUND CALL MADE

- SAID SHE CAN BRING HER VEHICLE IN ON MONDAY BEFORE 12:00

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

3306JT GRP: XX07 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: B1 CONTACT NBR: 10B099017 OPENED: 02/13/1997
VIN: 1ZVPT20C1L5 ENGINE: C CLOSED: 02/24/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: KESLO STATE: WA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 98000 WSD:
DEALER NAME: COLUMBIA FORD MERC- SALES CODE: 174500 P & A: 08602
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 74 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: MICRD:

COMMENTS:

1997/02/13

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

CUSTOMER SAYS:

- DEALER HAS STILL HAS NOT PERFORMED SEAT BELT RECALLS
- THE SEATS BELTS (FRONT SEATS) VIBRATE WHEN DRIVING

PER CUSTOMER, DEALER SAYS:

- PER DAVE (SERV DEPT, COLUMBIA FORD), HAVE ORDERED THE WRONG PARTS TO PERFORM SEAT BELT RECALLS
- IF CUSTOMER HAS NOT HEARD FROM ME IN A WEEK THEN SHE SHOULD CALL US

CUSTOMER SEEKS:

- WANTS SEAT BELT RECALLS PERFORMED
- WANTS TO SPEAK TO DISTRICT MANAGER

CAC ADVISED:

- REGARDING RECALLS 96548 & 96599):
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
- REQUEST MR. PAT SARI (CUST, REL MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/02/17

###THIS IS THE CLOSING COMMENT

SEATBELT PARTS WERE NOT ORDERED INCORRECTLY. SEAT BELT MOTOR IS ON NATIONAL BACKORDER. FMC SEATTLE DISTRICT OFFICE HAS BEEN CONTACTED AND IS ATTEMPTING TO GET A MOTOR FOR THIS CUSTOMER. AS SOON AS THE BELT MOTOR ARRIVES, THE CUSTOMER WILL BE CONTACTED TO SCHEDULE REPAIRS. THIS CUSTOMER IS, AND HAS BEEN IN THE PAST, AN EXTREME CHALLENGE.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
4838JK GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: K2 CONTACT NBR: 108099247 OPENED: 02/14/1997
VIN: 1ZVPT20CXL6 ENGINE: C CLDSED: 03/06/1997
=====

LAST NAME: [REDACTED] STATUS: CLDSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: CRAWFORDSVILLE STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 70000 WSD:
DEALER NAME: KENNY VICE FORD SAL SALES CODE: 147058 P & A: 04737
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 47 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/27/1997
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:

1997/02/14
*** VEHICLE INVOLVED IN RECALL 96S48 AND 96S99***
*** NAVIS: PROGRAM ***
CUSTOMER SAYS:
-CALLING TO FIND WHEN THE PART FOR RECALL 96S48 AND 96S99 WILL BE AVAILABLE
*
PER CUSTOMER, DEALER SAYS:
-PART IS ON BACKORDER
*
CUSTOMER SEEKS:
-TO FIND OUT WHEN PART WILL BE AVAILABLE
*
CAC ADVISED:
- DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE.
- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP
1997/02/24
*** ATTN: GREG VICE, SERVICE MGR **** PLEASE UPDATE OR CLOSE THIS CONTACT AS
SOON AS POSSIBLE. IF YOU NEED ASSISTANCE WITH OBTAINING PARTS, PLEASE CALL ME.
THANKS! JUDY STORRS, CUSTOMER SERVICE MGR, 1-800-380-9880
1997/02/27
##THIS IS THE CLOSING COMMENT
CSM CALLED SM. SM SAYS RECALL HAS BEEN PERFORMED TODAY. CUSTOMER IS
SATISFIED.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

4939JK GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: A1 CONTACT NBR: 108100310 OPENED: 02/14/1997
VIN: 1ZVPT20C9LE ENGINE: C CLOSED: 03/12/1997

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BELGRADE STATE: MT ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 50000 MSD:
DEALER NAME: BOZEMAN FORD SALES CODE: 174622 P & A: 08316
CAUSAL CODES: 1012 10RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 74 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/05/1997
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

*** PARTS DELAY OVER 30 DAYS ***

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

-RECALL ON SEATBELTS 96S99 ON PASSENGER SIDE NEEDS TO BE FIXED

-WAITING FOR PARTS

*
PER CUSTOMER, DEALER SAYS:

-ORDERED THE PARTS ON 1/12/97

*
CUSTOMER SEEKS:

-WOULD LIKE TO HAVE THE BELT FIXED FOR SAFETY REASONS.

*
CAC ADVISED:

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

-REQUEST MR. DWIGHT H. OLSEN THE CUST. REL MNGR CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/03/05

###THIS IS THE CLDSING COMMENT

CALLED CUSTOMER...LEFT MESSAGE...WE AGAIN TRIED TO CRIT. ORDER PARTS FOR THE RIGHT SIDE...PLEASE BE ASSURED THAT IF YOU SEND US THE PARTS TO REPAIR THIS VEHICLE. WE WILL BE OVER-JOYED TO COMPLETE THIS PROJECT...
PLEASE FORWARD TO TROLL #2

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

4939UK GRP: KX17 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: B3 CONTACT NBR: 108085187 OPENED: 02/11/1997
VIN: 1ZVPT21U7L5 ENGINE: U CLOSED: 02/26/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: TEMPLE CITY STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 153000 WSD:
DEALER NAME: NEW CENTURY FORD SALES CODE: 171073 P & A: 01733
CAUSAL CODES: 1218 1207 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/13/1997
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:

1997/02/11

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

CUSTOMER SAYS:

-800 # RECEIVED FROM THE DEALERSHIP
-CALLING REGARDING PARTS AVAILABILITY ON RECALL 96S48
-WOULD LIKE A LOANER VEHICLE WHILE WAITING FOR PARTS

PER CUSTOMER, DEALER SAYS:

-WAITING FOR DEALERSHIP TO CALL BACK REGARDING THE PARTS AVAILABILITY

CUSTOMER SEEKS:

-CALLING REGARDING PARTS AVAILABILITY ON RECALL 96S48
-WOULD LIKE A LOANER VEHICLE WHILE WAITING FOR PARTS

CAC ADVISED:

RE: RECALL 96S48 AND 96S99
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. CLARENCE YOSHIDA THE SVC MGR TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS

- NO LOANER OFFERED ON THIS PROGRAM.

RE: LOANER VEHICLE

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

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
4929JK GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: B3 CONTACT NBR: 108085187 OPENED: 02/11/1997
VIN: 1ZVPT21U7LS [REDACTED] ENGINE: U CLOSED: 02/26/1997
=====

1997/02/19

##THIS IS THE CLOSING COMMENT
2/13/97 134PM HOTLINE WAS CALLED IN REGARDS TO BACK ORDER OF SEAT BELTS.
CONFIRMED OF BACK ORDER OF 8 WEEKS. THEY INSTRUCTED US TO PUT CUSTOMER IN LOAN
CAR. ON 2/14/97 GDT AUTHORIZATION TO GIVE LOAN CAR CAME FROM ERICA MC DAVID
[REDACTED] LEFT HIS CAR AT DEALERSHIP WAITING FOR PARTS. CUSTOMER SATISFIED.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3995TM GRP: 14 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: D2 CONTACT NBR: 108086897 OPENED: 02/11/1997
VIN: 1ZVPT21U1L5 ENGINE: U CLOSED: 02/26/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] LANE [REDACTED]
CITY: TEMPE STATE: AZ ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 50000 WSD:
DEALER NAME: BERGE FORD SALES CODE: 171175 P & A: 20305
CAUSAL CODES: 1203 1012 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/14/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 400 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/02/11

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- DEALERSHIP IS UNABLE TO GET THE PARTS I NEED THE HAVE THE RECALL ON MY
VEHILE COMPLETED

PER CUSTOMER, DEALER SAYS:

- WE HAVE ORDERED THE PARTS
- PARTS ARE DELAYED

CUSTOMER SEEKS:

- TO HAVE RECALL ON VEHICLE COMPLETED

CAC ADVISED:

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

1997/02/14

###THIS IS THE CLOSING COMMENT

CUSTOMER PARTS NEEDED ARE THE TRACK AND THE MORDER AND YES FORD IS ON BACK ORD
FER AND THE WHEN THE PARTS ARE AVAILABLE THE REPAIR WILL TAKE PLACE.,
FORD HAD ISSUED A STRATEMENT SAYING TYHAT THERE IS LARGE RUN ON THESE PARTS.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

=====

3995TM	GRP: 14	CONCERN CONTACT	VEH TYPE: CAR
LOS ANGELES	71	ZN/TR: D2	CONTACT NBR: 108086897
VIN:	1ZVPT21U1L5	ENGINE: U	OPENED: 02/11/1997
			CLOSED: 02/26/1997

=====

1997/02/19

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- WORRIED ABOUT GETTING INTO AN ACCIDENT WHILE SEAT BELT IS NOT WORKING

*

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

*

CUSTOMER SEEKS:

- RESOLUTION CONCERN

*

CAC ADVISED:

- DBC - SPOKE WITH TERRY CHRISMAN, WHO STATED THAT HE CONTACTED FOR FDR ASSISTANCE - WILL TAKE AT LEAST 3 WEEKS FOR THE PART TO COME IN

- CUSTOMER INFORMED - WILL WAIT AND AFTER 3 WEEKS WILL CONTACT MR. CHRISMAN FOR FOLLOWUP

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7252CT GRP: XXOB CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: D2 CONTACT NBR: 10B073093 OPENED: 02/07/1997
VIN: 1ZVPT21UXL5 [REDACTED] ENGINE: U CLDSED: 02/19/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BALLWIN STATE: MO ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 33000 WSD:
DEALER NAME: BEUCKMAN FORD INC SALES CODE: 153079 P & A: OBO12
CAUSAL CODES: 1219 2802 10RA SYMPTONS: 104100
ORIGIN: GO TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/12/1997
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:

1997/02/07

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

CUSTOMER SAYS:

- VEHICLE IS UNDER RECALL #96548 AND 96599
- DRIVER AND PASSENGER SIDE SEAT BELTS LOCK
- DEALERSHIP ORDERED NEW SEAT BELT REPLACEMENTS IN NOVEMBER 1996
- PARTS STILL ARE NOT IN

PER CUSTOMER, DEALER SAYS:

- PER [REDACTED] THIS IS FORD'S PROBLEM, CAN NOT DO ANYTHING ABOUT IT
- CONTACT THE CUSTOMER ASSISTANCE CENTER

CUSTOMER SEEKS:

- RECALL REPAIR

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
- REQUEST MR. RICK MC CLAIN (PARTS MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/02/12

###THIS IS THE CLOSING COMMENT

PARTS ON ORDER FOR SAFETY RECALL, HOWEVER THEY ARE D99. WHEN PARTS ARRIVE PM W ILL CALL AND SET APPT PERSONALLY.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 B7B7NH GRP: XX05 CONCERN CONTACT VEH TYPE: CAR
 WASHINGTON 27 ZN/TR: E1 CONTACT NBR: 108074267 OPENED: 02/07/1997
 VIN: 1ZVPT20C7L5 ENGINE: C CLOSED: 02/25/1997

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: MD ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 1 WSD:
 DEALER NAME: KOONS COLLEGE PARK SALES CODE: 127022 P & A: 00010
 CAUSAL CODES: 1203 3105 SYMPTOMS: 104100
 ORIGIN: GD TRANS. DST/RGN: 27 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:

1997/02/07

- *** NAVIS: ORIGINAL ***
- *** MILEAGE UNAVAILABLE ***
- *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 ***
- *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
- CUSTOMER SAYS:
 - RECEIVED A LETTER IN THE MAIL REGARDING THE SEAT BELTS
 - THE SEAT BELT ON THE DRIVERS SIDE IS NOT WORKING AT ALL
 - I WENT IN ON 12-16-96 AND THEY SAID THEY WERE ORDERING THEM
- PER CUSTOMER, DEALER SAYS:
 - THE WHOLE COUNTRY IS WAITING FOR THESE PARTS
- CUSTOMER SEEKS:
 - I NEED TO GET THIS RECALL REPAIRED
- CAC ADVISED:
 - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 - REQUEST MS.KAYLYNN PRONIO (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
 - OUT BOUND CALL MADE TO GARRY BROCK OR MS. KAYLYNN PRONIO, NOT AVAILBLE, NO MESSAGE LEFT
- 1. USE THE INSPECTION TOOL BEFORE DETERMINING THAT A RIGHT HAND RAIL NEEDS REPLACEMENT.
- 2. ONLY REPLACE THE RAIL/MOTOR ASSEMBLY WHEN THE SYSTEM IS INOPERATIVE (LOCKEDUP) AND THE BELT CANNOT BE MANUALLY MOVED FROMTHE "A" TO "B" PILLAR USING A 5MM ALLEN WRENCH THROUGH THE ACCESS HOLE (SEE 96548/96599 TECHNICAL INSTRUCTIONS).

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
8787NH GRP: XXOS CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: E1 CONTACT NBR: 108074267 OPENED: 02/07/1997
VIN: 1ZVPT20C7L5 ENGINE: C CLOSED: 02/25/1997
=====

1997/02/18

##THIS IS THE CLOSING COMMENT

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

4154CT GRP: XX14 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: E3 CONTACT NBR: 108078112 OPENED: 02/10/1997
VIN: 1ZVPT21U2L5 ENGINE: U CLOSED: 02/24/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BEAVERTON STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MDEL: PROBE
MILEAGE: 158000 WSD:
DEALER NAME: JIM MANNING FORD IN SALES CODE: 148595 P & A: 09734
CAUSAL CODES: 1203 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CDNTACT DATE: 02/17/1997
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:

1997/02/10

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98548,98589 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-THE PARTS ARE CURRENTLY NOT AVAILABLE FOR THE RECALLS ON THE SEAT BELTS

PER CUSTOMER, DEALER SAYS:

-THEY ARE NOT SURE WHEN THE PARTS WILL BE AVAILABLE

CUSTOMER SEEKS:

-RECALLS COMPLETED

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR. DDUGLAS DUBUC CUST REL MNGR TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

1997/02/17

###THIS IS THE CLOSING COMMENT

CONTACTED CUSTOMER TO DISCUSS CONCERN.

CUSTOMER WAS ADVISED THAT PARTS ON NATIONAL BACK ORDER.

ORDER PALCED ON EMERGENCY ORDER STATUS.

NO FURTHER ASSISTANCE CAN BE PROVIDED AT THIS TIME.

CUSTOMER ADVISED THAT SHE WOULD BE CONTACTED WHEN THE PARTS ARRIVED.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

0299SS GRP: XA12 CONCERN CONTACT VEH TYPE: CAR
 CHICAGO 41 ZN/TR: F1 CONTACT NBR: 108079268 OPENED: 02/10/1997
 VIN: 1ZVPT20C4L ENGINE: C CLOSED: 03/03/1997

=====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: SAUKTICY STATE: WI ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: [REDACTED]
 MILEAGE: 120000 WSD:
 DEALER NAME: KAYSER FORD INC SALES CODE: 141100 P & A: 06395
 CAUSAL CODES: 1203 2801 0206 SYMPTOMS: 104100 607491
 ORIGIN: 60 TRANS. DST/RGN: 41 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 02/21/1997
 ACK. CODE: ASSIST CODE: M AWARD AMT: 250 SURVEY: Y (Y OR N)

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

COMMENTS:
 1997/02/10

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

CUSTOMER SAYS:

- THE DRIVER SIDE SHOULDER STRAP IS STUCK IN THE MIDDLE
- SOMETIME THE LAP BELT ALSO GETS JAMMED WHERE I CANT RELEASE IT
- VEHICLE WILL STALL OUT WHEN I PUT VEHICLE INTO DRIVE
 (DEALERSHIP HAS DIAGNOSED THIS AS BEING THE WIRE HARNESS AND
 THERE IS A RECALL FOR THIS, ORDERED PARTS FOR THIS TO BE
 CORRECTED... SYSTEM ALREADY SHOWS THIS AS BEING COMPLETED BY
 DEALERSHIP ON JANUARY 29TH, CUSTOMER STATES THIS HAS NOT BEEN
 FIXED)
- DEALERSHIP ORDERED THE PARTS FOR THE SEAT BELT RECALL ON JAN. 29
- VEHICLE WAS TAKEN TO DEALERSHIP ON FRIDAY THE 7TH
- DEALERSHIP WILL KEEP VEHICLE TIL ALL THE RECALLS ARE DONE
- IS RENTING A VEHICLE RIGHT NOW

PER CUSTOMER, DEALER SAYS: BILL

- WE WONT GET PARTS TIL ABOUT ANOTHER 6 WEEKS
- CALL THE 800 NUMBER TO HAVE FORD PAY FOR A LOANER

CUSTOMER SEEKS:

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

028955	GRP: XX12	CONCERN CONTACT	VEH TYPE: CAR
CHICAGO	41	ZN/TR: F1	OPENED: 02/10/1997
VIN:	1ZVPT20C4L5	CONTACT NBR: 10BD79268	CLDSED: 03/03/1997
		ENGINE: C	

=====

1997/02/10

- WANTS VEHICLE FIXED AS SOON AS POSSIBLE
- WANTS TO BE PROVIDED A LOANER

CAC ADVISED:

- LOANERS ARE NOT A PROVISION OF THE WARRANTY.
- CONTACT MR.GREGG ERICKSON, CUST REL 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.GREG ERICKSON, CUST REL MNGR, TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/02/24

###THIS IS THE CLOSING COMMENT

BILL WHITE THE SERVICE ADVISOR THAT HAS BEEN INVOLVED FROM DAY ONE HAS RESEARCHED THIS CONCERN THE VEHICLE HAS A SEAT BELT RECALL 96S99 WHICH THE PARTS ARE NOW HERE FOR, AND THE RECALL 96S48 THE PARTS WILL BE IN ON THE WEEK OF 3.3.97 WE WILL ARRANGE FOR INSTALLATION WHEN THE PARTS ARRIVE. TIM DDOUGLAS KAYSER SER MGR.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

5703AH GRP: XX04 CONCERN CONTACT
BOSTON 11 ZN/TR: A1 CONTACT NBR: 108059134 VEH TYPE: CAR
VIN: 1ZVPT20C0L5 ENGINE: C OPENED: 02/05/1997
CLOSED: 02/13/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: CHARLESTOWN STATE: MA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: SENTRY FORD, INC. SALES CODE: 111025 P & A: 08811
CAUSAL CODES: 1203 1209 0409 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 11 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/05/1997
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:

1997/02/05

*** MILEAGE UNAVAILABLE ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98548 & 98599 ***
*** NAVIS: SUBSEQUENT ***
*** CUSTOMER REQUESTING SERVICE AT THIS DEALERSHIP ***
CUSTOMER SAYS:
-SHE GOT A RECALL LETTER ABOUT THE SEATBELTS
-THE DEALERSHIP HAS HAD IT SEVERAL TIMES AND THEY ALWAYS SEEM TO NOT BE ABLE
TO GET IT IN
-IN TOTAL SHE HAS TAKEN IT TO THE DEALERSHIP 3 TIMES AND IT STILL ISN'T DONE
-THOSE DATES WERE JANUARY 10TH, 24TH, AND THE 31ST.

PER CUSTOMER, DEALER SAYS:

-THEY WILL HAVE TO ORDER THE PARTS AND SHE'LL HAVE TO COME BACK (JOHN)
-UNABLE TO FIT IT IN BECAUSE THEY ARE TOO BUSY (CLARE)

CUSTOMER SEEKS:

-TO GET THIS RECALL DONE

CAC ADVISED:

RE: RECALL

-VEHICLE IS INVOLVED IN RECALL FOR THE SEATBELTS
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. WAYNE NEIL (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS

1997/02/06

###THIS IS THE CLOSING COMMENT
YES CUSTOMER WAS IN BUT THE PARTS WERE ORDERED AND CAME IN THIS WEEK. CALLED
CUSTOMER AND MADE AN APPOINTMENT.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

0818KL GRP: XK04 INFORMATION CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: D2 CONTACT MBR: 108059562 OPENED: 02/05/1997
VIN: L ENGINE: CLOSED: 02/05/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HOLLAND STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 80 MODEL: PROBE
MILEAGE: 100000 WSD:
DEALER NAME: REDEKER FORD INC SALES CODE: 148616 P & A: 09896
CAUSAL CODES: 1012 1203 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:
1997/02/05

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

CUSTOMER SAYS:

- VEHICLE IS UNDER SEAT BELT RECALL
- DEALERSHIP CAN NOT GET CUSTOMER PARTS FOR THE RECALL
- CUSTOMER'S DRIVERS SIDE SEAT BELT TRACKS ARE NOT CURRENTLY WORKING

*
PER CUSTOMER, DEALER SAYS:

- HAVE PART OF THE PARTS FOR THE RECALLS

*
CUSTOMER SEEKS:

- WANTS TO GET THE VEHICLE'S RECALLS PERFORMED

*
CAC ADVISED:

- PER NON-VLC CONTACT MADE TO DAVE COLEMAN, PARTS MANAGER:
- THE PARTS ARE ON ORDER
- WILL CALL THE CUSTOMER TO ADVISE HIM OF THE PARTS ORDER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

029955 GRP: XX12 CONCERN CONTACT
PHILADELPHIA 16 ZN/TR: 01 CONTACT NBR: 108064193 VEH TYPE: CAR
VIN: 12VPT20C4L5 ENGINE: C OPENED: 02/05/1997
CLOSED: 04/18/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: LANSDALE STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 70000 WSD:
DEALER NAME: OLD FORGE-SPRING MD SALES CODE: 118037 P & A: 01243
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 16 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 04/02/1997
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:

1997/02/05

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

CUSTOMER SAYS:

- RECEIVED RECALL LETTERS FOR THE SEAT BELT BACK IN NOVEMBER
- AT THE PRESENT TIME THE DRIVER SIDE SHOULDER BELT HAS STUCK IN THE MIDDLE
- BEEN TRYING TO GET DEALERSHIP TO FIX THIS UNDER THE RECALL

PER CUSTOMER, DEALER SAYS: RICK

- WE HAVE ONE OF THE PARTS BUT WE ARE TRYING TO GET THE OTHER HALF FROM FORD TO COMPLETE THE RECALL. WE WILL CALL YOU WHEN WE HAVE IT

CUSTOMER STATES THAT WAS JANUARY 13TH HAVE NOT HEARD FROM THEM SINCE

CUSTOMER SEEKS:

- WANTS RECALLS TO BE COMPLETED

CAC ADVISED:

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

1997/04/17

***THIS IS THE CLOSING COMMENT

PARTS FOR RECALL HAVE COME OFF OF BACKORDER AND REPAIRS ARE COMPLETED
MJ CERICOLA
OLD FORGE SPRINGHOUSE FORD

08/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

029955	GRP: XX12	CONCERN CONTACT	VEH TYPE: CAR
PHILADELPHIA 16	ZN/TR: 01	CONTACT NBR: 108064193	OPENED: 02/05/1997
VIN: 1ZVPT20C4LS		ENGINE: C	CLOSED: 04/18/1997

=====

1997/04/18

###THIS IS THE CLOSING COMMENT
THANKS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7379AR GRP: XX15 INFORMATION CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: B1 CONTACT NBR: 108064303 OPENED: 02/05/1997
VIN: 1ZVPT20C6L3 ENGINE: C CLOSED: 02/05/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BIRMINGHAM STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 45000 WSD:
DEALER NAME: DEAN SELLERS INC SALES CODE: 148039 P & A: 02694
CAUSAL CODES: 1220 3103 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:
1997/02/05

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-THE DEALERSHIP HAS NOT COMPLETED THE REPAIR FOR THE PASSENGER SIDE SEATBELT
-THE PART WAS ORDERED 1/14/98 FOR THE RAIL MOTOR

*

PER CUSTOMER, DEALER SAYS:

-THEY HAVE ORDERED THE PART

*

CUSTOMER SEEKS:

-WHEN CAN SHE HAVE THE REPAIR DONE

*

CAC ADVISED:

-OBC TO MR. CHUCK BARR, PARTS MANAGER

-THE PART WAS NOT ORDERED

-WILL PUT THE PART ASIDE FOR THE CUSTOMER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

107BBB GRP: 02 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: H3 CONTACT NBR: 108064503 OPENED: 02/05/1997
VIN: 1ZVPT21U0L5 [REDACTED] ENGINE: U CLOSED: 02/15/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: IL ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 100000 WSD:
DEALER NAME: BEMIS MOTOR CO SALES CODE: 141498 P & A: 20167
CAUSAL CODES: 0421 04MR SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 41 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/08/1997
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:

1997/02/08

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- 3 PRIOR ATTEMPTS TO REPAIR SEAT BELT RECALL (11/96, 12/96, 2/97)
- SEAT BELT SHOULDER STRAP CURRENTLY NOT WORKING
- SAFETY CONCERN WITH DRIVING WITHOUT SHOULDER STRAP

PER CUSTOMER, DEALER SAYS:

- 11/96 COULD NOT FIX, NEEDS TOOL
- 12/96 COULD NOT FIX, DID NOT HAVE PART
- MOTOR IS CURRENTLY LOCKED IN TRACK

CUSTOMER SEEKS:

- REPAIR OF VEHICLE
- SECOND OPINION ON PART DELAY

CAC ADVISED:

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

1997/02/08

###THIS IS THE CLOSING COMMENT

CONTACTED PASRTS 800 NUMBER AT RENKIN FOR PART UPDATE CALLED MARIANNE FREEMAN FOR ASSISTANCE FOR RENTAL CAR CURRENTLY VEHICLE IS UNSAFE SHE INFORMED ME TO CALL RENKIN FOR RENTAL CAR APPROVAL PUT [REDACTED] INM CAR UNTIL PART ARRIVES APPROX 8 WEEKS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3886JS GRP: XXOC CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: K1 CONTACT NBR: 108065662 OPENED: 02/06/1997
VIN: 1ZVPT20C1L5 ENGINE: C CLOSED: 03/04/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: RAINSVILLE STATE: KY ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 68802 WSD:
DEALER NAME: BRDMNS AUTO SALES SALES CODE: 147532 P & A: 02048
CAUSAL CODES: 1210 1211 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 47 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/25/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y DR N)

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

COMMENTS:

1997/02/06

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

CUSTOMER SAYS:

- THE DEALERSHIP NEEDS HER RECALL LETTER OR RECALL NUMBER TO PERFORM RECALL(S)
- THEY ORDERED THE PARTS IN NOVEMBER AND MISPLACED THE LETTER AND ORDER
- SHE NEEDS THE NUMBER OF THE RECALL

PER CUSTOMER, DEALER SAYS:

- RON - THEY LOST THE LETTER AND THE ORDER FOR THE PARTS
- WROTE UP ANOTHER ORDER, BUT HE NEEDS THE RECALL NUMBER

CUSTOMER SEEKS:

- TO HAVE RECALL PERFORMED
- NAME/NUMBER OF RECALL

CAC ADVISED:

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

1997/02/24

CUSTOMER CONTACTED. VEHICLE SCHEDULED IN.

