

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

1743JW GRP: 14 INFORMATION CONTACT VEH TYPE: CAR
TWIN CITIES 58 2N/TR: B1 CONTACT NBR: 109497380 OPENED: 02/23/1998
VIN: 1ZVPT20CXL5207964 ENGINE: C CLOSED: 02/23/1998

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MINNEAPOLIS STATE: MN ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 89000 WSD:
DEALER NAME: MINAR FORD INC SALES CODE: 158004 P & A: 09383
CAUSAL CODES: 1012 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1998/02/23

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- PART WAS ORDERED FOR THE SEAT BELT ASSEMBLY
- HAVE BEEN WAITING FOR SINCE SEPTEMBER 1997
- WOULD LIKE TO WHEN PART WILL ARRIVE
- NO OTHER CONCERNS

PER CUSTOMER, DEALER SAYS:

- PART IS ON BACK ORDER UNTIL ABOUT APRIL OF 1998

CUSTOMER SEEKS:

- PART INFORMAITON

CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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2177LM	GRP: 04	INFORMATION CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: K1	CONTACT NBR: 109507479
VIN:	1ZVPT22L0L5	ENGINE: L	OPENED: 02/25/1998
			CLOSED: 02/25/1998

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	W MANSFIELD	STATE:	OH	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]	EXT:	[REDACTED]
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	100000	WSD:			
DEALER NAME:	BOB CHAPMAN FORD IN	SALES CODE:	147041	P & A:	02246
CAUSAL CODES:	1012	SYMPTOMS:	104100		
ORIGIN:	GD	TRANS. DST/RGN:		TRANS. DATE:	
SERVICE/SALES:	2			CONTACT DATE:	
ACK. CODE:		ASSIST CODE:		AWARD AMT:	
				Q SURVEY:	(Y OR N)

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

COMMENTS:
1998/02/25

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:
 -PART FOR SEAT BELT WAS ORDERED OVER THE CHRISTMAS NEW YEARS WEEKEND
 -THIS IS FOR THE DRIVERSIDE MOTORIZED SAFTEY BELT
 -IT IS STUCK
 -BELT WILL NOT MOVE AT ALL
 -

PER CUSTOMER, DEALER SAYS:
 -STILL WAITING FOR PARTS
 *

CUSTOMER SEEKS:
 -SEAT BELT 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

7751BG GRP: XX02 CONCERN CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: C2 CONTACT NBR: 1095228D2 OPENED: 03/02/1998
VIN: 12VPT21UOL ENGINE: U CLOSED: 03/10/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BATON ROUGE STATE: LA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 100000 MSD:
DEALER NAME: HOLLINGSWORTH RICH SALES CODE: 123378 P & A: 01198
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 23 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/03/1998
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y DR N)

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

COMMENTS:

1998/03/03

###THIS IS THE CLOSING COMMENT
LEFT CUSTOMER PHONE MESSAGE THAT REQUIRED PARTS FOR RECALL 96S48 ARE STILL
D-99 FROM FORD. WHEN PARTS ARE AVAILABLE, HOLLINGSWORTH-RICHARDS FORD WOULD
BE VERY HAPPY TO PERFORM THIS RECALL.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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4259YW  GRP: 14  INFORMATION CONTACT  VEH TYPE: CAR
ORLANDO  24  ZN/TR: B2  CONTACT NBR: 109530998  OPENED: 03/04/1998
VIN:      L      ENGINE:                CLOSED: 03/04/1998
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LAST NAME: [REDACTED]  STATUS: CLOSED
TITLE: [REDACTED]  FIRST NAME: [REDACTED]  MI:
ADDRESS: [REDACTED]
CITY: [REDACTED]  STATE: FL  ZIP: [REDACTED]
HOME PHONE: [REDACTED]  BUS. PHONE: [REDACTED]  EXT: 294
MODEL YEAR: 90  MODEL: PROBE
MILEAGE: 11  WSD:
DEALER NAME: NCINERNEYFORD INC  SALES CODE: 124224  P & A: 04822
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)

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

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COMMENTS:

1998/03/04

*** PARTS DELAY OVER 30 DAYS ***

CUSTOMER SAYS:

- VEHICLE INVOLVED IN THE SEATBELT RECALL
- TOOK THE VEHICLE BACK INTO THE DEALERSHIP FOR THE RECALL
- DEALERSHIP PUT THE PART ON ORDER BACK IN OCTOBER
- THE MOTOR ON THE SEATBELT IS DRAINING THE BATTERY ON THE VEHICLE BECAUSE THE SEATBELT MOTOR IS RUNNING CONSTANTLY

PER CUSTOMER, DEALER SAYS:

- VEHICLE HAS BEEN ON ORDER SINCE OCTOBER 099

CUSTOMER SEEKS:

- PART INFORMATION

CAC ADVISED:

- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
- CUSTOMER WILL CALL BACK VIN
- NEXT CSR PLEASE ADD VIN

08/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

5497CK GRP: 11 CONCERN CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: A2 CONTACT NBR: 109551472 OPENED: 03/10/1998
VIN: 1ZVPT20C7L5 ENGINE: C CLOSED: 03/20/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: ARKADIELPHIA STATE: AR ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 112000 WSD:
DEALER NAME: GILDNER FORD L-M IN SALES CODE: 123521 P & A: 05893
CAUSAL CODES: 1204 SYMPTOMS: 10A100
ORIGIN: 00 TRANS. DST/RGN: 23 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/12/1998
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1998/03/10

*** VEHICLE INVOLVED IN RECALL 97599 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- NO CURRENT CONCERN
- THE LAP BELT DOES NOT RESTRAIN
- THE HARNESS BELT IS BROKEN
- DOES NOT FEEL SAFE WHILE DRIVING
- RECEIVED A RECALL LETTER (96599), (96548)
- OBTAINED #800 FROM DEALERSHIP

PER CUSTOMER, DEALER SAYS:

- THERE IS A BACK ORDER ON THE SEATBELT

CUSTOMER SEEKS:

- NEED AN EXPEDITED ORDER

CAC ADVISED:

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

5497CK GRP: 11 CONCERN CONTACT VEH TYPE: CAR
MEMPHIS 29 ZN/TR: A2 CONTACT NBR: 109551472 OPENED: 03/10/1998
VIN: 12VPT2DC7L5 ENGINE: C CLOSED: 03/20/1998

1998/03/10
CUSTOMER SAYS:
-- CUSTOMER HAS BEEN WAITING ON THE PART FOR THE SEATBELT FOR THE PAST 4
WEEKS.
-- DEALERSHIP SAYS THEY HAVE LOCATED A PART AND WOULD HAVE IT WITHIN HE
NEXT 2 DAYS
*
PER CUSTOMER, DEALER SAYS:
-- THE PART WILL BE ORDERED AND WOULD BE IN 2 DAYS
*
CUSTOMER SEEKS:
-- PARTS INFORMATION.
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART
DELAYS

1998/03/13
###THIS IS THE CLOSING COMMENT
PART ARRIVED ON 03/12/1998 PART INSTALLED ON 03/13/1998 RECALL WAS COMPLETED T
HIS DATE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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4G57LS GRP: 06 INFORMATION CONTACT VEH TYPE: CAR
UNKNOWN 99 ZN/TR: CONTACT NBR: 109592071 OPENED: 03/23/1998
VIN: L ENGINE: CLOSED: 03/20/1998
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: NA
CITY: WICHITA STATE: KS ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 100000 WSD:
DEALER NAME: SALES CODE: P & A:
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:

1998/03/23

NO VIN AVAILABLE

CUSTOMER SAYS:

- MY SEAT BELT WAS TAKEN OUT 3 MONTHS AGO DUE TO THE RECALL
- I WOULD LIKE TO SPEAK TO SOMEONE REGARDING THIS SAFETY ISSUE

PER CUSTOMER, DEALER SAYS:

- THERE IS A NATIONAL BACK ORDER ON THE SEATS BELTS

CUSTOMER SEEKS:

- PARTS DELAY
- SUPERVISOR

CAC ADVISED:

- CUSTOMER REFUSED TO GIVE HER ADDRESS
- RE SUPERVISOR:
 - REQUEST FOR SUPERVISOR WAS FORWARDED
- RE PARTS DELAY:
 - INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
 - INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

8014MH GRP: 05 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: 03 CONTACT NBR: 109614732 OPENED: 03/30/1998
VIN: 1ZVPT20C7L5 ENGINE: C CLOSED: 04/12/1998

LAST NAME: STATUS: CANCELLED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: CUTHBERT STATE: GA ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 262748 WSD:
DEALER NAME: DAWSON MOTOR CO INC SALES CODE: 121510 P & A: 00278
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 21 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:

1998/03/30
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 AND 96599 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- HE RECEIVED A LETTER FOR THE RECALL
*
PER CUSTOMER, DEALER SAYS:
- THEY DO NOT HAVE THE PARTS YET
*
CUSTOMER SEEKS:
- TO GET THE VEHICLE REPAIRED
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. STEVE JONES (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS
DAYS
1998/04/12
CONTACT CANCELLED BY SYSTEM AND OPENED IN MORSIII

09/11/98

MASTER OWNER RELATIDNS SYSTEM II

14.21.02

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1477NP	GRP: 05	CONCERN CONTACT	VEH TYPE: CAR
WASHINGTON	27	ZN/TR: B1	CONTACT NBR: 109616861
VIN: 1ZVPT20C3L5		ENGINE: C	DPENED: 03/30/1998
			CLOSED: 04/08/1998

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:		ROAD			
CITY:	SALEM	STATE:	VA	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	185000	WSD:			
DEALER NAME:	MAGIC CITY MOTOR CD	SALES CODE:	127080	P & A:	06700
CAUSAL CODES:	1203 3002	SYNPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:	27	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	03/30/1998
ACK. CODE:		ASSIST CODE: W	AWARD AMT:		Q SURVEY: Y (Y OR N)

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

COMMENTS:

1998/03/30

*** THIS CONTACT IS DPENED DUE TO DPEN RECALL 96548 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- THINKS VEHICLE IS INVOLVED IN A RECALL
- NEVER THOUGH ANYTHING ELSE ABOUT
- BACK IN NOVEMBER SEATBELTS WOULD PROVIDE PRESSURE ONTO CUSTOMER
- SHE THOUGHT IT COULD BE A SHORT, ETC.
- BOTH SIDES ARE NOT WOERKING
- SEAT BELTS WORK EVERY ONCE IN AWHILE
- LAST REPAIR ATTEMP ON 07/03/97
- COULD

PER CUSTOMER, DEALER SAYS:

- WORKING WITH SERVICE REP.
- WENT TO DEALERSHIP LAST THURSDAY
- WANTED TO KNOW WHAT WAS GOING ON

CUSTOMER SEEKS:

- TO HAVE RECALL DONE

CAC ADVISED:

RE:WORKMANSHIP

- WORKMANSHIP ISSUES MUST BE ADDRESSED AT DEALER
- CONTACT MR.BOB WARREN (SERV. MGR) FOR ASSISTANCE.

RE:RECALL

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR.RANDY DIENGER (SVC MNR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
1477NP GRP: 05 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: B1 CONTACT NBR: 109816861 DPENED: 03/30/1998
VIN: 1ZVPT20C3L5 ENGINE: C CLOSED: 04/08/1998
=====

1998/04/01

###THIS IS THE CLOSING COMMENT

CUST WAS IN AND SPOKE WITH S/A KENNY BOTH SEATBELTS ARE NOT WORKING THE VE
HICLE WAS IN LAST YEAR IN JULY 97 AT WHICH TIME A PART WAS ORDERED FOR ONE SID
E AND WAS D99 FROM FORD THE OTHER SIDE WAS OK CUST WANTS BOTH SIDES FIXED UN
DER RECALL REQUEST THAT RECALL FOR OTHER SIDE BE REOPENED SO THAT BOTH SEAT
BELTS CAN BE REPAIRED BDB WARREN SERV MGR

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7751BG GRP: XK02 INFORMATION CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: 03 CONTACT NBR: 109194334 OPENED: 11/24/1997
VIN: 12VPT20CBL5 ENGINE: C CLOSED: 11/24/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: SC ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: FAIRWAY FIVE STAR SALES CODE: 121261 P & A: 02844
CAUSAL CODES: 1012 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: Q SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 0052331

COMMENTS:

1997/11/24

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- I RECEIVED A RECALL LETTER REGARDING THE SEATBELT
- I WAITED ABOUT SIX MONTHS AND THE DEALERSHIP WAS NOT ABLE TO FIX THE PART BECAUSE IT WAS NOT AVAILABLE
- I AM WAITING FOR THE PASSENGER SIDE SHOULDER HARNESS
- THE DEALERSHIP IS TELLING ME THAT THEY HAVE ORDERED THE PART
- THE PART WAS ORDERED SINCE THE 7TH OF NOVEMBER

PER CUSTOMER, DEALER SAYS:

- THE PART IS ON EMERGENCY BACK ORDER

CUSTOMER SEEKS:

- THE SEATBELT HARNESS

CAC ADVISED:

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

1998/01/24

CUSTOMER SAYS:

- REITERATES THAT THE PART FOR THE PASSENGER'S SHOULDER BELT IS ON EMERGENCY BACK ORDER.

PER CUSTOMER, DEALER SAYS:

- THE PART HAS NOT BEEN RECEIVED AND IS STILL ON EMERGENCY BACK ORDER.

CUSTOMER SEEKS:

- SHOULDER PART.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02
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77518G GRP: AX02 INFORMATION CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: D3 CONTACT NBR: 109194324 OPENED: 11/24/1997
VIN: 1ZVPT20C8L5 ENGINE: C CLOSED: 11/24/1997
=====

1998/01/24
CAC ADVISED:
-FORWARDED POST CARD ADVISING CUSTOMER TO STAY IN CONTACT WITH THE DEALERSHIP.
-NEXT, CSR IF CUSTOMER RECONTACTS PLEASE CALL DEALERSHIP AND VERIFY STATUS.
AS THIS LETTER WAS PROCESSED ON A SATURDAY THE DEALERSHIP IS CLOSED.

1998/03/06
*** LETTER DATED 1/7/98 ***
*** NAVIS: ORIGINAL ***
CUSTOMER WRITES:
-REITERATION OF SAME CONCERNS
-DUPLICATE LETTER
*
CUSTOMER SEEKS:
-BACKORDERED PART FOR SEATBELT RECALL.
*
CAC ADVISED:
-DUPLICATE LETTER
-CC MICRO ONLY - NO ACTION TAKEN

1998/03/18
*** LETTER DATED 2/15/98 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- CUSTOMER REITERATES THE CONCERN (DUPLICATE LETTER)
*
CAC ADVISED:
- CC MICRO ONLY, DUPLICATE LETTER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
4282JA GRP: 10 INQUIRY CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: CONTACT NBR: 109584104 OPENED: 03/18/1998
VIN: 1ZVPT20C5L5 ENGINE: C CLDSED: 03/18/1998
=====

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: CHILLICOTHE STATE: OH ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: NOURSE FAN FD-CHILL SALES CODE: 147039 P & A: 02274
CAUSAL CODES: 1203 1204 12RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 052300

COMMENTS:

1998/03/18

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

***LETTER POSTMARKED 3/10/97 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- 2/19/97 I TOOK MY VEHICLE TO NOURSE FORD FOR THE SEAT BELT RECALLS

- I HAVE SENT YOU THE REPAIR ORDER FROM THAT DATE

- I HAVE WAITED A YEAR, AND MY VEHICLE HAS STILL NOT BEEN REPAIRED

- I HAVE CALLED THE DEALER SEVERAL TIMES THROUGHOUT THE YEAR AND THEY SAID

THEY

DID NOT HAVE THE PARTS

- I THINK IT IS A LITTLE RIDICULOUS TO HAVE TO WAIT A YEAR FOR PARTS

- THE ONLY SEAT BELT IN MY CAR THAT WORKS IS THE LAP BELT. THIS IS A SAFETY

ISSUE FOR MYSELF, AND ANY PASSANGERS IN MY VEHICLE

- 3/12/97 I WAS IN AN ACCIDENT AND MY CAR WAS TOTALED

- I WENT TO THE HOSPITAL, AND I HAVE BEEN OFF WORK SINCE THE TIME OF THE

ACCIDENT

- I HAVE HAD SURGERY ON MY WRIST, AND I MAY HAVE TO HAVE SURGERY ON MY NECK

ALSO

- I HIT MY HEAD 3 TIMES

- I DON'T THINK I WOULD HAVE BEEN INJURED THIS SERIOUSLY IF MY SHOULDER BELTS

WOULD HAVE BEEN WORKING

- HOW ARE YOU GOING TO HANDLE THIS?

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

4262JA GRP: 10 INQUIRY CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: A2 CONTACT NBR: 109584104 OPENED: 03/18/1998
VIN: 12VPT20C5LS ENGINE: C CLOSED: 03/18/1998

1998/03/18

*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT MENTIONED

*
CUSTOMER SEEKS:
- COMPENSATION

*
CAC ADVISED:
- MADE OBC TO CUSTOMER
- CUSTOMER NO LONGER OWNS THE VEHICLE
- CUSTOMER WAS IN AN ACCIDENT 3/12/97
- CUSTOMER HAS BEEN OFF OF WORK SINCE THE ACCIDENT
- CUSTOMER HAS HAD SURGERY AS A RESULT OF THE ACCIDENT
- CUSTOMER FEELS THAT THE LACK OF THE SHOULDER HARNESS CAUSED HER INJURIES TO BE MORE SERIOUS.
- CSR SENT ORIGINAL REPAIR ORDER BACK TO CUSTOMER
- INFORMATION HAS BEEN DOCUMENTED AND SENT TO OUR LEGAL DEPARTMENT
- CUSTOMER WILL BE GETTING SOMETHING IN THE MAIL FROM US (NO TIME FRAME PROVIDED)

1998/03/25

CUSTOMER SAYS:
-CUSTOMER CALLING BACK
-RECEIVE LETTER FROM LEGAL DEPARTMENT
-STILL OFF FROM WORK AS A RESULT OF THE ACCIDENT
-THE LETTER IS ASKING FOR EXTENSIVE INFORMATION

*
CAC ADVISED:
-THE BEST THING TO DO IS PROVIDE AS MUCH INFORMATION AS POSSIBLE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

2600BB GRP: XX03 CONCERN CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: A1 CONTACT NBR: 107784977 OPENED: 11/19/1996
VIN: 1ZVPT21U1L5 ENGINE: U CLOSED: 11/27/1996

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: CASA FORDINC SALES CODE: 152210 P & A: 20455
CAUSAL CODES: 1010 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/20/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: N (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 6900427

COMMENTS:

1996/11/19

*** LETTER DATED 10/2/96 ***

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

CUSTOMER SAYS:

- CUSTOMER DID NOT WRITE IN MILEAGE
- CUSTOMER WRITES IN CONCERNING THE QUALITY OF THE SEATBELTS ON THE VEHICLE
- CUSTOMER HAD REPAIRS DONE ON THE VEHICLE AND FEELS THERE WAS SOME POOR

WORKMANSHIP

- DEALER REPAIRED 1 SEATBELT

PER CUSTOMER, DEALER SAYS:

- NO CONTACT MENTIONED

CUSTOMER SEEKS:

- FILE COMPLAINT ABOUT THE QUALITY OF THE VEHICLE

CAC ADVISED:

CONTACT OPENED DUE TO RECALL 96S99

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

- CSR MADE 2 OUTBOUND CALLS TO CUSTOMER, NO ANSWER EITHER TIME

- FORWARDING A FAX LETTER DUE TO OPEN RECALL 96S99

- 1 SEATBELT RECALL HAS BEEN PERFORMED RECALL NUMBER 96S48

1996/11/20

###THIS IS THE CLOSING COMMENT

CUSTOMER WAS INFORMED THAT PARTS WILL NOT BE IN TILL MARCH 15TH 1996. CUSTOMER WILL BE INFORMED WHEN PARTS COME IN FOR RECALL 96S99.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

2441LR GRP: XX12 INFORMATION CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: B1 CONTACT NBR: 109543851 OPENED: 03/07/1998
VIN: L ENGINE: CLOSED: 03/07/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: WAYNE STATE: NJ ZIP: [REDACTED]
HOME PHONE: NA -NA-A NA BUS. PHONE: NA -NA-A NA
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: WAYNE FORD SALES CODE: 113158 P & A: 20885
CAUSAL CODES: 1203 1012 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: B491526

COMMENTS:

1998/03/07

NO VIN AVAILABLE

*** LETTER DATED 2/18/98 ***

CUSTOMER WRITES:

-RECEIVED RECALL LETTER 96S4B/96S99 FOR THE MOTORIZED SAFETY BELTS
-SEAT BELT SYSTEM WAS OPERATOIONAL UNTIL VEHICLE WENT IN FOR RECALL REPAIRS
-PARTS WERE ORDERED AGAIN
-THE PARTS ARE ON BACK ORDER AND SHE IS AFRAID THE SYSTEM WILL GIVE OUT BEFORE REPAIR

PER CUSTOMER, DEALER SAYS:

-FORD HAS BEEN SENDING FAULTY SEAT BELT RECALL PARTS

CUSTOMER SEEKS:

-TO LODGE A COMPLAINT

CAC ADVISED:

FORWARD LETTER FOA, QUALITY LETTER

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

B116TN	GRP: 14	CONCERN CONTACT	VEH TYPE: CAR
PHILADELPHIA	16	ZN/TR: [REDACTED]	CONTACT NBR: 109418625
VIN: 1ZVPT21U9LS	[REDACTED]	ENGINE: U	OPENED: 02/02/1998
			CLOSED: 02/10/1998

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: NEWARK	STATE: DE	ZIP: [REDACTED]
HOME PHONE: [REDACTED]	BUS. PHONE: [REDACTED]	
MODEL YEAR: 90	MODEL: PROBE	
MILEAGE: 1	WSD:	
DEALER NAME: CHAPMAN FORD SALES,	SALES CODE: 118213	P & A: 01402
CAUSAL CODES: 1203 0405	SYMPTOMS: 104100	
ORIGIN: GO	TRANS. DST/RGN: 18	TRANS. DATE:
SERVICE/SALES: 1		CONTACT DATE: 02/02/1998
ACK. CODE:	ASSIST CODE: W	AWARD AMT:
		200 SURVEY: Y (Y OR N)

BUILD DATE:	CALIBRATION:
ESP INFO:	EXPIRES:
OPEN RECALL:	OWNER NOTIFIED:
	MICRO: B290669

COMMENTS:

1998/02/02

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

*** LETTER DATED 1/23/98 ***

*** NAVIS: ORIGINAL ***

CUSTOMER WRITES:

-CUSTOMER VERY DISSATISFIED WITH THE WAY SHE HAS BEEN TREATED BY THE DEALERSHIP.

