09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

437OSA GRP: KX17 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: C1 CONTACT NBR: 107974758 OPENED: 01/14/1997
VIN: 1ZVPT21U2M5[redacted] ENGINE: U CLOSED: 01/21/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: NORTH RIDGEVILLE STATE: OH ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 61700 WSD:
DEALER NAME: MIKE BASSFORD INC SALES CODE: 144605 P & A: 02235
CAUSAL CODES: 1203 1204 3103 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 44 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/14/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 200 SURVEY: N (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 7980062

COMMENTS:
1997/01/14
*** VEHICLE INVOLVED IN RECALL 96599 ***
*** VEHICLE INVOLVED IN RECALL 96548 ***
CUSTOMER SAYS:
-CUSTOMER RECEIVED RECALL LETTER FOR SAFETY BELT RECALLS
-IN THE MEANTIME, THE DRIVER'S SIDE AUTOMATIC SEAT BELT WIRE IS DANGLING INTO PASSENGER COMPARTMENT AND THE ANCHORAGE THAT HOLDS BELT IN PLACE IS STUCK
-DRIVER'S SIDE SEAT BELT IS INOPERABLE
-SEAT BELT INDICATOR CHIMES AND LIGHT GOES ON
*
PER CUSTOMER, DEALER SAYS:
-(PER TINA, SERVICE ADVISOR)DEALER DOES NOT HAVE PARTS IN STOCK
-CUSTOMER WILL HAVE TO WAIT FOUR WEEKS FOR PARTS TO ARRIVE
-DEALER WILL NOT REPAIR PASSENGER SIDE BELT AT THIS TIME BECAUSE THERE IS NOTHING WRONG WITH THIS SEAT BELT AT THIS TIME
*
CUSTOMER SEEKS:
-TO GET RECALL PERFORMED
*
CAC ADVISED:
-MADE OUTBOUND CALL TO MR. JIM BASS (CUSTOMER RELATIONS MANAGER) TO INFORM HIM OF TEMPORARY REPAIR PROCEDURE PER DEALER LETTER 96548
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. JIM BASS (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
###THIS IS THE CLOSING COMMENT
WORKING ON GETTING CUSTOMER IN,TO LOOK AT RECALL PROBLEM,MUST RO TO ORDER PARTS.WE WI:: GET CUSTOMER IN CAD

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

437OSA GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: C1 CONTACT NBR: 107974758 OPENED: 01/14/1997
VIN: 1ZVPT21U2M[redacted] ENGINE: U CLOSED: 01/21/1997

1997/02/05
*** LETTER DATED 1/13/97 ATTN: A.R. KADUK ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
*
CAC ADVISED:
- LETTER DATED 1/13/97
- LETTER PREDATES CUSTOMER CONTACT WITH CAC, MIRCO ONLY

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3312AH GRP: OP CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: 03 CONTACT NBR: 109581221 OPENED: 03/18/1998
VIN: 1ZVPT20C3W5[redacted] ENGINE: C CLOSED: 04/15/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted] CIRCLE
CITY: NORTH CANTON STATE: OH ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 97 MODEL: PROBE
MILEAGE: 93000 WSD:
DEALER NAME: MULLINAX FORD N. CA SALES CODE: 144204 P & A: 02370
CAUSAL CODES: 1012 2204 SYMPTOMS: 104100
ORIGIN: 80 TRANS. DST/RGN: 44 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 04/04/1998
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:
1998/03/18
*** NAVIS: SUBSEQUENT ***
COLD CALL EXECUTIVE OFFICES
*** VEHICLE INVOLVED IN RECALL 96S48,96S99***
CUSTOMER SAYS:
- [redacted] CALLING ON BEHALF OF HER DAUGHTER. DRIVER SIDE SEATBELT IS NOT WORKING
- SEATBELT HAS NOT BEEN WORKING SINCE AUGUST
- VEHICLE IS INVOLVED IN TWO RECALLS FOR THE SEATBELT
- HAS BEEN TOLD BY THE DEALERSHIP THAT THE PARTS HAVE BEEN ON BACKORDER SINCE AUGUST
*
CUSTOMER SEEKS:
- TO KNOW WHEN PARTS WILL BE AVAILABLE.
*
SL ADVISED:
- WILL INVESTIGATE AND RECONTACT CUSTOMER
- SL MADE OBC TO DAVE MARINER/PARTS MGR
- PER DAVE MARINER/PARTS MGR:
- PARTS ARE AVAILABLE IN DETROIT
- WILL REQUEST PARTS BE OVERNIGHTED TO ARRIVE ON 3/19/98
- WILL CONTACT CUSTOMER TO ADVISE WHEN PARTS ARE DELIVERED
- SL MADE OBC TO CUSTOMER
- SL ADVISED CUSTOMER OF ABOVE INFORMATION
- REFERRED CUSTOMER TO CONTACT DAVE MARINER/PARTS MGR FOR STATUS ON PARTS AVAILABILITY

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

5381CP GRP: XX06 INFORMATION CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: C3 CONTACT NBR: 109090230 OPENED: 10/28/1997
VIN: M ENGINE: CLOSED: 10/28/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted]IRCLE
CITY: NORTH CANTON STATE: OH ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 90000 WSD:
DEALER NAME: MULLINAX FORD N. CA SALES CODE: 144204 P & A: 02370
CAUSAL CODES: 1012 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1997/10/28
NO VIN AVAILABLE
CUSTOMER SAYS:
TALKED TO MARYANN ON BEHALF OF DAUGHTER
- TOOK VEHICLE IN FOR RECALL ON SEAT BELT IN AUGUST
- AS OF TODAY THE PART IS STILL NOT AVAILABLE AND DEALERSHIP WILL NOT PROVIDE
DATE WHEN PART WILL BE AVAILABLE
- MY DAUGHTER IS DRIVING WITHOUT A SEAT BELT
- IS THERE ANY THING YOU CAN DO TO HELP HER
*
PER CUSTOMER, DEALER SAYS:
- PART ON BACK ORDER, UNABLE TO PROVIDE DELIVERY DATE
*
CUSTOMER SEEKS:
- VEHICLE REPAIRED
*
CAC ADVISED:
- UNABLE TO FORWARD CONCENR WITHOUT VIN#, ADVISED CUSTOMER TO CALL BACK WITH
VIN#
*** NEXT CRS VERIFY RECALL AND UPGRADE TO CONCERN ***

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

42685R GRP: 15 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: 03 CONTACT NBR: 109100020 OPENED: 10/30/1997
VIN: 1ZVPT20C3M5[redacted] ENGINE: C CLOSED: 11/11/1997

1998/03/17
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- MY DAUGHTER HAS A RECALL ON THE SEAT BELT
- THE DEALESHIP STILL DOES NOT HAVE THE PART FOR THE CAR
- IT HAS BEEN SINCE AUGUST AND THE PART IS STILL NOT IN
*
PER CUSTOMER, DEALER SAYS:
- WE CAN NOT GET THE PART YET
*
CUSTOMER SEEKS:
- WHEN WILL THE PART 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

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

4268SR GRP: 15 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: [redacted] CONTACT NBR: 109100020 OPENED: 10/30/1997
VIN: 12VPT20C3M[redacted] ENGINE: C CLOSED: 11/11/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted] RCLE
CITY: NORTH CANTON STATE: OH ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 93000 VSO:
DEALER NAME: MULLINAX FORD N, CA SALES CODE: 144204 P & A: 02370
CAUSAL CODES: 10RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 44 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/30/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/10/30
*** VEHICLE INVOLVED IN RECALL 96S548,96S99***
CUSTOMER SAYS:
-CALLING BACK WITH VIN NUMBER
-CUSTOMER HAS A RECALL ON SEATBELT
-CUSTOMER HAS BEEN DRIVING WITHOUT SEATBELT FOR TWO MONTHS
-TOOK VEHICLE IN IN EARLY SEPTEMBER
*
PER CUSTOMER, DEALER SAYS:
-PART IS ON BACK ORDER DELAY, NO DELIVERY DATE AVAILABLE
*
CUSTOMER SEEKS:
-VEHICLE REPAIRED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
-REQUEST MR.MIKE GEITGEY(CUST. REL MNGR/ SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/11/04
###THIS IS THE CLOSING COMMENT
DEALER WANTS TO REPAIR VEHICLE BUT FORD NEEDS TO SUPPLY US WITH THESE PARTS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9138LS GRP: 09 INFORMATION CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: A2 CONTACT NBR: 109801617 OPENED: 03/25/1998
VIN: 1ZVPT20C5M5[redacted] ENGINE: C CLOSED: 03/25/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted]
CITY: ALONGAC STATE: MI ZIP [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 92000 WSD:
DEALER NAME: RUSS MILNE FORD INC SALES CODE: 148040 P & A: 02890
CAUSAL CODES: 1012 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1998/03/25
*** NAVIS; PROGRAM ***
CUSTOMER SAYS:
- TOOK VEHICLE INTO DEALERSHIP FOR RECALL ON THE SEATBELTS
- THIS HAS BEEN SINCE 11/97
- SHE WANTS TO SALE THE VEHICLE AND CANNOT UNTIL SHE GET THIS SEATBELT FIXED
- CAN STILL USE THE LAP BELT IT HAS BEEN 5 MONTHS ON THE PART
- CUSTOMER IS ANRGY
*
PER CUSTOMER, DEALER SAYS:
- SEATBELTS ARE ON BACK ORDER PER SERVICE DEPARTMENT
*
CUSTOMER SEEKS:
- COMPLAIN ABOUT PARTS FOR 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

004655 GRP: 02 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: 01 CONTACT NBR: 109654099 OPENED: 04/20/1998
VIN: 12VPT22L3M5[redacted] ENGINE: L CLOSED: 04/20/1998

LAST NAME: [redacted] STATUS: CANCELLED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: CENTRAL CITY STATE: KY ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 137000 WSD:
DEALER NAME: B F EVANSFORD INC SALES CODE: 147612 P & A: 05693
CAUSAL CODES: 1203 1204 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 47 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1998/04/20
*** CONTACT OPENED DUE TO RECALLS 98S48 & 98S99 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-AWARE OF RECALL ON PASSENGER SEAT BELT
-PREVIOUS OWNER TRIED FOR 2 YEARS TO COMPLETE RECALL BUT DEALERS COULD NEVER GET PARTS
*
PER CUSTOMER, DEALER SAYS:
*NO SPECIFIC CONTACT
*
CUSTOMER SEEKS:
-RECALLS COMPLETED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST TOM BLADES (SVC MGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
CONTACT CANCELLED BY SYSTEM AND OPENED IN NORSIII

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9138LS GRP: 09 INFORMATION CONTACT VEH TYPE: CAR
SDR 1D ZN/TR: N2 CONTACT NBR: 109572338 OPENED: 03/16/1998
VIN: 1ZVPT20C4M5[redacted] ENGINE: C CLOSED: 03/16/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: CHESTER STATE: IL ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 1 MSD:
DEALER NAME: HAMPTON-HENTSCHER F SALES CODE: 153311 P & A: 08069
CAUSAL CODES: 1207 1208 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:
1998/03/16
*** NAVIS: PROGRAM ***
CUSTOMER SAYS:
- WAITING ON HER PARTS FOR HER SEATBELT RECALL 96S48
-
*
PER CUSTOMER, DEALER SAYS:
- PART SHOULD BE IN 4/4/98
*
CUSTOMER SEEKS:
- PART FOR 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

959655 GRP: 13 CONCERN CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: C3 CONTACT NBR: 109567383 OPENED: 03/13/1998
VIN: 1ZVPT20C9W5[redacted] ENGINE: C CLOSED: 03/23/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS: [redacted]
CITY: BILOXI STATE: MS ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: [redacted] MODEL: PROBE
MILEAGE: 96000 WSD:
DEALER NAME: BUTCH GUSTALET INC SALES CODE: 123071 P & A: [redacted]
CAUSAL CODES: 0405 2802 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 23 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/16/1998
ACK. CODE: ASSIST CODE: W AWARD AMT: 150 SURVEY: Y (Y OR N)

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

COMMENTS:
1998/03/13
*** NAVIS: ORIGINAL ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 AND 96S99 ***
CUSTOMER SAYS:
-800# FROM THE DEALER, AT THE CUSOTMER'S REQUEST
-THERE IS A RECALL ON THE SEAT BELT TRACKS ON THE VEHICLE
-THE CUSTOMER FEELS THAT THE SERVICE DEPARTMENT IS NOT COMPLETING THEIR JOB, WHERE AS THE PARTS DEPARTMENT IS COMPLETING THEIR JOB
-THE CUSTOMER FEELS THAT THE DEALERSHIP HAS TREATED HIM POORLY ON THE SERVICE DEPARTMENT SIDE
*
PER CUSTOMER, DEALER SAYS:
PER SERVICE DEPARTMENT: IT WILL TAKE TWO WEEKS TO SIX WEEKS TO GET THE PARTS FOR THE VEHICLE
PER PARTS DEPARTMENT; THE PARTS WILL BE IN BY MONDAY AT THE LATEST.
*
CUSTOMER SEEKS:
-TO PROVIDE FORD MOTOR COMPANY WITH INFORMATION ON THE DEALER DEPARTMENTS NOT WORKING TOGETHER
*
CAC ADVISED:
RE: RECALL 96S48 AND 96S99
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. GENE FORTENBERRY (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
RE: INFORMATION ON THE DEALER
-THE INFORMATION PROVIDED ON THE DEALERSHIP HAS BEEN DOCUMENTED

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

859655 GRP: 13 CONCERN CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: C3 CONTACT NBR: 109567383 OPENED: 03/13/1998
VIN: 1ZVPT20C9M[redacted] ENGINE: C CLOSED: 03/23/1998

1998/03/16
###THIS IS THE CLOSING COMMENT
GENE FORTENBERRY CALLED CUSTOMER TO EXPLAIN TO HIM THAT PARTS ARE ON ORDER CUS
TOMER DIDNT WANT TO HERE THAT AND TOLD US TO CANCEL THE ORDER THAT HE WOULD GO
SOMEWHERE ELSE FOR HIS RECALL.THE ORDER HAS BEEN CANCELED AS CUSTOMER REQUEST
ED.
###THIS IS THE CLOSING COMMENT
GENE FORTENBERRY CALLED CUSTOMER TO LET HIM KNOW PARTS ARE ON ORDER CUSTOMER D
IDNT WANT TO HEAR THAT SO TOLD US TO CANCEL THE ORDER HE WOULD GO ELSE WERE TO
HAVE THE RECALL DONE.PARTS HAVE BEEN CANCELED AS CUSTOMER SAID TO.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

2991KH GRP: 06 CONCERN CONTACT VEH TYPE: CAR
DENVER 56 ZN/TR: [redacted] CONTACT NBR: 109531501 OPENED: 03/04/1998
VIN: 1ZVPT20CXM5[redacted] ENGINE: C CLOSED: 03/17/1998

LAST NAME: [redacted] STATUS: CANCELLED
TITLE: FIRST NAME: GENE MI:
ADDRESS: [redacted]
CITY: DENVER STATE: CO ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 65000 WSD:
DEALER NAME: BARBEE'S FREEWAY FO SALES CODE: 156005 P & A: 03148
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GD 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:
1998/03/04
*** NAVIS: SUBSEQUENT ***
*** VEHICLE INVOLVED IN RECALL 96S48 ***
CUSTOMER SAYS:
- THE DEALER IS NOT RETURNING MY CALLS
- I HAVE BEEN TRYING THIS RECALL COMPLETED SINCE SEPTEMBER
- I AM WAITING ON SEAT BELT ASSEMBLY
*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT
- FIRST IT WAS A PART DELAY
*
CUSTOMER SEEKS:
- RECALL COMPLETED
*
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 DEALER
- REQUEST MR.DENNIS RYAN, SVC MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

2991KH GRP: 06 CONCERN CONTACT VEH TYPE: CAR
DENVER 50 ZN/TR: A3 CONTACT NBR: 109531501 OPENED: 03/04/1998
VIN: 1ZVPT20CXM5[redacted] ENGINE: C CLOSED: 03/17/1998

1998/03/06
CUSTOMER SAYS:
-CALLING BACK
-STILL HAVE NOT HEARD FROM THE DEALERSHIP
*
PER CUSTOMER, DEALER SAYS:
-NO CONTACT
*
CUSTOMER SEEKS:
-TO HAVE RECALL PERFORMED
-TO COMPLAIN THE THE DEALER NEVER CALLS HIM
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR.DENNIS RYAN, SVC MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1998/03/16
CONTACT CANCELLED BY SYSTEM AND OPENED IN MORSIII
1998/03/17
CONTACT CANCELLED BY SYSTEM AND OPENED IN MORSIII

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6087LB GRP: 05 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: 01 CONTACT NBR: 109508007 OPENED: 02/25/1998
VIN: 1ZVPT20COM5[redacted] ENGINE: C CLOSED: 03/06/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: LOUISVILLE STATE: KY ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 97 MODEL: PROBE
MILEAGE: 101000 WSD:
DEALER NAME: STAR FORDAT OXMOOR SALES CODE: 147020 P & A: 05659
CAUSAL CODES: 1012 10RA SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 47 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/26/1998
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:
1998/02/25
*** PARTS DELAY OVER 30 DAYS ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***
*** NAVIS: PROGRAM ***
CUSTOMER SAYS:
- HAS BEEN WAITING FOR A YEAR FOR THE SEAT BELT PARTS TO COME IN TO PERFORM THE RECALL
- HUSBAND IS CALLING
*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT PERSON GIVEN
- THERE IS A LONG PART DELAY ON THE SEAT BELT
*
CUSTOMER SEEKS:
- RECALL PERFORMED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
-REQUEST MS. MARY LOU LEIDGEN (CUST. REL MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS.
1998/02/27
###THIS IS THE CLOSING COMMENT
HAVE REORDERED MOTOR FOR SEATBELT RECALL; INFORMED CUST WILL CALL WHEN PART COMES IN

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3995TM GRP: 14 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: D1 CONTACT NBR: 109469940 OPENED: 02/16/1998
VIN: 1ZVPT20C3M5[redacted] ENGINE: C CLOSED: 02/24/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted]
CITY: SAINT LOUIS STATE: MO ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 61000 VSO:
DEALER NAME: YATES-SUNTRUP FORD SALES CODE: 153074 P & A: 02722
CAUSAL CODES: 1012 SYMPTOMS: 104100
ORIGIN: 80 TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/16/1998
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1998/02/16
*** VEHICLE INVOLVED IN RECALL 96S48 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- I GOT A RECALL NOTICE FOR MY VEHICLE LAST YEAR
- PARTS HAVE BEEN ON ORDER SINCE 7/11/97
*
PER CUSTOMER, DEALER SAYS:
- WE ARE WAITING ON THE PART
*
CUSTOMER SEEKS:
- VEHICLE RECALL COMPLETION
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.RON VERDETTO. (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS-
1998/02/17
CONTACTED
###THIS IS THE CLOSING COMMENT
CAC WAS ADVISED THAT ONLY ONE SEAT BELT HAD COME IN FROM FORD THE OTHER BELT I
S STILL ON BACK ORDER. THE CAC CONTACTED SUNTRUP FORD TODAY WHILE THE CUSTOMER
WAS ON THE LINE AND IT WAS EXPLAINED TO HIM THAT PARTS ARE ON NATIONAL BACK O
RDER AND THEY ARE ORDERED AT SUNTRUP FORD NOT YATES SUNTRUP FORD!

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7696AE GRP: 09 CONCERN CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: [redacted] CONTACT NBR: 108141454 OPENED: 02/25/1997
VIN: 1ZVPT20C3ME[redacted] ENGINE: C CLOSED: 03/05/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: ORANGEVALE STATE: CA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 97 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: FUTURE FORD SALES CODE: 172206 P & A: 07749
CAUSAL CODES: 1204 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 72 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/26/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/02/25
*** PARTS DELAY OVER 30 DAYS ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98S99 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***
CUSTOMER SAYS:
- DAUGHTER VIRGINIA FINDLEY CALLING.
- TOOK VEHICLE TO DEALERSHIP ON JANUARY 14, 1997, AND PART WAS NOT AVAILABLE.
- TOOK VEHICLE TO DEALERSHIP AGAIN YESTERDAY, AND STILL NOT AVAILABLE.
- CUSTOMER IS 88 YEARS OLD.
- CUSTOMER'S NECK GETS CHOKED BY SEATBELT.
*
PER CUSTOMER, DEALER SAYS:
- PART BACKORDER.
*
CUSTOMER SEEKS:
- RESOLUTION TO CONCERN.
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.GREG POPPINGO (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/02/28
###THIS IS THE CLOSING COMMENT
PARTS COMING ASAP,
HIGHEST PRIORITY PER CUSTOMER WILL NOTIFY UPON ARRIVAL.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

8710BV GRP: XX14 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: 01 CONTACT NBR: 108138522 OPENED: 02/25/1997
VIN: 1ZVPT20C0M5[redacted] ENGINE: C CLOSED: 03/11/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted]E
CITY: SOUTH LYON STATE: MI ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 82000 WSD:
DEALER NAME: BRIGHTON FORD-MERCU SALES CODE: 146508 P & A: 02707
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/03/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/02/25
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- THE SEATBELT WAS ALREADY REPAIRED
- SHE HAS THE RECALL SLIP THAT SHE GOT EARLIER THIS YEAR
- SHE HAS BEEN WAITING FOR FOUR MONTHS TO GET THE CORRECT SEATBELT PARTS
*
PER CUSTOMER, DEALER SAYS:
- FIRST SAID THAT THE CUSTOMER NEEDED A NEW PART
- THEN A FEW MOTHS LATER WAS TOLD THAT THE SEATBELT PART WAS FINE
*
CUSTOMER SEEKS:
- TO GET THIS REPAIRED
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MS. JOY D'ANGELO CUST REL MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/02/26
*** VEHICLE INVOLVED IN RECALL 96S48 AND 96S99 ***
CUSTOMER SAYS:
*
CAC ADVISED:
- ADDED HEADER THAT WAS MISSING IN THIS CONTACT

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

67108V GRP: XX14 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: D1 CONTACT NBR: 108138522 OPENED: 02/25/1997
VIN: 1ZVPT20C0M5[redacted] ENGINE: C CLOSED: 03/11/1997

1997/03/04
###THIS IS THE CLOSING COMMENT
THE VEHICLE WAS CHECKED FOR THE OPEN RECALL FOR DRIVERS RESTRAINT IN OCT96 THE RESTRAINT WAS OK AT THIS TIME AND THE RECALL WAS CLOSED. THE CUSTOMER WAS UNDER THE ASSUMPTION THAT PARTS WERE ORDERED. THE RESTRAINT IS NOW IN/OP. BRIGHTON FORD HAS TOLD CUSST THAT THE RESTRAINT WILL BE REPLACED AT NO CHARGE. THE PARTS ARE ON D99 BACKORDER AND WILL BE IN AT A LATER DATE THE CUSTOMER WILL BE NOTIFIED.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3791GM GRP: XX12 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: A2 CONTACT NBR: 108127435 OPENED: 02/21/1997
VIN: 1ZVPT20C6M5 [redacted] ENGINE: C CLOSED: 03/04/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: NORTHRIDGE STATE: CA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 83000 MSD:
DEALER NAME: GALPIN FORD SALES CODE: 171040 P & A: 05536
CAUSAL CODES: 0206 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/24/1997
ACK. CODE: ASSIST CODE: D AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/02/21
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
*** VEHICLE INVOLVED IN RECALL 96599 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- THE SEATBELTS ARE NOT WORKING
- WANTS A LOANER VEHICLE
*
PER CUSTOMER, DEALER SAYS: ROBERT YOUNG (SERVICE)
- THERE ARE NO PARTS
- IT WILL TAKE 8 TO 10 WEEKS
*
CUSTOMER SEEKS:
- WANTS THE RECALL COMPLETED
- WANTS A LOANER VEHICLE
*
CAC ADVISED:
* CONTACT WAS OPEN DUE TO RECALL INVOLVEMENT
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. PAUL TRUPIANO (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN
2 BUSINESS DAYS
- NO ESP
- NO TRANSPORTATION ASSISTANCE PROVIDED
1997/02/25
###THIS IS THE CLOSING COMMENT
Y FROM FMC. CUSTOMER HAS BEEN IN CONTACT WITH DLR.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3791GN GRP: XX12 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: A2 CONTACT NBR: 108127435 OPENED: 02/21/1997
VIN: 1ZVPT20C6M5[redacted] ENGINE: C CLOSED: 03/04/1997

1997/07/10
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- HE HAD HIS SEATBELTS REPAIRED UNDER A RECALL, IN MAY, 1997.
- CURRENTLY, HIS SEATBELTS WILL NOT RETRACT.
*
PER CUSTOMER, DEALER SAYS:
- HE RECEIVED OUR 800# FROM HIS OWNER'S MANUAL.
- THE MODULE NECESSARY TO REPAIR IS SEATBELTS IS NOT COVERED UNDER THE RECALL.
*
CUSTOMER SEEKS:
- TO HAVE MODULE REPLACED UNDER THE RECALL.
*
CAC ADVISED:
- DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE.
- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP
1997/08/05
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-HAD A SEAT BELT RECALL ON HIS VEHILCE, 96S99
-LEFT WITH DEALER FOR THREE DAYS, SEAT BELT WOULD NOT RETRACT
-DEALERSHIP INDICATED THAT HIS SEAT BELT HAD AN ELECTRICAL PROBLEM NOT THE
PROBLEM OF THE RECALL ON THE TRACK
*
PER CUSTOMER, DEALER SAYS:
- THE MODULE NECESSARY TO REPAIR THE SEATBELT IS NOT COVERED UNDER THE RECALL.
*
CUSTOMER SEEKS:
-TO HAVE THIS WORK COVERED UNDER THE RECALL
*
CAC ADVISED:
- DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE.
- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP
- DEALERSHIP IS THE BEST TECHNICAL RESOURCE
-THE MOTORIZED SAFETY BELTS OF YOUR CAR MAY MALFUNCTION DUE TO
WEAR OF THE TRACK ASSEMBLIES THAT GUIDE THE MOVEABLE SHOULDER
BELT ANCHORAGES MOUNTED ABOVE THE DOORS.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9266PH GRP: 10 CONCERN CONTACT VEH TYPE: CAR
DENVER 56 ZN/TR: [redacted] CONTACT NBR: 108124655 OPENED: 02/20/1997
VIN: 1ZVPT21U7M5[redacted] ENGINE: U CLOSED: 03/06/1997