1997/02/25

***THIS IS THE CLOSING COMMENT
PARTS ON ORDER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

0541MP	GRP: XX09	CONCERN CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: R3	CONTACT NBR: 108066192
VIN:	1ZVPT20CXLS	ENGINE: C	OPENED: 02/06/1997
			CLOSED: 02/24/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	VERMILLION	STATE:	SD	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	80000	WSD:			
DEALER NAME:	VERMILLION FORD INC	SALES CODE:	158703	P & A:	09206
CAUSAL CODES:	1203 0415	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:	58	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	02/17/1997
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:
1997/02/08

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 95B70 ***
*** SUBSEQUENT ***
*** POSSIBLE 12/12 SERVICE PART COVERAGE ***

CUSTOMER SAYS:

- SEAT BELT IS STUCK 3/4 FORWARD; THE MOTOR WILL NOT RUN
- DEALER TOLD HER THE PROBLEM MAY HAVE OCCURRED DUE TO THE AGING OF THE VEHICLE; THEY DID NOT EVEN CHECK IT; THEY JUST GAVE HER A DECISION OVER THE PHONE
- CUSTOMER SAID THE VEHICLE DID NOT HAVE THE RECALL PERFORMED AND THE SEATBELTS ARE STILL MALFUNCTIONING
- SET UP AN APPOINTMENT MONTHS AGO AND THEY SAID THEY WOULD CALL HER ONCE THE PARTS WERE IN; THEY FORGOT TO ORDER THE PARTS FOR RECALLS 96599 AND 96548

*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT

*
CUSTOMER SEEKS:
- SEATBELT REPAIRED UNDER RECALL

*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. DON HUBERT (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

****PER SERVICE MANAGER- CUSTOMER IS INVOLVED IN DNP 95B70, WHICH HAS NO MILEAGE/YEAR LIMITATIONS; CUSTOMER WAS NOT NOTIFIED THAT SHE IS INVOLVED. PLEASE INFORM HER OF THIS MATTER****

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

0541MP GRP: XX09 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: R3 CONTACT NBR: 108066192 OPENED: 02/06/1997
VIN: 12VPT20CKL5 ENGINE: C CLOSED: 02/24/1997

1997/02/17

###THIS IS THE CLOSING COMMENT

CSM JCUFF: SPDKE WITH DON HUBERT. RECALL HAS BEEN COMPLETED AS DIRECTED AND THE VEHICLE HAS BEEN RETURNED TO THE CUSTOMER. DISCREPANCY ARISED WHEN DEALER DIAGNOSED THE VEHICLES CONTROL MODULE AS BEING FAULTY. THIS WAS CAUSING SOME OF THE PROBLEM WITH THE SEAT BELT BEING STUCK. THIS PART WAS NOT INCLUDED UNDER THE RECALL AND CUSTOMER WAS GIVEN THE OPTION OF HAVING THE WORK DONE. CUSTOMER WAS EXPLAINED THIS AND HAS ELECTED TO HAVE THE WORK DONE. CONTACT CLOSED.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

6274JB GRP: XX05 INFORMATION CONTACT VEH TYPE: CAR
 CINCINNATI 47 ZN/TR: C2 CONTACT NBR: 108017654 OPENED: 01/24/1997
 VIN: L ENGINE: CLOSED: 01/24/1997

=====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: FRANKFORD STATE: IN ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: [REDACTED]
 MILEAGE: 80000 WSD:
 DEALER NAME: MIKE RAISOR FORD SALES CODE: 147059 P & A: 04634
 CAUSAL CODES: 1203 SYMPTOMS: 104100
 ORIGIN: G0 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:

1997/01/24

NO VIN AVAILABLE

CUSTOMER SAYS:

- TOOK THE VEHICLE TO THE DEALER IN NOVEMBER FOR A SEAT BELT RECALL
- TODAY IT IS STILL NOT FIXED
- THE DRIVER SIDE SEAT BELT DOES NOT WORK
- THE DEALER BELLS THE VEHICLE IS UNSAFE

PER CUSTOMER, DEALER SAYS:

- WE CAN NOT GET PARTS FOR THE VEHICLE
- OFFERED A LOANER VEHICLE, BUT THE DRIVER IS UNDER 21 YEARS OLD

CUSTOMER SEEKS:

- WANTS THE RECALL PERFORMED

CAC ADVISED:

- PLEASE CALL BACK WITH THE VEHICLE NUMBER

*** NEXT CUSTOMER REPRESENTATIVE PLEASE ADVISE, RECALL CONCERN ****

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
2708CC GRP: XXOC INFORMATION CONTACT VEH TYPE: CAR
LDS ANGELES 71 ZN/TR: A1 CONTACT NBR: 108019079 OPENED: 01/24/1997
VIN: 1ZVPT21UXL5 ENGINE: U CLOSED: 01/24/1997
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: WESTCHESTER STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 88345 WSD:
DEALER NAME: MANHATTANFORD SALES CODE: 17101B P & A: 05410
CAUSAL CODES: 0405 0408 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:

1997/01/24

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- CUSTOMER IS CALLING CONCERNING THE FACT THAT AFTER SHE MADE A N
APPOINTMENT FOR THE SEATBELT RECALL THE DEALERSHIP DID NOT EVEN HAVE THE
PARTS WHICH THEY SAID WOULD BE IN ON THE 15TH

PER CUSTOMER, DEALER SAYS:

- THEY SAID THEY NEEDED TO LOOK AT THE VEHICLE FIRST

CUSTOMER SEEKS:

- WANTS TO LODGE A COMPLAINT CONCERNING BEING PUT OUT ON THE DAY OF THE
APPOINTMENT/ CUSTOMER FEELS THE PARTS SHOULD HAVE BEEN STOCKED TO MEET THE
APPOINTMENT DAY/ OR A RESCHEDULED APPOINTMENT

CAC ADVISED:

- ADVISED THAT I HAVE DOCUMENTED THIS AND WILL FORWARD TO THE DEALERSHIP

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

0328TT GRP: XA08 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: 02 CONTACT NBR: 108025073 OPENED: 01/27/1997
VIN: 1ZVPT20CAL5 ENGINE: C CLOSED: 02/11/1997

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CHANDLER STATE: AZ ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 101906 WSD:
DEALER NAME: EARNHARDTFORD SALES SALES CODE: 171176 P & A: 20313
CAUSAL CODES: 1012 10RA SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/04/1997
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:

1997/01/27

*** PARTS DELAY OVER 30 DAYS ***
*** VEHICLE INVOLVED IN RECALL 96548 & 96599 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-CUSTOMER RECEIVED A RECALL NOTICE
-12-16-96 WENT TO THE DEALER
-1-15-97 CUSTOMER RECONTACTED DEALER

PER CUSTOMER, DEALER SAYS:

-12-16-96 SERVICE ADVISOR (MATT LAWERY) STATED, THE PARTS ARE ON BACK ORDER,
CUSTOMER WILL BE CONTACTED BY MAIL
-1-15-97 SERVICE ADVISOR (MATT LAWERY) STATED, IT WILL TAKE ANOTHER THREE
WEEKS
-WILL CONTACT CUSTOMER IN FEBRUARY WITH FURTHER INFORMATION

CUSTOMER SEEKS:

-VEHICLE REPAIRED
-PARTS INFORMATION

CAC ADVISED:

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

1997/02/04

##THIS IS THE CLOSING COMMENT
PARTS FOR RECALL ARE ON BACKORDER. SHOULD BE IN WITHIN 6-8 WEEKS PER FORD.
CUSTOMER WILL BE ADVISED TO SCHEDULE APPT. WHEN PARTS ARRIVE
RICK FORTNER SVC MGR.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

Q18BDM GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
SDR 10 2N/TR: G1 CONTACT NBR: 108028988 OPENED: 01/28/1997
VIN: 1ZVPT20C8L5 ENGINE: C CLOSED: 02/11/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: FABER STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 188000 WSD:
DEALER NAME: AMHERST MOTORS INC SALES CODE: 12750B P & A: 06791
CAUSAL CODES: 1204 SYMPTONS: 104100
ORIGIN: GO TRANS. DST/RGN: 27 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/11/1997
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:

1997/01/28

*** VEHICLE INVOLVED IN RECALL 9854B ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- ENJOYS CAR EXCEPT FOR SEATBELTS
- TOOK CAR IN FOR RECALL AND WAS ADVISED 2 WEEKS FOR PARTS TO COME IN

PER CUSTOMER, DEALER SAYS:

- SPOKE W/FEMALE IN DEALERSHIP TODAY AT 1:30 PM AND WAS ADVISED PART WAS ORDERED ON EMERGENCY STATUS

CUSTOMER SEEKS:

- PARTS INFORMATION

CAC ADVISED:

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

1997/01/31

CSM VERDNICA ISSA

- PER BERT LIMBRICK, SERV MGR, HASN'T RECEIVED PART YET...DLR WILL HANDLE ACCORDINGLY WHEN RECEIVES PART

1997/02/11

###THIS IS THE CLOSING COMMENT

CSM VERDNICA ISSA

- PER BERT LIMBRICK, SERV MGR, PER RECALL HOTLINE PART WILL BE RECEIVED IN APPROXIMATELY 8 WEEKS
- CSM CLOSING DUE TO PART DELAY...FURTHER SERV MGR IS DIRECTLY INVOLVED WITH GETTING RECALL COMPLETED...SERV MGR WILL CONTACT CSM IF NECESSARY

09/11/98 MASTER OWNER RELATIONS SYSTEM I1 14.21.02
=====

0188DM GRP: XX19 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: G1 CONTACT NBR: 108028968 OPENED: 01/28/1997
VIN: 1ZVPT20C8L5 ENGINE: C CLOSED: 02/11/1997
=====

1997/02/11
###THIS IS THE CLOSING COMMENT
*

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

0604MR	GRP: XX16	CONCERN CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: 03	CONTACT NBR: 108029059
VIN:	1ZVPT20C5L5	ENGINE: C	OPENED: 01/28/1997
			CLOSED: 02/05/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	MOLTRIE	STATE:	CA	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	98000	WSD:			
DEALER NAME:	ROBERT HUDSON FORD	SALES CODE:	121542	P & A:	00328
CAUSAL CODES:	1204	SYMPTOMS:	104100		
DRIGIN:	GO	TRANS. DST/RGN:	21	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	01/28/1997
ACK. CODE:		ASSIST CODE: R	AWARD ANT:	O SURVEY:	Y (Y DR N)

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

COMMENTS:

1997/01/28

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- THE SEAT BELTS WERE ORDERED THREE MONTHS AGO BY HUDSON MOTOR
- THE PARTS ARE STILL NOT IN
- NEEDS TO HAVE RECALL PERFORMED
- SEAT BELTS ARE CURRENTLY NOT WORKING

PER CUSTOMER, DEALER SAYS:

- PARTS ARE ON BACKORDER

CUSTOMER SEEKS:

- TO HAVE RECALL PERFORMED

CAC ADVISED:

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

1997/01/29

CSM COMMENTS**

DEALER CONTACTED RECALL HOTLINE 1-23-97. PARTS ARE STILL ON BACK ORDER.

##THIS IS THE CLOSING COMMENT

I SPOKE TO [REDACTED] LAST WEEK ABOUT THE RECALLS ON HER 1990 FORD PROBE. THE PARTS ARE CURRENTLY ON BACK ORDER. I SPOKE TO BARBARA AT RECALL CENTER ON 1-23-97. I WILL CONTACT [REDACTED] AS SOON AS WE RECEIVE PARTS.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
4400RC GRP: XX11 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: 03 CONTACT NBR: 108609953 OPENED: 07/18/1997
VIN: 12VPT20C5L5 ENGINE: C CLOSED: 07/25/1997
=====

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: MOULTRIE STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 120000 WSD:
DEALER NAME: ROBERT HUTSON FORD SALES CODE: 121542 P & A: 0032B
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 21 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:

1997/07/16

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 & 96599 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-CUSTOMER HAS TRIED TO HAVE RECALL WORK PERFORMED ON HER VEHICLE FOR NINE MONTHS

*
PER CUSTOMER, DEALER SAYS:
PER:MR PATEAL:SERVICE MANAGER
-TOLD CUSTOMER THAT HE IS WAITING ON THE PARTS TO PERFORM THE RECALL WORK

*
CUSTOMER SEEKS:
-RECALL WORK PERFORMED ON VEHICLE

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

1997/07/18

***THIS IS THE CLOSING COMMENT
SPOKE WITH [REDACTED] 7/17/97 PARTS ARE HERE, SHE WILL BRING IT IN FOR REPAIRS 7/21/97.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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7265LB   GRP: XX15   INFORMATION CONTACT   VEH TYPE: CAR
HOUSTON   57   ZN/TR: C1   CONTACT NBR: 108029182   OPENED: 01/28/1997
VIN:      1ZVP721U4L51   ENGINE: J   CLOSED: 01/28/1997
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LAST NAME: [REDACTED]   STATUS: CLOSED
TITLE: [REDACTED]   FIRST NAME: [REDACTED]   MI:
ADDRESS: [REDACTED]
CITY: NIXON   STATE: TX   ZIP: [REDACTED]
HOME PHONE: [REDACTED]   BUS. PHONE: [REDACTED]
MODEL YEAR: 90   MODEL: FRODO
MILEAGE: 109000   WSD:
DEALER NAME: NDRTHSIDEFORD   SALES CODE: 152083   P & A: 04410
CAUSAL CODES: 3103 1204   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)

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

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COMMENTS:
1997/01/28

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

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CUSTOMER SAYS:

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**RACHEL SERNA WIFE CALLING**
- HAVE BEEN WAITING FOR PARTS SINCE 12/96 FOR THE SAFETY RECALL
- I AM VERY PREGNANT AND I HAVE NO USE OF THE SEATBELTS

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PER CUSTOMER, DEALER SAYS:

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**CAVITT MOON**
- I WILL SEE WHAT THE E.T.A. IS

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CUSTOMER SEEKS:

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- SEATBELT RECALL WORK DONE

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CAC ADVISED:

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**CBC TO CAVITT MOON, PARTS DIRECTOR**
- SAID HE WILL CONTACT CUSTOMER AS TO THE STATUS OF THE PART

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09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3686JS GRP: XXOC CONCERN CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: B3 CONTACT NBR: 108031441 OPENED: 01/29/1997
VIN: 1ZVPT21U5LE ENGINE: U CLOSED: 03/03/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: OLIVER SPRINGS STATE: TN ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 120000 WSD:
DEALER NAME: DEAN STALLINGS FORD SALES CODE: 121789 P & A: 08562
CAUSAL CODES: 1211 1204 1209 SYMPTOMS: 104100
ORIGIN: G0 TRANS. DST/RGN: 21 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/22/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 100 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/01/29

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- LAP BELT IS THE ONLY PORTION OF SEAT BELT THAT WORKS
- SHE TOOK THE VEHICLE IN OCTOBER AND THEY DID NOT RESTORE FULL OPERATION TO SEAT BELTS (ACCORDING TO RECALL LETTER)
- SHE HAS BEEN TRYING TO GET THE VEHICLE IN FOR THE REPAIRS AND HAS NOT BEEN ABLE TO DO SO

PER CUSTOMER, DEALER SAYS:

- SERVICE - (NO NAME) - THE PARTS ARE NOT AVAILABLE - CALL BACK IN TWO WEEKS

CUSTOMER SEEKS:

- COPY OF RECALL LETTER
- TO HAVE RECALL PERFORMED - SHE IS CONCERNED ABOUT HER SAFETY

CAC ADVISED:

**RE: RECALL LETTER

- UNABLE TO PROVIDE COPY OF RECALL LETTER
- REFERRAL TO HELM, INC.
- REFERRAL TO NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

**RE: RECALL INVOLVEMENT

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

###THIS IS THE CLOSING COMMENT

CUST HAS BEEN INFORMED THAT PARTS WERE NOT AVAIL. UNTIL JAN 15TH FROM PARTS DE POTS HAVE BEEN ORDERED AND WAITING

09/11/98 MASTER OWNER RELATIONS SYSTEM 12 14.21.02

3886JS GRP: XXOC CONCERN CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: 83 CONTACT NBR: 108031441 OPENED: 01/29/1997
VIN: 12VPT21U5L5 ENGINE: U CLOSED: 03/03/1997

1997/01/30

TEAM LEADER - CAC
CUSTOMER RECONTACTED CAC AND INDICATED THAT THE CONCERN IS NOT RESOLVED.
PLEASE DO NOT CLOSE CONTACT UNTIL THERE IS FINAL RESOLUTION.
INCLUDE THE FOLLOWING IN THE CLOSING COMMENTS:
DATE OF REPAIR
FINAL RESOLUTION

THANK YOU.

1997/02/13

*** VEHICLE INVOLVED IN RECALL 88548 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-HAD A RECALL ON HER SEAT BELT
-THEY HAVE ORDERED THE PART(10/98) BUT IT STILL HASN'T COME IN AT THIS TIME
-SHE SPOKE WITH THE SERVICE MANAGER AND THEY SAID THAT THEY WOULD CALL HER
BACK LAST WEEK AND THEY HAVEN'T CALL AT THIS TIME THIS WEEK
-THE EMPLOYEES WERE REALLY RUDE TO ME

PER CUSTOMER, DEALER SAYS:

-THEY WILL CALL BACK THIS WEEK AND GET HER INFOR AN APPOINTMENT

CUSTOMER SEEKS:

-WANTS SOMEBODY TO TAKE CARE OF THIS PROBLEM

CAC ADVISED:

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

1997/02/18

HAVE SCHED AN APPT FOR THE WEEK OF 17 TH. DEALER WILL CLOSE WHEN REPAIRS COMPLE
TED. JWB

1997/02/24

###THIS IS THE CLOSING COMMENT
PARTS WERE ON BACK ORDER .NOW HAVE BEEN INSTALLED ON CUST CAR

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

B771EA GRP: KX02 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: A2 CONTACT NBR: 108033923 OPENED: 01/29/1997
VIN: 12VPT21U1L5 ENGINE: U CLOSED: 02/06/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: BREMERTON STATE: WA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 85000 WSD:
DEALER NAME: PARR FORDINC SALES CODE: 174525 P & A: 08606
CAUSAL CODES: 1203 10RA SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 74 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/30/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: Q SURVEY: Y (Y DR N)

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

COMMENTS:
1997/01/28

*** PARTS DELAY OVER 48 DAYS ***
*** VEHICLE INVOLVED IN RECALL 98S48 AND 96589 ***
*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

- HAD A SEAT BELT INSPECTION ON 12/12/96
- ON 1/6/97, THE RECALL PARTS WERE SENT TO THE WRONG PLACE
- IT HAS BEEN 48 DAYS SINCE THE VEHICLE WAS INSPECTED AND THE PARTS ARE NOT IN
- BOTH THE DRIVER AND THE PASSENGER SIDE SEATBELTS FAILED THE INSPECTION
- THERE HAVE BEEN NUMEROUS ATTEMPTS TO HAVE THE RECALL PERFORMED

PER CUSTOMER, DEALER SAYS:

- THE PARTS ARE ON BACK ORDER
- PER LISA, THE APPOINTMENT COORDINATOR, GAVE 800 NUMBER UPON REQUEST

CUSTOMER SEEKS:

- TO HAVE THE RECALL PERFORMED

CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

8771EA GRP: XX02 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: A2 CONTACT NBR: 108033923 DPENED: 01/29/1997
VIN: 1ZVPT21U1L5 ENGINE: U CLOSED: 02/06/1997

1997/01/30

##THIS IS THE CLOSING COMMENT

CSM COMMENTS:

CSM CONSULTED WITH MIKE THE PARTS DEPARTMENT MANAGER AT PARR FORD AS WELL AS WITH THE CUSTOMER ON 1/30/1997. DEALERSHIP ADVISED THERE IS NO PARTS DELAY THAT THEY DID HAVE PARTS AVAILABLE FOR THE CUSTOMER WHENEVER HE CAN MAKE THE VEHICLE AVAILABLE. CSM CONFIRMED THIS WITH THE CUSTOMER WHO HAD SCHEDULED AN INSTALLATION DATE OF 2/3/97 NEXT MONDAY. CUSTOMER IS VERY PLEASED THAT THEY HAD THE PARTS, KNEW THAT PARR HAD THE PARTS BEFORE CSM CALLED AND REQUIRES NO FURTHER ASSISTANCE. PARTS MANAGER DID AN EXCELLANT JOB HELPING THE CUSTOMER MEET HIS EXPECTATIONS AND CUSTOMER IS VERY PLEASED AS A RESULT OF THAT EXTRA EFFORT. CSM NCLANE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

5040GM GRP: XX01 CONCERN CONTACT VEH TYPE: CAR
TWIN CITIES 58 ZN/TR: C1 CONTACT NBR: 108035504 OPENED: 01/29/1997
VIN: 1ZVPT20C9L5 ENGINE: C CLOSED: 02/18/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MONTICELLO STATE: MN ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 120000 WSD:
DEALER NAME: MORRIE'S BUFFALO FD SALES CODE: 158631 P & A: 00755
CAUSAL CODES: 1204 12RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 58 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/10/1997
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:

1997/01/29

*** PARTS DELAY OVER 30 DAYS ***
*** VEHICLE INVOLVED IN RECALL 96548 AND 96599 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-BOTH THE DRIVER AND PASSENGER SIDE MOTORIZED SEAT BELTS ARE NOT WORKING
-THE DEALERSHIP IS NOT ABLE TO OBTAIN THE PARTS NECESSARY TO REPAIR THE
VEHICLE UNDER RECALL
-HAVE BEEN WAITING FOR THE PARTS SINCE OCTOBER 1996

PER CUSTOMER, DEALER SAYS:

-HAVE BEEN TRYING TO GET THE PARTS, CALLED FORD AGAIN TODAY, BUT IT MAY TAKE
ANOTHER EIGHT WEEKS

CUSTOMER SEEKS:

-PARTS NECESSARY TO REPAIR THE VEHICLE UNDER RECALL

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY
TO THE REGIONAL OFFICE.
-REQUEST CUST REL MGR GENE FREDRICKSON CONTACT THE CUSTOMER WITHIN 2 BUSINESS
DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

50400M	GRP: XX01	CONCERN CONTACT	VEH TYPE: CAR
TWIN CITIES	58	ZN/TR: C1	CONTACT NBR: 108035504
VIN:	1ZVPT20C9L5	ENGINE: C	OPENED: 01/29/1997
			CLOSED: 02/18/1997

=====

1987/02/04

*** NAVIS: SUBSEQUENT ***

*** VEHICLE INVOLVED IN RECALL 96S4B AND 96S9B ***

CUSTOMER SAYS:

-HAVE NOT HEARD BACK FROM ANYONE

*

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

*

CUSTOMER SEEKS:

- WHEN WILL I HEAR FROM DEALERSHIP

*

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- PLEASE CONTACT THE SERVICE MANAGER FOR FURTHER INFORMATION, APOLOGIZED FOR NOT RECEIVING A RETURN CALL.

1997/02/11

###THIS IS THE CLOSING COMMENT

CUST. WAS ADVISED PARTS ON NATIONAL BACKORDER. CUSTOMER WILL BE CONTACTED WHEN PARTS AVAILABLE.

09/11/98

MASTER OWNER RELATIONS SYSTEM !!