-APPOINTMENT WAS MADE TO HAVE SEATBELT RECALL WORK PERFORMED.

-WHEN CUSTOMER ARRIVED FOR APPOINTMENT, SHE WAS INFORMED THAT THE NECESSARY PARTS WERE NOT IN STOCK, AND WOULD HAVE TO BE ORDERED.

-THIS WAS JULY 1997 - CUSTOMER HAS NOT HEARD BACK FROM THE DEALERSHIP SINCE.

-SEATBELT HAS BEEN NON-FUNCTIONING FOR OVER ONE YEAR.

PER CUSTOMER, DEALER SAYS:

-NO FURTHER CONTACT

CUSTOMER SEEKS:

-RECALL WORK COMPLETED.

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR. FRED D'AIUTO (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

1998/02/03

###THIS IS THE CLOSING COMMENT

BOTH RECALLS COMPLETED 02/02/1998 RD# 112335

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

5939JN GRP: 09 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: C1 CONTACT NBR: 109344601 OPENED: 01/13/1998
VIN: 1ZVPT20C4L5 ENGINE: C CLOSED: 01/22/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: SOUTHAMPTON STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: MILLER FORD SLS SALES CODE: 118455 P & A: 01336
CAUSAL CODES: 1207 3104 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 16 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/14/1998
ACK. CODE: ASSIST CODE: W AWARD AMT: D SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 8380413

COMMENTS:

1998/01/13

*** VEHICLE INVOLVED IN RECALL 96S99 ***
*** VEHICLE INVOLVED IN RECALL 96S48 ***
*** PARTS DELAY OVER 30 DAYS ***
*** LETTER DATED 12/01/97 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-HAS BEEN WAITING SINCE JUNE TO COMPLETE RECALL
-SAFETY ISSUE
-RESTRAINT IS NOT WORKING AT ALL
-WILL SUE FORD IF SOME IS INJURED DUE TO THIS

PER CUSTOMER, DEALER SAYS:

RE: OBC TO MR. MACNAMERA / SERVICE MGR.
*IN RELATIONSHIP MGT CALL

-ADVISED THAT IN A DEALER LETTER DATED 12/18/97 PROVISIONS WERE INDICATED FOR
NO CHARGE LOANERS AND RENTALS DUE TO SAFETY ISSUE REGARDING RECALL 96S99
-PROVIDED HIM WITH RENKIM # 8003255821 FOR AUTHORIZATION INFORMATION
(MR. MACNAMERA WAS A PLEASURE TO SPEAK WITH, THANKS)

CUSTOMER SEEKS:

-RECALL COMPLETION

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====

5939JM	GRP: 09	CONCERN CONTACT	VEH TYPE: CAR
PHILADELPHIA 16	ZN/TR: C1	CONTACT NBR: 109344601	OPENED: 01/13/1998
VIN: 12VPT20C4L5	ENGINE: C		CLOSED: 01/22/1998

=====

1998/01/13

CAC ADVISED:

RE: OBC TO DEALER (SEE COMMENTS)

RE: OBC TO CUSTOMER

-ADVISED OF OBC TO DEALER

-WE ARE REQUESTING MR MACNAMERA TO CONTACT THEM IN REGARDS TO THE OPEN RECALLS IN THE NEXT TWO BUSINESS DAYS.

ALSO, ADVISED ADVISED THAT THERE IS A PROVISION FOR FREE LDANERS/ RENTALS

UNTIL PARTS ARRIVE DUE TO SAFETY ISSUE WITH RESTRAINTS

-PLEASE ACCEPT FORDS APOLOGY IN THIS MATTER. DELAY WAS A MANUFACTURING ISSUE

AND FORD IS MAKING EVERY EFFORT TO RESOLVE THE PARTS ISSUE

1998/01/15

###THIS IS THE CLOSING COMMENT

CUSTOMER CAN NOT MAKE VEHICLE AVAILABLE UNTIL 1/19/98. ALL PARTS ARE IN STOCK

FOR THIS CUSTOMERS VEHICLE AND RECALLS WILL BE COMPLETED.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3382TK GRP: XX09 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: R3 CONTACT NBR: 108467086 OPENED: 05/23/1997
VIN: 1ZVPT20C4L5 ENGINE: C CLOSED: 06/13/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: NORFOLK STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 120000 WSD:
DEALER NAME: COURTESY FORD-LINC- SALES CODE: 158410 P & A: 07223
CAUSAL CODES: 1204 1203 0405 SYMPTOMS: 104100 104298
ORIGIN: GO TRANS. DST/RGN: 58 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 08/02/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: N (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRD: B230235

COMMENTS:

1997/05/23

THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 108105435
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 AND 96599 ***
*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

- 125,000 MILES ON THE VEHICLE
- BOTH SEAT BELTS ARE STUCK IN THE FORWARD POSITION
- THE SEAT BELT WARNING LIGHTS ARE ALWAYS ON
- DEALER STILL HAS NOT ORDERED THE PARTS FOR THE RECALL (WAS TOLD THAT THE PARTS WERE ORDERED BACK IN JANUARY)
- FIRST TOOK VEHICLE IN FOR THE RECALL IN JANUARY 1997 AND THE PARTS WERE NOT AVAILABLE
- FEELS THAT THE DEALERSHIP IS UNPROFESSIONAL

PER CUSTOMER, DEALER SAYS:

- PARTS ARE AVAILABLE, BUT WERE NEVER ORDERED FOR THIS CUSTOMER
- WILL NOT UNHOOK THE SEAT BELT WARNING LIGHT

CUSTOMER SEEKS:

- TO HAVE THE SEAT BELTS FIXED
- WANTS THE SEAT BELT WARNING LIGHT SHUT OFF

CAC ADVISED:

RE SEAT BELT RECALLS (86548 AND 96599)

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
3362TK GRP: KA09 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: R3 CONTACT NBR: 108467088 OPENED: 05/23/1997
VIN: 1ZVPT20C4L8 [REDACTED] ENGINE: C CLOSED: 06/13/1997
=====

1997/05/23

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

RE DEALER UNHOOKING THE WARNING LIGHT

- DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED

- CONTACT JOE MCANDREWS, CUST. REL. MGR., FOR FURTHER EXPLANATION.

***UPGRADING BECAUSE OF THE OPEN RECALLS ON THE VEHICLE (CUSTOMER PROVIDED
VEHICLE IDENTIFICATION NUMBER DURING THIS CALL)***

###THE FOLLOWING SYMPTOM CODE(S) WERE REMOVED: 101353

###THE FOLLOWING CAUSAL CODE(S) REMOVED FROM CONTACT - 1012

1997/06/06

###THIS IS THE CLOSING COMMENT

PARTS ARE ON BACKORDER WILL TRY TO GET AS SOON AS POSSIBLE

1997/06/27

***LETTER MICROFILMED 6-25-97 ***

CUSTOMER SAYS:

-CONTACTS CAC DUE TO FRUSTRATING REPAIR EXPERIENCES

-REITERATES SAFETY BELT RECALL PART BACK ORDER CONCERNS

-UNABLE TO HAVE VEHICLE OPERATE SAFELY WHILE WARNING INDICATOR ACTIVATED

PER CUSTOMER, DEALER SAYS:

-ADVISED CUSTOMER NO DETERMINATIONS OF PART ARRIVAL AS YET

CUSTOMER SEEKS:

-FINAL RESOLUTION OF CONCERNS

CAC ADVISED:

-DOCUMENTED CONCERNS

-FORWARDED AUTOMATED LETTER F52A SUPPORT INFO PROVIDED BY THE DEALER

1997/07/09

*** LETTER POSTMARKED 06.23.97 ***

*** MILEAGE UNAVAILABLE ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- BONNIE ALTSTADT SENT LETTER IN

- WE HAVE BEEN DEALING WITH COURTESY FORD SINCE APR97 AND NO SATISFACTION

- WE KEEP GETTING THE RUN AROUND

- SAME CONCERN AS ABOVE

PER CUSTOMER, DEALER SAYS:

- NO NAME/COURTESY FORD

CUSTOMER SEEKS:

- TO HAVE SEAT BELTS FIXED

CAC ADVISED:

- SEND AUTOMATED LETTER F53--FINAL DECISION RENDERED

- PER DEALER, 06.06.97, PARTS ARE ON BACKORDER, WILL TRY TO GET ASAP

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

B327EM GRP: XX03 INFORMATION CONTACT VEH TYPE: CAR
LOS ANGELES 71 2N/TR: A3 CONTACT NBR: 108387756 OPENED: 05/01/1997
VIN: 1ZVPT21U7L5 ENGINE: U CLOSED: 05/01/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: OXNARD STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] EXT: N/A
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSO:
DEALER NAME: BRONK VREELAND OJAI SALES CODE: 171448 P B A: 05423
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: 821853

COMMENTS:

1997/05/01

*** MILEAGE UNAVAILABLE ***
*** VEHICLE INVOLVED IN RECALL 96S48 AND 96S99 ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- WHERE IS THE SEAT BELT FOR MY RECALL
- WAS TOLD PART IS ON BACK ORDER
- CUSTOMER WOULD NOT GIVE PHONE NUMBER OR MILEAGE

*

PER CUSTOMER, DEALER SAYS:

- PARTS ARE ON BACK ORDER

*

CUSTOMER SEEKS:

- WHERE IS THE PART FOR MY RECALL
- IN WRITING THAT THE PARTS ARE UNAVAILABLE

*

CAC ADVISED:

- DEALERSHIP IS THE BEST TECHNICAL RESOURCE
- MR. DON TOONAJIAN (CUST. REL MGR) IS IN THE BEST POSITION TO ASSIST YOU.

CAC ADVISED:***CUSTOMER HUNGUP WHILE CSR PUT CUSTOMER ON HOLD

RE PARTS

- RECOMMEND CUSTOMER CONTINUE TO WORK WITH MR DON TOONAJIAN CUSTOMER RELATIONS MANAGER AS TO WHEN THE PARTS WILL BE AVAILABLE

RE LETTER

- CAN NOT PROVIDE INFORMATION IN WRITING FROM THIS OFFICE
- *****CSR WAS BEGINNING THE DISCONNECT PROCESS WHEN CUSTOMER HUNG UP***

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====

8327EM	GRP: XX03	INFORMATION CONTACT	VEH TYPE: CAR
LDS ANGELES	71	ZN/TR: A3	CONTACT NBR: 108387756
VIN: 1ZVPT21U7L5		ENGINE: U	OPENED: 05/01/1997
			CLOSED: 05/01/1997

=====

1997/06/10
*** LETTER DATED 6/2/97 ***
CUSTOMER WRITES:
-CONCERNS AS PREVIOUSLY ADDRESSED
-RECEIVED RECALL NOTICE FOR SEAT BELTS, BUT THE BELTS ON ARE BACK ORDER
*
CUSTOMER SEEKS:
-NEW SEAT BELTS
*
CAC ADVISED:
-F52D/SUPPORT INFO PROVIDED BY CO. REP

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

2651NK	GRP: XXXX	INFORMATION CONTACT	VEH TYPE: CAR	
LDS ANGELES	71	ZN/TR: A3	CONTACT NBR: 108563725	OPENED: 06/19/1997
VIN: 1ZVPT21U7L5		ENGINE: U		CLOSED: 06/19/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	OXNARD	STATE:	CA	ZIP:	
HOME PHONE:		BUS. PHONE:		EXT:	N/A
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	1	WSD:			
DEALER NAME:	BRONK VREELAND DJAI	SALES CODE:	171448	P & A:	05423
CAUSAL CODES:	1204	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RON:		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: 9380443

COMMENTS:
1997/06/19
*** LETTER DATED 8-2-97 ***
CUSTOMER SAYS:
- INVOLVED IN RECALL 98548 AND 96599. MAILED TO HER 10/96 RE: SAFETY RESTRAINT ON ON HER 1990 PROBE.
- CONFRONTATION w/ ERIN WHEN TOLD THERE WAS NOTHING THAT FMC COULD DO.
*
PER CUSTOMER, DEALER SAYS:
- PARTS ARE NOT IN STOCK
*
CUSTOMER SEEKS:
- WORKING SEAT BELTS
*
CAC ADVISED:
- DUPLICATE LETTER
- CC MICRO ONLY

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

8934DM GRP: XX03 INFORMATION CONTACT VEH TYPE: CAR
OB ZN/TR: CONTACT NBR: 108534591 OPENED: 06/11/1997
VIN: L ENGINE: CLOSED: 06/11/1997

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

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 8211754

COMMENTS:

1997/08/11

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

*** LETTER DATED 5/26/97 ***

*** MILEAGE UNAVAILABLE ***

NO VIN AVAILABLE

CUSTOMER SAYS:

-HAS BEEN WAITING SINCE 11/96 FOR RECALL PART

-8 MONTHS IS RIDICULOUS

-DEALER HAS NOW LOST THE RECALL LETTER AND MY ORIGINAL RECEIPTS (I HAVE

COPIES) FOR PREVIOUS SEAT BELT REPAIRS. NOW I'M WORSE OFF THAN BEFORE

-HAVE HAD CONTINUAL PROBLEMS WITH SEAT BELTS SINCE 9/96

*

PER CUSTOMER, DEALER SAYS:

-PER DAN MARUI/SVC ADV: PARTS ARE NOT AVAILABLE

*

CUSTOMER SEEKS:

-PARTS FOR RECALL

*

CAC ADVISED:

-SENT TO WRITTEN CORRESPONDENCE FOR REPLY TO THE EFFECT: THAT CUSTOMER DOES

NOT NEED RECALL LETTER FOR RECALL TO BE PERFORMED AND THAT THE PARTS ARE ON

NATIONAL BACKORDER FOR BOTH THE USA AND CANADA. KEEP IN CONTACT WITH DEALER

FOR PARTS AVAILABILITY

DIRECTORY ASSISTANCE DOES NOT LIST PHONE NUMBERS FOR PO BOXES

PER TEAM LEADER, CARLINE HILTON, HANDLE CONTACT THROUGH USA CAC

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

8934DM	GRP: XX03	INFORMATION CONTACT	VEH TYPE: CAR
VIN:	08 ZN/TR:	CONTACT NBR: 108534591	DPENED: 06/11/1997
	L	ENGINE:	CLOSED: 06/11/1997

=====

1997/07/10

*
CAC ADVISED:
- DBC ATTEMPTED CUSTOMER NOT LISTED IN DIRECTORY ASSISTANCE
- PCB1 CONTACT CAC, SENT TO CUSTOMER
NEXT CSR
- PLEASE ADVISE CUSTOMER THE ABOVE INFORMATION IN CAC ADVISED.

1997/08/07

CUSTOMER SAYS:
- CALLING PER POST CARD
- UPSET THAT HE HAS HAD TO WAIT FOR 10 MONTHS FOR THE RECALL

*
CUSTOMER SEEKS:
- RESPONSE TO LETTER SENT

*
CAC ADVISED:
- ADVISED CUSTOMER ACCORDINGLY
- 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

8812PW GRP: CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: 42 CONTACT NBR: 108506871 DPENED: 06/10/1997
VIN: 1ZVPT21U0L5 ENGINE: U CLOSED: 07/14/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: KENT STATE: WA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 68589 WSO:
DEALER NAME: SOUND FORD INC SALES CODE: 174011 P & A: 08511
CAUSAL CODES: 1215 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 74 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 07/07/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 8210348

COMMENTS:

1997/06/10

*** VEHICLE INVOLVED IN RECALL 96548 ***
*** VEHICLE INVOLVED IN RECALL 96548 AND 96599 ***
*** NAVIS: ORIGINAL ***
*** LETTER DATED 5/29/97 ***

CUSTOMER SAYS:

- IN OCT 88 RECEIVED A RECALL LETTER THAT THERE WAS A RECALL ON THE SEAT BELTS ON HER 1990 PROBE.
- HER DRIVERS' SIDE SEAT BELT IS NOT WORKING. ALL IT DOES IS CLICK.
- MATT WILLIAMS AT SOUND FORD SAID THEY COULD DO NOTHING WHEN SHE ASKED IF IT COULD BE DISCONNECTED.
- SHE TOOK IT IN TO HAVE THE RECALL WORK PERFORMED W/ THE LETTER AND MATT SAID THAT THEY HAD TO ORDER IT FROM FORD.
- SHE HAS WAITED SINCE JANUARY 97 AND HAS NOT RECEIVED ANYTHING.
- MATT TOLD HER THAT FORD IS NOT REPLACING THEM AT THIS TIME.
- SHE STILL HAS NOT HAD THE SEAT BELT REPLACED.

PER CUSTOMER, DEALER SAYS:

- NO CONTACT.

CUSTOMER SEEKS:

- TO GET HER BELT FIXED.

CAC ADVISED:

- SENDING LETTER FACK ACKNOWLEDGEMENT LETTER.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

8612PW GRP: CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: A2 CONTACT NBR: 106526871 OPENED: 06/10/1997
VIN: 1ZVPT21UOL [REDACTED] ENGINE: U CLOSED: 07/14/1997

1997/06/11

I COULDN'T FIND PARTS UNDER HER NAME SOOOOOOOOO I MYSELF ORDERED HER A DRIVERS TRACK AND MOTOR AND PASSENGER TRACK ONLY. MIKE G SAYS 3 DAYS FOR PARTS. I HAVE CALLED HER TO LET HER KNOW. WE HOPE TO HAVE A CALL BACK TO HER TUESDAY AND I WILL HOOK HER UP WITH A DIFFERENT SERVICE ADVISOR. SHE IS HAPPY WITH MY EFFORTS. I WILL BABYSIT THIS TIL PARTS ARRIVE AND ARE INSTALLED.

TERRYR

1997/06/24

MARYELLEN

WELLLLLLLL ITS JUNE 24TH AND I HAVE CHECKED PARTS DAILY FOR THESE SEAT BELT PARTS----STILL NOT HERE. PARTS KNOWS OF NO PROBLEMS AND HAVE BEEN TOLD PARTS ARE BEING SHIPPED IN 3-5 DAYS FOR BOTH THESE RECALLS AS PARTS ARE NEEDED AND ORDERED BY DEALERS. I'M STILL BABYSITTING THIS SO IT DOESN'T FALL IN THE CRACKS

TERRYR

1997/07/07

###THIS IS THE CLOSING COMMENT

CALLED CUSTOMER PARTS ARRIVED TO DO SEAT BELT RECALLS FOR HER VEHICLE TODAY. SHE WILL BE MAKING APPOINTMENT THIS WEEK FOR REPAIRS.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

6782JL GRP: XX08 CONCERN CONTACT VEH TYPE: CAR
 NEW YORK 13 ZN/TR: L1 CONTACT NBR: 108214591 OPENED: 03/14/1997
 VIN: 1ZVPT21U5L5 ENGINE: U CLOSED: 05/14/1997
 =====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: NISKAYUNA STATE: NY ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 70000 WSD:
 DEALER NAME: METRO FORD SALES IN SALES CODE: 113181 P & A: 20857
 CAUSAL CODES: 1203 30RA SYMPTOMS: 104100
 ORIGIN: GO TRANS. DST/RGN: 13 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 03/18/1997
 ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: N (Y OR N)

BUILD DATE: CALIBRATION:
 ESP INFO: EXPIRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO: B160804

COMMENTS:
 1997/03/14

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

NO ACTION BY DEALER

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- BOTH RESTRAINT SYSTEMS ARE LOCKED AND WILL NOT MOVE
- HAS TRIED TO GET RECALL WORK PERFORMED
- TOOK VEHICLE TO DEALERSHIP 1/15/97

*
 PER CUSTOMER, DEALER SAYS:

- PARTS ARE ON BACKORDER

*
CUSTOMER SEEKS:

- RESOLUTION TO CONCERN

*
CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

6782JL GRP: XX06 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: LL CONTACT NBR: 108214591 OPENED: 03/14/1997
VIN: 1ZVPT21U5L5 ENGINE: U CLOSED: 05/14/1997

1997/03/27

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-HAS NOT BEEN CONTACTED BY THE DEALER

*

PER CUSTOMER, DEALER SAYS:

-NO COMMENT

*

CUSTOMER SEEKS:

-TO BE CONTACTED

*

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR. RICHARD PECK(SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

1997/04/15

LETTER DATED 4/7/97

*

CUSTOMER SAYS:

-RECEIVED RECALL FOR SEAT BELTS

-WENT TO THE DLR FOR REPAIRS

-PARTS WERE NOT AVAILABLE

-DLR TRIES TO PERFORM A REPAIR WITHOUT THE PARTS, CONCERNED THAT THERE MAY

BE AN ACCIDENT AND THE BELTS WILL NOT WORK

*

*

CUSTOMER SEEKS:

-TO INFORM FORD

-THE PARTS FOR THE RECALL

*

CAC ADVISED:

-SENT CONTACT OPENED LETTER

1997/05/07

###THIS IS THE CLOSING COMMENT

PARTS ARE STILL NOT AVAILABLE FOR THIS RECALL. OUR CSM ANNETTE CONVILLE CALLED

OWNER TO EXPLAIN THE PROBLEM.