LAST NAME: [redacted] FIRST NAME: [redacted] STATUS: CLOSED
TITLE: MI:
ADDRESS:
CITY: AURORA STATE: CO ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted] EXT: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 89000 WSO:
DEALER NAME: LAKEWOOD FORDLAND I SALES CODE: 156011 P & A: 03142
CAUSAL CODES: 10RA SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 56 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/24/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/02/20
*** 3 REPAIR ATTEMPTS ***
*** PARTS DELAY OVER 30 DAYS ***
*** VEHICLE INVOLVED IN RECALL 98548 ***
*** NAVIS: PROGRAM ***
CUSTOMER SAYS:
- DRIVERS SIDE SEATBELT DOES NOT WORK
- THERE IS A RECALL FOR THIS PART
- CUSTOMER HAS BEEN AT THE DEALERSHIP THREE TIMES
- EACH TIME SHE HAD TO WAIT TWO HOURS UNTIL SHE WAS TOLD THE PART WERE NOT AVAILABLE
- SHE FEELS THE VEHICLE IS UNSAFE
*
PER CUSTOMER, DEALER SAYS:
- PART IS NOT AVAILABLE
- HAVE TRIED TO REPAIR SEATBELT AND WERE UNABLE
*
CUSTOMER SEEKS:
- TO HAVE SEATBELT REPAIRED
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
- REQUEST MR. AL HUMBLE (CUST. REL MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/02/27
###THIS IS THE CLOSING COMMENT
THE PARTS ARRIVED AT THE DEALERSHIP ON 02/24/97. WE CONTACTED THE CUSTOMER AND MADE AN APPOINTMENT FOR TODAY. THE PARTS WERE INSTALLED TODAY AND HAS BEEN PICKED UP BY THE CUSTOMER.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6008AC GRP: XXO1 CONCERN CONTACT VEH TYPE: CAR
HOUSTON 57 ZN/TR: A1 CONTACT NBR: 108119064 OPENED: 02/19/1997
VIN: 1ZVPT20C8M5 [redacted] ENGINE: C CLOSED: 02/28/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS: VE #921
CITY: HOUSTON STATE: TX ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 94627 WSD:
DEALER NAME: JOE MYERSFORD INC SALES CODE: 152023 P & A: 04402
CAUSAL CODES: 1203 1012 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/21/1997
ACK. CODE: ASSIST CODE: 0 AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/02/19
*** NAVIS: SUBSEQUENT ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 AND 96S99 ***
CUSTOMER SAYS:
- THE DRIVER AND PASSENGER SIDE SEAT BELTS DO NOT OPERATE
- SOMETIMES THE PASSENGER SIDE WILL WORK
- THE CUSTOMER HAD AN ACCIDENT TODAY AND THE CUSTOMER IS FRIGHTENED TO DRIVE THE VEHICLE WITHOUT THE SEAT BELTS
*
PER CUSTOMER, DEALER SAYS:
- THE DEALERSHIP ORDERED THE PARTS FOR THE RECALL ABOUT A 1.5 WEEKS AGO
- TODAY, THE DEALERSHIP STATED THAT THE PARTS WILL BE AVAILABLE IN 6 WEEKS
- THE CUSTOMER WAS ORIGINALLY TOLD THE PARTS WOULD BE AVAILABLE THIS WEEK
*
CUSTOMER SEEKS:
- TO HAVE THE RECALLS PERFORMED
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MS. DIANE FARRIS (CUSTOMER RELATIONS MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
CUST CALLED AND EXPRESSED CONCERN BECAUSE OF SEAT BELT RECALL. DR SIDE BELT WAS ORDERED AS PER RECALL, PASS SIDE WORKED AT TIME OF INSPECTION SO IT WAS NOT ORDERED. CUST CONCERNED BECAUSE TAKES 6-8 WEEKS TO RECEIVE PARTS. EXPLAIN WE CALL 800# FOR VENDOR AND GIVE TEST MEASUREMENTS AND OLD PART # AND THEY SHIP US PARTS AND THAT I HAVE NO WAY OF TRACKING PROGRESS OF SHIPMENT BECAUSE IT IS NOT SENT THRU FORD BUT FROM THE VENDOR. SHE IS REQUESTING FORD OR CAC GET INVOLVED TO SPEED UP PROCESS BECAUSE IT IS A SAFETY CONCERN. I TOLD HER I WOULD GET BACK W/HER IF I COULD GET ANY MORE INFO, AND TO BRING BACK IN W/PASS SIDE WAS INOP SO WE COULD RETEST

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6008AC GRP: XXO1 CONCERN CONTACT VEH TYPE: CAR
HOUSTON 57 ZN/TR: A1 CONTACT NBR: 108119064 OPENED: 02/19/1997
VIN: 1ZVPT20C8M5[redacted] ENGINE: C CLOSED: 02/28/1997

1997/02/21
###THIS IS THE CLOSING COMMENT
CALLED CUST AFTER CKING W/FORD REP AND PARTS MANAGER ON PARTS AVAILABILTITY FOR SEAT BELT RECALL. WE CHECKED OTHER DEALERS, NO ONE HAS PARTS AT THIS TIME ACCORDING TO PARTS LOCATOR. EXPLAINED PARTS D99 BACKORDERED AT FORD. CUST IS EXTREMEMLY UPSET I TOLD HER TO CONTACT CAC TO VOICE HER COMPLAINT THAT AS SOON AS WE CAN GET HER PARTS WE WILL NOTIFY HER. I HAVE NO WAY OF GETTING THEM ANY FASTER THAN FROM THE VENDOR. SHE SAYS IT IS REALLY STUPID OF FORD TO RECALL SOMETHING THEN NOT HAVE PARTS TO FIX IT, AND SHE WILL TAKE LEGAL ACTION IF NECESSARY, I TOLD HER THAT WAS FINE BUT WE HAVE NO WAY OF GETTING SOMETHING FROM FORD THAT THEY SAY THEY DONT HAVE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

1158EK GRP: XX09 CONCERN CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: A2 CONTACT NBR: 108118627 OPENED: 02/19/1997
VIN: 12VPT20C7M5[redacted] ENGINE: C CLOSED: 03/11/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: [redacted] STATE: CA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 64000 WSO:
DEALER NAME: PITTSBURGFORD INC SALES CODE: 172428 P & A: 07960
CAUSAL CODES: 1010 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 72 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/03/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/02/19
*** VEHICLE INVOLVED IN RECALL 95S48, 95S99 ***
*** NAVIS: PROGRAM ***
CUSTOMER SAYS:
- THE MOTHER IS CALLING (MARGARETTE IS CALLING)
- THE PART ON THE DOOR IS STUCK IN THE MIDDLE OF THE DOOR
- BOO # FROM THE DEALERSHIP
- RECEIVED A NOTICE ON THE SEAT BELTS (REPLACED BY A DEALERSHIP)
*
PER CUSTOMER, DEALER SAYS:
- DISCONNECTED THE SHOULDER HARNESS
- THE SEAT BELT WILL TAKE 8-10 WEEKS
- THE DEALERSHIP COULD NOT PUT THE HARNESS BACK (NOTHING THEY CAN DO)
- THE PARTS ARE ON BACK ORDER
*
CUSTOMER SEEKS:
- WANTS THE SEAT BELTS FIXED
- WANTS THE HARNESS BACK TO WHERE IT WAS AS THIS IS A SAFETY ISSUE AND THE STATE REQUIRES IT
*
CAC ADVISED:
REGARDING THE CONCERN
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. JOHN MCCLAINE (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/03/04
###THIS IS THE CLOSING COMMENT
CUSTOMER IS AWARE PARTS ARE ON ORDER AND BACK ORDERED WILL CONTACT AS SOON AS PARTS ARE IN

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7379AR GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: 81 CONTACT NBR: 108115804 OPENED: 02/19/1997
VIN: 1ZVPT21U4M5[redacted] ENGINE: U CLOSED: 02/27/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] FIRST NAME: [redacted] MI:
ADDRESS: [redacted] NO. 9
CITY: OMAHA STATE: [redacted] ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE:
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 61600 WSD:
DEALER NAME: QUALITY LINCOLN-MER SALES CODE: 363008 P & A: 12866
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 63 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/20/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/02/19
*** PARTS DELAY OVER 30 DAYS ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 AND 96548 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-CUSTOMER RECEIVED LETTER REGARDING SEAT BELT RECALL
-THE PARTS ARE NOT IN AND CUSTOMER HAS BEEN CALLING THE DEALERSHIP EVERY WEEK
-ARE THE PARTS STILL ON BACK ORDER?
-THE PASSENGER BELT DOES NOT WORK AT THIS MOMENT
-CUSTOMER HAS BEEN WAITING FOR THE PART SINCE MID NOVEMBER
*
PER CUSTOMER, DEALER SAYS:
-THE PARTS ARE ON BACK ORDER
*
CUSTOMER SEEKS:
-THE RECALL DONE
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MS. LAVETA BEHR (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/02/20
###THIS IS THE CLOSING COMMENT
THE PART WE NEED HAS BEEN REPLACED BY A DIFFERENT PART NUMBER THAT IS NOW AVAILABLE. WE ORDERED THE NEW PART NUMBER AND INFORMED THE CUSTOMER

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6155KC GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: 83 CONTACT NBR: 108113123 OPENED: 02/18/1997
VIN: 1ZVPT20C7M5[redacted] ENGINE: C CLOSED: 03/05/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: OLIVE BRANCH STATE: MS ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted] EXT:
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: HOMER SKELTON FORD SALES CODE: 123408 P & A: 05648
CAUSAL CODES: 1204 1012 12RA SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 23 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/26/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/02/18
*** MILEAGE UNAVAILABLE ***
*** PARTS DELAY OVER 30 DAYS ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 AND 96S99 ***
*** NAVIS: PROGRAM ***
CUSTOMER SAYS:
- HAS CONTACTED THE DEALERSHIP 8 OR 9 TIMES TO SEE IF THEY HAVE PARTS
AVAILABLE FOR THE RECALL
- HAS HAD THE PARTS ON ORDER SINCE NOVEMBER
*
PER CUSTOMER, DEALER SAYS:
- THEY HAVE TROUBLE GETTING THE PARTS IN - GREG IN SERVICE
*
CUSTOMER SEEKS:
- WOULD LIKE TO HAVE THE RECALL PERFORMED
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. TRENT CARTER (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
- DEALERSHIP IS THE BEST PARTS RESOURCE
- MR. TRENT CARTER (SVC MGR) IS IN THE BEST POSITION TO ASSIST YOU.
1997/02/25
CSM WILL SPEAK TO SM TOMORROW RE: THIS CONCERN. CSM
1997/02/26
###THIS IS THE CLOSING COMMENT
PARTS HAVE BEEN ORDERED TO PREFORM THE RECALLS ON THIS VEHICLE AND SHOULD BE I
N ON TUESDAY 3-4-97.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

5703AH GRP: XXO4 CONCERN CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: C2 CONTACT NBR: 108113097 OPENED: 02/18/1997
VIN: 1ZVPT20CXM5[redacted] ENGINE: C CLOSED: 03/14/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: PELHAM STATE: NH ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 102000 WSO:
DEALER NAME: NASHUA FORD, INC. SALES CODE: 111474 P & A: 00828
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 80 TRANS. DST/RGN: 11 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/07/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/02/18
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 & 96599 ***
*** UNIQUE CIRCUMSTANCES PER MKYLER ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-RECIEVED RECALL LETTER FOR SEATBELT
-IN THE FALL THE DEALERSHIP TOOK OUT THE FAULTY SEATBELT (DRIVER'S SIDE) AND ORDERED THE PART
-PRESENTLY THIS STILL HASN'T BEEN DONE YET AND SHE IS DRIVING AROUND WITHOUT A SEATBELT ON HER DRIVER'S SIDE
-THE PASSENGER'S SIDE HASN'T BEEN TOUCHED AT ALL
-IN DECEMBER SHE WAS IN AN ACCIDENT DUE TO THE SNOWFALL
-SHE WASN'T INJURED BUT WAS WITHOUT A SEATBELT
-NEEDS TO GET THIS RECALL DONE BECAUSE IT IS A SAFETY ISSUE
*
PER CUSTOMER, DEALER SAYS:(NASHUA FORD)-GORDON FORESIGHT
-SHE WOULD HAVE TO WAIT 4-8 WEEKS FOR THE NEW SEATBELT PART (LAST WEEK)
-ORDERED THE PART BUT GOT THE WRONG ONE FROM FORD (FALL 1996)(NO NAME)
*
CUSTOMER SEEKS:
-HOW CAN SHE GET THIS RECALL DONE
*
CAC ADVISED:
RE: RECALLS
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.MR. JOSEPH SPIVEY (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
((CONTACT OPENED BECAUSE RECALLS HAVE NOT BEEN COMPLETED EVENTHOUGH DASIS SHOWS THE RECALLS WERE DONE AS OF 10/30/96))

5703AH GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: C2 CONTACT NBR: 108113097 OPENED: 02/18/1997
VIN: 1ZVPT20CXM5[redacted] ENGINE: C CLOSED: 03/14/1997

1997/02/18
I TALKED TO CUSTOMER ON 2-13-97 AND EXPLAINED THAT WE HAVE ORDERED THE PARTS F
OR HER VEHICLE FOR THE THIRD TIME AND WE WERE INFORMED BY THE PEOPLE THAT WE
ORDERED PARTS FROM THAT ORDERES HAVE BEEN LOST AND THAT IT IS STILL TAKING 6 T
O 8 WEEKS TO REC PARTS. GORDON FORSYTHE SERVICE MANAGER.
1997/03/07
###THIS IS THE CLOSING COMMENT
PARTS ARRIVED 3-6-97. PARTS INSTALLED 3-7-97. CUSTOMER HAS VEHICLE BACK.
PLEASE CLOSE CONTACT. GORDON FORSYTHE SERVICE MANAGER

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

5518DA GRP: XX01 INFORMATION CONTACT VEH TYPE: CAR
DENVER 56 ZN/TR: A1 CONTACT NBR: 108110900 OPENED: 02/18/1997
VIN: 1ZVPT20C3M5[redacted] ENGINE: C CLOSED: 02/18/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] FIRST NAME: [redacted] MI: [redacted]
ADDRESS: [redacted]
CITY: HIGHLANDS RANCH STATE: CO ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 95000 WSD:
DEALER NAME: COURTESY FORD CO SALES CODE: 156009 P & A: 03170
CAUSAL CODES: 1012 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:

COMMENTS:
1997/02/18
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-THE SEAT BELT IS LOCKED FORWARD
-PART NUMBER J# 1 3OF022026
-SHE HAS SAFETY CONCERNS BECAUSE SHE ISN'T ABLE TO WEAR HER SEATBELT
*
PER CUSTOMER, DEALER SAYS:
-APPROXIMATELY 8 WEEKS FOR THE PART
*
CUSTOMER SEEKS:
-THE PART FOR HER SEAT BELT
*
CAC ADVISED:
NEXT CSR:
CUSTOMER CALLING BACK- WITH THE COMPLETE PART NUMBER,DAN TERRY SAID HE WOULD
CHECK ON THE PART AVAILABILITY
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- CUSTOMER CALLING BACK WITH PART NUMBER F72Z6161004SB
*
PER CUSTOMER, DEALER SAYS:
- PARTS DELAY
*
CUSTOMER SEEKS:
- PART INFORMATION
*

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

5518DA GRP: XXO1 INFORMATION CONTACT VEH TYPE: CAR
DENVER 56 ZN/TR: A1 CONTACT NBR: 10811O900 OPENED: 02/18/1997
VIN: 1ZVPT20C3N5[redacted] ENGINE: C CLOSED: 02/18/1997

1997/02/18
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
  MR. KEN MONTOYA PARTS MGR IS IN THE BEST POSITION TO ASSIST
- ** PER TECH QUAD **
- CAC CANNOT FIND PARTS INFORMATION IF THE PART IS INVOLVED IN ANY RECALLS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3844BM GRP: XXO4 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: 01 CONTACT NBR: 108110408 OPENED: 02/18/1997
VIN: 1ZVPT20CXW[redacted] ENGINE: C CLOSED: 03/31/1997

LAST NAME: [redacted] FIRST NAME: [redacted] STATUS: CLOSED
TITLE: MI:
ADDRESS:
CITY: DADEVILLE STATE: AL ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 62000 WSD:
DEALER NAME: TALLAPOOSA FORD SALES CODE: 121554 P & A: 00488
CAUSAL CODES: 3001 SYMPTOMS: 104100
ORIGIN: GO TRANS. OST/RGN: 21 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/24/1997
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:
1997/02/18
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S99 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***
*** NAVIS: PROGRAM ***
CUSTOMER SAYS:
-THE POWER SEATBELTS ARE NOT WORKING PROPERLY AND THEY ARE TEARING THE INSIDE OF THE VEHICLE WHEN ENGAGING
*
PER CUSTOMER, DEALER SAYS:
-THE VEHICLE OUT OF WARRANTY, YOU'LL HAVE TO PAY FOR IT
*
CUSTOMER SEEKS:
-VEHICLE REPAIRED
-FINANCIAL ASSISTANCE
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.LARRY CREWS(CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
-VEHICLE IS INVOLVED IN RECALLS 96S99 AND 96S48 WHICH ARE DIRECTLY RELATED TO THE POWER SEATBELTS
1997/03/05
*** CSM COMMENTS - RGUSTAFS **
- DLR WILL ATTEMPT CONTACT THE CUSTOMER TO ARRANGE FOR AN INSPECTION OF THE VEHICLE

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3844BM GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: 01 CONTACT NBR: 1D811O408 OPENED: 02/18/1997
VIN: 1ZVPT20CXM5[redacted] ENGINE: C CLOSED: 03/31/1997

1997/03/11
** CSM COMMENTS - RGUSTAFS **
- DLR INSPECTED THE VEHICLE FOR THE CUSTOMER
- DLR REPAIRED THE SEAT BELT CONCERN ON MARCH 10, 1997
- DLR ORDERED PARTS TO COMPLETE THE REPAIR AND WILL INSTALL THEM ON THE VEHICLE ONCE THEY ARRIVE
- SEAT BELTS ARE OPERATIONAL AT THIS TIME
-
1997/03/20
###THIS IS THE CLOSING COMMENT
*** CSM COMMENTS - RGUSTAFS ***
- CSM CONTACTED THE SVC MNGR ON THE ISSUE
- VEHICLE SEAT BELTS ARE FUNCTIONAL BUT THE DLR HAS NOT COMPLETED THE ENTIRE RECALL B/C THEY ARE WAITING FOR SOME PARTS TO COME IN
- PARTS ARE ON BACK ORDER
- CUSTOMER WILL BE RECONTACTED ONCE THE PARTS ARE AVAILABLE
- CSM CLOSED THE CONTACT BECAUSE THE PARTS ARE ON BACK ORDER
- DLR WILL RECONTACT THE CSM IF ASSISTANCE IS NEEDED
1997/03/24
###THIS IS THE CLOSING COMMENT
HAPPY

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

8155KC GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
HOUSTON 57 ZN/TR: A1 CONTACT NBR: 108100581 OPENED: 02/14/1997
VIN: 1ZVPT21U4M5[redacted] ENGINE: U CLOSED: 02/27/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted]
CITY: [redacted] STATE: TX ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: [redacted] MODEL: PROBE
MILEAGE: 96326 VSO:
DEALER NAME: HELFMAN FORD INC SALES CODE: 152182 P & A: 04587
CAUSAL CODES: 1204 2801 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/18/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/02/14
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
JOHN ROJAS FIANCEE CALLING:
- HAS BEEN DRIVING AROUND FOR 6 WEEKS WAITING ON THE PART FOR THE RECALL
- DEC. 31ST - 1996 - WAS THE FIRST TIME HE TOOK THE VEHILCE IN FOR THE RECALL
*
PER CUSTOMER, DEALER SAYS:
- SERVICE MANAGER DIALED OUR 800# FOR THE CUSTOMER BECAUSE HE IS IN HIS OFFICE
- DEC. 31ST - ORDERED THE PART - MARVIN SUMMERFELT SERVICE MANAGER
- 3 WEEKS LATER - TRIED TO INSTALL BUT THE COMPLETE PACKAGE FOR THE RECALL WAS NOT PROVIDED
- REORDERED THE PARTS
- THE SHOULDER HARNESS IS MISSING NOW
- THE PART IS BACKORDERED - MARVIN IN SERVICE
*
CUSTOMER SEEKS:
- HOW MUCH LONGER IS THE PART GOING TO TAKE
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. MARVIN SOMMERFELDT SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYSRE: BACKORDERED PART
- DEALER IS IN THE BEST POSITION TO PROVIDE PARTS ASSISTANCE.
- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP
- DEALERSHIP IS THE BEST PART RESOURCE
- MR MARVIN SOMMERFELDT (SVC MGR) IS IN THE BEST POSITION TO ASSIST YOU.
- MR. SOMMERFELDT HAD INDICATED THAT HE HAD CALLED THE RECALL HOTLINE OF THE BUSINESS ASSISTANCE CENTER - THE OFFICE COULD NOT PROVIDE A DATE AS TO WHEN THE PART WOULD BE AVAILABLE

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6155KC GRP: XA15 CONCERN CONTACT VEH TYPE: CAR
HOUSTON 57 ZN/TR: A1 CONTACT NBR: 10810058 1 OPENED: 02/14/1997
VIN: 1ZVPT21U4M5[redacted] ENGINE: U CLOSED: 02/27/1997

1997/02/20
###THIS IS THE CLOSING COMMENT
CUST WAS INFORMED THAT PARTS AVAILABILITY WAS EST TO BE 8 WEEKS MORE. DEALER H
AS DONE EVERYTHING AVAILABLE TO REPAIR CAR QUICKLY. ORIGIONAL DIAG HAD DETERMI
NED ONLY PARTIAL REPAIR WAS NEC. WHEN PARTS CAME IN SHOULDER HARNESS NEEDED CO
MPLETE REPLACEMENT.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9266PH GRP: 10 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: A1 CONTACT NBR: 108096963 OPENED: 02/13/1997
VIN: 1ZVPT21U5M5[redacted] ENGINE: U CLOSED: 02/24/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: WESTLAND STATE: MI ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 53000 WSD:
DEALER NAME: NORTH BROS FORD INC SALES CODE: 148019 P & A: 02975
CAUSAL CODES: 1012 12RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/14/1997
ACK. CODE: ASSIST CODE: D AWARD AMT: 1.000 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/02/13
*** VEHICLE INVOLVED IN ONP 96599 ***
*** NAVIS: ORIGINAL ***
*** 67 DAYS OUT OF SERVICE ***
CUSTOMER SAYS:
- VEHICLE IS STILL AT THE DEALERSHIP. IT HAS BEEN THERE SINCE 12/9/96
- CUSTOMER IS PAYING FOR A RENTAL DURING THIS TIME
*
PER CUSTOMER, DEALER SAYS:
- WILL NOT RELEASE VEHICLE UNTIL SEATBELT IS REPLACED
- REPLACED SEATBELT EVENTHOUGH IT WAS FUNCTIONING UNDER THE RECALL
ARE NOT ABLE TO GET THIS PART
*
CUSTOMER SEEKS:
- TO GET HER CAR BACK
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A
COPY TO THE REGIONAL OFFICE.
- REQUEST MS. GWEN NORTH (CUST. REL MNGR) CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
OBC TO PARTS MANAGER: PART IS STILL NOT AVAILABLE. PROVIDED PART
NUMBER.
1997/02/17
###THIS IS THE CLOSING COMMENT
WORKING WITH BILL BURGOR TO RESOVLE PART ISSUE

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9266PH GRP: 10 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: A1 CONTACT NBR: 108096963 OPENED: 02/13/1997
VIN: 1ZVPT21U5M5[redacted] ENGINE: U CLOSED: 02/24/1997

1997/03/11
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- VEHICLE IS STILL AT THE DEALERSHIP. IT HAS BEEN THERE SINCE 12/9/96
- CUSTOMER IS PAYING FOR A RENTAL DURING THIS TIME
- SHE WANTS TO KNOW WHEN SHE CAN GET HER CAR BACK
*
PER CUSTOMER, DEALER SAYS:
-THE PARTS ARE ON A SHIP COMMING FROM JAPAN
*
CUSTOMER SEEKS:
-WANTS HER VEHICLE RETURN
*
CAC ADVISED:
-DEAN SHORT IS THE SERVICE ADVISOR SAID THERE ARE NO PARTS AVAILABLE
-NO DATES ARE GIVEN FOR THE PARTS TO BE DELIVERED
1997/03/14
*** NAVIS: SUBSEQUENT ***
CUSTOMER CONTACTED EXECUTIVE OFFICES
CUSTOMER SAYS:
- STILL WAITING ON THE PART FOR HER VEHICLE
- THE DEALERSHIP WILL NOT RELEASE THE VEHICLE
- DEAN HAS BEEN WONDERFUL, KEEPING HER UP TO DATE ALL THE TIME
*
PER CUSTOMER, DEALER SAYS:
- DEAN SHORT IS SM
OUTBOUND CALL TO DEAN SHORT
* PART NUMBER PASSENGER SIDE F722-61610-D44-A
* F022-61610D44-A
* HAVE SEVERAL CUSTOMERS WAITING ON THESE PARTS, NO NEW INFORMATION
RECONTACTED DEAN
* HAVE NEW PART NUMBER, WILL CHECK ON STATUS LATER WITH PARTS
SPOKE TO PARTS, RON
* PROVIDED REPLACEMENT PART NUMBER F72Z-61610D44-B
* SPOKE TO JIM, MANAGER, HE KNOWS THE PART NUMBER IS DIFFERENT BUT STILL HAS TO ORDER IT THRU THE 1-800 NUMBER
* JIM WILL CALL TODAY AND VERIFY THAT HIS PARTS ARE ON ORDER
*
CUSTOMER SEEKS:
- THE VEHICLE REPAIRED
*
SL ADVISED:
- WILL INVESTIGATE AND RECONTACT
- PER OUTBOUND CALL
- JIM IS CHECKING ON NEW PART NUMBER TODAY
****JIM OR DEAN...PER 800-325-5621 SPOKE TO MICHELE, SHE SAYS NO RECORD OF REORDER AVAILABLE, IF ORDERED TODAY WOULD BE 8 WEEKS...PLEASE CONTACT FOR MORE INFO! THANKS FOR ALL YOU HAVE DONE!**

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9266PH GRP: 10 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: A1 CONTACT NBR: 108098963 OPENED: 02/13/1997
VIN: 1ZVPT21U5W5[redacted] ENGINE: U CLOSED: 02/24/1997

1997/03/26
CUSTOMER SAYS:
- CALLING CHANNEL 7 AND SEEKING LEGAL ACTION AT THIS POINT BECAUSE OF THE DELAY OF THE RECALL PARTS
- NOW CALLING THE DEALERSHIP ALL THE TIME TO CHECK ON THE STATUS
- DEAN STILL UPDATES HER
- VEHICLE IS STILL AT THE DEALERSHIP
*
PER CUSTOMER, DEALER SAYS:
OUTBOUND CALL TO JIM, PARTS MANAGER
* CALLED THE 1-800 NUMBER AND THEY HAVE RECORD OF THE ORDER, BUT IT IS STILL NOT IN
* NO TIME FRAME, THINKS THE CUSTOMER IS DRIVING HER VEHICLE
*
CUSTOMER SEEKS:
- VEHICLE REPAIRED
*
SL ADVISED:
- APOLOGIZED FOR THE WAIT
- THE PARTS ARE ON A NATIONAL DELAY

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3B448M GRP: XXO4 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: A1 CONTACT NBR: 108015292 OPENED: 01/24/1997
VIN: 1ZVPT21U5M5[redacted] ENGINE: U CLOSED: 02/03/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted]
CITY: WESTLAND STATE: MI ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 53000 WSD:
DEALER NAME: NORTH BROS FORD INC SALES CODE: 14B019 P & A: 02975
CAUSAL CODES: 1012 12RA SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/27/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/01/24
*** 46 DAYS OUT OF SERVICE ***
*** NAVIS: PROGRAM ***
CUSTOMER SAYS:
- 12/9/96: DROPPED OFF CAR BECAUSE SEAT BELT WAS LOCKING UP ON THE PASSENGER SIDE
- SEAT BELT RECALL ORIGINALLY PERFORMED ON 11/11/96 ON BOTH SIDES (DRIVER AND PASSENGER)
-CUSTOMER IS CALLING BACK BECAUSE THE CAR IS STILL AT THE DEALERSHIP -WAITING FOR THE PASSIVE / MOTORIZED SEATBELT PARTS.
*
PER CUSTOMER, DEALER SAYS:
-WE STILL DO NOT HAVE THE PART
*
CUSTOMER SEEKS:
-VEHICLE REPAIRED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
-REQUEST MR.JOHN VITALE (CUST. REL MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
-MADE OBC TO DEALERSHIP
-SPOKE WITH DEAN SHORT, SERVICE TECHNICIAN
-THE PART IS STILL NOT AVAILABLE, WE'VE HEARD NO WORD AS TO WHEN IT WILL BE AVAILABLE
1997/01/27
###THIS IS THE CLOSING COMMENT
CALLED FORD MOTOR AGAIN AND THEY STILL CANNOT SUPPLY DEALER WITH PARTS /THATS THE ONLY ANSWER THEY CAN GIVE