14.31.02

7252CT GRP: XX08 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: C1 CONTACT NBR: 108037139 OPENED: 01/30/1997
VIN: 1ZVPT20C5LE ENGINE: C CLOSED: 02/18/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HAYMART STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 80000 WSD:
DEALER NAME: NORTHEASTFORD, INC. SALES CODE: 116106 P & A: 00691
CAUSAL CODES: 10RA SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 16 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:

1997/01/30

*** PARTS DELAY OVER 30 DAYS ***

*** MAVIS: ORIGINAL ***

CUSTOMER SAYS:

- CUSTOMER CALLING BACK
- I RECEIVED A LETTER FOR THE SEATBELT RECALL IN OCTOBER
- I REQUESTED SERVICE FROM THE DEALERSHIP AT THAT TIME
- DEALERSHIP ORDERED A PART FOR THE AUTOMATIC SEAT BELT IN OCTOBER 1996
- THE PART IS STILL NOT IN

PER CUSTOMER, DEALER SAYS:

- PER SERVICE MANAGER: THE PART IS STILL NOT IN, YOU ARE FIRST ON THE LIST

CUSTOMER SEEKS:

- PART FOR REPAIR OF HER VEHICLE

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
- REQUEST MR. TED EBERSOLE (SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/02/11

##THIS IS THE CLOSING COMMENT

THE RECALL PARTS ARE STILL D99, PER RECALL HOTLINE

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

7252CT GRP: XX08 CONCERN CONTACT VEH TYPE: CAR
SDR IO ZN/TR: C1 CONTACT NBR: 108037139 OPENED: 01/30/1997
VIN: 1ZVPT20C5L5 [REDACTED] ENGINE: C CLOSED: 02/18/1997

1997/07/22
*** VEHICLE INVOLVED IN RECALL 96S48 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- THE SEAT BELT PART THAT WAS ORDERED IN FEBRUARY HAS NOT ARRIVED
- CUSTOMER HAS BEEN WAITING ON THAT PART SINCE OCTOBER OF 1996
*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT
*
CUSTOMER SEEKS:
- VEHICLE REPAIRED
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR TEN EBERSOLE (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS
DAYS
***MADE AN OUTBOUND CALL TO THE DEALERSHIP, TEN EBERSOLE: THE DEALERSHIP WAS
SENT THE WRONG PART, WILL REORDER AND TRACK THE NECESSARY PART DOWN

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

5519BJ	GRP: XX15	INFORMATION CONTACT	VEH TYPE: CAR
LDS ANGELES	71	ZN/TR: C2	CONTACT NBR: 108038562
VIN:	1ZVPT20C1L	ENGINE: C	DPENED: 01/30/1997
			CLOSED: 01/30/1997

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS	[REDACTED]
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	SANTEE	STATE:	CA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]		
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	96352	WSD:			
DEALER NAME:	DREW FORD	SALES CODE:	171080	P & A:	05466
CAUSAL CODES:	1207	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:

1997/01/30

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

CUSTOMER SAYS:

- RECEIVED SEATBELT RECALL LETTER
- SEATBELT IS NO LONGER WORKING
- PART WILL NOT BE IN FOR 8 WEEKS
- DOES NOT WANT TO DRIVE AROUND WITHOUT A SEATBELT SINCE IT IS AGAINST THE LAW
- WANTS LOANER VEHICLE

PER CUSTOMER, DEALER SAYS:

- SEAN, SERVICE:
- PART IS BACKORDERED FOR 8 WEEKS

CUSTOMER SEEKS:

- LOANER VEHICLE

CAC ADVISED:

- LOANERS ARE NOT A PROVISION OF THE RECALL.
- CONTACT MR. RODNEY ALIANGAN(CUST REL MGR.) FOR CLARIFICATION OF THE DEALERSHIP'S POLICY ON ALTERNATIVE TRANSPORTATION.
- MAY REQUIRE AN APPOINTMENT

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

497888 GRP: OP CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: A2 CONTACT NBR: 108040210 OPENED: 01/30/1997
VIN: 12VPT20C3L5 ENGINE: C CLOSED: 02/10/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: GRANADA HILL STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 28000 WSD:
DEALER NAME: BOB BEATYFORD SALES CODE: 171447 P & A: 05602
CAUSAL CODES: 1209 9105 1012 SYMPTOMS: 104100
ORIGIN: 90 TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/31/1997
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:
1997/01/30

*** VEHICLE INVOLVED IN RECALL 96599 ***
*** VEHICLE INVOLVED IN RECALL 98548 ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:
- VEHICLE INVOLVED IN RECALLS 98548 AND 96599
- PARTS ARE NOT AVAILABLE
- DEALERSHIP IS GREAT
- THEY CALL BACK WHEN THEY SAY THEY WILL AND ARE VERY PROFESSIONAL

PER CUSTOMER, DEALER SAYS:
- PARTS SHOULD TAKE ABOUT 8 WEEKS TO ARRIVE (GUS SOTO)

CUSTOMER SEEKS:
- TO HAVE PARTS EXPEDITED

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

BUSINESS DAYS
- OBC TO ALLEN JEWELL (SERVICE MANAGER),
- PER ALLEN JEWELL: PART IS D89 AND HAS BEEN PLACED ON EMERGENCY BACKORDER

1997/02/03

##THIS IS THE CLOSING COMMENT
PARTS ARE ORDERED UNDER CUSTOMERS NAME AND WILL BE CONTACTED WHEN PART ARRIVES

09/11/98

MASTER OWNER RELATIONS SYSTEM !!

14.21.02

=====
4976BB GRP: OP CDNCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: A2 CONTACT NBR: 108040210 OPENED: 01/30/1997
VIN: 1ZVPT20C3L5 [REDACTED] ENGINE: C CLOSED: 02/10/1997
=====

1997/02/12

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- BOON# CALL BEFORE
- #'S ARE THE SAME
- INFORMATION ON THE PRESIDENTS SALE IN THE L.A. REGION ON THE ESCORT 1997
- THE WEB IS NOT WORKING FOR FORD

*

PER CUSTOMER, DEALER SAYS:

- THERE MAY BE AN EXTRA \$500.00 FOR THE ESCORT WITH THE PRESIDENTS SALE (STAR FORD AND VISTA FORD)

*

CUSTOMER SEEKS:

- IS THERE A PRESIDENTS SALE FOR THE \$500.00 FOR THE

*

CAC ADVISED:

- THE INCENTIVE IS FOR THE ESCORTS ARE

RCL CASH

\$500, 24 MONTH CONTRACT

1/4/97 - 4/2/97

CUSTOMER CASH

\$500 OR 7.9% APR

1/4/97 - 4/2/97

- THERE IS NO ADDITIONAL FOR \$500.00 IN THE SYSTEM FOR PRESIDENTS DAY

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
4699BK GRP: 05 CONCERN CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: A2 CONTACT NBR: 108044073 OPENED: 01/31/1997
VIN: 1ZVPT20CXLE ENGINE: C CLOSED: 02/14/1997
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: NEWTON STATE: MA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 116000 WSD:
DEALER NAME: CLARK & WHITE INC SALES CODE: 312073 P & A: 13107
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 12 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/01/1997
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:
1997/01/31

*** VEHICLE INVOLVED IN RECALL 96S4B AND 96S99 ***

CUSTOMER SAYS:

- TOOK VEHICLE INTO DEALERSHIP FOR REPAIRS ON SEATBELT, NOVEMBER 18, 1996
- DEALERSHIP SAYS THEY WOULD ORDER THE PARTS AND CONTACT CUSTOMER IN A COUPLE OF WEEKS
- HAVE NOT HEARD FROM DEALERSHIP
- CALL DEALERSHIP IN EARLY JANUARY AND WAS TOLD THE PART HAD NOT COME IN
- STILL DID NOT HEAR FROM DEALERSHIP
- CALL AGAIN TODAY 1/31/1998, WAS TOLD PART STILL HAD NOT COME IN

PER CUSTOMER, DEALER SAYS:

- PARTS HAVE NOT COME IN

CUSTOMER SEEKS:

- TO HAVE SEATBELTS REPAIRED UNDER RECALL

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. IDR TAARLAND, CUST REL MGR, TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS-

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
4699BK GRP: 05 CONCERN CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: A2 CONTACT NBR: 10BQ44073 OPENED: 01/31/1997
VIN: 1ZVPT20CXLE [REDACTED] ENGINE: C CLOSED: 02/14/1997
=====

1997/02/06

*** NAVIS: ORIGINAL ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S99/96S48 ***
CUSTOMER SAYS:
-CALLS BACK
-HAS NOT HEARD FROM ANYONE AT THE DEALERSHIP
-LAST CONTACT WITH THE DEALERSHIP PARTS FOR SEATBELT RECALL WERE NOT IN
*
PER CUSTOMER, DEALER SAYS:
-NO RECENT CONTACT
*
CUSTOMER SEEKS:
-VEHICLE REPAIRED
*
CAC ADVISED:
-WILL FORWARD ADDITIONAL INFORMATION TO THE DEALERSHIP

1997/02/07

##THIS IS THE CLOSING COMMENT
DEALER ATTEMPTED TO CONTACT CUSTOMER NUMEROUS TIMES TODAY, COULD NOT, DEALER A
SKS THAT CUSTOMER PLEASE CONTACT PARTS MGR, MARK CRAWLEY IN ORDER TO RESOLVE P
ROBLEM WITH PARTS FOR RECALL-NOTE:PARTS FOR THIS RECALL ARE SCARCE AND NOT EAS
Y TO RECEIVE FROM FPDC.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

89665G GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
 MEMPHIS 23 ZN/TR: B2 CONTACT NBR: 108044393 OPENED: 01/31/1997
 VIN: 12VPT22L6L5 ENGINE: L CLOSED: 02/12/1997

=====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: KY ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PRD8E
 MILEAGE: 133000 WSD:
 DEALER NAME: GREENWOODFORD SALES CODE: 123052 P & A: 05672
 CAUSAL CODES: 1203 0405 0409 SYMPTOMS: 104100
 ORIGIN: 00 TRANS. DST/RGM: 23 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 02/05/1997
 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:
 1997/01/31
 *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 & 98548 ***
 *** NAVIS: ORIGINAL ***
 CUSTOMER SAYS:
 -ON 12/27/98 HE CALLED THE DEALERSHIP REGARDING THE RECALLS (SEAT BELTS) THE
 DEALER SET UP AN APPOINTMENT WITH THE CUSTOMER AND THEY ORDERED THE PARTS
 -WHEN HE BROUGHT THE VEHICLE IN FOR SERVICE THE PARTS WERE NOT IN
 *
 PER CUSTOMER, DEALER SAYS:
 -NO COMMENT
 *
 CUSTOMER SEEKS:
 -TO ADVISE FORD OF THE POOR SERVICE
 *
 CAC ADVISED:
 -INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 -REQUEST MR.BRYAN ALLISON (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
 BUSINESS DAYS-
 1997/02/05
 ###THIS IS THE CLOSING COMMENT
 CUSTOMER WAS SET UP AN APPOINTMENT TO HAVE ALL RECALLS COMPLETED
 IF PARTS NOT AVAILABLE , PARTS WERE ORDERED FOR VEHICLE .

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

6343MJ GRP: XA04 CONCERN CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: D1 CONTACT NBR: 108045756 OPENED: 01/31/1997
VIN: 1ZVPT20C2L5 ENGINE: C CLOSED: 02/10/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PONTE VEDRA STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 133000 WSD:
DEALER NAME: MIKE DAVIDSON FORD SALES CODE: 124206 P & A: 04864
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 24 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/03/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: N (Y OR N)

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

COMMENTS:

1997/01/31

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98589 ***

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

CUSTOMER SAYS:

- BROUGHT THE VEHICLE IN 2 MONTHS AGO TO PERFORM THE RECALL
- BUT THEY DID NOT HAVE THE PARTS
- THE SEATBELTS STILL DO NOT WORK
- HE SHOULD NOT BE RESPONSIBLE FOR ANY OF THE REPAIRS IF THERE IS A RECALL

PER CUSTOMER, DEALER SAYS: IN SERVICE, NO NAME GIVEN

- THEY ORDER THE WRONG PART
- THEY ORDER TO LEFT SIDES
- THEY WILL ORDER THE RIGHT SIDE, BUT IT WILL NOT REPAIR THE SEAT BELT
- THE PROBLEM WITH THE SEATBELT IS ELECTRICAL, WHICH IS NOT COVERED UNDER THE RECALL

CUSTOMER SEEKS:

- THE SEATBELT REPAIRS TO BE COVERED UNDER THE RECALL

CAC ADVISED:

RE: DIAGNOSIS

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

RE: RECALL

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
6343MJ GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: 01 CONTACT NBR: 108045756 OPENED: 01/31/1997
VIN: 1ZVPT20C2L [REDACTED] ENGINE: C CLOSED: 02/10/1997
=====

1997/02/03

CUSTOMER CONTACTED FORD EXECUTIVE OFFICES

CUSTOMER SEEKS:

- TO HAVE RECALLS PERFORMED.

*

SL ADVISED:

- CAC HAS OPENED A CONCERN CONTACT.

- SERVICE MANAGER IS IN THE BEST POSITION TO ASSIST THE CUSTOMER.

###THIS IS THE CLOSING COMMENT

AT THIS DATE WILL HAVE THE RIGHT SIDE SEAT BELT TRACK ON ORDER. WHEN THE PART
COMES IN WE WILL INSTALL AND PERFORM NECESSARY REPAIRS TO GET SEAT BELTS IN WO
RKING ORDER.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
Q244GJ GRP: 14 CONCERN CONTACT VEH TYPE: CAR
DETROIT 4B ZN/TR: C2 CONTACT NBR: 108046578 OPENED: 02/03/1997
VIN: L ENGINE: CLOSED: 02/24/1997
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: FINDLAY STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: FINDLAY FORD LINC-M SALES CODE: 148077 P & A: 02387
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 4B TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/07/1997
ACK. CODE: D ASSIST CODE: W AWARD AMT: 1 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/02/03

CONTACT OPENED WITHOUT REQUIRED INFORMATION

*** MILEAGE UNAVAILABLE ***

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

*** 90 DAYS OUT OF SERVICE ***

CUSTOMER SAYS:

- HAS A SAFETY BELT RECALL
- VEHICLE WAS TAKEN IN NOVEMBER 1996

*

PER CUSTOMER, DEALER SAYS:

- WE ARE WAITING FOR THE PARTS

*

CUSTOMER SEEKS:

- PARTS EXPEDITED

*

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- REQUEST MR. JIM BORGIA (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS-

1997/02/10

##THIS IS THE CLOSING COMMENT

THE DEALER SHIP IS STILL WAITING ON PARTS - PARTS ARE ON A NATIONAL BACKORDER

- THIS CUSTOMER IS NEXT IN LINE FOR PARTS WHEN THEY COME IN . CUSTOMER HAS BE

EN GRANTED A SERVICE LOANER IN THE INTERIM. SAMANTHA HENDERSON - SERVICE ASSI
STANT

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

0244GJ GRP: 14 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: C2 CONTACT NBR: 108046578 OPENED: 02/03/1997
VIN: L ENGINE: CLOSED: 02/24/1997

1997/02/17

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

CUSTOMER SAYS:

-GRANDFATHER CALLING IN ON BEHALF OF GRANDDAUGHTER
-HAS BEEN AT DEALERSHIP FOR 5 MONTHS TO HAVE RECALL PERFORMED FOR SEATBELT

PER CUSTOMER, DEALER SAYS:

-THERE IS A BACKORDER DELAY

CUSTOMER SEEKS:

-TO HAVE RECALL PERFORMED AND VEHICLE RETURNED

CAC ADVISED:

-PER CLOSING COMMENTS OF DEALERSHIP..THERE IS A BACKORDER DELAY..APOLOGISED
FOR WAIT..PLEASE STAY IN CONTACT WITH DEALERSHIP

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

8934DM GRP: XX03 INFORMATION CONTACT VEH TYPE: CAR
SDR 10 2N/TR: U1 CONTACT NBR: 108048468 OPENED: 02/03/1997
VIN: 1ZVPT20COLS ENGINE: C CLOSED: 02/03/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HINES STATE: OR ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 45000 WSD:
DEALER NAME: BURNS FORD, INC. SALES CODE: 174483 P & A: 07879
CAUSAL CODES: 1207 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:

1997/02/03

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

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-HAS BEEN WAITING 8 WEEKS FOR SEAT BELT TRACKS FOR RECALL
-IF FORD ISSUES A RECALL, THEY SHOULD HAVE A STOCK PILE OF PARTS
-SHOULDER HARNESS COMES BACK HALF WAY AND STOPS; CANNOT BE TEMPORILY FIXED
-WIFE WAS STOPPED BY STATE TROOPER WHO INSTRUCTED HER TO HAVE FMC PROVIDE HER
WITH A RENTAL, OR PARK THE VEHICLE. SHE IS BREAKING THE LAW DRIVING THE
VEHICLE THE WAY IT IS. WAS GIVEN A VERBAL WARNING
-OREGON IS IN FULL SWING WINTER, AND IT IS VERY DANGEROUS DRIVING THROUGH
SNOW, ICE, BLACK-ICE, ETC WITHOUT A SEATBELT.

PER CUSTOMER, DEALER SAYS:

-IT'S GOING TO BE ANOTHER 8 WEEKS
-WE CAN'T FIX YOUR PRESENT TRACK, IT JUST DOESN'T WORK ANYMORE
-VEHICLE IS UNSAFE TO DRIVE; IT DOESN'T MEET ANY LOCAL, STATE, OR FEDERAL LAWS

CUSTOMER SEEKS:

-FMC AUTHORIZE A LOANER VEHICLE UNTIL THE PART COMES IN

CAC ADVISED:

-A FORD REPRESENTATIVE OR MYSELF WILL BE RE-CONTACTING YOU
-CSR TEAM LEADER WILL LOOK INTO THIS FURTHER, AND SEE IF FMC IS GOING TO
CHANGE THEIR POSITION AND PROVIDE LOANER VEHICLES DUE TO THE BACKORDER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

B9340M	GRP: XK03	INFORMATION CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: U1	CONTACT NBR: 108048468
VIN:	1ZVPT20COL6	ENGINE: C	OPENED: 02/03/1997
			CLOSED: 02/03/1997

=====

1997/02/03

*
CAC ADVISED:

*****UPDATE ACTION BY CSR*****

REGARDS TO OBC TO CUSTOMER
-LEFT MESSAGE ON ANSWERING MACHINE
-INFORMED CUSTOMER THAT FMC IS NOT AT THIS POINT IN TIME AUTHORIZING LOANER VEHICLES FOR THIS RECALL
-RECALL DEPT IS AWARE OF THE SERIOUSNESS OF SITUATION AND IS TRYING TO WORK WITH SUPPLIERS IN GETTING PARTS TO DEALERSHIPS ASAP
-APOLOGIZED FOR THE SITUATION THE CUSTOMER IS NOW IN
NOTE TO DEALERSHIP, THERE HAVE BEEN NUMEROUS COMPLAINTS TO THE CAC BY CUSTOMER'S AND DEALERS REGARDING THIS SITUATION. CHANCE STILL EXISTS THAT AUTHORIZATION WILL BE GIVEN FOR LOANERS, BUT NOT PRESENTLY

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

89665G	GRP: XX17	INFORMATION CONTACT	VEH TYPE: CAR
UNKNOWN	99	ZN/TR: [REDACTED]	CONTACT NBR: 108050455
VIN: 1ZVPT20C9LS	[REDACTED]	ENGINE: C	OPENED: 02/03/1997
			CLDSED: 02/03/1997

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: [REDACTED]	STATE: ND	ZIP: [REDACTED]
HOME PHONE: [REDACTED]	BUS. PHONE: [REDACTED]	
MODEL YEAR: 90	MODEL: PROBE	
MILEAGE: 90000	WSD:	
DEALER NAME:	SALES CODE:	P & A:
CAUSAL CODES: 1109 1203	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:
	MICRD:

COMMENTS:

1997/02/03

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

-CUSTOMER IS CALLING REGARDING THE RECALL, THE DEALER STATES THAT SHE HAS TO WAIT UNTIL MARCH (FOR PARTS)

PER CUSTOMER, DEALER SAYS:

-THE PARTS ON ON BACK ORDER

CUSTOMER SEEKS:

-TO GET THE PARTS

CAC ADVISED:

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

- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP

CUSTOMER DOES NOT WANT THE DEALERSHIP TO CALL HER

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

2565CG GRP: XK09 CDNCERN CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: D1 CONTACT NBR: 108051293 OPENED: 02/03/1997
VIN: 1ZVPT22L7L5 ENGINE: L CLOSED: 02/12/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: [REDACTED]
CITY: MILFORD STATE: NH ZIP: [REDACTED]
HOME PHONE: 603-672-8197 BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PRD8E
MILEAGE: 95000 WSD:
DEALER NAME: MILFORD FORD SALES CODE: 111472 P & A: 01742
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: G0 TRANS. DST/RGN: 11 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/05/1997
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:

1997/02/03

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

CUSTOMER SAYS:

[REDACTED] FIANCE CALLING
- RECEIVED RECALL NOTICE
- DEALER LOOKED AT VEHICLE, REPAIRED ONLY DRIVER'S SIDE, REQUESTED THE DEALER TO REPAIR BOTH SIDES AT THAT TIME
- PASSENGER SIDE MOTORIZED SHOULDER BELTS GET STUCK IN TRACK, INTERMITTANT
- DEALER ORDERED OTHER BELT 1/2/87

PER CUSTOMER, DEALER SAYS:

- WAIT FOR PARTS, 8 WEEKS

CUSTOMER SEEKS:

- REPAIR
- [REDACTED] REQUESTS SERVICE MANAGER TO CONTACT HIM DIRECTLY VIA HIS

PAGER #:

CAC ADVISED:

96548/96599 (SEATBELTS):

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. JIM WINTER, SVC MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/02/05

###THIS IS THE CLOSING COMMENT

CUSTOMER UNDERSTANDS THAT RECALL PARTS ARE ON EIGHT TO TEN WEEK BACK ORDER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 3870LE GRP. XX11 INFORMATION CONTACT VEH TYPE: CAR
 HOUSTON 57 ZN/TR: C2 CONTACT NBR: 108122283 OPENED: 02/20/1997
 VIN: 1ZVPT20CKL5 ENGINE: C CLOSED: 02/20/1997

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] NI:
 ADDRESS: [REDACTED]
 CITY: AUSTIN STATE: TX ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 80000 WSD:
 DEALER NAME: LEIF JOHNSON FORD I SALES CODE: 152300 P & A: 04465
 CAUSAL CODES: 1204 SYMPTOMS: 104100
 DRIGIN: GQ 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:

1997/02/20

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

CUSTOMER SAYS:

- RECIEVED LETTER FOR SEATBELT RECALL
- THE CUSTOMERS SEATBELT IS LOCKED UP
- HAS CALLED DEALER SEVERAL TIMES AND THE PARTS ARE STILL NOT IN

PER CUSTOMER, DEALER SAYS:

- PARTS ARE NO IN YET

CUSTOMER SEEKS:

- WANTS TO KNOW WHEN THE PART WILL BE IN
- WORRIED ABOUT HER SAFETY

CAC ADVISED:

- THERE IS A CURRENT BACKORDER ON THE PARTS AND THE DEALER IS IN THE BEST POSITION TO OBTAIN INFORMATION ON THERE ESTIMATED ARRIVAL

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

B262RL GRP: XX11 INFORMATION CONTACT VEH TYPE: CAR
DALLAS 52 2N/TR: A2 CONTACT NBR: 108123460 OPENED: 02/20/1997
VIN: 12VPT21U2L5 [REDACTED] ENGINE: U CLDSED: 02/20/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: LENTSVILLE STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 60000 WSD:
DEALER NAME: VILLAGE FORD SALES CODE: 152007 P & A: 02519
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RBN: 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:

1997/02/20

*** NAVIS: SUBSEQUENT ***

*** VEHICLE INVOLVED IN RECALL 95548 & 96599 ***

CUSTOMER SAYS:

- THE CUSTOMER RECEIVED THE RECALL LETTER AND TOOK THE VEHICLE IN FOR THE REPAIRS
- CUSTOMER TOOK THE VEHICLE INTO DEALERSHIP IN NOVEMBER 1996; PARTS WERE ORDERED AT THAT TIME
- PARTS ARE STILL ON ORDER
- SEAT BELT IS LOCKED IN THE FORWARD POSITION
- CUSTOMER IS CONCERNED WITH THE SAFETY OF THE VEHICLE

PER CUSTOMER, DEALER SAYS:

- PARTS ARE ON BACKORDER AND WILL BE AVAILABLE IN APRIL, AND AGAIN IN JUNE, 1997

+

CUSTOMER SEEKS:

- ASSISTANCE WITH PARTS

+

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

=====

6812DR	GRP: XXDC	CONCERN CONTACT	VEH TYPE: CAR
DALLAS	52 ZN/TR: A2	CONTACT NBR: 108123622	OPENED: 02/20/1997
VIN: 1ZVPT22L1L5		ENGINE: L	CLOSED: 03/17/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	IRVING	STATE:	TX	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	143000	WSD:			
DEALER NAME:	WESTWAY FORD	SALES CODE:	152013	P & A:	02586
CAUSAL CODES:	1204 3001	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:	52	TRANS. DATE:	
SERVICE/SALES:	1	CONTACT DATE:	03/06/1997		
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

