

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

464BBC GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: A1 CONTACT NBR: 108277960 OPENED: 04/03/1997
VIN: 1ZVPT21U9L5155279 ENGINE: U CLOSED: 04/17/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CANTON STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 86279 WSD:
DEALER NAME: JACK DENNER FORD IN SALES CODE: 148016 P & A: 02771
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 04/10/1997
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:

1997/04/03

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

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- SHE GOT A LETTER FOR A SEAT BELT RECALL, BUT SHE LOST IT
- SHE IS HAVING A BIT OF TROUBLE GETTING THE WORK
- THE DEALERSHIP REMOVED THE SHOULDER HARNESS ON THE VEHICLE
- THE VEHICLE IS NOT SAFE

PER CUSTOMER, DEALER SAYS:

- 2/26/97 PER DENNIS RITTER, SERVICE ADVISOR, THEY ARE STILL WAITING FOR THE PART FOR THE REPAIR

CUSTOMER SEEKS:

- REPAIR OF THE VEHICLE

CAC ADVISED:

- VEHICLE IS INVOLVED IN RECALL 96S48 AND 96S99
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. PHIL SMITH CUST REL MGR TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

1997/04/07

PARTS ARE CURRENTLY ON ORDER CUST TO CONTACT ON 4/9 TO SEE IF PARTS ARE IN.

1997/04/10

###THIS IS THE CLOSING COMMENT

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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1805CR	GRP: 06	INFORMATION CONTACT	VEH TYPE: CAR
DENVER	56	ZN/TR: B1	CONTACT NBR: 108282007
VIN:	L	ENGINE:	OPENED: 04/03/1997
			CLOSED: 04/03/1997

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	WEST VALLEY CITY	STATE:	UT	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]		
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	1	WSD:			
DEALER NAME:	WARNER SUPER FORD S	SALES CODE:	156020	P & A:	08324
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)

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

COMMENTS:

1997/04/03

*** MILEAGE UNAVAILABLE ***

NO VIN AVAILABLE

CUSTOMER SAYS:

-IS THERE A DELAY ON PARTS FOR THE SEAT BELT

*

PER CUSTOMER, DEALER SAYS:

-NO CONTACT

*

CUSTOMER SEEKS:

-UPDATE ON BACKORDER

*

CAC ADVISED:

-PARTS ARE ON A NATIONAL BACKORDER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

5953CG GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: 01 CONTACT NBR: 108282308 OPENED: 04/03/1997
VIN: 1ZVPT20C9L ENGINE: C CLOSED: 04/16/1997

LAST NAME: STATUS: CLOSED
TITLE: MI:
ADDRESS:
CITY: OCEAN SIDE STATE: NY ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 70000 WSD:
DEALER NAME: MCDANIEL FORD INC SALES CODE: 113126 P & A: 03618
CAUSAL CODES: 1203 1107 2903 SYMPTOMS: 104100 703100
ORIGIN: GO TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 04/09/1997
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:
1997/04/03

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

CUSTOMER SAYS:

- HAD THE VEHICLE CHECKED FOR THE SEATBELT RECALL BACK IN JANUARY, THAT IS WHEN THEY ORDERED THE PARTS
- WAS TOLD THEN THAT THEY WOULD SEND ME A POST CARD WHEN THE PARTS CAME IN
- HAVE NEVER RECEIVED A POST CARD
- VEHICLE IS ALSO HAVING A CONCERN WITH SHAKING
- VEHICLE SHAKES AT IDLE ALL THE TIME, ESPECIALLY WHEN THE HEAT IS ON
- WILL DO IT ON A HOT OR COLD ENGINE

PER CUSTOMER, DEALER SAYS:

- 4-3-97 HENRY IN SERVICE- WE HAVE A LOT OF THEM ORDERED AND WE ARE STILL WAITING TO HEAR FROM FORD ABOUT IT.

CUSTOMER SEEKS:

- WHEN WILL THE PARTS BE IN?
- WHAT IS CAUSING THE SHAKING?

CAC ADVISED:

- RE: WHAT IS CAUSING THE SHAKING?
 - DEALERSHIP IS THE BEST TECHNICAL RESOURCE
 - MR. GUSTAVE MORRIS (CUST. REL MGR) IS IN THE BEST POSITION TO ASSIST YOU.
- RE: SEAT BELTS
 - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 - REQUEST MR. GUSTAVE MORRIS (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
 - NO VLC OBC MADE AT CUSTOMER REQUEST, AT WORK

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

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5953CG	GRP: XX04	CONCERN CONTACT	VEH TYPE: CAR
NEW YORK	13	ZN/TR: D1	CONTACT NBR: 108282328
VIN:	1ZVPT20C9LS	ENGINE: C	OPENED: 04/03/1997
			CLOSED: 04/16/1997

=====

1997/04/09

###THIS IS THE CLOSING COMMENT

PLEASE PROVIDE DEALER WITH NECESSARY RECALL PARTS THAT ARE D-99 SO WE MAY FIX
CUST'S VEHICLE, AND SATISFY CUSTOMERS. PLEASE CLOSE THIS CONTACT AS OUR HANDS
ARE TIED. H.FAMULARO, SVC, MGR.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 1317RD GRP: 09 CONCERN CONTACT VEH TYPE: CAR
 NEW YORK 13 ZN/TR: D1 CONTACT NBR: 108385909 OPENED: 05/01/1997
 VIN: 1ZVPT20C9L5 [REDACTED] ENGINE: C CLOSED: 06/04/1997

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: OCEAN SIDE STATE: NY ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 71000 WSD:
 DEALER NAME: MCDANIEL FORD INC SALES CODE: 113126 P & A: 03618
 CAUSAL CODES: 1012 10RA SYMPTOMS: 104100 703100
 ORIGIN: 60 TRANS. DST/RGN: 13 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 06/28/1997
 ACK. CODE: ASSIST CODE: W AWARD AMT: 500 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/05/01
 *** PARTS DELAY OVER 30 DAYS ***
 *** NAVIS: ORIGINAL ***
 CUSTOMER SAYS:
 -THE PARTS ARE STILL ON BACK ORDER AND WANTS TO KNOW SOME KIND OF DATE FOR
 WHEN THEY WILL ARRIVE
 -THE VIBRATION CONCERN HAS NOT BEEN RESOLVED
 *
 PER CUSTOMER, DEALER SAYS:
 -ON BACK ORDER
 *
 CUSTOMER SEEKS:
 -WANTS TO KNOW WHEN THE PART WILL BE IN
 *
 CAC ADVISED:
 -INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY
 TO THE REGIONAL OFFICE.
 -REQUEST MR.HENRY FANULARO (SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS
 DAYS
 1997/05/28
 ###THIS IS THE CLDSING COMMENT
 MCD FD PERFORMED RECALL DN 5/15/1997, CUST HAPPY, PLEASE CLOSE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

887788 GRP: XX03 CONCERN CONTACT VEH TYPE: CAR
HOUSTON 57 ZN/TR: B1 CONTACT NBR: 108284389 OPENED: 04/04/1997
VIN: 12VPT20C1L ENGINE: C CLOSED: 04/11/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: LEAGUE CITY STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 8000 WSD:
DEALER NAME: MCREE FORD INC SALES CODE: 152052 P & A: 04443
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 04/04/1997
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:
1997/04/04

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- CURRENTLY THE DRIVERSIDE SEAT BELT HAS COMPLETELY FAILED
- CUSTOMER IS AWARE OF THE RECALLS ON HIS VEHICLE AND WOULD LIKE TO HAVE THE
VEHICLE REPAIRED UNDER THESE RECALLS

*

PER CUSTOMER, DEALER SAYS:

- INFORMED THE CUSTOMER THAT THEY ARE CURRENTLY STILL WAITING FOR THE PARTS TO
COME IN

^

CUSTOMER SEEKS:

- TO HAVE THE RECALLS ON THE VEHICLE PERFORMED

*

CAC ADVISED:

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

##THIS IS THE CLOSING COMMENT

I CALLED FOR CUSTOMER, NOT AVAILABLE BUT DID TALK TO FAMILY MEMBER. SOME OF
THE PARTS ARE HERE, THE OTHER PARTS ARE 099 WITH NO IDEA OF SCHEDULED SHIPPING
DATE. WE WILL NOTIFY CUSTOMER WHEN PARTS ARRIVE. BOB CARRELL

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

4525AU GRP: XA13 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 93 ZN/TR: C2 CONTACT NBR: 108285474 OPENED: 04/04/1997
VIN: 1ZVPT20C1L5 ENGINE: C CLOSED: 06/23/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: L
ADDRESS: [REDACTED]
CITY: NEODESHA STATE: KS ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 112000 WSD:
DEALER NAME: QUALITY MTRS-INDEPE SALES CODE: 153659 P & A: 05190
CAUSAL CODES: 1204 3002 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 63 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 04/05/1997
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:
1997/04/04

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

CUSTOMER SAYS:

- THE RECALL HAS NOT YET BEEN PERFORMED
- THE DRIVER'S SIDE SHOULDER HARNESS WAS REPAIRED IN 1996 (EXACT DATE UNKNOWN)
AT HAROLD MOTORS

PER CUSTOMER, DEALER SAYS:

PER SERVICE RECEPTIONIST: (UNKNOWN)
- THEY HAVE NOT RECEIVED THE PARTS

CUSTOMER SEEKS:

- PERFORM THE RECALL

CAC ADVISED:

** REFERENCE CONTACT: 107881422 [REDACTED] IS CALLING **
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. BOYD THIELE (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS
DAYS

1997/05/27

CSM

BECOME AVAILABLE.

1997/06/16

###THIS IS THE CLOSING COMMENT

PARTS ARE D99 BACKORDER, WILL INSTALL ONCE RECEIVED AND CUSTOMER CONTACTED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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4525AU GRP: AX13 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: C2 CONTACT NBR: 108285474 OPENED: 04/04/1997
VIN: 1ZVPT20C1L5 [REDACTED] ENGINE: C CLOSED: 06/23/1997
=====

1997/07/01

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

-THE CUSTOMER IS CALLING BACK ABOUT GETTING HIS RECALLS PERFORMED

PER CUSTOMER, DEALER SAYS:

-THE PARTS ARE ON BACKORDER

CUSTOMER SEEKS:

-TO HAVE THESE RECALLS PERFORMED

CAC 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 11 14.21.02

0839KB GRP: XX02 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: G1 CONTACT NBR: 108289025 OPENED: 04/07/1997
VIN: 1ZVPT20C8L6 ENGINE: C CLOSED: 04/16/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BLACKSTONE STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: NA -NA-A NA
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 100000 WSD:
DEALER NAME: BRADSHAW FORD INC SALES CODE: 127577 P & A: 06622
CAUSAL CODES: 0418 IORA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 27 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 04/07/1997
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:

1997/04/07

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

CUSTOMER SAYS:

-VEHICLE IS INVOLVED IN THE SEAT BELT RECALL
-THIS DELAY IS RIDICULOUS
-PARTS HAVE BEEN ON ORDER FOR OVER A MONTH
-PART NUMBER F72261610D44B, 45B
-I HAVEN'T BEEN ABLE TO DRIVE MY VEHICLE SINCE LAST MARCH BECAUSE IT WON'T
PASS STATE INSPECTION FOR SAFETY REASONS
-I'VE EVEN HAD TO RENT A GARAGE TO PUT THE VEHICLE IN
-THE SEAT BELT MOTOR IS RUNNING

PER CUSTOMER, DEALER SAYS:

-WE NEED TO PUT IN A WHOLE NEW ASSEMBLY
-PARTS WERE ORDERED TWO WEEKS AGO OR SO
-WE DON'T HAVE ANYONE TRAINED TO LEARN HOW TO PERFORM THIS REPAIR

CUSTOMER SEEKS:

-TO HAVE HIS VEHICLE REPAIRED AND DRIVEABLE AGAIN

CAC ADVISED:

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

1997/04/09

[REDACTED] WAS CONTACTED ON 4/7/97 BY PHONE BY JAMES R. LEWIS. THROUGH ASSIST
ANCE OF RECALL PROGRAM PERSONNEL CORRECT PART WAS OBTAINED. RECALL IS NOW COMP
LETED AS OF 4/7/97.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

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0839KB	GRP: XX02	CONCERN CONTACT	VEH TYPE: CAR
SDR	10 ZN/TR: G1	CONTACT NBR: 108289025	OPENED: 04/07/1997
VIN:	1ZVPT20C6L [REDACTED]	ENGINE: C	CLOSED: 04/18/1997

=====

1997/04/09

VEHICLE WAS INVOLVED IN RECALL #98548, ON ORIGINAL INSPECTION TECH H.L. JONES FOUND SEATBELT MOTOR WOULD NOT TURN, PART #F722618100448 WAS ORDERED THROUGH PROGRAM HQOTRS, PART WAS CHECKED ON TWO TIMES AND SAID TO BE ORDERED BUT WAS ON BACK ORDER, RECALL HQOTRS CONTACTED AGAIN ON 4/7/97, SAID THEY WOULD SHIP PART, ORDER HAD FELL FROM SYSTEM, AND WE COULD USE A PART IN STOCK THAT WAS WAITING FOR ANOTHER VEHICLE TO CORRECT [REDACTED] RECALL. [REDACTED] VEHICLE WAS BROUGHT IN UPON TEARING DOWN TO REPLACE TRACK AND MOTOR, WAS FOUND SEAT TRACKING CABLE WAS JAMMED IN THE MOTOR CAUSING IT NOT TO TURN THUS ONLY HAVING TO ONLY REPLACE THE TRACK. RECALL IS NOW COMPLETE.
###THIS IS THE CLOSING COMMENT
ALL NECESSARY WORK HAS BEEN DONE TO [REDACTED] VEHICLE, AND ITS WORKING PROPERLY.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

1904DC GRP: XX11 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: E3 CONTACT NBR: 108292985 OPENED: 04/07/1997
VIN: 1ZVPT21U8L ENGINE: U CLOSED: 04/29/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: MANTON STATE: MI ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 100000 WSD:
DEALER NAME: WEIDNER MOTOR SALES SALES CODE: 148639 P & A: 09695
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 04/08/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/04/07

*** VEHICLE INVOLVED IN RECALL 98599 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- CUSTOMER HAS BEEN WAITING SINCE 10/28 FOR SEAT BELT PART
- PART ADVISOR WAS RUDE TO CUSTOMER
- HAS A NOTICE SAYING THAT DEALERSHIP TRIED TO ORDER PART 2/25/97
- CUSTOMER HAS NO INDICATION THAT THE DEALERSHIP HAS TRIED TO ORDER PART AGAIN
*
PER CUSTOMER, DEALER SAYS:
- WE ORDERED IT AND IT HASN'T COME IN YET
*
CUSTOMER SEEKS:
- SEAT BELT PART
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. JOHN KNAPP (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS

1997/04/22

CK STATUS OF PARTS 04/08/97, STILL ON B.O., NO PROM DATE.....
04/21/97 PARTS ARRIVED, CALL CUST AND LEFT MSG. ON ANSW. MACH. ASKING TO PLEASE
CALL FOR APPT. JLK
***THIS IS THE CLOSING COMMENT
04-08-97 SPOKE TO CUST AND CK STATUS OF PARTS, PARTS STILL ON B.D. W/ NO PRDM.
DATE.....04/22/97, PARTS ARRIVED, LEFT MSG. ON CUST. ANSW. MACH.
TO PLEASE CALL FOR APPT.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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8671CP	GRP: 17	CONCERN CONTACT	VEH TYPE: CAR
DALLAS	52	ZN/TR: D2	CONTACT NBR: 108297109
VIN:	1ZVPT20C3LE	ENGINE: C	OPENED: 04/08/1997
			CLOSED: 04/18/1997

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LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:		BOLV			
CITY:	MOORE	STATE:	OK	ZIP:	
HOME PHONE:	999-999-9999	BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	98000	WSD:			
DEALER NAME:	SOUTHWESTFORD	SALES CODE:	152202	P & A:	02451
CAUSAL CODES:	1203 3001	SYMPTOMS:	104100		
ORIGIN:	GD	TRANS. DST/RGN:	52	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	04/08/1997
ACK. CODE:		ASSIST CODE: W	AWARD AMT:	500 SURVEY:	N (Y OR N)

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

COMMENTS:

1997/04/08

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- WENT FOR SEATBELT RECALL 96548, 96599
- THE CAR HAS BEEN AT THE DEALERSHIP FOR ABOUT 4-5 WEEKS BECAUSE OF BACKORDER PART
- AUTOMATIC SEAT BELT CONCERN

PER CUSTOMER. DEALER SAYS:

- DEALERSHIP TOLD CUSTOMER THE PART MAY TAKE 8 MORE WEEKS

CUSTOMER SEEKS:

- CAR REPAIRED

CAC ADVISED:

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

1997/04/11

###THIS IS THE CLOSING COMMENT

WE INSTALLED THE RT SIDE TRACK ASSEMBLY, HOWEVER WE ARE STILL WAITING FOR THE PART FOR THE LEFT SIDE. I CALLED THE BOOM TO FIND OUT THE STATUS OF THE PART DELAY. I WAS TOLD THE PART IS ON BACK ORDER AND THEY DONT KNOW WHEN THE PART WILL BECOME AVAILBLE.

I HAVE SENT A MESSAGE TO MY PARTS REP FOR HIS HELP IN THE MATTER.

I AM NOT HAPPY WITH THE ANSWER I GOT FROM RECALL HOT LINE

4

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7893JW GRP: XX02 CONCERN CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: A1 CONTACT NBR: 108298670 OPENED: 04/09/1997
VIN: 1ZVPT21U5L5 ENGINE: U CLOSED: 05/26/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WINCHESTER STATE: MA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 44000 WSD:
DEALER NAME: BONNELL MOTORS INC SALES CODE: 111040 P & A: 09102
CAUSAL CODES: 1012 IORA SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 11 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 05/19/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: Q SURVEY: Y (Y OR N)

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

COMMENTS:

1997/04/09

*** NAVIS: ORIGINAL ***

*** PARTS DELAY OVER 30 DAYS ***

CUSTOMER SAYS:

- HAD RECALL WORK DONE ON SEATBELT 1-97 AND THE MOTOR STARTED MALFUNCTIONING AFTER THE WORK WAS DONE.
- DEALERSHIP ORDERED A MOTOR FOR SEATBELT 1-21-97
- STILL WAITING FOR PART TO COME IN. I'M VERY CONCERNED ABOUT THIS BECAUSE IT'S A SAFETY ISSUE.
- PART# F-72761610-D-4S-B (DRIVER'S SIDE ONLY)

PER CUSTOMER, DEALER SAYS:

- (PETER DUBOIS/PARTS) I'VE GOT IT ON ORDER; IT TAKES TIME.
- (BOB/WILLIAM WILSON) RECALL DOES INCLUDE MOTOR (IF NEEDED) BUT THE CUSTOMER'S MOTOR WAS WORKING WHEN HE BROUGHT HIS CAR IN FOR THE RECALL WORK; WE HAVE ORDERED THE PART, BUT WE HAVE A LIST OF CUSTOMERS AHEAD OF HIM WHO ARE WAITING FOR THE SAME PART.

CUSTOMER SEEKS:

- TO EXPEDITE DELIVERY OF MOTOR.

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
- REQUEST MR. ROBERT SZCZAWINSKI/PARTS MGR CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7899JW GRP: KX02 CONCERN CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: AL CONTACT NBR: 108298670 OPENED: 04/09/1997
VIN: 1ZVPT21U5L5 ENGINE: U CLOSED: 05/26/1997

1997/04/17

CUSTOMER SAYS:

- PART FOR RECALL STILL NOT IN, IT HAS BEEN 90 DAYS
- CUSTOMER RELATIONS MANAGER DID NOT CONTACT CUSTOMER

PER CUSTOMER, DEALER SAYS:

- WAITING FOR PART

CUSTOMER SEEKS:

- TO FIND OUT IF THERE IS ANYTHING HE CAN DO BEFORE GETTING LEGAL COUNSEL

CAC ADVISED:

- REQUEST THAT ROBERT SZCZAWINSKI, CUSTOMER RELATIONS MANAGER, CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED ONCE MORE

1997/04/18

COLD CALL

EXECUTIVE OFFICE

CUSTOMER SAYS

- REITERATES PREVIOUS COMMENTS
- WOULD LIKE FOR FORD TO MAKE THE PART AVAILABLE FOR HIS VEHICLE
- FEELS THE VEHICLE IS UNSAFE TO DRIVE

***MADE OBC TO PARTS MANAGER, BOB:

- FORD HAS CHANGED SUPPLIERS WHICH HAS CAUSED THE DELAY FOR THE PARTS
- CUSTOMER IS AWARE OF THIS SITUATION AND HE ALSO HAVE 4 OTHER CUSTOMERS
- WILL CONTACT THE CUSTOMER ONCE THE PARTS ARRIVE

SL ADVISED

- REMAIN IN CONTACT WITH PARTS MANAGER REGARDING THE PART
- FORD CAN NOT EXPEDITE PART DUE TO THE NATIONAL BACKORDER

1997/05/01

###THIS IS THE CLOSING COMMENT

DEALER HAS HAD THE PART ON B.O. FOR SOME TIME NOW; STILL WAITING FOR SUPPLIER TO FILL BACKORDER. LATEST UPDATE STATES THAT BACKORDERS SHOULD BE FILLED BY END OF APRIL EARLY MAY. NOW EARLY MAY. STILL NO PARTS. PARTS MGR CALLED CUSTOMER PREVIOUSLY TO ADVISE OF B.O. STATUS. DEALER WILL CHECK AGAIN TODAY ON STATUS AND UPDATE CUSTOMER A.S.A.P. NOTHING TO BE GAINED BY KEEPING CONTACT OPEN DEALER WILL UPDATE WITH CUSTOMER.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====

7890JW	GRP: XX02	CONCERN CONTACT	VEH TYPE: CAR
BOSTON	11	ZN/TR: A1	CONTACT NBR: 108298670
VIN:	12VPT21U5L5	ENGINE: U	DPENED: 04/09/1997
			CLOSED: 05/26/1997

=====

1997/05/05

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- I AM STILL WAITING FOR THE PARTS FOR THIS RECALL
- I AM DRIVING AN UNSAFE VEHICLE

*

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

*

CUSTOMER SEEKS:

- TO GET THIS TAKEN CARE OF

*

CAC ADVISED:

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

SORRY FOR THE REJECTED PENDING BUT CUSTOMER IS CALLING BACK STILL EXPRESSING CONCERNS WITH DRIVING AN UNSAFE VEHICLE

- . PLEASE DO NOT CLOSE CONCERN CONTACTS UNTIL THE SITUATION HAS BEEN RESOLVED

. PLEASE PROVIDE THE FOLLOWING IN THE CLOSING COMMENTS:

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

. THANK YOU

1997/05/10

###THIS IS THE CLOSING COMMENT

PARTS ORDERED EMERGENCY ON 3/30/97 AND DIDN'T ARRIVE UNTIL 5/17/97. PARTS MGR CONTACTED CUSTOMER THAT PARTS HAVE ARRIVED AND REQUESTED HE MAKE APPT TO HAVE THEM INSTALLED AT HIS CONVENIENCE.

1997/05/29

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- THE WRONG MOTOR WAS ORDERED (MOTOR WAS FOR THE PASSENGER SIDE INSTEAD OF THE NEEDED MOTOR FOR THE DRIVER'S SIDE)
- THE PASSENGER SIDE MOTOR WAS INSTALLED UNNECESSARILY
- WANTS TO KNOW IF HE CAN CHANGE THE REPAIRS TO A DIFFERENT MECHANIC
- MECHANIC WAS VERY RUDE WHEN HE HAD THE VEHICLE ASSESSED IN 01-97
- IS THINKING OF WRITING THE OFFICE OF GENERAL COUNSEL

*

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

7893JW	GRP: XXQ2	CONCERN CONTACT	VEH TYPE: CAR
BOSTON	11	ZN/TR: A1	CONTACT NBR: 108298670
VIN:	1ZVPT21U5L	ENGINE: U	OPENED: 04/09/1997
			CLOSED: 05/26/1997

=====

1997/05/29

*
CUSTOMER SEEKS:

- WANTS TO HAVE THE DRIVER'S SIDE MOTOR INSTALLED
- WANTS TO SPEAK WITH THE FORD REPRESENTATIVE

*
CAC ADVISED:

- NON-VLC OUTBOUND CALL MADE TO DEALERSHIP TO ENSURE THAT THE FORD DEALERSHIP DOES ORDER THIS PART
- ROBERT, PARTS MGR, WAS CONTACTED FOR FURTHER INFORMATION AND STATUS OF THE PART HAS BEEN ORDERED
- RE: FORD REPRESENTATIVE
- MR. WILLIAM WILSON/ROBERT SZCZAWINSKI (SERV.MGR./PARTS MGR) IS IN THE BEST POSITION TO ASSIST YOU.
 - SVC MGR MAY CONSULT FORD CSM IF REQUIRED.
- RE: NEW DEALERSHIP
- RECOMMEND CONTINUE WORKING WITH DEALER AS THEY HAVE COMPLETE REPAIR HISTORY
- RE: DEALERSHIP POLICIES
- DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED
 - CONTACT ROBERT SZCZAWINSKI PARTS MGR. FOR FURTHER EXPLANATION.

09/11/98

MASTER OWNER RELATIONS SYSTEM I1

14.21.02

=====

8880SD GRP: 17 INFORMATION CONTACT VEH TYPE: CAR
 PHILADELPHIA 16 ZN/TR: D1 CONTACT NBR: 108316814 OPENED: 04/14/1997
 VIN: 12VPT20CGL8 ENGINE: C CLOSED: 04/14/1997

=====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: WHITEHALL STATE: PA ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PRDDE
 MILEAGE: 60000 WSD:
 DEALER NAME: HALDEMAN FORD INC SALES CODE: 116202 P & A: 01261
 CAUSAL CODES: 1012 1203 SYMPTOMS: 104100
 ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/04/14

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- IS CURRENTLY AT DEALER FOR SEAT BELT RECALL (96S48 AND 96S99)
- STILL WAITING ON THE PART

PER CUSTOMER, DEALER SAYS:(PER BEN, SVC DEPT)

- PART IS ON BACKORDER

CUSTOMER SEEKS:

- WHERE IS THE PART

CAC ADVISED:

- BACKORDER DELAYS ARE USUALLY CAUSED WHEN THE PART IS BEING MANUFACTURED AND SHIPPED BY THE VENDOR
- DEALERSHIP IS THE BEST PARTS RESOURCE
- MR. STEVE PARR (CUST. REL MGR) IS IN THE BEST POSITION TO ASSIST YOU.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 8327EM GRP: XK03 INFORMATION CONTACT VEH TYPE: CAR
 HOUSTON 57 ZN/TR: A2 CONTACT NBR: 108317998 OPENED: 04/14/1997
 VIN: 1ZVPT21U1L5 ENGINE: U CLOSED: 04/14/1997

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: LIVINGSTON STATE: TX ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 115000 WSD:
 DEALER NAME: LIVINGSTON FORD-MER SALES CODE: 152161 P B A: 04438
 CAUSAL CODES: 1001 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:

1997/04/14

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

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- WANTS TO GET SEAT BELT RECALL PERFORMED 96S48 AND 96S99
- WAS TOLD PARTS ARE UNAVAILABLE FOR LEFT AND ARE AVAILABLE FOR RIGHT
- LEFT MOTORIZED SEAT BELT IS BROKEN AND WANTS REPAIRED

PER CUSTOMER, DEALER SAYS:

- SERVICE MANAGER AT DEALER SAID PARTS ARE UNAVAILABLE FOR LEFT AND ARE AVAILABLE FOR RIGHT

CUSTOMER SEEKS:

- WHEN LEFT SEAT BELT PARTS WILL BE AVAILABLE

CAC ADVISED:

- INFORMED CUSTOMER TO KEEP WORKING WITH PARTS MANAGER DON HARSHMAN AS TO WHEN LEFT SEAT PARTS WILL BE AVAILABLE

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

67108V GRP: XX14 CONCERN CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: B1 CONTACT NBR: 108319089 OPENED: 04/14/1997
VIN: 1ZVPT20C3LE ENGINE: C CLOSED: 04/24/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: PLANO STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 85000 WSD:
DEALER NAME: BAILLARGEON FORD SALES CODE: 152017 P B A: 02460
CAUSAL CODES: 1209 3001 SYMPTOMS: 104100 404200
ORIGIN: 80 TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 04/14/1997
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:

1997/04/14

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

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- ROBERT CANTU CALLING
- THIS IS A POORLY MADE VEHICLE
- IS INVOLVED IN THE RECALL FOR THE SEATBELT
- VERY UPSET WITH FORD AND HOW THIS VEHICLE IS RUNNING

PER CUSTOMER, DEALER SAYS:

- WILL TAKE THREE DAYS FOR ONE SIDE AND THREE WEEKS FOR THE OTHER SIDE
- HAVE NOT LOOKED AT THE VEHICLE FOR THE FUEL SMELL

CUSTOMER SEEKS:

- WANTS THE VEHICLE REPAIRED

CAC ADVISED:

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

1997/04/17

###THIS IS THE CLOSING COMMENT

CUSTOMER NOT HAPPY BECAUSE OF TIME IT TAKES FORD TO PROVIDE PARTS FOR RECALL TO DEALER. LEFT SEAT BELT ARRIVED AT DEALER IN THREE DAYS. FORD CAN NOT TELL DEALER WHEN THEY WILL RECEIVE RIGHT SEAT BELT. DEALER MAKES CALL EVERY DAY BUT GETS SAME ANSWER. DEALER HAS INSTALLED LEFT SEAT BELT. THIS CUSTOMER SHOULD NOT RECEIVE A QUESTIONNAIRE. SERVICE DIRECTOR DALE POWELL

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

6710BV GRP: XX14 CONCERN CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: B1 CONTACT NBR: 108319059 OPENED: 04/14/1997
VIN: 1ZVPT20C3L5 ENGINE: C CLOSED: 04/24/1997

1997/05/08

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- CUSTOMER WAS UNDER THE IMPRESSION THAT THE PART WOULD ARRIVE IN 3 WEEKS
- THE PART HAS STILL NOT ARRIVED

PER CUSTOMER, DEALER SAYS:

- COULD TAKE UP TO 8 WEEKS
- THE PART IS ON A BACK ORDER, IT IS OUT OF THEIR HANDS

CUSTOMER SEEKS:

- PART FOR THE VEHICLE

CAC 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

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=====
7494JR   GRP: 17   CONCERN CONTACT   VEH TYPE: CAR
SEATTLE 74   ZN/TR: B3   CONTACT NBR: 108319214   OPENED: 04/14/1997
VIN: 1ZVPT20C2L5   ENGINE: C   CLOSED: 04/22/1997
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LAST NAME: [REDACTED]   STATUS: CLOSED
TITLE: [REDACTED]   FIRST NAME: [REDACTED]   MI:
ADDRESS: [REDACTED]
CITY: MARTINEZ   STATE: CA   ZIP: [REDACTED]
HOME PHONE: [REDACTED]   BUS. PHONE: [REDACTED]
MODEL YEAR: 90   MODEL: PROBE
MILEAGE: 110000   WSD:
DEALER NAME: DANEROW BEAVERTON F   SALES CODE: 174017   P & A: 08729
CAUSAL CODES: 3001 0405   SYMPTOMS: 104100
ORIGIN: 00   TRANS. DST/RGN: 74   TRANS. DATE:
SERVICE/SALES: 1   CONTACT DATE: 04/14/1997
ACK. CODE: ASSIST CODE: 0   AWARD AMT: O SURVEY: Y (Y OR N)

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

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COMMENTS:

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1997/04/14
*** VEHICLE INVOLVED IN RECALL 96599 ***
*** VEHICLE INVOLVED IN RECALL 96548 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- RECEIVED LETTER FOR RECALL IN DECEMBER
- STARTED CALLING DEALER
- BROUGHT CAR IN ON 03-18-97
- 04-11-97 LEFT HOUSE AT 1:30 PM AND ARRIVED AT 5:00P PM
- IN TWO DAYS, DEALER HAS HAD CAR A MONTH
- FEELS SHE HAS RECEIVED POOR SERVICE
- DOES NOT THINK FORD SHOULD PAY DEALER FOR WORK
*
PER CUSTOMER, DEALER SAYS:
- GAVE OWNER THE RUN AROUND
- WOULD ONLY NEED VEHICLE FROM THE MORNING UNTIL THE EVENING
- PARTS NEEDED TO BE REPLACED AND COULD NOT GET THEM IN UNTIL 03-20-97
- GAVE OWNER A RANGER TRUCK
- CALLED THE NEXT DAY AND SAID THE MOTOR AND TRACK HAD GONE OUT AND WOULD
NEED TO ORDER PARTS
- WOULD NOT BE ABLE TO GIVE OWNER HER CAR FOR 3 WEEKS
- WOULD HAVE TO BRING RANGER TRUCK BACK BECAUSE DEALER HAD RENTED IT OUT
- GAVE OWNER A MUSTANG TO DRIVE

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09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====

7494JR	GRP: 17	CONCERN CONTACT	VEH TYPE: CAR
SEATTLE	74	IN/TR: B3	CONTACT NBR: 108319214
VIN:	1ZVPT20C2L6	ENGINE: C	OPENED: 04/14/1997
			CLOSED: 04/22/1997

=====

1997/04/14
- [REDACTED] LEFT 2 MESSAGES ON 04-11-97 STATING SHE NEEDED TO RETURN RENTAL AGAIN SINCE THEY RENTED IT OUT
- WAS TOLD BY SOMEONE THAT PART HAD BEEN IN AND NO ONE BOTHERED TO REPAIR HER CAR

*
CUSTOMER SEEKS:
- RESOLUTION TO CONCERN

*
CAC ADVISED:
RE: CONCERN
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. LARRY BAKER (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/04/15

*** NAVIS: ORIGINAL ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:
-HAD CAR A MONTH AND SEAT BELT HAS NOT BEEN REPAIRED
-HAS BEEN THERE 5 TIMES FOR SAME CONCERN
-GAVE THE CAR BACK AND IT WAS NOT FIXED
-NOT FIXED AND IS DRIVING IT
-HAD TO WAIT FOR PART
-PART WAS AVAILABLE ON FRIDAY AND NO ONE TOUCHED THE CAR AFTER WAITING
-A MONTH FOR THE REPAIR

*
PER CUSTOMER, DEALER SAYS:
-CUSTOMER RELATIONS MANAGER IS CALLING ANOTHER DEALER FOR REPAIR INFORMATION

*
CUSTOMER SEEKS:
-WANTS SOME ACCOMMODATION FOR ALL THE PROBLEMS

*
CAC ADVISED:
-CUSTOMER RELATIONS MANAGER SHOULD CALL CUSTOMER AS QUICKLY AS POSSIBLE
##THIS IS THE CLOSING COMMENT
LARRY BAKER SERVICE OPERATIONS MANAGER SPOKE WITH CUSTOMER 4.14.97, CUSTOMER IS DISSATISFIED WITH RESULTS OF SAFETY BELT RECALL AND THE LENGTH OF TIME IT TOOK TO REPAIR. CUSTOMER CALLED MR BAKER BACK AT APPROX 6 PM INDICATING THAT THE SEAT BELTS WERE INOP AND REQUESTED THAT ANOTHER FORD DEALERSHIP LOOK AT VEHICLE. MR BAKER COORDINATED WITH LANDMARK FORD, SERVICE MANAGER KURT SOERG TO ASSIST IN CUSTOMER RESOLUTION. NO FURTHER ACTION NECESSARY FROM DAMERON FORD AT THIS TIME. CLOSED BY L. BAKER SERVICE OPERATIONS MANAGER.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

7494JR	GRP: 17	CONCERN CONTACT	VEH TYPE: CAR
SEATTLE	74	ZN/TR: B3	CONTACT NBR: 108319214
VIN:	1ZVPT20C2L5	ENGINE: C	OPENED: 04/14/1997
			CLOSED: 04/22/1997

=====

1997/04/29

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- WANTS FORD'S ADDRESS TO COMPLAIN.

*

PER CUSTOMER, DEALER SAYS:

- NO CONTACT.

*

CUSTOMER SEEKS:

- RESOLUTION TO CONCERN.

*

CAC ADVISED:

- PROVIDED ADDRESS.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

 3688J5 GRP: XXOC CONCERN CONTACT VEH TYPE: CAR
 KANSAS CITY 53 ZN/TR: A2 CONTACT NBR: 108320047 OPENED: 04/14/1997
 VIN: 1ZVPT20C9L5 ENGINE: C CLOSED: 05/15/1997

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED] B [REDACTED]
 CITY: WARDENSBURG STATE: MO ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 98000 WSD:
 DEALER NAME: CROWN FORD LINCOLN SALES CODE: 153475 P & A: 00334
 CAUSAL CODES: 1204 12RA SYMPTOMS: 104100
 ORIGIN: 00 TRANS. DST/RGN: 53 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 04/29/1997
 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:

1997/04/14
 *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 9654B AND 9659S ***
 *** NAVIS: SUBSEQUENT ***
 CUSTOMER SAYS:
 - RECEIVED A LETTER FOR RECALL 10/96
 - TOOK THE LETTER TO DEALER AND WAS TOLD THE PARTS ARE ON NATIONAL BACKORDER SINCE OCTOBER
 *
 PER CUSTOMER, DEALER SAYS:
 - TOM TRUDEAU (SERVICE MANAGER) - THE PARTS ARE ON NATIONAL BACKORDER
 *
 CUSTOMER SEEKS:
 - TO HAVE RECALL PERFORMED
 *
 CAC ADVISED:
 - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
 - REQUEST MR. TOM TRUDEAU (SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
 1997/05/08
 ###THIS IS THE CLOSING COMMENT
 SEAT BELT ORDERED FOR CUSTOMER-INSTALLED ON 04/29/1997 VEHICLE REPAIRED
 CUSTOMER HAPPY

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

1B3BPC GRP: XX14 INFORMATION CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: B3 CONTACT NBR: 108320893 OPENED: 04/14/1997
VIN: L ENGINE: CLOSED: 04/14/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: UPLAND STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 110000 WSD:
DEALER NAME: PERSON FORD SALES CODE: 171099 P & A: 0555B
CAUSAL CODES: 1203 1001 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1997/04/14
*** PARTS DELAY OVER 90 DAYS ***
NO VIN AVAILABLE
CUSTOMER SAYS:
-DRIVER SIDE SEAT BELT BROKEN
-RECEIVED THE RECALL NOTICE REGARDING SEAT BELTS
-DEALERSHIP STILL DOES NOT HAVE THE PARTS IN YET
-CUSTOMER HAS BEEN WAITING SINCE JANUARY
*
PER CUSTOMER, DEALER SAYS:
-STILL WAITING FOR PARTS
*
CUSTOMER SEEKS:
-PARTS TO COME IN
*
CAC ADVISED:
-CUSTOMER WILL BE CALLING BACK, NEXT CSR PLEASE HANDLE ACCORDINGLY

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3671CP GRP: 17 INFORMATION CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: C2 CONTACT NBR: 108327977 OPENED: 04/16/1997
VIN: 1ZVPT20CXL8 ENGINE: C CLOSED: 04/16/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: FORT VALLEY STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: EDDIE WIGGINS FORD SALES CODE: 121500 P & A: 00336
CAUSAL CODES: 1012 1203 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

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

COMMENTS:

1997/04/16

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- CUSTOMER WENT TO DEALERSHIP FOR SEAT BELT RECALL ON 4/9/97
- CURRENTLY NOTHING HAS BEEN REPLACED
- RECALL 96599 AND 96S48 FOR SEAT BELT

*

PER CUSTOMER, DEALER SAYS:

- DEALERSHIP CANNOT GET THE PART BEFORE 8 WEEKS FOR THE RIGHT SIDE

*

CUSTOMER SEEKS:

- SEAT BELT REPAIRED

*

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

=====

0958TG	GRP: 11	CONCERN CONTACT	VEH TYPE: CAR
MEMPHIS	23	ZN/TR: A2	CONTACT NBR: 108330535
VIN:	1ZVPT21U9L5	ENGINE: U	OPENED: 04/18/1997
			CLOSED: 04/30/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				N1:	
ADDRESS:					
CITY:	BENTON	STATE:	AR	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	97000	WSD:			
DEALER NAME:	FREWAY FORD, LINC	SALES CODE:	123541	P & A:	05897
CAUSAL CODES:	1204	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:	23	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	04/18/1997
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:
1997/04/16

*** NAVIS: PROGRAM ***
*** VEHICLE INVOLVED IN RECALL 96599 ***
CUSTOMER SAYS:
- RECEIVED A LETTER FOR AN AUTOMATIC SEATBELT IS NOT WORKING
- THEY HAD TO ORDER THE PARTS
- THEY FIXED THE DRIVER SIDE BELT BUT DID NOT COMPLETE PASSENGER SIDE
*
PER CUSTOMER, DEALER SAYS:
- PARTS DEPT. SAYS THE PARTS WERE NEVER ORDER FOR THE PASSENGER SIDE
*
CUSTOMER SEEKS:
- TO HAVE RECALL COMPLETED ON PASSENGER SIDE
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. KIRKPATRICK, PARTS MGR OR ERIC LANGLEY, SVC MANAGER, TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- OASIS STATES RECALL 96548 HAS BEEN COMPLETED AND 96599 IS OPEN

1997/04/23
PER DEALER: ROBERT KIRKPATRICK, PARTS MANAGER, CONTACTED CUSTOMER, PARTS ARE ON ORDER AND WHEN THEY ARRIVE CUSTOMER WILL BE NOTIFIED AND CONCERN WILL BE COMPLETED.

###THIS IS THE CLOSING COMMENT
4/23/97 CRM (GOLDIE EVANS) CLOSING COMMENTS: PARTS MANAGER, ROBERT KIRKPATRICK SPOKE WITH CUSTOMER, PARTS ARE ON ORDER AND CUSTOMER WILL BE CALLED WHEN THEY ARRIVE TO BRING VEHICLE IN FOR COMPLETION OF RECALL REPAIR.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7265LB GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
MEMPHIS 29 ZN/TR: B2 CONTACT NBR: 108335228 OPENED: 04/17/1997
VIN: 1ZVPT20C7L5 ENGINE: C CLOSED: 05/12/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: HARTSVILLE STATE: TN ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 100000 WSD:
DEALER NAME: BURCHETT FORD INC SALES CODE: 123147 P & A: 05785
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 23 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 04/30/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: N (Y DR N)

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

COMMENTS:
1997/04/17
*** PARTS DELAY OVER 30 DAYS ***
*** VEHICLE INVOLVED IN RECALL 98548 & 98598 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
[REDACTED] DAUGHTER CALLING...
- I HAVE NO SHOULDER BELTS, THE LAP BELTS ARE WEAK ALSO
- I HAVE HAD PROBLEMS PREVIOUSLY BEFORE THE RECALL, OVER A YEAR AGO
- I'VE RECEIVED A TICKET BECAUSE OF THIS ALSO
CAMILE IS MY FATHER
- PARTS ON BACKORDER SINCE FEBRUARY 1997
*
PER CUSTOMER, DEALER SAYS:
PER AIMEE, SERVICE WRITER
- DON'T KNOW WHEN PARTS WILL BE IN
*
CUSTOMER SEEKS:
- RECALL WORK PERFORMED
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. DARRELL HOLT (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER
WITHIN 2 BUSINESS DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

7265LB	GRP: XX15	CONCERN CONTACT	VEH TYPE: CAR
MEMPHIS	23 ZN/TR: B2	CONTACT NBR: 106335228	OPENED: 04/17/1997
VIN: 1ZVPT20C7L5		ENGINE: C	CLOSED: 05/12/1997

=====

1997/04/28

CUSTOMER SAYS:

-CALLED ABOUT SEATBELTS FOR PROBE

*

PER CUSTOMER, DEALER SAYS:

-NO CONTACT

*

CUSTOMER SEEKS:

-INFORMATION ON SEATBELTS

*

CAC ADVISED:

-CONTINUE WORKING WITH DEALERSHIP FOR UPDATED INFORMATION

1997/05/05

###THIS IS THE CLOSING COMMENT

PARTS REQUESTED BY DEALER TO ADDRESS RECALL CONCERN ARE NOT CURRENTLY AVAILABL
E DUE TO NATIONAL BACKORDER. CUSTOMER HAS BEEN ADVISED AND DEALER WILL CONTINU
E TO KEEP CUSTOMER INFORMED OF PART STATUS.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

0317UL	GRP: XX15	INFORMATION CONTACT	VEH TYPE: CAR
NEW YORK	13	ZN/TR: MI	CONTACT NBR: 108346753
VIN: 1ZVPT20C4L5		ENGINE: C	OPENED: 04/21/1997
			CLOSED: 04/21/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	OSWEGO	STATE:	NY	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	100000	WSD:			
DEALER NAME:	PORT CITYFORD-MERCU	SALES CODE:	113436	P & A:	00689
CAUSAL CODES:	1012 1010	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:

1997/04/21

*** VEHICLE INVOLVED IN RECALL 95 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- THEY HAVE BEEN WAITING FOR PARTS FOR A SEATBELT RECALL FOR 8 MONTHS
- THE VEHICLE CAN'T PASS THE STATE INSPECTION WITHOUT THE RECALL ON THE SEATBELTS BEING DONE
- THIS CAR IS UNSAFE TO DRIVE AND HE THINKS FORD SHOULD GIVE HIM A SAFE CAR TO DRIVE
- FORD WILL BE LIABLE IF ANYTHING HAPPENS WHILE THERE ARE NO SEATBELTS AVAILABLE FOR USE

*

PER CUSTOMER, DEALER SAYS:

- PER SERVICE ADVISOR, BECKY, THEY HAVE EVERYTHING THEY NEED EXCEPT THE MOTOR (4/21) THE PARTS ARE NATIONAL BACKORDER

*

CUSTOMER SEEKS:

- HAVE THE SEATBELT RECALL WORK PERFORMED
- A CAR WITH SEAT BELTS TO DRIVE WHILE FORD WAITS
- HIGHWAY SAFETY NUMBER

*

CAC ADVISED:

- DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE.
- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP
- GAVE OUT NUMBER TO THE NATIONAL HIGHWAY TRAFFIC AND SAFETY ADMINISTRATION

08/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====

0899RJ	GRP: XX07	CONCERN CONTACT	VEH TYPE: CAR
MEMPHIS	23	ZN/TR: C2	CONTACT NBR: 107889866
VIN: 1ZVPT22L0L5		ENGINE: L	OPENED: 10/22/1998
			CLOSED: 10/30/1998

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	FRATTEVILLE	STATE:	LA	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	89800	WSD:			
DEALER NAME:	AUDUBON FORD	SALES CODE:	123203	P & A:	06521
CAUSAL CODES:	1218 1209	SYMPTOMS:	104100		
ORIGIN:	GD	TRANS. DST/RGN:	23	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	10/29/1998
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:

1998/10/22
*** VEHICLE INVOLVED IN RECALL 96548/96599 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-CUSTOMER CONTACTS CAC DUE TO DEALER UNWILLINGNESS TO RESOLVE RESTRAINT SYSTEM REPAIR UNTIL NEW COMPONENTS ARRIVE 12-15-96
-CUSTOMER INTERPRETS LETTER TO DESCRIBE A REPAIR PRIOR TO THE DATE THE REPLACEMENT COMPONENTS ARRIVE
*
PER CUSTOMER, DEALER SAYS:
-ADVISED CUSTOMER UNABLE TO PERFORM REPAIRS UNTIL COMPONENTS ARRIVE
*
CUSTOMER SEEKS:
-FINAL RESOLUTION OF CONCERN
-REPAIR TO RESTRAINT SYSTEM PER RECALL LETTER
-LODGE A FORMAL COMPLAINT AGAINST REFUND POLICY FOR ORIGINAL REPAIR RECEIPT
*
CAC ADVISED:
- PROVIDE ORIGINAL RECEIPTS TO MR. ALVIN SEAL CUST. REL MGR
- ALVIN SEAL CUST REL MGR WILL EVALUATE SITUATION TO DETERMINE IF REPAIR IS REIMBURSABLE.
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. ALVIN SEAL CUST REL MGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1998/10/23
###THIS IS THE CLOSING COMMENT
CONTACTED THE RESIDENCE AND LEFT A MESSAGE ON THE ANSWERING MACHINE ASKING THE CUSTOMER TO RESPOND. CUSTOMER IS NOT IN THE OFFICE TODAY.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

06899RJ	GRP: XK07	CONCERN CONTACT	VEH TYPE: CAR
MEMPHIS	23	ZN/TR: C2	CONTACT NBR: 107669866
VIN: 1ZVPT22L0LS		ENGINE: L	DPENED: 10/22/1996
			CLOSED: 10/30/1996

=====

1997/02/05

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- THE DEALER COMPLETED THE SEAT BELT CONCERNS BEFORE THE DATE OF THE LETTER
- THE LETTER STATES THE PARTS WOULD NOT BE AVAILABLE UNTIL 12/15/96
- THIS MORNING THE SEAT BELT WENT ACROSS AND DID NOT PROVIDE ANY SLACK
- IT

CUSTOMER SEEKS:

- HAVE CORRECT PARTS PUT IN

CAC ADVISED:

- RECALL WAS COMPLETED
- CONTACT DEALER FOR A DESCRIPTION OF THE PARTS PUT IN YOUR VEHICLE

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

7481RL GRP: XX13 INFORMATION CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZM/TR: A2 CONTACT NBR: 107808498 OPENED: 11/25/1996
VIN: 1ZVPT21U6L5 ENGINE: U CLOSED: 11/25/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: KANSAS CITY STATE: MO ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 85000 WSD:
DEALER NAME: NORTHTOWNE LINCOLN- SALES CODE: 363559 P & A: 12826
CAUSAL CODES: 0206 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:

1998/11/25

*** VEHICLE INVOLVED IN RECALL 96548 AND 96549 ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- SEATBELT WAS CLICKING WHILE THE CAR WAS ON
- DROPPED OFF THE VEHICLE AT DEALERSHIP, WHO SAID THAT THEY WOULD DISCONNECT
IT SO HE CLICKING WOULD STOP, AND THEN THE PARTS WOULD BE IN DEC 15
- WHEN CUSTOMER WENT TO PICK UP THE VEHICLE, DEALERSHIP SAYS IF THE CUSTOMER
PICKED IT UP BEFORE THE MOTOR WAS DISCONNECTED, THEY WOULD HAVE TO SIGN A
RELEASE

PER CUSTOMER, DEALER SAYS:

- WHEN CUSTOMER WENT TO PICK UP THE VEHICLE, DEALERSHIP SAYS IF THE CUSTOMER
PICKED IT UP BEFORE THE MOTOR WAS DISCONNECTED, THEY WOULD HAVE TO SIGN A
RELEASE

CUSTOMER SEEKS:

- A LOANER VEHICLE IF THE VEHICLE IS NOT READY TO PICK UP TODAY TO HAVE UNTIL
THE VEHICLE IS READY

CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

4213LT GRP: XX03 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: J1 CONTACT NBR: 107800198 OPENED: 11/22/1996
VIN: 1ZVPT20CBL [REDACTED] ENGINE: C CLOSED: 12/10/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: DUBOIS STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 78000 WSD:
DEALER NAME: BROCKWAY FORD, INC. SALES CODE: 144467 P & A: 07427
CAUSAL CODES: 1204 SYMPTONS: 104100
ORIGIN: GO TRANS. DST/RGN: 44 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/03/1996
ACK. CODE: ASSIST CODE: F AWARD AMT: Q SURVEY: Y (Y OR N)

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

COMMENTS:
1998/11/22

- *** VEHICLE INVOLVED IN RECALL 96S99 ***
- *** VEHICLE INVOLVED IN RECALL 96S48 ***
- *** NAVIS: SUBSEQUENT ***
- CUSTOMER SAYS:
 - DRIVER'S SIDE NOTORIZED SEAT BELT WOULD NOT RETRACT AND MAKES A CLICKING NOISE
 - RECEIVED RECALLS 96S48 AND 96S99
 - ANOTHER DEALERSHIP DISCONNECTED SEAT BELTS DUE TO CLICKING NOISE
- PER CUSTOMER, DEALER SAYS:
 - WOULD NOT HAVE PARTS UNTIL 12/15/96
- CUSTOMER SEEKS:
 - WANTS TO GET SEAT BELTS REPAIRED
- CAC ADVISED:
 - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 - REQUEST MR. RONALD WAGNER (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1996/11/25

- CSM, L. ARQUETTE, SPOKE WITH BDB, SERVICE MANAGER
- CSM ADVISED: DEALER WILL CONTACT CUSTOMER TO DETERMINE IF SEAT BELT IS FUNCTIONING. IF SEAT BELT IS CURRENTLY FUNCTIONING, DEALER WILL MAKE APPOINTMENT FOR CUSTOMER AFTER 12/15, ONCE PARTS ARE AVAILABLE. IF SEAT BELT IS INOPERATIVE, DEALER WILL MAKE APPOINTMENT FOR CUSTOMER ASAP.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

4213LT GRP: XX03 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: J1 CONTACT NBR: 107800198 OPENED: 11/22/1998
VIN: 1ZVPT20CBL5 ENGINE: C CLOSED: 12/10/1998

1996/11/26

*
CSM SPOKE WITH BOB, SERVICE MANAGER

*
PER DEALER: DEALER IS NOT ABLE TO MAKE SEAT BELT OPERATIONAL. SM SPOKE WITH
ERIKA AT RECALL HOTLINE.

*
PER RECALL HOTLINE: KEEP CUSTOMER IN A LOANER VEHICLE UNTIL FMC CAN GET PARTS
FMC WILL PICK UP THE COST OF THE LOANER

*
CSM ADVISED: KEEPING CUSTOMER IN LOANER IS APPROPRIATE ACTION. DEALER WILL
WAIT UNTIL PARTS BECOME AVAILABLE AND WILL RECONTACT CUSTOMER

1996/12/03

###THIS IS THE CLOSING COMMENT

*
CSM SPOKE WITH BOB, SERVICE MANAGER

*
PER DEALER: RECALL HAS BEEN SUCCESSFULLY COMPLETED AND CUSTOMER IS PICKING
UP THE VEHICLE 12/3

*
NO FURTHER ACTION NEEDED
*

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

6345BW GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 18 ZN/TR: G1 CONTACT NBR: 107760178 DPENED: 11/13/1996
VIN: L ENGINE: CLOSED: 11/26/1996

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: PERKASIE STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 120000 WSD:
DEALER NAME: CHAMPION FORDLAND, SALES CODE: 116101 P & A: 01251
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 16 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/14/1998
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:

1996/11/11
NO VIN AVAILABLE
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- CALLING ABOUT THE SEAT RESTRAINT RECALL FOR THE PROBE
*
PER CUSTOMER, DEALER SAYS:
- NEEDED TO ORDER PARTS TO FIX THE SEAT BELT
*
CUSTOMER SEEKS:
- VEHICLE REPAIRED
*
CAC ADVISED:
- THE LETTER SAID THAT THE PARTS MAY NEED TO BE ORDER FOR DECEMBER 15
1996/11/13
NO VIN AVAILABLE
CUSTOMER SAYS: [REDACTED] FATHER, CALLED
- THE SEATBELT SYSTEM DOES NOT WORK
- HIS DAUGHTER GOT A RECALL LETTER
- THEY CALLED THE DEALERSHIP BUT THEY DID NOT RESTORE THE OPERATION OF THE
RESTRAINT SYSTEM LIKE THE LETTER SAYS
*
PER CUSTOMER, DEALER SAYS:
- THEY WON'T GET PARTS ANY EARLIER THAN 12/12/98
*
CUSTOMER SEEKS:
- TO GET HIS SEATBELTS FIXED
*
CAC ADVISED:
- ADDED COMMENTS TO FILE
- CALL BACK WITH VIN

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

6345BW GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: G1 CONTACT NBR: 107760178 OPENED: 11/13/1996
VIN: L ENGINE: CLOSED: 11/26/1996

1996/11/13

THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 107750439

*** NAVIS: SUBSEQUENT ***

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

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

CUSTOMER SAYS:

- THE SEATBELT SYSTEM DOES NOT WORK
- HIS DAUGHTER GOT A RECALL LETTER
- THEY CALLED THE DEALERSHIP BUT THEY DID NOT RESTORE THE OPERATION OF THE RESTRAINT SYSTEM LIKE THE LETTER SAYS

PER CUSTOMER, DEALER SAYS:

- THEY WON'T GET PARTS ANY EARLIER THAN 12/12/96

CUSTOMER SEEKS:

- TO HAVE THE OPERATION OF THE BELTS RESTORED LIKE THE LETTER STATED

CAC ADVISED:

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

THIS IS THE TIME PARAMETERS GIVEN TO ALL DEALERS IN THE RECALLS. PARTS ARE ON ORDER. TR

1996/11/14

##THIS IS THE CLOSING COMMENT

EXPLAINED TO CUSTOMER AGAIN ABOUT FORD RELEASE DATE OF PARTS, WHICH IS BEYOND DEALERSHIP CONTROL. HAD CUSTOMER RE-READ HIS RECALL LETTER, CONFIRMING DATES. WE DO WANT TO REPAIR HIS CAR. TR

1996/11/19

CUSTOMER SEEKS:

- TO HAVE THE LETTER RE- READ TO HER

CAC ADVISED:

- READ THE RECALL LETTER OVER WITH HER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

0244GJ	GRP: 14	CONCERN CONTACT	VEH TYPE: CAR
CHICAGO	41	ZN/TR: B2	CONTACT NBR: 107751456
VIN: 1ZVPT20C5L5		ENGINE: C	OPENED: 11/11/1996
			CLOSED: 12/19/1996

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				M1:	
ADDRESS:					
CITY:	CHICAGO	STATE:	IL	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	80	MODEL:	PROBE		
MILEAGE:	82000	WSD:			
DEALER NAME:	LYNCH FORD INC	SALES CODE:	141018	P & A:	01594
CAUSAL CODES:	1203	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:	41	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	12/12/1996
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:

1996/11/11

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

CUSTOMER SAYS:

- MR. WYNOR GARCIA CALLING ON BEHALF OF CUSTOMER
- DRIVERS SIDE SEAT BELT DOES NOT WORK
- RECALL LETTER STATES THAT DEALERSHIP WILL RESTORE OPERATION TO THE SEAT BELT AND POSSIBLY REQUEST THAT CUSTOMER MUST RETURN AFTER DECEMBER 15

PER CUSTOMER, DEALER SAYS:

- MUST WAIT UNTIL DECEMBER 15, 1996 FOR REPAIRS

CUSTOMER SEEKS:

- RECALL COMPLETION

CAC ADVISED:

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

1996/12/12

***THIS IS THE CLOSING COMMENT
CALLED CUSTOMER TO SET UP SERVICE APPT.
PER CUSTOMER VEHICLE WAS STOLEN.

08/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

202BGR GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
HOUSTON 57 ZN/TR: C2 CONTACT NBR: 107707780 OPENED: 10/31/1996
VIN: 1ZVPT2OC6L5 ENGINE: C CLOSED: 11/12/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: LOCKHART STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 140000 WSD:
DEALER NAME: LOCKHART MTR CO INC SALES CODE: 152802 P & A: 04503
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/05/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1998/10/31

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

CUSTOMER SAYS:

- HUSBAND CALLING ON BEHALF
- SEATBELT ON DRIVERS SIDE IS UNOPERABLE
- CUSTOMER BROUGHT VEHICLE INTO DEALERSHIP BUT THEY DID NOT REPAIR THE VEHICLE PER RECALL LETTER

PER CUSTOMER, DEALER SAYS:

- BRING VEHICLE IN DECEMBER 15 WHEN PARTS COME OUT

CUSTOMER SEEKS:

- TO HAVE VEHICLE REPAIRED

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. DALE PERKINS SVC MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- LETTER DOES SAY THEY CURRENT SEAT BELT WILL BE REPAIRED AND THAT NEW PART WILL BE INSTALLED IN DECEMBER

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

2028GR GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
HOUSTON 57 ZN/TR: C2 CONTACT NBR: 107707790 OPENED: 10/31/1996
VIN: 1ZVPT20C6L5 [REDACTED] ENGINE: C CLOSED: 11/12/1996

1996/11/01

CUSTOMER WAS INFORMED BY THE PARTS MANAGER DALE PERKINS ON 31OCT98 13:30HRS THAT THE PART WOULD BE ORDER, SEAT BELT MOTOR, BUT BECAUSE WHAT THE RECALL LETTER STATED THAT SOME PARTS WOULD NOT BE AVAILABLE TILL AFTER 15DEC98 THAT IT IS A GOOD POSSIBILITY THAT WE MAY NOT RECEIVE ANY PARTS TILL THIS DATE BUT WE WILL NOT KNOW TILL WE CAN GET ON LINE AND ORDER THIS PART. THIS COMPANY WAS TRYING TO MAKE [REDACTED] AWARE OF THE SITUATION THAT PARTS AVAILABILITY ARE SOMETIMES SHORT DUE TO RECALLS. THIS CUSTOMER DID NOT WANT TO LISTEN TO ANY THINGS SAID BY THIS COMPANY KEPT ON PUSHING ONE PARAGRAPH ON THE RECALL LETTER AND CULD CARE LESS ABOUT WHAT THE REST OF THE LETTER HAD TO SAY. THIS COMPANY NEVER TOLD THE CUSTOMER OR GAVE THE CUSTOMER ANY INCLINATION THAT WE WERE NOT GOING TO FIX THIS VEHICLE, ONLY THAT WE DID HAVE TO ORDER PARTS AND THE AVAILABILITY WAS NOT KNOWN AT THIS TIME. CUSTOMER STILL WAS CONSTANT ON STATING ABOUT THE PARAGRAPH IN THE LETTER, AND AGAIN I DISCUSSED THE SAME INFORMATION TO HIM AND TOLD HIM I SHOULD KNOW MORE ABOUT PART SITUATION BY MONDAY 4NOV98 IF NOT SOONER. HE TOOK THE RECALL LETTER FROM ME AND SAID WE'LL SEE ABOUT THIS AND LEFT. WE HAVE TRIED TO CALL [REDACTED] AT WORK 2 TIMES TODAY 1NOV98 AND LEFT MESSAGES BUT HAVE NOT RECEIVED ANY RESPONSE TO OUR CALL WAS OF 4:30 PM 1NOV98. WE WILL UPDATE THIS INFORMATION AFTER WE TALK TO MRS FERGUSON.