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

2599CC GRP: XX03 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: A1 CONTACT NBR: 107924885 OPENED: 12/30/1996
VIN: 1ZVPT21U5M5[redacted] ENGINE: U CLOSED: 01/20/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] FIRST NAME: [redacted] MI:
ADDRESS:
CITY: WESTLAND STATE: MI ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 95 MODEL: PROBE
MILEAGE: 53000 WSD:
DEALER NAME: NORTH BROS FORD INC SALES CODE: 148019 P & A: 02975
CAUSAL CODES: 1012 2013 12RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/30/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: 200 SURVEY: Y (Y OR N)

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

COMMENTS:
1996/12/30
*** POSSIBLE 12/12 SERVICE PART COVERAGE ***
*** 16 DAYS OUT OF SERVICE ***
*** NAVIS: PROGRAM ***
CUSTOMER SAYS:
- 12/9/96: DROPPED OFF CAR BECAUSE SEAT BELT WAS LOCKING UP ON THE PASSENGER SIDE
- SEAT BELT RECALL ORIGINALLY PERFORMED ON 11/11/95 ON BOTH SIDES (DRIVER AND PASSENGER)
*
PER CUSTOMER, DEALER SAYS:
- DO NOT HAVE THE PART
- CAN NOT LET THE CAR GO BECAUSE OF THE SEAT BELT LAW IN MICHIGAN
*
CUSTOMER SEEKS:
- TO GET CAR BACK AND DRIVEABLE AS SOON AS POSSIBLE
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
- REQUEST MS. GWEN NORTH (CUST. REL MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/01/02
###THIS IS THE CLOSING COMMENT
FMC CANNOT SUPPLY US WITH PARTS IN SUFFICIENT TIME AND CUSTOMER IS MAD HOPEFUL LY SOMEONE AT FMC READS THESE COMPLAINTS AND DOES SOMETHING ABOUT IT

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

2599CC GRP: XX03 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: A1 CONTACT NBR: 107924885 OPENED: 12/30/1996
VIN: 1ZVPT21U5M5[redacted] ENGINE: U CLOSED: 01/20/1997

1997/01/07
*** PARTS DELAY OVER 30 DAYS ***
*** 28 DAYS OUT OF SERVICE ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-CUSTOMER IS CALLING BACK BECAUSE THE CAR IS STILL AT THE DEALERSHIP -WAITING FOR THE PASSIVE / MOTORIZED SEATBELT PARTS.
*
PER CUSTOMER, DEALER SAYS:
-JOHN VITALE, SERVICE MANAGER SAID HE IS NOT SURE WHEN PARTS WILL BE DELIVERED.
*
CUSTOMER SEEKS:
-TO HAVE HER CAR REPAIRED.
*
CAC ADVISED:
-PARTS REQUEST HAS BEEN SUBMITTED.
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
-REQUEST MS. GWEN NORTH (CUST. REL MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS.
1997/01/08
VEHICLE NOT REPAIRED. DEALER SHOULD NOT CLOSE CONTACT SIMPLY BECAUSE PARTS ARE ON ORDER. IF YOU'RE HAVING DIFFICULTY GETTING PARTS YOU SHOULD BE CONTACTING YOUR REGION.
FORWARDED INFORMATION TO BILL BURGER (DOM) FOR FURTHER INVESTIGATION. GARY VARTANIAN, DOS, DETROIT REGION.
1997/01/10
###THIS IS THE CLOSING COMMENT
FMC CANNOT SUPPLY PARTS IN TIMELY FASHION
1997/01/13
CSM (SFELONI) RCVD MESSAGE FROM DOS TODAY AND I ADVISED THAT WE ARE WORKING ON CONCERN
PART NUMBER F02Z-61811B08-A
F02Z-61911B08-A

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6338AW GRP: XXOB CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: C1 CONTACT NBR: 108096337 OPENED: 02/13/1997
VIN: 1ZVPT21U1M5[redacted] ENGINE: U CLOSED: 02/21/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: WARREN MI:
ADDRESS:
CITY: JACKSON STATE: NJ ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 65800 WSD:
DEALER NAME: LARSON FORD INC SALES CODE: 113584 P & A: 20589
CAUSAL CODES: 1204 1220 SYMPTOMS: 104100 104298
ORIGIN: GO TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/14/1997
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:
1997/02/13
*** VEHICLE INVOLVED IN RECALL 96S48 & 96S99 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-THE DEALER DID THE RECALL REPAIR (96S48 & 96S99)
-THE RED SEAT BELT INDICATOR STAYS ON
-THE SHOULDER HARNESS CLICKS AND MOVES ABOUT EVERY 10 SECONDS
-THE WIFE IS CONCERNED WITH THE SAFETY OF THE VEHICLE AND THE NOISE AND MOVEMENT OF THE BELT IS REALLY ANNOYING
-THE DEALERSHIP COMPLETED ONP 95870
*
PER CUSTOMER, DEALER SAYS:
-T.U., THE SERVICE ADVISOR, THE MOTOR NEEDS TO BE REPALCED BUT THEY WILL HAVE TO WAIT 7 TO 8 WEEKS FOR THE PARTS TO ARRIVE. THERE IS NOTHING ELESE THEN CAN DO AT THIS TIME.
*
CUSTOMER SEEKS:
-REPAIR SOLUTION
*
CAC ADVISED:
RE: REPAIR SOLUTION
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. JOHN LAZZARO (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/02/14
###THIS IS THE CLOSING COMMENT
CONTACTED CUST 2/14- ADVISED CUST TO BRING VECHICLE BACK TO DISCONNNECT TRACK MOTOR IF NOISE IS PERSISTANT. CUST DECIEDED TO WAIT FOR NEW PART.SVR MGR JOHN L.

OWNER RELATIONS VOP/BENCHMARKING 09/11/98 FAXCARTG

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

1791CR GRP: XXO4 INFORMATION CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: C2 CONTACT NBR: 108094981 OPENED: 02/13/1997
VIN: 1ZVPT20C5M5[redacted] ENGINE: C CLOSED: 02/13/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS: [redacted] VE
CITY: BEAUFORT STATE: SC ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 82000 WSD:
DEALER NAME: G C WELCHFORD LINC- SALES CODE: 121246 P & A: 01018
CAUSAL CODES: 1215 1012 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1997/02/13
*** VEHICLE INVOLVED IN RECALL 96S48 AND 96S99 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- 800# FROM DIRECTORY
- RECEIVED A RECALL NOTICE ON THE SEAT BELTS
- VEHICLE WAS TAKEN TO DEALERSHIP ON 2/4/97
- THE SEAT BELT DOES NOT WORK ANY MORE
*
PER CUSTOMER, DEALER SAYS:
- DID NOT KNOW ABOUT THE RECALL
- THE PARTS HAVE TO BE ORDERED
- IT WILL TAKE EIGHT WEEKS FOR THE PARTS TO ARRIVE
- RETURNED THE VEHICLE TO THE CUSTOMER WITH THE SEAT BELT IN THE FORWARD
POSISTION
*
CUSTOMER SEEKS:
- GET THE VEHICLE REPAIRED
- WANTS TO HAVE A LOANER VEHICLE
- WANTS TO TAKE A LAWYER
*
CAC ADVISED:
INFO CONTACT OPENED. THE PARTS ARE ON NATIONAL BACKORDER SEE PROFS NOTE.
RE LOANER VEHICLE
- NO ESP
- NO TRANSPORTATION ASSISTANCE PROVIDED
RE PARTS DELAY
- EXPLAINED THE DELAY
- REFERRED CUSTOMER BACK TO THE DEALERSHIP
- PLEASE CALL MR. KENT MARIMAN (SERV.MGR) FOR FURTHER EXPLANATION

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

8587MI GRP: XX08 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: 11 CONTACT NBR: 108093479 OPENED: 02/12/1997
VIN: 1ZVPT21U7M5 [redacted] ENGINE: U CLOSED: 03/10/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: VAN WERT STATE: OH ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 81000 WSD:
DEALER NAME: STATEWIDEFORD L-M 1 SALES CODE: 148080 P & A: 02874
CAUSAL CODES: 1203 1012 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/03/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/02/12
*** VEHICLE INVOLVED IN RECALL 96S48 A96S99 ***
CUSTOMER SAYS:
- WANTS TO KNOW WHEN THE PARTS ARE GOING TO BE IN FOR THE SEAT BELT RECALL
*
PER CUSTOMER, DEALER SAYS:
- PER SERVICE WE ARE WAITING FOR THE PARTS WHICH ARE ON BACK ORDER
*
CUSTOMER SEEKS:
- TO KNOW WHEN THE PARTS ARE GOING TO BE IN
*
CAC ADVISED:
**RE THE RECALLS ON THE SEATBELTS
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. BOB PRITCHARD (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
1997/03/03
###THIS IS THE CLOSING COMMENT
SVC MGR REPORTS VEH IN LAST WEEK RECALL COMPLETE CUST. HAPPY WITH EFFORTS OF T
HE DLR.
COMMENTS PUT IN EARLIER FOR ANOTHER CASE, COMMENTS FOR THIS CASE SHOULD READ
PARTS NOT AVAILABLE CUST. HAS BEEN PUT INTO A RENTAL WORKING WITH MIKE ROGERS
TO OBTAIN PARTS 9-14015

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6856CK GRP: XXOP INFORMATION CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: A1 CONTACT NBR: 108080885 OPENED: 02/10/1997
VIN: 12VPT21U4N5[redacted] ENGINE: U CLOSED: 02/10/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: TRENTON STATE: MI ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: SOUTHGATEFORD SALES CODE: 148026 P & A: 02761
CAUSAL CODES: 1204 2204 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:

COMMENTS:
1997/02/10
*** VEHICLE INVOLVED IN RECALL 96S48 ***
*** VEHICLE INVOLVED IN RECALL 96S99 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- THE DEALERSHIP HAS MADE AN APPOINTMENT FOR 2/18/97
- THE SEAT BELTS SOMETIMES FUNCTION AND SOMETIMS DON'T
- THE DEALERSHIP SAID THAT THEY WOULD BE KEEPING THE VEHICLE FOR 8 WEEKS IF NECESSARY, BUT THEY WOULD HAVE A LOANER VEHICLE IF POSSIBLE
*
PER CUSTOMER, DEALER SAYS:
- BRING THE VEHICLE IN AND WE WILL INSPECT IT
*
CUSTOMER SEEKS:
- RECALL INFORMATION
*
SL ADVISED:
- THE DEALERSHIP WILL ONLY KEEP THE VEHICLE IF THEY DETERMINE A POTENTIAL SAFTEY ISSUE
- THIS PART IS ON NATIONAL BACKORDER, EVERY DEALERSHIP IS HAVING THE SAME CONCERNS IN LOCATING THEM
- CUSTOMER CAN RECONTACT IF ADDITIONAL ASSISTANCE IS NEEDED

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3444RH GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: [redacted] CONTACT NBR: 108079927 OPENED: 02/10/1997
VIN: 1ZVPT20C2M5[redacted] ENGINE: C CLOSED: 02/25/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: RST NAME: [redacted] MI:
ADDRESS: [redacted]
CITY: FULLERTON STATE: CA ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 96000 WSD:
DEALER NAME: KEN GRODYFORD SALES CODE: 171089 P & A: 07946
CAUSAL CODES: 1209 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/10/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: N (Y OR N)

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

COMMENTS:
1997/02/10
*** VEHICLE INVOLVED IN RECALL 96S48/96S99 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- NEITHER OF THE VEHICLES SEAT BELTS ARE OPERATING
*
PER CUSTOMER, DEALER SAYS:
- PER DEBBIE MCKANN ADVISED IT'LL BE 8 WEEKS BEFORE THEY CAN COMPLETE THE
*
CUSTOMER SEEKS:
- TO HAVE THE RECALL COMPLETED IN A MORE EXPEDIENT MANNER
- CUSTOMER WOULD LIKE A LETTER INDICATING THAT THERS A RECALL
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. JERRY JONES (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
1997/02/18
###THIS IS THE CLOSING COMMENT
CUST WAS ADVISED THAT PARTS WERE ON BACK-ORDER AND WOULD NOT BE AVAILABLE UNTI
L MARCH...DIDN'T LIKE OUR ANSWER...WILL CORRECT RECALL WHEN PARTS ARRIVE..JJ

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

437OSA GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: C1 CONTACT NBR: 10BOG8839 OPENED: 02/06/1997
VIN: 1ZVPT20C6M5[redacted] ENGINE: C CLOSED: 04/01/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted]ET
CITY: BELTON STATE: TX ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 100701 WSD:
DEALER NAME: FISHER-VINCENT FORD SALES CODE: 152493 P & A: 02505
CAUSAL CODES: 1204 12RA SYMPTOMS: 104100
ORIGIN: 20 TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/25/1997
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:
1997/02/06
*** PARTS DELAY OVER 30 DAYS ***
*** VEHICLE INVOLVED IN RECALL 96598 ***
CUSTOMER SAYS:
-CUSTOMER TOOK VEHICLE TO BITTERROOT FORD IN MISSOULA MONTANA@ 10/20/96 TO HAVE RECALL 96599 PERFORMED
-DEALER DID NOT HAVE PARTS AT THAT TIME
-CUSTOMER MOVED TO TEXAS IN DECEMBER BEFORE PARTS ARRIVED
-CUSTOMER TOOK VEHICLE TO FISHER VINCENT FORD ON 12/26/96 TO HAVE RECALL PERFORMED THERE
-FISHER VINCENT STILL DOES NOT HAVE PARTS AVAILABLE
-RECALL HAS STILL NOT BEEN PERFORMED
-CUSTOMER HAS BEEN STOPPED BY POLICE FOR NOT HAVING SEAT BELTS
*
PER CUSTOMER, DEALER SAYS:
-(PER VINCENT SOTTOSANTI, GENERAL MANAGER) PARTS ARE STILL NOT AVAILABLE
*
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. DANNY OWENS(SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

437058 GRP: XA17 CONCERN CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: C1 CONTACT NBR: 108068839 OPENED: 02/06/1997
VIN: 1ZVPT20C6M5[redacted] ENGINE: C CLOSED: 04/01/1997

1997/02/07
PARTS ARE ON ORDER FOR THIS VEHICLE AT THIS TIME.AS PER MESSAGE FAXED TO DEALERSHIPS,THERE IS A SHORTAGE OF PARTS AT THIS TIME,THE PART NUMBERS HAVE BEEN CHANGED, AND THE PARTS ARE BACKORDERED. THE LEFT SIDE SEAT BELTS ON THIS CUSTOMERS VEHICLE ARE WORKING PROPERLY AFTER REPAIRS AT PREVIOUS DEALER. I SEE NO REASON FOR THIS CUSTOMER TO BE STOPPED BY POLICE FOR NOT WEARING HER SEAT BELT. THE RIGHT SIDE SEAT BELT WILL BE REPAIRED BY THIS DEALERSHIP AS SOON AS WE RECEIVE THE PARTS WE HAVE ON ORDER.CUSTOMER WAS TOLD ALL OF THIS BY PHONE CONVERSATION ON 02/06/1997 AND WE REASSURED HER THAT ALL PARTS NEEDED ARE ON ORDER AND WILL BE HERE A.S.A.P.. COMMENTS ADDED 02/07/1997 BY DANNY OWENS, SERVICE MANAGER.

1997/02/17
AS OF 2/14/97 WE HAVE NOT RECEIVED THE PARTS TO REPAIR SEAT BELT ON RIGHT SIDE OF VEHICLE. PARTS ARE STILL BACK ORDERED. COMMENTS ADDED 2/17/97 BY DANNY OWENS, SERVICE MANAGER.

1997/03/25
###THIS IS THE CLOSING COMMENT
HAVE HAD RIGHT SEAT BELT PARTS ON ORDER FOR OVER TWO MONTHS FROM MANUFACTURER.FOLLOWED UP ON ORDER 3/20/97 AND WAS TOLD THAT IT WOULD BE APPROX. 8 MORE WEEKS BEFORE PARTS WOULD BE AVAILABLE.COMMENTS ADDED 3/25/97 BY DANNY OWENS, SERVICE MANAGER.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

8567MI GRP: XX08 CONCERN CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: 03 CONTACT NBR: 108060252 OPENED: 02/05/1997
VIN: 1ZVPT20C4M5[redacted] ENGINE: C CLOSED: 02/14/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: PLAINFIELD STATE: CT ZIP:
HOME PHONE[redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 90000 WSD:
DEALER NAME: CENTRAL FORD-MERCUR SALES CODE: 111405 P & A: 09026
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 11 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/07/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/02/05
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S99 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- BOTH THE DRIVERS SIDE AND PASSENGER SIDE SEAT BELTS DON'T WORK AFTER THE DEALERSHIP ATTEMPTED TO REPAIR THEM 1/20/97
*
PER CUSTOMER, DEALER SAYS:
- PER SERVICE THEY WILL HAVE TO ORDER A PART FOR THE SEAT BELT THAT WILL NOT BE IN UNTIL APRIL
*
CUSTOMER SEEKS:
- TO HAVE THE SEAT BELT REPAIRED
*
CAC ADVISED:
**RE THE SEATBELT RECALL
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. BILL SHEEK (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
**IF THE SEAT BELT IS NOT WORKING
WHEN YOU BRING YOUR VEHICLE IN FOR YOUR SERVICE DATE, YOUR DEALER WILL RESTORE OPERATION OF YOUR RESTRAINT SYSTEM. HOWEVER, YOU MAY BE ASKED TO RETURN YOUR VEHICLE AFTER DECEMBER 15, 1996 TO HAVE A NEW RESTRAINT RAIL INSTALLED ON THE DRIVER'S SIDE AND, IF NECESSARY, THE PASSENGER SIDE. THE NEW RESTRAINT RAILS WILL NOT BE AVAILABLE UNTIL DECEMBER 15, 1996.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

B5B7M1 GRP: XXOB CONCERN CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: 03 CONTACT NBR: 108060252 OPENED: 02/05/1997
VIN: 12VPT20C4M5[redacted] ENGINE: C CLOSED: 02/14/1997

1997/02/07
###THIS IS THE CLOSING COMMENT
WE HAVE ALREADY INSTALLED THE TRACKS PER THE RECALL, BUT THE VEHICLE ALSO NEEDS THE MOTOR ASSEMBLIES WITH THE SWITCHES TO FUNCTION NORMALLY. THESE PARTS ARE ON A D99 NATIONAL BACKORDER FOR 6 WEEKS ACCORDING TO FORD MOTOR CO. CAN NOT COMPLETE RECALL UNTIL PARTS ARE AVAILABLE.
BILL SHEEK
SERVICE MANAGER
CENTRAL FORD
02/07/97

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7481RL GRP: XX13 INFORMATION CONTACT VEH TYPE: CAR
DENVER 56 ZN/TR: A3 CONTACT NBR: 108058447 OPENED: 02/04/1997
VIN: M ENGINE: CLOSED: 02/04/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: ELSWORTH AFB STATE: SD ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 76000 WSD:
DEALER NAME: MCKIE FORD INC SALES CODE: 156427 P & A: 03105
CAUSAL CODES: 0206 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1997/02/04
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- VEHICLE IS INVOLVED IN THE RECALLS FOR PROBE SEATBELTS
- THE DRIVER'S SIDE BELT DOES NOT WORK--IT IS STUCK ON THE RAIL
*
PER CUSTOMER, DEALER SAYS:
- DEALERSHIP TOLD HIM TO WAIT UNTIL JANUARY
- IN JANUARY, DEALERSHIP SAID THEY DO NOT HAVE THE PART
*
CUSTOMER SEEKS:
- WANTS A LOANER VEHICLE DURING THE INTERIM--IS CONCERNED ABOUT THE SAFETY ISSUE OF USING THE VEHICLE WITH FAULTY SEATBELTS
*
CAC ADVISED:
- LOANER VEHICLES ARE NOT A PROVISION OF THAT RECALL
- NO ESP
- NO TRANSPORTATION ASSISTANCE PROVIDED

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9951KH GRP: XXO7 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: [redacted] CONTACT NBR: 10B051484 OPENED: 02/03/1997
VIN: 1ZVPT20CXM5[redacted] ENGINE: C CLOSED: 02/11/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: EUGENE STATE: OR ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 104000 WSD:
DEALER NAME: KENDALL FORD SALES CODE: 174210 P & A: 08568
CAUSAL CODES: 1203 3105 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 74 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/03/1997
ACK. CODE: ASSIST CODE: D AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/02/03
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98S48, 96S99 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- THE DRIVERSIDE SHOULDER RESTRAINT IS JAMMED AT HALFWAY
- VEHICLE HAS NOT BEEN DIAGNOSED BY THE DEALER
*
PER CUSTOMER, DEALER SAYS:JACK, SERVICE
- CONTACTED THE CUSTOMER
- IT WILL TAKE 2 MONTHS TO GET THE PARTS IN
- THEY ARE ON NATIONAL BACK ORDER
*
CUSTOMER SEEKS:
- WHEN WILL THE DEALER BE ABLE TO REPAIR THE VEHICLE
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. DAVE LESLIE (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
OUTBOUND CALL TO THE DEALER:
DAVE LESLIE, SERVICE MANAGER
- HAS TRACK$ IN STOCK IF THIS IS THE CONCERN
- IF THIS CONCERNS THE MOTOR THEN THEY ARE ON NATIONAL BACKORDER AND FORD IS OFFERING A RENTAL UNTIL THEY ARE AVAILABLE

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9951KH GRP: XXO7 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: [redacted] CONTACT NBR: 108051484 OPENED: 02/03/1997
VIN: 1ZVPT20CKM5[redacted] ENGINE: C CLOSED: 02/11/1997

1997/02/04
###THIS IS THE CLOSING COMMENT
**CLOSING COMMENTS ENTERED BY SERVICE MANAGER DAVE LESLIE*
I SPOKE WITH THE CUSTOMER AND HAVE AN APPOINTMENT SET FOR 2/6/97 TO DIAGNOSE AND REPAIR THE SEAT BELTS. I EXPLAINED TO THE CUSTOMER THAT WE HAVE SOME OF TH EPARTS IN STOCK TO REPAIR THE SEAT BELTS, SOME OF THE PARTS ARE ON BACKORDER. IF PARTS ARE REQUIRED AND THEY ARE ON BACK ORDER FORD WILL PROVIDE A LOANER VEHICLE UNTIL THE PARTS ARRIVE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

4213LT GRP: XXOJ CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: D1 CONTACT NBR: 108047518 OPENED: 02/03/1997
VIN: 1ZVPT20C6M5[redacted] ENGINE: C CLOSED: 02/17/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: HAYSI STATE: VA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 120000 WSD:
DEALER NAME: DALLAS HOLLAR FORD SALES CODE: 127458 P & A: 00121
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 27 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:
1997/02/03
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- RECEIVED RECALL 96S48
- DRIVER'S SIDE SEAT BELT DOES NOT WORK (MOTORIZED)
*
PER CUSTOMER, DEALER SAYS:
- BRING IN VEHICLE
*
CUSTOMER SEEKS:
- WANTS RECALL DONE
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. RONALD ARMENTROUT (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN
2 BUSINESS DAYS
1997/02/10
###THIS IS THE CLOSING COMMENT
PART HAS BEEN ORDERED TO REPAIR AS PER RECALL. ASPER REMKIN MAY TAKE 4-8 WKS F
OR PARTS AVAILABLE PARTS ARE PLACED ON TOP PRIORITY

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3686JS GRP: XXOC CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: F1 CONTACT NBR: 108043827 OPENED: 01/31/1997
VIN: 1ZVPT20C7M5 [redacted] ENGINE: C CLOSED: 02/12/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: STATE: ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 90000 WSD:
DEALER NAME: PARK CITYFORD, INC. SALES CODE: 113202 P & A: 03678
CAUSAL CODES: 1209 1204 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/05/1997
ACK. CODE: ASSIST CODE: N AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/01/31
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 AND 96S99 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- NO PROBLEM WITH SEAT BELTS
- SHE RECEIVED THE RECALL LETTERS AND JUST WANTS TO HAVE THE RECALL PERFORMED
- HAS TAKEN IN 3 TIMES AND RECALL HAS NOT BEEN COMPLETED
*
PER CUSTOMER, DEALER SAYS:
- JOHN - THEY HAVE TO ORDER A PART FOR RECALL - CUSTOMER WILL HAVE TO BRING THE VEHICLE BACK
*
CUSTOMER SEEKS:
- TO HAVE RECALL PERFORMED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. WAYNE TRAVERS (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/02/05
###THIS IS THE CLOSING COMMENT
PARTS FOR RECALL 96S99 WILL TAKE APPX 4-8 WEEKS TO GET.PER FORD SERVICE REP. FORD MOTOR CO.WILL PAY UP TO $18.00 PER DAY TOWARD RENTAL UNTIL PARTS ARE IN. CUST.WILL THINK OVER THIS OFFER AND GET BACK TO PARK CITY WITH ANS.OWNER IS USING THEIR VEH.IN MEANTIME.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7481RL GRP: KK13 INFORMATION CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: 02 CONTACT NBR: 108039033 OPENED: 01/30/1997
VIN: M ENGINE: CLOSED: 01/30/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: YUMA STATE: AZ ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 46000 WSD:
DEALER NAME: BILL ALEXANDER FORD SALES CODE: 171438 P & A: 20443
CAUSAL CODES: 1204 2801 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1997/01/30
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- THE DRIVER'S SIDE SHOULDER HARNESS AUTOMATED SEATBELT BROKE--IT WILL NO LONGER MOVE
- CUSTOMER SAYS HE IS INVOLVED IN SEATBELT RECALL
- DEALERSHIP ORDERED THE PARTS 2-3 WEEKS AGO
*
PER CUSTOMER, DEALER SAYS:
- JESSEE IN SERVICE TOLD CUSTOMER TO CALL FORD
- YESTERDAY, DEALERSHIP TOLD CUSTOMER THAT THERE IS A BACKORDER ON THAT PART
*
CUSTOMER SEEKS:
- TO GET THE PARTS IN TO DO THE REPAIR
*
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

6710BV GRP: XX14 INFORMATION CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: C2 CONTACT NBR: 10B033780 OPENED: 01/29/1997
VIN: 1ZVPT20C0M5[redacted] ENGINE: C CLOSED: 01/29/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: OLMSTED FALLS STATE: OH ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 45000 WSO:
DEALER NAME: WILLIAMS MOTOR CO I SALES CODE: 144130 P & A: 02173
CAUSAL CODES: 0405 0206 SYMPTOMS: 104100
ORIGIN: 80 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