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 86548 ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- RECEIVED THE RECALL LETTER IN OCTOBER FOR THE RESTRAINT BELTS
- HAS BEEN TRYING TO GET THE RECALL PERFORMED SINCE OCTOBER
- KNOWS THE PART DELAY IS NOT THE FAULT OF THE DEALER
- FORD SHOULD HAVE THESE PARTS AVAILABLE IF THEY RELEASED THE RECALL
- THE RESTRAINT TRACK IS NOT WORKING ON THE DRIVER'S SIDE
- THIS IS VERY DANGEROUS FOR HIM TO DRIVE THE CAR WITHOUT THE SAFETY RESTRAINT

PER CUSTOMER, DEALER SAYS:

- ORDERED MOTOR 3 WEEKS AGO
- PARTS MANAGER SAID HE IS WAITING FOR THE PART TO COME FROM MICHIGAN

CUSTOMER SEEKS:

- AVAILABILITY OF PART
- VEHICLE TO BE REPAIRED

CAC ADVISED:

- RE: VEHICLE TO BE REPAIRED
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. MIKE MCCONNAUGHEY (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

RE: PARTS AVAILABILITY

- CONTINUE WORKING WITH THE DEALERSHIP FOR THE MOST UP-TO-DATE INFORMATION ON PARTS AVAILABILITY

09/11/98

MASTER OWNER RELATIONS SYSTEM I1

14.21.02

BB12DR GRP: XXOC CONCERN CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: A2 CONTACT NBR: 108123622 OPENED: 02/20/1997
VIN: 1ZVPT22L1L5 [REDACTED] ENGINE: L CLOSED: 03/17/1997

1997/02/20

CUSTOMER SAYS:

- DEALERSHIP DROPPED THE BALL BACK IN OCTOBER WHEN HE FOUND THAT THEY NEVER ORDERED THE PART
- DOES NOT FEEL CONFIDENT WITH THE DEALERSHIP OR FORD
- NO ONE EVEN CALLED HIM OR SENT HIM A LETTER REGARDING THE FACT THAT THEY NEVER ORDERED THE PART
- HE ONLY FOUND OUT THAT THE PART WAS NEVER ORDERED WHEN HE WENT BACK IN JANUARY

CUSTOMER SEEKS:

- TO LODGE A COMPLAINT WITH THE DEALERSHIP

CAC ADVISED:

- FORD APPRECIATES TAKING THE TIME TO PROVIDE FEEDBACK

1997/03/10

###THIS IS THE CLOSING COMMENT

CUSTOMER CONCERN HAS BEEN ADDRESSED...PARTS HAVE BEEN INSTALLED AND CUSOTNER HAS ACCEPTED DELIVERY....CLOSE CONTACT

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

 6008AC GRP: XKD1 CONCERN CONTACT VEH TYPE: CAR
 NEW YORK 13 ZN/TR: A1 CONTACT NBR: 108126007 OPENED: 02/21/1997
 VIN: 12VPT20C7L5 ENGINE: C CLOSED: 02/28/1997

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: FRANKLIN PARK STATE: NJ ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] EXT: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 106000 WSD:
 DEALER NAME: MALDUF FORD, INC. SALES CODE: 113055 P & A: 20527
 CAUSAL CODES: 1012 1203 SYMPTOMS: 104100
 ORIGIN: G0 TRANS. DST/RGN: 13 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 02/21/1997
 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:

1997/02/21

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 9654B AND 96599 ***
 *** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- THE CUSTOMER IS CALLING ON BEHALF OF HER SON WHO DRIVES THE VEHICLE
- THE DRIVER SIDE SEAT BELT DOES NOT OPERATE

PER CUSTOMER, DEALER SAYS:

- THE DEALERSHIP REMOVED THE SHOULDER BELT AND INFORMED THE CUSTOMER THAT THE PARTS FOR THE RECALL WOULD BE AVAILABLE IN 8 WEEKS

CUSTOMER SEEKS:

- REPAIR OF THE SEAT BELTS IMMEDIATELY

CAC ADVISED:

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

BUSINESS DAYS

***THIS IS THE CLOSING COMMENT

SPOKE TO [REDACTED] 2/20/97 AND RECALL CENTER NO PARTS AVAILABLE FOR 8 WEEKS HAVE RENTAL APPROVAL IF OVER 23 [REDACTED] IS SUPPOSED TO BE BACK ON 2/20/97 NO SHOW LEFT MESSAGE ON MACHINE IF CUSTOMER IS UNHAPPY PERHAPS SELLING DEALER CAN REPAIR QUICKER??? THEY ALSO CLAIM ACCIDENT ??? NO BELTS???

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

6008AC GRP: XX01 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: A1 CONTACT NBR: 108126007 OPENED: 02/21/1997
VIN: 12VPT20C7L5 ENGINE: C CLOSED: 02/28/1997

1997/02/21

CUSTOMER SAYS:

- HUSBAND CALLING BACK
- NEED TO GET CAR FIXED (RECALLS 96F48 AND 96S99)
- SEATBELT NOT FUNCTIONING

PER CUSTOMER, DEALER SAYS:

- PARTS DELAY OF 8 WEEKS

CUSTOMER SEEKS:

- TO HAVE CAR REPAIRED AS QUICKLY AS POSSIBLE

CAC ADVISED:

- TRIED TO CALL DIFFERENT DEALERSHIP TO SEE IF THEY HAD PARTS, BUT CLOSED FOR DAY. CALLED CAPITOL CITY FORD IN LAWRENCEVILLE NJ
- CUSTOMER SHOULD CALL THEM TOMORROW-- DEALERSHIP IS OPEN BETWEEN 9:00 AND 6:00

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

5703AH GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZM/TR: A2 CONTACT NBR: 10B127024 OPENED: 02/21/1997
VIN: 1ZVPT21U1L5 ENGINE: U CLOSED: 03/03/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: SARVER STATE: PA ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 90125 WSD:
DEALER NAME: BUTLER COUNTY MOTOR SALES CODE: 144469 P & A: 07436
CAUSAL CODES: 1203 2801 10RA SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 44 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/24/1997
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:

1997/02/21

*** PARTS DELAY OVER 30 DAYS ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-BOD# FROM BILL AT JACK'S FORD

-HE GOT THE RECALL LETTER IN DECEMBER

-THE SEATBELT BROKE AND THE DEALERSHIP ORDERED THE PART ABOUT A MONTH AGO
(BEGINNING OF JANUARY, NO EXACT DATE KNOWN)

PER CUSTOMER, DEALER SAYS: (BILL- PARTS AT JOE JACK'S FORD IS SARVER)

-CALL FORD AND SEE WHAT CAN BE DONE ABOUT GETTING THE PART

CUSTOMER SEEKS:

-TO GET THESE PARTS SO HE CAN GET THE RECALL DONE

CAC ADVISED:

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

-REQUEST MR./MRS (CUST. REL MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS
DAYS

-(NAME OF CUST.REL.MGR NOT AVAILABLE BECAUSE JACK'S FORD IS A SATELLITE
DEALERSHIP AND NO LISTING FOR THEM AVAILABLE)

-CAUSAL CODE 1012 IS ALSO APPLICABLE

1997/02/24

###THIS IS THE CLOSING COMMENT

SERVICE MANAGER JEFF WILSON SPOKE TO CUSTOMER AND EXPLAINED THAT THE PARTS ARE
ON ORDER AND WHEN WE RECEIVE THEM WE WILL REPAIR VEHICLE. CUSTOMER SATISFIED

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

0814CV GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
DETROIT 4B ZN/TR: C1 CONTACT NBR: 108127417 OPENED: 02/21/1997
VIN: 1ZVPT20C8L5 ENGINE: C CLOSED: 03/13/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: SOUTHFIELD STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 116000 WSO:
DEALER NAME: ROYAL OAKFORD INC SALES CODE: 148005 P B A: 02755
CAUSAL CODES: 1012 1203 10RA SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 4B TRANS. DATE: 02/21/1997
SERVICE/SALES: 1 CONTACT DATE: 03/06/1997
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:
1997/02/21

*** PARTS DELAY OVER 90 DAYS ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 9854B ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-GOT RECALL LETTERS FOR SEATBELTS
-HAS PROBLEMS WITH BOTH SEATBELTS
-NOVEMBER WAS FIRST TIME PARTS WERE ORDERED

PER CUSTOMER, DEALER SAYS:

-DAN IN SERVICE SAID CALL FORD CAC
-PARTS ARE NOT AVAILABLE NOW-ON BACKORDER

CUSTOMER SEEKS:

-RECALL REPAIRS DONE

CAC ADVISED:

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

BUSINESS DAYS

###SALES CODE HAS BEEN CHANGED FROM 148101 TO 148005
CUSTOMER HAS REQUESTED THIS DEALERSHIP

1997/03/06

###THIS IS THE CLOSING COMMENT

TALKED TO CUSTOMER AND PARTS ARE ON D/99 BACK ORDER ,ROYAL OAK FORD WILL
NOTIFY CUSTOMER WHEN PARTS ARE IN .CLOSE CASE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
892BYC GRP: 14 INFORMATION CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: C1 CONTACT NBR: 108129683 DPENED: 02/24/1997
VIN: 1ZVPT22L9L5184433 ENGINE: L CLOSED: 02/24/1997
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: ROYAL OAK STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 80 MODEL: PROBE
MILEAGE: 110000 WSD:
DEALER NAME: ROYAL OAKFORD INC SALES CODE: 148005 P & A: 02755
CAUSAL CODES: 1109 1206 0411 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:
1997/02/24

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- 1800 FROM MOTHER EMPLOYED AT FORD
- JANUARY 2 HAD AN APPOINTMENT TO GET THE SEAT BELTS FIXED
- THE DRIVERS SIDE SEAT BELT WAS NOT FIXED FOR A MONTH
- THE VEHICLE IS OPERATING APPROPRIATELY
- THE VEHICLE COULD NOT BE RELEASED UNTIL AFTER 8:00
- TOOK 30 MINUTES TO FIND THE VEHICLE
- THE VEHICLE WAS NOT WARM
- HAS HAD THE SEAT BELTS REPAIRED 3 TIMES

PER CUSTOMER, DEALER SAYS:

- CAN ONLY REIMBURSE FOR THE TIME THE SEAT BELT WAS BROKEN

CUSTOMER SEEKS:

- REIMBURSEMENT FOR ALL THREE REPAIRS
- ADDRESS OF FORD

CAC ADVISED:

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

09/11/98 MASTER OWNER RELATIONS SYSTEM LL 14.21.02

4648BC GRP: XX04 INFORMATION CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: L1 CONTACT NBR: 108130438 OPENED: 02/24/1997
VIN: L ENGINE: CLOSED: 02/24/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WEST MYACK STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 82000 WSD:
DEALER NAME: ORANGE MOTOR CD INC SALES CODE: 113180 P & A: 20609
CAUSAL CODES: 0405 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD ANT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/02/24

NO VIN AVAILABLE

CUSTOMER SAYS:

- THE SON, DAVID IS CALLING TODAY
- HE TOOK THE VEHICLE IN FOR THE SEAT BELT RECALL TO BE PERFORMED AND A COUPLE OF OTHER LITTLE THINGS
- HIS BELT WAS STUCK IN THE BACK POSITION AND WAS USABLE
- HE TOOK THE VEHICLE IN AT 8 AM ON 2/21/97
- HE WENT BACK AT 4:30 PM TO PICK UP THE VEHICLE
- WHEN HE WENT TO GET IN THE VEHICLE THE SEAT BELT IS STUCK IN THE FRONT POSITION NOW, HE CAN NO LONGER USE THE BELT
- HE TOOK THE VEHICLE BACK TO THE SERVICE DECK
- WHILE HE WAS IN THE SERVICE DECK, ANOTHER CUSTOMER WAS IN AN ACCIDENT AND DROVE THEIR VEHICLE INTO THE SERVICE WALL
- HE WAS UNHAPPY WITH MR MCGURRIN'S TREATMENT AND OTHER SERVICE PERSONNEL
- HE NEEDED A LOANER WHILE HIS WAS BEING FIXED

PER CUSTOMER, DEALER SAYS:

- 2/21 PER CASHIER, NO NAME, IT WILL BE 1 1/2 WEEKS FOR THE RECALL PARTS
- PER E.V. MCGURRIN, CUSTOMER RELATIONS MANAGER, THAT IS WHY THERE IS A RECALL ON THE VEHICLE, NO LOANER VEHICLE AVAILABLE
- PER SERVICE MAN, NO NAME, GET THE HELL OUT OF THE DEALERSHIP

CUSTOMER SEEKS:

- DEALERSHIP COMPLAINT

CAC ADVISED:

- APOLOGIZED TO THE CUSTOMER FOR THE SERVICE EXPERIENCE
- INFORMATION WILL BE FORWARDED TO THE APPROPRIATE DEPARTMENT

***NEXT CSR, CUSTOMER MAY SEND US A LETTER WITH ALL THE SAME INFORMATION

08/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3780TC GRP: XK02 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: E1 CONTACT NBR: 108137173 OPENED: 02/25/1997
VIN: 1ZVPT20C2L5 ENGINE: C CLOSED: 04/02/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: DC ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 72000 WSD:
DEALER NAME: LANHAM FORD INC SALES CODE: 127021 P & A: 00143
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: G0 TRANS. DST/RGN: 27 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/08/1997
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:

1997/02/25

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-TOOK VEHICLE IN FOR THE RECALLS IN OCTOBER
-THE SEAT BELTS ARE NOT WORKING AT THIS TIME

PER CUSTOMER, DEALER SAYS:

-THE PARTS ARE NOT AVAILABLE THEY NEED TO ORDER THE PARTS

CUSTOMER SEEKS:

-TO HAVE RECALLS FIXED

CAC ADVISED:

-INFORMED CUSTOMER OF DELAYS WITH THIS PART

REGARDING RECALL/DNP

- REQUEST JOHN RUDDOLPH CUST REL MGR/SVC MGR TO CONTACT THE CUSTOMER WITHIN TWO

BUSINESS DAYS REGARDING RECALL/DNP

1997/03/03

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-SIMILAR CONCERNS AS DOCUMENTED ON 2/25/97

-RECEIVED RECALL LETTER IN 10/97

-NOT SATISFIED WITH TREATMENT AT DEALERSHIP

-2/27/97 BROUGHT VEHICLE INTO DEALERSHIP FOR APPOINTMENT AND DEALERSHIP DID NOT HAVE PART

-HAS HAD TO RESCHEDULE VEHICLE FOR REPAIR 4 TIMES

PER CUSTOMER, DEALER SAYS:

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3780TC GRP: XX02 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: E1 CONTACT NBR: 108137173 OPENED: 02/25/1997
VIN: 1ZVPT20C2L5 ENGINE: C CLOSED: 04/02/1997

1997/03/03

-DID NOT HAVE PARTS FOR RECALL

*
CUSTOMER SEEKS:

-RECALL REPAIR OF VEHICLE

*
CAC ADVISED:

-CONTACT JOHN RANDOLPH (CUST REL MGR) FOR FURTHER ASSISTANCE WITH RECALL
REPAIR OF VEHICLE

1997/03/14

WE ARE STILL WAITING ON THE ARRIVAL OF THE BACK ORDERED PART. THE SERVICE DIRE
CTOR, JOHN RANDOLPH, AND PARTS MANAGER, JED HOVE CHECK THE STATUS DAILY. ROSE
BAYAT

1997/03/26

###THIS IS THE CLOSING COMMENT

PREVIOUS UPDATE COMMENTS WERE INCORRECT. ON R.D. 72673 ON 3/8/97 THE RECALL W
AS PERFORMED. THE VEHICLE HAD 72,740 MILES AT THAT TIME. ROSE BAYAT

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
 7797CS GRP: XX05 CONCERN CONTACT VEH TYPE: CAR
 PITTSBURGH 44 ZN/TR: A4 CONTACT NBR: 108139244 OPENED: 02/25/1997
 VIN: 1ZVPT21U0L5 ENGINE: U CLOSED: 03/26/1997
 =====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI:
 ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
 CITY: LEEPER STATE: PA ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 58000 WSD:
 DEALER NAME: CLARION FORD-MERCUR SALES CODE: 144470 P & A: 07450
 CAUSAL CODES: 1209 SYMPTOMS: 104100
 ORIGIN: 60 TRANS. DST/RGN: 44 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 03/19/1997
 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:

1997/02/25
 *** VEHICLE INVOLVED IN RECALL 98S4B & 98S99 ***
 *** NAVIS: SUBSEQUENT ***
 CUSTOMER SAYS:
 -THERE IS A TWO MONTHS BACKORDER ON RECALL REPAIRS FOR SEAT BELTS
 *
 PER CUSTOMER, DEALER SAYS:
 -THERE IS NOTHING THEY CAN DO ABOUT IT UNTIL THE PARTS COME IN
 *
 CUSTOMER SEEKS:
 -WHAT OTHER ALTERNATIVES DOES HE HAVE
 *
 CAC ADVISED:
 -VEHICLE IS NOT INVOLVED IN THIS RECALL
 -CUSTOMER OF ALL RECALLS 95B70,98S4B,98S99
 -SUPPORT THE DEALERSHIP
 1997/03/19
 ###THIS IS THE CLOSING COMMENT
 CUSTOMER HAS HAD THE RECALL PERFORMED AND CUSTOMER IS SATISFIED

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

 8771EA GRP: XX02 CONCERN CONTACT VEH TYPE: CAR
 SDR 10 ZN/TR: N2 CONTACT NBR: 1081398B2 OPENED: 02/25/1997
 VIN: 1ZVPT20C1L5 ENGINE: C CLOSED: 04/09/1997

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: PITTSBURG STATE: KS ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 82000 WSD:
 DEALER NAME: PITTSBURGFORD-MERCU SALES CODE: 153473 P & A: 05001
 CAUSAL CODES: 12RA 1012 12RA SYMPTOMS: 104100
 ORIGIN: GD TRANS. DST/RGN: 53 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 04/02/1997
 ACK. CODE: ASSIST CODE: 0 AWARD AMT: 0 SURVEY: N (Y OR N)

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

COMMENTS:

1997/02/25
 *** VEHICLE INVOLVED IN RECALL 96S48 & 98S99 ***
 *** PARTS DELAY OVER 120 DAYS ***
 *** NAVIS: ORIGINAL ***
 CUSTOMER SAYS:
 - TOOK THE VEHICLE IN FOR THE RECALL IN 10/28/96
 - CONTACTED THE DEALERSHIP TODAY, THE PARTS ARE NOT IN
 - I DO NOT HAVE A FUNCTIONING DRIVERS SIDE SEAT BELT
 - THE DEALERSHIP DID NOT MODIFY MY BELT TO WORK WHILE I AM WAITING FOR THE PARTS TO COME IN
 - IM SCARED TO DRIVE WITHOUT A FUNCTIONING SEAT BELT
 *
 PER CUSTOMER, DEALER SAYS:
 - PER SERVICE DEPARTMENT, THE PARTS ARE NOT IN YET
 *
 CUSTOMER SEEKS:
 - TO HAVE THE RECALL PERFORMED ON THE VEHICLE
 *
 CAC ADVISED:
 - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
 - REQUEST MR. DON APPIER (SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
 1997/03/03
 *** CSM JMAYES1 ***
 - PART IS ON A NATIONAL BACKORDER FOR 8 WEEKS
 - DEALER ORDER STATUS IS NOT FOUND WITH RECALL CENTER
 - INFORMED DEALER TO REORDER FOR EACH VEHICLE THAT THEY NEED TO HAVE RECALL PERFORMED

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

8771EA GRP: XX02 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: N2 CONTACT NBR: 108139682 OPENED: 02/25/1987
VIN: 1ZVPT20C1L [REDACTED] ENGINE: C CLOSED: 04/09/1987
=====

1987/04/02

###THIS IS THE CLOSING COMMENT

*** CSM UMAYES! ***

- PARTS HAVE ARRIVED. VEHICLE SCHEDULED LATER THIS WEEK.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

D244GJ	GRP: 14	CONCERN CONTACT	VEH TYPE: CAR
LOS ANGELES	71	ZN/TR: 01	CONTACT NBR: 108141847
VIN: 1ZVPT21UGL		ENGINE: U	OPENED: 02/26/1997
			CLOSED: 03/10/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	PHOENIX	STATE:	AZ	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	1	WSD:			
DEALER NAME:	SANDERSONLINCOLN-ME	SALES CODE:	354559	P & A:	10063
CAUSAL CODES:	1204 1206	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:	54	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	02/28/1997
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:
1997/02/26

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

CUSTOMER SAYS:

- PASSENGER SIDE SEAT BELT IS STUCK IN TRACK (AUTOMATIC BELT)
- [REDACTED] LENTSCH, FATHER. CALLING, HOME PHONE [REDACTED]
- LAST WEEK WAS TOLD WOULD TAKE 8 WEEKS FOR PARTS TO ARRIVE
- HAS PROVIDED RECEIPT FOR PREVIOUS PAID REPAIR (DRIVER'S SIDE)

PER CUSTOMER, DEALER SAYS:

- THE PARTS WILL TAKE 8 WEEKS TO ARRIVE
- WE CANT REFUND YOUR MONEY FOR PREVIOUS PAID REPAIRS UNTIL THE PARTS ARE IN

CUSTOMER SEEKS:

- REFUND FOR PREVIOUSLY PAID REPAIRS
- PARTS EXPEDITED AND RECALL COMPLETED

CAC ADVISED:

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

1997/03/03

***** THIS IS THE CLOSING COMMENT
PART NEEDED FOR THIS REPAIR IS BACK ORDERED.
WILL NOTIFY CUSTOMER WHEN PART IS HERE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

S703AH GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: B3 CONTACT NBR: 108143297 OPENED: 02/26/1997
VIN: 12VPT2DC3LE [REDACTED] ENGINE: C CLDSED: 03/13/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FI:
ADDRESS: [REDACTED]
CITY: TACOMA STATE: WA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 55000 WSD:
DEALER NAME: TITUS-WILL FORD SAL SALES CODE: 174204 P & A: 08693
CAUSAL CODES: 1012 1203 10RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 74 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/27/1997
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:

1997/02/26

*** PARTS DELAY OVER 30 DAYS ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 AND 96599 ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-TOOK THE CAR IN FOR THE RECALL ON JANUARY 11, 1997. DEALERSHIP ORDERED THE PARTS THAT DAY
-THE SEATBELT LIGHT IS STAYING ON NOW AND THE DRIVER'S SIDE SEATBELT IS STUCK AND ISN'T MOVING
-THE PARTS HAVE NEVER COME IN

PER CUSTOMER, DEALER SAYS:

-JANUARY 11, 1997 THE PARTS WILL BE IN IN ONE WEEK (DARYL ADAMS)
-FEBRUARY 25, 1997 THERE ARE NO PARTS IN RIGHT NOW (TERRY HAYDEN)

CUSTOMER SEEKS:

-TO GET THESE SEATBELTS FIXED

CAC ADVISED:

-VEHICLE IS INVOLVED IN RECALLS FOR THE SEATBELTS
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
-REQUEST MR. TERRY HAYDEN (SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/03/08

##THIS IS THE CLOSING COMMENT

PART CAME OFF OF BACK ORDER AND WAS DELIVERED TO US TODAY, 03-06-97. I HAVE CALLED [REDACTED] AND SHE HAS AN APPOINTMENT TO HAVE US DO THE RECALL ON MONDAY, 03-10-97. TERRY HAYDEN.