1996/11/05

###THIS IS THE CLOSING COMMENT

CUSTOMER CALLED ME, DALE PERKINS, BACK ON 4NOV1998 STATING SHE GAVE HER MESSAGE TO LATE TO CONTACT ME ON FRIDAY. WE DISCUSSED THE PROBLEM SHE SAID HER HUSBAND STATED TO HER WE WERE NOT GOING TO FIX THE PROBLEM TILL AFTER THE 15TH OF DEC 1998. I INFORMED HER THE SAME INFORMATION THAT I TOLD HER HUSBAND THAT WE ARE ORDERING THE PARTS FOR THE DRIVER SIDE SEAT BELT AND THAT DUE TO THE RECALL THE LETTER STATES PARTS MAY NOT BE AVAILABLE TILL THE 15TH DEC. WHICH MAY ALSO MAKE A SHORTAGE ON THE OTHER PARTS BECAUSE OF THE NUMBER OF PEOPLE BRINGING IN THERE VEHICLE FOR THE RECALL. BUT THAT IF PARTS ARE AVAILBLE I WILL HAVE THEM IN BY THE 8TH OF NOVEMBER 98. SHE SEEMED ALLRIGHT WITH THIS AND INFORMED ME THAT SHE WILL BE GONE ON THE 8TH BUT WILL TRY TO GET THE VEHICLE IN TO USE TO REPAIR WHILE SHE IS GONE. I DID RESTATE ABOUT POSSIBLE PART AVAILABILITY PROBLEMS BUT ALSO TOLD HER THAT I WILL CALL HER PERSONALLY WHEN THE PARTS ARE IN.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

4794TC GRP: KX05 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: N2 CONTACT NBR: 108070046 OPENED: 02/06/1997
VIN: 1ZVPT20C1L5 ENGINE: C CLOSED: 02/17/1997

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: ST JOSEPH STATE: MO ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 53000 WSD:
DEALER NAME: POLSKY MTRS INC SALES CODE: 363595 P & A: 12869
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 63 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/06/1997
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:

1997/02/06

*** VEHICLE INVOLVED IN RECALL 96548 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- GOT A RECALL NOTICE FOR THE SEAT BELT

*

PER CUSTOMER, DEALER SAYS:

- ADVISED THAT THE PARTS WERE NOT IN AND IT WOULD BE JANUARY WHEN THEY GOT THE PARTS

- FURTHER ADVISED THAT THEY WOULD RECONTACT THE CUSTOMER WHEN THE PARTS COME IN

*

CUSTOMER SEEKS:

- VEHICLE REPAIRED UNDER THE RECALL

*

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

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

1997/02/10

###THIS IS THE CLOSING COMMENT

CALLED CUSTOMER ON FEB. 06, 1997 AND LEFT MESSAGE ON ANSWERING MACHINE. CUSTOMER CALLED BACK ON FEB. 07, 1997. HAVE SET UP APPOINTMENT FOR THURSDAY FEB. 13, 1997

TO CHECK VEHICLE OUT IN REFERENCE TO SAFETY RECALL 96548/96599.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====

5040GM	GRP: XX01	CONCERN CONTACT	VEH TYPE: CAR
WASHINGTON	27	ZN/TR: 01	CONTACT NBR: 107729580
VIN: 1ZVP721U5L5		ENGINE: U	OPENED: 11/06/1996
			CLOSED: 12/14/1996

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	ROANOKE	STATE:	VA	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	85000	MSD:			
DEALER NAME:	BERGLUND FORD	SALES CODE:	127081	P & A:	06717
CAUSAL CODES:	1204 1203	SYMPTOMS:	104100		
ORIGIN:	GD	TRANS. DST/RGN:	27	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	12/07/1996
ACK. CODE:		ASSIST CODE: D	AWARD AMT:	O SURVEY:	Y (Y OR N)

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

COMMENTS:

1996/11/06

*** VEHICLE INVOLVED IN RECALL 96548 AND 96598 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- RECEIVED A RECALL LETTER FOR THE SEAT BELT

+

PER CUSTOMER, DEALER SAYS:

- WILL NOT HAVE THE PARTS UNTIL JANUARY 1997

+

CUSTOMER SEEKS:

- REPAIR FOR THE VEHICLE UNDER RECALL

+

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST CUST REL MGR RON PARKER TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- KEEP IN TOUCH WITH SERVICE MANAGER ABOUT PARTS AVAILABILITY

1996/12/07

###THIS IS THE CLOSING COMMENT

[REDACTED] LEPHONED CUST AND DISCUSSED CONCERNS. MR. DID NOT AGREE TO BRING HIS VEHICLE TO DEALERSHIP BUT DEMANDED HE BE GIVEN REFUND FOR REPAIRS MADE ELSEWHERE [REDACTED] SER MGR ADV CUST HE MUST PROCESS A REFUND AND THE VEHICLE NEEDS TO BE INSPECTED BY DEALERSHIP. CUST NOT INTERESTED IN DOING ALL THIS AND ADVISED [REDACTED] HE WOULD TAKE HIS VEHICLE TO ANOTHER DEALERSHIP. [REDACTED] ADVISED CUST HE CAN TAKE HIS VEHICLE TO ANY FORD DEALERSHIP. PLEASE CLOSE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 5497FM GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
 ATLANTA 21 ZN/TR: 12 CONTACT NBR: 108116442 OPENED: 02/19/1997
 VIN: 1ZVPT20CKL5 ENGINE: C CLOSED: 02/27/1997

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: TUSKEGEE STATE: AL ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] EXT: PAGER
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 124000 WSD:
 DEALER NAME: CARL GREGORY F L-M SALES CODE: 121538 P & A: 02684
 CAUSAL CODES: 1215 SYMPTOMS: 104100
 ORIGIN: GO TRANS. DST/RGN: 21 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 02/20/1997
 ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/02/19

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 AND 96S99 ***

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

- 1-800 NUMBER FROM OPERATOR
- ARE THERE ANY RECALLS ON MY VEHICLE
- THE CONCERN IS THE SEAT BELTS.THEY ARE GETTING STUCK.

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- TO VERIFY RECALL

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR.DON WILLIAMSON (SERV. MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/02/20

##THIS IS THE CLOSING COMMENT

CUSTOMER NOTIFIED PARTS ARE UNAVAILABLE AT THIS TIME TO PERFORM RECALL.
 WILL NOTIFY UPON PARTS ARRIVAL AT DEALERSHIP.
 DON WILLIAMSON
 SERVICE MANAGER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

7842SM GRP: XX08 INFORMATION CONTACT VEH TYPE: CAR
 SDR 10 ZN/TR: U1 CONTACT NBR: 108113763 OPENED: 02/18/1997
 VIN: L ENGINE: CLOSED: 02/18/1997

=====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED] FIRST NAME: TED
 CITY: ELLENSBURG STATE: WA ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 100088 WSD:
 DEALER NAME: KELLEHER MOTOR COMP SALES CODE: 174477 P & A: 08550
 CAUSAL CODES: 1206 2B01 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:

1997/02/18

NO VIN AVAILABLE

CUSTOMER SAYS:

- THE VEHICLE'S PASSENGER AND DRIVER SHOULDER SEAT BELTS DID NOT RE-TRACT
- REPLACED THE PASSENGER SIDE SEAT BELT, BEFORE HE RECEIVED THE NOTICE FOR THE SAFETY BELT RECALL
- WANTS REIMBURSMENT FOR THE COST OF THE REPAIR (AS SOON AS POSSIBLE)
- HAVE BEEN WAITING A MONTH FOR REIMBURSMENT

PER CUSTOMER, DEALER SAYS:

- TIM SULLIVAN, ASST SERV MGR, REFERRED THE CUSTOMER TO THE CAC
- ORDERED THE DRIVER SIDE SEAT BELT (BACKORDER)
- CAN'T REFUND THE CUSTOMER FOR THE PASSENGER SIDE SEAT BELT REPAIR, UNTIL THEY RECEIVE THE DRIVER SIDE SEAT BELT PART

CUSTOMER SEEKS:

- WANTS REIMBURSMENT FOR THE COST OF THE REPAIR ASAP

CAC ADVISED:

- ADVISED THE CUSTOMER TO CONTACT THE CUST REL MGR FOR FURTHER ASSISTANCE

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

O173DD GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: NI CONTACT NBR: 107970424 OPENED: 01/13/1997
VIN: 1ZVPT22L5L5 ENGINE: L CLOSED: 02/04/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: NEWTON STATE: KS ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] EXT: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 97000 WSD:
DEALER NAME: CONKLIN CARS NEWTON SALES CODE: 153843 P & A: 05093
CAUSAL CODES: 1220 0405 SYMPTOMS: 104100
ORIGIN: GD TRANS. OST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/15/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/01/13

*** POSSIBLE 12/12 SERVICE PART COVERAGE ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:
-HAD RECALL 96548 AND 96599 COMPLETED ON VEHICLE 12-20-96 FOR THE DRIVERS SIDE SEATBELT

-TODAY THE SEAT BELT CAME ACROSS TOO TIGHT, SO CUSTOMER OPENED THE DOOR TO RELEASE IT AND SHUT THE DOOR AGAIN AND WHEN THE SEAT BELT MOVED AGAIN A PLASTIC STRIP CAME OUT OF THE DOOR AND WHEN THE DOOR OPENED AGAIN, THE PIECE WENT BACK INTO THE DOOR
-WHEN MANUALLY RELEASING THE SEAT BELT, A METALLIC SILVER SUBSTANCE GOT ALL OVER HER LEATHER GLOVES

*
PER CUSTOMER, DEALER SAYS:
-STEVE WEISS WAS VERY RUDE AND DEFENSIVE TO THE CUSTOMER WHEN SHE CALLED ABOUT THIS TODAY
-STEVE SAID THAT THERE WOULD BE SOMEONE FROM THE DEALERSHIP THAT WOULD CALL HER BACK THIS AFTERNOON

*
CUSTOMER SEEKS:
-WANTS FORD TO KNOW HOW BADLY STEVE TREATED HER TODAY ON THE PHONE
-WANTS TO KNOW WHAT TO DO ABOUT THE SEATBELT

*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. DON HAGEMAN (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
-APOLOGIZED FOR UNPLEASANT EXPERIENCE WITH THE DEALERSHIP

1997/01/28
DEALERSHIP HAS ORDERED PARTS INCORRECTLY SUBMITTED CLAIM FOR LABOR ONLY WE WILL CONTACT CUSTOMER WHEN PARTS ARRIVE AND WILL BRING IN---CUSTOMER SATISFIED

08/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

0173DD	GRP: XX19	CONCERN CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: N1	CONTACT NBR: 107970424
VIN:	(ZVPT22LSL	ENGINE: L	OPENED: 01/13/1997
			CLOSED: 02/04/1997

=====

1997/01/28

###THIS IS THE CLOSING COMMENT

WE HAVE PARTS ORDERED FOR RECALL BUT IN ERROR WE SUBMITTED WARR CLAIM FOR RECALL WHICH ACTUALLY NOT COMPLETED CUSTOMER IS SATISFED AT THIS TIME AND IS AWAITING OUR CALL WE WILL ALSO REIMBURSE HER FOR LWEATHER FLOVES AS NECESSARY

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

6304WN	GRP: XX15	CONCERN CONTACT	VEH TYPE: CAR
TWIN CITIES	58	ZN/TR: A1	CONTACT NBR: 107919481
VIN: 1ZVPT20CKL5		ENGINE: C	OPENED: 12/27/1996
			CLOSED: 01/16/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:		STATE:	MN	ZIP:
HOME PHONE:		BUS. PHONE:		
MODEL YEAR:		MODEL:	PRDGE	
MILEAGE:	140000	WSD:		
DEALER NAME:	TOUSLEY FORD INC	SALES CODE:	158015	P & A: 09372
CAUSAL CODES:	1203	SYMPTOMS:	104100	
ORIGIN:	GD	TRANS. DST/RGN:	58	TRANS. DATE:
SERVICE/SALES:	1			CONTACT DATE: 01/07/1997
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:

1998/12/27

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 95548 ***
 *** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- WHAT IS THE RECALL ABOUT ON THE SEATBELTS
- THE SEATBELT LIGHT FLASHES
- CUSTOMER'S PHONE NUMBER IS UNLISTED

*
 PER CUSTOMER, DEALER SAYS:
 - NO CONTACT

*
 CUSTOMER SEEKS:
 - RECALL INFORMATION

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

1997/01/09

###THIS IS THE CLOSING COMMENT
 WE ARE STILL WAITING FOR THE PARTS TO COMPLETE THE RECALL FOR THE SEATBELTS.
 BW

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1886RB	GRP: XX05	CONCERN CONTACT	VEH TYPE: CAR
TWIN CITIES	58	ZN/TR: B1	CONTACT NBR: 109295438
VIN: 12VPT20CXL5		ENGINE: C	OPENED: 12/26/1997
			CLOSED: 02/11/1998

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:	STILLWATER	STATE:	NN	ZIP:
HOME PHONE:		BUS. PHONE:		
MODEL YEAR:	90	MODEL:	PROBE	
MILEAGE:	1	WSD:		
DEALER NAME:	STILLWATER FORD L-M	SALES CODE:	158607	P & A: 09254
CAUSAL CODES:	1203	SYMPTOMS:	104100	
ORIGIN:	GO	TRANS. DST/RGN:	58	TRANS. DATE:
SERVICE/SALES:	1			CONTACT DATE: 01/16/1998
ACK. CODE:		ASSIST CODE: R	AWARD AMT:	O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/12/26

*** CUSTOMER REQUESTING SERVICE AT THIS DEALERSHIP ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 9854B ***

CUSTOMER SAYS:

- I WANT TO HAVE THE SAFETY BELT RECALL COMPLETED; 96548
- IT'S BEST TO CONTACT ME BTWN 3:30-5:00

PER CUSTOMER, DEALER SAYS:

- N/A

CUSTOMER SEEKS:

- RECALL WORK COMPLETED

CAC ADVISED:

REGARDING RECALL/ONP

- REQUEST MICHAEL WILSON CUST REL MGR/SVC MGR TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS DAYS REGARDING RECALL/ONP

1998/01/08

THIS CONTACT OPENED DUE TO RECALL 9854B

CUSTOMER SAYS:

- THE SEATBELT LIGHT BLINKS OFF AND ON AND MAKES NOISE
- YOU WILL HAVE TO HOLD THE SEATBELT FORWARD SO IT WILL NOT SMACK ME IN THE FACE
- I HAVE NOT HEARD ANYTHING FROM THE DEALERSHIP

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

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

1888RB GRP: XX05 CONCERN CONTACT VEH TYPE: CAR
TWIN CITIES 58 ZN/TR: B1 CONTACT NBR: 109295438 OPENED: 12/26/1997
VIN: 1ZVPT20CX15 ENGINE: C CLOSED: 02/11/1998
=====

1998/01/08

- TO HAVE RECALL WORK COMPLETED

CAC ADVISED:

- PLEASE CONTACT MICHAEL WILSON, SERVICE MANAGER

1998/01/22

CSM

PARTS WILL NEED TO BE ORDERED FOR RECALL COMPLETION. PLEASE CLOSE CONTACT WHEN RECALL IS COMPLETED.

-GADAMS10 CSM

1998/01/29

CSM

ATTENTION MIKE WILSON, S.M. PLEASE CLOSE CONTACT AS SOON AS RECALL IS COMPLETED FOR THE CUSTOMER. SEAT BELT PARTS FOR THIS RECALL WILL NEED TO BE ORDERED EMERGENCY IF THEY HAVEN'T BEEN ALREADY. PLEASE CLOSE THIS CONTACT ASAP. THANKS MIKE!

-GADAMS10 CSM

1998/02/04

##THIS IS THE CLOSING COMMENT

VEHICLE REPAIR RECALL COMPLETED RD#124414--RECALL 96548 01JAN98

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

BO91EL	GRP: XX08	CONCERN CONTACT	VEH TYPE: CAR
SDR	10 ZN/TR: P1	CONTACT NBR: 107728977	OPENED: 11/05/1996
VIN: 1ZVPT20C2L5		ENGINE: C	CLOSED: 11/20/1998

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	GLENDIVE	STATE:	MT	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]	
MODEL YEAR:	90	MODEL:	PROBE	
MILEAGE:	111000	WSD:		
DEALER NAME:	URBANEC MOTORS INC	SALES CODE:	174628	P & A: 08412
CAUSAL CODES:	1203 0408	SYMPTOMS:	104100	
ORIGIN:	G0	TRANS. DST/RGN:	74	TRANS. DATE:
SERVICE/SALES:	1			CONTACT DATE: 11/07/1996
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:

1996/11/05

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- AUTOMATIC DRIVER AND PASSENGER SIDE SEAT BELTS DO NOT MOVE ON THE TRACK
- THE PASSENGER BELT IS STUCK IN THE MIDDLE OF THE DOOR AND THE DRIVER SIDE IS STUCK AT THE BACK OF THE DOOR

*

PER CUSTOMER, DEALER SAYS:

- HAS NOT BEEN CONTACTED

*

CUSTOMER SEEKS:

- VEHICLE REPAIRED

*

CAC ADVISED:

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

CSR NOTES: PARTS WILL NOT BE IN UNTIL 12-15-98

1996/11/11

CALLED [REDACTED] ON THE PHONE 11/07/1996-LEFT MESSAGE ON THE MACHINE. THE SEAT BELT PASSIVE RESTRAINT ASSEMBLY HAS BEEN ORDERED THROUGH THE FORD RECALL DIVISION. WAS TOLD THE SEAT BELT ASSEMBLY COULD BE HERE IN 8 DAYS TO THREE WEEKS DEPENDING ON THE AVAILABILITY OF THE PARTS

1996/11/13

###THIS IS THE CLOSING COMMENT
CLOSE PER PRIOR COMMENT SCREEN

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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=====
8633EB   GRP: 06   INFORMATION CONTACT   VEH TYPE: CAR
UNKNOWN   99   ZN/TR:   CONTACT NBR: 109455611   OPENED: 02/11/1998
VIN:      1ZVPT20C3L5   ENGINE: C   CLOSED: 02/11/1998
=====

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=====
LAST NAME: [REDACTED]   STATUS: CLOSED
TITLE: [REDACTED]   FIRST NAME: [REDACTED]   MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED]   STATE: CA   ZIP: [REDACTED]
HOME PHONE: [REDACTED]   BUS. PHONE: [REDACTED]
MODEL YEAR: 90   MODEL: PROBE
MILEAGE: 118130   WSD:
DEALER NAME:   SALES CODE:   P & A:
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)

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

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COMMENTS:

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1998/02/11
*** VEHICLE INVOLVED IN RECALL 9654B ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- THE DRIVER'S SIDE SEATBELT DOES NOT WORK
- PART WAS ORDERED IN 10/97
- REQUEST ASSISTANCE WITH OBTAINING PART
*
PER CUSTOMER, DEALER SAYS:
- PART HAS NOT ARRIVED YET
*
CUSTOMER SEEKS:
- PARTS DELAY ASSISTANCE
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS

```

08/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

B993TY	GRP: 14	CONCERN CONTACT	VEH TYPE: CAR
SAN FRAN	72	ZN/TR: B1	CONTACT NBR: 109455272
VIN: 12VPT22L9L5		ENGINE: L	OPENED: 02/11/1998
			CLOSED: 02/19/1998

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	SAN JOSE	STATE:	CA	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	78000	WSD:			
DEALER NAME:	VARSITY FORD, INC	SALES CODE:	172012	P & A:	02B51
CAUSAL CODES:	0407 1204	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:	72	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	02/12/1998
ACK. CODE:		ASSIST CODE: W	AWARD AMT:		Q SURVEY: Y (Y OR N)

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

COMMENTS:

1998/02/11

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- I HAVE BEEN WAITING FOR OVER 2 MONTHS FOR PARTS TO GET THE SEAT BELT REPAIRED
- THE DRIVERS SEAT BELT IS BROKEN AND DOSTN COME ALL THE WAY UP
- I AM NOT SATISFED WITH THIS BECAUSE I CAN GET HURT IF I AM IN AN ACCIDENT
- THIS SHOULD BE A VERY HIGH PRIORITY BECAUSE IT IS A SFETY ISSUE
- ARE THERE ANY RECALLS ON THE CAR
- MY DEALERSHIP HAS BEEN VERY HELPFUL BUT THEY CANT DO THE REPAIR WITHOUT THE PARTS, THEY HAVE BEEN GREAT
- WHEN I TURN THE WIPERS OFF THE STOP IN THE MIDDLE OF THE WINDOW

PER CUSTOMER, DEALER SAYS:

- WE DDNT KNOW WHEN THE PARTS WILL BE AVAILABLE

CUSTOMER SEEKS:

- RECALL REPAIR
- PARTS INFORMATION

CAC ADVISED:

- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
- REQUEST MR. DAVE SCHMITZ (CUST. REL MNGR/ SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1998/02/12

###THIS IS THE CLOSING COMMENT

CUST HAS BEEN INSTRUCTED TO MAKE RESERVATION TO INSPECT VEH AND HAVE ANY OPEN

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

8993TT GRP: 14 INFORMATION CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: B1 CONTACT NBR: 109454659 OPENED: 02/11/1998
VIN: 1ZVPT20C1L5 ENGINE: C CLOSED: 02/11/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: ERIE STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 94000 WSD:
DEALER NAME: BOB FERRANDD FLM SA SALES CODE: 144218 P & A: 02191
CAUSAL CODES: 1220 SYMPTOMS: 104100
ORIGIN: 50 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1998/02/11

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

CUSTOMER SAYS:

-I AM CALLING BECAUSE MY SEAT BELT IS BROKEN ON THE PASSENGER SIDE
-I WENT INTO THE DEALERSHIP AND HAD THE DRIVERS SIDE FIXED
-IT TOOK THEM SIX MONTHS FOR THEM TO GET THE PARTS FOR THE DRIVERS SIDE
-AT THAT TIME THE PASSENGER SIDE WAS WORKING FINE, IT BROKE TWO MONTHS AGO AND
THE DEALERSHIP DID NOT FIX IT
-WHAT IF I GET INTO AN ACCIDENT AND SOMEONE GETS HURT FORD WILL BE RESPONSIBLE
-THE RECALL SHOULD NOT HAVE BEEN CLOSED OUT UNTIL AFTER ALL THE REPAIRS WERE
COMPLETED ON THE CAR
-WHAT GOOD IS A RECALL IF IT IS NOT GOING TO RESOLVE THE PROBLEM OR THE CAUSE
OF THE RECALL
-FORD IS GOING TO HAVE A LOT OF LAW SUITES ON ITS HANDS ABOUT THIS

PER CUSTOMER, DEALER SAYS:

-PER:
-PER STEVE AND JOHN: THE REGIONAL REP. JAKE WATKINS, HAS DENIED THE CLAIM FOR
THE PASSENGER SIDE SEAT BELTS.

CUSTOMER SEEKS:

-REPAIR UNDER RECALL 94599

CAC ADVISED:

- NO FINANCIAL ASSISTANCE WILL BE OFFERED
- THIS REPRESENTS FORD MOTOR COMPANY'S FINAL DECISION IN THIS MATTER
-OBC-TO JOHN, SERV.MANGR -VERIFIED THAT THEY HAD ATTEMPTED TO OPEN A CLAIM FOR
THE REPAIR AND WERE DENIED

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

5392TG GRP: 04 CONCERN CONTACT VEH TYPE: CAR
DENVER 56 ZN/TR: A3 CONTACT NBR: 109453814 OPENED: 02/11/1998
VIN: 1ZVPT21U0L5 ENGINE: U CLOSED: 03/17/1998

LAST NAME: [REDACTED] STATUS: CANCELLED
TITLE: [REDACTED] NI: [REDACTED]
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: DENVER STATE: CO ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 71000 WSD:
DEALER NAME: BARBEE'S FREEWAY FD SALES CODE: 156005 P & A: 03148
CAUSAL CODES: 2801 1209 1012 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 56 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1998/02/11
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98548 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- 800# FROM BARBEE FREEWAY FORD
- CUSTOMER HAS BEEN WAITING SIX MONTHS FOR THIS PART TO COME IN
- RECALL 98599 HAS BEEN PERFORMED ON THE VEHICLE
- THE LAP BELT WORKS BUT THE MOTORIZED SHOULDER HARNESS DOES NOT OPERATE PROPERLY
*
PER CUSTOMER, DEALER SAYS:
- THERE IS A NATIONAL BACK ORDER FOR THIS RECALL
*
CUSTOMER SEEKS:
- RECALL 98548 PERFORMED ON VEHICLE
- PARTS INFORMATION
*
CAC ADVISED:
RE PARTS DELAY:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
RE RECALL 98548:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST TERRY WERNER (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- PLEASE CONTACT RENKIN AT 1-800-325-5621 FOR POSSIBLE RENTAL VEHICLE ASSISTANCE

1998/03/16
CONTACT CANCELLED BY SYSTEM AND OPENED IN MORSIII

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

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5992TG	GRP: 04	CONCERN CONTACT	VEH TYPE: CAR
DENVER	56	ZN/TR: 43	CONTACT NBR: 109453814
VIN:	1ZVPT21U0L	ENGINE: U	OPENED: 02/11/1998
			CLOSED: 03/17/1998

=====

1998/03/17
CONTACT CANCELLED BY SYSTEM AND OPENED IN MORSIII

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

1263MD GRP: 02 CONCERN CONTACT VEH TYPE: CAR
DENVER 56 ZN/TR: A3 CONTACT NBR: 109483155 OPENED: 02/19/1998
VIN: 1ZVPT21U0L5 ENGINE: U CLOSED: 02/20/1998

LAST NAME: [REDACTED] STATUS: CANCELLED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] 8-304
CITY: DENVER STATE: CO ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 71000 WSD:
DEALER NAME: BARBEE'S FREEWAY FD SALES CODE: 186008 P & A: 03148
CAUSAL CODES: 2801 1203 1012 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 58 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1998/02/19

*** NAVIS: ORIGINAL ***

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

CUSTOMER SAYS:

- HE RECIEVED A PHONE CALL FROM TERRY THE CUST. REL. MGR WHO SAID HE HAD THE PART AND TO BRING IT IN
- HE TOOK IT IN YESTERDAY AND THEY PUT THE PART ON, BUT THE PART DID NOT WORK. TERRY WAS GONE LAST NIGHT WHEN HE PICKED UP THE CAR AND HE SOUGHT NO ASSISTANCE

- ESSENTIALLY HE IS RIGHT BACK WHERE HE WAS WITH THE PART ON NATIONAL BACK ORDER

PER CUSTOMER, DEALER SAYS:

- NO FURTHER CONTACT SINCE LAST NIGHT WHEN HE PICKED UP THE CAR
- THE PART IS STILL ON BACK ORDER

CUSTOMER SEEKS:

- TO RESOLVE THE CONCERN

CAC ADVISED:

RE RECALL 96S48:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST TERRY WERNER (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- PLEASE CONTACT RENKIM AT 1-800-325-5621 FOR POSSIBLE RENTAL VEHICLE ASSISTANCE

1998/02/20

THIS CONTACT HAS BEEN CANCELLED

PLEASE REFER TO FILE NO. 109453B14 AS THIS FILE IS A DUPLICATE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

B407CG GRP: 01 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: J2 CONTACT NBR: 109438296 OPENED: 02/06/1998
VIN: 12VPT21U8L5 ENGINE: U CLOSED: 03/09/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: LEROY STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 40000 WSD:
DEALER NAME: ZIGROSSI FORD LINCO SALES CODE: 144035 P & A: 00813
CAUSAL CODES: 2013 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 44 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/02/1998
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:

1998/02/06

*** POSSIBLE 12/12 SERVICE PART COVERAGE *** REPAIR DATE: JUNE 1997 MILEAGE: 35000

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-THE SEAT BELT SHOULDER BELT MAKING NOISE

-TOOK VEHICLE TO ZIGROSSI FORD IN JUNE 1997 AND THEY ORDERED THE PARTS FOR THE SEAT BELT RECALLS

-DEALERSHIP CALLED CUSTOMER TWO WEEKS AGO TO SAY THE PARTS WERE IN

-CUSTOMER TOOK VEHICLE FOR THEM TO INSTALL THE PARTS AT THAT TIME

-AND THEY REALIZED THE PARTS WERE INCORRECTLY ORDERED AND HAVE TO REORDER THE PARTS AGAIN

PER CUSTOMER, DEALER SAYS:

-TWO WEEKS AGO, PERSON IN PARTS DEPARTMENT, NO NAME, TOLD CUSTOMER THE PARTS WERE IN

CUSTOMER SEEKS:

-TO HAVE THE CORRECT PARTS TO GET THE SEAT BELT REPAIRED

CAC ADVISED:

RE: POSSIBLE 12/12 COVERAGE

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR. ROGER PIXLEY SVC MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM IJ

14.21.02

=====
8003CW GRP: 04 CONCERN CONTACT VEH TYPE: CAR
BOSTON 11 ZN/YR: A2 CONTACT NBR: 109436667 OPENED: 02/06/1998
VIN: 1ZVPT21U9LE ENGINE: U CLOSED: 02/16/1998
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HANOVER STATE: MA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 98000 WSD:
DEALER NAME: JANNEL MOTORS INC SALES CODE: 111070 P & A: 0804E
CAUSAL CODES: 1203 2801 3105 SYMPTOMS: 104100
DRIGIN: GD TRANS. DST/RGN: 11 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/09/1998
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1998/02/06

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

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- I GOT A RECALL NOTICE FOR THE SEAT BELT.
- THE SEAT BELT IS NOT WORKING PROPERLY.
- THE DEALERSHIP ORDERED A PART ON 10/24.
- THEY KEEP TELLING ME THAT IT IS ON NATIONAL BACK ORDER.
- IN THE MEAN TIME, I HAVE A SEAT BELT THAT DOES NOT WORK.
- 800# FROM THE RECALL NOTICE.

PER CUSTOMER, DEALER SAYS:

- PER SERVICE, THE SEAT BELT IS ON BACK ORDER, CALL FORD IF YOU ARE NOT HAPPY.(NO NAME REMEMBERED).

CUSTOMER SEEKS:

- RESOLUTION TO THE SEAT BELT CONCERN.

CAC ADVISED:***DBC TO DEALERSHIP***

- SPOKE WITH JOE, SERVICE ADVISOR, AND ADVISED HIM OF THE RENKIN. LOANER PROGRAM.

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

1998/02/09

###THIS IS THE CLOSING COMMENT

ORDERED PARTS OVERNITE ARRIVED TO DAY CUSTOMER NOTIFIED APPOINTMENT MADE TO H

AVE INSTALLED

THIS IS A CLOSING COMMENT

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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6595JM	GRP: 15	INFORMATION CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: N2	CONTACT NBR: 109435441
VIN: L		ENGINE:	OPENED: 02/06/1998
			CLOSED: 02/06/1998

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	PITTSBURG	STATE:	KS	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]		
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	70000	WSD:			
DEALER NAME:	PITTSBURGFORD-MERCU	SALES CODE:	153473	P & A:	05001
CAUSAL CODES:	1012	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:		TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	
ACK. CODE:		ASSIST CODE:		AWARD AMT:	
				O SURVEY:	(Y OR N)

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

COMMENTS:

1998/02/06

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

CUSTOMER SAYS:

*
CUSTOMER SEEKS:

-WHY IS THERE A DELAY FOR PART FOR RECALL

*
CAC ADVISED:

RE:PARTS DELAY

- 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

=====

9138LS GRP: 09 INFORMATION CONTACT VEH TYPE: CAR
 PITTSBURGH 44 ZN/TR: A2 CONTACT NBR: 109433370 OPENED: 02/05/1998
 VIN: 1ZVPT21U5L5 ENGINE: U CLOSED: 02/05/1998

=====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: NEW CASTLE STATE: PA ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 1 WSD:
 DEALER NAME: PHIL FITTS FORD LIN SALES CODE: 144482 P & A: 07409
 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:

1998/02/05

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- DRIVING WITHOUT DRIVER SIDE SEATBELTS FOR OVER A YEAR
- VEHICLE IS UNDER A RECALL 96S48
- WIFE ALMOST HAD A ACCIDENT TODAY AND SHE WAS NOT WEARING A SHOULDER SEATBELT BECAUSE OF THIS RECALL
- ARE THERE ANY LOANERS AVAILABLE

PER CUSTOMER, DEALER SAYS:

- PARTS ARE NOT IN ON NATIONAL BACKORDER PER SERVICE DEPARTMENT

CUSTOMER SEEKS:

- RECALL WORK DONE

CAC ADVISED:

- NO LOANER OFFERED ON THIS PROGRAM.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3635LS GRP: 10 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: B2 CONTACT NBR: 109429428 OPENED: 02/04/1998
VIN: 1ZVPT21U6L5 [REDACTED] ENGINE: U CLOSED: 02/17/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BUFFALO STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PRD8E
MILEAGE: 36000 WSD:
DEALER NAME: MUCK MOTOR SALES IN SALES CODE: 144117 P & A: 00594
CAUSAL CODES: 1219 1204 3103 SYMPTOMS: 104100
ORIGIN: G0 TRANS. DST/RGN: 44 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/10/1998
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1998/02/04

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

*** NAVIS: DRIGINAL ***

CUSTOMER SAYS:

- THE DEALER ORDERED THE PARTS DN 12-2-97 FOR THE RECALL
- I STILL HAVE NOT HEARD FROM THEM
- THE SEATBELT IS NOT WORKING AND I AM APPAID OF DRIVING THE CAR

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- RECALL PERFORMED

CAC ADVISED:

MADE OBC TO JAMES LAVOCAT:

- PARTS ARE NOT EVEN ON ORDER
- I WILL CALL THE CUSTOMER AND TAKE CARE OF THE ORDER
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. JAMES LAVOCAT (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

1998/02/10

###THIS IS THE CLOSING COMMENT

PARTS ARRIVED FOR RECALLS 96548 AND 96599. VEHICLE HAS BEEN IN AND RECALLS
COMPLETE DN 02/10/1998

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

2224SU GRP: 06 CONCERN CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: B1 CONTACT NBR: 109421497 OPENED: 02/03/1998
VIN: 1ZVPT21UXL5 ENGINE: U CLOSED: 02/16/1998

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: SAN JOSE STATE: CA ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 80 MODEL: PROBE
MILEAGE: 88000 WSD:
DEALER NAME: CAPITOL FORD INC SALES CODE: 172039 P & A: 07B42
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 72 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/05/1998
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:

1998/02/03

*** VEHICLE INVOLVED IN RECALL 96S4B ***
*** PARTS DELAY OVER 30 DAYS ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-- VEHICLE WAS INVOLVED IN RECALL 96S4B LEFT SIDE PA.
-- CUSTOMER HAS BEEN WAITING SINCE AUGUST OF 1997 FOR THE SHOULDER
BELT ON THE DRIVER'S SIDE TO COME IN.

PER CUSTOMER, DEALER SAYS:

-- PART IS ON BACK ORDER.

CUSTOMER SEEKS:

-- VEHICLE REPAIRED/ PART INFORMATION

CAC ADVISED:

RE PART DELAY

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

1998/02/09

###THIS IS THE CLOSING COMMENT

FORD PART NUMBER F772 61610D45 C ON D99 BACK ORDER. CAPITOL FORD HAS HAD PART O
N ORDER FOR MANY MONTHS FOR MANY CUSTOMERS. FORD UNABLE TO SUPPLY PART. DOR 1269
B 10 ON ORDER

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
004655 GRP: 02 CONCERN CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: A2 CONTACT NBR: 109394316 OPENED: 01/27/1998
VIN: 1ZVPT21U9L5 [REDACTED] ENGINE: U CLOSED: 02/09/1998
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: WAYLAND STATE: MA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 102000 WSD:
DEALER NAME: CITY FORD, LLC SALES CODE: 111027 P & A: 01611
CAUSAL CODES: 3001 2013 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 11 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/31/1998
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y DR N)
=====

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

COMMENTS:

1998/01/27

*** POSSIBLE 12/12 COVERAGE *** REPAIR DATE: 12/19/97

CUSTOMER SAYS:

-96S48 RECALL REPAIRS ON DRIVER'S SIDE MOTORIZED SEAT BELT WERE NOT EFFECTIVE

-REALIZE PARTS ARE BACK-ORDERED BUT NEED CONCERN RESOLVED NOW DUE TO SAFETY ISSUE

PER CUSTOMER, DEALER SAYS:

-NO SPECIFIC CONTACT

CUSTOMER SEEKS:

-CONCERN RESOLVED

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST DAVE CARLSON (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

+SVC MGR CONTACT RENKIN AT 1-800)325-5621 FOR POSSIBLE LOANER ASSISTANCE

1998/01/31

###THIS IS THE CLOSING COMMENT

SERVICE MANAGER, DAVE CARLSON, CONTACTED CUSTOMER AND ADVISED HIM PART WAS IN AND APPT IS SCHEDULED FOR 2/4/98 TO HAVE PART INSTALLED AT NO CHARGE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

8563TS	GRP: XK15	INFORMATION CONTACT	VEH TYPE: CAR
DENVER	56	ZN/TR: A2	CONTACT NBR: 109389650
VIN: 1ZVPT20CXLS		ENGINE: C	OPENED: 01/26/1998
			CLOSED: 01/26/1998

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:	CORTEZ	STATE:	CO	ZIP:
HOME PHONE:		BUS. PHONE:		
MODEL YEAR:	90	MODEL:	PROBE	
MILEAGE:	82000	WSD:		
DEALER NAME:	KEESSE MOTOR CO	SALES CODE:	156476	P & A: 03161
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:
1998/01/26

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- VEHICLE HAD RECALL FOR DRIVER AND PASSENGER SIDE SEAT BELT
- PARTS FOR SEAT BELT HAVE BEEN ON BACK ORDER SINCE SEPTEMBER 1997
- WANTS TO KNOW WHEN PARTS WILL BE AVAILABLE TO DEALERSHIP

PER CUSTOMER, DEALER SAYS:

- DEALERSHIP SERVICE MANAGER SAYS THAT PARTS ARE ON NATIONAL BACK-ORDER

CUSTOMER SEEKS:

- PARTS INFORMATION

CAC 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

=====

582455 GRP: 02 INFORMATION CONTACT VEH TYPE: CAR
 PITTSBURGH 44 ZN/TR: C3 CONTACT NBR: 109387689 OPENED: 01/26/1998
 VIN: 12VPT20C5LE ENGINE: C CLOSED: 01/26/1998

=====

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: SALEM STATE: OH ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 115000 WSD:
 DEALER NAME: A J LOUDON CO SALES CODE: 144459 P & A: 02206
 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: MICRO:

COMMENTS:

1998/01/28
 *** NAVIS: SUBSEQUENT ***
 CUSTOMER SAYS:
 - THE PARTS FOR THE RECALL HAVE BEEN ON ORDER SINCE JULY
 *
 PER CUSTOMER, DEALER SAYS:
 - CHUCK MULLIN REFERRED CUSTOMER TO CAC
 *
 CUSTOMER SEEKS:
 - SEAT BELT REPAIRED
 *
 CAC 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

1302DS GRP: 06 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: E2 CONTACT NBR: 109374777 OPENED: 01/27/1998
VIN: L ENGINE: CLOSED: 02/05/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: NORCO STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 80 MODEL: PROBE
MILEAGE: 40000 WSD:
DEALER NAME: HEMBORG FORD SALES CODE: 171151 P & A: 05395
CAUSAL CODES: 10RA 10RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/28/1998
ACK. CODE: 0 ASSIST CODE: R AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1998/01/21

NO VIN AVAILABLE

CUSTOMER SAYS:

MOTHER IS CALLING

-PROBE WAS TAKEN INTO THE DEALERSHIP IN AUG 97 DUE TO SEATBELTS BEING BROKEN.
-CUSTOMER FOUND OUT THAT HER VEHICLE WAS INVOLVED IN A SEATBELT RECALL
-PARTS WERE PUT ON IN AUGUST
-CUSTOMER WENT BACK TO DEALERSHIP 3 TIMES BETWEEN AUGUST AND OCTOBER FOR
-BOT INTO A FENDER BENDER THE END OF SEPT (DID NOT FILE A POLICE REPORT
BECAUSE CALI. LAW STATES THAT NO POLICE REPT CAN BE FILED UNLESS DAMAGES OR
BODILY INJURIES EXCEED \$500)
-CUSTOMER WALKED AWAY WITH CHEST BRUISES
-DEALERSHIP GAVE CUSTOMER A LOANER VEHICLE THE BEGINNING OF OCTOBER
-CUSTOMERS VEHICLE HAS BEEN AT THE DEALERSHIP SINCE THE BEGINNING OF OCTOBER.
-THE CAR HAS BEEN SITTING SO LONG THAT CUSTOMER FEELS IT WILL NOT BE FIT FOR
DRIVING WHEN IT IS FINALLY REPAIRED.

PER CUSTOMER, DEALER SAYS:

-NOT EXPECTING THE PARTS TO BE IN UNTIL MAY OF 98
-INFORMED CUSTOMER THAT THEY SHOULD FILE FOR THE LEMON AGAINST THE DEALRSHIP
THAT SOLD THE CUSTOMER THE VEHICLE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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130205	GRP: 06	CONCERN CONTACT	VEH TYPE: CAR
LDS ANGELES	71	ZN/TR: E2	CONTACT NBR: 109374777
VIN: L		ENGINE:	OPENED: 01/27/1998
			CLOSED: 02/05/1998

=====

1998/01/21

CUSTOMER SEEKS:

-NEEDS SOMETHING TO BE DONE

-CAR HAS BEEN SITTING FOR SO LONG THAT THE CUSTOMER FEELS SHE SHOULD BE PUT INTO ANOTHER VEHICLE BECAUSE THE VEHICLE WONT BE FIT FOR DRIVING AFTER HAVING SAT FOR 9 MONTHS.

*

CAC ADVISED:

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

-REQUEST MR. GARY HARDING(SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

DBC TO TOR HEMBORG(GENERAL MGR)

-TOLD CUSTOMER TO FILE LEMON LAW BECAUSE FORD WILL NOT ASSIST THE CUSTOMER.

-FORD HAS PAID FOR THE RENTAL VEHICLE BUT CUSTOMER VEHICLE

1998/01/27

HOLD STATUS OVERRIDE

1998/01/29

##THIS IS THE CLOSING COMMENT

VEHICLE HAS BEEN HERE FOR SOME TIME DUE TO PARTS DELAY ON THIS RECALL. FORD HAS BEEN INVOLVED SINCE DAY 1 TO TRY AND RESOLVE, BUT THIS WAS A NATIONAL BACK ORDER THAT JUST COULD NOT GET US THE NEEDED PARTS. FORD RECALL DIVISION HAS GIVEN US THE AUTHORIZATION FOR ALTERNATE TRANSPORTATION FOR THIS, AND CUSTOMER HAS BEEN IN RENTAL CAR. VEHICLE IS NOW DONE AS OF TODAY, THE PARTS FINALLY CAME IN. WE HAVE CLEANED UP THE CAR VERY NICELY, AND HAVE ROAD TESTED IT TO ASSURE ALL IS WELL. WE HAVE NOTED A COUPLE OF MINOR PROBLEMS WITH THE CAR SUCH AS A WINDOW THAT WON'T ROLL, AND A HEADLIGHT COVER THAT WON'T WORK WELL, BUT THESE HAVE NO RELATIONSHIP TO THE RECALL OR OTHER WORK PERFORMED, AND THE CUSTOMER IS AWARE. ALL IS DONE NOW, AND CUSTOMER IS ADVISED TO PICK UP.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

1246SD GRP: 13 CONCERN CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: 02 CONTACT NBR: 109372020 OPENED: 01/21/1998
VIN: 12VPT21UOL5 ENGINE: U CLOSED: 02/11/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SONOMA STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 90000 WSD:
DEALER NAME: BONANZA FORD LINCOL SALES CODE: 172484 P & A: 07721
CAUSAL CODES: 1203 1012 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 72 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/09/1998
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1998/01/21

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

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

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

- I WAS TOLD THAT MY SEATBELTS WERE RECALLED
- 10/15/97 I WENT TO THE DEALER FOR THIS CONCERN, AND THEY ORDERED THE PARTS FOR THIS CONCERN
- 12/15/97 I CALLED THE DEALER AND THEY TOLD ME THAT THEY ARE STILL NOT IN
- THIS IS A SAFETY ISSUE
- THE LADY THAT I HAVE BEEN TALKING TO ABOUT THIS HAS BEEN VERY NICE
- HAVE NOT SPOKE TO DEALERSHIP THIS MONTH REGARDING THE SEAT BELT RECALL
- DRIVERS SIDE SHOULDER STRAP WILL NOT MOVE
- PASSENGER SIDE SHOULDER STRAP IS LOCKED IN ONE POSITION

PER CUSTOMER, DEALER SAYS:

- NO CONTACT FROM THE DEALERSHIP

CUSTOMER SEEKS:

- TO HAVE RECALL PERFORMED

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
- REQUEST MR.GRANT WILLIAMS SVC MGR CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- THERE IS INFORMATION IN THE DEALER LETTER THAT STATES THAT DEALERS CAN CALL RENKIM TO SEE IF A CUSTOMER CAN RECEIVE A LOANER UNTIL THE PARTS COME IN
- RENKIM NUMBER: 1-800-325-5621

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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124650	GRP: 13	CONCERN CONTACT	VEH TYPE: CAR
SAN FRAN	72	ZN/TR: 02	CONTACT NBR: 109372020
VIN: 1ZVPT21U0LS		ENGINE: U	OPENED: 01/21/1998
			CLOSED: 02/11/1998

=====

1998/02/04

###THIS IS THE CLOSING COMMENT

CLIENTS RECALL SEAT BELTS ARRIVED AND WERE INSTALLED 02/03/1998 PLEASE CLDSE C
ONTACT

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
4262JA GRP: 10 CONCERN CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: D2 CONTACT NBR: 109270260 OPENED: 12/16/1997
VIN: 1ZVPT21U0L2 ENGINE: U CLOSED: 12/25/1997
=====

=====
LAST NAME: [REDACTED] STATUS: CLDSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SONOMA STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 90000 WSO:
DEALER NAME: BONANZA FORD LINCOL SALES CODE: 172484 P & A: 07721
CAUSAL CODES: 1203 1012 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 72 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/17/1997
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:
1997/12/18

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

CUSTOMER SAYS:

- I WAS TOLD THAT MY SEATBELTS WERE RECALLED
- 10/16/97 I WENT TO THE DEALER FOR THIS CONCERN, AND THEY ORDERED THE PARTS FOR THIS CONCERN
- 12/15/97 I CALLED THE DEALER AND THEY TOLD ME THAT THEY ARE STILL NOT IN
- THIS IS A SAFETY ISSUE
- THE LADY THAT I HAVE BEEN TALKING TO ABOUT THIS HAS BEEN VERY NICE
- I JUST WANTED TO SEE IF THERE WAS ANY WAY I CAN EXPEDITE THIS

PER CUSTOMER, DEALER SAYS:

- WE EMERGENCY ORDERED THE PARTS, THEY ARE ON BACKORDER

CUSTOMER SEEKS:

- TO HAVE RECALL WORK PERFORMED ON HER SEATBELTS

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR.WILLIAMS (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- THERE IS INFORMATION IN THE DEALER LETTER THAT STATES THAT DEALERS CAN CALL RENKIM TO SEE IF A CUSTOMER CAN RECEIVE A LOANER UNTIL THE PARTS COME IN
- RENKIM NUMBER: 1-800-325-5621

1997/12/18

###THIS IS THE CLOSING COMMENT
WE HAVE ORDERED SEATBELTS AS PER RECALL AND THEY ARE STILL UNAVAILABLE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 8833EB GRP: 06 INFORMATION CONTACT VEH TYPE: CAR
 LOS ANGELES 71 ZN/TR: C2 CONTACT NBR: 109365617 OPENED: 01/20/1998
 VIN: 1ZVPT20C0L5 ENGINE: C CLOSED: 01/20/1998

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: SPRING VALLEY STATE: CA ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 90000 WSD:
 DEALER NAME: PEARSON FORD SALES CODE: 171085 P & A: 05504
 CAUSAL CODES: 1012 SYMPTOMS: 104100
 ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1998/01/20

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- WENT TO DEALERSHIP FOR RECALL REPAIR ON 11/13/97
- WANTS INFORMATION ON THE PART DELAY
- THE LEFT DRIVER'S SEATBELT IS STUCK
- THE RIGHT PASSENGER SEATBELT TIGHTENS WHEN THERE IS AN IMPACT

PER CUSTOMER, DEALER SAYS:

- PER SERVICE ADVISOR
- THERE IS A PARTS DELAY

CUSTOMER SEEKS:

- PART DELAY INFORMATION

CAC ADVISED:

- PER IRDB:
- FORD IS MAKING EVERY ATTEMPT TO OBTAIN ADDITIONAL SUPPLIES OF RAIL/MOTDR ASSEMBLIES. HOWEVER, WE EXPECT CONTINUED BACKORDERS FOR SOME TIME.
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
- NO DAYTIME PHONE NUMBER AVAILABLE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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765GKC	GRP: KX01	CONCERN CONTACT	VEH TYPE: CAR
KANSAS CITY	53	ZN/TR: D2	CONTACT NBR: 109355489
VIN: 1ZVPT22L2L5		ENGINE: L	OPENED: 01/15/1998
			CLOSED: 01/26/1998

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:	ST. LOUIS	STATE:	MO	ZIP:
HOME PHONE:		BUS. PHONE:		
MODEL YEAR:	90	MODEL:	PROBE	
MILEAGE:	96000	WSD:		
DEALER NAME:	MCMAHON FORD CO	SALES CODE:	153078	P & A: 08027
CAUSAL CODES:	1204 1012 0206	SYMPTOMS:	104100	
ORIGIN:	00	TRANS. DST/RGN:	53	TRANS. DATE:
SERVICE/SALES:	1			CONTACT DATE: 01/19/1998
ACK. CODE:		ASSIST CODE: W	AWARD AMT:	O SURVEY: Y (Y OR N)

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

COMMENTS:

1998/01/15

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

CUSTOMER SAYS:

- THE RESTRAINT SYSTEM ON THE DRIVER'S SIDE HAS COMPLETELY STOPPED WORKING
- SEVEN MONTHS AGO MCMAHON FORD ORDERED THE PARTS FOR ME
- I AM STILL WAITING FOR THESE PARTS

PER CUSTOMER, DEALER SAYS:

- THE PART IS ON BACKORDER

CUSTOMER SEEKS:

- TO RECEIVE THE PART AS SOON AS POSSIBLE
- A LOANER VEHICLE

CAC ADVISED:

RE: PARTS DELAY:

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

RE: VEHICLE CONCERNS:

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

RE: LOANER VEHICLE:

- DEALERSHIP WILL BE CONTACTING RENKIN 1-800-325-5821 ABOUT SETTING UP A LOANER VEHICLE FOR YOU (SEE DEALERSHIP LETTER REGARDING RECALL 9654B)

1998/01/19

##THIS IS THE CLDSING COMMENT

RON G HAS SPOKE TO CUSTOMER WE HAVE PUT HIM INTO LOANER TILL RECALL PART COMES IN

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
4699BK GRP: 05 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: 51 CONTACT NBR: 109355032 OPENED: 01/15/1998
VIN: 1ZVPT20C3L5 ENGINE: C CLOSED: 01/22/1998
=====

=====
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: 130000 WSD:
DEALER NAME: SOUTAR'S SALES CODE: 171418 P & A: 05548
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/15/1998
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)
=====

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

COMMENTS:

1998/01/15

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

*** CUSTOMER REQUESTING SERVICE AT THIS DEALERSHIP ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- THERE IS A RECALL FOR SEATBELTS ON VEHICLE
- DEALERSHIP SAYS PARTS ARE ON NATIONAL BACK ORDER