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

COMMENTS:
1997/01/29
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- WHENEVER THE VEHICLE IS AT THE DEALERSHIP SHE GETS RUDE AND COCKY ATTITUDES
- THE CUSTOMER HAD A RECALL ON THE SEATBELTS
- THE CUSTOMER CALLED AND MADE AN APPOINTMENT WITH THE DEALERSHIP
*
PER CUSTOMER, DEALER SAYS:
- WHEN THE CUSTOMER BROUGHT IT IN THEY TOLD THE CUSTOMER THAT THEY NEED TO ORDER PARTS IT WOULD TAKE A WHILE
*
CUSTOMER SEEKS:
- LOANER VEHICLE FOR THEIR INCONVENIENCE
*
CAC ADVISED:
- LOANERS ARE NOT A PROVISION OF THE WARRANTY.
- CONTACT MR. DONALD SKINNER 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

748IRL GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: F2 CONTACT NBR: 108033248 OPENED: 01/29/1997
VIN: 1ZVPT22L4M5[redacted] ENGINE: L CLOSED: 02/19/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: NEW CASTLE STATE: WY ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 69000 WSO:
DEALER NAME: RASMUSSENMOTORS INC SALES CODE: 156410 P & A: 03108
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 56 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/02/1997
ACK. CODE: ASSIST CODE: G AWARD AMT: 100 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/01/29
*** THIS CONTACT IS OPENED DUE TO OPEN RECALLS 98548 & 98599 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- THE DRIVER'S SIDE SEATBELT DOES NOT WORK (PASSIVE BELT)
- DEALERSHIP SAYS THEY CANNDT GET THE PARTS FOR THE RECALL
*
PER CUSTOMER, DEALER SAYS:
- CANNOT GET THE PARTS
*
CUSTOMER SEEKS:
- WHEN WILL THE PARTS BE AVAILABLE FOR THE RECALL TO BE PERFORMED
*
CAC ADVISED:
- DEALERSHIPS HAVE THE PARTS ORDERING INFORMATION
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MS. CAROL RASMUSSEN (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/02/12
###THIS IS THE CLOSING COMMENT
TEARDOWN THE CABLE ASSEMBLY WAS TWISTED. WE HAD TO ORDER A NEW MOTOR AND RAIL ASSEMBLY. FORD ESTIMATES 8 WEEKS BACKORDER ON THE PARTS. CUSTOMER WAS CALLED AND NOTIFIED OF THE DELAY. WILL CONTACT WHEN PARTS ARRIVE.
CUSTOMER BROUGHT VEHICLE IN FOR REPAIR ON 2/4. BETWEEN THE ORIGINAL INSPECTION AND TEARDOWN THE CABLE ASSEMBLY WAS TWISTED. WE HAD TO ORDER A NEW MOTOR AND RAIL ASSEMBLEY. FORD EXTIMATES 8 WEEKS BACKORDER ON THE PARTS. CUSTOMER WAS CALLED AND NOTIFIED OF THE DELAY. WILL CONTACT WHEN PARTS ARRIVE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

O6O4MR GRP: XX16 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: 81 CONTACT NBR: 108028564 OPENED: 01/28/1997
VIN: 1ZVPT20C4M5 [redacted] ENGINE: C CLOSED: 02/05/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: SHERWOOD STATE: OR ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 82000 WSD:
DEALER NAME: NEWBERG FORD SALES CODE: 174503 P & A: 08642
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 74 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/29/1997
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:
1997/01/28
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548, 96599 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- RECEIVED RECALL NOTICE REGARDING SEAT BELTS
- SEAT BELTS WENT OUT AROUND THANKSGIVING
- THE DEALERSHIP WILL NOT GIVE ANY UPDATES
-
*
PER CUSTOMER, DEALER SAYS:
- WAITING ON PARTS
*
CUSTOMER SEEKS:
- TO HAVE RECALL PERFORMED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. MICHAEL JONES (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/01/29
###THIS IS THE CLOSING COMMENT
CONTACTED CUSTOMER 4:10, 01-29-97. INFORMED CUSTOMER THAT HER PARTS FOR SEAT BELT RECALL 96599 ARE ON A 8 WEEK BACKORDER. IASKED IF WE COULD HAVE HER COME IN AND WE COULD GET RT SEAT BELT TO ON POSTION AND THEN DISCONNECT MTR SO BELT CAN BE USED MANUALLY. SHE IS SCHEDULED FOR 02-03-97 AT 4:00 PM. IF LEFT SEAT BELT IS HERE FOR RECALL 96548 WE WILL DO RECALL DURING THIS APPT. RE-

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

5691KM GRP: XX17 INFORMATION CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: A2 CONTACT NBR: 108023747 OPENED: 01/27/1997
VIN: 1ZVPT21U9M[redacted] ENGINE: U CLOSED: 01/27/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS: [redacted]
CITY: SHERMAN OAKS STATE: CA ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 1 MSD:
DEALER NAME: GALPIN FORD SALES CODE: 171040 P & A: 05536
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: TRANS. DATE:
SERVICE/$ALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1997/01/27
*** MILEAGE UNAVAILABLE ***
CUSTOMER SAYS:
-TO HAVE SEAT BELT RECALLS PERFORMED
-DRIVER SIDE WORKS SOMETIME PASSENGER SIDE IS REALLY BAD.
-I HAVE LEFT SEVERAL MESSAGES. NO ONE HAS RETURNED MY CALL.
-LEFT A MESSAGE WITH THE DEALERSHIP THIS MORNING.
*
PER CUSTOMER, DEALER SAYS:
-NO CONTACT
*
CUSTOMER SEEKS:
-TO HAVE RECALL PERFORMED.
*
CAC ADVISED:
-MADE OUTBOUND CALL ON BEHALF OF CUSTOMER.
-PAUL TRUFIANO WAS IN A MEETING,
-PER SERVICE DEPARTMENT PARTS ARE NOT EXPECTED IN FOR ANOTHER MONTH AND A HALF.
*
CAC ADVISED:
-CSR ADDED DBC CODE

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

600BAC GRP: XXO1 CONCERN CONTACT VEH TYPE: CAR
DENVER 56 ZN/TR: A2 CONTACT NBR: 10B021990 OPENED: 01/27/1997
VIN: 1ZVPT20C9M5 [redacted] ENGINE: C CLOSED: 02/04/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: CARLSBAD STATE: NM ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 97000 WSD:
DEALER NAME: CARLSBAD MOTOR COMP SALES CODE: 156527 P & A: 20304
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 56 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/28/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/01/27
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 AND 96599 ***
*** NAVIS: PROGRAM ***
CUSTOMER SAYS:
- THE CUSTOMER RECEIVED THE RECALL LETTER INVOLVING THE SEAT BELTS ABOUT 4 MONTHS AGO AND CONTACTED THE DEALERSHIP
- THE CUSTOMER RECONTACTED THE DEALERSHIP TODAY AND THE PARTS ARE STILL NOT AVAILABLE
- THE DRIVER AND PASSENGER SIDE SEAT BELT DO NOT OPERATE
- THE SEAT BELTS ARE STUCK IN POSITION
*
PER CUSTOMER, DEALER SAYS:
- THE DEALERSHIP ORDERED THE PARTS FOR THE VEHICLE ABOUT 4 MONTHS AGO
- THE DEALERSHIP HAS NOT RECEIVED THE PARTS FOR THE RECALL
*
CUSTOMER SEEKS:
- TO HAVE THE RECALLS ON THE VEHICLE PERFORMED
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. ART WRIGHT (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/01/28
###THIS IS THE CLOSING COMMENT
CUSTOMER WAITING FOR PARTS ORDERED FOR RECALL 96548 AND 96599 SINCE 11/07/1996. PART # F02Z-61610D44-A AND F02Z-61810D45-A ARE ON BACKORDER AS OF 11/08/1996. PARTS MANAGER CONTACTED 96548 PARTS ORDERING PH.#(1-800-325-5621) 01/10/1997. PARTS STILL ON BACKORDER AND NO DATE CAN BE GIVEN AS TO WHEN PARTS WILL BE AVAILABLE. CUSTOMER WANTS FORD MOTOR CO. TO EXPEDITE PARTS ORDER SINCE VEHICLE'S RESTRAINT SYSTEM IS INOPERABLE AND UNSAFE TO DRIVE. CUSTOMER VERY DISSATISFIED WITH LENGTH OF TIME TO ORDER PARTS.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3834LM GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
TWIN CITIES 58 ZN/TR: C1 CONTACT NBR: 108021672 OPENED: 01/27/1997
VIN: 1ZVPT21U7M5 [redacted] ENGINE: U CLOSED: 04/22/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME [redacted] MI: [redacted]
ADDRESS:
CITY: PLYMOUTH STATE: MN ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted] EXT: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 96000 WSD:
DEALER NAME: BOB RYAN MOTORS INC SALES CODE: 158018 P & A: 09524
CAUSAL CODES: 1001 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 58 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 04/15/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/01/27
*** VEHICLE INVOLVED IN RECALL 96548 & 96599 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:(JIM BERG, HUSBAND IS CALLER)
- DRIVER'S SIDE SEAT BELT IS LOCKED ON RAIL AND WILL NOT MOVE
- HAS BEEN IN CONTACT WITH DEALERSHIP SINCE NOVEMBER TO GET PARTS
*
PER CUSTOMER, MARK, SERVICE DEPT. SAYS:
- DO NOT HAVE PARTS
*
CUSTOMER SEEKS:
- REPAIRS TO VEHICLE
*
CAC ADVISED:
- INVOLVED IN RECALL 96548 & 96599
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. SCOTT EUERLE, (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/01/29
LEFT MESSAGE AT CUSTOMERS HOME PHONE NUMBER TO CALL SERVICE MANAGER, UNABLE TO REACH CUSTOMER
SPOKE WITH [redacted] AND SET APPOINTMENT TO INSPECT VEHICLE ON 2/1/97 AND EMERGENCY ORDER THE PARTS TO GET THE PROCESS STARTED. CUSTOMER WAS INFORMED THAT PARTS MAY STILL TAKE OVER A MONTH T GET.
1997/02/03
CUSTOMER BROUGHT VEHICLE INTO DEALERSHIP TO HAVE INSPECTED AND PARTS WERE SPECIAL ORDERED. CONTACT THRU FNC PARTS INFORMED DEALERSHIP THAT PARTS MAY NOT BE AVAILABLE FOR (8) EIGHT WEEKS!!!!!!! CUSTOMER WAS ALSO INFORMED OF PARTS AVAILABILITY AND ESTIMATED ARRIVAL TIME.
1997/02/11
UPDATE ONLY: NO PARTS AVAILABLE AS OF 2/11/1997.

OWNER RELATIONS VOP/BENCHMARKING 09/11/98 FAXCARTG

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3834LM GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
TWIN CITIES 58 ZN/TR: C1 CONTACT NBR: 10802167Z DPENED: 01/27/1997
VIN: 12VPT21U7M5[redacted] ENGINE: U CLOSED: 04/22/1997

1997/04/15
###THIS IS THE CLOSING COMMENT
PARTS FINALLY ARRIVED AND CUSTOMERS VEHICLE WAS REPAIRED. BOTH SIDE MOTORS AND TRACK ASSY HAD TO BE REPLACED.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

5953CG GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: N3 CONTACT NBR: 108018740 OPENED: 01/24/1997
VIN: 1ZVPT20C2M5[redacted] ENGINE: C CLOSED: 02/03/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: FAIRFIELD STATE: IA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 63000 WSD:
DEALER NAME: FESLER AUTO MALL SALES CODE: 153395 P & A: 20004
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/27/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/01/24
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S99 ***
*** CONTACT OPENED DUE TO RECALL 96S48 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- HAS BEEN OVER 3 WEEKS SINCE I WENT TO THE DEALERSHIP FO RTHE SEAT BELT
*
PER CUSTOMER, DEALER SAYS:
- 1-24-97 DAWN SERVICE ADVISOR- WE ARE WAITING FOR THE PARTS TO COME FROM FORD THAT'S ALL I KNOW
*
CUSTOMER SEEKS:
- REPAIR
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. JIM RUGGLES (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- IF CUSTOMER IS NOT AVAILABLE PLEASE LEAVE A MESSAGE WITH TERRY
1997/01/27
LEFT MESSAGE WITH CUSTOMER THAT PART IS STILL ON BACK ORDER. MAY STILL BE 4 - 8 WEEKS BEFORE PARTS TO ARRIVE AT DEALERSHIP
###THIS IS THE CLOSING COMMENT
WILL CALL CUSTOMER WHEN PARTS IS DELIVERED TO DEALERSHIP

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

798BRM GRP: KK08 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: A2 CONTACT NBR: 108017577 OPENED: 01/24/1997
VIN: 1ZVPT20C8M5[redacted] ENGINE: C CLOSED: 02/05/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: PLEASANT HILL STATE: MO ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 120000 WSD:
DEALER NAME: BOB SIGHTFORD INC SALES CODE: 153015 P & A: 05113
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 60 TRANS. OST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/28/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/01/24
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 & 96599 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-VEHICLE WAS IN FOR SEATBELT RECALL
-THE PART WAS ORIGINALLY ORDERED JANUARY 2ND AND HAS NOT COME IN YET DESPITE THE DEALER TELLING THEM THAT THE PART SHOULD HAVE BEEN IN ON JANUARY 9TH
*
PER CUSTOMER, DEALER SAYS:NAME NOT KNOWN
-THE PART APPEARS TO BE ON NATIONAL BACKORDER
*
CUSTOMER SEEKS:
-SEATBELT RECALL PERFORMED
*
CAC ADVISED:
RE: OPEN RECALLS
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.JIM COATES(SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/01/29
###THIS IS THE CLOSING COMMENT
HAVE LEFT 2 MESSAGES ON CUSTOMERS WORK RECORDER. HAS YET TO RETURN CALL. ALL PARTS ARE ON A BACKORDER STATUS AND EXPECT TO BE AVAIL. BY 3/29/97.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9741KL GRP: AX07 INFORMATION CONTACT VEH TYPE: CAR
UNKNOWN 99 ZN/TR: CONTACT NBR: 108012110 OPENED: 01/23/1997
VIN: M ENGINE: CLOSED: 01/23/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] FIRST NAME: [redacted] MI:
ADDRESS:
CITY: CHARLESTOWN STATE: WV ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 97 MODEL: PROBE
MILEAGE: 138000 MSO:
DEALER NAME: SALES CODE: P & A:
CAUSAL CODES: 3001 1203 1204 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

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

COMMENTS:
1997/01/23
*** POSSIBLE RECALL 96S98 ***
*** POSSIBLE RECALL 96S48 ***
NO VIN AVAILABLE
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-WHEN ARE THE PARTS GOING TO BE AVAILABLE?
*
PER CUSTOMER, DEALER SAYS:
-YESTERDAY (NO NAME) SAID THE SEAT BELT PARTS ARE ON BACKORDER/
-THEY'LL CALL WHEN THEY COME IN
*
CUSTOMER SEEKS:
-WANTS TO KNOW WHEN THE APRTS ARE GOING TO BE AVAILABLE
*
CAC ADVISED:
- DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE.
- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

0814CV GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: C1 CONTACT NBR: 108007619 OPENED: 01/22/1997
VIN: M ENGINE: CLOSED: 01/31/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: LITTLE SILVER STATE: NJ ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: RITTENHOUSE-KERR FD SALES CODE: 113474 P & A: 20521
CAUSAL CODES: 1012 1203 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/24/1997
ACK. CODE: O ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/01/22
CONTACT OPENED WITHOUT REQUIRED INFORMATION
*** MILEAGE UNAVAILABLE ***
*** VIN NOT AVAILABLE - VEHICLE AT DEALERSHIP ***
CUSTOMER SAYS:
-MOTORIZED SEATBELTS ARE NOT WORKING
-CUSTOMER RECEIVED RECALL NOTICE FOR SEATBELTS
-VEHICLE HAS BEEN AT DEALERSHIP SINCE 1-8-97
-FORD SHOULD BE SUED FOR DELAY
*
PER CUSTOMER, DEALER SAYS:
-BILL IN SERVICE SAID PART IS ON BACKORDER OR DELAY
*
CUSTOMER SEEKS:
-VEHICLE REPAIRED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.TONY BERTOLINI (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
-VEHICLE IS INVOLVED IN THE RECALLS REGARDING SEATBELTS
1997/01/24
###THIS IS THE CLOSING COMMENT
SM SPOKE TO OWNER ADVIESED OWNER PARTS ARE ON BACKORDER SM WILL TRY TO EXPIDIT
E PARTS ASAP

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

2789JM GRP: XX10 CONCERN CONTACT VEH TYPE: CAR
HOUSTON 57 ZN/TR: [redacted] CONTACT NBR: 10800260B OPENED: 01/21/1997
VIN: 12VPT21U5M[redacted] ENGINE: U CLOSED: 02/05/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: HOUSTON STATE: TX ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 115000 WSO:
DEALER NAME: HILLCROFTFORD SALES CODE: 152038 P & A: 01411
CAUSAL CODES: 1207 2801 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/21/1997
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/01/21
*** THIS CONTACT OPENED BECAUSE VEHICLE INVOLVED IN ONP 95870 ***
*** THIS CONTACT OPENED BECAUSE VEHICLE INVOLVED IN RECALL 96599 ***
*** THIS CONTACT OPENED BECAUSE VEHICLE VEHICLE INVOLVED IN RECALL 96549 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-THERE WAS A RECALL ON THE SAFETY BELTS
-I CALLED TO SEE IF THERE WAS A WARRANTY ON THE SEATBELT
-I TOOK THE VEHICLE IN FOR SERVICE ON THE ONP'S
-RIGHT NOW I DON'T HAVE A SAFETY BELT
-I WAS WORKING WITH MIKE MYERS AT THE DEALERSHIP
*
PER CUSTOMER, DEALER SAYS:
-WE CANNOT SUPPLY YOU WITH A LOANER VEHICLE WHILE YOU CAR IS IN FOR THIS
*
CUSTOMER SEEKS:
-LODGE A COMPLAINT REGARDING THE DEALERSHIP
-REQUEST A LOANER VEHICLE
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. MIKELYN MARTIN. (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
-THE RECALL DOES NOT INCLUDE A LOANER OR RENTAL VEHICLE
1997/01/22
###THIS IS THE CLOSING COMMENT
COURTESY VEHICLES ARE UTILIZED AT THE DISCRETION OF THE DEALERSHIP.THE DEALERSHIP CHOSE NOT TO UTILIZE A LOANER ALLOCATION IN THIS INSTANCE. PLEASE CLOSE THIS OPEN.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

2789JN GRP: XX10 CONCERN CONTACT VEH TYPE: CAR
HOUSTON 57 ZN/TR: A1 CONTACT NBR: 108002608 OPENED: 01/21/1997
VIN: 1ZVPT21U5M5[redacted] ENGINE: U CLOSED: 02/05/1997

1997/01/27
CUSTOMER SAYS:
- *** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-I TOOK THE VEHICLE IN FOR SERVICE ON THE DNP'S
-RIGHT NOW I DON'T HAVE A SAFETY BELT
- VEHICLE CAN NOT BE DRIVEN WITHOUT A SEATBELT
- IS REQUESTING A LOANER VEHICLE WHILE PART IS ON ORDER
*
*
PER CUSTOMER, DEALER SAYS:
- CALL FORD PER MIKE
*
CUSTOMER SEEKS:
- LOANER VEHICLE
*
CAC ADVISED:
- REFERRED TO DELAERSHIP CUSTOMER RELATIONS MANAGER MIKELYN MARTIN
1997/01/29
*** NAVIS: SUBSEQUENT ***
*** THIS CONTACT OPENED BECAUSE VEHICLE VEHICLE INVOLVED IN RECALL 96S48 ***
CUSTOMER SAYS:
- WAITING FOR DRIVERS SIDE SEAT BELT TO COME IN
*
PER CUSTOMER, DEALER SAYS:
PER MIKE
COURTESY VEHICLES ARE UTILIZED AT THE DISCRE
TION OF THE DEALERSHIP.THE DEALERSHIP CHOSE NOT TO UTILIZE A LOANER ALLOCATION
IN THIS INSTANCE. PLEASE CLOSE THIS OPEN.
- NO IDEA WHEN THE SEAT BELT WILL BE IN
- IT IS ON BACKORDER
*
CUSTOMER SEEKS:
- LOANER VEHICLE UNTIL THE SEAT BELT COMES IN
*
CAC ADVISED:
- NO PROVISION IN THE RECALL FOR A LOANER
- NO TRANSPORTATION ASSISTANCE PROVIDED

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7418KJ GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: A1 CONTACT NBR: 108002146 OPENED: 01/21/1997
VIN: 1ZVPT20C3M5[redacted] ENGINE: C CLOSED: 02/21/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: BUTTE STATE: MT ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 65000 WSO:
DEALER NAME: BITTERROOT FORD SALES CODE: 174607 P & A: 08374
CAUSAL CODES: 12RA 3105 12RA SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 74 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/27/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/01/21
*** VEHICLE INVOLVED IN RECALL 96S99 ***
*** 63 DAYS OUT OF SERVICE ***
*** NAVIS: PROGRAM ***
CUSTOMER SAYS:
-VEHICLE HAS BEEN AT DEALER SINCE 11/13/96 FOR SEATBELT RECALL
*
PER CUSTOMER, DEALER SAYS:
-NO IDEA WHEN THE PART WILL BE AVAILABLE
*
CUSTOMER SEEKS:
-PART TO BE DELIVERED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
-REQUEST MS THERESA HARMON, SVC MNGR CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
** OUTBOUND CALL TO THERESA HARMON, SVC MGR **
-RIGHT HAND SHOULDER BELT IS NOT AVAILABLE
-NO STATUS ON PART AVAILABLE DATE
-CUSTOMER IS IN LOANER VEHICLE
I DID NOT SPEAK DIRECTLY WITH THE CUSTOMER TODAY, BUT SPOKE TO THE ANALYST ABOUT CUSTOMER. EXPLAINED THAT CUSTOMERS CAR HAS BEEN AT OUR DEALERSHIP SINCE NOVEMBER SINCE WE HAVE BEEN UNABLE TO OBTAIN PART OF THE SEAT BELT PART NEEDED TO REPAIR THIS VEHICLE. THE PART IS BACKORDERED WITH NO STATUS BEING GIVEN. CUSTOMER IS IN LOANER VEHICLE AT OUR EXPENSE DUE TO LIABILITY ISSUE OF ALLOWING CUSTOMER TO DRIVE VEHICLE INDEFINITELY WITH INOPERABLE SEAT BELT. CUSTOMER KNOWS REASON IS BACKORDERED PART. THIS IS ALL WE CAN DO AT THIS TIME. THIS IS A MANUFACTURER ISSUE, NOT A DEALER ISSUE.

OWNER RELATIONS VOP/BENCHMARKING 09/11/98 FAXCARTG

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7418KJ GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: A1 CONTACT NBR: 108002146 OPENED: 01/21/1997
VIN: 1ZVPT20C3M5[redacted] ENGINE: C CLOSED: 02/21/1997

1997/01/28
ELLEN, I HAVE MORE INFORMATION ON THIS PART YOU REQUESTED. THE PART NUMBER IS F722B1810D44*B. THE FIRST ORDER WAS SOMEHOW LOST AND I AM NOT SURE WHO DROPPED THE BALL. OUR PARTS MANAGER HAS NOW REORDERED THE PART ON JANUARY 21ST AND IT WAS ORDERED BY PHONE TO FORD PARTS. I WILL PROVIDE THE ORDER NUMBER AND HOW ORDERED AND STATUS OF PART.
1997/02/14
###THIS IS THE CLOSING COMMENT
REPAIRED THIS CUSTOMER'S VEHICLE AFTER THE BACKORDERED PARTS FINALLY ARRIVED. FORD HAD LOST OUR PARTS ORDER AND PARTS WERE REORDERED AND WE REPAIRED THE VEHICLE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

8877BB GRP: XX03 CONCERN CONTACT VEH TYPE: CAR
HOUSTON 57 ZN/TR: 82 CONTACT NBR: 107999861 OPENED: 01/21/1997
VIN: 1ZVPT21U5M5[redacted] ENGINE: U CLOSED: 01/29/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] FIRST NAME: [redacted] MI:
ADDRESS:
CITY: LAKE JACKSON STATE: TX ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 81000 WSD:
DEALER NAME: THORNTON FORD LINCO SALES CODE: 152761 P & A: 04463
CAUSAL CODES: 1206 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/21/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/01/21
*** NAVIS: SUBSEQUENT ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S99 AND 96S48 ***
CUSTOMER SAYS:
CUSTOMER WIFE[redacted]CALLING
- STATES ON 12-7-95, SHE HAD TO PAY TO REPLACE HER DRIVERS SIDE SEATBELT ON HER PROBE
- JUST RECENTLY RECEIVED A RECALL NOTICE ON BOOTH OF THE POWER SEATBELTS IN HER PROBE
*
PER CUSTOMER, DEALER SAYS:
- WHEN THE CUSTOMER TALKED TO THE DEALERSHIP ABOUT TWO MONTHS AGO, THEY TOLD HER THEY ARE CURRENTLY WAITING ON THE PART TO REPAIR THE SEATBELT AND AFTER THEY GET THE PART THEY WILL ALSO REFUND THE CUSTOMER HER MONEY
*
CUSTOMER SEEKS:
- TO BE REFUNDED FOR THE SEATBELT REPAIR SHE PAID FOR BEFORE BEING NOTIFIED OF THE RECALL, TO HAVE THE OTHER SEATBELT RECALL PERFORMED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.ROBERT STATEN (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/01/22
###THIS IS THE CLOSING COMMENT
PART WAS ORDERED ON JANUARY 7 1997 ON RO 91922 AT 92794 MILES. PART WAS CALLED IN AND BACK ORDERED. REFUND FOR PRIOR REPAIR. WILL BE COMPLETED WITH RECALL WHEN PARTS BECOME AVAILABLE

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

2327EB GRP: AXO9 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: 52 CONTACT NBR: 107992235 OPENED: 01/17/1997
VIN: 1ZVPT20C3M5[redacted] ENGINE: C CLOSED: 02/04/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: PARSONS STATE: TN ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 95000 WSD:
DEALER NAME: TENNESSEEVALLEY FOR SALES CODE: 123082 P & A: 06037
CAUSAL CODES: 1209 1203 SYMPTONS: 104100
ORIGIN: 60 TRANS. DST/RGN: 23 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/27/1997
ACK. CODE: ASSIST CODE: F AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/01/17
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S99 ***
CUSTOMER SAYS:
-RECEIVED THE LETTER ON THE RECALL.
*
PER CUSTOMER, DEALER SAYS:
-NO CONTACT
*
CUSTOMER SEEKS:
-WOULD LIKE TO HAVE THE VEHICLE PROPERLY REPAIRED.
*
CAC ADVISED:
REGARDING RECALL
- REQUEST CUST REL MGR/SVC MGR TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS
DAYS REGARDING RECALL
1997/01/28
###THIS IS THE CLOSING COMMENT
*** CSM KREYES ***
CSM SPOKE WITH LB FULLER, SERVICE MANAGER.
S/M INDICATES HE HAS CONTACTED BOO # TO ORDER PART.
PART IS NOT CURRENTLY AVAILABLE - WILL BE SENT OUT AS SOON AS IT IS AVAILABLE.
CUSTOMER HAS BEEN INFORMED.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