05/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3272JR GRP: XX08 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: A1 CONTACT NBR: 108145900 OPENED: 02/26/1997
VIN: L ENGINE: CLDSED: 03/24/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: LOS ANGELES STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 60000 WSD:
DEALER NAME: FAMILY FORD OF DOWN SALES CODE: 171006 P & A: 01716
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: G0 TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/17/1997
ACK. CODE: ASSIST CODE: D AWARD AMT: Q SURVEY: Y (Y OR N)

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

COMMENTS:
1997/02/26
THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 108075744
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98548//96599 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-RECALL ON THE SEAT BELT
-NEED TO GET THIS COMPLETED ASAP THE RINGING NOISE IS DRIVING ME CRAZY
*
PER CUSTOMER, DEALER SAYS:
-DEALER SAID IT WILL STILL BE ANOTHER 8 WEEKS FOR THE PARTS TO COME IN
*
CUSTOMER SEEKS:
-TO GET THE SEAT BELTS FIXED ASAP AND CORRECTLY
*
CAC ADVISED:
RE: PARTS DELAY
-SORRY FOR THE INCONVIENCE
-WE SUPPORT THE DEALER'S NOTIFICATION OF A BACKORDER
RE: OPEN RECALL
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.LEO BROWN (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
1997/03/17
###THIS IS THE CLOSING COMMENT
PARTS FOR REPAIR ARE ON NATIONAL BACKORDER. DEALER CALLED ME CSM TO TRY TO
GET PARTS MORE QUICKLY. WAS UNABLE TO GET THEM MORE QUICKLY. DEALER WILL
CONTACT CUSTOMER AS SOON AS PARTS ARE AVAILABLE AND IN STOCK. THIS IS A FORD
CONCERN NOT DEALER CONCERN.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

7252CT GRP: XX08 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: 02 CONTACT NBR: 108148715 OPENED: 02/27/1997
VIN: 1ZVPT21U3L5 ENGINE: U CLOSED: 03/06/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: YUMA STATE: AZ ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: 000-000-0000
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 48000 WSD:
DEALER NAME: BILL ALEXANDER FORD SALES CODE: 171438 P & A: 20443
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/27/1997
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:

1997/02/27

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96588 & 96548 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- POWER SEAT BELT WAS GETTING STUCK TO FRONT POSITION
- IS UNDER RECALL 96599 AND 96548
- DEALERSHIP ORDERED SEAT BELTS ON 11/12/96 AND THEY ARE STILL NOT IN

PER CUSTOMER, DEALER SAYS:

- PER SERVICE MANAGER: KEEPS SAYING IT WILL BE ANOTHER WEEK
- SEAT BELT IS ON BACKORDER

CUSTOMER SEEKS:

- SEAT BELT

CAC ADVISED:

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

BUSINESS DAYS

- PLEASE KEEP IN CONTACT WITH YOUR DEALERSHIP REGARDING THE SEAT BELT

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- WANTS PHONE NUMBER FOR NHTSA

CUSTOMER SEEKS:

- WANTS PHONE NUMBER FOR NHTSA

CAC ADVISED:

- 800-424-9393

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

7252CT GRP: XXOB CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: D2 CONTACT NBR: 108148715 OPENED: 02/27/1997
VIN: 12VPT21U9L5 ENGINE: U CLOSED: 03/06/1997
=====

1997/02/27
###THIS IS THE CLOSING COMMENT
CONTACTED CUSTOMER LEFT SEATBELT UNIT IS IN RIGHT SIDE IS STILL 099 PART EXPECTED IN 8 TO 12 WEEKS PLEASE CLOSE AT THIS TIME

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

2001DM GRP: C1 INFORMATION CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: A2 CONTACT NBR: 108150092 OPENED: 02/27/1997
VIN: 1ZVPT21U8L5 ENGINE: U CLOSED: 02/27/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: NORTH MIAMI BEACH STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 106000 WSO:
DEALER NAME: FRIENDLY FORD SALES CODE: 124001 P & A: 04900
CAUSAL CODES: 1204 Q208 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:

1997/02/27

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- HAS BEEN DRIVING AROUND WITH NO SEAT BELTS SINCE AUGUST
- PART IS NOT IN -WILL BE 8 MORE WEEKS
- WAS TOLD BY SELLING DEALER FAMILY FORD IN NEW JERSEY- RON DANDRAKIS THAT FORD WILL SUPPLY RENTAL BECAUSE FORD DOES NOT WANT PEOPLE DRIVING AROUND WITH NO SEAT BELTS
- DEALER HAS INSPECTED VEHICLE TWICE AND HAS NOT REPLACED OR SECURED ANY COMPONENTS
- CUSTOMER STATES SEAT HAVE NEVER BEEN RESTORED

PER CUSTOMER, DEALER SAYS: AXLE FRANK CORDOVD

- TRACK HAS BEEN EATEN UP
- CANNOT SUPPLY RENTAL

CUSTOMER SEEKS:

- VEHICLE REPAIRED
- RENTAL OR LOANER

CAC ADVISED:

- NO TRANSPORTATION ASSISTANCE PROVIDED
- DEALERSHIP IS THE BEST TECHNICAL RESOURCE
- MR. MARIO RODRIGUEZ, SVC MGR. IS IN THE BEST POSITION TO ASSIST YOU.
- OBC TO SERVICE MGR -MARIO RODRIGUEZ HAVE RESTORED OPERATION ON ONE OCCASION AND ARE PREPARED TO DO SO AGAIN . CANNOT SUPPLY RENTAL

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

BB77BB GRP: XX03 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 59 ZN/TR: A1 CONTACT NBR: 108151761 OPENED: 02/27/1997
VIN: 1ZVPT20C6L5 ENGINE: C CLOSED: 03/10/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SHAWNEE MISSION STATE: KS ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 90000 WSD:
DEALER NAME: BOB ALLENFORD INC SALES CODE: 193009 P & A: 05167
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/03/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: N (Y DR N)

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

COMMENTS:

1997/02/27

*** NAVIS: ORIGINAL ***

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 AND 98599***

CUSTOMER SAYS:

- CUSTOMER IS CURRENTLY EXPERIENCING PROBLEMS WITH BOTH OF HER MOTORIZED SEATBELTS IN HER VEHICLE
- DRIVERS SIDE TOTALLY INOPERATIVE
- PASSENGER SIDE BEGINNING TO HAVE PROBLEMS
- CUSTOMER HAS BEEN WAITING SINCE OCTOBER OF 1996 TO HAVE THE RECALL PERFORMED

PER CUSTOMER, DEALER SAYS:

- ARE CURRENTLY WAITING ON THE PARTS THEY NEED TO FIX THE SEATBELTS - STATES THEY ARE ON BACK ORDER

CUSTOMER SEEKS:

- TO FIND OUT WHEN SHE WILL BE ABLE TO HAVE THE SEAT BELT RECALL PERFORMED ON HER VEHICLE

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. RANDY SMITH (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- CSR DID VERIFY THROUGH IRDB AND DID INFORM CUSTOMER THAT THE PARTS INVOLVED IN THIS RECALL ARE ON MAJOR BACK ORDER

1997/03/03

###THIS IS THE CLOSING COMMENT

CONTACTED CUSTOMER ABOUT CONCERN. WE HAVE SEATBELT ORDERED AND AM WAITING FOR FOR THEM TO ARRIVE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
2058DG GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: S1 CONTACT NBR: 108151986 OPENED: 02/27/1997
VIN: 1ZVPT21UXL5 ENGINE: U CLOSED: 03/07/1997
=====

=====
LAST NAME: ██████████ STATUS: CLOSED
TITLE: ██████████ FIRST NAME: ██████████ MI: ██████████
ADDRESS: ██████████
CITY: FORT HUACHUCA STATE: AZ ZIP: ██████████
HOME PHONE: ██████████ BUS. PHONE: ██████████
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: SCOTT NICHOLS MOTOR SALES CODE: 171487 P & A: 00682
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/27/1997
ACK. CODE: ASSIST CODE: R ANARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/02/27

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

CUSTOMER SAYS:

-CALLING ABOUT RECALL ON LEFT SIDE
-PASSENGER'S SIDE SEAT BELT NO LONGER WORKS

PER CUSTOMER, DEALER SAYS: (PER SRVC)
-RECALL 96599 DOES NOT COVER FOR THE LEFT SIDE

CUSTOMER SEEKS:

-RECALL STATUS

CAC ADVISED:

RE: RECALL 96548

-RECALL 96548 IS FOR THE LEFT SEAT BELT
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. DENNIS ANTON (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS

1997/02/28

###THIS IS THE CLOSING COMMENT

THIS VEHICLE WAS INSPECTED FOR RECALL 96548 AND 96599 ON 02/03/97 PARTS WERE
ORDERED FOR 96548 AT THAT TIME CUSTOMER ISSCHEDULED TO COME IN ON 03/03/97
TO HAVE THIS RECALL COMPLETED.

09/11/88

MASTER OWNER RELATIONS SYSTEM II

14.21.02

B450RC GRP: 14 INFORMATION CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: C2 CONTACT NBR: 108153601 OPENED: 02/28/1997
VIN: L ENGINE: CLOSED: 02/28/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: TAMI MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ORLANDO STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSO:
DEALER NAME: TROPICAL FORD INC SALES CODE: 124225 P & A: 04924
CAUSAL CODES: 1203 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:

1997/02/28

NO VIN AVAILABLE

CUSTOMER SAYS:

- WENT TO A DEALERSHIP IN OHIO, DUNLEY FORD, IN GALION, OHIO FOR RECALL WORK TO BE DONE. THOUGHT THEY COULD DO WORK BEFORE SHE LEFT FOR FLORIDA BUT PARTS HAD TO BE ORDERED
- DUNLEY FORD SAYS A PART FOR EITHER THE DRIVERS SIDE OR PASSENGER SIDE WAS NEVER ORDERED

PER CUSTOMER, DEALER SAYS:

- PER DAVE,
- PART FOR RECALL ON DRIVERS WAS ORDERED IN OHIO SO THEY CAN NOT DO THE WORK

CUSTOMER SEEKS:

- RECALL WORK PERFORMED

CAC ADVISED:

- NEED VEHICLE IDENTIFICATION NUMBER TO BE ABLE TO DETERMINE THE NUMBER OF RECALL
 - ADVISED CUSTOMER TO CALL BACK
 - NEXT CSR ADVISE AS NECESSARY
- THIS CONTACT HAS BEEN UPGRADED. THE NEW CONTACT IS 108158328

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

9650BP GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: C2 CONTACT NBR: 108158328 OPENED: 02/28/1997
VIN: L ENGINE: CLOSED: 03/10/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: ORLANDO STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: TROPICAL FORD INC SALES CODE: 124225 P & A: 04924
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 24 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/03/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: N (Y OR N)

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

COMMENTS:

1997/02/28

NO VIN AVAILABLE

CUSTOMER SAYS:

- WENT TO A DEALERSHIP IN OHIO, DUNLEY FORD, IN GALION, OHIO FOR RECALL WORK TO BE DONE, THOUGHT THEY COULD DO WORK BEFORE SHE LEFT FOR FLORIDA BUT PARTS HAD TO BE ORDERED
- DUNLEY FORD SAYS A PART FOR EITHER THE DRIVERS SIDE OR PASSENGER SIDE WAS NEVER ORDERED

PER CUSTOMER, DEALER SAYS:

PER DAVE,

- PART FOR RECALL ON DRIVERS WAS ORDERED IN OHIO SO THEY CAN NOT DO THE WORK

CUSTOMER SEEKS:

- RECALL WORK PERFORMED

CAC ADVISED:

- NEED VEHICLE IDENTIFICATION NUMBER TO BE ABLE TO DETERMINE THE NUMBER OF RECALL
- ADVISED CUSTOMER TO CALL BACK
- NEXT CSR ADVISE AS NECESSARY

THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 108153601

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

=====

9650BP	GRP: XX13	CONCERN CONTACT	VEH TYPE: CAR
ORLANDD	24	ZN/TR: C2	CONTACT NBR: 108158328
VIN: L		ENGINE:	OPENED: 02/28/1997
			CLOSED: 03/10/1997

=====

1997/02/28

*** VEHICLE INVOLVED IN RECALL 96548 ***

CUSTOMER SAYS:

-CUSTOMER CALLING BACK WITH THE VIN
-TROPICAL FORD SAID THE PARTS HAVE ALREADY BEEN ORDERED AT ANOTHER DEALERSHIP
SO

*

PER CUSTOMER. DEALER SAYS:

-PART NEEDED TO BE ORDERED

*

CUSTOMER SEEKS:

-RECALLS PERFORMED

*

CAC ADVISED:

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

1997/03/03

###THIS IS THE CLOSING COMMENT

WE CALLED FORD RECALL CENTER AND THEY SAID THAT RECALL96599 PART ARE CURRENTLY
ON BACKORDER 8 TO 10 WEEKS . DAVE MILLER CALLED AND SPOKE TO CUSTOMER FATHER O
N 3.3.97

09/11/98

MASTER OWNER RELATIONS SYSTEM (1

14.21.02

78425A GRP: XXOB CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: M3 CDCONTACT NBR: 108156010 OPENED: 02/28/1997
VIN: 1ZVPT21UQL52 ENGINE: U CLOSED: 03/10/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: TALL FOLIUM STATE: OK ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 70000 WSD:
DEALER NAME: GREENHAW-EDDINGS FO SALES CODE: 152545 P & A: 07032
CAUSAL CODES: 1203 3001 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/03/1997
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:

1997/02/28

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- THE VEHICLE'S SHOULDER SEAT BELTS DO NOT WORK
- DID NOT REALIZE IT WOULD TAKE SO LONG TO RECEIVE A PART
- THE VEHICLE IS HIS GRANDSON'S VEHICLE, AND DON'T WANT HIM TO GET A TICKET
- NOT MAKING A COMPLAINT AGAINST MIKE FEARY, SERVICE MANAGER JUST WANT THE PART INSTALLED ON THE VEHICLE
- WANTS CONCERN RESOLVED, AS SOON AS POSSIBLE

PER CUSTOMER, DEALER SAYS:

- ORDERING THE PART, IT TAKE 8 WEEKS

CUSTOMER SEEKS:

- WANTS CONCERN RESOLVED ASAP

CAC ADVISED:

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

BUSINESS DAYS

1997/03/03

###THIS IS THE CLOSING COMMENT

CSM BKNDX2*

- CSM REVIEWED CONTACT WITH MIKE FEARY, CUSTOMER RELATIONS MANAGER
- THE PART WAS ORDERED FOR THE CUSTOMER ON 2/26/97 AND IT WILL TAKE 8 WEEKS FOR THE PART TO ARRIVE AT THE DEALERSHIP
- MIKE FEARY CONTACTED CUSTOMER TODAY TO ADVISE THAT THERE IS A PARTS DELAY FOR THIS PART BECAUSE THE DEMAND IS GREATER THAN THE SUPPLY
- CUSTOMER WAS ALSO ADVISED THAT HE WILL BE CONTACTED WHEN THE PART ARRIVES AT THE DEALERSHIP TO ARRANGE FOR SERVICE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

2600BB GRP: XX03 INFORMATION CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: I1 CONTACT NBR: 108156903 OPENED: 02/28/1997
VIN: 1ZYPT21U4L5 ENGINE: U CLOSED: 02/28/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: LINDENHURST STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 124000 WSD:
DEALER NAME: PATRIOT FORD, LTD. SALES CODE: 113095 P & A: 00103
CAUSAL CODES: 1012 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD ANT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/02/28

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- VEHICLE HAS BEEN AT THE DEALERSHIP SINCE 2/20/97
- THE VEHICLE IS GETTING THE SEAT BELT RECALL PERFORMED 98548 AND 98589

PER CUSTOMER, DEALER SAYS:

- THERE IS A BACKORDER ON THE PART AND IT WILL BE 8 TO 8 WEEKS, SUPPLIED A LOANER VEHICLE

CUSTOMER SEEKS:

- VEHICLE REPAIRED SOONER

CAC ADVISED:

- EXPLAINED BACKORDER DELAY
- APOLOGIZED FOR DELAY
- DEALER WOULD BE IN BEST POSITION TO PROVIDE INFORMATION ON AVAILABILITY OF REPLACEMENT PARTS

1997/05/14

THIS CONTACT HAS BEEN UPGRADED. THE NEW CONTACT IS 108434965

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

OB14CV GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: 11 CONTACT NBR: 108434965 OPENED: 05/14/1997
VIN: 1ZVPT21U4L8 ENGINE: U CLOSED: 05/28/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]
CITY: LINDENHURST STATE: NY ZIP: [REDACTED]

HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 124000 WSD:

DEALER NAME: PATRIOT FORD, LTD. SALES CDDE: 113095 P & A: 00103
CAUSAL CODES: 1012 10RA SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 13 TRANS. DATE:

SERVICE/SALES: 1 CONTACT DATE: 05/20/1997
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:
1997/05/14

THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 108158903
*** 90 DAYS OUT OF SERVICE ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALLS 96548 AND 96599 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:
- VEHICLE HAS BEEN AT THE DEALERSHIP SINCE 2/20/97
- THE VEHICLE IS GETTING THE SEAT BELT RECALL PERFORMED 96548 AND 96599

PER CUSTOMER, DEALER SAYS:
THERE IS A BACKORDER ON THE PART AND IT WILL BE 6 TO 8 WEEKS, SUPPLIED A
LOANER VEHICLE

CUSTOMER SEEKS:
- VEHICLE REPAIRED SOON

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

- REQUEST MR. BOB DOLAN (SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS-
1997/05/21

###THIS IS THE CLOSING COMMENT
CUST CAR HAS BEEN AT DEALERSHIP SINCE 2/20/97 FOR SEAT BELT RECALL AS OF PHONE
CALL MADE ON 05/12/97 PARTS HAVE JUST BECOME AVAILBLE FOR SHIPMENT AS OF 5/9/
97 STILL WAITING FOR HER PARTS TO SHOW

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3272JR GRP: XK08 INFORMATION CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: B2 CONTACT NBR: 10B157926 OPENED: 02/28/1997
VIN: L ENGINE: CLOSED: 02/28/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: EDWARDSBURGH STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 154000 WSD:
DEALER NAME: HAYDEN-BEARDSLEE FD SALES CODE: 14B5B2 P & A: 02B13
CAUSAL CODES: 1203 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:

1997/02/28

*** NO VIN AVAILABLE ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-WENT IN FOR SEAT BELT RECALL
-DAUGHTER IS ONLY [REDACTED] AND CAN'T DRIVE THE DEALER'S RENTAL CAR (INSURANCE
ISSUE)
-DEALER WILL LOAN CAR TO MOTHER AND THE MOTHER CAN DRIVE THE LOANER AND
GIVE HER CAR TO DAUGHTER
-MOTHER REFUSES TO GIVE UP HER DODGE VAN
-DEALER SAID THAT CUSTOMER CAN SIGN A RELEASE WAIVER AND GET THE CAR BACK

PER CUSTOMER, DEALER SAYS:

-DEALER WILL NOT RELEASE THE CAR UNTIL THE SEATBELTS COME IN
-WE WILL GIVE \$25 A DAY IN RENTAL ASSISTANCE
-8 WEEK BACKORDER
-HAYDEN-BEARDSLEE IS THE DEALER
-CDRY---ASST SERVICE MANAGER SAID WE WILL NOT GIVE THE CAR BACK BECAUSE
THE TIE-RODS ARE BADLY WORN AND THE WHOLE FRONT END COULD FALL OFF AT ANY
TIME CAUSING AN ACCIDENT
-FORD WILL PROVIDE THE CUSTOMER WITH A FORD ESCORT LOANER THROUGHOUT THE
DURATION OF THE PARTS DELAY (PAID BY FORD PER RECALL HOTLINE)

CUSTOMER SEEKS:

-CAR BACK
-FREE FRONT END JOB

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

3272JR GRP: XX08 INFORMATION CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: B2 CONTACT NBR: 108157926 OPENED: 02/28/1997
VIN: L ENGINE: CLOSED: 02/28/1997

1997/02/28

-CUSTOMER REFUSES ANY OF THE ABOVE OPTIONS WILL BE CONTACTING THE DEALER
TO SEE IF ANY OTHER OPTIONS ARE AVAILABLE

-CUSTOMER MAY CALL BACK WITH VIN, PLEASE UPGRADE TO A CONCERN FOR THE OPEN
CUSTOMER SAYS:

-JILL AT THE DEALERSHIP IS A TERRIFIC PERSON AND IS VERY HELPFUL

^

CAC ADVISED:

-ADDING CUSTOMERS COMMENTS

-CORY AT THE DEALERSHIP IS VERY HELPFUL ALSO

7481RL GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
DENVER 56 2N/TR: B1 CONTACT NBR: 108158506 OPENED: 02/28/1997
VIN: 1ZVPT20C6L5 ENGINE: C CLOSED: 03/08/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: SALT LAKE CITY STATE: UT ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: WARNER SUPER FORD 5 SALES CODE: 156020 P & A: 08324
CAUSAL CODES: 1013 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 58 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/28/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 1 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/02/28
*** MILEAGE UNAVAILABLE ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599/96548 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- DEALERSHIP TOLD CUSTOMER THEY'D CALL WHEN THE PARTS CAME IN FOR THE SEATBELT
- CUSTOMER JUST CALLED BACK FOR THE SECOND TIME TO CHECK ON THE PARTS AND THE DEALERSHIP SAID THEY DO NOT HAVE THE RECORDS OF WITHER OF THE CUSTOMER'S FIRST VISIT
*
PER CUSTOMER, DEALER SAYS:
- JOHN, CUSTOMER WOULD HAVE TO BRING OUT THE VEHICLE AGAIN TO HAVE THE PARTS VERIFIED AS TO WHICH PARTS TO ORDER
*
CUSTOMER SEEKS:
- DOES NOT WANT TO HAVE TO BRING IN THE VEHICLE AGAIN SINCE THEY HAVE ALREADY DETERMINED WHICH PARTS TO USE--THE TRACKS AND THE MOTORS
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. RANDY SANDSTROM (CUST REL MNGR/SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/03/01
###THIS IS THE CLOSING COMMENT
MR BREKKE WAS CONCERNED ABOUT SEAT BELT PARTS THAT HAD BEEN ORDERED IN DECEMBER-OUR PARTS DEPARTMENT HAD MISS PLACED THE ORDER-WE WERE ABLE TO LOCATE THE SPECIAL ORDER FORM LATER ON IN THE DAY WE FOUND THAT THE PARTS WERE ON D99 STATIS- NATIONAL BACKORDER -AND HADN'T BEEN RELEASED YET DAVE RICHARDSON (SA) CALLED AND EXPLAINED SITUATION TO CUSTOMER - WE APPRECIATED HIS PATEINCE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
4115MD GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: A2 CONTACT NBR: 108158995 OPENED: 03/03/1997
VIN: 1ZVPT21U1L5 ENGINE: U CLOSED: 03/11/1997
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ROCHESTER HLS STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 75000 WSD:
DEALER NAME: HUNTINGTON FORD INC SALES CODE: 148051 P & A: 02710
CAUSAL CODES: 1203 10RA SYMPTOMS: 104100 403000
ORIGIN: GO TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/04/1997
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:
1997/03/03

*** PARTS DELAY OVER 30 DAYS ***
*** NAVIS: ORIGINAL ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98548 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 94E54 ***
CUSTOMER SAYS:
PER MR. STUFFER:
- HAVING TROUBLE GETTING RECALL DONE ON SEAT BELT
- HAS BEEN WAITING SINCE MID-DECEMBER FOR PART FOR THE SEAT BELT
*

PER CUSTOMER, DEALER SAYS:
- NO CONTACT TO HUSBAND
*

CUSTOMER SEEKS:
- RECALL PERFORMED
- SPEAK TO AREA FORD REP.
*

CAC ADVISED:
- MS. HOPPE (CUST. REL MGR.) IS IN THE BEST POSITION TO ASSIST YOU.
- SVC MGR MAY CONSULT FORD CSM IF REQUIRED.
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
- REQUEST JENNIFER HOPPE (CUST. REL MGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/03/04
###THIS IS THE CLOSING COMMENT
CUSTOMER CONTACTED TO LET THEM KNOW THAT PARTS ARE HERE AND TO SCHEDULE A TIME TO BRING VEHICLE IN

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

0656AS	GRP: XX17	CONCERN CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: C1	CONTACT NBR: 108160603
VIN:	12VPT21U2L5	ENGINE: U	OPENED: 03/03/1997
			CLOSED: 03/11/1997

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	HOMESDALE	STATE:	PA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]		
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	60000	WSD:			
DEALER NAME:	WAYNE COUNTY FORD	SALES CODE:	116486	P & A:	01417
CAUSAL CODES:	1203 1012	SYMPTOMS:	104100		
ORIGIN:	GD	TRANS. DST/RGN:	16	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	03/04/1997
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:
1997/03/03

*** VEHICLE INVOLVED IN RECALL 96S48 AND 96S99 ***
 *** NAVIS: SUBSEQUENT ***
 CUSTOMER SAYS:
 - SHE RECEIVED A RECALL LETTER (#96S99) AND THE DEALER HAS ORDERED THE PARTS, BUT THEY HAVE NOT COME IN YET
 - SHE TOOK HER CAR IN TO BE REPAIRED AND THE DEALER ORDER THE RIGHT SIDE SEAT BELT
 - THE DEALER TOLD HER TO CALL BACK IN 10 WORKING DAYS AND HE WOULD HAVE THE PART
 - THE DEALER CALLED TO CHECK ON THE PARTS AND WAS TOLD THAT THE PARTS HAVE NOT BEEN MADE
 - THE PARTS WERE DRDED 1/14/97
 *
 PER CUSTOMER, DEALER SAYS:
 - HE SAID HE WAS GETTING A RUN AROUND
 - HE ENCOURAGED THE CUSTOMER TO CALL CAC
 *
 CUSTOMER SEEKS:
 - TO GET HER CAR FIXED
 *
 CAC ADVISED:
 - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 - REQUEST MR. JOHN MULLEN (PARTS MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
 1997/03/04
 CONTACTED CUSTOMER AND INFORMED HER THAT THE PART WAS IN, MADE AN APPOINTMENT FOR 03-06-1997 TO HAVE THE PART INSTALLED, THIS WAS FINE WITH THE CUSTOMER
 ###THIS IS THE CLOSING COMMENT
 CONTACTED CUSTOMER, INFORMED HER THE PART WAS IN AND SET UP APPT FOR 03-06-97