ALL PARTS ARE NOW IN AND HE SAID THAT HE WILL CALL FOR AN APPOINTMENT. OWNER I

S VERY UNHAPPY WITH DELAY. DO NOT SEND A CARD. CLOSED BY RICHARD PECK.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7481RL GRP: XX13 INFORMATION CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: A1 CONTACT NBR: 108209955 OPENED: 03/13/1997
VIN: 1ZVPT22L4L5 ENGINE: L CLOSED: 03/13/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SALEM STATE: MA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PRDBE
MILEAGE: 1 WSD:
DEALER NAME: THOMAS FORD SALES I SALES CODE: 111045 P & A: 08B22
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: D SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 8112300

COMMENTS:
1997/03/13

*** LETTER DATED 2.24.97 ***
*** MILEAGE UNAVAILABLE ***

CUSTOMER WRITES:

- THE SEATBELT RECALL WAS NOT PREFORMED QUICKLY
- IT REQUIRED MULTIPLE VISITS TO THE DEALERSHIP
- THE DRIVER'S BELT HAD ALREADY FAILED
- THE PARTS WERE NOT ALWAYS READY
- SAYS THE REPAIR WAS EVENTUALLY DONE

PER CUSTOMER, DEALER SAYS:

- NO MENTION

CUSTOMER SEEKS:

- AN EXPLANATION AND POSSIBLE COMPENSATION

CAC ADVISED:

- LEFT MESSAGE WITH CUSTOMER'S WIFE:
- SORRY ABOUT CIRCUMSTANCES HE DESCRIBED IN LETTER
- LEFT NUMBER TO CAC IF CUSTOMER HAS ANY QUESTIONS

1997/03/22

*** LETTER DATED 2-24-97 *** ADDRESSED TO A R KADUK
*** MILEAGE UNAVAILABLE ***

*** NAVIS: ORIGINAL ***

CUSTOMER WRITES:

- DUPLICATE LETTER.

CAC ADVISED:

- NO ACTION TAKEN.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

1616BH GRP: XX12 INFORMATION CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: R3 CONTACT NBR: 108102610 OPENED: 02/14/1997
VIN: L ENGINE: CLOSED: 02/14/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MITCHELL STATE: SD ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: 111-111-1111
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: ROZUM MOTOR COMPANY SALES CODE: 15B715 P & A: 08418
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. OST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: BD41929

COMMENTS:

1997/02/14

*** MILEAGE UNAVAILABLE ***
*** LETTER DATED 2/1/97 ***
NO VIN AVAILABLE

CUSTOMER SAYS:

- * WRITING TO REGISTER COMPLAINT AND VOICE SERIOUS CONCERNS ABOUT THE SEAT BELTS
- * RECEIVED RECALL LETTER DATED OCTOBER 1996 96S48 & 96S99 CONCERN THE MALFUNCTION OF THE SEAT BELTS
- * CURRENTLY THE SEAT BELT ON THE PASSENGER SIDE IS NOT OPERATING PROPERLY AND IT WILL NOT SLIDE ON THE TRACK AS THE LETTER INDICATES
- * HAS CONTACTED THE DEALER EVERY 2 WEEKS SINCE GETTING THE LETTER TO SCHEDULE SERVICE
- * LAST CALLED THE DEALER 1/31/97
- * 3 MONTHS IS REASONABLE ENOUGH TIME TO HAVE THESE REPAIRS DONE
- * CONCERNED THAT SERIOUS INJURY COULD RESULT
- * FORD IS OPENING ITSELF UP TO POSSIBLE LEGAL ACTION FOR NOT COMPLETING THESE REPAIRS IN A REASONABLE TIME

PER CUSTOMER, DEALER SAYS:

- * THE PARTS ARE ON BACK ORDER, CALL BACK

CUSTOMER SEEKS:

- * DOESN'T SAY, BUT CSR ASSUMES TO GET RECALL DONE ASAP

CAC ADVISED:

- * SENT PC01 CARD TO CALL CAC
- ** NEXT CSR, OBTAIN VIN AND PHONE NUMBERS AND OPEN CONCERN CONTACT TO ADDRESS ISSUE. PROBE, COULD BE POSSIBLE RA DUE TO 3 MONTH PART BACK ORDER ON RECALL PART **

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1618BH	GRP: XX12	INFORMATION CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: R3	CONTACT NBR: 108102010
VIN:	L	ENGINE:	OPENED: 02/14/1997
			CLOSED: 02/14/1997

=====

1997/02/24

THIS CONTACT HAS BEEN UPGRADED. THE NEW CONTACT IS 108133586

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

5983CG GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: R3 CONTACT NBR: 108133566 OPENED: 02/24/1997
VIN: L ENGINE: CLOSED: 03/25/1997

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED]
ADDRESS: [REDACTED]
CITY: MITCHELL STATE: SD ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: 111-111-1111
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: ROZUM MOTOR COMPANY SALES CODE: 158715 P & A: 09418
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 58 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/18/1997
ACK. CODE: ASSIST CODE: X AWARD AMT: Q SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 8041929

COMMENTS:

1997/02/24
THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 108102610
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S4B ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S99 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS: MRS GRIVNA CALLING
- RECONTACTING FORD ABOUT THE RECALL ON THE SEATBELTS
- CAC HAD SENT A POSTCARD REGARDING THE ISSUE
*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT
*
CUSTOMER SEEKS:
- WANT TO GET THE RECALL REPAIRED
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. RICHARD ROZUM (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
1997/03/07
CSM JCUFF SPOKE WITH TIM THOMPSON (SERVICE MANGER) WHO ACKNOWLEDGED THAT THE
DEALERSHIP IS WAITING FOR THE RAIL MOTOR ASSEMBLIES TO COME IN . ONCE THE PAR
T IS IN THE RECALL WILL BE COMPLETED
1997/03/18
##THIS IS THE CLOSING COMMENT
CSM JCUFF: CSM CONTACTED THE VENDOR TO INQUIRE AS TO THE STATUS OF RAIL/MOTOR
ASSEMBLY. VENDDR IS OUT OF STOCK ON ITEMS AND ANTICIPATES PARTS TO BE AVAILA
BLE WITHIN THE MONTH. DEALER IS AWARE OF THIS AND HAS COMMUNICATED THIS WITH
THE CUSTOMER. RECALL WILL BE COMPLETED WHEN PARTS ARE IN.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

8856CK GRP: KXOP CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: 01 CONTACT NBR: 108098763 OPENED: 02/13/1997
VIN: 1ZVPT22L6L5 ENGINE: L CLOSED: 02/18/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: AURORA STATE: IL ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: RIVER VIEW FORD INC SALES CODE: 141302 P & A: 01583
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 41 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/17/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 8D40483

COMMENTS:

1997/02/13

*** VEHICLE INVOLVED IN RECALL 98599 ***
*** VEHICLE INVOLVED IN RECALL 96548 ***
*** NAVIS: ORIGINAL ***
LETTER DATED 1/31/97

CUSTOMER SAYS:

- THE PARTS FOR THE RECALL ARE NOT IN YET
- VERY CONCERNED AS THE DAUGHTER USES THIS VEHICLE FOR PRIMARY MODE OF
TRANSPORTATION

PER CUSTOMER, DEALER SAYS:

- NOT IN YET, THEY HAVE RE-ORDERED THEM 2 TIMES

CUSTOMER SEEKS:

- WHAT IS FORD DOING ABOUT THIS SITUATION

CAC ADVISED, PER OUTBOUND CALL:

- CUSTOMER HAS NOT HAD ANY ADDITIONAL INFORMATION
- WILL SEND THE DEALERSHIP AN OPEN CONTACT TO CONTACT CUSTOMER AND PROVIDE
THEM AN UPDATE ON THE PARTS AVAILABILITY
***REQUESTING RON HYDE LOOK INTO THE PARTS SITUATION AND GIVE THE CUSTOMER A
QUICK UPDATE CALL*** THANKS!

1997/02/17

###THIS IS THE CLOSING COMMENT

PLEASE CLOSE THIS CONTACT. THE PARTS FOR THIS VEHICLE ARE ON BACK ORDER
8-9 WEEKS. ONCE THE PARTS COME IN THE NECESSARY WORK THAT THIS VEHICLE NEEDS
WILL BE DONE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
6856CK GRP: XXOP CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: D1 CONTACT NBR: 108098763 OPENED: 02/13/1997
VIN: 1ZVPT22L6L [REDACTED] ENGINE: L CLOSED: 02/18/1997
=====

1997/02/18

###THIS IS THE CLOSING COMMENT

***CAC KNOWS THAT THE PARTS ARE ON BACK ORDER, THE CUSTOMER WAS REQUESTING AN
UPDATE ONLY. WE ARE REQUIRED TO ANSWER CUSTOMER LETTERS, AND ASSIST THEM IN
TRYING TO LOCATE THE CORRECT INFORMATION. WE ARE SURE THAT THE CUSTOMER HAS
BEEN CONTACTED BY DEALERSHIP PERSONNEL IN RESPONSE TO THIS CONTACT FOR A PARTS
STATUS HE WAS SEEKING. THANK YOU***

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

2565CG GRP: XA09 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 2N/TR: D1 CONTACT NBR: 1DB089202 OPENED: 02/12/1997
VIN: 1ZVPT22L9L5 ENGINE: L CLOSED: 02/27/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: STUARTS DRAFT STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: JIM SNEADFORD SALES CODE: 127447 P & A: 00009
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 27 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/14/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 8031178

COMMENTS:

1997/02/12

LETTER RECEIVED DATED 1/27/97

*** MILEAGE UNAVAILABLE ***

*** NAVIS: ORIGINAL ***

CUSTOMER WRITES:

- SET ASIDE RECALL NOTICE AS BELTS WORKING OKAY AND PLANNED ON CONTACTING DEALER 2/15/97 AS REQUESTED ON NOTICE
- 1/13/97, MOTORIZED BELT BROKE ALONG ROOF RAIL. TOOK TO DEALER 1/16
- PICKED UP VEHICLE 1/20, DEALER NOTIFIED HIM THEY ORDERED PART
- 1/23, CALLED DEALER FOR STATUS OF PART, NOT IN YET
- RECALL LETTER STATES PARTS WOULD BE AVAILABLE AFTER 12/15/96
- FEEL IT'S UNSAFE TO DRIVE WITHOUT BELT

PER CUSTOMER, DEALER SAYS:

- NOT SURE WHEN PART WILL BE IN

CUSTOMER SEEKS:

- EXPEDITE SENDING PART TO DEALER

CAC ADVISED:

98548/98599 RECALL:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. ERSKINE M LESSLEY JR, SVC MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/02/20

###THIS IS THE CLOSING COMMENT

CONTACTED CUSTOMER ON 2-14-97. SHE TOLD US THAT SHE HAD WRITTEN THAT LETTER PRIOR TO HAVING US REPAIR HER VEHICLE UNDER RECALL 98548 AND 98599. SHE STATED THAT HER CAR WAS REPAIRED AND THAT EVERYTHING WAS FINE.

09/11/98

MASTER OWNER RELATIONS SYSTEM !!

14.21.02

=====

2565CG	GRP: XX09	CONCERN CONTACT	VEH TYPE: CAR
WASHINGTON	27	ZN/TR: 01	CONTACT NBR: 108089202
VIN: 1ZVPT22L9L5		ENGINE: L	OPENED: 02/12/1997
			CLOSED: 02/27/1997

=====

1997/03/04

*** LETTER DATED 1-27-97 ***

*** LETTER SENT TO A.R. KADUK***

CUSTOMER SAYS:

- MY VEHICLE IS INVOLVED IN THE SEAT BELT RECALL # 96548 AND 96599
- I WAS GOING TO CONTACT THE DEALERSHIP AFTER 2-15-97 AS THE LETTER STATED
- ON 1-13-97 THE SEAT BELT BROKE AND I TOOK THE VEHICLE TO THE DEALERSHIP
- THEY ORDERED THE PART ON 1-20-97
- ON 1-23-97 I WAS TOLD THAT THE PART WAS NOT IN AND THAT FORD COULD NOT PROVIDE ANY ANSWERS

*
PER CUSTOMER, DEALER SAYS: PARTS DEPT. PERSONNEL, NAME NOT KNOWN

1-23-97

- THE PART IS NOT AVAILABLE AND FMC DOES NOT KNOW WHEN THE PART WILL BE AVAILABLE

*
CUSTOMER SEEKS:

- TO GET THE PART FOR THE RECALL

*
CAC ADVISED:

- MICRO ONLY

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

0253HM GRP: XX10 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: C1 CONTACT NBR: 107807832 OPENED: 11/25/1996
VIN: 1ZVPT20C3L5 ENGINE: C CLOSED: 12/11/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MATAWAN STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 92800 WSD:
DEALER NAME: OASIS FORD SALES CODE: 113058 P & A: 03604
CAUSAL CODES: 1203 0405 0409 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/04/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 7851651

COMMENTS:
1996/11/25

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

CUSTOMER SAYS:

- HER SEAT BELTS DO NOT WORK AT ALL
- TOOK THE VEHICLE TO THE DEALERSHIP AND THEY STATED THAT THE PARTS THAT SHE NEEDED WERE NOT ON ORDER YET
- THEY DIDN'T DO ANY WORK TO CORRECT THE CONCERN TEMPORARILY AS THE LETTER STATES THEY SHOULD
- WAS TREATED VERY POORLY BY THE DEALERSHIP
- ADDRESS TO FORD MOTOR COMPANY

PER CUSTOMER, DEALER SAYS:

- SAID THAT THE PARTS WERE NOT IN YET

CUSTOMER SEEKS:

- HER SEAT BELTS TO BE FIXED BECAUSE THEY DO NOT WORK AT ALL
- TELL FORD HOW UNHAPPY SHE IS WITH THE DEALERSHIP

CAC ADVISED:

- ** CONCERN WITH THE DEALERSHIP **
- DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE.
- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP
- ** SEAT BELT CONCERN **
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR.ROBIN ROSEN (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

B253MM	GRP: XX10	CDNCERN CONTACT	VEH TYPE: CAR
NEW YORK	13	ZN/TR: C1	CONTACT NBR: 107807832
VIN:	1ZVPT20C3L5	ENGINE: C	OPENED: 11/25/1998
			CLOSED: 12/11/1998

=====

1998/12/04

*** LETTER DATED NOVEMBER 27, 1998 ***

CUSTOMER SAYS:

- REITERATED DISATISFACTION WITH THE DEALERSHIP
- DID NOT APPRECIATE BEING CALLED A LIAR
- ESPECIALLY FRUSTRATED WITH MR. NOVACK

PER CUSTOMER, DEALER SAYS:

- NO CURRENT CONTACT

CUSTOMER SEEKS:

- TO INFORM FORD MOTOR COMPANY OF THE EXTREMELY POOR CUSTOMER SERVICE

CAC ADVISED:

- LETTER SENT: F1 POOR CUSTOMER SERVICE/SALES LETTER
- MICRO NUMBER: 1203 0785 1851

###THIS IS THE CLOSING COMMENT

CUSTOMER HAS BEEN RUDE/ABUSIVE AT DEALERSHIP & IS NO LONGER WELCOME AT DEALERSHIP

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

8812DR GRP: XXDC CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: B1 CONTACT NBR: 108076922 OPENED: 02/08/1997
VIN: 1ZVPT20CXL5 ENGINE: C CLOSED: 02/18/1997

LAST NAME: [REDACTED] STATUS: [REDACTED]
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: WA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: KORUM FORD INC SALES CODE: 174205 P & A: 08651
CAUSAL CODES: 1012 12RA SYMPTOMS: 104100
ORIGIN: G0 TRANS. DST/RGN: 74 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/11/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INF: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 9022135

COMMENTS:
1997/02/08
*** PARTS DELAY OVER 30 DAYS ***
*** VEHICLE INVOLVED IN RECALL 96548 ***
*** LETTER DATED 1/27/97 ***
MILEAGE UNAVAILABLE
*** NAVIS: SUBSEQUENT ***
CUSTOMER WRITES:
- AM HAVING A PROBLEM GETTING THE RECALL PERFORMED
- DRIVER'S SIDE SEAT BELT IS COMPLETELY INOPERABLE
- HAS BEEN NEARLY 6 WEEKS AND STILL HAVE NOT HEARD FROM THE DEALERSHIP
- CANNOT BELIEVE SHE HAS TO WAIT 14 WEEKS TO HAVE RECALL PERFORMED
*
PER CUSTOMER, DEALER SAYS:
- WILL BE 1-3 WEEKS FOR PARTS TO COME IN
- 1/27/97 SAID PARTS WERE ON BACKORDER AND WOULD BE IN IN 8 WEEKS
*
CUSTOMER SEEKS:
- RECALL TO BE PERFORMED
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. MARK HOLMES (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- SENT ACKNOWLEDGEMENT LETTER
1997/02/11
##THIS IS THE CLOSING COMMENT
CUSTOMER IS AWARE THAT PARTS DELAY IS NOT AT THE DEALERSHIP LEVEL. SHE JUST WANTED TO VENT HER FRUSTRATION AGAINST FORDS PARTS AVAILABILITY

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

B253HM GRP: XX10 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: A2 CONTACT NBR: 108212999 OPENED: 03/14/1997
VIN: 1ZVPT21U6L5 ENGINE: U CLOSED: 03/28/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: MAPLE VALLEY STATE: WA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 107000 WSD:
DEALER NAME: SOUND FORD INC SALES CODE: 174011 P & A: 08511
CAUSAL CODES: 1209 1012 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RON: 74 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/21/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 9120484

COMMENTS:
1997/03/14
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96589 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
*** NAVIS: SUBSEQUENT ***
*** LETTER DATED 3/8/97 ***
CUSTOMER SAYS:
- GOT A RECALL LETTER IN THE MAIL (RECALL #90548/90599) ON THE SEAT BELTS
ON THE VEHICLE
- COULDN'T GET THE REPAIR DONE BECAUSE THE PARTS ARE NOT AVAILABLE
- BOTH OF THE SEAT BELTS ARE INOPERABLE AT THIS TIME
- HAS NOT HEARD ANYTHING FROM THE DEALERSHIP IN 2 MONTHS ABOUT WHEN THIS
SEAT BELT WOULD BE IN
*
PER CUSTOMER, DEALER SAYS:
- 1/13/97 MITCHELL IN THE SERVICE DEPARTMENT SAID THAT THE PARTS WERE
BACKORDER
*
CUSTOMER SEEKS:
- TO GET THE RECALL PERFORMED
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. JIM GARNER (SERVICE MANAGER) TO CONTACT THE CUSTOMER WITHIN
2 BUSINESS DAYS
- MADE AN OBC TO THE CUSTOMER TO OBTAIN ADDITIONAL INFORMATION AND TOLD HER
THE STEPS THAT WERE GOING TO BE TAKEN
- SINCE I TALKED TO THE CUSTOMER, NO LETTER SENT

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

0253HM GRP: XX10 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 2N/TR: A2 CONTACT NBR: 108212999 OPENED: 03/14/1997
VIN: 1ZVPT21U6L5 ENGINE: U CLOSED: 03/28/1997

1997/03/21

###THIS IS THE CLOSING COMMENT
PARTS FOR RIGHT SIDE SEAT BELT RECALL (TRACK AND MOTOR) ARE ON A MINIMUM OF
8 WEEK BACKORDER. HOUSE IS A PRIORITY CUSTOMER ALREADY AND IS HANGING IN THE
PARTS DEPT ON A WATCHDOG BOARD SO THE MINUTE HER PARTS ARRIVE WE CAN JUMP RIGH
T ON FIXING HER PROBE. MITCH WILL CALL HER AND UPDATE HER ON STATUS. THE PART
S FOR THE LEFT SIDE ARE HERE NOW. WE ARE WARNING CUSTOMERS OF DELAY WHEN THE
PARTS ARE ORDERED FOR THEIR REPAIR BUT HOUSE'S PARTS JUST HIT THE 9 WEEK POINT
TODAY!