4525AU GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
TWIN CITIES 58 ZN/TR: C1 CONTACT NBR: 107992168 OPENED: 01/17/1997
VIN: 12VPT20CXM5[redacted] ENGINE: C CLOSED: 04/30/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: NEW HOPE STATE: MN ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 61000 WSD:
DEALER NAME: 808 RYAN MOTORS INC SALES CODE: 158018 P & A: 09524
CAUSAL CODES: 3001 0408 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 58 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 04/23/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/01/17
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- THE AUTOMATIC SEAT BELT ON THE DRIVER & PASSENGER'S SIDE GET STUCK IN ONE POSITION (NOT ALWAYS MOVING ON THE TRACK)
*
PER CUSTOMER, DEALER SAYS:
PER SERVICE:
- WILL HAVE TO WAIT ABOUT 1 MONTH UNTIL THE REPAIR
*
CUSTOMER SEEKS:
- REPAIR THE SEAT BELTS
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. SCOTT EUERLE (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/02/03
UNABLE TO CONTACT CUSTOMER LEFT MESSAGE ON MACHINE 2/3/97 CUSTOMER WILL BE INFORMED THAT PARTS MAY NOT BE AVAILABLE FOR AT LEAST (8) EIGHT WEEKS!!!!
1997/02/11
UPDATE NO PARTS AS OF 2/11/1997.
1997/04/15
PARTS HAVE BEEN ORDERED AND RIGHT SIDE RAIL AND MOTOR ASSY IS ON BACK ORDER.
1997/04/23
###THIS IS THE CLOSING COMMENT
CLOSING THIS CONCERN BUT STILL WAITING FOR PARTS RT SIDE SEAT BELT ASSY IS ON NATIONAL BACKORDER. NO ETA AT THIS TIME.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

2565CG GRP: XX09 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: A1 CONTACT NBR: 107982315 OPENED: 01/15/1997
VIN: 1ZVPT20C5M[redacted] ENGINE: C CLOSED: 01/27/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: ROMULUS STATE: MI ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 72000 WSD:
DEALER NAME: RAY WHITFIELD FORD SALES CODE: 148044 P & A: 02996
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. OST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/17/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/01/15
*** VEHICLE INVOLVED IN RECALL 98548/98599 ***
CUSTOMER SAYS:
- USING VEHICLE WITHOUT SEATBELT AS PART IS ON ORDER FOR RECALL
- MOTORIZED DRIVERS SIDE SHOULDER HARNESS
- HUSBAND MAY BE ABLE TO GET RECALL DONE/BRING VEHICLE IN SINCE SHE WILL BE OUT OF TOWN FOR TWO MONTHS
*
PER CUSTOMER, DEALER SAYS:
- PART IS BACKORDERED
- WILL HAVE TO SEND PART BACK IF VEHICLE NOT AVAILABLE WHEN IT COMES IN
*
CUSTOMER SEEKS:
- WHEN WILL THESE PARTS BE IN
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. BOB ESORDI, SVC MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/01/20
###THIS IS THE CLOSING COMMENT
CHECKED WITH PARTS AND PART IS STILL ON BACK ORDER WITH NO EST TIME OF ARRIVAL
SCOTT IN PARTS WILL LET US KNOW WHEN PARTS ARE HERE INFORMED CUSTOMER THAT IF THEY CANT BE REACHED THAT I WILL HOLD PARST INTILL WE REACH THEM

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6710BV GRP: XA14 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: N3 CONTACT NBR: 10798O041 OPENED: 01/15/1997
VIN: 1ZVPT20C0M5[redacted] ENGINE: C CLOSED: 01/22/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: RD
CITY: MARSHALL TOWN STATE: [redacted] ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: JENSEN INC SALES CODE: 153535 P & A: 03372
CAUSAL CODES: 1203 3002 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 63 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/15/1997
ACK. CODE: ASSIST CODE: F AWARD AMT: O SURVEY: N (Y OR N)

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

COMMENTS:
1997/01/15
*** VEHICLE INVOLVED IN RECALL 96S99 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- HAS BEEN WAITING FOR THE SEAT BELT TO COME IN FOR A MONTH
- THE CUSTOMER WAS IN AN ACCIDENT THIS MORNING AND IT HAS CAUSED HER TO BE MORE NERVOUS AND SHE NEEDS TO GET THIS SEALTBELT WORKING SOON
*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT FOR A WHILE
*
CUSTOMER SEEKS:
- TO GET THE SEAT BELTS REPAIRED
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. KENDALL JENSEN CUST REL MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
###THIS IS THE CLOSING COMMENT
CSM RFAIRCLO
THE DEALER IS WAITING ON PARTS TO REPAIR THIS VEHICLE
THANK YOU LERDY

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7791TR GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: N3 CONTACT NBR: 107974366 OPENED: 01/14/1997
VIN: 1ZVPT20C0M5[redacted] ENGINE: C CLOSED: 02/06/1997

LAST NAME: [redacted] FIRST NAME: [redacted] STATUS: CLOSED
TITLE: MI:
ADDRESS:
CITY: ALBIA STATE: IA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 120000 WSD:
DEALER NAME: ALBIA MOTOR COMPANY SALES CODE: 153667 P & A: 03456
CAUSAL CODES: 1203 1104 SYMPTOMS: 104100 102100 201227 202100
ORIGIN: GO TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/30/1997
ACK. CODE: ASSIST CODE: F AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/01/14
*** THIS CONTACT IS OPENED DUE TO OPEN RECALLS 96548 AND 96599 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-1800# FROM WARRANTY CARD
-HEAD LIGHT MOTOR IS OUT ON THE DRIVERS SIDE
-WIPER MOTOR FAILED TWICE ON THE DRIVERS SIDE IN A 5 MONTH PERIOD
-WIPERS WILL NOT RELEASE BACK DOWN TO REST POSITION
-WINDSHIED WAS CRACKED WHILE DRIVING ON HIGHWAY
-NO CARS WERE ARDUND
-SEAT BELT WILL STOP HALF-WAY ACROSS THE DRIVER AND WILL NOT MOVE FROM THE LOCKED POSITION OF THE CORNER
-SEAT BELT INDICATOR STAYS ON AT ALL TIMES-104298/SYMPTOM CODE
-CHECK ENGINE LIGHT COMES ON INTERMITTENTLY-698200/SYMPTOM CODE
*
PER CUSTOMER, DEALER SAYS:
-NO CONTACT
*
CUSTOMER SEEKS:
-SEAT BELTS REPAIRED UNDER RECALL
-FINANCIAL ASSISTANCE FOR OTHER MECHANICAL CONCERNS
*
CAC ADVISED:
RE: FINANCIAL ASST.
- WARRANTY HAS EXPIRED
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR
RE: RECALLS
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. MIKE SCIESZINSKI (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7791TR GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: N3 CONTACT NBR: 107974366 OPENED: 01/14/1997
VIN: 1ZVPT20C0M5[redacted] ENGINE: C CLOSED: 02/06/1997

1997/01/15
CSN RFAIRCLO
DEALER HAS ORDERED THE PARTS
1997/01/30
###THIS IS THE CLOSING COMMENT
CSN RFAIRCLO
CUSTOMER HAS DONE THE RECALL

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7379AR GRP: XA15 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/CR: B1 CONTACT NBR: 10797 1992 OPENED: 01/13/1997
VIN: 1ZVPT21U7M5[redacted] ENGINE: D CLOSED: 01/20/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: WATERFORD STATE: MI ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 70000 WSD:
DEALER NAME: FLANNERY FORD INC SALES CODE: 148050 P & A: 02752
CAUSAL CODES: 0408 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/13/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/01/13
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 AND 96599 ***
CUSTOMER SAYS:
**HUSBAND CALLING
-CUSTOMER RECEIVED RECALL LETTER REGARDING SEATBELT
-CUSTOMER CALLED DEALERSHIP TO HAVE THE RECALL PERFORMED AND THEY TOLD HIM TO CALL AFTER 12/15 AND THEY WOULD PERFORM THE RECALL
-NOW THE DEALERSHIP SAYS THAT THE DO NOT HAVE PARTS FOR THE RECALL AND CUSTOMER SHOULD BRING THE VEHICLE IN SO THAT THEY CAN DIAGNOSE PROBLEM
-SEATBELT IS NOW UNFUNCTIONAL AND THE WIRE COMES OUT
*
PER CUSTOMER, DEALER SAYS:
-THE DEALERSHIP TOLD THE CUSTOMER CALL BACK AFTER THE 12/15 AND THEY WILL HAVE THE PARTS
*
CUSTOMER SEEKS:
-HAVE THE RECALL PERFORMED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.CHRIS POLLOCK (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
###THIS IS THE CLOSING COMMENT
CUSTOMER HAS APPOINTMENT FOR 1/15/97 TO HAVE SEATBELTS INSPECTED.DEALER WILL REPAIR ACCORDING TO RECALL AT THAT TIME.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7379AR GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: 81 CONTACT NBR: 107971892 OPENED: 01/13/1997
VIN: 1ZVPT21U7M5[redacted] ENGINE: U CLOSED: 01/20/1997

1997/02/03
CUSTOMER SAYS:
-CALLED BACK ON 2/3/97
-THE DEALER STILL DOES NOT HAVE THE PARTS TO COMPLETE THE RECALL ON THE SEAT BELTS
*
PER CUSTOMER, DEALER SAYS:
-THA PARTS FOR THE SEAT BELTS ARE NOT IN YET
*
CUSTOMER SEEKS:
-TO HAVE THE SEAT BELT RECALL COMPLETED
-THE SEAT BELTS ARE NTO FUNCTIONING.
-OBC PLACED TO THE DEALERSHIP.I SPOKE TO MR.CONRAD DEAN SERV.MGR.HE SAID THAT THE PARTS WERE ORDERED ON 1/15/97 AND THEY SHOUD BE IN IN ABOUT A WEEK.HE ALSO SAID THAT THERE IS NO TEMPORARY FIX.THE ONLY SOLUTION IS TO REPLACED THE BELT.
*
CAC ADVISED:
-SORRY FOR THE PART DELAY
-THE SEAT BELT PARTS SHOULD BE IN ON 2/11/97

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7379AR GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: 02 CONTACT NBR: 107971277 OPENED: 01/13/1997
VIN: 1ZVPT20C9M5[redacted] ENGINE: C CLOSED: 01/29/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: FAIRFIELD STATE: CA ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 97 MODEL: PROBE
MILEAGE: 55000 VSO:
DEALER NAME: GREEN VALLEY FORD SALES CODE: 172461 P & A: 07757
CAUSAL CODES: 1203 10RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 72 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/22/1997
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:
1997/01/13
*** PARTS DELAY OVER 30 DAYS ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48/96S99 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- NEITHER SEAT BELT IS FUNCTIONING
- CONTACTED THE DEALER
*
PER CUSTOMER, DEALER SAYS:
- WOULD RECONTACT WHEN PARTS CAME IN
*
CUSTOMER SEEKS:
- TO HAVE RECALL COMPLETED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
-REQUEST MR. BOB HALEY (SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/01/22
###THIS IS THE CLOSING COMMENT
PARTS RELEASED12/15/1998 AND ORDERED 1/22/1998 FOR CUSTOMER AND CUSTOMER TO BE NOTIFIED WHEN PARTS ARRIVE AND MAKE APPOINTMENT TO BE ISTALLED TO COMPLETE REPAIRS.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3444RH GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: I1 CONTACT NBR: 107970353 OPENED: 01/13/1997
VIN: 1ZVPT21U8M5[redacted] ENGINE: U CLOSED: 01/23/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: MERRICK STATE: NY ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 105000 MSD:
DEALER NAME: WANTAGH AUTO SALES SALES CODE: 113091 P & A: 03969
CAUSAL CODES: 1203 1012 10RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/16/1997
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:
1997/01/13
*** VEHICLE INVOLVED IN RECALL 96S48/96S99 ***
*** PARTS DELAY OVER 30 DAYS ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- CUSTOMER TOOK THE VEHICLE IN FOR RECALLS AND ONP
- THEY KEPT HIS VEHICLE FOR THE ENTIRE DAY WITHOUT MAKING ANY REPAIRS
- THEY ORDERED THE PARTS - WHICH ARE NOW ON BACKORDER
- THE DRIVERS SIDE BELT DOESN'T WORK
*
PER CUSTOMER, DEALER SAYS:
- PER SOMEONE IN SERVICE THE PARTS ARE ON NATIONAL BACK ORDER AND NO TIME FRAME GIVEN
*
CUSTOMER SEEKS:
- TO RECEIVE THE PARTS THAT HE NEEDS FOR THE RECALL
*
CAC ADVISED:
- MADE OBC TO DEALER FOR CLARIFICATION
- PER MIKE IT CAN'T BE REPAIRED - ONLY REPLACED
- THEY'VE PLACED THE PART ON EMERGENCY ORDER - BUT IT'S STILL ON NATIONAL BACK ORDER
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
-REQUEST MR. MICHAEL DISANTI (SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/01/16
ORDERED ON EMERGENCY ORDER ON NATIONAL BACK ORDER
###THIS IS THE CLOSING COMMENT
PART ON NATIONAL BACK ORDER

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

72G5LB GRP: AA15 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: A1 CONTACT NBR: 1079649?7 OPENED: 01/10/1997
VIN: 1ZVPT20C4M5 ENGINE: C CLOSED: 02/14/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: RIO GRANDE STATE: NJ ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 60000 WSD:
DEALER NAME: BEACH FORD INC SALES CODE: 127054 P & A: 06727
CAUSAL CODES: 0403 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 27 TRANS. DATE: 01/13/1997
SERVICE/SALES: 1 CONTACT DATE: 01/14/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: N (Y OR N)

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

COMMENTS:
1997/01/10
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
CALLING...**
- DRIVER OF CAR IS OUT OF TOWN AT COLLEGE
- PART FOR SEATBELT REPAIR NEEDS TO BE SHIPPED TO BEACH FORD IN VA(P &
A CODE #06727
- DEALER PROMISED REPAIRS COMPLETE DURING CHRISTMAS VACATION, NOW SON AND
CAR ARE IN VIRGINIA
*
PER CUSTOMER, DEALER SAYS:
- DID NOT ACKNOWLEDGE REQUEST OF PART BEING SHIPPED AND
WAS UNABLE TO CONTACT LOCAL DEALERSHIP TODAY
*
CUSTOMER SEEKS:
- PART SHIPPED TO BEACH FORD IN VIRGINIA(P&A 06727)
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.WILLIAM KINDLE (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
1997/01/13
###SALES CODE HAS BEEN CHANGED FROM 116443 TO 127054
###REGION CODE HAS BEEN CHANGED FROM 18 TO 27
AS PER ROB KEALY, THE CUSTOMER IS NOW IN VA.
1997/01/14
1/14 CHECK OF VEHICLE HISTORY REVEALS CUST VISIT 1/11. SEATBELT ASSY SDP, FMC
ADVISES PART ON B/O AGAIN, EXPECTED THRU NORMAL SUPPLY CHANNELS IN APPROX TWO
WEEKS. SHOULD PART BE AVAIL FROM ALTERNATE SOURCE (NJ DLRSHIP), WE WOULD BE PL
EASED TO EXPEDITE INSTALLATION. GROMAN.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7265LB GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: A1 CONTACT NBR: 107964977 OPENED: 01/10/1997
VIN: 1ZVPT20C4M5[redacted] ENGINE: C CLOSED: 02/14/1997

1997/01/27
1/27 ADD'L ATTEMPT TO CONTACT CUST TO ADVISE PARTS FOR SEATBELT HAVE ARRIVED.
"HOME" CONTACT # ON FILE IS ([redacted] OR BEEPER [redacted]
1997/01/30
1/27 CUST ADVISED VIA ANS MACH SEATBELT RECALL PARTS HAVE BEEN RX. PLS CALL TO
SCHED APPT FOR INSTALL. GROMAN.
1997/02/07
###THIS IS THE CLOSING COMMENT
2/7 REQUEST ADMINSITRATIVE CLOSE. TELECON W/MOTHER. MULTIPLE CALLS TO LOCAL #
(CONFIRMED BY MOTHER TO BE VALID) X 10. POSTCARD FOLUP ADVISING PARTS IN, NO R
ESPONSE FROM CUST. GROMAN.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

2220CM GRP: XXQ6 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: A2 CONTACT NBR: 107964796 OPENED: 01/10/1997
VIN: 1ZVPT20CXM5[redacted] ENGINE: C CLOSED: 01/18/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] FIRST NAME: [redacted] MI:
ADDRESS: [redacted] OAK AVE
CITY: NORTHRIDGE STATE: CA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 72000 WSD:
DEALER NAME: GALPIN FORD SALES CODE: 171040 P & A: 05536
CAUSAL CODES: 1203 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/10/1997
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:
1997/01/10
*** VEHICLE INVOLVED IN RECALL 96548 96599 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-HAS TAKEN THE CAR IN FOR THE RECALL IN NOVEMBER
-TOOK IT BACK TO THE DEALER IN JANUARY
*
PER CUSTOMER, DEALER SAYS:
-WE WONT HAVE THE PARTS FOR ATLEAST ANOTHER 45 DAYS PER SERVICE PERSON
*
CUSTOMER SEEKS:
-RESOLUTION TO CONCERN
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.PAUL TRUPIANO(CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS-
1997/01/11
###THIS IS THE CLOSING COMMENT
DEALER HAS NO CONTROL OVER FMC PART AVAILABILITY. CUSTOMER WILL BE NOTIFIED WHEN PARTS ARRIVE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

2220CM GRP: XK06 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: A2 CONTACT NBR: 107964796 OPENED: 01/10/1997
VIN: 1ZVPT20CXM5[redacted] ENGINE: C CLOSED: 01/18/1997

1997/01/21
CUSTOMER SAYS:
- CUSTOMER WAS EXPECTING TO HEAR FROM THE DEALERSHIP BUT NEVER DID
- CUSTOMER KNOWS THEY MIGHT NOT BE ABLE TO DO ANYTHING, BUT WAS TOLD THE DEALERSHIP WOULD CALL ABOUT THE RECALL
*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT WITH CUSTOMER SINCE CALL TO CAC
*
CUSTOMER SEEKS:
- TO FIND OUT ABOUT THE PARTS AVAILABILITY
*
CAC ADVISED:
- PER COMMENTS, DEALERSHIP SAID CUSTOMER WOULD RECIEVE A CALL WHEN THE PARTS WERE RECIEVED

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

6B12DR GRP: XXOC CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: A1 CONTACT NBR: 10795795S OPENED: 01/09/1997
VIN: 12VPT20C5M5[redacted] ENGINE: C CLOSED: 01/17/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: CROWN POINT STATE: IN ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 82000 WSD:
DEALER NAME: WEBB FORDINC SALES CODE: 141075 P & A: 01892
CAUSAL CODES: 1203 3001 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 41 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/10/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/01/08
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***
*** NAVIS: PROGRAM ***
CUSTOMER SAYS:
-HAS CALLED DEALER EVERY 2 WEEKS SINCE OCTOBER
-SEAT BELT DOES NOT WORK ON THE DRIVER'S SIDE
-RECEIVED THE RECALL LETTER AND HAS BEEN TRYING TO GET THE SEAT BELT REPAIRED
*
PER CUSTOMER, DEALER SAYS:
-WILL PERFORM RECALL IN 2 WEEKS
-DO NOT HAVE THE PAPERWORK AND CANNOT PERFORM THE RECALL
*
CUSTOMER SEEKS:
-RECALL TO BE PERFORMED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST TERRY KALLEN (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
1997/01/10
###THIS IS THE CLOSING COMMENT
CHECK AND ORDER SEAT BELT PARTS FOR CUSTOMER FOR RECALL

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

2058DG GRP: XXO4 CONCERN CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: 03 CONTACT NBR: 107950195 OPENED: 01/07/1997
VIN: 12VPT21D1M5 [redacted] ENGINE: U CLOSED: 01/22/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] FIRST NAME: [redacted] MI:
ADDRESS:
CITY: TULSA STATE: OK ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 80000 WSD:
DEALER NAME: FRED JONES FD OF TU SALES CODE: 152305 P & A: 07036
CAUSAL CODES: 1203 1001 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/10/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/01/07
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 AND 96S99 ***
*** NAVIS: PROGRAM ***
CUSTOMER SAYS:
-PARTS FOR RECALL WERE SUPPOSED TO BE AVAILABLE AFTER 12/15
-BOTH SEAT BELTS ARE INOPERATIVE, THIS IS ILLEGAL IN OUR STATE
-DEALER PUT IN A PARTS ORDER OVER 2 WEEKS AGO (12/20)
-THIS IS A SAFETY ISSUE
*
PER CUSTOMER, DEALER SAYS:
(PER SAN GRIFFITH, SRVC ADVISOR)
-FORD IS SAYING THAT THEY DON'T KNOW WHEN THE PARTS ARE GOING TO BE IN
*
CUSTOMER SEEKS:
-PARTS INFORMATION
-COMPLETION OF RECALL
-WHAT CAN BE DONE AT THIS TIME?
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR MIKE GRIFFIN (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
-NOT ABLE TO PROVIDE SPECIFIC PARTS INFORMATION
-DEALER IS IN THE BEST POSITION TO PROVIDE ASSISTANCE
1997/01/15
###THIS IS THE CLOSING COMMENT
RT SIDE WILL BE IN WITHIN THE NEXT 3 DAYS LT SIDE IS ON BACK ORDER AND NO TIM
E EST. ON THAT PART AS PER THE VENDOR OF FORD CALLED THE 800 # THEY SAID POS W
ITHIN THE NEXT MONTH

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

205BDG GRP: XXO4 CONCERN CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: D3 CONTACT NBR: 107950195 OPENED: 01/07/1997
VIN: 1ZVPT21U1M5[redacted] ENGINE: U CLOSED: 01/22/1997

1997/01/24
*** NAVIS: PROGRAM ***
CUSTOMER SAYS:
-THE DEALERSHIP HAS NOT RECEIVED THE PARTS FOR THE VEHICLE TO COMPLETE THE
-NO ONE FROM FORD HAS CONTACTED ME AS OF YET
*
PER CUSTOMER, DEALER SAYS:
-NO PARTS, STILL WAITING ON PARTS, THEY ARE ON ORDER
*
CUSTOMER SEEKS:
-PARTS TO BE DELIVERED AS SOON AS POSSIBLE
*
CAC ADVISED:
- CUSTOMER WAS INFORMED OF DELAYS.
- REQUEST DEALERSHIP SERVICE DEPARTMENT KEEP CUSTOMER INFORMED OF ORDER
STATUS.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6304WN GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: A2 CONTACT NBR: 10794866O OPENED: 01/07/1997
VIN: 1ZVPT20C1M5[redacted] ENGINE: C CLOSED: 01/15/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: OAKLAND STATE: CA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: BROADWAY MOTORS SALES CODE: 172007 P & A: 07828
CAUSAL CODES: 1203 1204 1015 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 72 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/08/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: N (Y OR N)

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

COMMENTS:
1997/01/07
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 & 96S99 ***
*** MILEAGE UNAVAILABLE ***
CUSTOMER SAYS:
- THE DEALERSHIP TOLD ME THAT THE PARTS WERE IN FRIDAY 1/3/97 AND THEY WORKED ON IT
*
PER CUSTOMER, DEALER SAYS: GEORGE
- 1/7/96 THE WRONG PARTS CAME IN
- THE CORRECT PARTS SHOULD BE HERE IN 3 DAYS
- COME PICK THE VEHICLE UP, WHENEVER THE PARTS COME IN BRING THE VEHICLE BACK
*
CUSTOMER SEEKS:
- TO HAVE THE RECALLS TAKEN CARE OFF
- FILE A COMPLAINT
*
CAC ADVISED:
- NO LOANER OFFERED ON THIS PROGRAM.
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.RICHARD BOECHE (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/01/08
###THIS IS THE CLOSING COMMENT
CONTACTED CUSTOMER, INFORMED CUCTOMER PART FOR RECALL IS ON BACK ORDER AND ARE DOING EVERTHING POSSIBLE TO FIND THE PART.