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

2574J5	GRP: XX05	CONCERN CONTACT	VEH TYPE: CAR
PHILADELPHIA	16	ZN/TR: C1	CONTACT NBR: 108182402
VIN: 1ZVPT20C2L5		ENGINE: C	OPENED: 03/03/1997
			CLOSED: 03/10/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:	COLLINGSWOOD	STATE:	NJ	ZIP:
HOME PHONE:		BUS. PHONE:		
MODEL YEAR:	90	MODEL:	PROBE	
MILEAGE:	79000	WSD:		
DEALER NAME:	WINNER FORD	SALES CODE:	116010	P B A: 01248
CAUSAL CODES:	1203 2801 10RA	SYMPTOMS:	104100	
ORIGIN:	GD	TRANS. DST/RGN:	18	TRANS. DATE:
SERVICE/SALES:	1			CONTACT DATE: 03/03/1997
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:

1997/03/03

*** PARTS DELAY OVER 30 DAYS ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 & 98599 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- I ORIGINALLY CALLED THE DEALER TO ORDER THESE PARTS 10/86
- MY SEAT BELT DOES NOT WORK PROPERLY
- ONLY THE LAP BELT WORKS PROPERLY
- I AM CONCERNED THIS WILL NOT PROVIDE THE ADEQUATE PROTECTION

PER CUSTOMER, DEALER SAYS:
ED SAID TO CALL TEH 800 NUMBER
- WE ARE STILL WAITING FOR THE PARTS TO BE DELIVERED

CUSTOMER SEEKS:
- HAVE THE RECALL PERFORMED

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

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====

2574J5	GRP: XX05	CONCERN CONTACT	VEH TYPE: CAR
PHILADELPHIA 16	ZN/TR: C1	CONTACT NBR: 108162462	OPENED: 03/03/1997
VIN: 12VPT20C2LS		ENGINE: C	CLOSED: 03/10/1997

=====

1997/03/03

*** PARTS DELAY OVER 30 DAYS ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 & 96599 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- SHE IS CONTACTING FORD BACK ABOUT THE SAME SEATBELT CONCERN

PER CUSTOMER, DEALER SAYS:

PER MR. FRANK ALLARD:

- DOES NOT KNOW WHY THE CAC IS SENDING INFORMATION TO THEM
- THE PART ARE NOT ARRIVING UNTIL 6-8 WEEKS - BACKORDER DELAY
- RECONTACT FORD AT THE CAC

CUSTOMER SEEKS:

- RECEIVE THE PART
- SUPERVISOR REQUEST - MUST SPEAK WITH SOMEONE
- NAME OF THE SUPERVISOR OF THE CAC
- MEET WITH REGIONAL OFFICE
- VEHICLE WHILE THE PART COMES IN

CAC ADVISED:

RE VEHICLE WHILE THE PART COMES IN:

- LOANERS ARE NOT A PROVISION OF THE WARRANTY/RECALL.
- CONTACT MR. MARK LINDER (SERV. MGR.) FOR CLARIFICATION OF THE DEALERSHIP'S
POLICY ON ALTERNATIVE TRANSPORTATION.
- MAY REQUIRE AN APPOINTMENT

RE MEET WITH THE REGIONAL REPRESENTATIVE:

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

RE SUPERVISOR:

- NANCY VERT, PROCESS MANAGER OF THE CAC

RE SUPERVISOR REQUEST:

** NOT PASSED TO A SUPERVISOR - DOES NOT QUALIFY DUE TO THE PARTS DELAY **
- REVIEWED INFORMATION WITH SUPERVISOR - CSR DID ADVISE THE CORRECT
INFORMATION - RECOMMENDED THAT THE CUSTOMER WORK WITH THE SERVICE DEPARTMENT
FOR RECEIVING THE PART

- THE PART IS ON BACKORDER DELAY

RE RECEIVE THE PART:

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

SPOKE WITH [REDACTED] SHE REQUESTED A LOANER CAR WHILE WAITING FOR HER
SEAT BELT RECALL PARTS. WE HAVE NO PROVISION AT WINNER FOR SERVICE LOANER
DUE TO BACK ORDERED PARTS. SHE WANTS CONTACT WITH ZONE REP. ROBERT KELLER
I INFORMED HER I WOULD RELAY ALL INFO TO MR. KELLER, ALSO I WILL CALL HER BACK.
DEALER CONTACT FRANK ALLARD

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

1550LB GRP: XX05 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: G2 CONTACT NBR: 108165487 OPENED: 03/04/1997
VIN: 1ZVPT20C5L5 ENGINE: C CLOSED: 03/05/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: DUNKIRK STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 90000 WSD:
DEALER NAME: SHULTS FORD LINCOLN SALES CODE: 144517 P B A: 00517
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 44 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/05/1997
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:

1997/03/04

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

CUSTOMER SAYS:

-CUSTOMER WILL BE MOVING SOON
-WOULD LIKE THESE PARTS MADE AVAILABLE IMMEDIATELY
-ALSO WOULD LIKE TO COMPLAIN ABOUT THE AVAILABILITY OF ALL PARTS FOR VEHICLE.
CAN'T FIND NEW PARTS FOR THIS VEHICLE ANYWHERE

PER CUSTOMER, DEALER SAYS:

-PARTS WON'T BE AVAILABLE FOR 6 WEEKS
-ORDERED THEM 3 WEEKS AGO
-CUSTOMER IS ON A WAITING LIST

CUSTOMER SEEKS:

-TO HAVE PARTS MADE AVAILABLE SOONER

CAC ADVISED:

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

BUSINESS DAYS

1997/03/05

CSM, STEPHANIE REEL, SPOKE WITH JIM CORBIN.
VEHICLE HAS BEEN REPAIRED, AND THE CUSTOMER IS TO RETURN THE LOANER VEHICLE
AND PICK UP THE CAR. CUSTOMER SHOULD BE VERY HAPPY.

##THIS IS THE CLOSING COMMENT

SEE PREVIOUS COMMENTS

##THIS IS THE CLOSING COMMENT

SEE PREVIOUS COMMENTS.

09/11/98

MASTER OWNER RELATIDNS SYSTEM 11

14.21.02

 6338AW GRP: XX08 CONCERN CONTACT VEH TYPE: CAR
 DETROIT 48 ZN/TR: A2 CONTACT NBR: 108189335 DPENED: 03/04/1997
 VIN: 1ZVPT21U4L5165850 ENGINE: U CLOSED: 03/24/1997

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: AUBURN HILLS STATE: MT ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 80000 WSD:
 DEALER NAME: JEROME-DUNCAN INC SALES CODE: 148048 P & A: 03025
 CAUSAL CODES: 1204 SYMPTOMS: 104100
 ORIGIN: GO TRANS. DST/RGN: 48 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 03/12/1997
 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:

1997/03/04

*** VEHICLE INVOLVED IN RECALL 98S48 & 98S99 ***
 *** MAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-WENT IN FOR A RECALL REPAIR ON THE SEAT BLET RECALL 98S48/98S99

PER CUSTOMER, DEALER SAYS:

-THEY ARE WAITING FOR THE PARTS TO COME IN.

CUSTOMER SEEKS:

-EXPLANATION FOR PARTS DELAY

CAC ADVISED:

RE: RECALLS 98S48 & 98S99

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR. BRIAN SEFICK (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

RE: EXPLANATION FOR RECALL PARTS DELAY

-EXPLAINED THE PROBLEMS WITH THE DELAYS WITH THE RESTRAINT TRACKS

-ASSURED THE CUSTOMER THAT EVERYTHING POSSIBLE WAS BEING DONE TO MEET THE PARTS DEMAND FOR THIS RECALL

1997/03/14

DLR CONTACTED CUST, EXPLAINED PARTS DELAY DUE TO DEMAND, DLR WILL CONTACT CUST AS SOON AS PARTS BECOME AVAIL.

1997/03/17

###THIS IS THE CLOSING COMMENT

DLR CONTACTED CUST, EXPLAINED DELAY DUE TO HEAVY DEMAND, ADVISED PARTS MGR TO CONTACT CUST AS SOON AS PARTS COME IN TO EXPEDITE REPAIR ON BELTS. END

###THIS IS THE CLOSING COMMENT

SEE PREVIOUS CONTACT

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
0329EC GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: B2 CONTACT NBR: 108171836 OPENED: 03/05/1997
VIN: 1ZVPT21U5L5 ENGINE: U CLOSED: 03/14/1997
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: VERO BEACH STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 47000 WSD:
DEALER NAME: VELDE FORD INC SALES CODE: 124404 P & A: 04950
CAUSAL CODES: 1012 1204 10RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 24 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/08/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: N (Y OR N)

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

COMMENTS:

1997/03/06
*** PARTS DELAY OVER 30 DAYS ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48, 96S99 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-IN OCTOBER CUSTOMER RECEIVED A RECALL LETTER FOR THE SEAT BELTS
-THE POWER FUNCTION OF HIS BELT IS NOT WORKING
-IT DOES NOT ALWAYS RETRACT
-THE DEALERSHIP HAS BEEN TELLING THE CUSTOMER DIFFERENT TIMES THAT THE PART
WOULD BE IN
-CUSTOMER HAS BEEN WAITING FOR SIX MONTHS FOR THE PARTS TO HAVE THIS RECALL
PERFORMED
*
PER CUSTOMER, DEALER SAYS:
-PARTS WILL NOT BE IN FOR ANOTHER SIX TO EIGHT WEEKS
*
CUSTOMER SEEKS:
-TO HAVE SEAT BELT REPAIRED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER AS WELL AS OUR
REGIONAL OFFICES
-REQUEST MR. STEVE CUMMINS(SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
1997/03/07
###THIS IS THE CLOSING COMMENT
VEHICLE WAS BROUGHT IN TO SERVICE ON 3/3/97 FOR 1ST VISIT FOR RECALL ORDERED
PARTS TRACK AND MOTOR ARE ON BACK ORDER FOR 6 TO 8 WEEKS FROM VENDOR WE CAN DO
NOTHING ABOUT THIS PLEASE CLOSE THANK YOU SHERRY LABELLARTE CUSTOMER RELATIONS
MGR

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 8934DM GRP: XX03 INFORMATION CONTACT VEH TYPE: CAR
 TWIN CITIES 58 ZN/TR: C1 CONTACT NBR: 108172140 OPENED: 03/05/1997
 VIN: 1ZVPT22L7L5 ENGINE: L CLOSED: 03/05/1997

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: 59000 WSD:
 DEALER NAME: WALSER MOTORS INC SALES CODE: 158007 P & A: 09250
 CAUSAL CODES: 1220 1204 3105 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:

1997/03/05
 *** VEHICLE INVOLVED IN RECALL 96S48 & 96S99 ***
 *** NAVIS: ORIGINAL ***
 CUSTOMER SAYS:
 -DEALERSHIP REPLACED ONLY PART OF THE RESTRAINT SYSTEM FOR THE RECALL
 -SEATBELT WAS WORKING PRIOR TO BRINGING IT INTO DEALER, AND NOW IT IS NOT WORKING AT ALL
 -CUSTOMER CONCERNED ABOUT WIFE DRIVING THE VEHICLE FOR THE NEXT 2 MONTHS
 *
 PER CUSTOMER, DEALER SAYS:
 -IT WILL TAKE 8 WEEKS FOR THE MOTOR TO COME IN - PER TECHNICIAN
 *
 CUSTOMER SEEKS:
 -TO HAVE SEATBELT WORKING THE WAY IT WAS
 -WANTS TO HAVE ENTIRE RECALL PERFORMED AT THE SAME TIME (PART TO COME IN ASAP)
 *
 CAC ADVISED:
 REGARDS TO OBC TO GREG AMLUXEN
 -RECALL SCENARIO IS A NIGHTMARE
 -CUSTOMER DIDN'T TELL US THAT THE SEAT BELT WAS INTERMITTANTLY WORKING UNTIL WE LOOKED AT VEHICLE
 -WE'RE WAITING FOR THE B'PILLAR SWITCH WITHC IS PART OF THE MOTOR KIT CALLED FOR IN RECALL
 -CAN WE GET JUST THE SWITCH SENT TO US? ANY HELP FROM YOUR DEPARTMENT WOULD BE GREATLY APPRECIATED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

838058	GRP: 15	CONCERN CONTACT	VEH TYPE: CAR
CINCINNATI	47	ZN/TR: D1	CONTACT NBR: 109468843
VIN: 1ZVPT20C7L5		ENGINE: C	OPENED: 02/16/1998
			CLOSED: 02/25/1998

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:				MI:	
ADDRESS:					
CITY:	LOUISVILLE	STATE:	KY	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	60000	WSD:			
DEALER NAME:	STAR FORDAT DXMOOR	SALES CODE:	147020	P & A:	05659
CAUSAL CODES:	1203 0405 0406	SYMPTOMS:	104100		
ORIGIN:	G0	TRANS. DST/RGN:	47	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	02/18/1998
ACK. CODE:		ASSIST CODE: R	AWARD AMT:		D SURVEY: Y (Y OR N)

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

COMMENTS:

1998/02/16

*** VEHICLE INVOLVED IN RECALL 96599 ***
*** VEHICLE INVOLVED IN RECALL 96548 ***
*** PARTS DELAY OVER 30 DAYS ***
*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

- MY SEAT BELTS DO NOT RETRACT
- I RECEIVED RECALL INFORMATION IN NOVEMBER AND WE TOOK IT TO THE DEALERSHIP, THEY SAID THEY COULD NOT DO ANYTHING AT THAT TIME BECAUSE THEY NEEDED A SPECIAL TOOL FROM FORD TO DO THE RECALL WORK
- I HAVE BEEN WAITING FOR A YEAR NOW FOR THIS SEATBELT RECALL
- WHEN EVER WE TRY TO CALL THE DEALERSHIP THEY TREAT US VERY RUDE

PER CUSTOMER, DEALER SAYS:
- WE ARE WAITING FOR PARTS

CUSTOMER SEEKS:

- WOULD LIKE THE RECALL REPAIR COMPLETED

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MS. MARY LOU LEIDGEN (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1998/02/18

###THIS IS THE CLOSING COMMENT

CALLED CUST TO SCHEDULE APPT FOR RECALL; CUST WILL TALK TO HUSBAND AND CALL BA CK WHEN CONVENIENT TO BRING IN

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

5963CG GRP: XX04 INFORMATION CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: A1 CONTACT NBR: 108177565 OPENED: 03/06/1997
VIN: 1ZVPT21U6L5 ENGINE: U CLOSED: 03/06/1997

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: LIVONIA STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: VILLAGE FORD INC SALES CODE: 148027 P & A: 02737
CAUSAL CODES: 1204 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RBN: 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:

1997/03/06

*** VEHICLE INVOLVED IN RECALL 98588 ***
*** VEHICLE INVOLVED IN RECALL 98548 ***
*** MILEAGE UNAVAILABLE ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- VEHICLE IS IN FOR RECALLS ON THE PASSIVE RESTRAINTS
- THIS IS RIDICULOUS THAT I AM HAVING TO WAIT 8 WEEKS TO GET THE PARTS
- TOLD THE DEALER BEFORE THE RECALL CAME OUT THAT I WAS HAVING A PROBLEM, THEY WOULD NOT REPAIR IT UNDER WARRANTY BECAUSE I WAS OVER 60,000 MILES

PER CUSTOMER, DEALER SAYS:

- PAT IN SERVICE- WE ARE WAITING FOR PARTS THEY ARE ALL ON BACK ORDER THE DEPOT DOES NOT HAVE ENOUGH.

CUSTOMER SEEKS:

- WANT THIS REPAIRED IMMEDIATELY

CAC ADVISED:

- DEALERSHIP IS THE BEST TECHNICAL RESOURCE
- MS KATHY WILKIE (CUST. REL MGR) IS IN THE BEST POSITION TO ASSIST YOU.
- IF PARTS ARE ON BACKORDER DELAY THE DEALER IS IN THE BEST POSITION TO PROVIDE INFORMATION ON THE ORDERS THEY HAVE IN AT THE ORDERING CENTERS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3791GM GRP: XX12 CONCERN CONTACT VEH TYPE: CAR
DETROIT 4B ZN/TR: B1 CONTACT NBR: 108178489 OPENED: 03/06/1997
VIN: 1ZVPT21UJL5 ENGINE: U CLOSED: 03/17/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WATERFORD STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] EXT: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 95000 WSD:
DEALER NAME: FLANNERY FORD INC SALES CODE: 148050 P & A: 02752
CAUSAL CODES: 1012 2801 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 4B TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/07/1997
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:

1997/03/06

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 93548 OR 93599***

CUSTOMER SAYS:

- THE PASSENGER SEATBELT IS NOT WORKING AT ALL
- THE CUSTOMER HAS A PASSENGER EVERTDAY AND THE SEATBELTS
- THE MOTOR CONTINUES TO RUN EVERY FEW MINUTES
- THE CUSTOMER HAS BEEN WAITING SINCE

PER CUSTOMER, DEALER SAYS: NEAL GREGORY (SERVICE)

- THERE IS A SUPPLIER PARTS BACK ORDERING
- GAVE CUSTOMER THE 800 NUMBER

CUSTOMER SEEKS:

- FOR RECALL TO BE COMPLETED

CAC ADVISED:

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

1997/03/10

###THIS IS THE CLOSING COMMENT

DEALER HAS TRACK FOR RT SIDE SEAT BELT BUT IS STILL WAIYING ON RT SIDE MOTOR,
AS SOON AS PARTS COMKE IN DEALER WILL COMPLETE REPAIRS.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

 6813BF GRP: KX15 CONCERN CONTACT VEH TYPE: CAR
 MEMPHIS 23 ZN/TR: B1 CONTACT MBR: 108179975 OPENED: 03/06/1997
 VIN: 1ZVPT20C1L5 ENGINE: C CLOSED: 03/17/1997

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: CLARKSVILLE STATE: TN ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 100000 WSD:
 DEALER NAME: JENKINS & WYNNE FORD SALES CODE: 123073 P & A: 05616
 CAUSAL CODES: 1203 SYMPTOMS: 104100
 ORIGIN: GD TRANS. DST/RGN: 23 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 03/07/1997
 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:

1997/03/06

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

CUSTOMER SAYS:

- WANTS RECALL INFORMATION
- DEALERSHIP WAS SUPPOSED TO ORDER THE PARTS ON 11/14/96
- DEALERSHIP DOES NOT HAVE THE PARTS IN STOCK
- NEVER WAS CONTACTED BY THE DEALERSHIP

*

PER CUSTOMER, DEALER SAYS:

- PER JOHN STEEL, HAS NOT RECORD OF CALLING IN 10/96

*

CUSTOMER SEEKS:

- WANTS THE PARTS TO BE DELIVERED

*

CAC ADVISED:

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

1997/03/10

##THIS IS THE CLOSING COMMENT

WE ADVISED CUSTOMER SOME OF PARTS ARE STILL ON NATIONAL BACKORDER. WE WILL BE HAPPY TO DO RECALL AS SOON AS PARTS BECOME AVAILABLE. PLEASE CLOSE CONTACT.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

0856AS	GRP: XX17	INFORMATION CONTACT	VEH TYPE: CAR
DETROIT	48	ZN/TR: E2	CONTACT NBR: 108183690
VIN: L		ENGINE:	OPENED: 03/07/1997
			CLOSED: 03/07/1997

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	NI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	TECUMSEH	STATE:	MI	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]		
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	1	WSD:			
DEALER NAME:	DAVE KNAPP FORD L-M	SALES CODE:	148556	P & A:	02732
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:		MICRD:	

COMMENTS:

1997/09/07

NO VIN AVAILABLE

CUSTOMER SAYS:

- SHE RECEIVED A RECALL LETTER FOR THE SEAT BELTS
- SHE TOOK THE VEHICLE IN TO THE DEALER AND THEY SAID THE PARTS ARE NOT IN
- THE PARTS HAVE NOT BEEN IN YET
- THE PARTS WERE ORDERED TWICE 12/17/96 AND 1/10/97

PER CUSTOMER, DEALER SAYS:

- THE PARTS ARE NOT AVAILABLE

CUSTOMER SEEKS:

- TO HAVE HER CAR FIXED
- TO TRANSFER HER VEHICLE TO ANOTHER DEALER SO THEY CAN REPAIR HE RECALL

CAC ADVISED:

- I DO NOT HAVE AVAILABILITY FOR HER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
B771EA GRP: XX02 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: 111 CONTACT NBR: 108191980 OPENED: 03/10/1997
VIN: 1ZVPT21U9L5 ENGINE: U CLOSED: 03/24/1997
=====

=====
LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: SHELBYVILLE STATE: [REDACTED] IP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 90000 WSO:
DEALER NAME: RIDINGS-XAMIS OF SH SALES CODE: 141472 P & A: 08132
CAUSAL CODES: 12Q4 12RA SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 41 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/17/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: D SURVEY: Y (Y OR N)

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

COMMENTS:

1997/03/10

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- I CAN NOT GET THE RECALL PERFORMED
- CURRENTLY THE DRIVERS SIDE SEAT BELT IS INOPERATIVE
- I HAVE BEEN TRYING TO HAVE THE RECALL PERFORMED FOR THE LAST 6-7 MONTHS
- WHY DOES FORD MOTOR COMPANY ISSUE A RECALL IF THEY ARE UNWILLING TO PERFORM IT?

PER CUSTOMER, DEALER SAYS:

- MR MIKE FOSTER, SERVICE MANAGER. WHY DONT YOU CONTACT THE CONGRESSMAN

CUSTOMER SEEKS:

- TO HAVE THE RECALL PERFORMED AS SOON AS POSSIBLE

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
- REQUEST MR MIKE FOSTER (SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/03/17

CSM IS CURRENTLY ATTEMPTING TO EXPEDITE PARTS TO THE DEALERSHIP SO RECALL WORK CAN BE COMPLETED. PER DEALERSHIP, CUSTOMER WAS NOT ADVISED TO CALL CONGRESSMAN FOR ASSISTANCE BUT TOLD THAT REPAIRS WOULD BE COMPLETED ONCE RECEIVED. CSM IS CLOSING CONTACT SINCE DEALERSHIP CAN NOT REPAIR WHILE PARTS ARE ON BACKORDER. CSM IS CONTACTING PARTS ANALYST TO HELP WITH THE ORDER.