- PARTS WERE ORDERED IN DECEMBER

PER CUSTOMER, DEALER SAYS:

- PARTS ARE ON NATIONAL BACK ORDER

CUSTOMER SEEKS:

- WHEN WILL THE SEAT BELTS COME IN

CAC ADVISED:

- SEATBELTS WERE DUE IN THE END OF DECEMBER
- SUPPLIER SENT THE WRONG MODELS AND THEY HAD TO BE REDDERED
- USUALLY IT TAKES A MONTH TO GET PARTS FROM A SUPPLIER

##THIS IS THE CLOSING COMMENT

CSM COMMENTS:

CUSTOMER SHOULD CONTACT THE DEALER TO INQUIRE ABOUT PART AVAILABILITY. ONCE THE PART ARRIVES, THE DEALER SHOULD CONTACT THE DEALER SO REPAIRS CAN TAKE PLACE. PLEASE ADVISE CUSTOMER ACCORDINGLY. THANK YOU.
GLS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

9740VR GRP: 14 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: B1 CDCONTACT MBR: 109353672 OPENED: 01/15/1998
VIN: 1ZVPT20C8L5 ENGINE: C CLOSED: 01/27/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: OMAHA STATE: NE ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 110000 WSD:
DEALER NAME: H. P. SMITH FORD, L SALES CODE: 153023 P & A: 02606
CAUSAL CODES: 1203 1204 1207 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/20/1998
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1998/01/15

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

CUSTOMER SAYS:

- SEAT BELT ON DRIVER'S SIDE WAS NOT WORKING AT THE TIME OF PURCHASE
- THE PART HAS BEEN ON ORDER AND HAS BEEN
- WANTS TO KNOW WHAT HAPPENS IF HER CHILD IS IN AN ACCIDENT WHO WILL BE RESPONSIBLE

PER CUSTOMER, DEALER SAYS: DENNIS KING AND LARRY, SERVICE
- THE PART IS ON NATIONAL BACK ORDER

CUSTOMER SEEKS:

- TO KNOW WHEN THE PART IS COMING IN
- CONCERN RESOLUTION

CAC ADVISED:

RE: RECALL

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

PLEASE CONTACT REMKIN AT 1-800-325-5621 TO SEE IF CUSTOMER IS ELIGIBLE FOR A LOANER VEHICLE WHILE WAITING FOR PART**

RE: BACK ORDER DELAY

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

1998/01/20

***THIS IS THE CLOSING COMMENT

DEALER HAS RECEIVED PARTS, CONTACTED CUSTOMER AND SCHEDULED FOR REPAIR.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

0493RC GRP: XX08 CONCERN CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: B1 CONTACT NBR: 108488424 OPENED: 05/23/1997
VIN: 12VPT21U1L5 [REDACTED] ENGINE: U CLOSED: 09/02/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: TEXARKANA STATE: AR ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 107000 WSD:
DEALER NAME: MC LARTY AUTO MALL SALES CODE: 152327 P & A: 06016
CAUSAL CODES: 1012 1203 SYMPTOMS: 104100
ORIGIN: 00 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:

1997/05/23

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

CUSTOMER SAYS:

- HAVE BEEN TRYING TO GET RECALL PERFORMED FOR PASSENGER SIDE SEATBELT
- ALREADY PERFORMED DRIVER SIDE
- THIS HAS BEEN ON ORDER SINCE 12/96

PER CUSTOMER, DEALER SAYS:

SERVICE, NAME UNKNOWN
1/97 - MANUFACTURER WAS NOT SUPPLYING THE PART AT THAT TIME
5/22/97 - PART IS ON BACK ORDER

CUSTOMER SEEKS:

- PART TO COME IN SO RECALL CAN BE PERFORMED

CAC ADVISED:

REGARDING RECALL 96599
- REQUEST MR. WOODSON WRIGHT (CUST REL MGR/SVC MGR) TO CONTACT THE CUSTOMER
WITHIN TWO BUSINESS DAYS REGARDING RECALL 96599

RE: PARTS DELAY

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

1997/08/26

###THIS IS THE CLOSING COMMENT

PARTS STILL ON NATIONAL BACKORDER. WAITING ON CUSTOMER TO RECONTACT DEALERSHIP
PLEASE PLEASE!!! OLD CASE THANKS GENTRY

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
0087KG GRP: XX05 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: A2 CONTACT NBR: 108466948 OPENED: 05/23/1997
VIN: 1ZVPT20C5L5 ENGINE: C CLOSED: 05/30/1997
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MISSION HILLS STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 80 MODEL: PROBE
MILEAGE: 104000 WSD:
DEALER NAME: METRO FORD SALES CODE: 171019 P & A: 05453
CAUSAL CODES: 1203 10RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 05/27/1997
ACK. CODE: ASSIST CODE: D AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/05/23

*** PARTS DELAY OVER 100 DAYS ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 & 96599 ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- BOTH MOTORIZED SEATBELTS ARE GETTING STUCK
- DRIVER'S SIDE SEATBELT IS INOPERABLE, CAN ONLY USE LAP BELT
- IT KEPT ON GETTING STUCK SO I DISENGAGED IT
- THE PASSENGER SIDE MAKES A NOISE AND GETS STUCK IN THE TRACK
- I'VE HAD THIS PROBLEM SINCE OCTOBER OF LAST YEAR
- I KEEP ON GETTING PULLED OVER BECAUSE I HAVE NO SEATBELT
- I ALMOST GOT A TICKET FOR HAVING AN UNSAFE VEHICLE
- PARTS DELAY HAS BEEN SINCE OCTOBER OF 1996

PER CUSTOMER, DEALER SAYS:

- METRO FORD IN N HOLLYWOOD
- THERE IS A BACK ORDER ON THE PARTS SINCE OCOBER OF 1996
- THEY HAVE NO IDEA WHEN THEY WILL GET THEM

CUSTOMER SEEKS:

- HER RECALL PERFORMED

CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

8087LB GRP: 05 INFORMATION CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: B1 CONTACT NBR: 108473004 OPENED: 05/27/1997
VIN: L ENGINE: CLOSED: 05/27/1997

LAST NAME: [REDACTED] FIRST NAME [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: SAN JOSE STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 130000 WSD:
DEALER NAME: CAPITOL FORD INC SALES CODE: 172039 P & A: 07842
CAUSAL CODES: 1203 1001 SYMPTOMS: 104100
ORIGIN: 00 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:

1997/05/27

NO VIN AVAILABLE

CUSTOMER SAYS:

- SEAT BELT WOULD NOT RETRACT BACK WHEN THE DOOR CLOSED
- WOULD HAVE TO HOLD ON TO THE SEAT BELT BECAUSE THE SEAT BELT WOULD PULL BACK HARD ENOUGH TO CHOKE THE CUSTOMER
- WAS INVOLVED IN A SEAT BELT RECALL
- DISSATISFIED WITH HOW THE PROCESS WAS DONE TO PERFORM RECALL WORK ON VEHICLE
- IT HAS BEEN OVER A MONTH SINCE THE PARTS HAVE BEEN AVAILABLE TO REPAIR THE VEHICLE UNDER RECALL

PER CUSTOMER DEALER SAYS:

- [REDACTED] IS THE CONTACT PERSON
- THE PARTS ARE NOT IN TO PERFORM THE RECALL

CUSTOMER SEEKS:

- FILE A COMPLAINT AGAINST THE DEALERSHIP AND THE SERVICE DEPARTMENT

CAC ADVISED:

- INFORMATION IS DOCUMENTED AND FORWARDED TO THE APPROPRIATE AREAS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 9B76VR GRP: KX07 INFORMATION CONTACT VEH TYPE: CAR
 LOS ANGELES 71 ZN/TR: C1 CONTACT NBR: 108482256 OPENED: 05/28/1997
 VIN: 1ZVPT20C0LS ENGINE: C CLOSED: 05/28/1997

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] NI:
 ADDRESS: [REDACTED] T B
 CITY: PARAMOUNT STATE: CA ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 100925 WSD:
 DEALER NAME: FORD WEST SALES CODE: 171047 P & A: 05440
 CAUSAL CODES: 1203 SYMPTOMS: 104100
 ORIGIN: Q0 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:

1997/05/28

- CUSTOMER SAYS:
- I TOOK MY VEHICLE IN TO THE DEALERSHIP IN DEC 1996 DUE TO THE SAFETY BELT RECALL
 - THE DEALERSHIP HAD TO ORDER THE PART AT THE TIME AND STATED THAT THEY WOULD CONTACT ME WHEN THE PART CAME IN
 - I WAS NEVER CONTACTED SO I TOOK THE VEHICLE IN TODAY BECAUSE I AM ON VACATION
 - I WOULD LIKE TO KNOW WHY I HAVE TO PAY FOR THE REPAIR OF THE SEAT BELT IF IT WERE A RECALL
- PER CUSTOMER, DEALER SAYS: NO NAME GIVEN
- WE REPLACED THE SEAT BELT BUT IT IS NOT WORKING AND IT IS AN ELECTRICAL PROBLEM
 - IN ORDER TO REPAIR THE PROBLEM THERE WILL BE AN ADDITIONAL COST OF \$60
- CUSTOMER SEEKS:
- TO KNOW WHY SHE HAS TO PAY THE \$60 FOR THE SEAT BELT REPAIR IS THERE WAS A RECALL ON THE SEAT BELT
- CAC ADVISED:
- DEALERSHIP IS THE BEST TECHNICAL RESOURCE
 - MR. STEVE ANALCO, CUST. REL MGR., IS IN THE BEST POSITION TO ASSIST YOU.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
3312AH GRP: OP INFORMATION CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: C2 CONTACT NBR: 108488077 OPENED: 05/30/1997
VIN: 12VPT21U5L5 ENGINE: U CLOSED: 05/30/1997
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WINDHAM STATE: NH ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 179000 WSD:
DEALER NAME: NEWMAN FORD LLC SALES CODE: 111568 P & A: 09039
CAUSAL CODES: 1012 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: Q SURVEY: (Y OR N)

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

COMMENTS:

1997/05/30

CUSTOMER SAYS:

- RECEIVED A RECALL NOTICE REGARDING SAFETY BELTS IN 10/96
- CONTACTED DEALER IN 12/98 AND WAS ADVISED TO CALL BACK IN 1/97 DUE TO PARTS NOT BEING AVAILABLE.
- RECEIVED A CALL FROM THE DEALER LAST WEEK THAT THE MOTOR PART IS STILL ON BACKORDER.
- FEELS THIS IS A SAFETY HAZARD AND IS FRUSTRATED THAT IT HAS TAKEN THIS LONG TO RECEIVE THE PARTS NECESSARY TO MAKE THE REPAIR.

PER CUSTOMER, DEALER SAYS:

- SPOKE WITH SOMEONE IN SERVICE DEPT., SAFETY BELT TRACK FOR THE DRIVER SIDE DDDR NEEDED TO BE ORDERED.
- MOTOR FOR SAFETY BELT WAS ORDERED IN 3/97 AND IS ON BACKORDER.

CUSTOMER SEEKS:

- INFORMATION REGARDING PARTS AVAILABILITY.

CAC 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

BB29DS GRP: XX14 INFORMATION CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: DS CONTACT NBR: 108490384 OPENED: 05/30/1997
VIN: 1ZVPT21U4L5 ENGINE: U CLOSED: 05/30/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: AVON STATE: CT ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 100000 WSD:
DEALER NAME: MORANDE FORD INC SALES CODE: 111222 P & A: 08801
CAUSAL CODES: 1012 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RBN: 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: NICRD:

COMMENTS:

1997/05/30

PARTS ON BACKORDER

CUSTOMER SAYS:

- CALLING TO SEE WHY PARTS ARE ON BACK ORDER FOR SEATBELT RECALL
- SEATBELT BROKEN
- ON BACKORDER SINCE JANUARY

PER CUSTOMER, DEALER SAYS:

- FORD DOES NOT SUPPLY PARTS

CUSTOMER SEEKS:

- SEATBELT PART

CAC ADVISED:

- TO STAY IN TOUCH WITH THE CUSTOMER RELATION MANAGER AT THE DEALERSHIP

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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=====
975688 GRP: XX02 INFORMATION CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: A1 CONTACT NBR: 108500148 OPENED: 08/03/1997
VIN: 1ZVPT20C2LS ENGINE: C CLOSED: 08/03/1997
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=====
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: 55800 WSD:
DEALER NAME: BELL MOTORS INC SALES CODE: 113048 P & A: 20512
CAUSAL CODES: 1204 0405 0404 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

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COMMENTS:
1997/06/03

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- HEARD ABOUT A SEAT BELT RECALL WHEN PURCHAING VEHICLE USED
- TOOK VEHICLE TO DEALERSHIP WHO ORDERED THE SEAT BELT
- CALLED DEALERSHIP A WEEK LATER AND DEALERSHIP SAID IT WOULD BE ANOTHER MONTH
- AFTER 3 MONTHS, CUSTOMER CALLED BACK AND DEALERSHIP INDICATED THE HAD PART WAS IN AND TO BRING THE VEHICLE IN
- TOOK VEHICLE TO DEALERSHIP WHO THEN SAID THAT THE PART WAS STILL NOT IN BUT WOULD NOT RELEASE HIS VEHICLE
- CUSTOMER ASKED FOR A LOANER VEHICLE WHICH THEY DID NOT HAVE AND THEN TOOK HIS KEYS AND DROVE AWAY WITH HIS VEHICLE
- CONTACTED ANOTHER DEALERSHIP WHO BROUGHT CUSTOMER IN, HAD PARTS IN STOCK AND PERFORMED THE RECALL WITHOUT ANY PROBLEMS

PER CUSTOMER, DEALER SAYS:

- SORRY, THERE IS A NATIONAL BACKORDER AND WE JUST SWITCHED SERVICE MGRS.
- YOU CANNOT TAKE YOUR VEHICLE AND WE DO NOT HAVE ANY LOANER VEHICLES

CUSTOMER SEEKS:

- TO COMPLAIN ABOUT POOR DEALER SERVICE

CAC ADVISED:

- HAVE DOCUMENTED COMPLAINT AND WILL FORWARD THE COMPLAINT ON THE THE DEALERSHIP FOR REVIEW

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

5963QB GRP: XX08 CONCERN CONTACT
DALLAS 52 ZN/TR: D1 CONTACT NBR: 108508746 VEH TYPE: CAR
VIN: 1ZVPT20C8L5 ENGINE: C OPENED: 06/04/1997
CLOSED: 07/08/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] NI:
ADDRESS: [REDACTED]
CITY: MIDLAND STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: ROGERS FORD SALES I SALES CODE: 152571 P & A: 02445
CAUSAL CODES: 1012 2802 1203 SYMPTOMS: 104100
ORIGIN: G0 TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 06/30/1997
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:
1997/08/04
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 9854B ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-HOW LONG DOES THE MOTOR TO THE SEAT BELT TAKE TO GET TO DEALER?
-I'VE BEEN WAITING QUITE A WHILE GET MY SEAT BELT REPAIRED
*
PER CUSTOMER, DEALER SAYS:
SERVICE DEPARTMENT, NAME UNKNOWN
-THE PART IS ON BACK ORDER
*
CUSTOMER SEEKS:
-STATUS OF DELAYED PART
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
1997/07/01
###THIS IS THE CLOSING COMMENT
PARTS ARE IN TO REPAIR SEAT BELT - HAVE BEEN UNABLE TO CONTACT CUSTOMER.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

4748SG GRP: XX01 CONCERN CONTACT VEH TYPE: CAR
NEW YDRK 13 ZN/TR: E1 CONTACT NBR: 108513632 OPENED: 06/05/1997
VIN: 1ZVPT2QC5L5 ENGINE: C CLOSED: 07/04/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PRT WASHINGTON STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] EXT: 2 [REDACTED]
MODEL YEAR: 93 MODEL: PRD8E
MILEAGE: 78000 WSD:
DEALER NAME: MONAHAN FORD CORP. SALES CODE: 113028 P & A: 03664
CAUSAL CODES: 1204 3103 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 06/26/1997
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:

1997/08/05

*** VEHICLE INVOLVED IN RECALL 06548 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-DAUGHTER [REDACTED] CALLING
-BROUGHT VEHICLE IN 2 WEEKS AGO FOR WARRANTY REPAIR
-DEALERSHIP BROKE SEAT BELT BECAUSE THEY WERE HAVING PROBLEM WITH MOTOR
-ORDERED PART FOR SEAT BELT AND IT STILL HAS NOT COME IN
-NOW CUSTOMER HAS BEEN DRIVING AROUND ILLEGALLY WITHOUT SEAT BELT FOR 2 WEEKS
*

PER CUSTOMER, DEALER SAYS:

-TODAY THEY TOLD CUSTOMER PART IS ON BACK ORDER
*

CUSTOMER SEEKS:

-SEAT BELT REPAIRED
*

CAC ADVISED:

-OUTBOUND CALL TO DEALERSHP. PER DIND. SVC. COUNTERMAN-PART FOR RECALL WAS
ORDERED ON MAY 23,97 BUT PAPERWORK WAS NEVER RECEIVED. REORDERED HE PART FOR
CUSTOMER AND IT SHOULD BE IN WITHIN 3 - 5 DAYS (NEXT TUESDAY WOULD BE THE
LATEST DAY).

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

1997/08/27

###THIS IS THE CLOSING COMMENT

PARTS CAME IN AND RECALL WAS PERFORMED.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

1317RD GRP: 09 INFORMATION CONTACT VEH TYPE: CAR
HOUSTON 67 ZN/TR: B1 CONTACT NBR: 108516415 OPENED: 06/06/1997
VIN: 1ZVPT22L2LS ENGINE: L CLOSED: 06/06/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: HOUSTON STATE: TX ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 45000 WSD:
DEALER NAME: MCREE FORD INC SALES CODE: 152052 P & A: 04443
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:

1997/06/08
*** VEHICLE INVOLVED IN RECALL 98599 ***
*** VEHICLE INVOLVED IN RECALL 98548 ***
CUSTOMER SAYS:
-BOO FROM DEALER
-WENT INTO THE DEALERSHIP IN DECEMBER AND THE DEALER DID NOT PERFORM THE
-NOW IT IS JUNE AND THE DEALER IS STILL SAYING THAT THE VEHICLE PART IS ON
BACK ORDER
-NOW THE DRIVERS SIDE SEAT BELT IS BROKEN AND THE SEAT BELT SITS ACROSS HER
NECK AND RUBS
-CAN NOT DRIVE WITH THE SEAT BELT LIKE THAT AND HAS TO UNDO THE SEAT BELT
-ARE THE PARTS COMING FROM A THIRD PARTY VENDOR IS FORD MANUFACTURED PARTS
-IS GOING TO CALL THE STATE DEPARTMENT OF TRANSPORTATION
-WANTS TO GO TO ANOTHER DEALERSHIP
*
PER CUSTOMER, DEALER SAYS:
-THE PARTS ON BACK ORDER
*
CUSTOMER SEEKS:
-PARTS
-ARE THE PARTS COMING FROM A THIRD PARTY VENDOR IS FORD MANUFACTURED PARTS
-WANTS TO HAVE THE RECALL PERFORMED AT ANOTHER DEALERSHIP

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1317RD	GRP: 09	INFORMATION CONTACT	VEH TYPE: CAR
HOUSTON	57	ZN/TR: 81	CONTACT NBR: 108516415
VIN:	12VPT22L2L	ENGINE: L	OPENED: 06/06/1997
			CLOSED: 06/06/1997

=====

1997/08/08

*
CAC ADVISED:
RE DEALERSHIP LOCATOR
-ASSIGNED CONTACT TO MCRAE FORD
RE PART ORIGIN
-PER TECH QUAD
-MANUFACTURER ASSEMBLED PART
RE BACKORDER
- 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

3636LS GRP: 10 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: 01 CDNTACT NBR: 108502820 OPENED: 06/09/1997
VIN: 1ZVPT22L1L5 ENGINE: L CLOSED: 07/07/1997

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BRIGHTON STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 170000 WSD:
DEALER NAME: BRIGHTON FORD-MERCU SALES CODE: 345056 P & A: 02707
CAUSAL CODES: 1204 0408 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 45 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 06/30/1997
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:

1997/08/09

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

*** NAVIS; ORIGINAL ***

CUSTOMER SAYS:

- I WENT IN ON MAY 13, 1997 TO HAVE THE SEATBELT RECALL FIXED
- THE DEALER TOLD ME THEY HAD TO ORDER THE PARTS
- I HAVE CALLED 4 TIMES SINCE THEN AND NOBODY RETURNS MY CALLS

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- SEATBELT FIXED

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. JEFF ROARK (SYC MGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

1997/06/30

###THIS IS THE CLOSING COMMENT

PARTS ARE ON D-99 NATIONAL BACKORDER FROM FORD MOTOR CO. WILL RECEICE A CARD O
R CALL WHEN PARTS ARRIVE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

596008 GRP: XX08 INFORMATION CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: J1 CONTACT NBR: 108528560 OPENED: 05/10/1997
VIN: L ENGINE: CLOSED: 08/10/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: LOVELAND STATE: [REDACTED] P: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: HERITAGE FORD-MERCU SALES CODE: 144110 P & A: 00849
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:
1997/08/10

NO VIN AVAILABLE

*** MILEAGE UNAVAILABLE ***

CUSTOMER SAYS:

-MY CAR IS INVOLVED IN RECALL 98S98
-THE DEALERSHIP HASN'T BEEN ABLE TO GET THE PART
-CAN YOU TELL ME HOW LONG THIS WILL TAKE
-MY SON IS DRIVING THE CAR WITHOUT A SEAT BELT (NO SHOULDER HARNESS)

*
PER CUSTOMER, DEALER SAYS:
SERVICE DEPARTMENT, JIM
-THE PART IS ON BACK ORDER

*
CUSTOMER SEEKS:
-STATUS OF PART AVAILABILITY/BACK ORDER

*
CAC 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 I I

14.21.02

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=====
7791TR  GRP: XX04  INFORMATION CONTACT  VEH TYPE: CAR
SEATTLE 74  ZN/TR: A1  CONTACT NBR: 108530213  OPENED: 06/10/1997
VIN: L  ENGINE:  CLOSED: 08/10/1997
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=====
LAST NAME: [REDACTED]  STATUS: CLOSED
TITLE: [REDACTED]  FIRST NAME: [REDACTED]  MI:
ADDRESS: [REDACTED]
CITY: SEATTLE  STATE: WA  ZIP: [REDACTED]
HOME PHONE: [REDACTED]  BUS. PHONE: [REDACTED]
MODEL YEAR: 90  MODEL: PROBE
MILEAGE: 70000  WSD:
DEALER NAME: UNIVERSITY FORD  SALES CODE: 174001  P & A: 01388
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:

1997/06/10

NO VIN AVAILABLE

CUSTOMER SAYS:

- 800# FROM INFORMATION
- RECEIVED RECALL NOTICE ON SEAT BELTS
- DRIVERS SIDE SEAT BELT WILL NOT MOVE FROM LOCKED POSITION IN THE MIDDLE OF THE TRACK

PER CUSTOMER, DEALER SAYS:

- PER SERVICE ADVISORS, NO PARTS ARE AVAILABLE. NOR HAS FORD INFORMED THEM WHEN THEY WILL BE AVAILABLE TO REPAIR CONCERNS

CUSTOMER SEEKS:

- PARTS AVIALBILITY UNDER RECALL ON SAFETY BELTS

CAC 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

=====

B928YC	GRP: 14	INFORMATION CONTACT	VEH TYPE: CAR
MEMPHIS	23	ZN/TR: C1	CONTACT NBR: 108535121
VIN: 1ZVPT22L7L5		ENGINE: L	DPENED: 08/11/1997
			CLOSED: 08/11/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	OVERLAND PARK	STATE:	KS	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	96000	WSD:			
DEALER NAME:	LAMARQUE FORD INC	SALES CODE:	123020	P & A:	08531
CAUSAL CODES:	1012	SYMPTOMS:	104100		
ORIGIN:	GD	TRANS. DST/RGN:		TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	
ACK. CODE:		ASSIST CODE:		AWARD AMT:	
				Q SURVEY:	(Y OR N)

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

COMMENTS:

1997/08/11

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-1800 FROM PHONE BOOK

-ORDERED PARTS FOR RECALL ON SEAT BELTS IN FEBRUARY OF 1997

PER CUSTOMER, DEALER SAYS:

- PARTS ON BACK ORDER

CUSTOMER SEEKS:

-TO GET VEHICLE REPAIRED

CAC ADVISED:

- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK ORDER SITUATION

- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART

DELAYS

- PER DBC TO DEALERSHIP SPOKE WITH GERRY BRAUD

- WILL CALL CUSTOMER WIT UPDATED INFORAMTION

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
6870KR GRP: 17 INFORMATION CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: E1 CONTACT NBR: 108545737 OPENED: 06/16/1997
VIN: L ENGINE: CLOSED: 06/16/1997
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: RACINE STATE: WI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 55000 WSD:
DEALER NAME: TOWNE FORD SALES CODE: 141304 P & A: 06190
CAUSAL CODES: 1012 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)
=====

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

COMMENTS:

1997/06/16

NO VIN AVAILABLE

CUSTOMER SAYS:

- THE MOTORIZED BELT BROKE
- HAS BEEN 11 WEEKS SINCE ORDERING THE PART TO FIX

PER CUSTOMER, DEALER (SERVICE DEPT) SAYS:

- STILL WAITING FOR THE PART
- PART IS ON BACK ORDER

CUSTOMER SEEKS:

- PART STATUS

CAC ADVISED:

RE: BACK ORDER

- 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 11

14.21.02

2400CJ GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: 02 CONTACT NBR: 108555015 OPENED: 06/17/1997
VIN: 1ZVPT20C8L5 ENGINE: C CLOSED: 07/10/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: FUQUAY VARINA STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 170000 WSD:
DEALER NAME: DON JENKINS & SON F SALES CODE: 121606 P & A: 08734
CAUSAL CODES: 0208 1012 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 21 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 07/03/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/08/17

*** VEHICLE INVOLVED IN RECALL 96S99 ***
*** VEHICLE INVOLVED IN RECALL 96S4B ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- VEHICLE STILL AT DEALERSHIP
- THERE FOR A RECALL ON 6/10/97
- HAS NOT ASKED ABOUT A LOANER AT THE DEALERSHIP

PER CUSTOMER, DEALER SAYS:

- DID NOT HAVE THE PART TO MAKE THE REPAIR
- PART STILL HAS NOT COME IN

CUSTOMER SEEKS:

- LOANER VEHICLE SINCE IT HAS BEEN THERE FOR A WEEK
- WOULD LIKE VEHICLE REPAIRED AS SOON AS POSSIBLE

CAC ADVISED:

REGARDING LOANER:

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

REGARDING REPAIR:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. JIM OVERMAN (SVC MGR.) TO CONTACT THE CUSTOMER

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
2400CJ GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: D2 CONTACT NBR: 108555015 OPENED: 06/17/1997
VIN: 1ZVPT20C8L5 [REDACTED] ENGINE: C CLOSED: 07/10/1997
=====

1997/06/17

CUSTOMER SAYS:

- FOLLOW UP TO PREVIOUS CALL
- COMPLAINT ABOUT THE SERVICE RECEIVED FROM DEALERSHIP
- FEELS THAT FORD SHOULD PROVIDE A LOANER VEHICLE IF THE PARTS ARE ON BACK ORDER

*

PER CUSTOMER, DEALER SAYS:

- NO INFORMATION

*

CUSTOMER SEEKS:

- COMPLAINT FORD MOTOR COMPANY SERVICE

*

CAC ADVISED:

- DOCUMENT INFORMATION

1997/07/03

###THIS IS THE CLOSING COMMENT

CUSTOMER'S VEHICLE RECALL NEEDED PARTS THAT ARE ON D99 BACKORDER. CUSTOMER WAS UPSET AT LENGTH OF TIME REQUIRED TO GET PART. VEHICLE IS NOW REPAIRED AND CUSTOMER HAPPY.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

67108V GRP: KX14 INFORMATION CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: E2 CONTACT NBR: 108568137 OPENED: 06/20/1997
VIN: 1ZVPT20C9L5 ENGINE: C CLOSED: 06/20/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: APOPKA STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 80000 WSD:
DEALER NAME: GAYLON BLACK FORD I SALES CODE: 124227 P B A: 04890
CAUSAL CODES: 0405 1204 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:
1997/06/20

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- THE CUSTOMER BROUGHT THE VEHICLE IN TO HAVE THE SEAT BELTS REPAIRED UNDER THE RECALL
- THE VEHICLE WAS SITTING IN THE BACK OF THE REPAIR SHOP FOR FOUR HOURS UNTIL IT WAS TAKEN A LOOK AT

PER CUSTOMER, DEALER SAYS:

- THEY DID NOT HAVE THE PARTS FOR THE SEATBELTS, YOU WILL NEED TO BRING THE VEHICLE BACK INTO THE SHOP

CUSTOMER SEEKS:

- TO LET FORD KNOW THAT HE WAS VERY UPSET WITH THE TREATMENT THAT HE WAS GIVEN

CAC ADVISED:

- WILL FORWARD THIS COMPLAINT TO THE PROPER DEPARTMENTS WITHIN FORD

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

765758 GRP: XX11 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: D1 CONTACT NBR: 108571823 OPENED: 06/20/1997
VIN: 1ZVPT22L4L5 ENGINE: L CLOSED: 07/08/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME:
ADDRESS: ZIP:
CITY: LANSING STATE: IP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 96000 WSD:
DEALER NAME: METRO FORD OF LANSI SALES CODE: 148100 P & A: Q2B01
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 06/24/1997
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:
1997/06/20
*** VEHICLE INVOLVED IN RECALL 8854B ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- HAS HAD A RECALL ON THIS VEHICLE FOR ABOUT EIGHT MONTHS, RECEIVED THE LETTER IN OCTOBER OR NOVEMBER OF 1996
- CANNOT GET THIS REPAIRED
- PASSENGER SEAT BELT IN THE VEHICLE HAS NOT WORKED FOR SIX MONTHS
*
PER CUSTOMER, DEALER SAYS:
- DOES NOT HAVE THE PARTS
*
CUSTOMER SEEKS:
- TO HAVE RECALL PERFORMED
*
CAC ADVISED:
- OBC TO KEN BISHOP, PARTS MANAGER--HE IS UNDERSTAFFED TODAY AND CANNOT CHECK ON THAT RIGHT NOW, BUT WILL CONTACT THE CUSTOMER BACK TODAY TO LET HIM KNOW OF THE STATUS OF THE PARTS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

8130EH	GRP: 11	CONCERN CONTACT	VEH TYPE: CAR
LDS ANGELES	71	ZN/TR: C2	CONTACT NBR: 108572338
VIN: 1ZVPT22L7L5		ENGINE: L	OPENED: 06/20/1997
			CLOSED: 07/02/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	VISTA	STATE:	CA	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	110000	WSD:			
DEALER NAME:	DIXON FORD	SALES CODE:	171102	P & A:	05512
CAUSAL CODES:	1203 2801	SYMPTOMS:	104100		
ORIGIN:	GD	TRANS. DST/RGN:	71	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	06/25/1997
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:

1997/06/20

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

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- 6/17, SEAT BELT STUCK IN MIDDLE OF TRACK
- CUSTOMER FEELS UNSAFE DRIVING VEHICLE WITH BROKEN SEAT BELT
- CUSTOMER RECEIVED RECALL LETTER 5 MONTHS AGO

PER CUSTOMER, DEALER SAYS:

- WALTER HAYES, SERVICE MANAGER GAVE CUSTOMER 1800#
- PARTS FOR THIS RECALL REPAIR WILL ARRIVE AT DEALER FOR ANOTHER 2 WEEKS
- THERE IS NOTHING WE CAN DO TO EXPEDITE PARTS
- CUSTOMER CAN EITHER LEAVE VEHICLE AT DEALER OR TAKE VEHICLE AND RETURN IN 2 WEEKS FOR REPAIR

CUSTOMER SEEKS:

- COMPLAINT AGAINST DEALER DOCUMENTED

CAC ADVISED:

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

*****CUSTOMER UNWARE OF WHICH SEAT BELT RECALL HE TOOK TO DEALER(96548 OR 96599)*****

- REGARDING PART DELAY, INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
- ADVISED CUSTOMER COMPLAINT HAS BEEN DOCUMENTED
- PROVIDED CAC ADDRESS AT CUSTOMERS REQUEST

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

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9130EH	GRP: 11	CONCERN CONTACT	VEH TYPE: CAR
LOS ANGELES	71	ZN/TR: C2	CONTACT NBR: 10857233B
VIN:	1ZVPT22L7L	ENGINE: L	OPENED: 06/20/1997
			CLOSED: 07/02/1997

=====

1997/06/25

###THIS IS THE CLOSING COMMENT
SERVICE MANAGER, WALT HAYS, CALLED CUSTOMER AND LEFT MESSAGE ON ANSWERING MACH
INE ON 06/20/97, 06/23/97 AND AGAIN ON 06/25/97. CUSTOMER HAS NOT RESPONDED TO
MESSAGES.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
0618KL GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
DETROIT 4B ZN/TR: A2 CONTACT NBR: 108579879 OPENED: 06/24/1997
VIN: 1ZVPT21U4L ENGINE: U CLOSED: 07/01/1997
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: MACOMB STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: RUSS MILNE FORD INC SALES CODE: 148040 P & A: 02890
CAUSAL CODES: 1012 3105 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 4B TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 08/25/1997
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:

1997/06/24

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 94548 & 94599 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- JUST RECEIVED REMINDER LETTER FOR RECALLS 96548 AND 96599
- BROUGHT THE VEHICLE INTO THE DEALERSHIP 02-11-97 FOR THE RECALL TO BE PERFORMED AND WAS TOLD THAT THE PARTS WERE NOT AVAILABLE
- BOTH OF THE SEAT BELTS ARE NOT WORKING
- WANTS TO HAVE THE SEAT BELTS RECALLS PERFORMED