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

90865J GRP: XX02 CONCERN CONTACT VEH TYPE: CAR
HOUSTON 57 ZN/TR: 02 CONTACT NBR: 108215710 OPENED: 03/17/1997
VIN: 1ZVPT22L3L5 ENGINE: L CLOSED: 03/24/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PASADENA STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: JOE CAMP INC SALES CODE: 152043 P & A: 04518
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: G0 TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/17/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: N (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 9121547

COMMENTS:

1997/03/17
*** VEHICLE INVOLVED IN RECALL 98S48 LEFT SIDE PA ***
*** LETTER DATED FEBRUARY 26, 1997 ***
*** MILEAGE UNAVAILABLE ***
*** NAVIS: ORIGINAL ***
CUSTOMER WRITES:
-HAVING PROBLEMS GETTING MY AUTOMATIC SEATBELT REPAIRED UNDER THE RECALL
AFTER SEVERAL ATTEMPTS.
-DROPPED THE VEHICLE OFF AT JOE CAMP FORD FOR THE RECALL REPAIR (NO DATE
GIVEN).
-TOLD THE REPAIRS WERE MADE
-WENT TO PICK UP THE VEHICLE BUT IT WAS NOT REPAIRED
-ADVISED BY FORD DEALERSHIP SERVICE DEPARTMENT THAT THE REQUIRED PART IS ON
NATIONAL BACK ORDER
-NOT HAPPY WITH THE SERVICE AND LACK OF COMMUNICATION AT THE DEALERSHIP.
-WHEN REPAIRS ARE MADE I WILL SELL THE PROBE AND BUY A NON-FORD PRODUCT.
*
PER CUSTOMER, DEALER SAYS:
- NATIONAL BACK ORDER
*
CUSTOMER SEEKS:
-AUTOMATIC SEATBELT REPAIRED UNDER THE RECALL
*
CAC ADVISED:
-ATTEMPTED OBC TO CUSTOMER NO ANSWER.
-GENERATED LETTER PC02;ADVISING THE CUSTOMER TO CONTACT THEIR DEALERSHIP.
##THIS IS THE CLOSING COMMENT
CUSTOMER WAS INFORMED THE PARTS FOR THIS RECALL ARE ON NATIONAL BACK ORDER.THE
SES PARTS WERE ORDERED ON FEB 14 1997.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

90865J	GRP: XX02	CONCERN CONTACT	VEH TYPE: CAR
HOUSTON	57	ZN/TR: B2	CONTACT NBR: 108215710
VIN: 1ZVPT22L3L5		ENGINE: L	OPENED: 03/17/1997
			CLOSED: 03/24/1997

=====

1997/04/18

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

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- RECEIVED RECALL LETTER 10/98
- TOOK VEHICLE TO DEALERSHIP FOR REPAIRS
- PARTS ARE YET TO COME IN FOR REPAIRS

PER CUSTOMER, DEALER SAYS:

- 6-8 WEEKS FOR PARTS

CUSTOMER SEEKS:

- RESOLUTION TO CONCERN

CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

8117CL GRP: OC INFORMATION CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: E1 CONTACT NBR: 108257267 OPENED: 03/26/1997
VIN: L ENGINE: CLOSED: 03/26/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED] TRAIL
CITY: WAUKESHA STATE: WI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: JACK GRIFFIN FORD 1 SALES CODE: 141343 P & A: 06360
CAUSAL CODES: 1203 1012 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: D SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 9182442

COMMENTS:

1997/03/26

*** VEHICLE INVOLVED IN RECALL 96S48 AND 96S99 ***
*** MILEAGE UNAVAILABLE ***
NO VIN AVAILABLE
*** LETTER DATED 2-6-97 ***

CUSTOMER SAYS:

- SHE HAS BEEN WAITING FOR A PART TO HAVE RECALL SERVICE PERFORMED SINCE LAST OCTOBER.
- IS GETTING FRUSTRATED WITH SERVICE PROVIDED BY DEALER

PER CUSTOMER, DEALER SAYS:

- NEED TO ORDER PART

CUSTOMER SEEKS:

- TO HAVE RECALL SERVICE PERFORMED

CAC ADVISED:

OBC MADE TO CHRIS HOPPE AT JACK GRIFFIN FORD. CHRIS ADVISED PART WAS ON NATIONAL BACKORDER. UPON FURTHER CHECKING, TRU FOUND THERE WAS OVER 6,000 PARTS AVAILABLE THROUGH THE VENDOR. VENDOR HAD MIS-CODED PART AND WAS SHOWING A BACKORDER. VENDOR HAS CORRECTED PROBLEM AND PART SHOULD NOW BE AVAILABLE. CAC RESPONSE TO CUSTOMER: LETTER (MODIFIED) SENT. THANK YOU FOR SENDING US A COPY OF YOUR LETTER TO JACK GRIFFIN FORD.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

6117CL GRP: OC INFORMATION CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: E1 CONTACT NBR: 109257267 OPENED: 03/26/1997
VIN: L ENGINE: CLOSED: 03/26/1997

1997/03/26

WE SINCERELY REGRET THE CIRCUMSTANCES YOU DESCRIBED. CUSTOMER SATISFACTION IS A PRIMARY OBJECTIVE OF FORD MOTOR COMPANY AND WE TRY TO MAKE EVERY ATTEMPT TO ENSURE THAT OUR OWNERS ARE SATISFIED.

UPON REVIEWING YOUR CONCERN, WE FOUND THAT OUR VENDOR HAD CODED THE PARTS INCORRECTLY WHICH THEN CAUSED THE PART TO SHOW UP ON BACK-ORDER. WE HAVE SINCE CORRECTED THIS PROBLEM AND HAVE CONTACTED MR. CHRIS HOPPE AT JACK GRIFFIN FORD ON YOUR BEHALF. MR. HOPPE HAS REORDERED THE PART AND WILL CONTACT YOU UPON RECEIPT. IF YOU HAVE FURTHER CONCERNS REGARDING THIS ISSUE, MR. HOPPE HAS ADVISED US THAT HE WOULD MORE THAN HAPPY TO ASSIST YOU IN THIS MATTER.

THANK YOU FOR YOUR PATIENCE IN THIS MATTER.

1997/04/01

LETTER MICROFILMED ON 3-27-97

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

B934DM GRP: XX03 INFORMATION CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: E1 CONTACT NBR: 108351403 OPENED: 04/22/1997
VIN: L ENGINE: CLOSED: 04/22/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: PALM HARBOR STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: KEN MARKSFORD INC SALES CODE: 124205 P & A: 04807
CAUSAL CODES: 1012 1204 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 INF: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 9181390

COMMENTS:
1997/04/22

***LETTER POSTMARKED 3/28/97 ***

NO VIN AVAILABLE

CUSTOMER SAYS:

-HAS BEEN WAITING SINCE JANUARY 1997 FOR PARTS FOR THE SEAT BELT RECALL THAT THE DEALER ORDERED

PER CUSTOMER, DEALER SAYS:

-THERE ARE NO PARTS AVAILABLE- NO NAME GIVEN

CUSTOMER SEEKS:

-FMC ASSISTANCE IN OBTAINING PARTS

CAC ADVISED:

-SENT PC02....CONTACT DEALER

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

514855 GRP: XX07 INFORMATION CONTACT VEH TYPE: CAR
UNKNOWN 99 ZN/TR: CONTACT NBR: 108357229 OPENED: 04/23/1997
VIN: L ENGINE: CLOSED: 04/23/1997

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

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 9221621

COMMENTS:

1997/04/23

*** LETTER DATED 4/12/97 ***

NO VIN AVAILABLE

CUSTOMER SAYS:

- THE CUSTOMERS LETTER STAE 5THAT HER VEHICLE IS INVOLVED IN A RECALL WITH THE SEAT BELTS
- THE CUSTOMER CALLED THE DEALER AND THEY DIDN'T HAVE THE PARTS TO REPAIR THE VEHICLE.
- THE CUSTOMER CALLED THE DEALER THREE WEEKS LATER AND THEY STILL OJDN'T HAVE THE PARTS FOR THE REPAIR.

PER CUSTOMER, DEALER SAYS:

- NO RECONTACT

CUSTOMER SEEKS:

- ASSISTANCE IN HAVING THE RECALL PERFORMED

CAC ADVISED:

- SENT CUSTOMER LETTER PC01 (CONTACT THE CAC)

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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=====
3050DW  GRP: LP      INFORMATION CONTACT      VEH TYPE: CAR
NEW YORK  13  ZN/TR: 11  CONTACT NBR: 108204530  OPENED: 03/12/1997
VIN:      1ZVPT21U0LS  ENGINE: U      CLOSED: 03/12/1997
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=====
LAST NAME: [REDACTED]      STATUS: CLOSED
TITLE: [REDACTED]        FIRST NAME: [REDACTED]  MI: [REDACTED]
ADDRESS: [REDACTED]
CITY:      HAIRPAUGE      STATE: NY      ZIP: [REDACTED]
HOME PHONE: [REDACTED]  BUS. PHONE: [REDACTED]  EXT: [REDACTED]
MODEL YEAR: 90          MODEL: [REDACTED]
MILEAGE: 1             MSD: [REDACTED]
DEALER NAME: SMITHTOWNMOTORS COR SALES CODE: 314557  P & A: 13320
CAUSAL CODES: 1012     SYMPTOMS: 104100
ORIGIN: GO             TRANS. DST/RGN: [REDACTED]  TRANS. DATE:
SERVICE/SALES: 1      CONTACT DATE:
ACK. CODE:             ASSIST CODE:  AWARD AMT:  Q SURVEY: (Y OR N)
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BUILD DATE:             CALIBRATION:
ESP INFO:               EXPIRES:
OPEN RECALL:           OWNER NOTIFIED:      MICRO: 9290243

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COMMENTS:

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1997/03/12
*** LETTER DATED FEBRUARY 28, 1997 ***
CUSTOMER SAYS:
-RECEIVED RECALL LETTER 96548 FOR SAFETY RESTRAINT
-WAITED TO BRING THEIR VEHICLE IN AS THE LETTER INSTRUCTED
-TOOK IT TO DEALERSHIP ON FEB. 20, 1997
-THEY WERE TOLD THE VEHICLE WOULD BE DONE BY 5:00, IT WAS NOT
-THIS LYING IS UNACCEPTABLE
-THEY CALLED BACK AND WERE THEN TOLD PARTS WOULD NOT BE AVAILABLE FOR 6-8
WEEKS
-TO HAVE TO WAIT FOR 6-8 WEEKS IS UNACCEPTABLE
*
PER CUSTOMER, DEALER SAYS:
-PARTS WILL BE AVAILABLE IN 6-8 WEEKS
*
CUSTOMER SEEKS:
-IMMEDIATE RESOLUTION OF THIS ISSUE
*
CAC ADVISED:
-FORWARDED LETTER TO CUSTOMER SUPPORTING DEALERSHIP INFORMATION

```

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

30500W	GRP: LP	INFORMATION CONTACT	VEH TYPE: CAR
NEW YORK	13	ZN/TR: 11	CONTACT NBR: 108204530
VIN: 1ZVPT21U0L5		ENGINE: U	OPENED: 03/12/1997
			CLOSED: 03/12/1997

=====

1997/04/03

CUSTOMER LETTER DATED MARCH 20, 1997

CUSTOMER WRITES:

- REQUESTS FORD REVIEW THE SITUATION FURTHER

*

PER CUSTOMER, DEALER SAYS:

- DEALER DID NOT KEEP SCHEDULED APPOINTMENT

- PARTS DELAY

- DEALER ADVISED VEHICLE WAS READY WHEN IT WAS NOT

*

CUSTOMER SEEKS:

- FURTHER REVIEW OF THE SITUATION BY FORD

*

SL ADVISED:

- LETTER FF2 MAILED TO THE CUSTOMER

1997/04/12

*** LETTER DATED 3-20-97 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- DUPLICATE LETTER

*

CAC ADVISED:

- DUPLICATE LETTER

.CC MICRO ONLY

1997/05/09

CUSTOMER SAYS:

PER LETTER DATED APRIL 30

- CUSTOMER NOT HAPPY WITH CAC RESPONSE TO HIS LETTER

- DOES NOT WANT NEXT LETTER FROM N.B. VERT

- WANTS A RESPONSE FROM THE OFFICE OF ALEX TROTMAN

*

PER CUSTOMER, DEALER SAYS

- NO CONTACT

*

CUSTOMER SEEKS:

- WANTS RESPONSE FROM ALEX TROTMAN'S OFFICE

*

CAC ADVISED:

- SENT TO CORRES FOR HANDLING

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

9999EE GRP: LP INFORMATION CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: E3 CONTACT NBR: 10B461156 OPENED: 05/21/1997
VIN: L ENGINE: CLOSED: 05/21/1997

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

ADDRESS: [REDACTED]
CITY: WILSON STATE: NC ZIP: [REDACTED]

HOME PHONE: NA -NA-A NA BUS. PHONE: NA -NA-A NA
MODEL YEAR: 90 MODEL: PROBE

MILEAGE: 1 WSD:
DEALER NAME: LEE MOTORCOMPANY IN SALES CODE: 121634 P & A: 06723

CAUSAL CODES: 0406 1203 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: 9311556

COMMENTS:
1997/05/21

*** VEHICLE INVOLVED IN RECALL 95548 AND 9B599 ***
*** MILEAGE UNAVAILABLE ***
NO VIN AVAILABLE

CUSTOMER SAYS:
-HE HAS BEEN WAITING FOR 7 MONTHS FOR THE SEATBELT PARTS TO ARRIVE AT THE DEALERSHIP
-HE FEELS HE HAS BEEN GIVEN THE RUNAROUND

*
PER CUSTOMER, DEALER SAYS:
-NO COMMENTS

*
CUSTOMER SEEKS:
-TO HAVE THE RECALL PERFORMED PROMPTLY

*
CAC ADVISED:
-CSR MADE DBC TO DIRECTORY; NO PHONE NUMBER IS LISTED FOR THE CUSTOMER
-SENT PCC1 (CONTACT CAC) POSTCARD
-NEXT CSR: PLEASE OBTAIN VIN, PHONE NUMBER AND STATUS FROM CUSTOMER

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====

B934DM	GRP: XA03	CONCERN CONTACT	VEH TYPE: CAR
NEW YORK	13	ZN/TR: A1	CONTACT NBR: 108506438
VIN: 12VPT21U3L5		ENGINE: U	OPENED: 06/04/1997
			CLOSED: 06/26/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	WEST ORANGE	STATE:	NJ	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	98123	WSD:			
DEALER NAME:	WYMAN FORD INC	SALES CODE:	113044	P & A:	20664
CAUSAL CODES:	1204	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:	13	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	06/17/1997
ACK. CODE:		ASSIST CODE:	R	AWARD AMT:	
				O SURVEY:	N (Y OR N)

BUILD DATE:		CALIBRATION:	
ESP INFO:		EXPIRES:	
OPEN RECALL:		OWNER NOTIFIED:	
		MICRO:	9340982

COMMENTS:

1997/06/04

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 ***
*** LETTER DATED 5/6/97 ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-DEALER PERFORMED RECALL ON 2/17/97, BUT WHEN CUSTOMER GOT INTO CAR, BOTH SEATBELTS STILL WEREN'T WORKING CORRECTLY (THE PASSENGER SIDE ACTUALLY WASN'T EVEN TOUCHED)
-CUSTOMER WENT BACK INTO THE SERVICE AREA, AND THEY REORDERED THE PARTS
-HAS BEEN WAITING SINCE 2/17/97 AND STILL DEALER STATES THEY DO NOT HAVE THE PARTS
-THINKS IT'S UNFAIR THAT SHE'S WAITED 3 MONTHS FOR A PART

PER CUSTOMER, DEALER SAYS:

-NOTHING HAS ARRIVED SO FAR- PER NO NAME MENTIONED

CUSTOMER SEEKS:

-PARTS FOR RECALL TO BE PERFORMED

CAC ADVISED:

NOTE TO DEALER
-REQUEST MR. MICHAEL DECICCO (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
ADVICE TO CUSTOMER
-SENT FAX...ACKNOWLEDGEMENT LETTER, DEALER WILL CONTACT SOON

1997/06/18

***THIS IS THE CLOSING COMMENT
CUSTOMER WAS INFORMED THAT PARTS WERE IN TO REPAIR CAR CUSTOMER INFORMED WYMAN FORD THAT CAR WAS UNINSURED AT THIS TIME AND SHE WILL CALL WHEN SHE IS READY FOR REPAIRS TO BE COMPLETED

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

6343MJ GRP: KX04 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: A1 CONTACT NBR: 108321326 OPENED: 04/15/1997
VIN: 1ZVPT21UXL5 ENGINE: U CLOSED: 05/01/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED] ST
CITY: DEARBORN HTS STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 65869 WSD:
DEALER NAME: VILLAGE FORD INC SALES CODE: 148027 P & A: 02737
CAUSAL CODES: 0405 2801 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 04/24/1997
ACK. CODE: ASSIST CODE: D AWARD AMT: O SURVEY: Y (Y DR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 9391242

COMMENTS:

1997/04/15

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

CUSTOMER SAYS:

- RECEIVED THE LETTER FOR THE RECALLS ON THE MOTORIZED SAFETY BELTS
- JEFF HAYNES, TREATMENT WAS VERY RUDE AND KEPT TELLING HER TO CALL THE CAC
TO REGISTER A COMPLAINT

PER CUSTOMER, DEALER SAYS: JOEL ROBERTS, IN SERVICE
- NOT THEY ARE NOT GOING TO REPLACE THE BELT UNTIL OCTOBER '97
- THEY ARE ONLY REPLACING THEM IF THEY ARE BROKEN

CUSTOMER SEEKS:

- TO HAVE THE SEATBELTS REPAIRED UNDER THE RECALLS

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MS. KATHY WILKIE (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS

1997/04/22

4/22/97 LEFT A NUMBER OF MESSAGES FOR THE CUSTOMER REGARDING THE RECALLS ON
HIS VEHICLE. CUSTOMER AS OF THIS DATE HAS NOT RETURNED ANY OF THESE CALLS.
A LETTER WILL BE MAILED TO THE CUSTOMER REGARDING THE RECALLS AND CONCERN
CASE CLOSED OUT BY 4/23/97. UP DATE TO FOLLOW.

1997/04/24

*** THIS IS THE CLOSING COMMENT
4/24/97- LEFT ANOTHER MESSAGE FOR THE CUSTOMER REGARDING THE OPEN RECALLS ON
THE VEHICLE. A LETTER WAS ALSO MAILED ASKING THEM TO PLEASE CONTACT THE
CRM AT VILLAGE FORD TO ADDRESS THESE ISSUES.
UP DATE WILL FOLLOW AFTER CUSTOMER CONTACTS V.F. CASE CLOSED.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

6343MJ GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 2N/TR: A1 CONTACT NBR: 108321326 OPENED: 04/15/1997
VIN: 1ZVPT21UXLE [REDACTED] ENGINE: U CLOSED: 05/01/1997

1997/06/27

*** LETTER DATED 6-23-97 ***

CUSTOMER SAYS:

- VEHICLE RECALL UNREPAIRED DUE TO PART DELAY
- CUSTOMER FRUSTRATED WITH LACK OF RESOLUTION OF CONCERNS
- SAFETY BELTS INOPERABLE CUSTOMER QUESTIONING FMC COMMITMENT TO QUALITY SERVICE

*

PER CUSTOMER, DEALER SAYS:

- ALL CONTACT ATTEMPTS TO THE CUSTOMER UNRETURNED
- ADVISED CUSTOMER BACK ORDER DELAY FOR PARTS UNABLE TO DETERMINE ARRIVAL

*

CUSTOMER SEEKS:

- FINAL RESOLUTION OF CONCERNS

*

CAC ADVISED:

- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
- DOCUMENTED CONCERNS
- FORWARDED CUSTOMER AUTOMATED LETTER FS2A SUPPORT INFO PROVIDED BY THE DEALER TO THE CUSTOMER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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=====
B673MM  GRP:  INFORMATION CONTACT  VEH TYPE: CAR
UNKNOWN  99  ZN/TR:  CONTACT NBR: 108723351  OPENED: 07/30/1997
VIN: 1ZVPT20C2LE  ENGINE: C  CLOSED: 07/30/1997
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LAST NAME:  FIRST NAME:  STATUS: CLOSED
TITLE:  MI:
ADDRESS:
CITY: ROCK SPRINGS  STATE: WY  ZIP:
HOME PHONE:  BUS. PHONE:
MODEL YEAR: 90  MODEL: PROBE
MILEAGE: 1  WSD:
DEALER NAME:  SALES CODE:  P B A:
CAUSAL CODES: 1204  SYMPTOMS: 104100
ORIGIN: 00  TRANS. DST/RGN:  TRANS. DATE:
SERVICE/SALES: 1  CONTACT DATE:
ACK. CODE:  ASSIST CODE:  AWARD AMT:  O SURVEY: (Y OR N)

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BUILD DATE:  CALIBRATION:
ESP INFO:  EXPIRES:
OPEN RECALL:  OWNER NOTIFIED:  MICRO: 9460161

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COMMENTS:

1997/07/30

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*** VEHICLE INVOLVED IN RECALL 96S48/96S99 ***
*** LETTER POSTMARKED 08.28.97 ATTN A.R. KADUK ***
*** MILEAGE UNAVAILABLE ***
*** NAVIS: PROGRAM ***

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CUSTOMER SAYS:

- I RECENTLY RECEIVED A RECALL REMINDER FOR THE PASSIVE SEAT BELT ASSEMBLY FOR MY VEHICLE
- I HAVE BEEN TRYING TO HAVE THIS TAKEN CARE OF FOR THE PAST 6 MONTHS UPON RECEIVING THE INITIAL RECALL LETTER IN OCT96
- I SET UP AN APPOINTMENT AT MY LOCAL FORD DEALER FOR THE END OF DEC96
- ON 30DEC96, THE PARTS WERE ORDERED
- I HAVE CALLED REGULARLY TO CHECK IF THE PARTS HAVE ARRIVED
- TO DATE, THE CENTER STATES THAT THE PARTS ARE ORDERED AND THAT THEY WILL CALL ME WHEN THEY ARRIVE
- I CAN UNDERSTAND SOME DELAY IN GETTING PARTS, BUT I THINK 6 MONTHS IS A LITTLE RIDICULOUS
- IF THERE IS A SAFETY RECALL ON A PRODUCT, I FEEL THAT THE PARTS SHOULD BE MORE READILY AVAILABLE

PER CUSTOMER, DEALER SAYS:

- NO NAME/DEPARTMENT AVAILABLE

CUSTOMER SEEKS:

- TO GET THE PARTS TO REPAIR HER PASSIVE SEAT BELT ASSEMBLY

CAC ADVISED:

- FORWARD TO PHONES
- NEXT CSR OBTAIN DEALER INFO
- CALLED DIRECTORY ASSISTANCE FOR CUSTOMER'S NUMBER

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

=====

8873MM	GRP:	INFORMATION CONTACT	VEH TYPE: CAR
UNKNOWN	99	ZN/TR: [REDACTED]	CONTACT NBR: 108723351
VIN:	1ZVPT20G2L5	ENGINE: C	OPENED: 07/30/1997
			CLOSED: 07/30/1997

=====

1997/07/31

*
CAC ADVISED:
- MADE CALL TO CUSTOMER: LEFT MESSAGE ON MACHINE. ADVISED THE DEALER
WOULD BE THE FIRST TO KNOW WHEN THE PARTS ARE AVAILABLE. APOLOGIZED
FOR THE DELAY ON PARTS...

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

 7974LM GRP: 14 CONCERN CONTACT VEH TYPE: CAR
 WASHINGTON 27 ZN/TR: A1 CONTACT NBR: 109193037 OPENED: 11/21/1997
 VIN: 1ZVPT20C5LE [REDACTED] ENGINE: C CLOSED: 12/09/1997

 LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] NI: [REDACTED]
 ADDRESS: [REDACTED] RD
 CITY: PORTSMOUTH STATE: VA ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] XT: FAX
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 1 WSD:
 DEALER NAME: DON CONERFORD INC SALES CODE: 127053 P & A: 06630
 CAUSAL CODES: 1204 SYMPTOMS: 104100
 ORIGIN: GD TRANS. DST/RGM: 27 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 11/24/1997
 ACK. CODE: ASSIST CODE: W AWARD AMT: Q SURVEY: N (Y OR N)

BUILD DATE: CALIBRATION:
 ESP INFO: EXPIRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO: 9820702

COMMENTS:

1997/10/20
 NO VIN AVAILABLE
 *** LETTER DATED 10/19/97 ***
 CUSTOMER SAYS:
 -NEEDS RECALLS 98S48 96S99 PERFORMED ON SAFETY RESTRAINTS
 -HAS BEEN WAITING 7 MONTHS FOR PARTS TO COME
 -RESTRAINTS HAVE COMPLETELY FAILED NOW
 -SAFETY VIOLATION IN HER STATE
 *
 PER CUSTOMER, DEALER SAYS:
 -PART ON ORDER 5/97
 *
 CUSTOMER SEEKS:
 -RECALLS PERFORMED
 *
 CAC ADVISED:
 RE: OBC MADE NO ANSWER
 -NEXT CSR PLEASE
 -OBTAIN VIN AND VERIFY RECALL INVOLVEMENT
 -OPEN CONTACT IF REQUIRED
 -THANKS !!! NOTE: IMAGING DOCUMENT IDENTIFICATION NUMBER (DDCID): 64665833
 1997/11/21
 THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 109055842

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7974LM GRP: 14 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: A1 CONTACT NBR: 109193037 OPENED: 11/21/1997
VIN: 1ZVPT20C5L5 ENGINE: C CLOSED: 12/09/1997

1997/11/21

THIS CONTACT OPENED DUE TO OMP 96548 & 96599

*** LETTER DATED 10/13/97 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- AT THIS TIME BOTH BELTS ARE INOPERABLE
- THIS IS A VIOLATION OF HER STATE'S LAW

PER CUSTOMER, DEALER SAYS:

- THE PARTS ARE ON MERCY EMERGENCY ORDER

CUSTOMER SEEKS:

- TO HAVE RECALL COMPLETED

CAC ADVISED:

- OBC TO CUSTOMER. ADVISED HER DEALER WOULD RECEIVE INFORMATION ON MON. AND IF SHE HAS HEARD FROM THEM BY 12 NOON TO CALL MR. JACKSON DIRECTLY
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. BILL JACKSON (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

***** DEALER PLEASE CALL RENKIM FOR APPROVAL OF RENTAL ASSISTANCE FOR CUSTOMER UNTIL PART IS AVAILABLE: 1-800-325-5621 *****

- THANK YOU!

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

1997/11/25

###THIS IS THE CLOSING COMMENT

DEALER SERVICE MGR. CONTACTED CUSTOMER. DEALER & FOMOCO ZONE MGR. MAKING EVERY EFFORT TO OBTAIN PARTS FOR SAFETY RECALL. PARTS ARE D99. PARTS ARE NOT TO BE AVAILABLE UNTIL MARCH - APRIL OF 1998 AS PER FOMOCO. CLOSING.

1997/12/02

*** EXECUTIVE OFFICES-RECALL REPORT ***

CUSTOMER SAYS:

- I HAVE BEEN WAITING FOR 8 MONTHS FOR THE SEATBELT RECALL (96599,96548) TO BE COMPLETED ON MY PROBE
- THEY DO NOT KNOW WHEN THE PART WILL BE IN

PER CUSTOMER, DEALER SAYS:

- THE PARTS ARE ON BACK ORDER

CUSTOMER SEEKS:

- TO HAVE RECALL PERFORMED

SL ADVISED:

- SL CONTACTED CUSTOMER AND WAS ADVISED THAT THE DEALER FINALLY RECEIVED THE PART AND IT IS BEING INSTALLED TODAY
- CUSTOMER WAS FRUSTRATED AND UPSET THAT IT WOULD TAKE FORD SO LONG TO HAVE A SAFETY RECALL PERFORMED
- SL APOLOGISED FOR HER DELAY AND THANKED HER FOR HER PATIENCE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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=====
5939JM  GRP: 08  INFORMATION CONTACT  VEH TYPE: CAR
WASHINGTON 27  ZN/TR: A1  CONTACT NBR: 108055B42  OPENED: 10/20/1997
VIN: L  ENGINE:  CLOSED: 10/20/1997
=====

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=====
LAST NAME: [REDACTED]  FIRST NAME: [REDACTED]  STATUS: CLOSED
TITLE: [REDACTED]  MI:
ADDRESS: [REDACTED]  RD
CITY: PORTSMOUTH  STATE: VA  ZIP: [REDACTED]
HOME PHONE: [REDACTED]  BUS. PHONE: [REDACTED]  EXT: FAX
MODEL YEAR: 90  MODEL: PROBE
MILEAGE: 1  WSD:
DEALER NAME: DON COMERFORD INC  SALES CODE: 127053  P & A: 06630
CAUSAL CODES: 3001  SYMPTOMS: 104100
ORIGIN: GD  TRANS. DST/RGN:  TRANS. DATE:
SERVICE/SALES: 1  CONTACT DATE:
ACK. CODE:  ASSIST CODE:  AWARD AMT:  O SURVEY: (Y OR N)

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