*** CSM --- BETHSHEBA LOGSDON ***

###THIS IS THE CLOSING COMMENT

CSM CLOSING CONTACT.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
2506JA GRP: 06 INFORMATION CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: 03 CONTACT NBR: 108196618 OPENED: 03/11/1997
VIN: L ENGINE: CLOSED: 03/11/1997
=====

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: 115000 WSD:
DEALER NAME: TURNPIKE FORD INC SALES CODE: 152307 P & A: 06B73
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:

1997/03/11

NO VIN AVAILABLE

CUSTOMER SAYS:

- TOOK THE VEHICLE IN FOR THE RECALL TO BE PERFORMED TO THE SEATBELT

*

PER CUSTOMER, DEALER SAYS:

- THEY ORDERED THE PARTS 1-25-97, HAVE NOT RECEIVED THE PARTS DUE TO A BACKORDER

*

CUSTOMER SEEKS:

- RESOLUTION TO THE CONCERN

*

CAC ADVISED:

- PLEASE CONTACT THE CUST REL MGR KEVIN BENTON FOR FURTHER ASSISTANCE

- THE PARTS ARE ORDERED RIGHT THROUGH THE DELAERSHIP DIRECTLY

*** CONTACT NOT OPENED DUE TO LACK OF VIN, UNABLE DT VERIFY RECALL

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

OG04MR	GRP: XX16	CONCERN CONTACT	VEH TYPE: CAR
HOUSTON	57	ZN/TR: A1	CONTACT NBR: 108199267
VIN: 1ZVPT2103L5		ENGINE: U	OPENED: 03/12/1997
			CLOSED: 03/21/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:				M1:	
ADDRESS:					
CITY:	HOUSTON	STATE:	TX	ZIP:	
HOME PHONE:		BUS. PHONE:		EXT:	
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	112000	WSD:			
DEALER NAME:	RUSSELL & SMITH FORD	SALES CODE:	152026	P & A:	04572
CAUSAL CODES:	1209	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:	52	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	03/13/1997
ACK. CODE:		ASSIST CODE: W	AWARD AMT:		O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/03/12

*** VEHICLE INVOLVED IN RECALL 98548,98599 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- THE SAFETY RESTRAINTS ARE BROKE
- ARE THERE ANY RECALL

*
PER CUSTOMER, DEALER SAYS:

- NO CONTACT

*
CUSTOMER SEEKS:

- TO KNOW IF THERE ARE ANY RECALLS

*
CAC ADVISED:

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

1997/03/14

THIS IS THE CLOSING COMMENT

VEHICLE IS CURRENTLY IN OUR SERVICE DEPARTMENT FOR THE SEAT BELT RECALL. WE ARE AWAITING THE SEAT BELT TRACK. WHEN WE RECEIVE THE PARTS HIS VEHICLE WILL BE REPAIRED. DAVID FITZHUGH, CRM

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

QBO4MR	GRP: XX16	CONCERN CONTACT	VEH TYPE: CAR
HOUSTON	57	ZN/TR: A1	CONTACT NBR: 108199267
VIN:	1ZVPT21U3L5	ENGINE: U	OPENED: 03/12/1997
			CLOSED: 03/21/1997

=====

1997/08/04

CUSTOMER SAYS:

- THE PASSENGER SIDE SAFETY RESTRATNT RECALL STILL HAS NOT BEEN PERFORMED

*

PER CUSTOMER, DEALER SAYS:

- WAITING ON PART

*

CUSTOMER SEEKS:

- TO KNOW IF THERE IS A DELAY

*

GAC 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 II

14.21.02

=====

8985TN	GRP: XX17	CONCERN CONTACT	VEH TYPE: CAR
NEW YORK	13	ZN/TR: J1	CONTACT NBR: 10B200B71
VIN: 12VPT21U8L5		ENGINE: U	OPENED: 03/12/1997
			CLOSED: 03/24/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	SAN FRANCISCO	STATE:	CA	ZIP:
HOME PHONE:		BUS. PHONE:		
MODEL YEAR:	90	MODEL:	PROBE	
MILEAGE:	1	WSD:		
DEALER NAME:	BILL KOLBJR. FORD	SALES CODE:	113464	P & A: 20545
CAUSAL CODES:	1012 10RA	SYMPTOMS:	104100	
ORIGIN:	GO	TRANS. DST/RGN:	13	TRANS. DATE:
SERVICE/SALES:	1			CONTACT DATE: 03/17/1997
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:

1997/03/12

*** NAVIS: SUBSEQUENT ***
 *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***
 *** VEHICLE INVOLVED IN RECALL 96S48 ***

CUSTOMER SAYS:

- CALLING ABOUT A RECALL ON HIS VEHICLE
- TOOK IN ON 12/16/96 TO HAVE THE DEALERSHIP INSPECT THE VEHICLE
- HAS BEEN WAITING 3 MONTHS FOR THE PART

*
 PER CUSTOMER, DEALER SAYS:
 - THE PARTS ARE ON BACK ORDER

CUSTOMER SEEKS:

- TO KNOW WHEN THE PARTS ARE COMING IN

CAC ADVISED:

PER ANGELO (SERVICE DEPARTMENT):

- HAS THE RIGHT SIDE, WAITING FOR THE LEFT SIDE
- THE LEFT SIDE IS ON NATIONAL BACK ORDER
- DEALERSHIP IS THE BEST TECHNICAL RESDURCE
- MR. (SVC MGR) IS IN THE BEST POSITION TO ASSIST YOU,
- ***NON-VLC*** MADE AN OUTBOUND CALL TO THE DEALERSHIP FOR INFORMATION ON PARTS

1997/03/17

###THIS IS THE CLOSING COMMENT

CUSTOMER HAS BEEN WAITING FOR TWO SPECIAL ORDER FRONT SEAT BELTS FOR RECALL. LEFT SIDE SEAT BELT IS AT DEALER AND CUSTOMER HAS BEEN NOTIFIED THAT WE WILL INSTALL RIGHT AWAY. HOWEVER, RIGHT SIDE SEAT BELT IS D99 AND FORD DOES NOT EXPECT TO SHIP FOR AT LEAST 8 TO 10 WEEKS. WE HAVE CONTACTED ALBERT BURLEIGH FOR HELP IN PROCURING PART.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
329SEW GRP: XX10 CONCERN CONTACT VEH TYPE: CAR
DALLAS 52 ZN/YR: C1 CONTACT NBR: 108200459 OPENED: 03/13/1997
VIN: 1ZVPT20C3L5 ENGINE: C CLOSED: 03/31/1997
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: [REDACTED] STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 90000 WSD:
DEALER NAME: FIVE STARFORD SALES CODE: 152020 P & A: 02488
CAUSAL CODES: 3001 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/20/1997
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:

1997/03/13

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 88548 & 96599 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- THE SEAT BELT IS NOT WORKING
- THEY FEEL THAT THIS IS A SAFETY HAZZARD
- THERE IS A RECALL AND THE DEALER SAID THAT IT WILL TAKE 8 WEEKS FOR THE PART

*

PER CUSTOMER, DEALER SAYS:

- PARTS ARE ON ORDER, IT COULD BE 8 WEEKS

*

CUSTOMER SEEKS:

- TO HAVE THE SEAT BELTS REPAIRED ASAP

*

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST SUSAN FAHAN (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/03/24

###THIS IS THE CLOSING COMMENT

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
3870LE GRP: XX11 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: C1 CONTACT NBR: 108208653 OPENED: 03/13/1997
VIN: 1ZVPT20C4L5 ENGINE: C CLOSED: 03/21/1997
=====

LAST NAME: ██████████ STATUS: CLOSED
TITLE: ██████████ FIRST NAME: ██████████ MI: ██████████
ADDRESS: ██████████
CITY: EAST WINDSOR STATE: NJ ZIP: ██████████
HOME PHONE: ██████████ BUS. PHONE: 999-999-9999
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 100000 WSD:
DEALER NAME: POTTER & HILLMAN FC SALES CODE: 116445 P & A: 01274
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 16 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/13/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/03/13

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

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

- THE BELT BROKE IN JUNE OF 1996
- RECEIVED RECALL NOTICED ON SAFETY BELT
- THE DEALER SAID THAT THE PARTS ARE ON ORDER
- THEY HAVE NOT COME IN YET
- THE PASSENGER SIDE BELT IS WORKING

*

PER CUSTOMER, DEALER SAYS:

- WAITING FOR OTHER PARTS TO COME IN FOR THE DRIVERS SIDE PART

*

CUSTOMER SEEKS:

- WHEN WILL THE PART BE IN

*

CAC ADVISED:

- MADE DBC TO DEALER: THE TRACKS HAVE COME IN; CUSTOMER IS WELCOME TO COME AND HAVE THEM INSTALLED. ALTERNATE TRANSPORTATION WILL BE AVAILABLE IF NEEDED

1997/03/14

###THIS IS THE CLOSING COMMENT

SPOKE TO LYDIA AT CAC AND MADE APPT FOR MON 3/17--CALLED TO CONFIRM WITH CUSTOMER TODAY--WE DO HAVE DR SIDE TRACKS NOW IN STOCK--DLC SVD

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

38448M GRP: XK04 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 2N/TR: B1 CONTACT NBR: 108212822 OPENED: 03/14/1997
VIN: 12VPT22L8L5 ENGINE: L CLOSED: 04/14/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: FOREST STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 56400 WSD:
DEALER NAME: LYNCHBURGFORD INC SALES CODE: 1275D1 P & A: 06736
CAUSAL CODES: 10RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 27 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 04/03/1997
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:

1997/03/14

*** PARTS DELAY OVER 30 DAYS ***

*** NAVIS: ORIGINAL ***

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 AND 98S99 ***

CUSTOMER SAYS:

- THE DRIVER'S SIDE SEATBELT IS STARTING TO MALFUNCTION
- THE PASSENGER SIDE SEATBELT IS TOTALLY INOPERABLE
- RECEIVED LETTER FOR SEATBELT RECALL
- THE PART WAS ORDERED ON 1/14/97 AND STILL HAS NOT ARRIVED

PER CUSTOMER, DEALER SAYS:

- THE PART HAS NOT ARRIVED YET
- ONE PART IS CURRENTLY IN
- IT MAY TAKE AN ADDITIONAL 2-3 MONTHS

CUSTOMER SEEKS:

- PARTS DELAY INFORMATION
- VEHICLE REPAIRED

CAC ADVISED:

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

1997/04/07

###THIS IS THE CLOSING COMMENT

CUSTOMER WAS CALLED PARTS ARE NOW IN 4/3/97 CUSTOMER CAN NOT BE FOUND

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

4213LT GRP: XX03 INFORMATION CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZM/TR: E2 CONTACT NBR: 108218687 OPENED: 03/17/1997
VIN: 12VPT21U8L5 ENGINE: U CLOSED: 03/17/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: RIVERSIDE STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 92000 WSD:
DEALER NAME: FRITTS FORD SALES CODE: 171155 P & A: 05557
CAUSAL CODES: 1209 1012 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:

1997/03/17

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

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- DRIVER'S SIDE MOTORIZED SEAT BELT DOES NOT WORK
- RECEIVED RECALLS 96S48 & 96S99
- HAS BEEN TRYING TO GET THE RECALLS PERFORMED FOR FIVE OR SIX MONTHS

PER CUSTOMER, DEALER SAYS:

- WE DO NOT HAVE THE PARTS, WHY DON'T YOU TAKE YOUR VEHICLE TO ANOTHER DEALERSHIP

CUSTOMER SEEKS:

- WANTS RECALLS DONE

CAC ADVISED:

- SERVICE MANAGER IS IN BEST POSITION TO ASSIST YOU WITH THE STATUS OF THE PARTS FOR THE RECALL

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

4207CD GRP: 17 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 2N/TR: E1 CONTACT NBR: 10B22211 OPENED: 03/18/1997
VIN: 1ZVPT22L1L5 ENGINE: L CLOSED: 04/01/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED] T 1331
CITY: SILVER SPRING STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 55000 WSD:
DEALER NAME: CRYSTAL FORD LTD SALES CODE: 127002 P & A: 06677
CAUSAL CODES: 1203 1012 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 27 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/24/1997
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:

1997/03/18

*** NAVIS: SUBSEQUENT ***
*** PARTS DELAY OVER 30 DAYS ***
*** VEHICLE INVOLVED IN RECALL 98S4B ***
*** VEHICLE INVOLVED IN RECALL 98S99 ***

CUSTOMER SAYS:

- VEHICLE AT DEALERSHIP FOR RECALL REPAIR ON SEATBELTS
- VEHICLE HAS BEEN OUT OF SERVICE SINCE 02-13-97

*

PER CUSTOMER, DEALER SAYS:

- PARTS ARE ON ORDER
- ESTIMATED DELIVERY IS TWO WEEKS

*

CUSTOMER SEEKS:

- VEHICLE TO BE REPAIRED AS SOON AS POSSIBLE

*

CAC ADVISED:

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

1997/03/24

###THIS IS THE CLOSING COMMENT

PARTS ARE ON D99 FOR SEATBELT CONCERN, DLR DOESNT WANT TO RELEASE WITH
SAFETY ISSUE, HAS CONTACTED ZSM AND DOM TO HELP RESOLVE ISSUE, NO ANSWER ON
WHEN PARTS WILL BE AVAILBLE.

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

4207CD GRP: 17 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 2N/TR: EJ CONTACT NBR: 108222211 OPENED: 03/18/1997
VIN: 1ZVPT22L1L5 ENGINE: L CLOSED: 04/01/1997
=====

1997/03/25
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-CALLING BACK BECAUSE SHE HAS YET TO RECEIVE THE PART FOR HER VEHICLE
*
PER CUSTOMER, DEALER SAYS:SERVICE DEPARTMENT
-NATIONAL BACKORDER ON THE PARTS
*
CUSTOMER SEEKS:
-PARTS DELIVERED
*
CAC ADVISED:
- DEALERSHIP IS THE BEST TECHNICAL RESOURCE
- (SVC MGR) IS IN THE BEST POSITION TO ASSIST YOU.
- PART IS ON NATIONAL BACKORDER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

9650BP	GRP: XX13	CONCERN CONTACT	VEH TYPE: CAR
LOS ANGELES	71	2N/YR: E2	DPENED: 03/19/1997
VIN: 1ZVPT20C8L5		CONTACT NBR: 108230632	CLOSED: 03/26/1997
		ENGINE: C	

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				M:	
ADDRESS:					
CITY:	LAS VEGAS	STATE:	NV	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	13000	WSD:			
DEALER NAME:	FRIENDLY FORD	SALES CODE:	171170	P & A:	05534
CAUSAL CODES:	1203	SYMPTOMS:	104100		
ORIGIN:	GD	TRANS. DST/RGN:	71	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	03/19/1997
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:

1997/03/19

*** VEHICLE INVOLVED IN RECALL 96599 ***

*** VEHICLE INVOLVED IN RECALL 96548 ***

CUSTOMER SAYS:

- INVOLVED IN RECALLS

*

PER CUSTOMER, DEALER SAYS:

- ON NATIONAL BACKORDER

*

CUSTOMER SEEKS:

- RECALL PERFORMED

*

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. RAY RIBICKI (PARTS MANAGER) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS FUTURE UPDATES

###THIS IS THE CLOSING COMMENT

DEALER WILL ASST CUST HAS SOON HAS PARTS ARE AVAILABLE AT THIS TIME THE SEAT BELT RECALL IS ON NATIONAL BACK ORDER, THANK YOU

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 4370SA GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
 ATLANTA 21 ZN/TR: E3 CONTACT NBR: 108230876 DPENED: 03/19/1997
 VIN: 1ZVPT20C5L5 ENGINE: C CLOSED: 04/01/1997

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: DUDLEY STATE: NC ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 104000 WSD:
 DEALER NAME: SNIPES FORD SALES CODE: 121640 P & A: 06757
 CAUSAL CODES: 1207 1203 SYMPTONS: 104100
 ORIGIN: 00 TRANS. DST/RGN: 21 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 03/26/1997
 ACK. CODE: ASSIST CODE: W AWARD AMT: G SURVEY: Y (Y OR N)

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

COMMENTS:
1997/03/19

*** VEHICLE INVOLVED IN RECALLS 96S48 AND 98S99 ***
 CUSTOMER SAYS:
 -VEHICLE IS INVOLVED IN SAFETY BELT RECALL
 -CUSTOMER NEVER RECEIVED LETTER FOR SAFETY BELT RECALLS
 -DISCOVERED THAT VEHICLE WAS BEING RECALLED WHEN VEHICLE WAS BEING SERVICED AT THIS DEALERSHIP IN DECEMBER 1996 FOR ANOTHER CONCERN
 -DEALERSHIP ORDERED NECESSARY PARTS 12/23/97
 -PARTS ARRIVED EARLY THIS MONTH (MARCH 1997)
 -CUSTOMER CANNOT GET HOME FROM DEALERSHIP
 -DEALER OFFERED TO DRIVE CUSTOMER HOME, BUT CANNOT GUARANTEE TRANSPORTATION BACK TO DEALERSHIP
 -WILL NOT PROVIDE LOANER VEHICLE
 *
 PER CUSTOMER, DEALER SAYS:
 -(PER WOMAN IN SERVICE DEPARTMENT, NAME NOT KNOWN) WOULD HAVE PROVIDED LOANER VEHICLE IF CUSTOMER WOULD HAVE PURCHASED VEHICLE HERE
 -CAN DRIVE CUSTOMER HOME, BUT CANNOT GUARANTEE TRANSPORTATION BACK TO DEALER
 *
 CUSTOMER SEEKS:
 -LOANER VEHICLE
 -TO GET RECALL PERFORMED
 *
 CAC ADVISED:
 REGARDING LOANER VEHICLE:
 - NO ESP
 - NO TRANSPORTATION ASSISTANCE PROVIDED
 REGARDING RECALLS:
 -INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 -REQUEST MR. DENNY STANEK (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
4370SA GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: E3 CONTACT NBR: 108230876 OPENED: 03/19/1997
VIN: 1ZVPT20C5LS [REDACTED] ENGINE: C CLOSED: 04/01/1997
=====

1997/03/25

###THIS IS THE CLOSING COMMENT
CUSTOMER SCHEDULED APPT 03/27/97. TRANSPORTATION ARRANGEMENTS HAVE BEEN MADE

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
2350SK GRP: XX01 CONCERN CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: B1 CONTACT NBR: 108230984 OPENED: 03/19/1997
VIN: 12VPT20C7LE ENGINE: C CLOSED: 03/31/1997
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: SAN FRAN STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 83000 WSD:
DEALER NAME: S & C FORD SALES CODE: 172001 P & A: 07877
CAUSAL CODES: 1203 1012 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 72 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/19/1997
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:

1997/03/19

*** VEHICLE INVOLVED IN RECALL 96589 ***

*** VEHICLE INVOLVED IN RECALL 96548 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- SEATBELT BROKE
- TOOK TO NON-FORD STATION FOR TEMPORARY FIX
- FOUND OUT THAT VEHICLE IS NOW UNDER RECALL FOR SEATBELTS
- NOW I AM BEING TOLD THAT THE PARTS ARE NOT AVAILABLE

*

PER CUSTOMER, DEALER SAYS:

- SPOKE TO ANGELA / SERVICE AND JAFVIR / TECH:
- WE ORDERED PARTS
- WE WILL LOOK FOR ORDER ON THE PARTS

*

CUSTOMER SEEKS:

- TO HAVE VEHICLE REPAIRED
- KNOW WHERE PARTS ARE

*

CAC ADVISED:

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

1997/03/24

###THIS IS THE CLOSING COMMENT

CUST CONTACTED 3/19 - REPAIR ORDER GENERATED AND PARTS ORDERED FOR BOTH RECALL S. THESE PARTS ARE DELAYED BECAUSE OF NAT'L BACKORDER. CUSTOMER IS AWARE AND WILL BE CONTACTED ASAP WHEN PARTS ARE HERE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

9937CH GRP: XX14 CONCERN CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: A3 CONTACT NBR: 108231070 OPENED: 03/19/1997
VIN: 1ZVPT20C8L5 ENGINE: C CLOSED: 04/11/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: SALEM STATE: AL ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 189000 MSD:
DEALER NAME: MIKE PATTON FORD SALES CODE: 121546 P & A: 02749
CAUSAL CODES: 1207 1204 SYMPTOMS: 104100 104100
ORIGIN: GD TRANS. DST/RGN: 21 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 04/03/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: D SURVEY: Y (Y OR N)

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

COMMENTS:

1997/03/19

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

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

-SEAT BELT IS BROKEN
-BRAKES WERE ON ORDER AND CUSTOMER DIDN'T WANT TO HAVE REPAIR DONE

PER CUSTOMER, DEALER SAYS:

-PARTS WERE ON BACKORDER FOR THE SEATBELT
-FREIGHT CHARGES MUST BE INCURRED BY CUSTOMER FOR BRAKES

CUSTOMER SEEKS:

-SEAT BELTS REPAIRED
-FREIGHT CHARGES LIFTED

CAC ADVISED:

PER FREIGHT CHARGES

- DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED
- CONTACT STEVE RICHARDSON FOR FURTHER EXPLANATION.

PER SEAT BELTS

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUESTINFD BE SENT TO STEVE RICHARDSON (TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS

1997/04/01

STEVE,
PLEASE DOCUMENT THIS CONTACT AS APPROPRIATE AND CLOSE.
THANKS.
D.FOEDER
CSM

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

9937CH	GRP: XX14	CONCERN CONTACT	VEH TYPE: CAR
ATLANTA	21	ZN/TR: A3	CONTACT NBR: 108231070
VIN: 12VPT20C6L5		ENGINE: C	OPENED: 03/19/1997
			CLOSED: 04/11/1997

=====

1997/04/03

###THE FOLLOWING CAUSAL CODE(S) REMOVED FROM CONTACT - 0410
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S99 AND 96S48 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-VEHICLE IS AT DEALERSHIP FOR SEAT BELT REPAIRS

*

PER CUSTOMER, DEALER SAYS:

-NO LOANER VEHICLE AVAILABLE

*

CUSTOMER SEEKS:

-A LOANER VEHICLE

*

CAC ADVISED:

-NO ESP

-NO TRANSPORTATION ASSISTANCE PROVIDED

1997/04/04

SVC/WRITER JOHNNY JACOBS CONTACTED CUSTOMER 4-3-94 P.M. & INFORMED CUSTOMER THAT PARTS HAD ARRIVED TO PERFORM RECALLS. CUSTOMER DEMANDED ALTERNATE TRANSPORTATION. SVC/WRITER EXPLAINED THAT DLR, NOR FORD PROVIDES LOANER VEHICLES FOR THIS RECALL. CUSTOMER WOULD NOT ACCEPT THIS & WILL NOT MAKE APPOINTMENT FOR

###THIS IS THE CLOSING COMMENT

CUSTOMER WAS CONTACTED TO HAVE RECALL PERFORMED & WILL NOT SET AN APPOINTMENT. DEMANDS LOANER CAR. DLR. & FORD DO NOT PROVIDE TRANSPORTATION FOR THIS RECALL.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

73B1LW	GRP: XX07	INFORMATION CONTACT	VEH TYPE: CAR
DENVER	56	ZN/TR: B1	CONTACT NBR: 108231178
VIN:	12VPT21U2L5	ENGINE: U	OPENED: 03/19/1997
			CLOSED: 03/19/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	WEST VALLEY CITY	STATE:	UT	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	1	WSD:			
DEALER NAME:	KEN GARFFORD	SALES CODE:	156022	P & A:	08331
CAUSAL CODES:	1204 2801	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:

1997/03/19

*** VEHICLE INVOLVED IN RECALL 96S4B & 96S99 ***
*** MILEAGE UNAVAILABLE ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- I AM CALLING ON BEHALF OF MY HUSBAND
- MY VEHICLE IS INVOLVED IN THE SEAT BELT RECALL
- FOR THREE MONTHS, WE HAVE BEEN TRYING TO GET THE PARTS FOR THE SEAT BELT RECALL
- CAN YOU TELL ME WHAT IS TAKING SO LONG TO GET THIS PART

PER CUSTOMER, DEALER SAYS:

- CALL THE 1-800 NUMBER FOR A FASTER SERVICE
- NO NAME GIVEN

CUSTOMER SEEKS:

- PARTS FOR RECALL REPAIRS

CAC ADVISED:

- RAIL MOTOR PART IS STILL ON BACK ORDER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

9951KH	GRP: XX07	CONCERN CONTACT	VEH TYPE: CAR
CHICAGO	41	ZN/TR: F1	CONTACT NBR: 108234743
VIN: 12VPT20C7L		ENGINE: C	OPENED: 03/20/1997
			CLOSED: 03/31/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	HEARTLAND	STATE:	WI	ZIP:	
HOME PHONE:		BUS. PHONE:		EXT:	
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	100000	WSD:			
DEALER NAME:	SOERENS FORD INC	SALES CODE:	141314	P & A:	06361
CAUSAL CODES:	1203	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:	41	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	03/20/1997
ACK. CODE:		ASSIST CODE: W	AWARD AMT:		O SURVEY: N (Y OR N)

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

COMMENTS:

1997/03/20

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

CUSTOMER SAYS:

- SOMETIMES THE CUSTOMER HAS TO ADJUST THE SEATBELT. AT TIMES THERE ARE TOO TIGHT OR TOO LOOSE
- CONTACTED THE DEALER FOR THE RECALL AND WAS TOLD AFTER 3 HOURS THAT PARTS WERE NOT AVAILABLE AND
- CUSTOMER DID NOT WANT TO RENT A VEHICLE AND LEFT THE DEALER WITH HER VEHICLE

PER CUSTOMER, DEALER SAYS:NO NAME PROVIDED

- WILL HAVE TO ORDER A PART IT WILL TAKE A WEEK
- CUSTOMER MAY WANT TO RENT A VEHICLE FOR THAT TIME

CUSTOMER SEEKS:

- TO REGISTER A COMPLAINT

CAC ADVISED:

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

1997/03/24

***THIS IS THE CLOSING COMMENT

CUSTOMER WAS GIVEN A RENTAL CAR AT NO CHARGE BUT SHE DID'NT WANT TO PAY FOR BODY DAMAGE WAIVER.WE SAID SHE DID'NT HAVE TO TAKE OUT THE DAMAGE WAIVER IF SHE DID'NT WANT TO.CUSTOMER FELT SHE SHOULD NOT BE RESPONCIABLE FOR RENTAL VEHICLE AT ALL.