PER CUSTOMER, DEALER SAYS:

- PER TWICE IN THE LAST TWO WEEKS
- THE PASSENGER SIDE PART IS AVAILABLE BUT NOT THE DRIVERS

CUSTOMER SEEKS:

- WANTS TO HAVE THE SEAT BELTS PERFORMED

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. PAUL BURKHARDT (PARTS MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

RE: PARTS DELAY

- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PAUL BURKHARDT PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
- NON-VLC OUTBOUND CALL MADE TO PAUL BURKHARDT FOR FURTHER INFORMATION AND UPDATE
- THE RECALL PARTS CAME IN YESTERDAY
- SOMEONE WILL BE CONTACTING THE CUSTOMER TODAY

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

87B7NH GRP: XK05 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: 89 CONTACT NBR: 108582309 OPENED: 06/24/1997
VIN: 1ZVPT21U2L5 ENGINE: U CLOSED: 07/02/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: LACEY STATE: WA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSO:
DEALER NAME: BOONE FORD SALES IN SALES CODE: 174517 P & A: 08627
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 74 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 06/25/1997
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:
1997/08/24

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

CUSTOMER SAYS:
- WE ORDERED THE PART FOR THE SEAT BELTS IN DECEMBER
- THE DRIVERS SIDE SEAT BELT IS TOTALLY INOPERABLE
- WE HAVE NOT RECEIVED THE PART

PER CUSTOMER, DEALER SAYS:
- THIS IS FORD'S FAULT, NOT OURS

CUSTOMER SEEKS:
- TO OBTAIN THIS PART

CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. MYRON ROBERTS (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- PER DEALERSHIP, ORDERED SEAT BELT IN FEBRUARY, IT IS STILL ON BACKORDER
- CSR CALLED RENKIN AT 1-800-325-5621. THESE PARTS ARE CURRENTLY AVAILABLE, DEALER CAN ORDER AND OBTAIN WITHIN 3-5 BUSINESS DAYS, DEALERSHIP CAN PROVIDE CUSTOMER WITH A LOANER VEHICLE AND WILL BE REIMBURSED BY FORD FOR \$25 A DAY FOR 5 BUSINESS DAYS

1997/08/25
###THIS IS THE CLOSING COMMENT
AFTER NUMEROUS ATTEMPTS TO CONTACT MR VOGEL THE SERVICE DIRECTOR HAS LEFT A MESSAGE AGAIN FOR MR VOGEL. THE DEALERSHIP WILL TAKE THE RECOMMENDATIONS OF THE CAC IN THIS MATTER. THE CUSTOMER HAS BEEN OFFERED A RENTAL VEHICLE WHILE THEIR VEHICLE IS DOWN FOR PARTS HOLD. THE CAC HAS AUTHORIZED 5 DAYS RENTAL TO LESSEN THE CUSTOMER'S INCONVENIENCE IN THIS MATTER. DEALERSHIP CONTACT IS JOHN KILLEEN SERVICE DIRECTOR.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

0618KL GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: B1 CONTACT NBR: 108589094 OPENED: 06/25/1997
VIN: 1ZVPT21U4L5 ENGINE: U CLOSED: 11/16/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ABSECON STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 107000 WSD:
DEALER NAME: CHAPMAN FORD, INC. SALES CODE: 116331 P & A: 01349
CAUSAL CODES: 1204 3105 1012 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 16 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 07/29/1997
ACK. CODE: ASSIST CODE: D AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/08/25

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- JUST GOT A RECALL REMINDER FOR THE SEAT BELTS
- ORIGINALLY THE PARTS WERE ORDERED 11-96
- THE FRONT DRIVER'S SIDE AND PASSENGER SIDE POWER SEAT BELTS ARE NOT WORKING

PER CUSTOMER, DEALER SAYS:

- WE WILL GET BACK TO THE CUSTOMER

CUSTOMER SEEKS:

- WANTS TO KNOW WHEN HIS SEAT BELTS WILL BE AVAILABLE

CAC ADVISED:

RE: PARTS DELAY

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

NON-VLC OUTBOUND CALL MADE TO SVC MANAGER, JIM BAILEY

- PER JIM, THE PARTS HAVE BEEN ON NATIONAL BACKORDER
- JIM STATED THAT HE WILL GET IN CONTACT WITH THE CUSTOMER FOR A PARTS STATUS

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

=====

0818KL	GRP: KX04	CONCERN CONTACT	VEH TYPE: CAR
PHILADELPHIA 18	ZN/TR: B1	CONTACT NBR: 108589094	OPENED: 08/25/1997
VIN: 12VPT21U4L5		ENGINE: U	CLOSED: 11/18/1997

=====

1997/07/29

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- CUST CALLING BACK RE: (8/25/97 COMMENTS)
- JUST GOT A RECALL REMINDER FOR THE SEAT BELTS
- ORIGINALLY THE PARTS WERE ORDERED 11-96
- THE FRONT DRIVER'S SIDE AND PASSENGER SIDE POWER SEAT BELTS ARE NOT WORKING

PER CUSTOMER, DEALER SAYS:

- PARTS ARE STILL ON NATIONAL BACK ORDER

CUSTOMER SEEKS:

- WANTS TO WORK WITH ANOTHER DEALER BECAUSE OF THE BACK ORDER DELAY

CAC ADVISED:

- WILL DOCUMENT AND FORWARD TO SOUTH SHORE FORD

1997/09/22

HAVE BEEN WAITING FOR RECALL PARTS FOR 3 MONTHS

JIM--HAVE YOU FORWARDED PART NUMBERS TO HOLT FOR RESOLUTION? WE NEED TO GET THIS SITUATION HANDLED. THANKS.

1997/11/04

JIM--I DO NOT SHOW THESE PARTS ON BACKORDER ANY MORE. IF THIS VEHICLE IS REPAIRED, PLEASE UPDATE AND CLOSE THIS CONTACT. WE NEED TO MOVE THIS ONE OFF OUR RUN. THANKS. RCM

1997/11/11

DUE TO THE CONTINUED UNAVAILABILITY OF PARTS, I AM CLOSING THIS CONTACT. THE CUSTOMER'S VEHICLE WILL BE REPAIRED WHEN THE PARTS BECOME AVAILABLE IN DECEMBER, 1997.

##THIS IS THE CLOSING COMMENT

SEE PRIOR SCREEN FOR CLOSING COMMENTS.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

9130EH GRP: 11 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: N3 CONTACT NBR: 108594793 OPENED: 06/26/1997
VIN: 12VPT20C4L5 ENGINE: C CLOSED: 07/10/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: KAHOKA STATE: MO ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 59000 WSD:
DEALER NAME: KAHOKA MOTOR CO INC SALES CODE: 153374 P & A: 08113
CAUSAL CODES: 1012 10RA SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 07/03/1997
ACK. CODE: ASSIST CODE: F AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/08/26

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98S4B-96S99 ***

*** PARTS DELAY OVER 30 DAYS ***

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

-DRIVERSIDE SEATBELT DOES NOT MOVE AT ALL

-PASSENGER SEATBELT GETS STUCK

-CUSTOMER HAS BEEN WAITING FOR PART FOR 9 MONTHS

PER CUSTOMER, DEALER SAYS:

-FORD HAS NOT SENT PARTS

-WE HAVE BEEN ORDERING PARTS SINCE DECEMBER 1996

-FORD HAS NOT RESPONDING

CUSTOMER SEEKS:

-PART FOR RECALL

CAC ADVISED:

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

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

1997/08/30

*** CSM MAGGIE GERULSKI ***

- DISCUSSED SITUATION WITH RICK

- HE IS TRYING TO DO HIS BEST TO EXPEDITE THE PARTS FOR HIS CUSTOMER

- CSM GAVE RICK SPECIAL BOO # TO CALL FOR ASSISTANCE WITH GETTING THESE PARTS

- RICK TO RECONTACT CSM IF FURTHER ASSISTANCE IS NECESSARY

THANK YOU RICK

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

9130EH	GRP: 11	CONCERN CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: N3	CONTACT NBR: 108594793
VIN:	12VPT20C4L5	ENGINE: C	OPENED: 06/28/1997
			CLOSED: 07/10/1997

=====

1997/07/03

###THIS IS THE CLOSING COMMENT

CSM MAGGIE GERULSKI

- SPOKE WITH RICK

- HE HAS CONFIRMED THAT THERE IS AN ORDER IN THE SYSTEM FOR THE CUSTOMER'S PARTS

- AS SOON AS THEY COME IN, HE WILL CALL THE CUSTOMER

.

THANK YOU RICK

.

08/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

 1904DC GRP: XX11 INFORMATION CONTACT VEH TYPE: CAR
 KANSAS CITY 53 ZN/YR: C2 CONTACT NBR: 108599304 OPENED: 06/27/1997
 VIN: 12VPT22L5L5 ENGINE: L CLOSED: 08/27/1997

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: WICHITA STATE: KS ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 1 WSD:
 DEALER NAME: RUSTY ECKFORD INC SALES CODE: 153201 P & A: 05319
 CAUSAL CODES: 1017 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:

1997/06/27

*** VEHICLE INVOLVED IN RECALL 96S49 ***

CUSTOMER SAYS:

- HAS RECEIVED 2 RECALL LETTERS FROM FORD
- EACH TIME SHE TRIED TO MAKE AN APPOINTMENT THE DEALERSHIP HAS NOT HAD THE PART
- CUSTOMER'S TRANSMISSION HAS PARTS THAT DON'T MATCH UP WITH SPECIFICATION CHART PROVIDED BY FORD

PER CUSTOMER, DEALER SAYS:

- RUSTY ECK
- WE DO NOT HAVE THE PARTS TO REPAIR VEHICLE

CUSTOMER SEEKS:

- REPAIR OF VEHICLE UNDER THE RECALL

CAC 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

=====
7112KM GRP: XX07 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: C2 CONTACT NBR: 108605644 OPENED: 08/30/1997
VIN: 12VPT22L5L3 ENGINE: L CLDSED: 08/15/1997
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: WICHITA STATE: KS ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 110000 WSD:
DEALER NAME: RUSTY ECKFORD INC SALES CODE: 153201 P & A: 05319
CAUSAL CODES: 2801 1204 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 07/25/1997
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:

1997/08/30

*** VEHICLE INVOLVED IN RECALL 98548 ***
*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

- RECEIVED 2 NOTICES ABOUT SEAT BELT RECALL
- NEEDS SAFETY BELT FIXED RIGHT AWAY
- WILL TURN OVER TO LAWYER
- FORD DOES NOT CARE ABOUT THE SAFETY OF THE PUBLIC

PER CUSTOMER, DEALER SAYS:

- HAD PARTS ON ORDER SINCE LAST OCTOBER
- SERVICE DEPARTMENT TOLD CUSTOMER TO CALL 800#
- DEALER SAID WILL NOT PAY FOR PARTS FIXED BY AN INDEPENDENT SHOP

CUSTOMER SEEKS:

- IF CUSTOMER TAKES VEHICAL TO INDEPENDENT SHOP TO GET FIXED, WILL RECALL CDST BE COVERED
- WRITTEN RESPONSE AS TO WHY PARTS ARE ON BACK ORDER AND WHY SHE CAN NOT GO TO AN INDEPENDENT SHOP TO HAVE VEHICAL FIXED

****RECALL 98548 *****

CAC ADVISED:

- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
- THE DEALERSHIP WOULD HAVE TO APPROVE ANY REPAIRS TO VEHICALS UNDER THE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
7112KM GRP: XX07 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 2N/TR: C2 CONTACT NBR: 108605644 OPENED: 06/30/1997
VIN: 1ZVPT22L5L5 [REDACTED] ENGINE: L CLOSED: 08/15/1997
=====

1997/07/14

*
CUSTOMER SEEKS:

- RECALL REPAIR PERFORMED AT AN INDEPENDENT FACILITY
- RECALL PERFORMED

*
CAC ADVISED:

RE: PARTS FOR 96548

- CSR MADE AN OBC TO THE DEALERSHIP AND SPOKE TO MR. PETE NULIK (SERVICE MANAGER)
 - MR. PETE NULIK STATED THAT THE PART IS IN
 - CUSTOMER NEEDS TO SCHEDULE AN APPOINTMENT TO GET THIS RECALL PERFORMED AS SOON AS POSSIBLE
 - THE SERVICE MANAGER HAS RESERVED THIS PART FOR THE CUSTOMER IN HER NAME
- RE: INDEPENDENT FACILITY
- RECALLS MUST BE PERFORMED AT AN AUTHORIZED FORD OR LINCOLN-MERCURY DEALER.
 - FORD WILL NOT REIMBURSE FOR RECALLS PERFORMED BY INDEPENDENT FACILITY.

1997/08/08

MADE APPOINTMENT FOR [REDACTED] FOR FRIDAY JULY 25TH. [REDACTED] FAILED TO KEEP HIS APPOINTMENT.

##THIS IS THE CLOSING COMMENT

AN APPOINTMENT WAS MADE FOR [REDACTED] ON FRIDAY JULY 25TH. HE FAILED TO KEEP HIS APPOINTMENT

09/11/98

MASTER OWNER RELATIONS SYSTEM IJ

14.21.02

=====

B259HM GRP: XX10 INFORMATION CONTACT VEH TYPE: CAR
 PHILADELPHIA 16 ZN/TR: F1 CONTACT NBR: 108602047 OPENED: 06/30/1997
 VIN: 1ZVPT2DC5L5 ENGINE: C CLOSED: 06/30/1997
 =====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: PA ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 50000 WSD:
 DEALER NAME: GARNET FORD INC SALES CODE: 116027 P & A: 01373
 CAUSAL CODES: 1012 1203 SYMPTOMS: 104100
 ORIGIN: G0 TRANS. OST/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:

1997/06/30

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

CUSTOMER SAYS:

- HIS SEAT BELTS ARE WORKING PROPERLY BUT WANTS TO GET HIS RECALL PERFORMED

PER CUSTOMER, DEALER SAYS:

- 6/24/97 TRA IN THE SERVICE DEPARTMENT SAID THAT THE PARTS ARE STILL NOT IN BUT THEY HAVE ORDERED THEM
- SAID THAT THEY ARE ON BACKORDER AND FORD IS AWARE OF THE CONCERN AND SINCE HIS SEAT BELT IS WORKING PROPERLY THEY WILL PERFORM THE RECALL AS SOON AS THE PARTS ARE IN AND WILL CONTACT HIM WHEN THEY ARE IN

CUSTOMER SEEKS:

- WHEN THE PART WILL BE IN

CAC ADVISED:

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

1997/07/08

CUSTOMER STATES THAT SEAT BELT IS NOT WORKING ALL THE TIME. DEALER DOES NOT SEAM TO KNOW WHEN THE PARTS WILL ARRIVE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
4085KT GRP: 02 CONCERN CONTACT VEH TYPE: CAR
LDS ANGELES 71 ZN/TR: E1 CONTACT NBR: 109243364 OPENED: 12/09/1997
VIN: 1ZVPT20C6M5 ENGINE: C CLOSED: 12/18/1997
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: REDLANDS STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 98000 WSD:
DEALER NAME: REDLANDS FORD SALES CODE: 171153 P & A: 01695
CAUSAL CODES: 2801 0218 1012 SYMPTOMS: 801000 104100
ORIGIN: GO TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/10/1997
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:

1997/12/09

*** VEHICLE INVOLVED IN RECALL 97S88 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- SEAT BELT NEEDS A MOTOR
- I AM WAITING FOR THE PART
- THE CUSTOMER RELATIONS GUY SAID THAT HE WILL NOT GET THE PART UNTIL MARCH 15
- IT IS ILLEGAL TO DRIVE WITHOUT A SEAT BELT
- THEY HAVEN'T FIXED ANYTHING
- THE RECALL IS ONE YEAR OLD
- THE DRIVERS SIDE, THE MOTOR DOESN'T WORK IN THE CAR

PER CUSTOMER, DEALER SAYS:

- CAN'T GET THE PART UNTIL MARCH 15

CUSTOMER SEEKS:

- A RENTAL VEHICLE

CAC ADVISED:

- MADE OBC TO DEALER, PROVIDED NUMBER TO RENKIN, REGARDING RENTAL VEHICLE
- DEALERSHIP WILL CONTACT THE CUSTOMER REGARDING THIS CONCERN

1997/12/11

##THIS IS THE CLOSING COMMENT

CONTACTED 800 RECALL HOTLINE AND RECEIVED AUTH TO SUPPLY CUSTOMER WITH RENTAL VEHICLE @ \$25 PER DAY UNTIL MARCH OF 1998

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7032HI GRP: XX03 CONCERN CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: [REDACTED] CONTACT NBR: 108816899 OPENED: 08/20/1997
VIN: 12VPT20C2M5 [REDACTED] ENGINE: C CLOSED: 09/27/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: IRVING STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 120000 WSD:
DEALER NAME: WESTWAY FORD SALES CODE: 152013 P & A: 02588
CAUSAL CODES: 1013 10RA SYMPTOMS: 203200 104100
ORIGIN: GO TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 09/20/1997
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:

1997/08/20

THIS CONTACT OPENED DUE TO DNP 95B70
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 & 96599 ***
*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

- I CANT SEEM TO GET MY RECALLS ADDRESSED

PER CUSTOMER, DEALER SAYS:

- KEN TUSH- LAST WEEK SAID BRING THE CAR IN WEDNESDAY
- KEN TUSH- WEDNESDAY HE SAID THAT HE DOESNT KNOW IF HE ORDERED THE PARTS
NDR DOES HE KNOW WHEN THEY WILL BE IN

CUSTOMER SEEKS:

- WHAT IS GOING ON?

CAC ADVISED:

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

1997/09/20

###THIS IS THE CLDSING COMMENT

HAVE MADE SEVERAL ATTEMPTS TO CONTACT KAREN WELCH TO ADVISE HER OF HER
CONCERN HER RECALL 96548 IS ORDERED AND NOT DUE IN FOR A FEW MORE WEEKS WILL
CONTINUE TO TRY AND CONTACT HER TO KEEP HER UP TO DATE ON ETA OF HER PARTS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3444RH GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: B1 CONTACT NBR: 108059520 OPENED: 02/05/1997
VIN: 1ZVPT20C7M5 ENGINE: C CLOSED: 02/19/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: DAVIDSON STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 109000 WSO:
DEALER NAME: MEL FARR FORD-GRAND SALES CODE: 148061 P & A: 09671
CAUSAL CODES: 1104 SYMPTOMS: 201227 104100 404000
ORIGIN: GO TRANS. DST/RGN: 48 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:

1997/02/05

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48/96S99 ***
*** VEHICLE INVOLVED IN DNP 95B70 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- CUSTOMERS SPOUSE CHANCE CALLED
- THE HEADLIGHT SWITCH HAS BEEN REPLACED 3 TIMES IN THE VEHICLE
- THE LAST REPLACEMENT WAS IN MARCH OF '95
- THE STRUT ALSO NEEDS TO BE REPLACED FOR THE 2ND TIME

PER CUSTOMER, DEALER SAYS:

- LASKO FORD PROVIDED BOO NUMBER AT CUSTOMER REQUEST

CUSTOMER SEEKS:

- WHY DOES THIS KEEP HAPPENING

CAC ADVISED:

- DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE.
- REGARDING REQUEST FOR FINANCIAL ASSISTANCE
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TOWARD THE COST OF THE REPAIR
- REGARDING RECALL 96S48/96S99 AND DNP 95B70:
- REQUEST SANDRA DELL (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS DAYS REGARDING RECALL 96S48/96S99 AND DNP 95B70

1997/02/12

##THIS IS THE CLOSING COMMENT

DEALERSHIP HAS PARTS ORDERED FOR CUSTOMERS CAR UNDER RECALL AS OF 02/04/97
CUSTOMER WAS ADVISED 02/10/97 THAT PARTS ARE STILL NOT IN STOCK. DEALERSHIP
WILL CALL CUSTOMER AS SOON AS PARTS ARE AVAILABLE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

0140KB GRP: 13 CONCERN CONTACT VEH TYPE: CAR
DENVER 56 ZN/TR: A2 CONTACT NBR: 109490661 OPENED: 02/20/1998
VIN: 1ZVPT21UBMG ENGINE: U CLOSED: 03/05/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED] 278
CITY: YUCUMCARI STATE: NM ZIP: [REDACTED]
HOME PHONE: NA -NA-A NA BUS. PHONE: NA -NA-A NA
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: BOB TURNER'S FORD C SALES CODE: 156300 P & A: 20351
CALIFAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 56 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/26/1998
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 9980391

COMMENTS:

1998/02/20

*** NAVIS: SUBSEQUENT ***

*** LETTER DATED 2/9/98 ***

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 97599 ***

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 97548 ***

CUSTOMER SAYS:

-HAVE BEEN WAITING FOR SEAT BELTS FOR RECALLS SINCE 10/97

-I FEEL THIS IS A SAFETY CONCERN

-I CALLED THE AUTO SAFETY HOTLINE NUMBER IN THE RECALL LETTER, THIS LETTER TO FORD IS A FOLLOW-UP

PER CUSTOMER, DEALER SAYS:

AS PER SERVICE (NO NAME):

-PARTS ARE NOT AVAILABLE RIGHT NOW

CUSTOMER SEEKS:

-PARTS FOR VEHICLE

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR. KEITH KELLEY (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

-SENT FACK LETTER ALERTING CUSTOMER THAT INFORMATION HAS BEEN FORWARDED TO DEALERSHIP

1998/02/26

###THIS IS THE CLOSING COMMENT

CUSTOMER HAS APPT FOR 03/09 TO HAVE SPECIAL ORDERED PARTS INSTALLED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

8928YC GRP: 14 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: C4 CONTACT NBR: 109252802 OPENED: 12/11/1997
VIN: 1ZVPT21U9M5 ENGINE: U CLOSED: 12/22/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CLEVELAND HEIGHTS STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: MARSHALL FORD SALES CODE: 144010 P & A: 02204
CAUSAL CODES: 1203 1012 3104 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 44 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/15/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 9821111

COMMENTS:
1997/12/11
*** PARTS DELAY OVER 30 DAYS ***
*** NAVIS: SUBSEQUENT ***
*** LETTER DATED 10/7/97 ***
CUSTOMER SAYS:
-MY VEHICLE IS INVOLVED IN RECALL
-I HAVE BEEN WAITING ON PARTS SINCE 8/11/97
*
PER CUSTOMER, DEALER SAYS:
-THERE IS NOTHING WE CAN DO RIGHT NOW
*
CUSTOMER SEEKS:
-PARTS FOR THE RECALL
*
CAC ADVISED:
-PER OBC TO CUSTOMER, LEFT MESSAGE
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK- ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
- PER OBC TO DEALERSHIP, SPDKE WITH TOM IN SERVICE
".....FOR RENTAL/LOANER VEHICLES (WHICH -REQUIRE PRIOR APPROVAL BY CALLING RENKIM AT 1-800-325-5821)." LOANER
VEHICLES ARE BEING PROVIDED, EVEN WHEN THE PARTS MAY NOT BE AVAILABLE UNTIL MID-JANUARY.
1997/12/15
###THIS IS THE CLOSING COMMENT
PARTS ARE ON ORDER AS CRITICAL ORDER BUT WILL NOT BE RELEASED INTILL JAN LITTL E THE DEALER CAN DO CUST IS TO YOUNG TO RENT CAR TO.
###THIS IS THE CLOSING COMMENT

09/11/98

MASTER OWNER RELATIONS SYSTEM J1

14.21.02

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=====
42885R  GRP: 15  INFORMATION CONTACT  VEH TYPE: CAR
CINCINNATI 47  ZN/TR: A2  CONTACT NBR: 109027871  OPENED: 10/13/1997
VIN: 1ZVPT21U5M5  ENGINE: U  CLOSED: 10/13/1997
=====

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=====
LAST NAME:  TITLE:  FIRST NAME:  STATUS: CLOSED
ADDRESS:  MI:
CITY:  MIDDLETOWN  STATE:  OH  ZIP:
HOME PHONE:  BUS. PHONE:
MODEL YEAR: 91  MODEL:  PROBE
MILEAGE: 85000  WSD:
DEALER NAME: MIDDLETOWN FORD  SALES CODE: 147504  P & A: 01981
CAUSAL CODES: 1215  SYMPTOMS: 104100
ORIGIN: GO  TRANS. DST/RGN:  TRANS. DATE:
SERVICE/SALES: 1  CONTACT DATE:
ACK. CODE:  ASSIST CODE:  AWARD AMT:  O SURVEY: (Y OR N)

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BUILD DATE:  CALIBRATION:
ESP INFO:  EXPIRES:
OPEN RECALL:  OWNER NOTIFIED:  MICRO: 9841316

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COMMENTS:

1997/10/13

CUSTOMER SAYS:

- WANTS TO KNOW IF RECALL IS STILL IN EFFECT BECAUSE SHE IS HAVING SAME PROBLEM WITH PASSENGER SIDE SEATBELT
- DEALERSHIP TOLD HER THAT THEY ONLY DID THE REPAIR IF THERE WAS A PROBLEM WITH THE SEATBELT
- WHEN SHE HAD THE RECALL REPAIR DONE THE FIRST TIME THERE WAS NO PROBLEM WITH THE PASSENGER SIDE SEATBELT

PER CUSTOMER, DEALER SAYS:
-NO CONTACT

CUSTOMER SEEKS:

- RECALL INFORMATION ON SEATBELT RECALL

CAC ADVISED:

- RECALLS NEVER EXPIRE
- REFERRED CUSTOMER TO SERVICING DEALERSHIP FOR

1997/10/15

CUSTOMER SAYS:

- SEATBELT RECALL WAS ONLY PERFORMED ON THE LEFT SIDE
- NOW PASSENGER SIDE IS NOT OPERATING PROPERLY
- NOTHING WAS DONE TO THE RIGHT SIDE. NO PARTS WERE REPLACED

PER CUSTOMER, DEALER SAYS:
-RECALL HAS BEEN COMPLETED

CUSTOMER SEEKS:

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

42885R GRP: 15 INFORMATION CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: A2 CONTACT NBR: 109027871 OPENED: 10/13/1997
VIN: 1ZVPT21U5M5 [REDACTED] ENGINE: U CLOSED: 10/13/1997

1997/10/15

-RECALL PERFORMED

*
CAC ADVISED:

-MADE OBC TO DEALERSHIP TO OBTAIN ADDITIONAL INFORMATION AND SPOKE WITH TONY OWENS, SERVICE MANAGER
-I ASKED MY REGIONAL SERVICE REPRESENTATIVE ABOUT THIS AND THERE IS NOTHING WE CAN DO. RECALL WAS COMPLETED ON 10/25/96
-DEALER IS ONLY REQUIRED TO REPLACE THE DRIVER SIDE PARTS AND INSPECT THE PASSENGER SIDE BELTS. AT THE TIME THE CUSTOMER CAME IN FOR RECALL, THE PASSENGER SIDE DID NOT SHOW ANY SIGNS OF WEAR

1997/12/01

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- CUSTOMER CALLING BACK REGARDING SEATBELT RECALL
- CUSTOMER SAYS THAT THE DEALERSHIP NEVER DID THE RECALL REPAIR
- SHE SAYS THE DEALER NEVER DID RECALL REPAIR WORK

*
PER CUSTOMER, DEALER SAYS:
- RECALL HAS BEEN COMPLETED

*
CUSTOMER SEEKS:

- RECALL REPAIR WORK DONE

*
CAC ADVISED:

- PER LAST CSR ADVISED THE CUSTOMER:
- MADE OBC TO DEALERSHIP TO OBTAIN ADDITIONAL INFORMATION AND SPOKE WITH TONY OWENS, SERVICE MANAGER
- I ASKED MY REGIONAL SERVICE REPRESENTATIVE ABOUT THIS AND THERE IS NOTHING WE CAN DO. RECALL WAS COMPLETED ON 10/25/96
- DEALER IS ONLY REQUIRED TO REPLACE THE DRIVER SIDE PARTS AND INSPECT THE PASSENGER SIDE BELTS. AT THE TIME THE CUSTOMER CAME IN FOR RECALL, THE PASSENGER SIDE DID NOT SHOW ANY SIGNS OF WEAR

1997/12/03

*** EXECUTIVE OFFICES - MEDIA REFERRAL ***

*** HOTLINE RECALL ACTION REPORT ***

*** NAVIS: PROGRAM ***

CUSTOMER WRITES:

- DEALER REFUSES TO SERVE RECALL NOW BECAUSE WHEN OWNER CAME IN A YEAR AGO THERE WAS NO PROBLEM

*
PER CUSTOMER, DEALER SAYS:

- NO COMMENTS

*
CUSTOMER SEEKS:

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
426BSR GRP: 15 INFORMATION CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: 12 CONTACT NBR: 109027871 OPENED: 10/13/1997
VIN: 1ZVPT21U5M5 ENGINE: U CLOSED: 10/13/1997
=====

1997/12/03

- RECALL TO BE PERFORMED

SL ADVISED:

- SL RESEARCHED

- PER CHARLIE RAYMOND (RECALL SERVICE PROGRAMS OFFICE):

- THE RECALLS (98548 & 98599) CAN BE REOPENED IN BASIS WHEN THE RIGHT SIDE NEEDS TO BE PERFORMED PER SAME RECALL CRITERIA, EVEN IF IT HAS BEEN PREVIOUSLY INSPECTED AND SUBMITTED AS BEING COMPLETED

- SL OBC TO TONY OWENS (SM) AND ADVISED OF ABOVE

- BASIS SHOULD SHOW RECALL STATUS AS OPEN AS OF TOMORROW

- DEALER WILL BE HAPPY TO PERFORM THE RECALL, HOWEVER PARTS ARE ON BACKORDER UNTIL MARCH

- SL OBC TO CUSTOMER TO ADVISE THAT RECALL WILL BE PERFORMED HOWEVER, PARTS ARE NOT CURRENTLY AVAILABLE, NO ANSWER, NO ANSWERING SERVICE

- SL WILL ATTEMPT TO RECONTACT CUSTOMER LATER TODAY

SL ADVISED:

- SL OBC TO CUSTOMER, NO ANSWER, NO ANSWERING MACHINE

- SL WILL ATTEMPT TO RECONTACT BY PHONE ONCE MORE THIS AFTERNOON BEFORE SENDING A LETTER

SL ADVISED:

- SL OBC TO CUSTOMER, NO ANSWER, NO ANSWERING SYSTEM

- SL SENT LETTER REQUESTING CALL BACK TO SL

1997/12/05

SL ADVISED:

- SL ADDING MICRO OF LETTER SENT TO CUSTOMER

1997/12/10

SL ADVISED:

- SL RETURNED CALL TO CUSTOMER, NO ANSWER, NO VOICE MAIL

- SL WILL ATTEMPT TO RECONTACT CUSTOMER LATER TODAY

1997/12/11

SL ADVISED:

- CUSTOMER CALLED BACK

- SL EXPLAINED THAT RECALL CAN NOW BE PERFORMED AND THE DEALER HAS BEEN CONTACTED ON HER BEHALF

- SL ALSO EXPLAINED THAT THERE IS A NATIONAL BACK ORDER FOR THE PART THAT IS REQUIRED TO DO THE RECALL AND SHE WILL NOT BE ABLE TO HAVE THE RECALL PERFORMED IMMEDIATELY

- CUSTOMER WILL CONTACT ANOTHER DEALERSHIP TO NOTIFY THEM OF HER NEED TO HAVE THE RECALL PERFORMED AND SHE UNDERSTANDS THAT NO DEALER HAS THE PARTS READILY AVAILABLE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 7163DJ GRP: 15 CONCERN CONTACT VEH TYPE: CAR
 KANSAS CITY 53 ZN/TR: 03 CONTACT NBR: 108915834 OPENED: 09/15/1997
 VIN: 12VPT20C7M5 ENGINE: C CLOSED: 09/25/1997

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: EAST ALTON STATE: IL ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 91 MODEL: PROBE
 MILEAGE: 1 WSD:
 DEALER NAME: WOOD RIVER FORD INC SALES CODE: 153169 P & A: 08044
 CAUSAL CODES: 1203 SYMPTOMS: 104100
 ORIGIN: GD TRANS. DST/RGN: 53 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 09/17/1997
 ACK. CODE: ASSIST CODE: D AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
 ESP INFO: EXPIRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO: 9722167

COMMENTS:

1997/09/15

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- TOOK VEHICLE IN APRIL 1997 FOR REPAIR OF RECALL COMPONENTS
- HAS NOT RECEIVED ANY INFORMATION ON WHEN PARTS WILL BE IN
- VEHICLE IS IN CHARLESTON, IL
- NEEDS TO BE REPAIRED
- PER TERRY LORT, SERVICE MANAGER, VEHICLE WAS AWAITING PARTS FOR REPAIR OF SEATBELT RECALLS
- SYSTEM SHOWS THAT RECALL 98S99 WAS COMPLETED
- THIS HAS NOT BEEN PERFORMED
- WOULD LIKE TO KNOW WHEN RECALL 96S99 WAS SUPPOSEDLY PERFORMED AND RECEIPT OF IT
- WOULD LIKE TO KNOW WHY NO ONE CALLED BACK ABOUT PARTS BACK IN APRIL

PER CUSTOMER, DEALER SAYS:

- PER TERRY LORT, SERVICE MANAGER IN APRIL, STILL AWAITING PARTS TO PERFORM

CUSTOMER SEEKS:

- REPAIR OF VEHICLE

CAC ADVISED:

- NEED TO CONTACT DEALERSHIP FOR AN APPOINTMENT TO REPAIR VEHICLE
- REQUESTING TINA DICKSON, CUSTOMER RELATIONS MANAGER, CONTACT CUSTOMER WITHIN TWO DAYS FOR ASSISTANCE

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

7163DJ GRP: 15 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 63 ZN/TR: 03 CONTACT NBR: 108915834 OPENED: 09/15/1997
VIN: 1ZVPT20C7M5 ENGINE: C CLOSED: 09/25/1997

1997/05/18

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

CUSTOMER SAYS:

- WOULD LIKE TO SPEAK WITH A SUPERVISOR
- TINA DICKSON HAS RETURNED PHONE CALL TO CUSTOMER
- CUSTOMER WILL NOT CONTACT TINA DICKSON AT THE DEALERSHIP
- CUSTOMER IS GOING TO SPEAK WITH AN ATTORNEY GENERAL
- CUSTOMER SOLD VEHICLE AND WILL NOT BE RETURNING TO THIS DEALERSHIP FOR SERVICE

PER CUSTOMER, DEALER SAYS:

- DEALER SAYS THAT THE PARTS ARE NOT IN STOCK FOR 96S48

CUSTOMER SEEKS:

- TO SPEAK WITH A SUPERVISOR

CAC ADVISED:

- CUSTOMER GIVEN NANCY VERT ADDRESS
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MS. TINA DICKSON, CUST REL MNGR, TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/10/07

*** LETTER POSTMARKED 9-23-97 ***

*** MILEAGE UNAVAILABLE ***

*** NAVIS: ORIGINAL ***

CUSTOMER WRITES:

- REITERATES PREVIOUS CONCERN REGARDING RECALL.
- COMPLAINS ABOUT REPLACING THROTTLE BODY AT 60,000 MILES.

PER CUSTOMER, DEALER SAYS:

- PART IS ON BACK ORDER.

CUSTOMER SEEKS:

- LETTER FROM DEALERSHIP WHY PART IS ON BACK ORDER.
- LETTER FROM CSR STATING ROLE OF CSR
- DOCUMENTATION FROM DEALERSHIP WHAT REPAIRS MADE.

CAC ADVISED:

- SENT FQA QUALITY LETTER.

1997/10/20

CUSTOMER SAYS:

- DUPLICATE LETTER OF 9-23-97, CC MICRO ONLY.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7163DJ GRP: 15 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: D3 CONTACT NBR: 108915834 OPENED: 09/16/1997
VIN: 1ZVPT20C7ME [REDACTED] ENGINE: C CLOSED: 09/25/1997

1997/10/29

HOTLINE SAFETY RECALL

CUSTOMER STATES:

-THE RECALL FOR THE SEAT BELT HAS NOT BEEN REPAIR
-WE ARE WAITING ON PARTS

v

SL ADVISED

-I SOLD THE VEHICLE TO MY DAUGHTER
-SHE WILL BE IN CONTACT WITH FORD

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

3083PD	GRP: 14	INFORMATION CONTACT	VEH TYPE: CAR