```

COMMENTS:

1997/10/20

NO VIN AVAILABLE

*** LETTER DATED 10/13/97 ***

CUSTOMER SAYS:

- NEEDS RECALLS 98S48 98S99 PERFORMED ON SAFETY RESTRAINTS
- HAS BEEN WAITING 7 MONTHS FOR PARTS TO COME
- RESTRAINTS HAVE COMPLETELY FAILED NOW
- SAFETY VIOLATION IN HER STATE

PER CUSTOMER, DEALER SAYS:

- PART ON ORDER 5/97

CUSTOMER SEEKS:

- RECALLS PERFORMED

CAC ADVISED:

RE: OBC MADE NO ANSWER

-NEXT CSR PLEASE

-OBTAIN VIN AND VERIFY RECALL INVOLMENT

-OPEN CONTACT IF REQUIRED

-THANKS *** NOTE: IMAGING DOCUMENT IDENTIFICATION NUMBER (DDCID): 64665833

1997/11/21

THIS CONTACT HAS BEEN UPGRADED. THE NEW CONTACT IS 108193037

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

8057TA	GRP: XX01	INFORMATION CONTACT	VEH TYPE: CAR
NEW YORK	13	ZN/TR: K1	CONTACT NBR: 108931354
VIN: 1ZVPT20C2L5		ENGINE: C	OPENED: 09/18/1997
			CLOSED: 09/18/1997

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: [REDACTED]	STATE: CT	ZIP: [REDACTED]
HOME PHONE: [REDACTED]	BUS. PHONE: [REDACTED]	
MODEL YEAR: 90	MODEL: PROBE	
MILEAGE: 74000	WSD: [REDACTED]	
DEALER NAME: COLONIAL FORD	SALES CODE: 113440	P & A: 03603
CAUSAL CODES: 1215 1012	SYMPTOMS: 104100	
ORIGIN: GD	TRANS. DST/RGN: [REDACTED]	TRANS. DATE: [REDACTED]
SERVICE/SALES: 1		CONTACT DATE: [REDACTED]
ACK. CODE: [REDACTED]	ASSIST CODE: [REDACTED]	AWARD AMT: [REDACTED]
		O SURVEY: (Y OR N)

BUILD DATE: [REDACTED]	CALIBRATION: [REDACTED]
ESP INFO: [REDACTED]	EXPIRES: [REDACTED]
OPEN RECALL: [REDACTED]	OWNER NOTIFIED: [REDACTED]
	MICRO: 9780855

COMMENTS:

1997/09/18

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

- 7/3/97 TOOK VEHICLE TO AL PACKER FORD IN FLORIDA FOR SEAT BELT RECALL
- PART ORDER FOR RECALL DID NOT COME IN
- ON 7/21/97 COLONIAL FORD MANAGEMENT WAS COOPERATIVE AND HELPFUL
- COLONIAL FORD HAS NOT RECEIVED PART ORDER EITHER

PER CUSTOMER, DEALER SAYS:

- HAVE HEARD NO WORD ON THE PART

CUSTOMER SEEKS:

- PART INFORMATION

CAC ADVISED:

- MADE OBC TO RICK IN SERVICE
- PART HAS BEEN ON ORDER SINCE 7/21/97
- SPOKE WITH SOMEONE ON 9/12/97 ABOUT THIS
- WAS TOLD TO PUT CUSTOMER IN RENTAL
- HAVE NOT BEEN ABLE TO OBTAIN ETA ON PART
- ATTEMPTED TO CONTACT CUSTOMER AND SPOKE WITH HER DAUGHTER TO INFORM OF SITUATION

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

8057TA	GRP: XX01	INFORMATION CONTACT	VEH TYPE: CAR
NEW YORK	13	ZN/TR: K1	CONTACT NBR: 108931354
VIN:	1ZVPT20C2L	ENGINE: C	OPENED: 09/18/1997
			CLOSED: 09/18/1997

=====

1997/10/08

*** NAVIS: SUBSEQUENT ***

*** LETTER DATED 9/30/97 ***

CUSTOMER SAYS:

- THANKS FOR THE INFORMATION PROVIDED BY NINI ARMSTRONG
- SHE WAS GREAT
- HOW ABOUT FORD GIVING ME ANOTHER PROBE?

*

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

*

CUSTOMER SEEKS:

- BUYBACK

*

CAC ADVISED:

++OBC, SPOKE WITH BARBARA

- FORD'S GOAL IS TO WORK WITH THE DEALERSHIP TO PROPERLY REPAIR CUSTOMER'S VEHICLE. PLEASE CONTACT THE CUSTOMER RELATIONS MANAGER FOR FURTHER ASSISTANCE.

1997/10/30

CUSTOMER LETTER FORWARDED TO SL FOR HANDLING

CUSTOMER WRITES:

- SEATBELT ASSEMBLY STILL HAS NOT ARRIVED
- WOULD LIKE ASSISTANCE IN OBTAINING PART

*

PER CUSTOMER, DEALER SAYS:

- COMPONENT IS ON D99 STATUS; DOES NOT KNOW WHEN PART WILL ARRIVE

*

CUSTOMER SEEKS:

- PARTS EXPEDITED

*

SL ADVISED:

- SL MADE OBC TO ORDER PROCESSING
- ORDER PROCESSING RECOMMENDED MERCHANDISER BE CONTACTED
- SL MADE OBC TO THE MERCHANDISER AND WAS ADVISED APPROVAL FOR THE PART WAS JUST RECEIVED; ETA AT PDC IS 2 1/2 WEEKS

SL MADE OBC TO THE CUSTOMER AND LEFT MESSAGE ON THE CUSTOMER'S ANSWERING MACHINE REQUESTING CUSTOMER RECONTACT SL

1997/11/03

SL DOCUMENTS MICRO NUMBER OF CUSTOMER LETTER

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9997AS GRP: XXXX INFORMATION CONTACT VEH TYPE: CAR
LDS ANGELES 71 2N/TR: B1 CONTACT NBR: 109090388 OPENED: 10/28/1997
VIN: 1ZVPT21U1L5 ENGINE: U CLOSED: 10/28/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] M1: [REDACTED]
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: IRVINE STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: JOE MACPHERSON FORD SALES CODE: 171057 P S A: 05414
CAUSAL CODES: 0421 0419 1012 SYMPTOMS: 104100 601900
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: D SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: NICRD: 9722358

COMMENTS:

1997/10/28

*** LETTER DATED 10/06/97 ***
*** NAVIS: ORIGINAL ***
*** MILEAGE UNAVAILABLE ***

CUSTOMER WRITES:

-CUSTOMER WRITING TO RELATE 2 SERVICE EXPERIENCES HAS HAD.
-THE FIRST INVOLVED MY MOTORIZED SAFETY BELTS REPLACED(RE: RECALL 96548 AND 96599); THE OTHER CONCERN IS MORE GENERAL.
-TOOK VEHICLE TO THE DEALERSHIP FOR THE SEAT BELT RECALL AT 7:00AM ON 2/11/97. CUSTOMER HAD CONTACTED DEALER TWICE DURING THAT DAY AND WAS THEN ASKED TO LEAVE CAR THERE UNTIL 5:00PM AS THEY DID NOT EVEN KNOW IF THEY HAD THE PART IN.
-AT THE END OF THE DAY CUSTOMER WAS TOLD THAT THE PARTS WOULD NOT BE IN FOR FIVE WEEKS.(CUSTOMER ASKS WHY THIS WAS NOT INDICATED TO BEGIN WITH??)
-ALSO NOTES AN EXPERIENCE INVOLVING THE MASTER CYLINDER ON THE VEHICLE.
-HAD BROUGHT VEHICLE IN TO A LOCAL MECHANIC FOR THIS REPAIR.-THEY INDICATED THEY COULD NOT FIND THE PART ANYWHERE IN THE REGION-NO FORD DEALERSHIPS HAD THIS PART.
-THEY HAD TO WAIT FOR THE PART TO BE SENT OVERNIGHT FROM THE MID WEST.-EVIDENTLY THE MASTER CYLINDER ON THE 1990 PROBE IS RATHER UNIQUE IN ITS CONSTRUCTION.

*
PER CUSTOMER, DEALER SAYS:

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

9897AS GRP: XXXX INFORMATION CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: B1 CONTACT NBR: 109090388 OPENED: 10/28/1997
VIN: 1ZVPT21U1LS ENGINE: U CLOSED: 10/28/1997
=====

1997/10/28
-NO RECENT CONTACT MENTIONED
*

CUSTOMER SEEKS:
-TO LET US KNOW OF HER SERVICE CONCERNS AND CONCERNS RELATED TO PARTS DELAY.
*

CAC ADVISED:
-AUTOMATED LETTER SENT(F1) PDDR DEALER SERVICE/SALES:
WE REGRET THE PROBLEM WHICH CAUSED YOU TO CONTACT US, AND HOPE WE CAN REGAIN
YOUR CONFIDENCE IN OUR PRODUCTS AND THE SERVICE OF OUR DEALERS ACROSS THE
COUNTRY.

1997/11/05
*
CAC ADVISED:
- DUPLICATE LETTER DATED 10/6/97, CC MICRO ONLY

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3988ES GRP: XK07 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: B2 CONTACT NBR: 109029572 OPENED: 10/13/1997
VIN: 1ZVPT22L3L5 ENGINE: L CLOSED: 10/24/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: FORT WAYNE STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 55000 WSD:
DEALER NAME: SUMMIT CITY FORD IN SALES CODE: 148021 P & A: 04884
CAUSAL CODES: 2013 1005 12RA SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/17/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: Q SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 9710288

COMMENTS:

1997/10/13

*** PARTS DELAY OVER 30 DAYS ***
*** POSSIBLE 12/12 SERVICE PART COVERAGE *** REPAIR DATE: 7/27/97 MILEAGE:
50000

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

*** 2 REPAIR ATTEMPTS ***

*** LETTER DATED 9/28/97 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-HAD RECALL PERFORMED ON THIS ON 7/27/97 LESS THAN 12000 MILES AGO
-THE SEAT BELT DELAYS ABOUT 20 SECONDS BEFORE IT RETRACTS
-HAVE ATTEMPTED TO REPAIR THIS TWICE BEFORE
-HAS NOT HEARD BACK FROM THE DEALERSHIP SINCE THE BEGINNING OF SEPTEMBER

PER CUSTOMER, DEALER SAYS:

-DEALER SAID THEY WOULD ORDER THE PARTS AND WOULD CALL HIM WHEN THEY ARE
IN (THIS WAS ON 9/1/97)

CUSTOMER SEEKS:

-TO HAVE THE VEHICLE REPAIRED

CAC ADVISED:

-MADE ORC AND SPOKE TO MRS GROVER AND ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY
TO THE REGIONAL OFFICE.
-REQUEST MR. RICK COOPER (CUST. REL MNGR) CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3988ES GRP: AX07 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: B7 CONTACT NBR: 109029572 OPENED: 10/13/1997
VIN: 1ZVPT22L3L5 ENGINE: L CLOSED: 10/24/1997

1997/10/16

*** PARTS DELAY OVER 30 DAYS ***

*** POSSIBLE 12/12 SERVICE PART COVERAGE *** REPAIR DATE: 7/27/97 MILEAGE:
50000

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

*** 2 REPAIR ATTEMPTS ***

*** LETTER DATED 9/28/97 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- THE DRIVER'S SEAT BELT DELAYS ABOUT 20 SECONDS BEFORE IT RETRACTS
- REPAIR ATTEMPTS: 7/3 ORDERED PART, 7/23/97 RECALL PERFORMED, 7/25 ORDERED
MORE PARTS, 9/4 RECEIVED THE WRONG PARTS - REORDERED THE PARTS

*

PER CUSTOMER, DEALER SAYS:

PER DAN ERK, SERVICE:

- 9/19/97: THE ORDER THE PART FROM AN OUTSIDE MANUFACTURER

- NOT SURE WHEN THE PART WILL BE IN

*

CUSTOMER SEEKS:

- RECEIVE THE PARTS & REPAIR THE VEHICLE

*

CAC ADVISED:

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

- REQUEST MR. RICK COOPER (CUST. REL. MNGR) CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

- RECOMMENDED THE CUSTOMER CONTACT RICK COOPER TODAY

1997/10/17

##THIS IS THE CLOSING COMMENT

MAJOR BREAKDOWN IN OUR NOTIFICATION SYSTEM. PARTS HAVE BEEN HERE SINCE 09/26/9

7. CALLED CUSTOMER AND APOLOGIZED, SCHEDULED APPOINTMENT FOR 10/22/97 (EARLIER

THAN HE CAN COME IN). I PERSONALLY VERIFIED THE PARTS ARE CORRECT THIS TIME. WILL

PLACE THE HIGHEST PRIORITY ON COMPLETION OF THIS REPAIR

RICK COOPER

SERVICE MANAGER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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=====
7481RL   GRP: KX13   INFORMATION CONTACT   VEH TYPE: CAR
SEATTLE  74   ZN/TR: A2   CONTACT NBR: 109007289   OPENED: 10/07/1997
VIN:     1ZVPT21U2L5   ENGINE: U   CLOSED: 10/07/1997
=====