09/11/98 MASTER OWNER RELATIONS SYSTEM (1 14.21.02

9741KL GRP: XXO7 CONCERN CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: A2 CONTACT NBR: 107948121 OPENED: 01/07/1997
VIN: 1ZVPT20C3M5[redacted] ENGINE: C CLOSED: 01/15/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] NI: [redacted]
ADDRESS: [redacted]Y NORTH
CITY: IONE STATE: CA ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 80000 WSD:
DEALER NAME: FOLSOM LAKE FORD IN SALES CODE: 172207 P & A: 07727
CAUSAL CODES: 1203 1204 12RA SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 72 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/08/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/01/07
*** NO ACTION BY DEALER IN 10 DAYS ***
*** VEHICLE INVOLVED IN RECALL 96S99 ***
*** VEHICLE INVOLVED IN RECALL 96S48 ***
*** PARTS DELAY OVER 30 DAYS ***
*** NAVIS: PROGRAM ***
CUSTOMER SAYS:
-HAS BEEN WAITING FOR HER VEHICLE TO BE REPAIRED SINCE DEC 2, 1996
-THE DEALERSHIP HAS HAD THE VEHICLE FOR 6 WEEKS AND SHE'S BEEN RESPONSIBLE FOR THE TAXES AND MILEAGE FOR A LOANER VEHICLE SINCE THEN
*
PER CUSTOMER, DEALER SAYS:
-MIKE IN SERVICE FOLSOM LAKE FORD SAID THEY'RE WAITING FOR PARTS
-SAID THERE'S NOTHING THEY CAN DO
*
CUSTOMER SEEKS:
-WANTS REIMBURSEMENT FOR THE COST OF THE LOANER
-WANTS A REGIONAL REPRESENTATIVE INVOLVED
*
CAC ADVISED:
- MR ROBERT TAYLOR (CUST. REL MGR) IS IN THE BEST POSITION TO ASSIST YOU.
- SVC MGR MAY CONSULT FORD CSM IF REQUIRED.
*
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
-REQUEST MR. ROBERT TAYLOR (CUST. REL MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9741KL GRP: XX07 CONCERN CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: A2 CONTACT NBR: 107948121 OPENED: 01/07/1997
VIN: 1ZVPT20C3M5[redacted] ENGINE: C CLOSED: 01/15/1997

1997/01/08
###THIS IS THE CLOSING COMMENT
CONTACTED CUSTOMER, SEATBELT PART FOR PROBE RECALL IN ON 01/08/1997. CUSTOMER UPSET PART ON BACK ORDER, 6WKS. ALSO CUSTOMER REQUESTED FO MO CO PICK UP TAB FOR EXCESS MILEAGE AND TAX ON RENTAL. BOB TAYLOR WILL REVIEW WITH FORD REP CHRIS BUSS.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

671088V GRP: XX14 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: C1 CONTACT NBR: 107938357 OPENED: 01/03/1997
VIN: 12VPT20C1M5[redacted] ENGINE: C CLOSED: 02/12/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME[redacted] MI:
ADDRESS:
CITY: WALDORF STATE: MD ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 100000 WSD:
DEALER NAME: WALDORF FORD, INC. SALES CODE: 127047 P & A: 00149
CAUSAL CODES: 0409 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 27 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/05/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/01/03
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48,96S99 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- THE CUSTOMER STATED THAT HE RECEIVED A LETTER FOR A RECALL ON THE SEATBELTS
- CUSTOMER WAITED FOR AN HOUR AND A HALF UNTIL HE WAS TOLD THAT THE DEALERSHIP DID NOT HAVE THE PARTS IN (ACCORDING TO RICK SNYDER)
*
PER CUSTOMER, DEALER SAYS:
- FORD REPRESENTATIVE SCEDULED THE CUSTOMER FOR AN APPOINTMENT AT 8:00 AM AND THAT THEY PART WAS IN
*
CUSTOMER SEEKS:
-RECALL PERFORMED
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. ROSS JUERGENS CUST REL MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED
- CONTACT ROSS JUERGENSCUST. REL. MGR. FOR FURTHER EXPLANATION.
1997/02/05
###THIS IS THE CLOSING COMMENT
CONCERN RESOLVED

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

0173DD GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: B1 CONTACT NBR: 107936703 OPENED: 01/03/1997
VIN: 1ZVPT20C1M5[redacted] ENGINE: C CLOSED: 01/13/1997

LAST NAME: [redacted] STATUS [redacted]
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: CANTON STATE: MI ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 90000 WSD:
DEALER NAME: BLACKWELLFORD INC SALES CODE: 148046 P & A: 02745
CAUSAL CODES: 1203 SYMPTOMS: 104100 203200
ORIGIN: GD TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/06/1997
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:
1997/01/03
*** NAVIS: ORIGINAL ***
*** VEHICLE INVOLVED IN ONP 95870. ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 AND 96S99 ***
CUSTOMER SAYS:
-THE VEHICLE WILL BE AT THE DEALERSHIP THE WEEK OF 1-13-96 FOR THE ENTIRE WEEK
-THE DRIVERS SIDE SEATBELT IS NOT FUNCTIONING
*
PER CUSTOMER, DEALER SAYS:
-DEALERSHIP SAID THEY HAVE TO INSPECT THE DRIVERS SIDE SEAT BELT BEFORE THEY WILL REPAIR IT
*
CUSTOMER SEEKS:
-WANTS TO MAKE SURE THAT THE RECALLS AND THE ONP WILL BE PERFORMED THE WEEK OF 1-13-96
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.RON ROBERTSON (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/01/06
###THIS IS THE CLOSING COMMENT
CUSTOMER IS COMING IN FOR INSPECTION PER THE RECALL. DEALER CAN NOT GUARANTEE THAT THE RECALL WILL BE COMPLETED THE SAME WEEK DUE TO THE AVAILIABILITY OF P ARTS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6343MJ GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
HOUSTON 57 ZN/TR: A1 CONTACT NBR: 107921090 OPENED: 12/27/1996
VIN: 1ZVPT20C2M[redacted] ENGINE: C CLOSED: 01/07/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: AUSTIN STATE: TX ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 70000 WSD:
DEALER NAME: HELFMAN FORD INC SALES CODE: 152182 P & A: 04587
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/30/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1996/12/27
*** VEHICLE INVOLVED IN RECALL 96S48 ***
CUSTOMER SAYS:
- RECEIVED A RECALL NOTICE IN THE MAIL FOR THE SEATBELTS
- HAS TAKEN TO THE DEALER 6 TIMES, BUT THE DEALER STATES HE DID NOT HAVE THE PARTS
- CUSTOMER STATES THAT RECALL 96S99 WAS NEVER PREFORMED BECAUSE THE SEAT BELT DOES NOT WORK
*
PER CUSTOMER, DEALER SAYS:
- THE PARTS ARE UNAVAILABLE
*
CUSTOMER SEEKS:
- TO HAVE THE VEHICLE REPAIRED
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR.JEFF SMITH (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS-
1996/12/31
###THIS IS THE CLOSING COMMENT
BOTH RECALLS WHERE ADDRESSED ON 11/29/96. ONE SEAT BELT WAS OK, INSPECTION ONLY AND THE OTHER BELT IS SPECIAL ORDERED FOR CUST. NOTIFICATION TO BE SENT WHEN PARTS ARIVE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

4953DM GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: E1 CONTACT NBR: 107903560 OPENED: 12/19/1996
VIN: 1ZVPT20C0M5[redacted] ENGINE: C CLOSED: 12/27/1996

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: APT 2179
CITY: ALEXANDRIA STATE: VA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 97 MODEL: PROBE
MILEAGE: 81000 WSO:
DEALER NAME: KOONS FORD INC SALES CODE: 127013 P & A: 00038
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 27 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/20/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1996/12/19
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 AND 96S99 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- SHOULDER DRIVERSIDE SEAT BELT HAS STOPPED IN THE MIDDLE OF THE TRACK
- SEAT BELT ON THE VEHICLE IS INVOLVED IN RECALL
*
PER CUSTOMER, DEALER SAYS:
- PART IS NOT AVAILABLE AT THIS TIME AND WILL ORDER THE PARTS IN THE CUSTOMERS NAME
*
CUSTOMER SEEKS:
- WANTS TO KNOW WHY THE PART IS NOT IN STOCK WITH A RECALL
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR.CHRIS SMITH CUST REL MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1996/12/20
###THIS IS THE CLOSING COMMENT
CUSTOMER HAS NEVER BEEN TO DEALERSHIP BEFORE. THERE IS NO RECORD OF ANY PARTS BEING ON ORDER FOR HER. SERVICE DIRECTOR LEFT MESSAGE ON ANS. MACHINE TO HAVE HER CALL HIM TO SET UP APPOINTMENT TO BRING CAR TO DEALER TO SEE WHY SEAT BELT HAS JAMMED.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

64515H GRP: 14 INFORMATION CONTACT VEH TYPE: CAR
WASHINGTON 27 2N/TR: F1 CONTACT NBR: 109350411 OPENED: 01/14/1998
VIN: 1ZVPT20COM5 [redacted] ENGINE: C CLOSED: 01/14/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: APT 475
CITY: ARLINGTON STATE: VA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 90000 WSD:
DEALER NAME: KOONS FORD INC SALES CODE: 127013 P & A: 00038
CAUSAL CODES: 1203 1204 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1998/01/14
*** VEHICLE INVOLVED IN RECALL 96599 AND 98548 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- LAST YEAR SHE TOOK HER VEHICLE INTO DEALERSHIP FOR SEATBELT RECALL
- THEY DID NOT HAVE THE PARTS LAST YEAR
- SHE CALLED THE DEALERSHIP YESTERDAY AND SPOKE WITH SHERMAN
- SHE TOOK HER VEHICLE INTO THE DEALERSHIP TODAY 1/14/97
- SHE'S DRIVING UP TO PHILADELPHIA THIS WEEKEND AND SHE'S CONCERNED BECAUSE THERE IS SUPPOSE TO BE AN ICE STORM
- HER INSURANCE COMPANY SAID IF SHE IS IN AN ACCIDENT SHE WILL NOT RECEIVE THE SAME COVERAGES IF SHE DOES NOT HAVE A LAP BELT ON
- SHE ALSO CALLED HER STATE POLICE DEPARTMENT WHO STATED ITS NOT THE LAW TO HAVE THE LAP BELT ON BUT THEY RECOMMEND HER NOT TO DRIVE THE VEHICLE WITHOUT THE LAP BELT
- SHE'S VERY FRUSTRATED THE DEALERSHIP STILL DON'T HAVE THE PARTS AND ITS BEEN OVER ONE YEAR
*
PER CUSTOMER, DEALER SAYS:
PER SHERMAN (SERVICE)
-1/13/98 THEY HAVE ALL THE PARTS FOR THE SAFETY BELT RECALL

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

8877BB GRP: XXO3 CONCERN CONTACT VLC VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: C2 CONTACT NBR: 107896015 OPENED: 12/18/1996
VIN: 1ZVPT20C1M[redacted] ENGINE: C CLOSED: 01/09/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: BRUNSWICK STATE: OH ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted] EXT: 21
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 85000 WSD:
DEALER NAME: NORRIS FORD, INC. SALES CODE: 144037 P & A: 02329
CAUSAL CODES: 1204 2910 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 44 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/19/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1996/12/18
*** NAVIS: ORIGINAL ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 AND 96S99 ***
CUSTOMER SAYS:
- CUSTOMER IS CURRENTLY EXPERIENCING A PROBLEM WITH THE DRIVERS SIDE MOTORIZED SEATBELT NOT FUNCTIONING PROPERLY
*
PER CUSTOMER, DEALER SAYS:
- INFORMED THE CUSTOMER THAT THE PARTS FOR THE SEATBELT RECALL ARE NOT CURRENTLY IN STOCK
*
CUSTOMER SEEKS:
- TO FIND OUT WHEN THESE PARTS WILL GET IN AND TO HAVE THE RECALL PERFORMED ON HIS VEHICLE
- WOULD ALSO LIKE A SALES BROUCHURE FOR THE 1996 AND 1997 TAURUS
*
CAC ADVISED:
RE OPEN RECALL 96S48 AND 96S99
OUTBOUND CALL TO MR.BOB MCCLAFFERTY SVC MGR:
- ADVISED CUSTOMER IS A VERY LOYAL CUSTOMER
- REQUEST MR.BOB MCCLAFFERTY MSVC MGR TO CONTACT CUSTOMER SAME DAY
- MR. MCCLAFFERTY INFORMED THE CSR HE WOULD CONTACT THE CUSTOMER TODAY ABOUT THIS SITUATION
RE SALES BROUCHURES
- A 1996 AND 1997 TAURUS SALES BROUCHURE WILL BE SENT OUT TO YOU
1998/12/19
*
CAC ADVISED:
- CSR IS UPDATING CONTACT WITH APPROPRIATE INQUIRY CODE FOR THE CUSTOMERS REQUEST TO RECIEVE A SALES BROUCHURE FOR A 1997 AND 1996 TAURUS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

887788 GRP: XX03 CONCERN CONTACT VLC VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: C2 CONTACT NBR: 107896015 OPENED: 12/18/1996
VIN: 1ZVPT20C1M5[redacted] ENGINE: C CLOSED: 01/09/1997

1997/01/02
###THIS IS THE CLOSING COMMENT
TALKED TO MR[redacted]ABOUT THE PROBLEM HE IS AWARE WE ARE TRYING TO GET PARTS
FOR THIS CAR THNAK YOU BOB MCCLAFFERTY SERVICE DIRECTOR

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

4953DM GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: A1 CONTACT NBR: 107895800 OPENED: 12/18/1996
VIN: 1ZVPT20C3M5[redacted] ENGINE: C CLOSED: 01/15/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: JOPLIN STATE: MT ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 85000 WSD:
DEALER NAME: BOZEMAN FORD SALES CODE: 174522 P & A: 08316
CAUSAL CODES: 1204 1203 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 74 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/22/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1996/12/18
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 AND 96S99***
*** NAVIS: PROGRAM ***
CUSTOMER SAYS:
- SEAT BELTS ON THE VEHICLE HAVE BEEN RECALLED
- SEAT BELTS ARE CURRENTLY STUCK IN PLACE
*
PER CUSTOMER, DEALER SAYS:
- DEALER WAS UNAWARE OF THE CONCERN WHEN THE VEHICLE WAS FIRST BROUGHT IN FOR SERVICE
*
CUSTOMER SEEKS:
- WANTS TO KNOW WHY THIS PART IS ON BACK ORDER
- CUSTOMER IS CONCERNED FOR DAUGHTER'S SAFETY
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR.DAVID MALLIN CUST REL MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/01/08
HAVE INSPECTED SEATBELTS.....PARTS ARE NOT AV. AT THIS TIME .....
###THIS IS THE CLOSING COMMENT
PLEASE CLOSE AT THIS TIME, BECAUSE PARTS ARE NOT AV.....SUPPLY LIMITED AS STATED IN RECALL INFO.....

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6708JS GRP: XX03 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: C1 CONTACT NBR: 107887400 OPENED: 12/16/1996
VIN: 1ZVPT21U3M5 [redacted] ENGINE: U CLOSED: 01/09/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: [redacted] STATE: IN ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 82000 WSD:
DEALER NAME: FAMILY AUTO FORD SALES CODE: 147023 P & A: 02857
CAUSAL CODES: 1204 0405 SYMPTOMS: 104100
ORIGIN: GO TRANS. DSY/RGN: 47 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/17/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: N (Y OR N)

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

COMMENTS:
1996/12/16
*** VEHICLE INVOLVED IN RECALL 96S48,96S99 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-TOOK VEHICLE INTO THE DEALERSHIP TO HAVE SAFTY BELT RECALL PERFORMED ABOUT A MONTH AGO.
-VEHICLE HAS NOT HAD RECALLED PERFORMED YET
-SAFTEY BEATS WHERE NOT WORKING THEY WERE STUCK.
-THE DEALERSHIP PERSONEL WAS RUDE TO CUSTOMER
*
PER CUSTOMER, DEALER SAYS:
-THE SEATBELTS ARE ON BACK ORDER IN A WEEK IN HALF
*
CUSTOMER SEEKS:
-TO HAVE RECALL PERFORMED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. SKIP TRITCH(CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
-THE NEW RESTRAINT RAILS WILL NOT BE AVAILABLE UNTIL DECEMBER 15,1996.
1997/01/02
###THIS IS THE CLOSING COMMENT
CALLED CUSTOMER TOLD THEM THAT THEIR PARTS ARE STILL ON BACK ORDER.ASSURED THE M THEY WILL GET THE FIRST SET THAT COMES IN.APOLIGIZED FOR EMPLOYEE'S RUDE BEH AVIOR.SENT CUST COUPON FOR FREE OIL CHANGE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

2028GR GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: F2 CONTACT NBR: 107886448 OPENED: 12/16/1996
VIN: 1ZVPT20C9M5 [redacted] ENGINE: C CLOSED: 01/27/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: RAPID RIVER STATE: MI ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 121000 WSD:
DEALER NAME: NORTHERN MOTOR CO SALES CODE: 141614 P & A: 06164
CAUSAL CODES: 1203 1204 3105 SYMPTONS: 104100
ORIGIN: 00 TRANS. DST/RGN: 41 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/07/1997
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:
1998/12/16
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48, 96S99 ***
*** NAVIS; ORIGINAL ***
CUSTOMER SAYS:
- CALLED DEALERSHIP AND THEY DID NOT HAVE THE PARTS OR THE REPAIRS TO PERFORM THE WORK
- DRIVERSSIDE SEAT BELT DOES NOT WORK
*
PER CUSTOMER, DEALER SAYS:
- HAD NOT HEARD ANYTHING FROM FORD
*
CUSTOMER SEEKS:
- TO GET THE REPAIRS
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. GEORGE KULIK SVC MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/01/10
CUSTOMER SAYS:
- CALL BACK
- SAME CONCERN
- THE SEAT BELTS IN THE VEHICLE ARE BROKEN
- NEEDS REPAIR UNDER DNP 96S99
*
PER CUSTOMER, DEALER SAYS:
- PER DBC TO TIM WARD WILL CALL THE CUSTOMER TODAY AND SET UP AN APPOINTMENT TO RESOLVE CONCERNS
*

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

2028GR GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: F2 CONTACT NBR: 107886448 OPENED: 12/16/1996
VIN: 1ZVPT20C9W5[redacted] ENGINE: C CLOSED: 01/27/1997

1997/01/10
CUSTOMER SEEKS:
- VEHICLE REPAIRED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. TIM WARD SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- THERE IS A NEW SERVICE MANAGER TIM WARD
1997/01/19
###THIS IS THE CLOSING COMMENT
CONTACTED CUSTOMER, RECEIVED SPECIAL TOOL FROM FORD, APPT HAS BEEN MADE WI
TH SERVICE TO INSPECT VEHICLE.
1997/01/29
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- ORDERED SEAT BELT FOE RECALL, HAS NOT RECEIVED PART ITS BEEN 2 TO 3 WEEKS.
*
PER CUSTOMER, DEALER SAYS:
- PART ON ORDER.
*
CUSTOMER SEEKS:
- DATE WHEN WILL PART BE IN.
*
CAC ADVISED:
- WE ARE UNABLE TO TRACK PART WITH OUT SPECIFIC PART NUMBER.
- CUSTOMER

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9066JJ GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: E1 CONTACT NBR: 1078G0309 OPENED: 12/09/1996
VIN: 1ZVPT20CXM[redacted] ENGINE: C CLOSED: 12/19/1996

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: RIVERVIEW STATE: FL ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 111000 MSD:
DEALER NAME: BRANDON FORD SALES CODE: 124222 P & A: 04963
CAUSAL CODES: 1203 1204 2801 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 24 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/11/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1996/12/09
*** VEHICLE INVOLVED IN RECALL 96S48, 96S99 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- MOTORIZED SEALT BELTS ARE NOT WORKING
*
PER CUSTOMER, DEALER SAYS:
- PARTS ARE NOT AVAILABLE TILL JANUARY
- CALL FORD AS PER BOB
*
CUSTOMER SEEKS:
- TO HAVE THE RECALL WORK DONE
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.ROY JACKSON (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
1996/12/12
###THIS IS THE CLOSING COMMENT
ONLY ABLE TO ASSIST CUSTOMER IF PARTS AVAILABLE SHOULD NOT BE AN OPEN CONTACT

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9266PH GRP: 10 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: C2 CONTACT NBR: 109162593 OPENED: 11/14/1997
VIN: 1ZVPT20C5L5[redacted] ENGINE: C CLOSED: 11/25/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted]DS BLVD
CITY: TOLEDO STATE: OH ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 75000 WSD:
DEALER NAME: KISTLER FORD INC SALES CODE: 148057 P & A: 02715
CAUSAL CODES: 1204 0206 12RA SYMPTOMS: 104100
ORIGIN: 80 TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/18/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/11/14
*** PARTS DELAY OVER 30 DAYS ***
*** VEHICLE INVOLVED IN RECALL 96S48 AND 96S99 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- MOTHER CALLING
- CUSTOMER CALLING BACK (CONTACT # 109088220)
- REITERATES THE CONCERN WITH THE SEATBELTS
- THEY ARE BOTH NOT WORKING
- THIS IS A SAFETY ISSUE AND WILL SUE FORD IF SOMETHING HAPPENS
•
PER CUSTOMER, DEALER SAYS:
- THE PARTS WILL NOT BE IN UNTIL MARCH 1998
•
CUSTOMER SEEKS:
- TO HAVE THE SEATBELTS REPAIRED NOW
•
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
- REQUEST MR./MS (CUST. REL MNGR/ SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- CUSTOMER IS ELIGIBLE FOR A RENTAL VEHICLE UNTIL THE PARTS COME IN
NOTE TO DEALER:
"........FOR RENTAL/LOANER VEHICLES (WHICH -REQUIRE PRIOR APPROVAL BY CALLING RENKIM AT 1-800-325-5821)."
- THIS IS IN THE DEALER LETTER SENT TO YOU 12/18/96
1997/11/18
###THIS IS THE CLOSING COMMENT
CUSTOMER IN LOANER VEHICLE FORD REP IS INVOLVED

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7094DJ GRP: XX02 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: C2 CONTACT NBR: 109088220 OPENED: 10/28/1997
VIN: 1ZVPT20C5L5[redacted] ENGINE: C CLOSED: 11/04/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] FIRST NAME: [redacted] MI:
ADDRESS: [redacted]WOODS BLVD
CITY: TOLEDO STATE: OH ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 74000 VSD:
DEALER NAME: KISTLER FORD INC SALES CODE: 148057 P & A: 02715
CAUSAL CODES: 1203 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/28/1997
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:
1997/10/28
*** VEHICLE INVOLVED IN RECALL 96S48 AND 96S99 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- SEATBELTS NOT WORKING (LEFT OR RIGHT)
- HAS NOT HAD EITHER ONE REPAIRED
- WENT TO DEALER TO HAVE RECALL PERFORMED ON TWO SEPERATE OCCASIONS
- FIRST TIME WAS TOLD THAT PART WAS NOT IN STOCK BUT WILL BE IN A WEEK (THIS WAS IN SEPTEMBER)
*
PER CUSTOMER, DEALER SAYS:
- FORD HAS A RECALL ON THE MOTORS FOR THE SEATBELTS SO THEY CANNOT INSTLL THEM
- HAVE NO WAY TO REPAIR HER SEATBELTS
*
CUSTOMER SEEKS:
- WANTS SEATBELTS REPAIRED
*
CAC ADVISED:
- MAD AN OBC TO JOHN DUNNIGAN THE PARTS MGR AT DEALERSHIP
- HE ADVISED THAT PARTS WERE ORDERED ON 9-16-97 AND THEY ARE ON BACK ORDER
- THERE IS NO RECALL FOR MOTORS
- INFORMED CUSTOMER OF INFORMATION
###THIS IS THE CLOSING COMMENT
CUSTOMER INFORMED BY DEALERSHIP AND FOMOCO THAT PART SI ON BACK ORDER TILL FUR THER NOTICE

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3277RR GRP: 10 INFORMATION CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: A1 CONTACT NBR: 109175618 OPENED: 11/18/1997
VIN: 1ZVPT21U0L5[redacted] ENGINE: U CLOSED: 11/18/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: MONROE STATE: MI ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 141000 WSD:
DEALER NAME: SOUTHGATEFORD SALES CODE: 148026 P & A: 02761
CAUSAL CODES: 1203 1104 SYMPTOMS: 104100 201228
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:

COMMENTS:
1997/11/18
*** NAVIS: SUBSEQUENT ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S99 ***
CUSTOMER SAYS:
-MY CAR IS UNDER RECALL
-MY TAIL LIGHT ASSEMBLY WENT OUT, AND WAS REPLACED BY INDEPENDENT SHOP
-PART WENT OUT AGAIN AND FORD DEALER TOLD ME THAT THOSE PARTS DON'T GO OUT THAT QUICKLY. THERE IS NOTHING THAT CAN BE DONE SINCE PART WARRANTY HAS EXPIRED
-THE MOTORIZED DRIVER BELT PINS THE DRIVER IN
-I FEEL THAT THE BELT GAVE ME MEDICAL PROBLEMS. I HAD TO SEEK MEDICAL ATTENTION FOR THIS
*
PER CUSTOMER, DEALER SAYS:
-WE CANNOT DO ANYTHING WITH DRIVER SIDE SEATBELT, SINCE THE REPAIR HAPPENED OVER ONE YEAR AGO
-PARTS WARRANTY HAS EXPIRED
-PART FOR THE OTHER RECALL WILL NOT BE AVAILABLE UNTIL THE FIRST OF THE YEAR
*
CUSTOMER SEEKS:
-DRIVER SIDE SEATBELT REPAIRED
-FORD'S ADDRESS
*

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3277RR GRP: 10 INFORMATION CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: A1 CONTACT NBR: 109175618 OPENED: 11/18/1997
VIN: 1ZVPT21UOL5[redacted] ENGINE: U CLOSED: 11/18/1997

1997/11/18
CAC ADVISED:
RE: OPEN RECALL
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK
- ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
RE: RECALL PERFORMED OVER ONE YEAR AGO
- PART WARRANTY HAS EXPIRED
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR
-CONSULTED WITH QUAD LEADER. DID NOT OPEN LEGAL INQUIRY SINCE CUSTOMER IS NOT SEEKING REIMBURSEMENT FOR MEDICAL EXPENSES
RE: PART REPLACED BY INDEPENDENT SHOP
-CONTACT SHOP THAT REPLACED THE TAIL LIGHT ASSEMBLY
-PROVIDED FORD'S ADDRESS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7656KC GRP: XKQ1 CONCERN CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: D3 CONTACT NBR: 109176498 OPENED: 11/18/1997
VIN: 12VPT20COL5[redacted] ENGINE: C CLOSED: 11/29/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: R
ADDRESS:
CITY: ROCKY HILL STATE: CT ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 110000 WSD:
DEALER NAME: MONACO & SONS MTR S SALES CODE: 111221 P & A: 08896
CAUSAL CODES: 1012 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 11 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/19/1997
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:
1997/11/18
*** PARTS DELAY OVER 30 DAYS ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548/98599 ***
CUSTOMER SAYS:
- MY VEHICLE IS INVOLVED IN A SEATBELT RECALL
- THE SEATBELT IN THE DRIVER'S SEAT NO LONGER WORKS AT ALL
- I HAVE BEEN WAITING FOR PARTS SINCE SEPTEMBER
- IT IS ILLEGAL IN MY STATE TO DRIVE WITHOUT A SEATBELT
- AS A RESULT, THIS VEHICLE IS NOT DRIVEABLE
*
PER CUSTOMER, DEALER SAYS:
PER MIKE AT MONOCO FORD
- WE WILL NOT RECEIVE PARTS UNTIL AT LEAST DECEMBER
*
CUSTOMER SEEKS:
- TO RECEIVE THIS PART AS SOON AS POSSIBLE
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
-REQUEST MR. PETER MONACO (CUST. REL MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/11/19
###THIS IS THE CLOSING COMMENT
WE CHECKED THE DOES TWO SYSTEM FOR INFORMATION ON THIS RECALL PART.THE DATE OF F BACKORDER ON THIS PART IS 03/15/1998.IT WAS CHANGED FROM 12 /16/1997.I RELAY ED THIS INFORMATION TO THE CUSTOMER AND HE IS VERY UPSET ABOUT THIS SITUATION. THIS RECALL HAS BEEN A NIGHTMARE FOR THE CUSTOMERS AND THE DEALERS INVOLVED. WE HAVE LOST MANY CUSTOMERS DUE TO THE POOR HANDLING OF THIS RECALL. PETER MONACO.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7650KC GRP: XX01 CONCERN CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: D3 CONTACT NBR: 109176498 OPENED: 11/18/1997
VIN: 1ZVPT20C0L5[redacted] ENGINE: C CLOSED: 11/29/1997

1997/11/20
CSM COMMENTS*** CSM IS WORKING WITH RECALL AND THE MERCHANDISER TO EXPEDITE TH
IS PART. CSM HAS ASKED THE DEALERSHIP TO CONTACT THE RECALL HOTLINE TO TRY AND
OBTAIN A LOANER FOR THIS CUSTOMER.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9477GA GRP: XX17 INFORMATION CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: E3 CONTACT NBR: 109177626 OPENED: 11/19/1997
VIN: 1ZVPT22L5L5 [redacted] ENGINE: L CLOSED: 11/19/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: STATE: TN ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 98 MODEL: PROBE
MILEAGE: 52000 WSD:
DEALER NAME: COUNTRYSIDE MOTORS, SALES CODE: 123401 P & A: 05840
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:
1997/11/19
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- OUR VEHICLE WAS INVOLVED IN THE SEAT BELT RECALL
- WE HAVE BEEN WAITING ON THE PART FOR THIS VEHICLE FOR 4 MONTHS
- WE ORDERED THE PART JULY 3, 1997
- I AM LODGING A COMPLAINT AGAINST FORD MOTOR COMPANY NOT THE DEALER
- I WOULD HATE FOR MY WIFE TO GET INTO AN ACCIDENT AND GET
  HURT....CAUSE FOR A LAWSUIT
*
PER CUSTOMER, DEALER SAYS:
- PART IS ON BACKORDER
*
CUSTOMER SEEKS:
- EXPEDITE THE PART
*
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

4685JS GRP: 11 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: E1 CONTACT NBR: 109179867 OPENED: 11/19/1997
VIN: 1ZVPT21U2L5 [redacted] ENGINE: U CLOSED: 12/03/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: RACINE STATE: WI ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 68000 WSO:
DEALER NAME: TOWNE FORD SALES CODE: 141304 P & A: 06190
CAUSAL CODES: 1204 3001 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 41 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/20/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/11/18
*** VEHICLE INVOLVED IN RECALL 96S99 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- TOOK VEHICLE IN FOR SEATBELT RECALL IN JANUARY, STILL HAS NOT BEEN FIXED
*
PER CUSTOMER, DEALER SAYS:
- WAITING FOR PARTS
*
CUSTOMER SEEKS:
- REPAIR OF VEHICLE
- COMPLAIN ABOUT DELAY FOR PARTS
*
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: REPAIR
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. LARRY RUDNY (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/11/26
###THIS IS THE CLOSING COMMENT
CUSTOMER WAS IN ON 11/25/97 AND WE COMPLETED RECALL.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