THANK YOU

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

551BDA GRP: XX01 CONCERN CONTACT VEH TYPE: CAR
 DETROIT 48 2N/TR: A2 CONTACT NBR: 108237599 OPENED: 03/21/1997
 VIN: 1ZVPT21U3L5 ENGINE: U CLOSED: 03/28/1997
 =====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: MI ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 1 WSD:
 DEALER NAME: STARK HICKEY WEST, SALES CODE: 148036 P & A: 02653
 CAUSAL CODES: 1203 SYMPTOMS: 104100
 ORIGIN: GO TRANS. DST/RGN: 48 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 03/21/1997
 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:

1997/03/21
 *** VEHICLE INVOLVED IN RECALL 9654B ***
 *** NAVIS: SUBSEQUENT ***
 CUSTOMER SAYS:
 -PARTS FOR THE SAFETY BELTS ARE THEY STILL BACKORDERED
 +
 PER CUSTOMER, DEALER SAYS:
 -DO NOT HAVE THE PARTS YET
 +
 CUSTOMER SEEKS:
 -RESOLUTION TO CONCERN
 *
 CAC ADVISED:
 -INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 -REQUEST MR. JIM KEMPER (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS
 DAYS
 ###THIS IS THE CLOSING COMMENT
 SCHEDULED APPT FOR 3/24 SEAT BELT PARTS ARE IN CUSTOMER ADVISED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

6343MJ GRP: XX04 INFORMATION CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: E2 CONTACT NBR: 109239623 OPENED: 03/21/1997
VIN: 12VPT21U1L5 ENGINE: U CLOSED: 03/21/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: SS
CITY: BENSINGTON STATE: NY ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 65000 WSD:
DEALER NAME: FORD COUNTRY SALES CODE: 171168 P & A: 01440
CAUSAL CODES: 1204 SYMPTONS: 104100
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: A5515T CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/03/21

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

CUSTOMER SAYS:

- CONTACTED THE DEALER 9 WEEKS AGO TO HAVE THE RECALL PREFORMED
- THE PARTS WERE NOT AVAILABLE
- THEY ARE ONLY ABLE TO REPAIR THE DRIVER SIDE, THE PASSENGER SIDE IS ON BACKORDER

PER CUSTOMER, DEALER SAYS:MR MAHONE, IN SERVICE

- HE WILL REPAIR (DRIVER'S) SEATBELT
- THE PASSENGER SIDE SEAT BELT IS ON BACKORDER

CUSTOMER SEEKS:

- TO HAVE THE VEHICLE REPAIRED

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND WILL FORWARD TO DEALER
- FORD IS UNABLE TO EXPEDITE THE PART, ADVISE TO STAY IN CONTACT WITH THE DEALER FOR PARTS AVAILABILITY

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

887788 GRP: XK03 INFORMATION CONTACT VEH TYPE: CAR
 CINCINNATI 47 ZN/TR: 01 CONTACT NBR: 108240661 OPENED: 03/21/1997
 VIN: L ENGINE: CLOSED: 03/21/1997

=====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: LOUISVILLE STATE: [REDACTED] ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 140000 WSD:
 DEALER NAME: STAR FORDAT OXMOOR SALES CODE: 147020 P & A: 05659
 CAUSAL CODES: 1203 1204 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:

1997/03/21

NO VIN AVAILABLE

CUSTOMER SAYS:

- CALLING IN ABOUT THE RECALL ON THE SEATBELTS ON HIS PROBE
- CURRENTLY THE DRIVER SIDE SEATBELT IS NOT WORKING
- CUSTOMER HAS BEEN SINCE ABOUT JANUARY FOR THE PART OF THE RECALL

PER CUSTOMER, DEALER SAYS:

- INFORMED THE CUSTOMER THEY ARE STILL WAITING ON THE PART FOR THE RECALL TO COME IN

CUSTOMER SEEKS:

- TO FIND OUT WHY IT IS TAKING SO LONG FOR THE PART TO COME IN AND TO HAVE THE

CAC ADVISED:

- CANNOT PULL UP ANY RECALL INFORMATION WITHOUT VIN
- CALL BACK WITH VIN

***NEXT CSR PLEASE GET VIN AND HANDLE ACCORDINGLY

1997/03/24

THIS CONTACT HAS BEEN UPGRADED. THE NEW CONTACT IS 108242821

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3083PD GRP: 14 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: 01 CONTACT NBR: 108242821 OPENED: 03/24/1997
VIN: 1ZVPT20C4L5 ENGINE: C CLOSED: 04/03/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] PL [REDACTED]
CITY: LOUISVILLE STATE: KY ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 140000 WSD:
DEALER NAME: STAR FORDAT OXMOOR SALES CODE: 147020 P & A: 05659
CAUSAL CODES: 1203 1204 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 47 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/27/1997
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:

1997/03/21

NO VIN AVAILABLE

CUSTOMER SAYS:

- CALLING IN ABOUT THE RECALL ON THE SEATBELTS ON HIS PROBE
- CURRENTLY THE DRIVER SIDE SEATBELT IS NOT WORKING
- CUSTOMER HAS BEEN SINCE ABOUT JANUARY FOR THE PART OF THE RECALL

PER CUSTOMER, DEALER SAYS:

- INFORMED THE CUSTOMER THEY ARE STILL WAITING ON THE PART FOR THE RECALL TO COME IN

CUSTOMER SEEKS:

- TO FIND OUT WHY IT IS TAKING SO LONG FOR THE PART TO COME IN AND TO HAVE THE

CAC ADVISED:

- CANNOT PULL UP ANY RECALL INFORMATION WITHOUT VIN
- CALL BACK WITH VIN
- +-NEXT CSR PLEASE GET VIN AND HANDLE ACCORDINGLY

1997/03/24

THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 108240661

*** VEHICLE INVOLVED IN RECALL 96548 ***

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

- INVOLVED IN RECALL AND SEAT BELT IS DEFECTIVE
- IT HAS BEEN 6 MONTHS
- THE PART IS STILL NOT IN

PER CUSTOMER, DEALER SAYS:

- PART WILL BE IN SOON

CUSTOMER SEEKS:

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

3083PD	GRP: 14	CONCERN CONTACT	VEH TYPE: CAR
CINCINNATI	47	ZN/TR: D1	CONTACT NBR: 108242B21
VIN: 1ZVPT20C4L5		ENGINE: C	OPENED: 03/24/1997
			CLOSED: 04/03/1997

=====

1997/03/24

- REPAIRS TO RECALL

*

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MS. MARY LOU LEIDGEN (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/03/27

***THIS IS THE CLOSING COMMENT

CUST WILL COME IN WEEK OF 3/31 TO HAVE PART INSTALLED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3886JS GRP: XXOC CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: G1 CONTACT NBR: 108241099 OPENED: 03/21/1997
VIN: 1ZVPT20C6L5 ENGINE: C CLOSED: 04/16/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: KINGSVILLE STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 139000 WSD:
DEALER NAME: PLAZA FORD INC SALES CODE: 127419 P & A: 00017
CAUSAL CODES: 1204 1215 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 27 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:

1997/03/21

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

CUSTOMER SAYS:

- SEAT BELTS ARE NOT WORKING
- HE TOOK VEHICLE IN ONCE UNDER RECALL AND THE RESTRAINT SYSTEM WAS NOT WORKING
- NO WORK WAS DONE - THEY HAD TO ORDER PARTS
- NOW HE IS TOLD HE HAS TO BRING IT BACK IN FOR INSPECTION AND THEY WILL HAVE TO RE-ORDER PARTS AGAIN

PER CUSTOMER, DEALER SAYS:

- NORMAN BURTON (SERVICE)- CUSTOMER HAS TO BRING THE VEHICLE BACK IN FOR A RE-INSPECTION - IT IS FORD'S POLICY

CUSTOMER SEEKS:

- FINAL RESOLUTION TO CONCERN - VEHICLE REPAIRED PROPERLY UNDER RECALL

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. CHARLIE PETERSON (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- ACCORDING TO CUSTOMER RECALL LETTER IT STATES CUSTOMER'S RESTRAINT SYSTEM OPERATION SHOULD HAVE BEEN RESTORED INITIALLY AND THEN RETURN TO HAVE RESTRAINT RAIL INSTALLED WHEN THE PARTS WERE AVAILABLE
- CUSTOMER'S SYSTEM HAS BEEN INOPERABLE SINCE VISIT TO DEALER IN OCTOBER
- PLEASE ADDRESS THIS SITUATION - THANK YOU

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====
3886JS GRP: XXOC CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: G1 CONTACT NBR: 108241099 OPENED: 03/21/1997
VIN: 1ZVPT20C6L5 ENGINE: C CLOSED: 04/16/1997
=====

1997/03/27
*** NO ACTION BY DEALER IN OVER 10 DAYS ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- HAS NOT BEEN CONTACTED BY A DEALER SINCE OCTOBER
- SPOKE WITH LAST CSR AND WAS TOLD SOMEONE WILL BE IN CONTACT WITH HIM IN 2 DAYS

*
PER CUSTOMER, DEALER SAYS:
- NOT CONTACTED
*

CUSTOMER SEEKS:
- THE RECALLS PERFORMED ON HIS VEHICLE
*

OUTBOUND CALL TO THE DEALER
MR. THOMAS WALLS, CRM
- NOT AWARE OF THIS CONCERN
- SERVICE MANAGER HAS BEEN OUT FOR A LONG TIME
- WILL CONTACT THE CUSTOMER THIS AFTERNOON, MAY HAVE JIM SWAIN, SERVICE CONTACT HIM

*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. THOMAS WALLS (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/04/09
###THIS IS THE CLOSING COMMENT
REPAIRS COMPLETED ON 04/04/1997 RO#20227 MILEAGE 147,920 BOTH SEAT MOTORS AND TRACKS REPLACED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

205B0G GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: R2 CONTACT NBR: 108250808 OPENED: 03/25/1997
VIN: 1ZVPT20C2L5 ENGINE: C CLDSED: 04/07/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 140000 WSD:
DEALER NAME: LANCE CUNNINGHAM FD SALES CODE: 121218 P & A: 05613
CAUSAL CODES: 1203 1204 SYMPTOMS: 104100
ORIGIN: G0 TRANS. DST/RGN: 21 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/28/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/03/25
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 AND 96S99 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-HAS HAD DIFFICULTY GETTING SEAT BELT RECALLS COMPLETED
-SPENT 4 HOURS AT THE DEALER TODAY AND CONCERN WAS NOT RESOLVED
-HAVE A STATE LAW, WILL GET A TICKET IF HE GETS CAUGHT WITHOUT HIS SEAT BELT
-NOT TRYING TO GET ANYONE IN TROUBLE
*
PER CUSTOMER, DEALER SAYS:
(PER SRVC, 4 WEEKS AGO)
-DRIVER'S SIDE NEEDS TO BE REPLACED, PASSENGER SIDE DOES NOT
-WE'LL HAVE TO BACKORDER THE POINT
{PER SRVC, 3/25}
-WE REPLACED THE PASSENGER SIDE, BUT NOT THE DRIVER'S SIDE
-PARTS ARE ON BACKORDER
-WE DISCONNECTED THE DRIVER'S SIDE BELT TRACK AND YOU'LL HAVE TO DRIVE IT LIKE
THAT UNTIL THE PARTS COME IN
*
CUSTOMER SEEKS:
-REPAIR OF VEHICLE/RESOLUTION OF CONCERN
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MS.SALLY CUNNINGHAM (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
1997/03/31
###THIS IS THE CLOSING COMMENT
ARIVE
BRANDON EASTERDAY/ J H MILLER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

2058DG	GRP: XX04	CONCERN CONTACT	VEH TYPE: CAR
ATLANTA	21	ZN/TR: B3	CONTACT NBR: 108250808
VIN:	1ZVPT20C2L5	ENGINE: C	DPENED: 03/25/1997
			CLOSED: 04/07/1997

=====

1997/04/22

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- PARTS ARE NOT AVAILABLE FOR THE RECALL ON THE SEATBELTS
- THE DEALER HAS DISCONNECTED MY SEATBELTS AND MY SIGNAL LIGHTS, THIS IS DANGEROUS TO BE DRIVING WITH THE CAR LIKE THIS

PER CUSTOMER, DEALER SAYS:

- ACCORDING TO MESSAGE IN PREVIOUS CONTACT, PARTS ARE ON BACKORDER

CUSTOMER SEEKS:

- RECALL COMPLETED

CAC ADVISED:

- DEALER IS YOUR BEST RESOURCE

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
0328TT GRP: XX08 CONCERN CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: 02 CONTACT NBR: 108250514 OPENED: 03/25/1997
VIN: 1ZVPT20C9L5 ENGINE: C CLOSED: 04/01/1997
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 95000 WSD:
DEALER NAME: LARRY GEWEKE FORD SALES CODE: 172408 P & A: 07704
CAUSAL CODES: 1203 10RA SYMPTOMS: 104100 104200
ORIGIN: GD TRANS. DST/RGN: 72 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/27/1997
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:

1997/03/25

*** PARTS DELAY OVER 30 DAYS ***
*** VEHICLE INVOLVED IN RECALL 96548 ***
*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

-THERE IS A CONCERN WITH THE DRIVER'S SIDE SEAT BELT
-1-31-97 DEALERSHIP ORDERED THE PART
-CUSTOMER WOULD LIKE THE RECALL COMPLETED

PER CUSTOMER, DEALER SAYS:

-NO CONTACT

CUSTOMER SEEKS:

-VEHICLE REPAIRED

CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 OJ17JL GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
 SEATTLE 74 ZN/TR: B1 CONTACT NBR: 108256084 OPENED: 03/26/1997
 VIN: 1ZVPT20C5L ENGINE: C CLOSED: 04/28/1997

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: SPANAWAY STATE: WA ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 65000 WSD:
 DEALER NAME: RIVERSIDEFORD SALES CODE: 174207 P & A: 01718
 CAUSAL CODES: 1203 1012 1001 SYMPTOMS: 104100
 ORIGIN: GD TRANS. DST/RGN: 74 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 04/18/1997
 ACK. CODE: ASSIST CODE: G AWARD AMT: 100 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/03/26
 *** VEHICLE INVOLVED IN RECALL 96S48 AND 96S99 ***
 *** NAVIS: ORIGINAL ***
 CUSTOMER SAYS:
 - THE SEAT BELT MOTOR BURNT UP AND WILL NOT OPERATE ON THE DRIVERS SIDE AND
 THE PASSENGER'S SIDE SEAT BELT OPERATES INTERMITTENTLY
 - SHE HAS BEEN TRYING TO HAVE THIS RECALL COMPLETED FOR 5 MONTHS (SINCE EARLY
 NOVEMBER 1998)
 *
 PER CUSTOMER, DEALER SAYS:
 - PER ED BENNETT, PARTS MANAGER, THE PARTS HAVEN'T COME IN TO TO DO THE RECALL
 WORK ON HER SEAT BELTS (3/24)
 - PER ED BENNETT, HE CAN FIX ONE PART FOR THE RECALL BUT HE HASN'T RECEIVED
 THE MOTORS (3/24)
 *
 CUSTOMER SEEKS:
 - TO HAVE THE SEAT BELT RECALL COMPLETED
 *
 CAC ADVISED:
 - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 - REQUEST MR. KIRK SALISBURY, CUSTOMER RELATIONS MANAGER, TO CONTACT THE
 CUSTOMER WITHIN 2 BUSINESS DAYS
 - DEALERSHIP IS THE BEST TECHNICAL RESOURCE
 - MR. ED BENNETT, PARTS MANAGER, IS IN THE BEST POSITION TO ASSIST YOU.
 1997/04/21
 ##THIS IS THE CLOSING COMMENT
 WE INSTALLED NEW SEAT BELTS IN MR CARMAN ON 4/18/97. THIS WAS DONE AT N/C
 FOR MR CARMAN.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

43705A GRP: KX17 CONCERN CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: A2 CONTACT NBR: 108256439 OPENED: 03/26/1997
VIN: 1ZVPT20C5L5 ENGINE: C CLOSED: 06/09/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: GAINESVILLE STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 85000 WSD:
DEALER NAME: GLENN POLK FORD-MER SALES CODE: 152510 P & A: 00779
CAUSAL CODES: 1203 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 06/02/1997
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:

1997/03/28

*** VEHICLE INVOLVED IN RECALL 96S49/96S99 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- GOT RECALL NOTICE FOR SEAT BELTS IN DECEMBER 1996
- DEALER ORDERED PARTS FOR RECALL 12/15/97
- PART DID NOT ARRIVE UNTIL A WEEK AGO MONDAY (3/17/97)
- DEALER IS STILL WAITING FOR THE OTHER NECESSARY PART TO ARRIVE
- DRIVER'S SIDE SEAT BELT STILL DOES NOT WORK

PER CUSTOMER, DEALER SAYS:

- (PER NELSON AND TONY SMITH IN SERVICE DEPARTMENT) STILL WAITING ON PART WAS SUPPOSED TO HAVE ARRIVED ON 3/18/97 OR 3/19/97

CUSTOMER SEEKS:

- TO GET RECALL PERFORMED

CAC ADVISED:

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

1997/08/02

##THIS IS THE CLOSING COMMENT

- PARTS WERE 099
- PARTS IN AND VEHICLE HAS BEEN FIXED.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
4207CD GRP: 17 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: N3 CONTACT MBR: 108258468 OPENED: 03/26/1997
VIN: 12VPT22L3L5 ENGINE: L CLOSED: 05/09/1997
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: KIRKSVILLE STATE: MO ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 86000 WSD:
DEALER NAME: LOVEGREENFORD-MERCU SALES CODE: 153376 P & A: 08125
CAUSAL CODES: 1012 1203 SYMPTOMS: 104100 102252 201230
ORIGIN: GO TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 04/15/1997
ACK. CODE: ASSIST CODE: D AWARD AMT: O SURVEY: N (Y OR N)

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

COMMENTS:

1997/03/26

*** VEHICLE INVOLVED IN RECALL 96599 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- RECEIVED RECALL NOTICES FOR SEATBELTS
- DRIVER'S SIDE SEATBELT HAS BEEN REPLACED
- PASSENGER SIDE SEATBELT IS AWAITING A PART ON BACKORDER
- POWER WINDOWS WERE REPAIRED BECAUSE THEY WOULD NOT GO DOWN OR UP (1993)
- POWER WINDOWS HAVE FAILED AGAIN AFTER FIRST REPAIR
- TAIL LIGHT HAS CONDENSATION INSIDE THE LENS

PER CUSTOMER, DEALER SAYS:

- SEATBELT PART IS ON BACKORDER

CUSTOMER SEEKS:

- EXPLANATION OF PART DELAY

CAC ADVISED:

REGARDING PART DELAY

- CONTACT SERVICING DEALERSHIP FOR THE MOST CURRENT INFORMATION REGARDING PART DELAY

REGARDING WINDOW CONCERN

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO DEALERSHIP
- MOTORCRAFT PARTS HAVE A 12/12000 WARRANTY

1997/05/02

##THIS IS THE CLOSING COMMENT

CUSTOMER LOOKING FOR AWA NOT ELGIBLE DENIED BY ZONE REP OUT OF WARRANTY

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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-----
3791GM   GRP: XX12   INFORMATION CONTACT   VEH TYPE: CAR
CHICAGO  41   ZN/TR: 01   CONTACT NBR: 108263735   OPENED: 03/27/1997
VIN:     1ZVPT21U4L5   ENGINE: U   CLOSED: 03/27/1997
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LAST NAME: [REDACTED]   STATUS: CLOSED
TITLE: [REDACTED]   FIRST NAME: [REDACTED]   MI:
ADDRESS: [REDACTED]
CITY:     SUGAR GROVE   STATE:  IL   ZIP: [REDACTED]
HOME PHONE: [REDACTED]   BUS. PHONE: [REDACTED]
MODEL YEAR: 90   MODEL: PROBE
MILEAGE: 84000   WSD:
DEALER NAME: FOX VALLEY FORD INC   SALES CODE: 141301   P & A: 01545
CAUSAL CODES: 1012   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)

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

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COMMENTS:
1997/03/27

- *** NAVIS: SUBSEQUENT ***
- CUSTOMER SAYS:
 - THE CUSTOMER RECEIVED A RECALL NOTICE IN DECEMBER ABOUT SEATBELT RECALL
 - THE VEHICLE WENT INTO THE DEALERSHIP FOR INSPECTION: 2/97
 - GOT A LOANER VEHICLE, BUT WAS TOLD THAT SINCE THEY DID NOT HAVE THE PARTS THEY SHOULD PICK UP THE PROBE AND RETURN LOANER VEHICLE
 - THE CUSTOMER DID KEEP THE LOANER VEHICLE
 - WHEN THE PARTS FINALLY CAME IN, THEY WERE THE WRONG PARTS
 - THE PARTS ARE BACK ORDERED 700
 - FEELS THAT THE THEY SHOULD KEEP THE LOANER VEHICLE
- PER CUSTOMER, DEALER SAYS: RICK ANDERSON (SERVICE MANAGER)
 - THEY NEED THE LOANER VEHICLE BACK AND COME AND PICK UP THE VEHICLE
 - THE INCORRECT PART CAME IN AND THEY NEED A LOANER VEHICLE
- CUSTOMER SEEKS:
 - SEATBELT PARTS INFORMATION
 - WANTS TO KEEP THE LOANER VEHICLE UNTIL THE PART IS AVAILABLE
 - TO SPEAK WITH THE REGIONAL REPRESENTATIVE
- CAC ADVISED:
 - MR. RICK ANDERSON (SERV. MGR.) IS IN THE BEST POSITION TO ASSIST YOU.
 - SVC MGR MAY CONSULT FORD CSM IF REQUIRED.
 - NO ESP
 - NO TRANSPORTATION ASSISTANCE PROVIDED
 - DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED
 - CONTACT RICK ANDERSON CUST. REL. MGR. FOR FURTHER EXPLANATION.

CQIS Report Number: VBMCE022 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 02/13/1997

Paint : MAZDA RED EXT PAINT FAMILY ----- VERMILLON SOLID

----- A F T E R M A R K E T M O D I F I C A T I O N S -----
 NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
 Orig/Caller : PETE DEJA Title: TECHNICIAN

Rpair Dlr: 01545 - FOX VALLEY FORD INC Ph#:(630) 907-3100
 City: North Aurora State : Illinois
 Country: UNITED STATES Region : Chicago - 41

Specialist's
 Name : ERIK KUNZE

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp	Cat	Causal	Part Description	Dealer Id
03/27/1997	VCLGC773	CACVQC	BODY				01545

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY ---
 SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rpr Nbr	Causl Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
01545	02/12/1997		84602						

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
7198WC GRP: XX10 CONCERN CONTACT VEH TYPE: CAR
DENVER 56 ZN/TR: B2 CONTACT NBR: 108268078 OPENED: 04/01/1997
VIN: 1ZVPT20C0L5 ENGINE: C CLOSED: 04/15/1997
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: LAYTON STATE: UT ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 65000 WSD:
DEALER NAME: WESTLAND FORD SALES CODE: 156555 P & A: 08430
CAUSAL CODES: 1012 2801 3103 SYMPTOMS: 104100 203400
ORIGIN: GO TRANS. DST/RGN: 56 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 04/01/1997
ACK. CODE: ASSIST CODE: W AWARD ANT: 0 SURVEY: Y (Y OR N)
=====

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

COMMENTS:

1997/04/01
*** VEHICLE INVOLVED IN RECALL 96599: SEATBELT ***
*** VEHICLE INVOLVED IN RECALL 96548: SEATBELT ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
MOTHER CALLS
- OBTAINED BODY FROM DEALER
- THEY PURCHASED THE VEHICLE USED FROM A PRIVATE OWNER
- MILEAGE IS ESTIMATED
- RECEIVED RECALL NOTIFICATION LETTER FROM ORIGINAL OWNER OF THE VEHICLE
LAST FALL (1996)
- THEY TOOK THE VEHICLE IN TO WESTLAND FORD AROUND 12/10/97 TO HAVE RECALL
PERFORMED
- PARTS WERE NOT AVAILABLE
- SHE THINKS THAT THIS IS CAUSING HER SONS BATTERY TO RUN DOWN
- SHE HAS HAD TO BUY HER SON A NEW BATTERY
*
PER CUSTOMER, DEALER SAYS:
PER DAVE IN PARTS (DOES NOT KNOW LAST NAME) AND DAVE (DOES NOT KNOW LAST
NAME) IN SERVICE
- WE DO NOT KNOW WHEN THE PARTS WILL BE IN
*
CUSTOMER SEEKS:

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
7196WC GRP: XX10 CONCERN CONTACT VEH TYPE: CAR
DENVER 56 ZN/TR: B2 CONTACT NBR: 10B26807B OPENED: 04/01/1997
VIN: 1ZVPT20C0L5 [REDACTED] ENGINE: C CLOSED: 04/16/1997
=====

1997/04/01

- TO KNOW WHEN SEAT BELT PARTS WILL BE IN

CAC ADVISED:

REGARDING CONCERN

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST DENNIS JENKINS (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS

REGARDING DELAY

OBC TO DEALER

- SPOKE DAVE STEAD IN PARTS
- THE RIGHT HAND SIDE SEATBELT HAS BEEN ORDERED FOR QUITE SOME TIME
- THE PART IS ON BACKORDER

1997/04/08

###THIS IS THE CLOSING COMMENT

CST COMPLAINT POSSIBLE RECALLS NOT PERFORMED WERE CAUSING THE BATTERY TO GO DE
AD. DLR PERFORMED RECALL 96599 ON 1/30/97 AND 96548 ON 4/2/97. NEITHER RECALL
CAUSED A DRAIN ON THE ELECTRICAL SYSTEM CST DENIED ANY DIAGNOSIS TO DETERMINE
CAUSE OF DRAIN TO THE BATTERY.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

OB14CV GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: 83 CONTACT NBR: 108269238 OPENED: 04/01/1997
VIN: 12VPT21U8L5 ENGINE: U CLOSED: 04/10/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED] T 3J
CITY: CHICAGO STATE: IL ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] EXT: BEEP
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 66000 WSD:
DEALER NAME: FORD GROVES SALES CODE: 123215 P & A: 08029
CAUSAL CODES: 1203 1012 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 23 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 04/04/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: D SURVEY: Y (Y OR N)

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

COMMENTS:

1997/04/01

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- SEATBELTS IN VEHICLE ARE NOT WORKING
- HAD RECEIVED A RECALL LETTER IN NOVEMBER
- WHY DON'T THEY HAVE PARTS AVAILABLE?

PER CUSTOMER, DEALER SAYS:

- KIM-SERVICE MANAGER SAID THE RESTRAINT SYSTEM IS ON BACKORDER-WILL TAKE 8 WEEKS

CUSTOMER SEEKS:

- VEHICLE REPAIRED
- WANT FORD ADDRESS

CAC ADVISED:

- PROVIDED FORD ADDRESS
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. MR STAN IRWIN (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/04/11

##THIS IS THE CLOSING COMMENT
CUSTOMER BROUGHT CAR IN AND WE MADE THE REPAIRS