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=====
LAST NAME: [REDACTED]   STATUS: CLOSED
TITLE: [REDACTED]   FIRST NAME: [REDACTED]   NI:
ADDRESS: [REDACTED]
CITY: [REDACTED]   STATE: AK   ZIP: [REDACTED]
HOME PHONE: [REDACTED]   BUS. PHONE: [REDACTED]
MODEL YEAR: 90   MODEL: PROBE
MILEAGE: 1   WSD:
DEALER NAME: STEPP BROTHERS LINC   SALES CODE: 357492   P & A: 13062
CAUSAL CODES: 1204   SYMPTOMS: 104100
ORIGIN: GO   TRANS. DST/RGN:   TRANS. DATE:
SERVICE/SALES: 1   CONTACT DATE:
ACK. CODE:   ASSIST CODE:   AWARD ANT:   O SURVEY: (Y OR N)

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BUILD DATE:   CALIBRATION:
ESP INFO:     EXPIRES:
OPEN RECALL:   OWNER NOTIFIED:   MICRO: 9882400

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COMMENTS:
1997/10/07
*** LETTER DATED 9.19.97 ***
*** NAVIS: ORIGINAL ***
CUSTOMER WRITES:
- UPSET THAT THE PARTS FOR THE SEATBELT RECALL HAVE NOT BEEN AVAILABLE
- RECALL STILL NEEDS TO GET DONE
*
PER CUSTOMER, DEALER SAYS:
- PARTS ARE ON BACKORDER
*
CUSTOMER SEEKS:
- TO COMPLAIN AND TO GET THE PARTS FOR THE RECALL
*
OUTBOUND CALL TO CUSTOMER:
- CUSTOMER INDICATES RECALL HAS BEEN PERFORMED SINCE LETTER WAS SENT
*
CAC ADVISED:
- THANKS CUSTOMER FOR THE INFORMATION

```

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 8673MM GRP: INFORMATION CONTACT VEH TYPE: CAR
 KANSAS CITY 53 ZN/TR: A1 CONTACT NBR: 108652309 OPENED: 07/14/1997
 VIN: L ENGINE: CLOSED: 07/14/1997

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: OZAWKIE STATE: KS ZIP: [REDACTED]
 HOME PHONE: NA -NA-A NA BUS. PHONE: NA -NA-A NA
 MODEL YEAR: 90 MODEL: PRDDE
 MILEAGE: 1 WSD:
 DEALER NAME: LAIRD NOLLER FORD I SALES CODE: 153517 P & A: 05334
 CAUSAL CODES: 1206 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: 9530823

COMMENTS:

1997/07/14

*** LETTER DATED 08.09.97 ***
 *** MILEAGE UNAVAILABLE ***
 *** NO VIN AVAILABLE ***

CUSTOMER SAYS:

- WRITING ON BEHALF OF DAUGHTER ABOUT A RECALL
- THE RECALL WAS FOR THE AUTOMATIC SEAT BELT TO BE REPLACED WITHOUT COST IF DEFECTIVE. NEITHER OF HERS WORKED
- AS SOON AS SHE GOT THE RECALL, SHE CONTACTED LAIRD NOLLAR FORD AND WAS TOLD TO CALL BACK IN A FEW MONTHS BECAUSE AT THE TIME THEY COULDN'T GET ALL OF THE PARTS THEY NEEDED
- SHE CALLED AND THEY TOLD HER TO BRING THE CAR IN EARLY AND SHE COULD PICK IT UP THAT EVENING
- SHE ASKED THEM TO LEAVE THE KEYS LOCKED IN THE CAR AND WE WOULD PICK IT UP AFTER WORK
- WHEN WE WENT TO GET THE CAR, THEY DIDN'T DO ANYTHING
- THEY KNEW EXACTLY WHY SHE BROUGHT THE CAR IN, THEY KNEW IT WAS FOR A RE-CALL ON THE AUTOMATIC SEAT BELT, AND THEY DID NOT HAVE HER PHONE NUMBER
- THIS WAS VERY UPSETTING TO US TO GO THROUGH ALL THE TROUBLE OF GETTING HER CAR THERE AND HAVING THEM DO NOTHING
- LAIRD NOLLAR FORD HAD SAID THEY WOULDN'T REFUND HER MONEY FOR HAVING TO HAVE HER SEAT BELT LOCKED INTO PLACE
- THIS WAS BEFORE THE RECALL AND THEY SAID ON THE RECALL IF ANY WORK HAD BEEN

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
8673MM GRP: INFORMATION CONTACT VFH TYPE: CAR
KANSAS CITY 53 ZN/TR: A1 CONTACT NBR: 108652309 OPENED: 07/14/1997
VIN: L ENGINE: CLOSED: 07/14/1997
=====

1997/07/14

DONE ON THE AUTOMATIC SEAT BELT IT WOULD BE REFUNDED

- WE FEEL THAT THE MONEY SHOULD BE REFUNDED, \$41.93

*

PER CUSTOMER, DEALER SAYS:

- NO NAME/LAIRD NOLLAR FORD

- CALL BACK IN A FEW MONTHS. WE DON'T HAVE ALL THE PARTS

- BRING CAR IN EARLY AND YOU CAN PICK IT UP THIS EVENING

- WOULD NOT REFUND MONEY FOR HAVING SEAT BELT LOCKED INTO PLACE

*

CUSTOMER SEEKS:

- TO BE REIMBURSED FOR THE REPAIRS DONE PRIOR TO THE RECALL NOTICE

*

CAC ADVISED:

- FORWARD FOR WRITTEN RESPONSE

1997/08/05

CUSTOMER SAYS:

COMMENT'S ARE NOTED ON PREVIOUS PAGE.

*

CAC ADVISED:

CAC RESPONSE: LETTER (1 & 52) SENT.

THANK YOU FOR LETTING US KNOW ABOUT YOUR EXPERIENCE WITH YOUR LAIRD NOLLAR FORD.

PLEASE ACCEPT OUR APOLOGY FOR THE TREATMENT YOU RECEIVED WHEN VISITING ONE OF OUR DEALERS. EXCELLENT DEALER SERVICE HELPS US MAINTAIN OUR CUSTOMERS' GOODWILL. WHEN THAT SERVICE AFFECTS YOU, WE NEED TO KNOW. CUSTOMERS SUCH AS YOU GIVE US INFORMATION THAT HELPS KEEP DEALER SERVICES AT THE HIGHEST POSSIBLE LEVEL.

THE CIRCUMSTANCES WHICH YOU OUTLINED CONCERNING YOUR DAUGHTER'S PROBE HAVE BEEN GIVEN CAREFUL CONSIDERATION.

FORD MOTOR COMPANY CONSIDERS THE SATISFACTION OF ITS OWNERS TO BE ONE OF ITS MOST IMPORTANT OBJECTIVES. WE COMMIT VERY SUBSTANTIAL RESOURCES AND EFFORT IN A SINCERE ATTEMPT TO RESOLVE THE CONCERNS OF OUR OWNERS. ALTHOUGH WE REGRET NOT BEING ABLE TO MEET YOUR EXPECTATIONS, OUR REVIEW INDICATES THAT THE INFORMATION PROVIDED BY YOUR DEALER IS APPROPRIATE. THEREFORE, WE ARE UNABLE TO BE OF ASSISTANCE IN THIS MATTER.

WE ARE SORRY THAT OUR RESPONSE COULD NOT BE MORE FAVORABLE TO YOU. THANK YOU FOR CONTACTING US.

1997/08/15

LETTER MICROFILMED 8-7-97

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

 3083PO GRP: 14 INFORMATION CONTACT VEH TYPE: CAR
 CINCINNATI 47 ZN/TR: D1 CONTACT NBR: 108750766 OPENED: 08/05/1997
 VIN: 12VPT21U3L5 ENGINE: U CLOSED: 08/05/1997

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: LOUISVILLE STATE: KY ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 1 WSD:
 DEALER NAME: BYERLY FORD INC SALES CODE: 147017 P & A: 05702
 CAUSAL CODES: 1012 1203 SYMPTOMS: 104100
 ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
 ESP INFD: EXPIRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO: 8491790

COMMENTS:

1997/08/05

***LETTER POSTMARKED 7/12/97 ***

*** MILEAGE UNAVAILABLE ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

CUSTOMER WRITES:

- I HAVE A RECALL ON MY SEAT BELTS
- EVERYTIME I GO TO THE DEALERSHIP FOR REPAIRS THE PARTS ARE NOT IN
- I HAVE NOT HEARD ANYTHING YET

PER CUSTOMER, DEALER SAYS:

- WE WILL CALL YOU WHEN THE PARTS COME IN

CUSTOMER SEEKS:

- RECALL REPAIRS

CAC ADVISED:

- GENERATING A PC01-CONTACT THE CAC

09/11/98

MASTER OWNER RELATIONS SYSTEM I1

14.21.02

=====

8525JD	GRP: KX09	INFORMATION CONTACT	VEH TYPE: CAR
DETROIT	48	ZN/TR: A1	CONTACT NBR: 109275098
VIN:	12VPT20C3L5	ENGINE: C	OPENED: 12/17/1997
			CLOSED: 12/17/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	DEARBORN HTS	STATE:	MI	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	1	WSD:			
DEALER NAME:	VILLAGE FORD INC	SALES CODE:	148027	P & A:	02737
CAUSAL CODES:	1012	SYMPTOMS:	104100		
ORIGIN:	GD	TRANS. DST/RGM:		TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	
ACK. CODE:		ASSIST CODE:		AWARD AMT:	
				O SURVEY:	(Y DR N)

BUILD DATE:		CALIBRATION:	
ESP INFO:		EXPIRES:	
OPEN RECALL:		OWNER NOTIFIED:	MICRO: 9891084

COMMENTS:

1997/12/17

*** NAVIS: ORIGINAL *** RECALL INVOLVEMENT 96548 AND 96599 ***

CUSTOMER SAYS:

-WAS A RECALL ON PROBES SEATBELTS ABOUT 6 MONTHS AGO. THEY FAILED ON HIM LAST SATURDAY.

-DRIVERS SEATBELT IS FAULTY BUT NOT BROKEN. HE FIXED IT HIMSELF AND IT WORKED FOR TWO DAYS, BUT THEN QUIT WORKING AGAIN.

-THE MOTOR IS RUNNING FINE. I HOOKED IT BACK UP MYSELF AND MOTOR WORKED FINE, BUT AFTER THE DEALER INSPECTED IT THE CABLE WAS HANGING OUT OF THE TRACK.

WHEN THE CABLE CAME OUT OF THE TRACK HE WAS ABLE TO PUT IT BACK IN THE TRACK AND MOTOR WORKED FINE.

PER CUSTOMER, DEALER SAYS:

-MAY TAKE 6-15 WEEKS TO RESOLVE CONCERNS

-CALLED SIX MONTHS AGO AND THEY SAID THERE ARE NO PARTS AND THEN THE SEATBELT WENT OUT AND NOW THEY SAY NOW PARTS UNTIL MARCH.

CSR MADE OUTBOUND CALL TO VILLAGE FORD TO INQUIRE ABOUT PART # TO SEE IF TRU CAN LOCATED PARTS. CSR CALLED BACK FOR SECOND ATTEMPT TO SPEAK WITH PARTS, NO ANSWER WITH PARTS DEPARTMENT. SPOKE WITH MANAGER AND SHE CONFIRMED THAT PART WILL NOT BE AVAILABLE UNTIL MARCH. MOTOR PART # IS F72281810045C DRIVER'S SIDE TRACK AND MOTOR. HAVE TRACK IN STOCK. RIGHT SIDE IS FINE. PASSENGER SIDE IS FINE. SHE WILL BE IN CONTACT WITH THE PARTS MANAGER TO SEE IF SHE CAN EXPEDITE THE ORDER. SHE WILL CALL HIM TOMORROW IF THERE IS BETTER INFO.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====

B525JO	GRP: XX09	INFORMATION CONTACT	VEH TYPE: CAR
DETROIT	48 ZN/TR: A1	CONTACT NBR: 109275098	OPENED: 12/17/1997
VIN: 1ZVPT20C3L5	ENGINE: C		CLOSED: 12/17/1997

=====

1997/12/17

*
CUSTOMER SEEKS:

-THE PARTS AND RECALLS PERFORMED

*
CAC ADVISED:

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

1997/12/19

CUSTOMER CAME IN 12/19/97. VILLAGE REPLACED THE PASSIVE RESTRAINT TRACK AND REPAIRED THE MOTOR. THE SEAT BELT CURRENTLY WORKS BUT THE MOTOR WILL STILL NEED TO BE REPLACED BECAUSE A BUSHING IS WORN OUT WHICH HOLDS THE CABLE IN PLACE. THE MOTOR IS NOT EXPECTED TO BE IN UNTIL THE END OF JANUARY.

1998/01/09

*** LETTER DATED 12-19-97 ***

*** NAVIS: ORIGINAL ***

CUSTOMER WRITES:

-CUSTOMER IS REITERATING THE SAME CONCERN
-HE IS UPSET THE HAS VEHICLE ISN'T REPAIRED
-WANTS TO HAVE THE RECALL PERFORMED

*
PER CUSTOMER, DEALER SAYS:

-NO CONTACT

*
CUSTOMER SEEKS:

-TO KNOW WHEN THE PARTS WILL BE IN

*
CAC ADVISED:

-SENT CUSTOMER AN AUTOMATED LETTER -F520- SUPPORT INFORMATION PROVIDED BY OUR COMPANY REPRESENTATIVE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

004655 GRP: 02 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: B2 CONTACT NBR: 109410906 OPENED: 02/02/1998
VIN: 1ZVPT21U7L5 ENGINE: U CLOSED: 02/19/1998

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] NI:
ADDRESS: [REDACTED] S
CITY: [REDACTED] STATE: OR ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: SKYLINE SALES INC SALES CODE: 174422 P & A: 08662
CAUSAL CODES: 1203 1104 10RA SYMPTOMS: 104100 106119
ORIGIN: 00 TRANS. DST/RGN: 74 TRANS. DATE: 02/02/1998
SERVICE/SALES: 1 CONTACT DATE: 02/03/1998
ACK. CODE: ASSIST CODE: X AWARD AMT: O SURVEY: N (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 9930874

COMMENTS:

1998/01/24

*** LETTER DATED 1-12-98 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

THE SHOULDER BELT HAD STOPPED WORKING BEFORE THE RECALL WAS ISSUED. THE
DEALERSHIP SAID THEY WOULD HAVE TO ORDER THE PART
-THE PAINT ON THE HOOD IS PEELING ALSO ON THE VEHICLE

*
PER CUSTOMER. DEALER SAYS:
-PART WILL TAKE TWO MONTHS

*
CUSTOMER SEEKS:

-RECALL PERFORMED
-COMPLAINT DOCUMENTED

*
CAC ADVISED:

-SENT PC01

***NEXT CSR PLEASE ADVISE CUSTOMER THAT COMPLAINT HAS BEEN DOCUMENTED, PROBE
TO SEE IF CUSTOMER IS SEEKING AWA FOR PAINT CONCERN, AND ADVISE OF RECALL TO
OPEN APPROPRIATE CONTACT ***...THANKS

1998/02/02

THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 109385266

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====
004655 GRP: 02 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: B2 CONTACT NBR: 109413908 OPENED: 02/02/1998
VIN: 1ZVPT21U7L5 ENGINE: U CLOSED: 02/19/1998
=====

1998/02/02

*** PARTS DELAY OVER 30 DAYS ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 9654B ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-CALLING REGARDING PREVIOUSLY DOCUMENTED RECALL PARTS DELAY & PEELING PAINT
-BEEN WAITING ON PART FOR ABOUT 2 MONTHS NOW

PER CUSTOMER, DEALER SAYS:

-NO APPARENT/SPECIFIC FURTHER CONTACT

CUSTOMER SEEKS:

-ARRIVAL OF PART & RECALL COMPLETED

CAC ADVISED:

REGARDING SEAT BELT:

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

-REQUEST (SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

-SVC MGR PLEASE CONTACT RENKIM AT 800) 325-5621 FOR RECALL HANDLING
ASSISTANCE

REGARDING PEELING PAINT:

-WARRANTY EXPIRED

-NO FURTHER FINANCIAL ASSISTANCE WILL BE OFFERED

-THIS REPRESENTS FORD MOTOR COMPANY'S FINAL DECISION IN THIS MATTER

##THE FOLLOWING SYMPTOM CODE(S) WERE REMOVED: 104000

##THE FOLLOWING CAUSAL CODE(S) REMOVED FROM CONTACT - 1108

##SALES CODE HAS BEEN CHANGED FROM 174409 TO 174422

##REGION CODE HAS BEEN CHANGED FROM 10 TO 74

CAC ADVISED:

-CHANGING CONTACT DATA AS NECESSARY

-CURRENT MILEAGE ABOUT 50,000 MILES

1998/02/03

CALLED FOR [REDACTED] WILL GIVE HIM THE MESSAGE TO RETURN MY C
ALL.

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- CUSTOMER IS CALLING BACK BECAUSE THE DEALERSHIP TOLD CUSTOMER THE PART WAS
IN BACKORDER

CUSTOMER SEEKS:

- PARTS TO BE RECEIVED

CAC ADVISED:

- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION

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

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====

004855	GRP: 02	CONCERN CONTACT	VEH TYPE: CAR
SEATTLE	74	ZN/TR: B2	CONTACT NBR: 109413906
VIN:	1ZVPT21U7L5	ENGINE: U	OPENED: 02/02/1998
			CLOSED: 02/19/1998

=====

1998/02/03
DELAYS
- LCSR IS ADVISING CUSTOMER TO CHECK WITH THE PARTS DEPARTMENT IF THE PART HAS
BEEN PUT IN EMERGENCY STATUS

1998/02/12
###THIS IS THE CLOSING COMMENT
WAITING FOR PART TO ARRIVE

09/11/98

MASTER OWNER RELATIONS SYSTEM LI

14.21.02

=====
B491AD GRP: 04 INFORMATION CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: A3 CONTACT NBR: 109529188 OPENED: 03/03/1998
VIN: 1ZVPT21U8L5 [REDACTED] ENGINE: U CLOSED: 03/03/1998
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED] VD #022
CITY: MONTGOMERY STATE: AL ZIP: [REDACTED]
HOME PHONE: NA -NA-A NA BUS. PHONE: NA -NA-A NA
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 88129 WSB:
DEALER NAME: BLOUNT/STRANGE FORD SALES CODE: 121401 P & A: 00384
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: Q SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 9991913

COMMENTS:

1998/03/03

*** NAVIS: PROGRAM ***

*** LETTER MICROED 2/23 ***

CUSTOMER WRITES:

- COMPLIED WITH THE RECALL REGARDING THE DEFECTIVE AUTOMATIC SEATBELTS
- HAVE NOT HEARD FROM THE DEALERSHIP ABOUT THE PARTS

PER CUSTOMER, DEALER SAYS:

- THEY WOULD BE IN CONTACT WITH THE CUSTOMER WHEN THE PARTS ARRIVE

CUSTOMER SEEKS:

- TO SEE IF FORD IS LIABLE FOR ANY POSSIBLE DAMAGES IF INVOLVED IN AN ACCIDENT

CAC ADVISED:

- LETTER PCD1 SENT TO CUSTOMER

*** NEXT CSR***

- PLEASE ADVISE THE CUSTOMER THAT THE SUPPLIER OF THE PARTS HAS BEEN DELAYED IN GETTING THE PARTS IN TO FORD MOTOR
- PLEASE (IF OUE PERMITS) MAKE AN OUTBOUND CALL TO DEALERSHIP TO SEE IF THE PARTS HAVE ARRIVED
- IF PARTS HAVE ARRIVED, OPEN A CONCERN WITH THE HEADER "OPEN DUE TO
- PLEASE INFORM CUSTOMER THAT IF HE IS IN AN ACCIDENT AND THE SEAT BELTS WERE NOT REPLACED DUE TO BACK ORDER, OUR LEGAL DEPARTMENT WOULD HAVE TO LOOK INTO THE SITUATION. WE ARE NOT ABLE TO ANSWER LEGAL QUESTIONS ABOUT LIABILITY
- RECEIPT MAILED BACK TO CUSTOMER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

11.21.02

0814CV GRP: xx.17 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: B1 CONTACT NBR: 109062409 OPENED: 10/21/1997
VIN: 1ZVPT21U0LE ENGINE: U CLOSED: 11/04/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: COLUMBUS STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 75000 WSD:
DEALER NAME: BOB KEIM FORD SALES SALES CODE: 147030 P & A: 01470
CAUSAL CODES: 1012 2013 10RA SYMPTOMS: 104298 104100
ORIGIN: GD TRANS. DST/RGN: 47 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/28/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y DR N)

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

COMMENTS:

1997/10/21

*** PARTS DELAY OVER 60 DAYS ***
*** POSSIBLE 12/12 SERVICE PART COVERAGE *** REPAIR DATE: 8-9-97 MILEAGE:
73496

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-RECEIVED A RECALL LETTER SOME TIME AGO
-PERFORMED REPAIR 8-8-97
-AFTERWARDS ON 8-9-97-SEATBELT LIGHT STAYS ON
-DOES NOT RELEASE WHEN DOOR IS OPENED
-MAKES A CLICKING NOISE WHILE DRIVING

PER CUSTOMER, DEALER SAYS:

-SOMEONE IN SERVICE SAID ORDERED A PART TO FIX THIS-HAVE NOT RECEIVED ANYTHING
YET
-IT IS ON BACKORDER

CUSTOMER SEEKS:

-WHERE IS PART FOR SEATBELT?

CAC ADVISED:

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

1997/10/28

##THIS IS THE CLOSING COMMENT

CUSTOMERS VEHICLE IS INVOLVED IN RECALL 98599. PARTS ARE ON NATIONAL BACKORDE
R AND WILL REMAIN ON BACKORDER UNTIL AT LEAST MARCH OF 1998 PER FORD MOTOR CO.
DEALERSHIP HAS ADVISED CUSTOMER. PETE PLAGMAN SERVICE MANAGER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

0814CV GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: B1 CONTACT NBR: 109082409 OPENED: 10/21/1997
VIN: 1ZVPT21U0L5 [REDACTED] ENGINE: U CLOSED: 11/04/1997

1997/11/13

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- CALLING BACK REGARDING PARTS DELAY FOR SEATBELT REPAIR 96S99
- NO ONE FROM DEALERSHIP EVER CALLED ME BACK

*

PER CUSTOMER, DEALER SAYS:

- PER CLOSING COMMENTS:
- PART IS ON NATIONAL BACK ORDER

*

CUSTOMER SEEKS:

- CAR REPAIRED

*

CAC ADVISED:

- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