2669CS GRP: 01 CONCERN CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: 81 CONTACT NBR: 109182286 OPENED: 11/19/1997
VIN: 1ZVPT22L6L5[redacted] ENGINE: L CLOSED: 11/29/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted] T B
CITY: SAN JOSE STATE: CA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 72000 WSD:
DEALER NAME: FRONTIER FORD SALES CODE: 172036 P & A: 07691
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 72 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/19/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/11/19
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
CUSTOMER SAYS:
- THE DRIVER SIDE AUTOMATIC SEAT BELT IS OFF TRACK
- I WAS ADVISED BY FRONTIER FORD THAT MY VEHICLE IS INVOVLED IN A RECALL ON THE SEAT BELT
*
PER CUSTOMER, DEALER SAYS:
- YOUR CAR IS INVOLVED IN A RECALL
*
CUSTOMER SEEKS:
- RECALL SERVICE PERFORMED
*
CAC ADVISED:
RE: RECALL
- CSR CONFIRMED THAT VEHICLE IS INVOLVED IN RECALL 96548 LEFT SIDE PA
- REQUEST SVC MGR, BRIAN LIGHT TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS DAYS REGARDING RECALL/ONP
1997/11/21
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- #800 FROM DEALER
- I HAVE MY VEHICLE IN FOR A RECALL
*
PER CUSTOMER, DEALER SAYS:
- PER SERVICE, PARTS ON BACK ORDER UNTIL 2/18/98
*
CUSTOMER SEEKS:
- PARTS STATUS
*

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

2669CS GRP: 01 CONCERN CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: [redacted] CONTACT NBR: 109182286 OPENED: 11/19/1997
VIN: 1ZVPT22L6L5[redacted] ENGINE: L CLOSED: 11/29/1997

1997/11/21
CAC ADVISED:
RE LOANERS:
- LOANERS ARE NOT A PROVISION OF THE WARRANTY.
- CONTACT MR. HAL ARNON (CUST REL MGR.) FOR CLARIFICATION OF THE DEALERSHIP'S POLICY ON ALTERNATIVE TRANSPORTATION.
- MAY REQUIRE AN APPOINTMENT
RE PARTS:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
###THIS IS THE CLOSING COMMENT
RIGHT SIDE SEAT BELT RECALL WAS PERFORMED ON 11/21/1997 . PARTS HAVE BEEN ORDE RED FOR THE LEFT SIDE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

8867DC GRP: 05 CONCERN CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: A2 CONTACT NBR: 109187841 OPENED: 11/20/1997
VIN: 1ZVPT22L7L5 [redacted] ENGINE: L CLOSED: 11/29/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: CABOT STATE: AR ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 144000 WSD:
DEALER NAME: RON CAMPBELL FORD, SALES CODE: 123542 P & A: 05827
CAUSAL CODES: 1203 1012 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 23 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/21/1997
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:
1997/11/20
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-TOOK CAR TO DEALER FOR SAFETY BELT RECALL
-DEALER CUT THE CABLE BEFORE REALIZING THAT THEY DID NOT HAVE THE PARTS TO DO THE RECALL
-PARTS ARE ON BACKORDER
-NOW SAFETY BELT IS TOTALLY INOPERABLE
*
PER CUSTOMER, DEALER SAYS:
-PARTS ARE ON BACKORDER
*
CUSTOMER SEEKS:
-SPEEDY DELIVERY OF PARTS/REPAIR OF VEHICLE
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
-
1997/11/21
###THIS IS THE CLOSING COMMENT
TALKED TO RECALL HOT LINE AND THEY SAID TO PUT THE CUST IN A VEH. UNTILL THE PART WHICH IS ON 099 BACK ORDER COMES IN . I CALLED THE CUST AND PUT THE CUST IN A CAR CUST IS HAPPY

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

024OMB GRP: 04 CONCERN CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: 83 CONTACT NBR: 109193860 OPENED: 11/24/1997
VIN: 1ZVPT21U7L5[redacted] ENGINE: U CLOSED: 12/02/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: MARISSA STATE: IL ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 105000 WSD:
DEALER NAME: MARION FORD-MERCURY SALES CODE: 123632 P & A: 08155
CAUSAL CODES: 1203 1012 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 23 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/25/1997
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:
1997/11/24
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-BDOW FROM FATHER
-PASSENGER AND DRIVER SIDE SEATBELTS DO NOT TIGHTENED UP.
-SYMPTON STARTED AT LEAST SIX MONTHS AGO.
-CUSTOMER HAS BEEN WAITING SINCE SEPTEMBER FOR THE PARTS TO REPAIR THE SEATBELTS.
*
PER CUSTOMER, DEALER SAYS:
-NORM SILVEY/SERVICE ADVISOR INFORMED CUSTOMER THAT HE WOULD CONTACT THE CUSTOMER WHEN THE PARTS ARE IN.
*
CUSTOMER SEEKS:
-WHEN WILL THE PARTS COME IN FOR MY REPAIR.
*
CAC ADVISED:
RE: PARTS
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
RE: RECALL
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. JOHN EATON/(SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/11/25
###THIS IS THE CLOSING COMMENT
CALLED CUSTOMER AND ADVISED THAT ALL AVAILABLE AVENUES ARE BEING CHECKED TO SP EED THE PART ARRIVAL FOR HER RECALL. PLEASE CLOSE CONTACT

OWNER RELATIONS VOP/BENCHMARKING 09/11/98 FAXCARTG

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

1263MD GRP: 02 INFORMATION CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: B3 CONTACT NBR: 1095273B5 OPENED: 03/03/1998
VIN: 1ZVPT21U7L[redacted] ENGINE: U CLOSED: 03/03/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: MARISSA STATE: IL ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: MARION FORD-MERCURY SALES CODE: 123632 P & A: 08155
CAUSAL CODES: 0405 1012 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 8421412

COMMENTS:
1998/03/03
*** LETTER DATED 2/10/98 ***
*** NAVIS: SUBSEQUENT ***
*** MILEAGE UNAVAILABLE ***
CUSTOMER SAYS:
- SHE GOT HER RECALL LETTER ON 9/7/97 REGARDING THE SEATBELT
- SHE WAITED 4 MONTHS FOR MARION FORD TO GET THE PARTS IN, SO SHE FINALLY WNET TO SPARTA FORD AND THEY FIXED IT WITH THE PARTS IN 2 AND 1/2 WEEKS
- ON 1/28/98 SHE RECEIVED A CALL FROM MARION FORD STATING THE PARTS WERE IN
-
*
PER CUSTOMER, DEALER SAYS:
- THE PART WAS ON NATIONAL BACKORDER
*
CUSTOMER SEEKS:
- TO FILE A COMPLAINT AGAINST THE DEALER
*
CAC ADVISED:
- SENT FQA QUALITY LETTER

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

5392TG GRP: 04 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: E1 CONTACT NBR: 109197106 OPENED: 11/24/1997
VIN: 1ZVPT21UBL5[redacted] ENGINE: U CLOSED: 12/03/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] FIRST NAME: [redacted] MI:
ADDRESS: [redacted] DRIVE
CITY: WAUKESHA STATE: WI ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 60000 WSD:
DEALER NAME: JACK GRIFFIN FORD I SALES CODE: 141343 P & A: 06360
CAUSAL CODES: 1012 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 41 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/24/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: N (Y OR N)

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

COMMENTS:
1997/11/24
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S99 ***
*** PARTS DELAY OVER 30 DAYS ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- CUSTOMER HAS A DEFECTIVE PART ON HER DAUGHTER'S VEHICLE
- THE SEATBELT IS OFF TRACK AND IT MAKES A BUZZING NOISE
- CUSTOMER HAS BEEN WAITING FOR THIS PART SINCE THE BEGINNING OF AUGUST AND
IS AWARE THAT IT IS UNDER RECALL
*
PER CUSTOMER, DEALER SAYS:
- THE PART IS ON BACK/ORDER
- THE PART IS TIED UP IN JAPAN
*
CUSTOMER SEEKS:
- VEHICLE FIXED UNDER THE RECALL
*
CAC ADVISED:
RE RELATIONSHIP MANAGEMENT:
- DID A RELATIONSHIP MANAGEMENT CALL TO ROB JARECKI (SERVICE MGR)
- MR. JARECKI WAS NOT AVAILABLE
- LEFT A MESSAGE WITH DONNA IN SERVICE AND INFORMED HER OF THE RENTAL
SERVICE AVAILABLE FOR 96S99 SEATBELT RECALL ON THE PROBES
- ASK THAT MR. JARECKI CONTACT THE CUSTOMER REGARDING RENTAL VEHICLE
ASSISTANCE
1997/11/26
###THIS IS THE CLOSING COMMENT
EXPLAINED TO CUSTOMER THAT PARTS ARE NOT AVAILABLE AT THIS TIME.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

582455 GRP: 02 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: 82 CONTACT NBR: 109200997 OPENED: 11/25/1997
VIN: 1ZVPT20C9L5[redacted] ENGINE: C CLOSED: 12/03/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: MILTON STATE: [redacted] ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 59400 WSO:
DEALER NAME: BROCKPORTFORD SALES CODE: 144129 P & A: 00583
CAUSAL CODES: 1203 0404 1012 SYMPTOMS: 104100 104298 404000
ORIGIN: GD TRANS. DST/RGN: 44 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/26/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/11/25
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S99 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***
THIS CONTACT OPENED DUE TO DNP 94B70
CUSTOMER SAYS:
- VEHICLE IS INVOLVED IN RECALL AND DEALER CANNOT RECEIVE PART UNTIL 4/98
- THE DEALER SENT CUSTOMER AN ALAN WRENCH TO REMOVE SEAT BELT WHEN IT WAS MALFUNCTIONING
- THE PASSENGER SIDE PASSIVE RESTRAINT BELT IS STARTING TO MALFUNCTION LIKE THE DRIVER THEY SEEM TO WORK IN UNISON
*
PER CUSTOMER, DEALER SAYS:
- BACK ORDER ON PART WILL ARRIVE IN 4/98
*
CUSTOMER SEEKS:
- RECALLS PERFORMED
- WORKMANSHIP ISSUE
- BACKORDER INFORMATION
*
CAC ADVISED:
REGARDING RECALL
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. H. MARTY RINAS (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
REGARDING WORKMANSHIP ISSUE
- WORKMANSHIP ISSUES MUST BE ADDRESSED AT DEALER
- CONTACT MR. H. MARTY RINAS (SERV. MGR) FOR ASSISTANCE.
REGARDING PARTS DELAY
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS

OWNER RELATIONS VOP/BENCHMARKING 09/11/98 FAXCARTG

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

582455 GRP: 02 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: B2 CONTACT NBR: 109200997 OPENED: 11/25/1997
VIN: 1ZVPT20C9L5[redacted] ENGINE: C CLOSED: 12/03/1997

1997/11/26
###THIS IS THE CLOSING COMMENT
I SPOKE TO [redacted] THIS AFTERNOON AND EXPLAINED THAT WE CANNOT COMPLETE HER RECALL UNTIL THE PARTS ARE AVAILABLE.I DID AGREE TO TRY TO MOVE THE JAMMED SHOULDER BELT TO A POSITION THAT WOULD NOT INTERFERE WITH HER ENTERING OR EXITING HER CAR.THE PASS. SIDE BELT WAS CHECKED OUT;AND,THE WIRING PROGRAM WAS COMPLETED ON HER PROBE ALSO.
H. MARTY RINAS SVC. MNGR.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

8014MH GRP: 05 CONCERN CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: 01 CONTACT NBR: 109202008 OPENED: 11/25/1997
VIN: 1ZVPT21U6L5[redacted] ENGINE: U CLOSED: 12/08/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: CHARLOTTE STATE: NC ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 136000 WSD:
DEALER NAME: FORT MILLFORD SALES CODE: 121279 P & A: 01015
CAUSAL CODES: 1204 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 21 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/01/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/11/25
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 AND 96S99 ***
*** VEHICLE INVOLVED IN RECALL 96S48 AND 96S99 ***
CUSTOMER SAYS:
-THAT SHE RECEIVED A LETTER FOR A RECALL FOR THE SEAT BELT RESTRAINT
-THAT THE BELT HAD BEEN HAVING PROBLEMS INTERMITTENTLY
-THAT THE DRIVER'S SIDE IS HAVING THE PROBLEM
-THAT THE PART IS ON BACK ORDER
-THAT NO ONE HAS EVER CALLED HER BACK WITH AN UPDATE FOR THE PART
-THAT IT HAS BEEN SINCE NOVEMBER OF LAST YEAR THAT SHE HAS BEEN TRYING TO GET THE SEAT BELT REPAIRED
*
PER CUSTOMER, DEALER SAYS:
-THAT HE WOULD OVERNIGHT AIR FOR THE PART
*
CUSTOMER SEEKS:
-TO HAVE THE SAFETY RESTRAINT REPAIRED UNDER THE RECALL
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. DENNIS ZANDER (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/12/01
###THIS IS THE CLOSING COMMENT
CLYDE MILLER HAS CONTACTED THE CUSTOMER TO SCHEDULE THEM IN FOR DIAG AND REPAI
R AND TO COMPLETE RECALLS.
###THIS IS THE CLOSING COMMENT
CONCERNS WERE COMPLETED ON 11/28/1997.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

0330AS GRP: OC INFORMATION CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: C2 CONTACT NBR: 109202720 OPENED: 11/25/1997
VIN: L ENGINE: CLOSED: 11/25/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: BROOKLET STATE: GA ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 98 MODEL: PROBE
MILEAGE: 75000 WSD:
DEALER NAME: ROZIER FORD L-M INC SALES CODE: 121785 P & A: 04929
CAUSAL CODES: 3001 1012 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:
1997/11/25
NO VIN AVAILABLE
NAVIS: SUBSEQUENT
CUSTOMER SAYS:
- THERE WAS A RECALL ON THE VEHICLE ON THE SEATBELT.
- THE RECALL INVOLVED FIXING THE SEATBELTS ON BOTH SIDES. THE VEHICLE WAS REPAIRED THIS SUMMER AROUND 65,000 MILES.
- ABOUT TWO OR THREE DAYS LATER THE DRIVER'S SIDE SEATBELT STOPPED WORKING.
- THE DEALERSHIP SAID THAT THE SEATBELTS WON'T BE READY UNTIL MARCH.
- IS THERE ANYTHING THAT FORD CAN DO?
*
PER CUSTOMER, DEALER SAYS:
- THE SEATBELTS WON'T BE READY UNTIL MARCH.
*
CUSTOMER SEEKS:
- 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

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7115TR GRP: XX02 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: F1 CONTACT NBR: 109210955 OPENED: 12/01/1997
VIN: 1ZVPT20C9L5[redacted] ENGINE: C CLOSED: 12/29/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] FIRST NAME: [redacted] MI: [redacted]
ADDRESS: [redacted]
CITY: TRUMBULL STATE: CT ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 147000 WSO:
DEALER NAME: MILLER FORD INC SALES CODE: 113203 P B A: 03645
CAUSAL CODES: 2801 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/19/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 200 SURVEY: N (Y OR N)

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

COMMENTS:
1997/12/01
*** VEHICLE INVOLVED IN RECALL 98S99 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- DEALER GAVE 800 NUMBER
- GOT A RECALL NOTICE FOR SELT BELTS
- TOOK CAR TO DEALER FOR RECALL REPAIR ON 9/20/97
- DEALER SAID THAT THE PARTS HAD TO BE ORDERED AND IT WOULD TAKE 4-6 WEEKS FOR THE PART
- STILL HAS NOT RECEIVED THE PART
*
PER CUSTOMER, DEALER SAYS:
- PART WILL NOT BE IN UNTIL JANUARY 1ST AND IT IS FORD'S FAULT
*
CUSTOMER SEEKS:
- WANTS PART BECAUSE THE SELT BELT DOES NOT WORK AND HE IS CONCERNED ABOUT HIS SAFETY
*
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 DEALER
PER DEALER LETTER ON 98S99:
THE AVAILABILITY OF REPLACEMENT RAILS SHOULD REDUCE THE
NEED FOR RAIL AND -MOTOR ASSEMBLIES AND REDUCE THE NEED
FOR RENTAL/LOANER VEHICLES (WHICH -REQUIRE PRIOR
APPROVAL BY CALLING RENKIN AT 1-800-325-5621).

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7115TR GRP: XX02 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 2N/TR: F1 CONTACT NBR: 109210955 OPENED: 12/01/1997
VIN: 1ZVPT20C9L5[redacted] ENGINE: C CLOSED: 12/29/1997

1997/12/02
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- CALLING BACK WITH THE SAME CONCERN
*
PER CUSTOMER, DEALER SAYS:
PER VINNI DIPALMA, PARTS MGR
- FORD STATED THAT THE PARTS WILL NOT BE AVAILABLE UNTIL MARCH 15TH
*
CUSTOMER SEEKS:
- PARTS FOR THE RECALL
*
CAC ADVISED:
- REITERATED PRECIOUS CAC ADVISED
1997/12/22
###THIS IS THE CLOSING COMMENT
SERVICE MANAGER SPOKE TO CZM AND CUSTOMER ABOUT RECALL, CUSTOMER HAS APPOINTME
NT FOR RENTAL VEHICLE CHRISTMAS WEEK AND SERVICE MANAGER WILL CONTACT CZM ABOU
T NEEDED PARTS WHEN IT IS DETERMINED. PLEASE CLOSE OUT SM WILL TAKE CARE OF
MATTER.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

B388MM GRP: 13 CONCERN CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: D2 CONTACT NBR: 109214334 OPENED: 12/01/1997
VIN: 1ZVPT22LOL[redacted] ENGINE: L CLOSED: 12/26/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: OKLAHOMA CITY STATE: OK ZIP: [redacted]
HOME PHONE: BUS. PHONE: [redacted]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 55641 WSD:
DEALER NAME: DUB RICHARDSON FORD SALES CODE: 152200 P & A: 06960
CAUSAL CODES: 1203 1012 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/18/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/12/01
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- SEAT BELT TRACK IS STUCK HALFWAY ON THE DRIVER'S SIDE
- VEHICLE WAS SOLD WHEN VEHICLE WAS TAKEN INTO THE DEALERSHIP
*
PER CUSTOMER, DEALER SAYS:
- RANDY TAYLOR IN SERVICE TOLD CUSTOMER THAT PART WAS ON NATIONAL BACK ORDER AND THEY DON'T HAVE A DELIVERY DATE FOR THE PART
*
CUSTOMER SEEKS:
- PARTS INFORMATION REGARDING SEAT BELT PART
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. ED COLLIER (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/12/19
###THIS IS THE CLOSING COMMENT
CUST IN RENTAL UNTIL PARTS IS AVAIL
ED COLLIERS/D
###THIS IS THE CLOSING COMMENT
PARTS WONT BE AVAIL FOR 60 DAYS
ED COLLIER S/D

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3412RC GRP: 06 INFORMATION CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: B2 CONTACT NBR: 109217164 OPENED: 12/02/1997
VIN: L ENGINE: CLOSED: 12/02/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: BARTLETT STATE: IL ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 98 MODEL: PROBE
MILEAGE: 111000 WSD:
DEALER NAME: ELMHURST MOTORS INC SALES CODE: 141061 P & A: 01648
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1997/12/02
*** NAVIS: SUBSEQUENT ***
NO VIN AVAILABLE
CUSTOMER SAYS:
- VEHICLE IS INVOLVED IN SAFETY RECALL (98S48/98S88)
- DRIVER SIDE SEAT BELT NEEDS REPLACING/ PASSENGER SIDE IS WORKING FINE
*
PER CUSTOMER, DEALER SAYS:
- PARTS ARE ON BACKORDER
*
CUSTOMER SEEKS:
- RECALL COMPLETED
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
1998/02/18
NO VIN AVAILABLE
CUSTOMER SAYS:
-CUSTOMER CALLING BACK ABOUT THE SEAT BELT CLOSURE HAS BEEN ON ORDER SINCE 10/97
*
PER CUSTOMER, DEALER SAYS:
-THIS PART IS ON BACK ORDER
*
CUSTOMER SEEKS:
-PART DELAY INFORMATION

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3412RC GRP: 06 INFORMATION CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: B2 CONTACT NBR: 109217164 OPENED: 12/02/1997
VIN: L ENGINE: CLOSED: 12/02/1997

1998/02/18
*
CAC ADVISED:
-CUSTOMER WILL CALL BACK WITH VIN#
-RE PARTS DELAY:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON
PART DELAYS
1998/02/19
CUSTOMER SAYS:
- I AM CALLING TO CHECK ON RECALLS ON THE VEHICLE
*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT
*
CUSTOMER SEEKS:
- RECALL INFORMATION
*
CAC ADVISED:
- ONE DIGIT IS MISSING
- YOU CAN CALL BACK WITH THE VIN WE WILL ASSIST YOU

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

8717DD GRP: 10 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: 02 CONTACT NBR: 1092 19385 OPENED: 12/02/1997
VIN: 1ZVPT20C9L5[redacted] ENGINE: C CLOSED: 12/10/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: [redacted] STATE: IA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 90 MODEL: [redacted]
MILEAGE: 90000 WSD:
DEALER NAME: WINEBRENNER FORD IN SALES CODE: 141784 P & A: 20096
CAUSAL CODES: 1203 2801 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 41 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/03/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/12/02
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 AND 98S99 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-THERE IS A RECALL ON THE SAFETY BELT
-THE SHOULDER BELT DOESN'T WORK
*
PER CUSTOMER, DEALER SAYS:
-TROY AT THE DEALERSHIP SAID CALL FORD
-THE BELT WON'T BE AVAILABLE UNTIL MARCH
*
CUSTOMER SEEKS:
-TO HELP WITH THE RECALL
-TO GET THE PART
*
CAC ADVISED:
PARTS DELAY
- 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 DEALER
-REQUEST MR. KEN MATTISON (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS
DAYS
NOTE TO DEALER
PER DEALER LETTER FOR RECALL 95S99
-LOANER VEHICLE MAY POSSIBLY BE PROVIDED UNDER THIS RECALL
".....FOR RENTAL/LOANER VEHICLES (WHICH -REQUIRE PRIOR
APPROVAL BY CALLING RENKIN AT 1-800-325-5621)."

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

8717DD GRP: 10 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: D2 CONTACT NBR: 109219385 OPENED: 12/02/1997
VIN: 12VPT20C9L5[redacted] ENGINE: C CLOSED: 12/10/1997

1997/12/03
###THIS IS THE CLOSING COMMENT
KEN MATTISON) SERVICE MANAGER CALLED CUSTOMER AS SOON AS WE RECEIVED THE CONTACT EXPLAINED OUR LOANER SITUATION REFURED HER TO HER SELLING DEALER IF SHE WANTED TO TALK TO THEM ABOUT A LOANER. [redacted] IS A VERY NICE PERSON AND WE WILL TAKE CARE OF HER AS SOON AS HER PART COMES IN SHE SEEMS TO BE VERY UNDERSTANDING

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

594DAC GRP: 13 INFORMATION CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: C1 CONTACT NBR: 109220119 OPENED: 12/02/1997
VIN: L ENGINE: CLOSED: 12/02/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted]
CITY: MARTIN STATE: KY ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 98 MODEL: PROBE
MILEAGE: 86000 WSD:
DEALER NAME: FRIENDLY FORD INC SALES CODE: 153480 P & A: 05017
CAUSAL CODES: 1204 1209 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:
1997/12/02
NO VIN AVAILABLE
CUSTOMER SAYS:
-800# FORD DEALER AT CUSTOMER REQUEST
-THE VEHICLE BEEN TO THE DEALER TWICE FOR A SAFETY RECALL
-ONE IN OCTOBER 1996 FOR 4 DAYS,THEN IN DECEMBER 1996 FOR 3 WEEKS,TEN IN MARCH 1998 FOR 7 DAYS,THEN IN JULY 1998 FOR 6 WEEKS FOR THE RECALL TO BE PERFORMED
-RECALL WAS NEVER PERFORMED
-
*
PER CUSTOMER, DEALER SAYS:
-THE PART IS ON BACK ORDER
*
CUSTOMER SEEKS:
-THE RECALL PERFORMED
*
CAC ADVISED:
-NOT ABLE TO GENERATE CONCERN CONTACT WITHOUT VIN
-NEXT CSR WHEN CUSTOMER CALLS BACK WITH VIN PLEASE UPGRADE CONTACT
RE:PARTS AVAILABILITY
- 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

4685JS GRP: 11 INFORMATION CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: B2 CONTACT NBR: 109221205 OPENED: 12/02/1997
VIN: L ENGINE: CLOSED: 12/02/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: [redacted] STATE: IA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 25000 WSD:
DEALER NAME: AXTELL FORD LINCOLN SALES CODE: 363633 P & A: 03442
CAUSAL CODES: 1012 1203 10RA SYMPTONS: 104100
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

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

COMMENTS:
1997/12/02
*** PARTS DELAY OVER 30 DAYS ***
NO VIN AVAILABLE
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- HAS TAKEN VEHICLE IN FOR RECALL WORK TO BE DONE ON SHOULDER BELT
*
PER CUSTOMER, DEALER SAYS:
- PARTS NOT AVAILABLE UNTIL MARCH
*
CUSTOMER SEEKS:
- PARTS EXPEDITED
*
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

5381CP GRP: XX06 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: C1 CONTACT NBR: 109229982 OPENED: 12/04/1997
VIN: 1ZVPT20C7L5[redacted] ENGINE: C CLOSED: 12/19/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: LONG BEACH STATE: CA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 98 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: PACIFIC FORD SALES CODE: 171052 P & A: 05412
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/04/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: 20,000 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/12/04
*** VEHICLE INVOLVED IN RECALL 98S89 ***
*** VEHICLE INVOLVED IN RECALL 96S48 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- MOTORIZED SEAT BELT STOPS IN MIDDLE
- IS THERE A RECALL
*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT
*
CUSTOMER SEEKS:
- RECALL INFORMATION
*
CAC ADVISED:
- VEHICLE IS INVOLVE IN SEAT BEAT RECALL
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. (CUST REL MNGR/BOB HOFFMANN) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/12/12
###THIS IS THE CLOSING COMMENT
DEALER INSPECTED VEHICLE FOR RECALL AND IT IS INVOLVED. PARTS ARE ON NATIONAL BACK ORDER AND MAY NOT BE AVAILIBLE UNTILL MID-MARCH. DEALER PUT CUSTOMER IN A RENTAL CAR PER RECALL HOTLINE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6081DR GRP: 15 INFORMATION CONTACT VEH TYPE: CAR
DENVER 56 ZN/TR: A1 CONTACT NBR: 109231074 OPENED: 12/04/1997
VIN: 1ZVPT20C1L5[redacted] ENGINE: C CLOSED: 12/04/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted] AVE
CITY: LITTLETON STATE: CO ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: COURTESY FORD CO SALES CODE: 156009 P & A: 03170
CAUSAL CODES: 1204 SYMPTOMS: 1041DD
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:
1997/12/04
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S99 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***
*** LETTER DATED 11-25-97 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER WRITES:
-I TOOK MY VEHICLE IN TO HAVE MY RECALLS PERFORMED ON 9-15-97
-THE DEAERSHIP TOLD ME THEY WOULD CONTACT ME WHEN THE PARTS CAME IN
-I HAVEN'T HEARD FROM THE DEALERSHIP
*
PER CUSTOMER, DEALER SAYS:
-WE WILL CONTACT THE CUSTOMER WHEN THE PARTS COME IN
*
CUSTOMER SEEKS:
-FORD'S ASSISTANCE IN OBTAINING THE PARTS FOR THIS REPAIR
*
CAC ADVISED:
-MADE OBC AND LEFT MESSAGE TO CONTACT THE CAC
-SENT CUSTOMER AN AUTOMATED LETTER -PCO1- CONTACT THE CAC
NEXT CSR PLEASE ADVISE
-THE DEALERSHIP IS IN THE BEST POSITION TO ASSIST THE CUSTOMER
-CONTACT MR. KEN MONTOYA(PARTS & SERVICE DIRECTOR) FOR FURTHER ASSISTANCE
THANK YOU ### NOTE: IMAGING DOCUMENT IDENTIFICATION NUMBER (DOCID):
67636565