UNKNOWN	99	ZN/TR:	CDCONTACT NBR: 108750790
VIN:	M	ENGINE:	OPENED: 08/05/1997
			CLOSED: 08/05/1997

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	ROSEMOUNT	STATE:	MN	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]		
MODEL YEAR:	91	MODEL:	PROBE		
MILEAGE:	1	WSD:			
DEALER NAME:		SALES CODE:		P & A:	
CAUSAL CODES:	1203 1012	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS, DST/RGN:		TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	
ACK. CODE:		ASSIST CODE:		O SURVEY:	(Y OR N)
		AWARD AMT:			

BUILD DATE:		CALIBRATION:	
ESP INFO:		EXPIRES:	
OPEN RECALL:		OWNER NOTIFIED:	MICRO: 9491785

COMMENTS:

1997/08/05
 *** MILEAGE UNAVAILABLE ***
 NO VIN AVAILABLE
 *** LETTER DATED 7/7/97 ***
 CUSTOMER SAYS:
 CUSTOMER WRITES:
 - I HAVE A RECALL LETTER REGARDING SEAT BELTS
 - I HAVE CONTACTED THE DEALERSHIP
 - THE PARTS ARE NOT AVAILABLE
 *
 PER CUSTOMER, DEALER SAYS:
 - PARTS ARE NOT AVAILABLE
 *
 CUSTOMER SEEKS:
 - WHAT SHOULD I DO
 *
 CAC ADVISED:
 - GENERATING A PC01- CONTACT THE CAC

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

B679MM	GRP:	INFORMATION CONTACT	VEH TYPE:	CAR
SDR	10	ZN/TR: M1	CONTACT NBR:	10B724899
VIN:	12VPT20C9M5	ENGINE: C	OPENED:	07/30/1997
			CLOSED:	07/30/1997

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:	[REDACTED]				
CITY:	CISCO	STATE:	TX	ZIP:	[REDACTED]
HOME PHONE:	NA -NA-A NA	BUS. PHONE:	NA -NA-A NA		
MODEL YEAR:	91	MODEL:	PROBE		
MILEAGE:	1	WSD:			
DEALER NAME:	HOOD KINGMOTOR COMP	SALES CODE:	152484	P & A:	02465
CAUSAL CODES:	1204	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:		TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	
ACK. CODE:		ASSIST CODE:		O SURVEY:	(Y OR N)
		AWARD AMT:			

BUILD DATE:		CALIBRATION:	
ESP INFO:		EXPIRES:	
OPEN RECALL:		OWNER NOTIFIED:	MICRO: 9480157

COMMENTS:
1997/07/30

*** LETTER POSTMARKED 08.30.97 ***
*** MILEAGE UNAVAILABLE ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- I RECEIVED THE FIRST RECALL ON MY PROBE, 96548/96599, REGARDING THE PASSIVE SEAT BELT ASSEMBLY IN NOV96
- SINCE THAT TIME I HAVE TAKEN THE CAR TO THE HOOD-KING FORD DEALERSHIP 3 TIMES
- THEY HAVE YET TO GET IN THE PARTS AND GET MY SEAT BELTS FIXED
- I AM GLAD THAT THIS RECALL WAS NOT ON SOME PART THAT AFFECTED THE OPERATION OF MY CAR--8 MONTHS WOULD HAVE BEEN A LONG TIME

PER CUSTOMER, DEALER SAYS:

- NO NAME/HOOD-KING FORD
- NO COMMENT

CUSTOMER SEEKS:

- TO GET HER SEAT BELT FIXED

CAC ADVISED:

- MADE OBC TO DEALER, SPOKE WITH SERVICE MANAGER
- PER SERVICE MANAGER, PARTS ARE IN AND DEALER IS GOING TO CALL CUSTOMER TODAY TO SET UP AN APPOINTMENT TO GET HER IN TO DO REPAIRS PER SAFETY RECALL
- NO LETTER SENT

09/11/98

MASTER OWNER RELATIONS SYSTEM I1

14.21.02

=====

8673MM	GRP:	INFORMATION CONTACT	VEH TYPE: CAR
UNKNOWN	99	ZN/TR: [REDACTED]	CONTACT NBR: 108725748
VIN:	1ZVPT21U8M5	[REDACTED]	ENGINE: U
			DPENED: 07/30/1997
			CLOSED: 07/30/1997

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	UNDERWOOD	STATE:	IA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]		
MODEL YEAR:	91	MODEL:	PROBE		
MILEAGE:	1	WSD:			
DEALER NAME:		SALES CODE:		P & A:	
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 DR N)
BUILD DATE:		CALIBRATION:			
ESP INFO:		EXPIRES:			
OPEN RECALL:		OWNER NOTIFIED:		MICRO:	9452381

COMMENTS:

1987/07/30

- *** VEHICLE INVOLVED IN RECALL 96548/96599 ***
- *** LETTER POSTMARKED 08.28.97 ***
- *** MILEAGE UNAVAILABLE ***
- *** NAVIS: PROGRAM ***

CUSTOMER SAYS:

- I HAVE CALLED MY FORD DEALER PROBABLY 10 TIMES SINCE I TOOK MY CAR IN LAST FALL
- TO DATE, THEY HAVE BEEN UNABLE TO OBTAIN PARTS
- MY JOB CONSISTS OF TRAVELING AND I FEEL SO UNSAFE IN MY CAR
- I WILL BE TRADING MY CAR IN THIS FALL FOR A NEW CAR
- I AM NOT SURE IF IT WILL BE A FORD AGAIN

PER CUSTOMER, DEALER SAYS:

- NO NAME/DEPARTMENT AVAILABLE

CUSTOMER SEEKS:

- TO HAVE HER VEHICLE REPAIRED UNDER RECALL 96548/96599

CAC ADVISED:

- FORWARD TO PHONES
- NEXT CSR, OBTAIN CURRENT DEALER TO PROCEED WITH CONCERN

1987/07/31

CAC ADVISED:

- MADE CALL TO CUSTOMER: LEFT MESSAGE ON MACHINE. THE RECALL FOR THE SEATBELT MAY REQUIRE PARTS THE DEALER DOES NOT HAVE YET. APOLOGIZED. STAY IN CONTACT WITH THE DEALER FOR FURTHER INFORMATION...

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7481RL GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: 51 CONTACT NBR: 108694640 OPENED: 07/22/1997
VIN: 1ZVPT20C8M5 ENGINE: C CLOSED: 07/30/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: H
ADDRESS: [REDACTED]
CITY: KINGMAN STATE: AZ ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 78000 WSD:
DEALER NAME: CERBAT HILLS FORD, SALES CODE: 17146B P & A: 01599
CAUSAL CODES: 1204 12RA SYMPTOMS: 104100
ORIGIN: 80 TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 07/29/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: Q SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 9452143

COMMENTS:

1997/07/22

*** VEHICLE INVOLVED IN RECALL 97S99 ***
*** PARTS DELAY OVER 30 DAYS ***
*** LETTER DATED 8.27.97 ***
*** NAVIS: ORIGINAL ***

CUSTOMER WRITES:

- PARTS WERE ORIGINALLY ORDERED ON DEC 4, 1996
- FINALLY THE PARTS FOR ONE SIDE OF THE SEAT BELT RECALL WERE PERFORMED ON
4.9.97, BUT THE OTHER SIDE (RIGHT) SIDE PARTS STILL HAVE NOT COME IN AND THE

PER CUSTOMER, DEALER SAYS:

- NO MENTION OF RECENT CONTACT

CUSTOMER SEEKS:

- TO HAVE RECALL PERFORMED--TO GET PARTS IN

CAC ADVISED:

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

1997/07/23

###THIS IS THE CLOSING COMMENT

CSM COMMENTS:

CUSTOMER SHOULD REMAIN IN CONTACT WITH THE SERVICE DEPT. AS TO WHEN THE
PART ARRIVES. DEALER SHOULD CONFIRM THAT THE PART HAS BEEN ORDERED EMERGENCY
STATUS.

GLS

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

7481RL GRP: XX13 INFORMATION CONTACT VEH TYPE: CAR
PITTSBURGH 44 2N/TR: A1 CONTACT NBR: 108694625 OPENED: 07/22/1997
VIN: M ENGINE: CLOSED: 07/22/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] IE
CITY: PITTSBURGH STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: DAY FORD SALES CODE: 144004 P & A: 07410
CAUSAL CODES: 0406 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 9452140

COMMENTS:

1997/07/22

*** LETTER DATED 8.24.97 ***
*** NO VIN AVAILABLE**
*** MILEAGE UNAVAILABLE ***

CUSTOMER WRITES:

- CUSTOMER HAS BEEN INTO THE DEALERSHIP MANY TIME TO HAVE THE SEATBELT RECALL PERFORMED
- THE FIRST TWO TIMES THEY SAID PARTS WERE NOT AVAIL, THEN THEY INSPECTED AND DETERMINED ANOTHER PART WAS NEEDED
- 6 MONTHS LATER (JUNE 1997) THE VEHICLE WAS IN AGAIN, PARTS WERE NOT IN BUT PROMISED WITHIN 3 DAYS
- AGAIN THE DEALERSHIP DID NOT CALL BEFORE CUSTOMER CALLED 3 WEEKS LATER AT WHICH TIME HTE PARTS WERE FINALLY IN
- WHY CANT THE DEALERSHIP PROPERLY INSPECT THE VEHICLE
-WHY CAN;T THE DEALERSHIP EVEN CALL ABOUT THE PARTS PROBLEMS DR PARTS GETTING IN?

*
PER CUSTOMER, DEALER SAYS:
- NO MENTION OF FURTHER CONTACT

*
CUSTOMER SEEKS:
- TO COMPLAIN ABOUT THE DEALERSHIP

*
CAC ADVISED:
- CUSTOMER SENT LETTER FOR PDDR DEALERSHIP SERVICE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

948618 GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: N2 CONTACT NBR: 106703818 OPENED: 07/24/1997
VIN: 12VPT20C4M5 ENGINE: C CLOSED: 08/19/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WEST PLAINS STATE: MO ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: MORLAN-SHELL FORD I SALES CODE: 153708 P & A: 08028
CAUSAL CODES: 1204 1205 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 08/12/1997
ACK. CODE: ASSIST CODE: D AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 9452132

COMMENTS:

1997/07/22

*** MILEAGE UNAVAILABLE ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548/96549 ***
*** LETTER DATED 8.27.97 ***
*** NAVIS: ORIGINAL ***

CUSTOMER WRITES:

- DALE BALE'S WRITING
- SAYS THE DEALERSHIP (IN OCTOBER 1998) PROMISED TO ORDER THE PARTS FOR THE SEATBELT RECALL, BUT STILL HAS NOT GOTTEN THEM IN

PER CUSTOMER, DEALER SAYS:

- DO NOT HAVE THE PARTS

CUSTOMER SEEKS:

- TO GET THE DEALERSHIP TO GET THE REPAIR DONE

CAC ADVISED:

- NO PHONE NUMBER AVAILABLE
- FORWARDED TO WRITTEN CORRESPONDENCE BECAUSE OF BUSINESS ADDRESS

1997/07/24

THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 106694585

09/11/98

MASTER OWNER RELATIONS SYSTEM IJ

14.21.02

=====
948618 GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: N2 CONTACT NBR: 108703618 OPENED: 07/24/1997
VIN: 1ZVPT20C4M5 [REDACTED] ENGINE: C CLOSED: 08/19/1997
=====

1997/07/24

*** MILEAGE UNAVAILABLE ***

*** VEHICLE INVOLVED IN RECALL 98548 & 96599 ***

CUSTOMER SAYS:

- STILL WAITING FOR THE PART

*

CUSTOMER SEEKS:

- THE PART SO THE CAR CAN BE REPAIRED

*

CAC ADVISED:

- OUTBOUND CALL TO THE DEALER AND CUSTOMER**

- THE DEALER STATED THEY COULD ORDER THE PART AND GET IT WITHIN 4-5 DAYS

- THE CUSTOMER STATED THEY WOULD TAKE THE CAR IN ON MONDAY TO HAVE IT

INSPECTED FOR RECALL SERVICING

1997/08/12

** CSM COMMENTS *** JMAYES1.

- SEATBELTS HAVE BEEN INSTALLED (MOTOR AND TRACK ON DRIVER'S SIDE)

- WORK HAS BEEN COMPLETED AND VEHICLE RETURNED TO CUSTOMER

##THIS IS THE CLOSING COMMENT

*** CSM COMMENTS *** SEE PRDR

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 3676YW GRP: XX07 INFORMATION CONTACT VEH TYPE: CAR
 HOUSTON 57 ZN/TR: D2 CONTACT NBR: 108505957 OPENED: 06/04/1997
 VIN: 1ZVPT22L0M5 ENGINE: L CLOSED: 08/04/1997

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: BROWNSVILLE STATE: TX ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 91 MODEL: PROBE
 MILEAGE: 120000 WSD:
 DEALER NAME: L T BOSWELL SALES CODE: 152128 P & A: 04549
 CAUSAL CODES: 1012 SYMPTOMS: 104100
 ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
 ESP INFO: EXPIRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO: 9452122

COMMENTS:

1997/06/04

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- 3/5/97 RECALL PASSENGER SIDE RESTRAINT
- DEALERSHIP BROKE THE PASSENGER SIDE SEAT BELT
- MOTOR THAT OPERATES THE PASSENGER SIDE SEAT BELT KEPT COMING ON
- PART INFORMATION

PER CUSTOMER, DEALER SAYS:

- REPAIRED UNIT
- ++ BOSWELL FORD
- WE DO NOT HAVE THE PART AND DO NOT KNOW WHEN THE PART WILL ARRIVE AT THE DEALERSHIP
- DISCONNECTED THE MOTOR
- TRACK ASSEMBLY AND MOTOR REPLACED
- PARTS ARE STILL ON ORDER

CUSTOMER SEEKS:

- PART DELIVERED TO THE DEALERSHIP

CAC ADVISED:

- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
- INFORMATION DOCUMENTED AND FORWARDED TO THE DEALERSHIP
- REMAIN IN CONTACT WITH THE DEALERSHIP REGARDING PART DELAY INFORMATION

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

3878TW	GRP: XX07	INFORMATION CONTACT	VEH TYPE: CAR
HOUSTON	57 ZN/TR: D2	CONTACT NBR: 108505987	OPENED: 06/04/1997
VIN: 1ZVPT22L0M5		ENGINE: L	CLOSED: 06/04/1997

=====

1997/07/22

*** LETTER POSTMARKED 06.27.97 ATTN A.R. KADUK ***

*** MILEAGE UNAVAILABLE ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- THANK YOU FOR YOUR CARD ON MY VEHICLE, BUT YOU NEED TO LOOK AT THE SERVICE PROBLEMS ON THIS VEHICLE WITH THIS REPAIR
- I HAD A FAILURE ON THE DRIVERS SIDE AND DURING THE REPAIR OF THIS UNIT, THE DEALER THEN BROKE THE PASSENGER SIDE LEAVING THE CAR WITHOUT ANY EFFECTIVE SHOULDER RESTRAINT
- THIS REPAIR TOOK AN ADDITIONAL 5 TIMES AND 3 MONTHS TO FIX AND UNTIL I SOURCED THE PARTS FROM LOU FUZIE, THE LOCAL DEALERS WERE UNABLE TO FIND THE PARTS TO REPAIR THEIR MISTAKES
- I FEEL THAT FMC WAS RIPPED OFF BY THE DEALER WITH THEIR SHABBY WORK AND IF YOU PAID TIPTON FORD 1 PENNY, YOU PAID TOO MUCH FOR THEIR WORK

*
PER CUSTOMER, DEALER SAYS:

- NO NAME/TIPTON FORD
- NO COMMENT

*
CUSTOMER SEEKS:

- TO LET FMC KNOW THAT IF THEY PAID TIPTON FORD 1 PENNY FOR THEIR WORK, THEN THEY PAID TOO MUCH

*
CAC ADVISED:

- FORWARD FOR WRITTEN RESPONSE

1997/07/23

*
CUSTOMER SEEKS:

- TO LET FORD MOTOR COMPANY KNOW THAT THEY MAY HAVE BEEN RIPPED OFF BY THE DEALER WITH THEIR SHABBY WORK AND IF YOU PAID TIPTON FORD ONE PENNY, YOU PAID TOO MUCH FOR THEIR WORK

*
CAC ADVISED:

RE: CONCERN

- CSR MADE AN OUTBOUND CALL TO THE CUSTOMER
- CSR LEFT A MESSAGE STATING THAT THE FOLLOWING INFORMATION HAS BEEN DOCUMENTED AND WILL BE SENT TO THE FORD DEALERSHIP
- IN ADDITION, WE APPRECIATE THE FEEDBACK AND OPINIONS FROM OUR CUSTOMERS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

765955	GRP: OP	CONCERN CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: P1	CONTACT NBR: 108578789
VIN:	1ZVPT21U0MS	ENGINE: U	OPENED: 08/24/1997
			CLOSED: 07/24/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:	LAS VEGAS	STATE:	NM	ZIP:
HOME PHONE:		BUS. PHONE:		
MODEL YEAR:	91	MODEL:	PROBE	
MILEAGE:	1	WSD:		
DEALER NAME:	HIGHLANDSAUTO PLAZA	SALES CODE:	156515	P & A: 20392
CAUSAL CODES:	1204 1215	SYMPTOMS:	104100	
ORIGIN:	GD	TRANS. DST/RGN:	56	TRANS. DATE:
SERVICE/SALES:	1			CONTACT DATE: 07/17/1997
ACK. CODE:		ASSIST CODE: F	AWARD AMT:	D SURVEY: Y (Y OR N)

BUJLD DATE:		CALIBRATION:	
ESP INFO:		EXPIRES:	
OPEN RECALL:		OWNER NOTIFIED:	MICRO: 9381966

COMMENTS:

1997/08/24

*** MILEAGE UNAVAILABLE ***
 *** LETTER DATED JUNE 10, 1997 ***
 *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98S48 & 98S99 ***
 *** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-THE SEAT BELTS IN MY VEHICLE IS INOPERABLE
 -I AM VERY CONCERN ABOUT BEING IN AN ACCIDENT
 -THE LAST TIME I SPOKE TO THE DEALERSHIP WAS IN JANUARY AND THEY PLACED THE PARTS ON ORDER

PER CUSTOMER, DEALER SAYS:

-NO COMMENT

CUSTOMER SEEKS:

-PARTS FOR THE RECALL

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 -REQUEST MR. BRIAN PAVLICEK, SVC MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
 -SENT A FACK LETTER

1997/07/01

SEAT BELTS HAVE BEEN ORDERED DIRECT FROM RYKEN INDUSTRIES - FORD PARTS STILL UNABLE TO SUPPLY ITEMS - CUSTOMER WILL COME IN AS SOON AS PARTS ARRIVE

1997/07/17

##THIS IS THE CLOSING COMMENT

PER CSM CHRIS TEBBEN

-SPOKE TO LARRY (SVC. MGR.), WHO INDICATED HIS PARTS MANAGER GOT PARTS SHIPPED DIRECTLY FROM MANUFACTURER AND RECALL HAS BEEN PERFORMED.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====

3030DW	GRP: LP	CONCERN CONTACT	VEH TYPE: CAR
SAN FRAN	72	ZN/TR: C2	CONTACT NBR: 108446874
VIN:	M	ENGINE:	OPENED: 05/19/1997
			CLOSED: 05/27/1997

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:		
ADDRESS:	[REDACTED]			
CITY:	MERCED	STATE:	CA	ZIP: [REDACTED]
HOME PHONE:	NA -NA-A NA	BUS. PHONE:	NA -NA-A NA	
MODEL YEAR:	91	MODEL:	PROBE	
MILEAGE:	1	WSD:		
DEALER NAME:	RAZZARI FORD	SALES CODE:	172411	P & A: 07920
CAUSAL CODES:	1204	SYMPTOMS:	104100	
ORIGIN:	GD	TRANS. DST/RGN:	72	TRANS. DATE:
SERVICE/SALES:	1			CONTACT DATE: 05/20/1997
ACK. CODE: 0	ASSIST CODE: W	AWARD AMT:		O SURVEY: Y (Y OR N)

BUILD DATE:		CALIBRATION:	
ESP INFO:		EXPIRES:	
OPEN RECALL:		OWNER NOTIFIED:	MICRO: 9301187

COMMENTS:

1997/05/19

*** LETTER DATED MAY 5, 1997 ***

CUSTOMER SAYS:

-TODK VEHICLE TO DEALERSHIP FOR RECALL REPAIR TO THE SAFETY BELT
-WAS TOLD THE PART HAD TO BE ORDERED AND SHE WOULD BE CONTACTED WHEN IT CAME IN
-IT HAS BEEN THREE WEEKS AND SHE IS STILL WAITING TO BE NOTIFIED
-WANTS THIS WORK COMPLETED ASAP

CUSTOMER SEEKS:

-TO HAVE RECALL WORK COMPLETED

CAC ADVISED:

-FORWARDED FAX LETTER TO CUSTOMER
(NO PHONE NUMBER INCLUDED ON LETTER)
HOLD STATUS OVERRIDE

1997/05/20

###THIS IS THE CLOSING COMMENT

NO VIN, NO PHONE #S ? CUSTOMER CONTACTED TO INSTALL BELTS.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3050DW GRP: LP CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: 02 CONTACT NBR: 108404378 OPENED: 05/06/1997
VIN: 12VPT20C5M5 ENGINE: C CLOSED: 05/16/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CHICAGO STATE: IL ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 1 MSD:
DEALER NAME: HAWKINSONFORD CD SALES CODE: 141001 P & A: 01785
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 41 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 05/09/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRD: 9270579

COMMENTS:

1997/05/06
*** VEHICLE INVOLVED IN RECALL 96599 ***
*** PARTS DELAY OVER 30 DAYS ***
*** LETTER DATED APRIL 10, 1997 ***
CUSTOMER SAYS:
-VEHICLE STILL NOT REPAIRED
-HAS BEEN WAITING FOR SEATBELT PARTS SINCE JANUARY 10, 1997
-WANTS TO GET VEHICLE FIXED, SINCE HE CANNOT DRIVE IT UNTIL THE SEATBELT IS REPAIRED
*
PER CUSTOMER, DEALER SAYS:
-THEY ARE WAITING FOR THE PARTS
*
CUSTOMER SEEKS:
-TO HAVE VEHICLE REPAIRED
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
-FORWARDED ACKNOWLEDGEMENT LETTER TO CUSTOMER
1997/05/28
PARTS ARE ON BACK ORDERED
1997/06/09
###THIS IS THE CLOSING COMMENT
FORD PROCESSED FOR THE CUSTOMER A 3YEAR/36,000 MILE USED ESP POLICY.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

7998RM GRP: XX08 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 2N/TR: A2 CONTACT NBR: 108158660 OPENED: 02/28/1997
VIN: 1ZVPT20C5M5 ENGINE: C CLOSED: 03/07/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CHICAGO STATE: IL ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 77000 MSD:
DEALER NAME: HAWKINSONFORD CO SALES CODE: 141001 P & A: 01785
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 41 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 09/03/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 8032305

COMMENTS:
1997/02/28

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
*** NAVIS: PROGRAM ***
CUSTOMER SAYS:
-WRITING TO SEE IF SEATBELT RECALL AND FUEL PUMP ARE ACTIVE ON VEHICLE
*
PER CUSTOMER, DEALER SAYS: JENNIFER
-REPLACED FUEL PUMP UNDER A RECALL AT THE END OF JANUARY
-WAITING FOR PARTS FOR THE SEATBELTS
*
CUSTOMER SEEKS:
-RECALL PERFORMED
*
CAC ADVISED:
RE: RECALL 96548
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. TOM JANEL(SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS
DAYS
OUTBOUND CALL TO CUSTOMER:
-FUEL PUMP RECALL HAS BEEN PERFORMED
-WAITING FOR PARTS ON SEATBELT

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3306JT GRP: XX07 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: CONTACT NBR: 108298387 OPENED: 04/09/1997
VIN: 1ZVPT21U7MS ENGINE: U CLOSED: 05/01/1997

LAST NAME: STATUS: CLDSED
TITLE: FIRST NAME: MI:
ADDRESS: STATE: MD ZIP:
CITY: FREDERICKTOWN BUS. PHONE:
HOME PHONE: MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: SHEETS MOTOR COMPAN SALES CODE: 153721 P & A: 08118
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 04/23/1997
ACK. CODE: ASSIST CODE: D AWARD AMT: O SURVEY: N (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 9172065

COMMENTS:

1997/04/09

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 & 96S99 ***
*** LETTER DATED 3/24/97 ***
*** MILEAGE UNAVAILABLE ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER WRITES:

- RECEIVED RECALL LETTERS FOR THE SEAT BELTS
- THE PASSENGER SEAT BELT HAS NOT WORKED SINCE THE SUMMER OF 96 AND THE
DRIVER'S BELT HAS BEEN GETTING STUCK SINCE 11/96
- CALLED DEALER IN 12/96 AND SEVERAL OTHER TIMES TO GET THE RECALLS PERFORMED,
BUT WAS TOLD FORD DID NOT HAVE THE PARTS AVAILABLE TO DO THE RECALLS AT THAT
TIME

PER CUSTOMER, DEALER SAYS:

- PER SHEETS MOTOR CO, FORD DOES NOT HAVE THE PARTS TO SEND TO US TO PERFORM
THE RECALL

CUSTOMER SEEKS:

- WANTS SEAT BELT RECALL PERFORMED

OUTBOUND CALL TO CUSTOMER:

- NO CALL MADE DUE TO TIME OF DAY (7:30 AM CUSTOMER'S TIME)

CAC ADVISED:

** FORWARDED FAX (ACKNOWLEDGEMENT LETTER) **

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
3306JT GRP: XX07 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/YR: N7 CONTACT NBR: 108298387 OPENED: 04/09/1997
VIN: 1ZVPT21U7MS ENGINE: U CLOSED: 05/01/1997
=====

1997/04/16

** CSM JMAYES1 **

- PER BRIAN SVC MNG VEHICLE HAS NEVER BEEN TO SHOP FOR VERIFICATION OF CONCERN
- UNABLE TO ORDER PART PRIOR TO INSPECTING VEHICLE
- SVC DEPT WILL CONTACT CUSTOMER FOR VEHICLE INSPECTION
- RECALL NEEDS TO DETERMINE IF BELT MOTOR AND TRACK NEED REPLACING OR JUST SEAT BELT TRACK.

1997/04/24

###THIS IS THE CLOSING COMMENT

*** CSM COMMENTS *** BRIAN TINNON SERVICE MANAGER HAS MADE REPEATED ATTEMPTS TO CONTACT CUSTOMER AT NUMBER PROVIDED IN MORS - REACHES A DOCTORS OFFICE. IF CUSTOMER CALLS BACK TO CAC PLEASE REFER CUSTOMER TO DEALERSHIP FOR FURTHER INFO. DEALER IS ABLE TO SERVICE VEHICLE AT CUSTOMER REQUEST, PLEASE ADVISE CUSTOMER THAT AN INSPECTION OF THE VEHICLE (BY THE SERVICE DEPT) IS NEEDED TO PERFORM RECALL. AT THAT POINT THE NEEDED PARTS CAN BE ORDERED. APOLOGIZE FOR DELAY, WE MUST BE ABLE TO CONTACT CUSTOMER FOR FURTHER ACTION.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7481RL GRP: XX13 INFORMATION CONTACT VEH TYPE: CAR
TWIN CITIES 58 ZN/TR: C1 CONTACT NBR: 108147784 OPENED: 02/27/1997
VIN: 1ZVPT20C1M5 ENGINE: C CLOSED: 02/27/1997

LAST NAME: STATUS: CLDSED
TITLE: FIRST NAME: MI:

ADDRESS: CITY: MISSWA STATE: MN ZIP:

HOME PHONE: BUS. PHONE: MODEL YEAR: 87 MODEL: PROBE
MILEAGE: 1 WSO:

DEALER NAME: MILLS MOTOR INC SALES CODE: 158489 P & A: 09247
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: 9081628

COMMENTS:

1997/02/27
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48/96S99 ***
*** LETTER DATED 17FEB97 ***
*** NAVIS: SUBSEQUENT ***
*** MILEAGE UNAVAILABLE ***
CUSTOMER WRITES:
- RECIEVED SEATBELT RECALL FOR THE PROBE
- CUSTOMER WAITED UNTIL THE SEATBELT FAILED--DRIVER'S SIDE IS STUCK MIDTRACK
- DEALERSHIP SAYS THE PARTS WILL NOT BE AVAILABLE FOR 2 MONTHS
*
PER CUSTOMER, DEALER SAYS:
- PARTS WILL PROBABLE BE AVAIL IN TWO MONTHS
*
CUSTOMER SEEKS:
- TO ASK WHO IS NOW LIABLE--DOES FORD CARE ABOUT MY SAFETY
*
CAC ADVISED:
AUTDMATED LETTER SENT TO CUSTOMER SUPPORTING INFORMATION PROVIDED BY THE
DEALERSHIP

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 6491AD GRP: 04 INFORMATION CONTACT VEH TYPE: CAR
 SEATTLE 74 ZN/TR: A3 CONTACT NBR: 109543891 OPENED: 03/07/1998
 VIN: 1ZVPT20C1M5 [REDACTED] ENGINE: C CLDSED: 03/07/1998

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: CROKANE STATE: WA ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 91 MODEL: PROBE
 MILEAGE: 1 WSD:
 DEALER NAME: EMPIRE FORD INC SALES CODE: 174200 P & A: 08649
 CAUSAL CODES: 1203 SYMPTOMS: 104100
 ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
 ESP INFO: EXPIRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO: 8431803

COMMENTS:
 1998/03/07
 *** VEHICLE INVOLVED IN RECALLS 96548/96599 ***
 *** MILEAGE UNAVAILABLE ***
 *** LETTER DATED 1/15/98 ***
 CUSTOMER WRITES:
 - TOOK VEHICLE IN ON 11/29/96 FOR THE SEAT BELT RECALL (96548/96599) AND AS
 OF 1/15/98 SYLL HAVE NOT RECEIVED THE SERVICE
 - CALLED THE DEALERSHIP PERIODICALLY TO FIND OUT THE STATUS
 - NEVER RECEIVED A CALL FROM THE DISTRICT MANAGER
 - BOTH SEATBELTS MALFUNCTION (THEY USUALLY DELAY)
 - THE SEATBELTS TIGHTEN SO MUCH THAT THE DRIVER/PASSENGER CANNOT BREATHE
 *
 PER CUSTOMER, DEALER SAYS:
 - THE EQUIPMENT IS ON BACKORDER
 - THE DISTRICT MANAGER WILL CALL THE CUSTOMER BACK TO INFORM HER OF THE
 UPDATE
 - JEFF, SERVICE AGENT, SAID THAT JIM GILMORE IS THE DISTRICT MANAGER
 *
 CUSTOMER SEEKS:
 - TO LET FORD KNOW HER DISAPPOINTMENT WITH THE DELAYED REPLACEMENT OF THE
 INOPERATIVE SEAT BELTS
 *
 CAC ADVISED:
 - POSTCARD PC02 SENT TO CUSDTR

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

0093LJ GRP: 06 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: 11 CONTACT NBR: 109550241 OPENED: 03/09/1998
VIN: 1ZVPT2OC3MS ENGINE: C CLOSED: 03/19/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: LA CANADA FLINTRIDG STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 1 WSO:
DEALER NAME: PARADISE FORD SALES CODE: 171035 P & A: 01810
CAUSAL CODES: 1012 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/12/1998
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 8431382

COMMENTS:

1997/12/03

NO VIN AVAILABLE

*** MILEAGE UNAVAILABLE ***

*** LETTER DATED 10/27/97 ***

CUSTOMER SAYS:

- I AM WAITING TO HAVE THE SEAT BELT RECALL PERFORMED
- THE PARTS ARE ON NATIONAL BACK ORDER

*

PER CUSTOMER, DEALER SAYS:

- THE PARTS ON BACK ORDER

*

CUSTOMER SEEKS:

- TO HAVE THE RECALL PERFORMED

*

CAC ADVISED:

- PER OBC TO CUSTOMER
- LEFT MESSAGE ADVISED CUSTOMER TO CALL CAC
- CUSTOMER HAS BEEN WAITING FOR 3 MONTHS FOR PARTS
- NEXT CSR PLEASE UPGRADE TO A CONCERN CONTACT IF NECESSARY
- PLEASE OBTAIN VIN NUMBER AND MILEAGE *** NOTE: IMAGING DOCUMENT

IDENTIFICATION NUMBER (DOCID): 67441161

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

0093LJ GRP: 06 CONCERN CONTACT VEH TYPE: CAR
LDS ANGELES 71 ZN/TR: A4 CONTACT NBR: 109550241 OPENED: 03/09/1998
VIN: 1ZVPT20C3M5 ENGINE: C CLOSED: 03/19/1998

1997/12/04

CUSTOMER SAYS:

- I AM WAITING TO HAVE THE SEAT BELT RECALL PERFORMED
- THE PARTS ARE ON NATIONAL BACK ORDER
- THE CUSTOMER HAS BEEN WAITING A YEAR FOR PARTS
- THE FAX NUMBER [REDACTED]

PER CUSTOMER, DEALER SAYS:

- THE PARTS ON BACK ORDER
- MICHEAL IN THE SERVICE DEPARTMENT SAID IT IS NO PROBLEM ADDING THE CUSTOMER TO THE LIST TO BE CALLED WHEN THE PARTS COME IN.

CUSTOMER SEEKS:

- TO HAVE THE RECALL PERFORMED
- CUSTOMER WOULD LIKE A CALL WHEN HIS PART COMES IN.

CAC ADVISED:

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

1998/03/07

*** LETTER DATED 2/20/98 ALEX TROTMAN CEO***

CUSTOMER WRITES:

- RECALL FOR MY SAFETY BELT HAS NOT BEEN COMPLETED AS OF THIS DATE
- I'M ABSOLUTELY DISGUSTED WITH FORD

PER CUSTOMER, DEALER SAYS:

- NAME UNAVAILALBE
- PART IS ON BACK ORDER

CUSTOMER SEEKS:

- RECALL COMPLETED

CAC ADVISED:

OBC: LEFT MESSAGE

- SENT PC01, CONTACT THE CAC
- NEXT CSR OBTAIN VEHICLE IDENTIFICATION NUMBER AND UPGRADE CONTACT

1998/03/09

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

*** VEHICLE INVOLVED IN RECALL 86S48 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- SOMEONE CALLED FROM CAC AND ASKED HIM TO CALL WITH VIN NUMBER
- BEEN WAITING OVER TWO YEARS TO HAVE SEAT BELT RECALL PERFORMED
- WENT TO DEALERSHIP, CALLED CAC, WRDTE TO [REDACTED]
- BEEN GOING AROUND IN CIRCLES FOR OVER TWO YEARS
- BEEN WAITING SINCE OCTOBER OF 1996
- FORD SAYS MY VEHICLE IS UNSAFE
- IT'S BEEN TWO YEARS WHAT IS GOING ON

OWNER RELATIONS VOP/BENCHMARKING 09/11/98 FAXCARTG

08/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
0093LJ GRP: 06 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: A4 CONTACT NBR: 109550241 OPENED: 03/09/1998
VIN: 1ZVPT20C3M5 ENGINE: C CLOSED: 03/19/1998
=====

1998/03/09

-WANTED CAC VICE PRESIDENTS NUMBER

*
PER CUSTOMER, DEALER SAYS:
-FORD WILL NOT RELEASE PART

*
CUSTOMER SEEKS:
-GIVE FORD VIN NUMBER AS REQUESTED
-WHY IS IT TAKING SO LONG TO GET RECALL DONE

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

THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 109226132

*** VEHICLE INVOLVED IN RECALL 98S48 & 96S99 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- IN 10/96 I GOT A LETTER FROM THE MANAGER SERVICE & PROGRAMS IN VEHICLE
SERVICES & PROGRAMS FOR A DEFECT IN ,Y SEATBELTS
- I TOOK IT TO PARADISE FORD ON 6/23/97
- FORD MOTOR COMPANY WILL

*
PER CUSTOMER, DEALER SAYS:

- SERVICE ADVISOR, CUSTOMER DOESN'T RECALL NAME. WE NEED TO REPLACE THE
SEATBELT

- 10/97 THE PARTS WILL NOT BE RELEASED BY FORD PERHAPS AFTER JANUARY 1,
1998.

- 10/97, SERVICE MANAGER, CUSTOMER DOES NOT RECALL NAME. WE WILL CONTACT YOU
WHEN THE PARTS COME IN

*
CUSTOMER SEEKS:

- RECALL UPDATE (ARE PARTS AVAILABLE)

*
CAC ADVISED:

- OPEN RECALL 98S48 & 96S99

PER OBC, STACEY IS NEW SERVICE MGR

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

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

- THE PARTS ARE IN STOCK

CONTACT IS UPDATED BY SYSTEM

1998/03/12

###THIS IS THE CLOSING COMMENT

CONTACTED MR. DAVIDSON ON 03/12/98 REGARDING HIS RECALL. MDRS CONTACT STATED N
D OPEN RECALL BUT DAVIS SHOWED RECALL OPEN. CUSTOMER STATED THAT HE WILL BRING
ING HIS VEHICLE IN FOR SERVICE TO COMPLETE RECALL NEXT WEEK. DEALER HAS PARTS
IN STOCK. STACY SHELLHAMMER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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=====
BS2BYC   GRP: 14   INFORMATION CONTACT   VEH TYPE: CAR
UNKNOWN  99  ZN/TR:   CONTACT NBR: 109226132  OPENED: 12/03/1997
VIN:      M          ENGINE:           CLOSED: 12/03/1997
=====

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=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: LA CANADA FLINTRIDG STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: SALES CODE: P & A:
CAUSAL CODES: 1012 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y DR N)

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BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 8431362

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COMMENTS:

```

1997/12/03
***NO VIN AVAILABLE***
*** MILEAGE UNAVAILABLE ***
*** LETTER DATED 10/27/97 ***
CUSTOMER SAYS:
-I AM WAITING TO HAVE THE SEAT BELT RECALL PERFORMED
-THE PARTS ARE ON NATIONAL BACK ORDER
*
PER CUSTOMER, DEALER SAYS:
- THE PARTS ON BACK ORDER
*
CUSTOMER SEEKS:
- TO HAVE THE RECALL PERFORMED
*
CAC ADVISED:
- PER DBC TO CUSTOMER
- LEFT MESSAGE ADVISED CUSTOMER TO CALL CAC
- CUSTOMER HAS BEEN WAITING FOR 3 MONTHS FOR PARTS
- NEXT CSR PLEASE UPGRADE TO A CONCERN CONTACT IF NECESSARY
- PLEASE OBTAIN VIN NUMBER AND MILEAGE *** NOTE: IMAGING DOCUMENT
IDENTIFICATION NUMBER (DOCID): B7441161

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09/11/98

MASTER OWNER RELATIONS SYSTEM IJ

14.21.02

=====

8928YC	GRP: 14	INFORMATION CONTACT	VEH TYPE: CAR
UNKNOWN	99	ZN/TR:	CONTACT NBR: 109226132
VIN:	M	ENGINE:	OPENED: 12/03/1997
			CLOSED: 12/03/1997

=====

1997/12/04

CUSTOMER SAYS:

- I AM WAITING TO HAVE THE SEAT BELT RECALL PERFORMED
- THE PARTS ARE ON NATIONAL BACK ORDER
- THE CUSTOMER HAS BEEN WAITING A YEAR FOR PARTS
- THE FAX NUMBER [REDACTED]

PER CUSTOMER, DEALER SAYS:

- THE PARTS ON BACK ORDER
- MICHEAL IN THE SERVICE DEPARTMENT SAID IT IS NO PROBLEM ADDING THE CUSTOMER TO THE LIST TO BE CALLED WHEN THE PARTS COME IN.

CUSTOMER SEEKS:

- TO HAVE THE RECALL PERFORMED
- CUSTOMER WOULD LIKE A CALL WHEN HIS PART COMES IN.

CAC ADVISED:

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

1998/03/07

*** LETTER DATED 2/20/98 ALEX TROTMAN CEO***

CUSTOMER WRITES:

- RECALL FOR MY SAFETY BELT HAS NOT BEEN COMPLETED AS OF THIS DATE
- I'M ABSOLUTELY DISGUSTED WITH FORD

PER CUSTOMER, DEALER SAYS:

- NAME UNAVAILABLE
- PART IS ON BACK ORDER

CUSTOMER SEEKS:

- RECALL COMPLETED

CAC ADVISED:

OBC: LEFT MESSAGE

- SENT PC01, CONTACT THE CAC
- NEXT CSR OBTAIN VEHICLE IDENTIFICATION NUMBER AND UPGRADE CONTACT

1998/03/09

*** VEHICLE INVOLVED IN RECALL 96599 ***

*** VEHICLE INVOLVED IN RECALL 96548 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- SOMEONE CALLED FROM CAC AND ASKED HIM TO CALL WITH VIN NUMBER
- BEEN WAITING OVER TWO YEARS TO HAVE SEAT BELT RECALL PERFORMED
- WENT TO DEALERSHIP, CALLED CAC, WROTE TO ALEX TROTMAN
- BEEN GOING AROUND IN CIRCLES FOR OVER TWO YEARS
- BEEN WAITING SINCE OCTOBER OF 1996
- FORD SAYS MY VEHICLE IS UNSAFE
- IT'S BEEN TWO YEARS WHAT IS GOING ON

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

B92BYC	GRP: 14	INFORMATION CONTACT	VEH TYPE: CAR
UNKNOWN	99	ZN/TR:	CONTACT NBR: 109228132
VIN:	M	ENGINE:	OPENED: 12/03/1997
			CLOSED: 12/03/1997

=====

1998/03/09

-WANTED CAC VICE PRESIDENTS NUMBER

*

PER CUSTOMER, DEALER SAYS:
-FORD WILL NOT RELEASE PART

*

CUSTOMER SEEKS:
-GIVE FORD VIN NUMBER AS REQUESTED
-WHY IS IT TAKING SO LONG TO GET RECALL DONE

*

CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. CHIP HAMMETT(SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
THIS CONTACT HAS BEEN UPGRADED. THE NEW CONTACT IS 109550241

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

=====

B934DM	GRP: XX03	INFORMATION CONTACT	VEH TYPE: CAR
MEMPHIS	23	ZN/TR: A2	CONTACT NBR: 108534872
VIN:	M	ENGINE:	OPENED: 06/11/1997
			CLOSED: 08/11/1997

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	DAMASCUS	STATE:	[REDACTED]	IP:	[REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]		
MODEL YEAR:	91	MODEL:	PROBE		
MILEAGE:	72000	WSD:			
DEALER NAME:	SMITH FORD INC	SALES CODE:	123580	P & A:	06063
CAUSAL CODES:	1204 3104	SYMPTOMS:	104100		
ORIGIN:	00	TRANS. DST/RGN:		TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	
ACK. CODE:		ASSIST CODE:		AWARD AMT:	
				O SURVEY:	(Y DR N)

BUILD DATE:		CALIBRATION:	
ESP INFO:		EXPIRES:	
OPEN RECALL:		OWNER NOTIFIED:	MICRO: B211752

COMMENTS:

1997/08/11
*** VEHICLE INVOLVED IN RECALL 98548 & 98599 ***
*** LETTER DATED 5/19/97 ***
NO VIN AVAILABLE
CUSTOMER SAYS:
-HAS BEEN WAITING SINCE OCTOBER 1996
-HAS CONTINUALLY CALLED DEALER, BUT PARTS ARE NEVER THERE
-DEALER HAS MY RECALL LETTER
*
PER CUSTOMER, DEALER SAYS:
-PARTS AREN'T IN YET; PER NO NAME MENTIONED
-WE'LL SEND YOU A POSTCARD AS SOON AS THE PARTS COME IN; PER NO NAME MENTIONED
*
CUSTOMER SEEKS:
-PARTS FOR RECALL
*
CAC ADVISED:
NOTE TO DEALER
-PLEASE INFORM CUSTOMER VIA POSTCARD AS SOON AS PARTS ARE AVAILABLE
REGARDS TO OBC TO CUSTOMER
- INFORMED CUSTOMER PART IS ON NATIONAL BACKORDER
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
- YOU DO NOT NEED RECALL LETTER FOR RECALL TO BE PERFORMED, THE RECALL IS VERIFIED BY THE VIN
PER CUSTOMER
-MY VEHICLE IS A 1991 WITH 72,000 MILES ON IT. I DON'T HAVE THE VIN HANDY

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

Q329EC GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
DENVER 58 ZN/TR: 41 CONTACT NBR: 108197500 OPENED: 03/11/1997
VIN: 12VPT2OC6M5 ENGINE: C CLOSED: 03/19/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: EDWLER STATE: CO ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 66000 WSD:
DEALER NAME: DALE SPRADLEY MOTOR SALES CODE: 355490 P & A: 11060
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 55 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: 8197500

COMMENTS:

1997/03/11

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 06548, 96588 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-CUSTOMER RECEIVED A RECALL NOTICE FOR THE SEATBELTS IN 10-96
-SEATBELTS JAMMED IN AUGUST ON THE DRIVERS SIDE
-SEATBELT HAS BEEN UNUSABLE SINCE 08-96

PER CUSTOMER, DEALER SAYS:

-PARTS WERE ORDERED 01-96
-TRACK CAME IN, BUT THE MOTOR ASSEMBLY IS ALSO NEEDED NOW
-IT WILL TAKE ANOTHER 6-8 WEEKS FOR THE MOTOR TO COME IN

CUSTOMER SEEKS:

-TO HAVE RECALL PERFORMED

CAC ADVISED:

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

1997/03/12

##THIS IS THE CLOSING COMMENT

MY PARTS MANAGER MANAGED TO FIND A PART AT ANOTHER DEALERSHIP SINCE THERE IS
A 8 WEEK BACK ORDER. I CONTACTED CUST AND SCHEDULED HER IN FOR REPAIRS ON
03/15/1997

DIRK

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

B92BYC	GRP: 14	INFORMATION CONTACT	VEH TYPE: CAR
ATLANTA	21	ZN/TR: D1	CONTACT NBR: 108382601
VIN: 12VPT20C0ME		ENGINE: C	OPENED: 04/30/1997
			CLOSED: 04/30/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	CLOVER	STATE:	SC	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	91	MODEL:	PROBE		
MILEAGE:	40000	WSD:			
DEALER NAME:	HARRELSONFORD INC	SALES CODE:	121213	P & A:	01071
CAUSAL CODES:	1203 3105	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:		TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	
ACK. CODE:		ASSIST CODE:		AWARD AMT:	
				0 SURVEY:	(Y OR N)

BUILD DATE:		CALIBRATION:	
ESP INFO:		EXPIRES:	
OPEN RECALL:		OWNER NOTIFIED:	MICRO: 8170547

COMMENTS:

1997/04/30

*** NAVIS: ORIGINAL ***

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

*** LETTER DATED 4/22/97 ***

CUSTOMER SAYS:

- VEHICLE IS INVOLVED IN RECALL 96548 AND 96599 AND CUSTOMER HAS BEEN WAITING FOR 8 WEEKS TO RECEIVE THE PARTS FOR THIS VEHICLE
- CUSTOMER IS CONCERNED BECAUSE THE SEAT BELTS IN THE VEHICLE ARE CURRENTLY IMPERATIVE.

PER CUSTOMER, DEALER SAYS:

- NOT RECENTLY CONTACTED

CUSTOMER SEEKS:

- VEHICLE REPAIRED

CAC ADVISED:

- PER OBC SPOKE WITH MIKE IN SERVICE
- THE PARTS FOR THE REPAIR OF THE VEHICLE ARE AT THE DEALERSHIP
- DEALERSHIP ATTEMPTED TO CALL THE CUSTOMER 3 TIMES UNSUCCESSFULLY
- PER OBC CSR CALLED THE CUSTOMER AT WORK AT AT HOME ON 4/30/97 AT 4:40PM
- LEFT A MESSAGE AT HOME TO CONTACT MIKE THE SERVICE ADVISOR AT THE DEALERSHIP, PARTS FOR THE REPAIR ARE AVAILABLE.
- NO LETTER SENT, CC MICRO ONLY

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7020RH GRP: LP CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: 12 CONTACT NBR: 108325451 OPENED: 04/15/1997
VIN: 1ZVPT20C7M5 ENGINE: C CLOSED: 04/25/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: W MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SPOKANE STATE: WA ZIP: [REDACTED]
HOME PHONE: 111-111-1111 BUS. PHONE: 111-111-1111
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: MCCOLLUM FORD SALES SALES CODE: 174202 P & A: 08503
CAUSAL CODES: 1204 12RA SYMPTOMS: 104100
DRIGIN: GO TRANS. DST/RGN: 74 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 04/16/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 8152709

COMMENTS:
1997/04/15
*** VEHICLE INVOLVED IN RECALL 96S48,98S99 ***
CUSTOMER SAYS:
-- CUSTOMER LETTER DATED 4/5/97
GOT RECALL NOTICES- IN OCTOBER 1996- STOPPED AT MCCOLLUM TO SET APPT -
- DROPPED CAR OF ON 11/18/97- PICKED UP NEXT DAY- TOLD THEY DIDN'T HAVE PARTS-
DID NOT DO WORK- WOULD CALL WHEN PARTS CAME IN- NEVER CALLED-
-JANUARY 1997 STOPPED AT MCCOLLUM- TOLD THEY HAD BEEN CALLING HIM- HE HAS
CALLER ID AND HAS HAD NO CALLS- NEVER SENT POSTCARD- SET APPT FOR 1/14- ON
1/15 WENT TO GET CAR- WORK NOT DONE AGAIN- SAID WRONG PARTS CAME IN-
- STOPPED AT EMPIRE AND IS HAVING SIMILAR PROBLEMS- THEY SAY PARTS ARE
BACKORDERED.
- 4/1 STOPPED AT MCCOLLUM- PARTS STILL ARE NOT IN-
- HAS BEEN 5 MONTHS
*
PER CUSTOMER, DEALER SAYS:
- SEE ABOVE
*
CUSTOMER SEEKS:
- RECALL PERFORMED
*
CAC ADVISED:
SENT FACK- CONTACT IS OPEN WITH DLR- REQUESTING THAT WAYNE BRONSDN, CRM CALL
CUSTOMER WITHIN TWO DAYS- IF NOT CONTACTED CALL DLR
1997/04/18
###THIS IS THE CLOSING COMMENT
CUST CONTACTED AND APPT DET FOR 4-22-97.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

7020RH	GRP: LP	CONCERN CONTACT	VEH TYPE: CAR
SEATTLE	74	ZN/TR: A3	CONTACT NBR: 108325451
VIN:	1ZVPT20C7ME	ENGINE: C	OPENED: 04/15/1997
			CLOSED: 04/25/1997

=====

1997/04/30

CUSTOMER SAYS:

- DUPLICATE LETTER CAME UP ON IMAGING

*

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

*

CUSTOMER SEEKS:

- NO CONTACT

*

CAC ADVISED:

- CUSTOMER WAS ALREADY SENT AN ACK LETTER FROM CAC ### NOTE: IMAGING DOCUMENT IDENTIFICATION NUMBER (DOCID): 54098233

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

6782JL GRP: XX06 INFORMATION CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: E3 CONTACT NBR: 108314419 OPENED: 04/12/1997
VIN: 1ZVPT21U3M5 ENGINE: U CLOSED: 04/12/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] T D
CITY: RALEIGH STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] XY: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: CAPITAL FORD INC SALES CODE: 121019 P & A: 00978
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: SO 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: 8152702

COMMENTS:

1997/04/12

*** LETTER DATED 4/7/97***
*** MILEAGE UNAVAILABLE ***
*** VEHICLE INVOLVED IN RECALL 98548 ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- WENT TO DEALER 10/25/98 TO HAVE RECALL RECALL WORK PERFORMED
- COMPLAINS OF POOR SERVICE FROM DEALER

PER CUSTOMER, DEALER SAYS:

- 10/25/98 PART NOT AVAILABLE. ON NATIONAL BACKORDER
- WILL PLACE ORDER FOR REPAIR

CUSTOMER SEEKS:

- RESOLUTION TO CONCERN

CAC ADVISED:

- FORWARD L1 LETTER; POOR DEALER SERVICE

CUSTOMER SAYS:

- OPENED TO CORRECT FORWARDING LETTER

CAC ADVISED:

- FORWARD F1 LETTER; POOR DEALER SERVICE

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

6856CK	GRP: XXOP	INFORMATION CONTACT	VEH TYPE: CAR
DETROIT	48	ZN/TR: B1	CONTACT NBR: 108098708
VIN:	M	ENGINE:	DPENED: 02/13/1997
			CLOSED: 02/13/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	CLINTON TWP	STATE:	MI	ZIP:	
HOME PHONE:		BUS. PHONE:	111-111-1111		
MODEL YEAR:	91	MODEL:	PROBE		
MILEAGE:	1	WSD:			
DEALER NAME:	MIKE DORIAN FORD IN	SALES CODE:	148003	P & A:	02676
CAUSAL CODES:	1204 1209	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:		TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	
ACK. CODE:		ASSIST CODE:		AWARD AMT:	
				0 SURVEY:	(Y OR N)

BUILD DATE:		CALIBRATION:	
ESP INFO:		EXPIRES:	
OPEN RECALL:		OWNER NOTIFIED:	MICRO: 8040495

COMMENTS:

1997/02/13

*** NAVIS: UNABLE TO DETERMINE ***

LETTER DATED 2/3/97

CUSTOMER SAYS:

- VERY DISSATISFIED WITH THE HANDLING OF THE RECALL
- THE VEHICLE HAD TO GO TO THE DEALERSHIP 2 TIMES FOR THESE RECALLS
- THINKS THAT 2 RECALLS IN 2 YEARS IS EXCESSIVE
- THE PARTS SHOULD HAVE BEEN SHIPPED TO THE DEALERSHIPS BEFORE THE RECALL WAS ANNOUNCED TO NOT INCONVENIENCE CUSTOMERS

PER CUSTOMER, DEALER SAYS:

- NO COMMENTS

CUSTOMER SEEKS:

- TO EXPRESS HER DISSATISFACTION

CAC ADVISED:

- SENDING FOA QUALITY CONCERNS

1997/03/17

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- CUSTOMER CALLING TO COMPLAIN ABOUT RECALL PROCEDURE
- TOOK THE VEHICLE IN TWO MONTHS AGO FOR A RECALL
- THE MOTORIZED TRACKS ARE BROKEN ON BOTH SIDES OF THE VEHICLE
- IT IS TERRIBLY IRRESPONSIBLE FOR FORD TO SEND THE RECALL NOTICE OUT AND NOT HAVE THE PARTS AVAILABLE

PER CUSTOMER, DEALER SAYS:

- THE PARTS ARE ON A TWO MONTH BACKORDER

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

6856CK	GRP: XXOP	INFORMATION CONTACT	VEH TYPE: CAR
DETROIT	48	ZN/TR: B1	CONTACT NBR: 108098706
VIN:	M	ENGINE:	OPENED: 02/13/1997
			CLOSED: 02/13/1997

=====

1997/03/17

CUSTOMER SEEKS:

-COMPLAINT

*

CAC ADVISED:

RE: RECALL COMPLAINT

- APOLOGIZED TO THE CUSTOMER ON BEHALF OF FORD

- HER COMPLAINT HAS BEEN DOCUMENTED AND FORWARDED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

6008AC	GRP: XX01	CONCERN CONTACT	VEH TYPE: CAR
DETROIT	48	ZN/TR: A2	CONTACT NBR: 107956260
VIN: 1ZVPT21U6M5		ENGINE: U	DPENED: 01/08/1997
			CLOSED: 01/17/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	SHELBY TWP	STATE:	MI	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	97	MODEL:	PROBE		
MILEAGE:	1	WSD:			
DEALER NAME:	JEROME-DUNCAN INC	SALES CODE:	148048	P & A:	03025
CAUSAL CODES:	2902 1203	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:	48	TRANS. DATE:	
SERVICE/SALES:	1	CONTACT DATE:	01/09/1997		
ACK. CODE:		ASSIST CODE: W	AWARD AMT:	O SURVEY:	Y (Y OR N)

BUILD DATE:		CALIBRATION:	
ESP INFO:		EXPIRES:	
OPEN RECALL:		OWNER NOTIFIED:	MICRD: 8032230

COMMENTS:

1997/01/08

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 AND 96S99 ***
*** MILEAGE UNAVAILABLE ***
*** NAVIS: ORIGINAL ***
*** LETTER DATED 12/31/98 ***

CUSTOMER SAYS:

- CUSTOMER HAS A COMPLAINT WITH THE DEALERSHIP
- CUSTOMER HAD AN APPOINTMENT SCHEDULED FOR 12/31/98 TO HAVE THE SEATBELT
- SEATBELTS IN THE VEHICLE PERIODICALLY JAMS
- CUSTOMER DOES NOT UNDERSTAND WHY THE DEALERSHIP SCHEDULED AN APPOINTMENT FOR THE CUSTOMER TO HAVE THE RECALL PERFORMED WHEN THE PARTS WERE NOT AVAILABLE
- CUSTOMER'S RECALL LETTER STATES THAT RECALL CAN BE PERFORMED AFTER 12/15/98

PER CUSTOMER, DEALER SAYS:

- PARTS FOR THE RECALL ARE NOT AVAILABLE UNTIL 2/15/99

CUSTOMER SEEKS:

- TO PROVIDE FEEDBACK ON THE SERVICE THE DEALERSHIP PROVIDED
- TO HAVE THE RECALLS ON THE VEHICLE PERFORMED

CAC ADVISED:

- **OUTBOUND CALL TO MR. PAUL LABELLE SVC MGR:
- ADVISED CUSTOMER IS A VERY LOYAL CUSTOMER
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. PAUL LABELLE SVC MGR TO CONTACT CUSTOMER SAME DAY
- VOICE MAIL MESSAGE LEFT FOR SERVICE MANAGER
- **ATTEMPTED TO CONTACT CUSTOMER, NO ANSWERING MESSAGE WAS LEFT
- SENT PC01 (CONTACT THE CAC)
- NEXT REPRESENTATIVE:
- ADVISE THE CUSTOMER THAT SERVICE MANAGER WAS CONTACTED IN REGARDS TO THE
- THE CUSTOMER SHOULD HAVE RECEIVED A CONTACT FROM THE DEALERSHIP *** NOTE:

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
6008AC GRP: XX01 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: A2 CONTACT NBR: 107956260 OPENED: 01/08/1997
VIN: 1ZVPT21U8M: [REDACTED] ENGINE: U CLOSED: 01/17/1997
=====

1987/01/08

IMAGING DOCUMENT IDENTIFICATION NUMBER (DDCID): 20834882

1997/01/10

###THIS IS THE CLOSING COMMENT
CALLED TO INFORM CUSTOMER THAT THESE PARTS ARE ON BACKORDER THROUGH 2/15/97 PER FORD MOTOR COMPANY. I ALSO INFORMED HER THAT IF THE DRIVERS SEATBELT WAS IN OP AT THIS TIME THAT SHE MAY BRING VEHICLE IN AND WE CAN SEE IF WE CAN FIX IT TEMPORARILY UNTIL THE PARTS BECAME AVAILABLE.

1997/02/10

DUPLICATE LETTER REC'D DATED 12/31/86, ATTN: A.R. KADUK. MICRO ONLY
CUSTOMER SAYS:

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1656JM	GRP: XXOC	INFORMATION CONTACT	VEH TYPE: CAR
PITTSBURGH	44	2N/TR: B1	CONTACT NBR: 108098766
VIN: M		ENGINE:	OPENED: 02/13/1997
			CLOSED: 02/13/1997

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	BUFFALO	STATE:	NY	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]		
MODEL YEAR:	91	MODEL:	PROBE		
MILEAGE:	1	WSD:			
DEALER NAME:	C BASIL FORD INC	SALES CODE:	144115	P & A:	00503
CAUSAL CODES:	1204 1010	SYMPTONS:	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: 8030880

COMMENTS:

1997/02/13
** VIN NOR MILEAGE AVAILABLE **
** LETTER DATED JANUARY 28, 1997 **
CUSTOMER WRITES:
- SHE IS TRYING TO GET THE PASSIVE SHOULDER BELTS REPAIRED UNDER RECALL 96548/96599.
*
PER CUSTOMER, DEALER SAYS:
- THEY DO NOT HAVE THE PARTS AVAILABLE TO DO THE RECALL.
*
CUSTOMER SEEKS:
- HAVE THE RECALL PERFORMED AS QUICKLY AS POSSIBLE.
*
CAC:
- MADE AN ATTEMPT TO CONTACT THE CUSTOMER - NO ANSWER.
- WILL SEND POSTCARD TO HAVE CUSTOMER CONTACT THE CAC.
- WILL FORWARD CONCERN TO THE DEALERSHIP.
*
NEXT CSR:
- PLEASE PROBE FOR VIN AND MILEAGE.
- UPGRADE CONTACT IF NECESSARY.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
7481RL GRP: XX19 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: L2 CONTACT NBR: 108068711 OPENED: 02/06/1997
VIN: 1ZVPT20C7M ENGINE: C CLOSED: 02/17/1997
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SAULTS MARIE STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: SOD MOTORS INC SALES CODE: 148548 P & A: 08323
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 4B 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: BQ22685

COMMENTS:

1997/02/06

*** THIS CONTACT IS OPENED DUE TO OPEN RECALLS 98S48/98S99 ***

*** NAVIS: ORIGINAL ***

*** LETTER DATED 012297 ***

*** MILEAGE UNAVAILABLE ***

CUSTOMER WRITES:

- ON THE PASSIVE SHOULDER BELTS THE BELTS ARE MAKING A LOT OF NOISE AND THE MOTOR RUNNING FREE OF THE BELT MOVING
- FEELS THIS IS A SAFETY ISSUE
- DEALERSHIP SAID THE PARTS WOULD BE IN DEC 15, AND THE PARTS ARE STILL NOT IN

PER CUSTOMER, DEALER SAYS:
- PARTS ARE NOT YET AVAILABLE

CUSTOMER SEEKS:
- RECALL TO BE PERFORMED

CAC ADVISED:
- SENT POSTCARD TO CUSTOMER ASKING THAT THE CUSTOMER CONTACT THE DEALERSHIP FOR FURTHER ASSISTANCE
FORM LETTER PC02 CANCELLED
- CANCELLED LETTER TO SEND OUT CORRECT LETTER
SENDING CORRECT LETTER

1997/02/10

***THIS IS THE CLOSING COMMENT
PARTS FINALLY ARRIVED AT DEALERSHIP CUSTOMER CAME IN AND RECALL WAS COMPLETED