- PLEASE CONTACT .PETE PLAGMAN SERVICE MANAGER, DIRECTLY

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

5282LF GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: D2 CONTACT NBR: 107897964 OPENED: 12/18/1996
VIN: 1ZVPT21U5L5 ENGINE: U CLOSED: 01/02/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MT: [REDACTED]
ADDRESS: [REDACTED]
CITY: HOLLY SPRINGS STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 80000 WSD:
DEALER NAME: DON JENKINS & SON F SALES CODE: 121806 P & A: 06734
CAUSAL CODES: 1104 1203 SYMPTOMS: 208000 104100 106124
ORIGIN: GO TRANS. DST/RGN: 21 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/20/1996
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:

1996/12/18

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

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- RECEIVED A RECALL NOTICE FOR THE SEATBELTS
- THE DEALER SAYS THEY CANT GET THE PARTS UNTIL MARCH
- SHE HAS HAD IT INTO THE DEALER THE FIRST TIME ABOUT 18 MONTHS AGO FOR THIS BLOWER CONCERN. THEY REPLACED A RELAY AT THIS
- IT WAS BROUGHT IN TWO OTHER TIMES FOR THIS BLOWER CONCERN AND THEY REPLACED THE RELAY AGAIN
- THE DEALER IS VERY RUDE TO HER WHEN SHE CALL THEM
- PAINT IS FADING IN THE ROOF AND TRUNK ON THE VEHICLE

PER CUSTOMER, DEALER SAYS:

- THE SEAT BELTS WONT COME IN UNTIL MARCH
- HAS AN ORDER FOR THE RELAY

CUSTOMER SEEKS:

- WANTS THE BLOWER REPAIRED FOR GOOD
- FINANCIAL ASSISTANCE FOR PAINT

CAC ADVISED:

RE: RECALLS

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

RE: FINANCIAL ASSISTANCE

- WARRANTY HAS EXPIRED, 12/12
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TOWARD THE COST OF THE REPAIR

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

5282LF GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
SOR 10 ZN/TR: 02 CONTACT NBR: 10789796A OPENED: 12/18/1996
VIN: 12VPT21U5L5 ENGINE: U CLOSED: 01/02/1997

1996/12/26
##THIS IS THE CLOSING COMMENT
VEHICLE HAS OUTSTANDING RECALL ON SEAT BELTS CALLED PARTS ORDER INTO FORD PAR
TS WILL BE SHIPPED ASAP AND CUSTOMER WILL BNE NOTIFIED

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

4259YW GRP: 14 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: D3 CONTACT NBR: 108077533 OPENED: 02/10/1997
VIN: 1ZVPT20C1M5 ENGINE: C CLOSED: 02/17/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: EWING STATE: VA ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 78500 WSD:
DEALER NAME: CAIN FORD LINCOLN ME SALES CODE: 121757 P & A: 05697
CAUSAL CODES: 1209 1204 SYMPTOMS: 101353 104100
ORIGIN: GO TRANS. DST/RGN: 21 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:

1997/02/10

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

CUSTOMER SAYS:

- CONTACTED THE DEALERSHIP IN NOVEMBER REGARDING RECALL
- TOLD THAT FORD WOULD NOT BE SENDING OUT THE PART UNTIL AFTER DECEMBER 10, 1998
- HAS CONTACTED THE DEALERSHIP AT LEAST ONCE A WEEK REGARDING THIS CONCERN
- BOTH OF THE SEATBELTS ON THE VEHICLE HAVE LOCKED UP
- VEHICLE IS VERY DANGEROUS TO DRIVE WITH OUT THE SEATBELTS

PER CUSTOMER, DEALER SAYS:

- FORD HAS NOT SENT THE PARTS FOR THE RECALL YET
- HAS NOT SPOKEN WITH ONE PARTICULAR PERSON AT THE DEALERSHIP

CUSTOMER SEEKS:

- REPAIR OF THE VEHICLE UNDER THE RECALL

CAC ADVISED:

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

##THIS IS THE CLOSING COMMENT

SERVICE MANAGER SPOKE WITH CUSTOMER AND EXPLAINED PARTS COULD NOT BE ORDERED UN TIL A JAN 97 DATE AND THAT THEY HAD BEEN ORDERED BUT THAT PARTS ARE ON D99 BACK ORDER

PLEASE CLOSE THIS OPEN COMPLAINT
DAVID GOINS SERVICE MANAGER

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

921OLF GRP: X709 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: 03 CONTACT NBR: 109206560 OPENED: 11/26/1997
VIN: 1ZVPT20C4M5 ENGINE: C CLOSED: 12/12/1997

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: FLORESCENT STATE: MO ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 75000 MSD:
DEALER NAME: VALLEY FORD INC SALES CODE: 153049 P & A: 08192
CAUSAL CODES: 1203 10RA SYMPTOMS: 104000 104100
ORIGIN: GO TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/05/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/11/28

- *** NAVIS: SUBSEQUENT ***
- *** VEHICLE INVOLVED IN RECALL 96598 ***
- *** VEHICLE INVOLVED IN RECALL 96548 ***

CUSTOMER SAYS:

- SEAT BELT ON DRIVER'S SIDE WILL NOT MOVE OR OPERATE
- HAS BEEN WAITING OVER AN YEAR FOR THIS PART

PER CUSTOMER, DEALER SAYS:

- ORDERED A PART BUT IT WAS THE WRONG PART
- PART NOT AVAILABLE

CUSTOMER SEEKS:

- RECALL INFORMATION
- SEAT BELT

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
- REQUEST MR. DAN BURNETT (PART MANAGER) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM (1

14.21.02

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9210LF	GRP: XX09	CONCERN CONTACT	VEH TYPE: CAR
KANSAS CITY	53	ZN/TR: 03	CONTACT NBR: 109206550
VIN: 1ZVPT20C4MS		ENGINE: C	OPENED: 11/26/1997
			CLOSED: 12/12/1997

=====

1997/12/03

CUSTOMER SAYS:

- THE PART FOR THE RECALL IS ON BACK ORDER
- IF CUSTOMER IS IN A ACCIDENT SHE WILL SUE
- CUSTOMER CAN'T USE HER SEAT BELT

PER CUSTOMER, DEALER SAYS:

- PART WILL BE AVAILABLE IN FEBRUARY

CUSTOMER SEEKS:

- THE PART FOR THE RECALL

CAC ADVISED:

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

1997/12/05

###THIS IS THE CLOSING COMMENT

CHECKED ON PARTS STATUS,PARTS NOT RELEASED UNTIL 2/98 AND 3/98 IN BATCHES.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1242DH	GRP: 17	CONCERN CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: B1	CONTACT NBR: 10944417
VIN:	12VPT20C4M5	ENGINE: C	OPENED: 02/09/1998
			CLOSED: 02/18/1998

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		NI:			
ADDRESS:					
CITY:	UNION	STATE:	NJ	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	91	MODEL:	PROBE		
MILEAGE:	35000	WSD:			
DEALER NAME:	MARINO AUTO SALES I	SALES CODE:	314321	P & A:	13414
CAUSAL CODES:	1012 1203 10RA	SYMPTOMS:	104000 104100		
ORIGIN:	GD	TRANS. DST/RGN:	14	TRANS. DATE:	
SERVICE/SALES:				CONTACT DATE:	02/11/1998
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:

1998/02/09

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 LEFT SIDE PA ***

*** PARTS DELAY OVER 30 DAYS ***

NAVIS: ORIGINAL *

CUSTOMER SAYS:

- CALLING BACK TO MAKE CONCERN CONTACT WITH APPROPRIATE SITUATION
- VEHICLE HAS BEEN WAITING FOR PARTICULAR PARTS FOR OVER 1 YEAR

PER CUSTOMER, DEALER SAYS:

- NO CURRENT CONTACT

CUSTOMER SEEKS:

- TO HAVE PART EXPEDITED TO CUSTOMER
- WANTS A STATUS ON THE PARTICULAR PART

CAC ADVISED:

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

RECALL *

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. JOSEPH MIRTO JR. TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1998/02/11

###THIS IS THE CLOSING COMMENT

PART WAS REORDERED ON 02/11/1998 CUSTOMER WILL BE NOTIFIED WHEN PART IS IN.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9130EH GRP: 11 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: C2 CONTACT NBR: 109271549 OPENED: 12/17/1997
VIN: 1ZVPT20C1L5 ENGINE: C CLOSED: 12/25/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CLEVELAND STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 140000 WSD:
DEALER NAME: CROSS ROADS LINCOLN SALES CODE: 318483 P & A: 10601
CAUSAL CODES: 1203 1012 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 1B TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/18/1997
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:
1997/12/17
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-MY SEAT BELTS ARE BOTH BROKEN
-DEALER HAS NOT RECEIVED PARTS FOR SEAT BELT RECALL 96548
-WHAT IS CAUSING DELAY
*
PER CUSTOMER, DEALER SAYS:
-FORD DOES NOT HAVE PARTS AVAILABLE AT THIS TIME
*
CUSTOMER SEEKS:
-PART DELAY INFORMATION
*
CAC ADVISED:
-RE: RECALL 96548, INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. BUD BRADY(CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
-RE: PART DELAY, INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
-INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
1997/12/18
##THIS IS THE CLOSING COMMENT
THIS CONTACT SENT TO INCORRECT DEALER SHOULD BE BUD BRADY FORD

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

8682JB GRP: 08 CONCERN CONTACT VEH TYPE: CAR
 SDR 10 ZN/TR: G1 CONTACT NBR: 109276879 OPENED: 12/18/1997
 VIN: 1ZVPT20C4L5 ENGINE: C CLOSED: 01/05/1998

=====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED] L RD
 CITY: KING GEORGE STATE: VA ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PRDBE
 MILEAGE: 120000 WSD:
 DEALER NAME: CLIFT MOTOR COMPANY SALES CODE: 127431 P & A: 0005B
 CAUSAL CODES: 1207 1204 SYMPTOMS: 104100
 ORIGIN: G0 TRANS. DST/RGN: 27 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 01/05/1998
 ACK. CODE: ASSIST CODE: F AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/12/18
 *** VEHICLE INVOLVED IN RECALL 96599 ***
 *** VEHICLE INVOLVED IN RECALL 96548 ***
 *** NAVIS: SUBSEQUENT ***
 CUSTOMER SAYS:
 -DRIVER'S SIDE AUTOMATIC SEAT BELT IS INOPERABLE
 -PART MAY BE ON NATIONAL RECALL BACK-ORDER
 -DOES NOT HAVE TRANSPORTATION
 -NEEDS A LOANER VEHICLE
 *
 PER CUSTOMER, DEALER SAYS:
 -PLACED AN ORDER
 -IS ON NATIONAL BACK-ORDER
 *
 CUSTOMER SEEKS:
 -TO KNOW THE STATUS OF THE BACK-ORDER
 -A LOANER VEHICLE FOR THE TIME OF REPAIR
 *
 CAC ADVISED:
 -RE: PART STATUS
 -INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK-ORDER SITUATION
 -INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
 -RE: LOANER
 -INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 -REQUEST MS. BETTY CLIFT (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
 -***DEALER NOTE: CHECK IROB FOR RECALLS 96548 AND 96599; MAY BE ABLE TO CONTACT RENKIM FOR LOANER APPROVAL @ 1-800-325-5621***

09/11/98

MASTER OWNER RELATIONS SYSTEM TI

14.21.02

6682JB GRP: 06 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: G1 CONTACT NBR: 109276879 OPENED: 12/18/1997
VIN: 1ZVPT20C4L5 ENGINE: C CLOSED: 01/05/1998

1997/12/23

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-THE CSR JULIE SAID THAT HE WAS AUTHORIZED FOR A LOANER AND THAT SHE WOULD SEND THE INFO TO THE DEALER THAT GIVES THEM THE PERMISSION THAT IS ON THE COMPUTER

-THE DEALER SAID THEY DID NOT RECEIVE THE APPROVAL FROM FORD

-CSR HAD PUT HIM ON HOLD AND SAID THAT SHE CONFIRMED WITH HER MANAGER THAT SHE GOT THE AUTHORIZATION TO GIVE HIM A LOANER

-A LOANER WAS PROVIDED BECAUSE OF THE CIRCUMSTANCES ACCORDING TO JULIE

*

PER CUSTOMER, DEALER SAYS:

-THEY HAVE NOT RECEIVED ANYTHING FROM FORD

*

CUSTOMER SEEKS:

-LOANER

-WANTS THE CAC TO CALL BACK WITH PROPER INFORMATION

*

CAC ADVISED:

-THE LOANER IS NOT PROVIDED AS PROVISION OF THE RECALL

-AS IT STANDS THERE IS NO LOANER PROVISION FOR THE RECALL

-IF THE PREVIOUS CSR WAS GIVEN APPROVAL FOR A LOANER THERE IS NO INFORMATION STATING WHERE THE APPROVAL WAS GIVEN

-THE INFORMATION WILL BE LOOKED INTO

GIVING HIM THE CORRECT INFO REGARDING A LOANER

1998/01/05

###THIS IS THE CLOSING COMMENT

T.C. SCHUSTER, CSM

-DEALERSHIP HAS PLACED AN ORDER FOR THE RECALL PARTS WHICH ARE CURRENTLY ON BACKORDER.

-RE: LOANER VEHICLE, THE RECALL DOES NOT PROVIDE LOANER ASSISTANCE, NOR WAS THERE A PROVISION UNDER THE WARRANTY (WHICH HAS EXPIRED) THAT PROVIDES LOANER VEHICLES. THEREFORE FORD WILL NOT PROVIDE A LOANER OR LOANER ASSISTANCE.

###THIS IS THE CLOSING COMMENT

CONTACT CLOSED

*** NAVIS: SUBSEQUENT ***

*** VEHICLE INVOLVED IN RECALL 96S4B ***

CUSTOMER SAYS:

- CUSTOMER IS CALLING BACK FOR THE THIRD TIME

- THE SECOND TIME HE CALLED, HE WAS TOLD THAT HIS PREVIOUS CONVERSATION WAS NOT RECORDED IN THE MORSII SYSTEM

- HE WAS TOLD BY THE LAST CSR THAT THEY WOULD LOOK INTO THE SITUATION AND CALL HIM BACK, BUT SHE NEVER CALLED BACK

- HE IS INVOLVED IN SAFETY RECALL 96S4B

- THE DEALERSHIP ORDERED THE PARTS FOR THE RECALL ABOUT 8 WEEKS AGO

(11/20/97)

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

6682JB GRP: 06 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: G1 CDNTACT NBR: 109276879 OPENED: 12/18/1997
VIN: 1ZVPT20C4L5 [REDACTED] ENGINE: C CLOSED: 01/05/1998

1988/01/05

- HE WAS TOLD THAT THE PART IS ON MAJOR BACKORDER AND THERE IS NOT ESTIMATED TIME OF ARRIVAL FOR THE PART
- THE PART NUMBER IS F72261810045B
- HE CANNOT DRIVE THE VEHICLE BECAUSE IT WILL NOT PASS INSPECTION WITHOUT THIS SEATBELT REPAIR BEING DONE
- CUSTOMER CAN BE REACHED BY PHONE UNTIL 3PM AT WORK AND AT HOME AFTER 3PM

PER CUSTOMER, DEALER SAYS:

- MS. BETTY CLIFT (OWNER/GENERAL MANAGER), SAID SHE ORDERED THE PART AT LEAST 6 WEEKS AGO
- SHE WAS TOLD AT THE TIME OF ORDER THAT THE PART WAS ON MAJOR BACKORDER AND THEY DID NOT KNOW WHEN THE PART WOULD BE AVAILABLE
- SHE DID NOT HAVE ANY LOANER VEHICLES AVAILABLE
- SHE WOULD CALL RENKIM (PER THE DEALER RECALL ANNOUNCEMENT LETTER) AND INQUIRE ABOUT THE RENTAL CAR APPROVAL
- SHE WOULD CALL THE CUSTOMER BACK AND INFORM HIM IF IT IS POSSIBLE TO RECEIVE A RENTAL VEHICLE WHILE THE PARTS ARE ON BACKORDER

CUSTOMER SEEKS:

- A LOANER/RENTAL VEHICLE
- VEHICLE REPAIRED PROPERLY

CAC ADVISED:

- RE: LOANER/RENTAL VEHICLE AND 96S48 RECALL REPAIR
- PER TEAM LEADER APPROVAL, CSR MADE AN OBC TO THE DEALERSHIP
- PER OBC TO DEALERSHIP, MS. BETTY CLIFT (OWNER/GENERAL MANAGER), SAID SHE ORDERED THE PART AT LEAST 6 WEEKS AGO
- SHE WAS TOLD AT THE TIME OF ORDER THAT THE PART WAS ON MAJOR BACKORDER AND THEY DID NOT KNOW WHEN THE PART WOULD BE AVAILABLE
- SHE SAID SHE DID NOT HAVE ANY LOANER VEHICLES AVAILABLE
- SHE SAID SHE WOULD CALL RENKIM (PER THE DEALER RECALL ANNOUNCEMENT LETTER) AND INQUIRE ABOUT THE RENTAL CAR APPROVAL
- SHE SAID SHE WOULD CALL THE CUSTOMER BACK AND INFORM HIM IF IT IS POSSIBLE TO RECEIVE A RENTAL VEHICLE WHILE THE PARTS ARE ON BACKORDER
- CSR VERIFIED THAT THERE ARE TWO PREVIOUS MORSII CUSTOMER CONTACTS REGARDING THIS ISSUE AND ADDED COMMENTS TO THE CONTACT

1998/01/08

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- CALLING BACK REGARDING SAME CONCERN A LOANER WHILE WAITING ON A PART FOR
- HE IS AT THE END OF HIS ROPE AND WILL CONTACT THE SAFETY ADMINISTRATION
- WANTS A SUPERVISOR TO CONTACT THE REGIONAL REPRESENTATIVE TO SEE IF THIS PART CAN BE SENT AS SOON AS POSSIBLE HAS NOT HAD HIS VEHICLE FOR 7 WEEKS
- SPOKE WITH MS. CLIFT TODAY

PER CUSTOMER, DEALER SAYS:

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
6682JB GRP: 06 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: G1 CONTACT NBR: 109276879 OPENED: 12/18/1997
VIN: 1ZVPT20C4L5 ENGINE: C CLOSED: 01/05/1998
=====

1998/01/08

- TOLD CUSTOMER THAT RENKIM WOULD NOT PROVIDE A LOANER
- HAS SPOKEN WITH THE REGIONAL REPRESENTATIVE WHO IS LOOKING INTO THE PART ORDER PER MS. CLIFT
- HAS NOT HEARD FROM THE REGIONAL REPRESENTATIVE AS OF YET TODAY

*

CUSTOMER SEEKS:

- PART

*

CAC ADVISED:

- MADE OBC TO DEALERSHIP TODAY TO MS. CLIFT SHE IS WAITING TO HEAR FROM THE REGIONAL REPRESENTATIVE WHO IS WAITING TO HEAR FROM HIS PEOPLE
- DOCUMENTED INFORMATION TODAY CUSTOMER WANTS MORE DONE
- WANTS A CALLBACK FROM A SUPERVISOR TO SEE IF THEY CAN CONTACT THE REGIONAL REPRESENTATIVE
- TOLD CUSTOMER EVERYTHING IS BEING DONE THAT CAN BE DONE WE WILL DO OUR BEST

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
BOOJCW GRP: 04 INFORMATION CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: FL CONTACT NBR: 109280400 OPENED: 12/19/1997
VIN: 1ZVPT20C4L5 ENGINE: C CLOSED: 12/19/1997
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 87000 WSD:
DEALER NAME: KEN MARKSFORD INC SALES CODE: 124205 P & A: 04807
CAUSAL CODES: 0404 3105 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/12/19

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- BOYFRIEND, [REDACTED] CALLING FOR THE GIRLFRIEND.
- BY WORD OF MOUTH WE HAVE LEARNED THAT THERE IS A RECALL ON THE SEAT BELTS.
- WE HAVE NEVER RECEIVED NOTIFICATION OF THIS.
- THEY SAY THE SEAT BELT PART IS ON BACK ORDER.
- WE HAD TO GO THROUGH A COMPLETE NIGHTMARE TO GET THE SEAT BELT REPAIRED.
- ANOTHER DEALERSHIP SAID THAT THEY COULD HAVE GOTTEN THE JOB DONE FASTER.
- TODAY TONY CALLED AND SAID THAT THEY WOULD NOT REPAIR THE RIGHT SIDE SEAT BELT.
- 800# FROM TONY AT THE DEALERSHIP.

PER CUSTOMER, DEALER SAYS:

- PER SERVICE DEPARTMENT, WE HAVE INSPECTED THE LEFT SIDE AND IT IS FINE, THE RIGHT SIDE SEAT BELT NEEDS TO BE REPLACED...CALL BACK IN A COUPLE OF MONTHS TO SEE IF WE HAVE THE PART.
- PER TONY, WE WILL REPLACE BOTH SEAT BELTS.

CUSTOMER SEEKS:

- SEAT BELTS REPAIRED.