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6081DR GRP: 15 INFORMATION CONTACT VEH TYPE: CAR
DENVER 56 ZN/TR: A1 CONTACT NBR: 109231074 OPENED: 12/04/1997
VIN: 12VPT20C1L5[redacted] ENGINE: C CLOSED: 12/04/1997

1997/12/11
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- MY CAR IS INVOLVED IN RECALL 96S48 LEFT SIDE PASSENGER
- I HAVE BEEN WORKING WITH COURTESY FORD SINCE SEPTEMBER 15,1997 TO MAKE ARRANGMENTS TO HAVE THE RECALL PERFORMED
- I HAVE NOT HEARD FROM THE DEALERSHIP SINCE 11/6/97
*
PER CUSTOMER, DEALER SAYS:
PER CLAUDIA (SERVICE DEPARTMENT)
- 11/6/97: THERE IS A BACK ORDER ON THE PART AND WE WILL RECEIVE THE PARTS IN A COUPLE OF DAY
*
CUSTOMER SEEKS:
- RECALL REPAIR PERFORMED
*
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

1904NM GRP: 14 INFORMATION CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: A3 CONTACT NBR: 109232429 OPENED: 12/05/1997
VIN: 1ZVPT22L6L5 [redacted] ENGINE: L CLOSED: 12/05/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: MONROE STATE: LA ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 90000 VSO:
DEALER NAME: HIXSON AUTOPLEX SALES CODE: 123183 P & A: 06499
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:

COMMENTS:
1997/12/05
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- THE DRIVER SIDE SEAT BELT NEEDS TO BE REPLACED
*
PER CUSTOMER, DEALER SAYS:
- PART IS ON BACK ORDER
*
CUSTOMER SEEKS:
- RECALL WORK
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR./MS. (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1998/01/22
CUSTOMER CAME INTO SHOP FOR RECALL 96548 AND 49. WE INSPECTED RT. SIDE SEAT BELT AND IT WAS OPERATING NORMALLY. WE ORDER LF. SIDE AND IT HAS NOT COME IN. NOW CUSTOMER'S RT SIDE SEAT BELT HAS QUIT AND WE CAN NOT REOPEN TICKET BECAUSE IT IS OVER 180 DAYS. CALLED RECAL HEADQUARTERS AND THEY SENT ME TO YOU FOR AUTH. CUSTOMER HAS 80,000 MILES ON VEHICLE BUT PROBLEM IS RECALL RELATED.WHAT TO DO.
1998/01/23
THAT IS RIGHT 96599 BUT IT WAS ONLY FOR INSPECTION WITH NO PART PUT ON VEHICLE IN APRIL. HOW DO WE SERVICE PART A PART WE DID NOT PUT ON. I CAN TRY TO AMMEND CLAIM IN APRIL TO PUT PART ON NOW BUT WITH TIME ELAPSE I DO NOT KNOW IF IT WILL FLY. IF I DO THIS AND IT DOES NOT FLY, WHAT OTHER OPTION WILL I HAVE. DON'T WANT TO BE OUT EXPENCE.
BOB MURRAY

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

1904NM GRP: 14 INFORMATION CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: A3 CONTACT NBR: 109232429 OPENED: 12/05/1997
VIN: 1ZVPT22L6L5[redacted] ENGINE: L CLOSED: 12/05/1997

1998/01/25
ATTENTION BOB:
-YOU WON'T BE OUT THE EXPENSE
-MAKE SURE THAT YOU CONTACT THE RECALL HOTLINE
-IF THE CUSTOMER HAS A CONCERN THAT MATCHES THE SAFETY RECALL THAN WE HAVE NO CHOICE
*
THANKS,
S. MCDERMOTT
CSN
*

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7014MC GRP: XX02 INFORMATION CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: 03 CONTACT NBR: 109233769 OPENED: 12/05/1997
VIN: L ENGINE: CLOSED: 12/05/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: PRYOR STATE: OK ZIP: [redacted]
HOME PHONE: NA -NA-A NA BUS. PHONE: NA -NA-A NA
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 VSO:
DEALER NAME: NORTH POINT FORD LI SALES CODE: 162522 P & A: 01826
CAUSAL CODES: 1215 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:
1997/12/05
*** LETTER DATED 10-29-97 ***
NO VIN AVAILABLE
CUSTOMER WRITES:
-CUSTOMER HAS A RECALL ON THE RESTRAINTS ON THE VEHICLE
-THE DEALERSHIP ORDERED THE PARTS BUT THEY HAVE NOT CAME IN YET
-CUSTOMER FEELS THIS IS A DANGEROUS HAZARD TO DRIVE WITH OUT
*
PER CUSTOMER, DEALER SAYS:
-NO CONTACT
*
CUSTOMER SEEKS:
-RECALL PERFORMED
*
CAC ADVISED:
-OBC TO CUSTOMER; NO NUMBER AVAILABLE/SENT PC01
**NEXT CSR GET VIN AND CHECK FOR RECALLS ON THE VEHILE TO OPEN THE APPROPIATE
CONTACT/ ALSO USE PARTS BACKORDER PHRASEOLOGY IF NECESSARY***...THANKS ###
NOTE: IMAGING DOCUMENT IDENTIFICATION NUMBER (DOCID): 67726798

09/11/98 MASTER OWNER RELATIONS SYSTEM (1 14.21.02

2669C5 GRP: 01 CONCERN CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: 03 CONTACT NBR: 109290055 OPENED: 12/23/1997
VIN: 12VPT20CXL6[redacted] ENGINE: C CLOSED: 02/16/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: PRYOR STATE: OK ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 130000 WSD:
DEALER NAME: NORTH POINT FORD LI SALES CODE: 152522 P & A: 01826
CAUSAL CODES: 1012 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/06/1998
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:
1997/12/23
*** NAVIS: PROGRAM ***
CUSTOMER SAYS:
- THE PASSIVE RESTRAINT SYSTEM ON BOTH SIDES DO NOT WORK
- THERE IS A RECALL FOR THE RESTRAINT SYSTEM
- THE DEALERSHIP DOES NOT HAVE THE PARTS. THEY HAVE BEEN WAITING OVER 6 MONTHS FOR THE RECALL PARTS TO ARRIVE
*
PER CUSTOMER, DEALER SAYS:
PER JIM BAKER (PARTS MANAGER)
- WE ARE WAITING FOR THE PARTS TO ARRIVE
- THE PARTS ARE ON BACK ORDER
- I WILL CONTACT YOU WHEN THE PART ARRIVES
*
CUSTOMER SEEKS:
- HOW SOON WILL THE PARTS ARRIVE AND I CAN GET MY CAR FIXED96548 LEFT SIDE PA
*
CAC ADVISED:
- CSR CONFIRMED THAT THIS VEHICLE IS INVOLVED IN RECALL 96548 LEFT SIDE PASSIVE
RE: BACK ORDER
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
1997/12/24
PARTS FOR RECALL ARRIVED 12-19-97 CAR WAS REPAIRED ON 12-22-97
1998/02/09
###THIS IS THE CLOSING COMMENT
ALL PARTS WERE RECIEVED AND INSTALLED, CUST PICKED UP VEHICLE 02-06-1998.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

0217WS GRP: XX02 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: L2 CONTACT NBR: 109234614 OPENED: 12/05/1997
VIN: 1ZVPT21U2L5 [redacted] ENGINE: U CLOSED: 12/19/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: SAINT CHARLES STATE: MI ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 113000 WSD:
DEALER NAME: MEL ERVINFORD-MERCU SALES CODE: 148528 P & A: 09619
CAUSAL CODES: 1204 SYMPTOMS: 104100 104298
ORIGIN: 60 TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/12/1997
ACK. CODE: ASSIST CODE: F AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/12/05
*** VEHICLE INVOLVED IN RECALL 98S48 ***
*** NAVIS: PROGRAM ***
CUSTOMER SAYS:
- INVOLED IN RECALL
- HAS BEEN WAITING FOR THE DELIVERY OF THE PARTS FOR OVER A YEAR
*
PER CUSTOMER, DEALER SAYS:
- DELAY IN PARTS DELIVERY
*
CUSTOMER SEEKS:
- FOR A PROMPT DELIVERY OF THE PART
*
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 DEALER
-REQUEST MR. DAVID CHASE (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS-
1997/12/12
###THIS IS THE CLOSING COMMENT
SERVICE MANAGER TO CONTACT RECALL HOTLINE TO GET PART NUMBER. LIMITED SUPPLY IS SHIPPING NEXT WEEK, DEALER NEEDS TO SUBMIT AN EMERGENCY ORDER TO RECEIVE INITIAL BATCH OF STOCK. THIS PART HAS BEEN ON NATIONAL BACK ORDER A WHILE.
CSM HGLENN

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6451SH GRP: 14 INFORMATION CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: K1 CONTACT NBR: 109242063 OPENED: 12/09/1997
VIN: 1ZVPT22L4LE[redacted] ENGINE: L CLOSED: 12/09/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted]
CITY: GEORGETOWN STATE: IN ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 78000 WSO:
DEALER NAME: DON FRANKLIN FORD-M SALES CODE: 147620 P & A: 05761
CAUSAL CODES: 1012 1010 1207 SYMPTOMS: 104100 104300
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:
1997/12/09
*** NAVIS: SUBSEQUENT ***
*** VEHICLE INVOLVED IN RECALL 97S99/96S48 ***
CUSTOMER SAYS:
- SHE REITERATES THE SAME CONCERN ABOUT SEATBELT RECALL
- THE PART IS STILL NOT IN
- SEAT BELT IS NOT OPERATING PROPER
- TOOK TO DEALRESHIP AND THEY SAID THAT THE PARTS ARE ON BACK ORDER
- CURRENTLY SEAT BELT IS LOCKED IN
- CUSTOMER IS NOT WILLING TO CONTINUE DRIVING UNLESS THIS IS FIXED
- ASK FOR A LOANER VEHICLE
- HER INSURANCE COMPANY WILL NOT LET HER DRIVE VEHICLE WITHOUT A SAFETY BELT
- IF ANYTHING HAPPENS TO HER SHE WILL SUE FORD DUE TO SEATBELT LOSS
*
PER CUSTOMER, DEALER SAYS:
PER LARRY:
-NOT SURE WHEN PARTS WILL BE AVAILABLE
-CAN NOT PROVIDE A LOANER VEHICLE WITH OUT THE PERMISSION FROM FORD
-CALL THE CAC FOR APPROVAL
*
CUSTOMER SEEKS:
- LOANER VEHICLE
- PART 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
- NO LOANER OFFERED ON THIS RECALL

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

5593MS GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: K1 CONTACT NBR: 109122096 OPENED: 11/07/1997
VIN: 1ZVPT22L4L5[redacted] ENGINE: L CLOSED: 12/19/1997

LAST NAME: [redacted] FIRST NAME: [redacted] STATUS: CLOSED
TITLE: MI:
ADDRESS:
CITY: STATE: IN ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 79000 VSO:
DEALER NAME: DON FRANKLIN FORD-M SALES CODE: 147620 P & A: 05761
CAUSAL CODES: 1012 1010 SYMPTOMS: 104100 104300
ORIGIN: GO TRANS. DST/RGN: 47 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/12/1997
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:
1997/11/07
*** VEHICLE INVOLVED IN RECALL 96S49/96S99 ***
CUSTOMER SAYS:
- SEAT BELT IS NOT OPERATING PROPER
- TOOK TO DEALRESHIP AND THEY SAID THAT THE PARTS ARE ON BACK ORDER
- CURRENTLY SEAT BELT IS LOCKED IN
- CUSTOMER IS NOT WILLING TO CONTINUE DRIVING UNLESS THIS IS FIXED
- ASK FOR A LOANER VEHICLE
*
PER CUSTOMER, DEALER SAYS:
- DONT KNOW WHEN THIS PART WILL BE IN
- DEALER DENIED LOANER VEHICLE
*
CUSTOMER SEEKS:
- MECHANICAL ASSISTANCE
*
CAC ADVISED:
- NO ESP
- NO TRANSPORTATION ASSISTANCE PROVIDED
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
1997/12/12
CSM MATT IGNATOWSKI
SPOKE WITH DAN FRANKLIN SM AND SEAT BELT PART IS ON BACK ORDER FOR THE PART AS SOON AS POSSIBLE .

5593MS GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: KJ CONTACT NBR: 109132096 OPENED: 11/07/1997
VIN: 12VPT22L4L5[redacted] ENGINE: L CLOSED: 12/19/1997

1997/12/12
###THIS IS THE CLOSING COMMENT
CSM MATT IGNATOWSKI
SPOKE WITH DAN FRANKLIN SM AND THE PARTS FOR THE RECALL ARE AVAILABLE. THE DEALERSHIP IS ORDERING THE PARTS AND SHOULD BE RECEIVING THEM WITHIN THE NEXT WEEK. THE FORD SERVICE REPRESENTATIVE WILL MONITOR THE SITUATION TO MAKE SURE THE PARTS ARE DELIVERED IN A TIMELY MANNER.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

4085KT GRP: 02 INFORMATION CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: N2 CONTACT NBR: 109243492 OPENED: 12/09/1997
VIN: 1ZVPT20C9L5[redacted] ENGINE: C CLOSED: 12/09/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted] STREET
CITY: PITTSBURG STATE: KS ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 80000 WSD:
DEALER NAME: PITTSBURGFORD-MERCU SALES CODE: 153473 P & A: 05001
CAUSAL CODES: 1215 1012 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
\1997/12/09
*** VEHICLE INVOLVED IN RECALL 96S48 ***
*** NAVIS; PROGRAM ***
CUSTOMER SAYS:
- INVOLVED IN SEAT BELT RECALL
- THERE ARE NO PARTS, I CAN NOT DRIVE WITHOUT A SEAT BELT
*
PER CUSTOMER, DEALER SAYS:
- WAITING ON PART
*
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
- MADE OBC TO DEALER AND PROVIDED NUMBER TO RENKIM FOR RENTAL ASSISTANCE

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

5940AC GRP: 13 INFORMATION CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: G1 CONTACT NBR: 109248635 OPENED: 12/10/1997
VIN: L ENGINE: CLOSED: 12/10/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted]LE
CITY: MANHEIM STATE: PA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 80000 WSO:
DEALER NAME: PHILLIPS FORD SALES SALES CODE: 116510 P & A: 01224
CAUSAL CODES: 1012 1204 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1997/12/10
NO VIN AVAILABLE
CUSTOMER SAYS:
-HAVING A PROBLEM WITH THE RECALL FOR THE AUTOMATIC SAFETY RESTRAINT SYSTEM
-DEALERSHIP SAID THE PARTS ARE NOT AVAILABLE FOR A 160 DAYS
-WIFE IS DRIVING VEHICLE
-THE SEAT BELT IS BACK IN THE REAR POSITION
-DEALER HAD VEHICLE IN FOR SERVICE FOR THE RECALL TWICE
-AFTER THE FIRST REPAIR THE MOTOR WENT OUT ON THE SEAT BELT
-THE SECOND TIME IS WHEN THE SERVICE MANAGER TOLD CUSTOMER THE PARTS WAS ON BACK ORDER
*
PER CUSTOMER, DEALER SAYS:
-PARTS ARE NOT AVAILABLE
-A NATIONAL BACK ORDER
*
CUSTOMER SEEKS:
-RECALL 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 II 14.21.02

3277RR GRP: 10 INFORMATION CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: C4 CONTACT NBR: 109249421 OPENED: 12/10/1997
VIN: L ENGINE: CLOSED: 12/10/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: GARFIELD HEIGHTS STATE: [redacted] ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 80 MODEL: PROBE
MILEAGE: 100000 WSD:
DEALER NAME: MULLINAX OF MAYFIEL SALES CODE: 318354 P & A: 10791
CAUSAL CODES: 1012 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 2 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:
1997/12/10
NO VIN AVAILABLE
CUSTOMER SAYS:
-MR. JEROME BONCELLA IS CALLING
-GOT CAC NUMBER FROM PHONE BOOK
-WE GOT RECALL LETTER ON SEATBELTS ABOUT TWO MONTHS AGO
-THE SEATBELT DOES NOT MOVE BACK AND FORTH PROPERLY
-THE MOTOR IS STUCK ON THE PASSENGER SIDE BELT. THE DRIVER SIDE BELT IS FINE.
*
PER CUSTOMER, DEALER SAYS:
-PARTS ARE ON BACK ORDER
-THEY WILL NOT BE AVAILABLE UNTIL FEBRUARY
*
CUSTOMER SEEKS:
-PARTS FOR SEATBELT REPAIR
*
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

7874MB GRP: 13 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: [redacted] CONTACT NBR: 109253709 OPENED: 12/11/1997
VIN: 1ZVPT20C7L5[redacted] ENGINE: C CLOSED: 12/22/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: DETROIT STATE: [redacted] ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 62000 WSD:
DEALER NAME: JORGENSENFORD SALES CODE: 148017 P & A: 02760
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 48 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:

COMMENTS:
1997/12/11
*** NAVIS: ORIGINAL ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S99 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***
CUSTOMER SAYS:
- TOOK THE VEHICLE IN 5 WEEKS AGO
- WAS INFORMED BY THE DEALERSHIP THAT THEY WOULD ORDER THE PARTS, WOULD CALL CUSTOMER WHEN THEY ARRIVED
- CUSTOMER IS CALLING BECAUSE HE HAS NOT HEARD ANYTHING
- WANTS TO GET THE BELT
*
PER CUSTOMER, DEALER SAYS:
- WILL ORDER THE PART AND CALL HIM WHEN IT COMES IN
*
CUSTOMER SEEKS:
- VEHICLE SEATBELT SYSTEM FIXED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. JORGENSEN (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS-
1997/12/15
###THIS IS THE CLOSING COMMENT
WAITING FOR CUSTOMER PARTS TO COME IN .

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7874MB GRP: 13 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: A1 CONTACT NBR: 109253709 OPENED: 12/11/1997
VIN: 1ZVPT20C7L5[redacted] ENGINE: C CLOSED: 12/22/1997

1998/01/20
*** NAVIS: ORIGINAL ***
*** VEHICLE INVOLVED IN RECALL 96599 AND 96548 ***
CUSTOMER SAYS:
- CUSTOMER CALLING BACK BECAUSE HE HAS HEARD NOTHING FROM THE DEALERSHIP
*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT
*
CUSTOMER SEEKS:
- RECALL REPAIRS COMPLETED
*
CAC ADVISED:
-THE PART FOR THE SEATBELT RECALL 96548 IS ON MAJOR BACKORDER
-INFORMATION WAS DOCUMENTED AND FORWARDED TO THE DEALER
-CONTACT MR. TIM JORGENSEN (SVC MNGR) FOR FURTHER ASSISTANCE

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

4262JA GRP: 10 CONCERN CONTACT VEH TYPE: CAR
DENVER 56 ZN/TR: A2 CONTACT NBR: 109260342 OPENED: 12/12/1997
VIN: 1ZVPT20C4L5[redacted] ENGINE: C CLOSED: 12/22/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted]
CITY: LOS LUNAS STATE: NM ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 103000 WSD:
DEALER NAME: CASEY LUNA FORD-MER SALES CODE: 156497 P & A: 20359
CAUSAL CODES: 1203 1012 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 56 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/15/1997
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:
1997/12/12
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- 9/97 I WENT TO THE DEALER FOR THE SEAT BELT RECALLS THAT MY VEHICLE IS INVOLVED IN. THE DEALER TOLD ME THAT THEY WOULD ORDER THE PARTS
- I HAVE BEEN THERE SEVERAL TIMES TO SEE IF THE PARTS WERE IN, BUT THEY WERE NEVER THERE
- NOW THE DEALER IS TELLING ME THAT THE PARTS ARE ON NATIONAL BACK ORDER
- THE SEAT BELTS ARE CURRENTLY WORKING
- THE DEALER HAS NOT GOTTEN BACK TO ME. SHOULD I GO TO ANOTHER DEALER?

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

CUSTOMER SEEKS:
- TO GET SEATBELT RECALL PERFORMED ON HER VEHICLE

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

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

4262JA GRP: 10 CONCERN CONTACT VEH TYPE: CAR
DENVER 56 ZN/TR: [redacted] CONTACT NBR: 109260342 OPENED: 12/12/1997
VIN: 1ZVPT20C4L5[redacted] ENGINE: C CLOSED: 12/22/1997

1997/12/15
###THIS IS THE CLOSING COMMENT
CONTACT [redacted] BY PHONE 12/15/97 AT NOON. INFORMED CUSTOMER THAT RE CALL PARTS HAD BEEN ORDERED BY CLFM AND THAT THEY WERE INDEED ON BACK ORDER. HAD COPY OF PARTS STATUS REPORT. INFORMED CUSTOMER THAT PARTS NEEDED F72Z.616 10045.B WERE ON BACKORDER AND DUE TO BE RELEASE MARCH 15, 1998. CUSTOMER SAID THAT SHE WOULD MAKE A NOTATION IN HER CALENDAR FOR RETIRN FOR RECALL COMPLETI ONS.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

8833EB GRP: 06 INFORMATION CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: B1 CONTACT NBR: 109265525 OPENED: 12/15/1997
VIN: L ENGINE: CLOSED: 12/15/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: OMAHA STATE: NE ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 80000 WSD:
DEALER NAME: JEFF SCHRIER FORD, SALES CODE: 153024 P & A: 07160
CAUSAL CODES: 1012 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:

COMMENTS:
1997/12/15
NO VIN AVAILABLE
CUSTOMER SAYS:
- PER FATHER
- VEHICLE IS INVOLVED IN SEAT BELT RECALL
- DRIVER'S SIDE MOTORIZED SHOULDER HARNESS IS BROKE
- WAS ORIGINALLY ORDERED IN SEPTEMBER
- WILL NOT ARRIVE UNTIL JANUARY
- IS CONCERNED ABOUT DAUGHTER'S SAFETY
*
PER CUSTOMER, DEALER SAYS:
- PART IS ON NATIONAL BACKORDER
- WE WERE GOING TO REPLACE THE TRACK, BUT UNABLE TO BECAUSE THE MOTOR LOCKED UP
*
CUSTOMER SEEKS:
- PARTS DELAY STATUS
*
CAC ADVISED:
- RE: 96S99, MOTORIZED SEAT BELTS, PARTS WILL NOT BE AVAILABLE UNTIL SOME TIME IN JANUARY
- 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

8383KH GRP: XXO1 CONCERN CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: E3 CONTACT NBR: 109269179 OPENED: 12/16/1997
VIN: 1ZVPT21UOL[redacted] ENGINE: U CLOSED: 12/29/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted]
CITY: VANCEBORO STATE: NC ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 98 MODEL: PROBE
MILEAGE: 111000 WSO:
DEALER NAME: HASTINGS FORD INC SALES CODE: 121641 P & A: 06744
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 21 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/22/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/12/16
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-VEHICLE SEATBELT STUCK IN BETWEEN, WILL NOT GO UP OR DOWN
-TOOK VEHICLE TO HASTINGS FORD FOR SEATBELT REPAIR IN SEPTEMBER 97
*
PER CUSTOMER, DEALER SAYS:
-CANNOT REPAIR SEATBELT UNTIL 1998
*
CUSTOMER SEEKS:
-SEATBELT REPAIR
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
1997/12/22
###THIS IS THE CLOSING COMMENT
SEAT BELT TRACKS ARE ON BACK ORDER FROM FMC, PARTS ARE ON ORDER TO REPAIR VEHICLE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3677MK GRP: 02 INFORMATION CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: 01 CONTACT NBR: 109480530 OPENED: 02/18/1998
VIN: 1ZVPT21U7L5[redacted] ENGINE: U CLOSED: 02/18/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: RD
CITY: LEITCHFIELD STATE: KY ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 90 MODEL: PRDBE
MILEAGE: 60000 WSD:
DEALER NAME: BOB SWOPEFORD INC SALES CODE: 147050 P & A: 05618
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:
1998/02/18
*** VEHICLE INVOLVED IN RECALL 96S48 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- PARTS TO PERFORM RECALL HAVE BEEN ORDERED APPROXIMATELY 2 MONTHS AGO
- CUSTOMER CONTACTED DEALER TODAY
- WAS TOLD PARTS ARE ON NATIONAL BACKORDER
- WOULD LIKE FORD TO EXPEDITE PART
*
PER CUSTOMER, DEALER SAYS:
- PARTS NECESSARY TO PERFORM RECALL ON NATIONAL BACKORDER
*
CUSTOMER SEEKS:
- FORDS ASSISTANCE IN EXPEDITING PARTS
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER BOB SWOPE CAN PROVIDE MOST CURRENT UPDATES
ON PART DELAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

2635DB GRP: 05 INFORMATION CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: D3 CONTACT NBR: 109489154 OPENED: 02/20/1998
VIN: 1ZVPT20CXL5[redacted] ENGINE: C CLOSED: 02/20/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: IRION STATE: GA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 100000 WSD:
DEALER NAME: LEWIS SMITH FORD IN SALES CODE: 121437 P & A: 00300
CAUSAL CODES: 1012 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1998/02/20
*** VEHICLE INVOLVED IN RECALL 96548 & 96549 & 95870***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-I'VE BEEN WAITING ABOUT 4 MONTHS NOW FOR A PART TO COME IN FOR THE SEAT BELTS
-WINDSHIELD WIPERS ARE NOT WORKING CORRECTLY, THEY FALL APART
-THE SEATBELT IS RUBBING MY NECK RIGHT NOW ON DRIVERSIDE, IS STUCK PART WAY BACK
-PASSENGER SIDE SEATBELT IS RESTRICTIVE
*
PER CUSTOMER, DEALER SAYS:
-THE PART HAS NOT COME IN YET, IT COULD POSSIBLE BE ANOTHER 2-4 MONTHS
-CANNOT FIND OUT WHAT IS WRONG WITH WINDSHIELD WIPERS
*
CUSTOMER SEEKS:
-TO GET SEATBELT REPAIRED
*
CAC ADVISED:
RE: BACKORDER DELAY
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
RE: WIPER
-DEALER IS IN BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

1805CR GRP: 06 INFORMATION CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: 00 CONTACT NBR: 109488920 OPENED: 02/20/1998
VIN: L ENGINE: CLOSED: 02/20/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: TRION STATE: GA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 98 MODEL: PROBE
MILEAGE: 100 WSD:
DEALER NAME: LEWIS SMITH FORD IN SALES CODE: 121437 P & A: 00300
CAUSAL CODES: 1012 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1998/02/20
NO VIN AVAILABLE
CUSTOMER SAYS:
-I'VE BEEN WAITING ABOUT 4 MONTHS NOW FOR A PART TO COME IN FOR THE SEAT BELTS
*
PER CUSTOMER, DEALER SAYS:
-THE PART HAS NOT COME IN YET, IT COULD POSSIBLE BE ANOTHER 2-4 MONTHS
*
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