CAC ADVISED:***OBC TO DEALERSHIP***PER DAN LALAS, THE RECALL INVOLVES INSPECTING THE SEAT BELTS AND THAT IS WHAT WE DID...THE SEAT BELTS WERE FINE AT THE TIME THAT WE INSPECTED THEM.
-ADVISED CUSTOMER ACCORDINGLY AND ADVISED THAT HE SPEAK WITH THE SERVICE MANAGER FOR FURTHER CLARIFICATION.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
6407CG GRP: 01 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: L1 CONTACT NBR: 109289032 OPENED: 12/19/1997
VIN: 1ZVPT20C3L5 ENGINE: C CLOSED: 01/02/1998
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BRYAN STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 120000 WSD:
DEALER NAME: TOM SHERIDAN F-M IN SALES CODE: 148065 P & A: 02720
CAUSAL CODES: 1203 1208 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/28/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/12/19

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

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-MOTORIZED SEAT BELTS (DRIVER SIDE) ARE NOT WORKING PROPERLY
-PARTS ON BACK ORDER FOR THE RECALL

PER CUSTOMER, DEALER SAYS:

-PARTS IN RECALL ON BACK ORDER
-TODD MAST, SERVICE MANAGER, TOLD CUSTOMER THEY EXPECT TO GET PARTS IN
FEBRUARY

CUSTOMER SEEKS:

-THE PART

CAC ADVISED:

RE: RECALL 96548

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

RE: PART DELAY

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
8407CG GRP: 01 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: LI CONTACT NBR: 109283032 OPENED: 12/19/1997
VIN: 1ZVPT20C3L5 [REDACTED] ENGINE: C CLOSED: 01/02/1998
=====

1997/12/22

ON 10/22/97 I CONTACTED JACK BURKETT OUR FCSD REP TO LET FMC KNOW THERE WAS A PROBLEM WITH THE AVAILABILITY ON THESE PARTS AND THE CURRENT DATE FOR RECEIPT WAS SIX MONTHS AFTER ORDER. AT THE SAME TIME THE ISSUE WAS PRESENTED BY DEALER COUNCLE. NO FIX OR EXPEDITING HAS BEEN INITIATED BY YOU, THE MANUFACTURER. I WILL CONTACT FCSD DIRECTLY TODAY AND REQUEST A PHONE CALL BE MADE FROM THAT ENTITY TO EXPLAIN TO THE CUSTOMER WHY PARTS ARE NOT AVAILBLE, AND HOW THE MAUFACTURER PLANS TO LESSEN THE WAIT.

TIM SHERIDAN GM

1997/12/23

CONTACTED BY HEATHER GLENN FCSD, WHO PROVIDED US WITH UPDATED PARTS INFO. NEW EXPECTED RECEIPT DATE ON PARTS PER DOES II FIRST PART OF JANUARY. ATTEMPTED TO PASS THIS INFORMATION TO CUSTOMER TWICE TODAY AT HOME NUMBER, THERE WAS NO ANSWER. WILL CONTINUE TO TRY TO UPDATE CUSTOMER. WHEN PARTS ARRIVE, SERVICE WILL BE PERFORMED.

1997/12/26

###THIS IS THE CLOSING COMMENT

LEFT MESSAGE FOR CUSTOMER DETAILING UPDATED PARTS EXPECTED SHIP DATE OF EARLY JANUARY. WHEN PARTS ARRIVE, SERVICE WILL BE COMPLETED.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

9484BP GRP: 17 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: K1 CONTACT NBR: 109284810 OPENED: 12/22/1997
VIN: 1ZVPT21U5L5 ENGINE: U CLOSED: 01/09/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: HILLSBORO STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 114000 WSD:
DEALER NAME: MCFARLANDFORD-MERCU SALES CODE: 147535 P & A: 02051
CAUSAL CODES: 1012 10RA SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 47 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/30/1997
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:

1997/12/22

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

*** PARTS DELAY OVER 30 DAYS ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- CUSTOMER IS
- I AM TRYING TO GET RECALL NUMBER 96S48 PERFORMED
- I HAVE BEEN WAITING FOR THE PART SINCE NOVEMBER 24TH

PER CUSTOMER, DEALER SAYS:

- PER SOMEONE IN SERVICE, WE DON'T KNOW WHEN THE PART WILL BE IN

CUSTOMER SEEKS:

- RECALL PERFORMED

CAC ADVISED:

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

1998/01/02

***THIS IS THE CLOSING COMMENT

CALL FORD PARTS DIV. ABOUT THE PARTS FOR RECALL 96S48 THE PARTS DIV. ADVISE US THAT PARTS WILL NOT BE AVAILABLE UNTIL 02/20/1998 CALL CUST. ON 12/30/1997 ADVISE HER THE PARTS WILL NOT BE AVAILABLE UNTILL 02/20/1998 CUST WAS UPSET AND WANTED TO KNOW WHO WOULD BE RESPONSIBLE IF SHE WOULD HAVE AN ACCIDENT IN HER VECH. TOLD CUST. THAT I COULD NOT ANSWER THAT QUESTION.

STEVE BROWN SVC. MGR.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 0559KR GRP: 05 CONCERN CONTACT VEH TYPE: CAR
 MEMPHIS 23 2N/TR: A1 CONTACT NBR: 109289787 OPENED: 12/23/1997
 VIN: 1ZVPT20G9L8 [REDACTED] ENGINE: C CLOSED: 01/06/1998

 LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: PINE BLUFF STATE: AR ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 1 WSD:
 DEALER NAME: FLETCHER-TATE FORD SALES CODE: 123207 P & A: 01480
 CAUSAL CODES: 1203 12RA SYMPTOMS: 104100
 ORIGIN: 00 TRANS. DST/RGN: 20 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 12/30/1997
 ACK. CODE: ASSIST CODE: W AWARD AMT: Q SURVEY: Y (Y OR N)

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

COMMENTS:
 1997/12/23
 *** MILEAGE UNAVAILABLE ***
 NO VIN AVAILABLE
 CUSTOMER SAYS:
 - CUSTOMER HAS BEEN WAITING FOR SEAT BELT PART FOR RECALL SINCE JULY
 *
 PER CUSTOMER, DEALER SAYS:
 - NO CONTACT WITH DEALER
 *
 CAC ADVISED:
 - CUSTOMER DISCONNECTED BEFORE CALL HAD CONTINUED
 THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 109289553
 *** NAVIS: PROGRAM ***
 *** UNIQUE CIRCUMSTANCES PER JFETTER! ***
 *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S4B ***
 CUSTOMER SAYS:
 [REDACTED] IS CALLING ON BEHALF OF HER DAUGHTER CALLED EARLIER AND WAS
 DISCONNECTED
 - HAS BEEN WAITING FOR A PART FOR THE SEATBELT SINCE JULY
 - THE DRIVER'S SIDE SEATBELT IS NOT WORKING AT ALL
 - IS VERY CONCERNED THAT THIS MAY CAUSE THE LIFE OF HER DAUGHTER
 -
 *

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

0559KR	GRP: 05	CONCERN CONTACT	VEH TYPE: CAR
MEMPHIS	23	ZN/TR: A1	CONTACT NBR: 109289787
VIN: 1ZVPT20CSL5		ENGINE: C	OPENED: 12/23/1997
			CLOSED: 01/06/1998

=====

1997/12/23

PER CUSTOMER, DEALER SAYS:

- WAITING FOR A PART

*

CUSTOMER SEEKS:

- TO HAVE THE SEATBELT REPAIRED

*

CAC ADVISED:

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

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

MADE OUTBOUND

CALL TO THE DEALERSHIP TALKED TO

- THE PART IS NOT AVAILABLE YET

- THE BACKORDER DATE LOOKS LIKE MARCH OF NEXT OF YEAR

###THE FOLLOWING SYMPTOM CODE(S) WERE REMOVED: 801900

###THE FOLLOWING CAUSAL CODE(S) REMOVED FROM CONTACT - 1012

1997/12/30

###THIS IS THE CLOSING COMMENT

TALKED TO [REDACTED] AT TROTTER FORD ABOUT CUSTOMER. PARTS HAVE BEEN ORDERED AT THAT DEALERSHIP. CONTACT WAS OPENED TO WRONG DEALER. MR. DILLINGER IS TAKING CARE OF CUSTOMER. PLEASE CLOSE CONTACT.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

B014MH GRP: 05 CONCERN CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: A1 CONTACT NBR: 109290631 OPENED: 12/23/1997
VIN: 1ZVPT20C1L5 ENGINE: C CLOSED: 12/31/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 49000 WSD:
DEALER NAME: JONES-WEST FORD SALES CODE: 172404 P & A: 07809
CAUSAL CODES: 1012 1204 1203 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 72 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/24/1997
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:

1997/12/23

*** VEHICLE INVOLVED IN RECALL 96548 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- CALLING FOR HER SON
- THAT THEY RECEIVED A LETTER FOR A RECALL
- THAT THEY HAVE TAKEN THE VEHICLE IN FOR THE RECALL THREE TIMES
- THAT SHE DOES NOT FEEL SECURE

PER CUSTOMER, DEALER SAYS:

- THAT THE PART IS ON A SIX MONTH DELAY
- THAT IT MAY BE MID MARCH

CUSTOMER SEEKS:

- TO HAVE THE RECALL PERFORMED

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. BOB SAUNDERS (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- VERIFIED VEHICLE INVOLVEMENT IN RECALL 96548
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS

1997/12/24

###THIS IS THE CLOSING COMMENT

CUSTOMER CALLED AND ADVISED PARTS WILL ARRIVE POSS FIRST WEEK IN JAN 1998 A CARD WILL BE SENT BY OUR PARTS DEPT THEN REPAIRS WILL BE DONE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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=====
5593MS   GRP: XX15   CONCERN CONTACT   VEH TYPE: CAR
SDR      10   ZN/TR: R3   CONTACT NBR: 109295578   OPENED: 12/26/1997
VIN:     12VPT20C1L5   ENGINE: C   CLOSED: 01/13/1998
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LAST NAME: [REDACTED]   STATUS: CLOSED
TITLE: [REDACTED]   FIRST NAME: [REDACTED]   MI: [REDACTED]
ADDRESS: [REDACTED]
CITY:     HURON   STATE: SD   ZIP: [REDACTED]
HOME PHONE: [REDACTED]   BUS. PHONE: [REDACTED]
MODEL YEAR: 90   MODEL: PROBE
MILEAGE: 104000   WSD:
DEALER NAME: SCHDENHARD FORD-LIN   SALES CODE: 158709   P & A: 07237
CAUSAL CODES: 1012   SYMPTOMS: 104100
ORIGIN: GD   TRANS. DST/RGN: 58   TRANS. DATE:
SERVICE/SALES: 1   CONTACT DATE: 01/05/1998
ACK. CODE: ASSIST CODE: R   AWARD AMT: 0 SURVEY: Y (Y OR N)
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BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

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COMMENTS:

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1997/12/26
*** VEHICLE INVOLVED IN RECALL 96S48/96S99 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- RECEIVED A RECALL LETTER ON THE PASSENGER AND DRIVER SEAT BELTS ASSEMBLY
- DRIVE SIDE SEAT BELT NOT WORKING THE OTHER SIDE IS OK
- IS VERY CONCERN DUE TO A RECENT CAR FATALILTY IN THE FAMILY
- TAKE THIS GETS TAKEN CAR OF VERY SOON
*
PER CUSTOMER, DEALER SAYS:
- UNABLE TO GET THE PARTS
- SHORTAGE OF BELTS
- CALL CAC AND PUT THE PRESSURE ON FORD
*
CUSTOMER SEEKS:
- PART INFORMATION
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR.DONALD SCHOENHARD, (CUST REL MNGR) TO CONTACT THE CUSTOMER
WITHIN 2 BUSINESS DAYS
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART
  DELAYS
1997/12/30
123097 NOTIFIED CUSTOMER THAT THERE HAS BEEN A PARTS UPDATE TO THE RECALL THAT
WE HAD NOT BEEN AWARE OF. THE UPDATED PART WAS ORDERED EMERGENCY 123097, THE
WARRANTY ADMINISTRATOR DEB MCDOWELL ASSURED CUSTOMER THAT AS SOON AS THE PART
IS RECEIVED THE CUSTOMER WOULD BE CONTACTED.

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09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

5583M5	GRP: XX15	CONCERN CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: R3	CONTACT NBR: 109295578
VIN:	1ZVPT20C1L5	ENGINE: C	OPENED: 12/26/1997
			CLOSED: 01/13/1998

=====

1998/01/06

###THIS IS THE CLOSING COMMENT
12/31/1997 PARTS DEPT RECEIVED THE MOTOR ASSY THAT HAD BEEN ORDERED EMERGENCY.
[REDACTED] CONTACTED THE CUSTOMER AND AN APPDINTMENT WAS SET UP. 01/05/98
THE RECALL REPAIRS WERE COMPLETED.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

B214KJ GRP: XX09 REGION INVOLVEMENT CONTACT VEH TYPE: CAR
 TWIN CITIES SB ZN/TR: C1 CONTACT MBR: 109297723 OPENED: 12/29/1997
 VIN: 1ZVPT21UXL5 ENGINE: U CLOSED: 01/12/1998

=====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: ST CLOUD STATE: MN ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 83000 WSD:
 DEALER NAME: TENVOORDE MOTOR CO SALES CODE: 158584 P & A: 09473
 CAUSAL CODES: 1012 10RA SYMPTOMS: 104100
 ORIGIN: GO TRANS. DST/RGN: 58 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 01/12/1998
 ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/12/29
 *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 & 96599 ***
 *** PARTS DELAY OVER 30 DAYS ***
 *** NAVIS: SUBSEQUENT ***
 *** UNIQUE CIRCUMSTANCES PER NGUSHO ***

CUSTOMER SAYS:

- STILL WAITING ON PARTS
- SPOKE WITH JOHN MART
- BEEN WAITING ON PART SINCE JULY

PER CUSTOMER, DEALER SAYS:

[REDACTED] I WAS TOLD NOT TO EXPECT ANYTHING UNTIL MARCH 1998

CUSTOMER SEEKS:

- PART INFORMATION

CAC ADVISED:

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

1998/01/12

###THIS IS THE CLOSING COMMENT
 CUSTOMER WAS IN DEALERSHIP 12JAN98. DEALER PERFORMED RECALL 96548. NO FURTHER ASSISTANCE NEEDED AT THIS TIME. DEALER WAS AWESOME!

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

9172LH GRP: XK07 INFORMATION CONTACT VEH TYPE: CAR
TWIN CITIES 58 ZN/TR: C1 CONTACT NBR: 109081530 OPENED: 10/27/1997
VIN: 1ZVPT21UXLS ENGINE: U CLOSED: 10/27/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ST CLOUD STATE: MN ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 97000 WSD:
DEALER NAME: TENVOORDE MOTOR CO SALES CODE: 158584 P & A: 09473
CAUSAL CODES: 1012 SYMPTOMS: 104100
ORIGIN: G0 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/10/27

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- I AM HAVING TROUBLE GETTING RECALL 96548 LEFT SIDE PA COMPLETED
- MY DRIVER SIDE SAFETY BELT SHOULDER HARNESS DOESN'T WORK
- THE PART WAS ORDERED IN JULY

PER CUSTOMER, DEALER SAYS:

- THE PART IS STILL ON NATIONAL BACK ORDER

CUSTOMER SEEKS:

- WHEN WILL THE PART COME 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

8094TW GRP: XX11 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: CONTACT NBR: 109298G14 OPENED: 12/29/1997
VIN: 1ZVPT22L3L5 ENGINE: L CLOSED: 02/04/1998

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: OIL CITY STATE: PA ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 60000 WSD:
DEALER NAME: CENTURY FORD INC SALES CODE: 144405 P & A: 02187
CAUSAL CODES: 1203 1204 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 44 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/28/1998
ACK. CODE: ASSIST CODE: F AWARD AMT: Q SURVEY: Y (Y OR N)

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

COMMENTS:

1997/12/29

*** VEHICLE INVOLVED IN RECALL 9654B ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- CUSTOMER BROUGHT VEHICLE FOR DRIVERS SIDE RECALL ON SEATBELT
- CUSTOMER BROUGHT IN VEHICLE FOR RECALL WORK IN SEPTEMBER
- PART HAS BEEN ON BACK ORDER SINCE SEPTEMBER

PER CUSTOMER, DEALER SAYS:

- PARTS SHOULD BE IN WITHIN JANUARY

CUSTOMER SEEKS:

- PART ORDER INFORMATION
- BACK ORDER INFORMATION

CAC ADVISED:

- ***RECALL
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR.DON REAGLE TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- ***PARTS DELAY
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS

1998/01/28

###THIS IS THE CLOSING COMMENT

CSM: G. RUMINSKI
PER DON REIGLE, RECALL WAS PERFORMED ON 1/15/98.
CUSTOMER IS SATISFIED.
CLOSING CONTACT

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

BB57DC	GRP: 05	INFORMATION CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: 03	CONTACT NBR: 109302880
VIN:	1ZVPT20C5LE	ENGINE: C	OPENED: 12/30/1997
			CLOSED: 12/30/1997

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:		
ADDRESS:	[REDACTED]			
CITY:	HINESVILLE	STATE:	GA	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]	
MODEL YEAR:	90	MODEL:	PROBE	
MILEAGE:	102000	WSD:		
DEALER NAME:	HINESVILLE FORD CO	SALES CODE:	121649	P & A: 04858
CAUSAL CODES:	3103 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:

1997/12/30

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- DRIVER SIDE SEAT BELT IS INOPERABLE
- TOOK CAR TO DEALER FOR REPAIR FIVE WEEKS AGO
- PARTS FOR RECALL WORK ARE ON BACKORDER

PER CUSTOMER, DEALER SAYS:

- RECALLED PARTS ARE ON BACKORDER
- NO IDEA WHEN PARTS WILL BE IN

CUSTOMER SEEKS:

- SPEEDY EXPEDITION OF PARTS FOR RECALL WORK

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, SPOKE WITH DAN IN PARTS, WHO SAID THAT PARTS SHOULD BE IN ON 1/12/98

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

0217WS	GRP: XX02	CONCERN CONTACT	VEH TYPE: CAR
LDS ANGELES	71	2N/TR: D2	CONTACT NBR: 109307474
VIN: 1ZVPT20C5L5		ENGINE: C	OPENED: 01/02/1998
			CLOSED: 01/15/1998

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: APACHE JUNCTION	STATE: AZ	ZIP: [REDACTED]
HOME PHONE: [REDACTED]	BUS. PHONE: [REDACTED]	
MODEL YEAR: 90	MODEL: PROBE	
MILEAGE: 42000	WSD: [REDACTED]	
DEALER NAME: BURGE FORD	SALES CODE: 171175	P & A: 20305
CAUSAL CODES: 1203 1012 2801	SYMPTOMS: 104100	
ORIGIN: GO	TRANS. DST/RGN: 71	TRANS. DATE:
SERVICE/SALES: 1		CONTACT DATE: 01/02/1998
ACK. CODE:	ASSIST CODE:	AWARD AMT:
		O SURVEY: Y (Y OR N)

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

COMMENTS:

1998/01/02

*** VEHICLE INVOLVED IN RECALL 96599 ***

*** PARTS DELAY OVER 30 DAYS ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- 800 # FROM BURGE FORD
- DRIVERS SIDE SAFETY BELT MOTOR IS NOT FUNCTIONING PROPERLY
- HAS BEEN WAITING FOR 2 MOS SINCE INITIAL REQUEST HAS BEEN MADE FOR PART

PER CUSTOMER, DEALER SAYS:

- BACKORDER/DELAY IN INVENTORY

CUSTOMER SEEKS:

- FOR RECALL WORK TO BE PERFORMED WITHIN PROGRAM GUIDELINES

CAC ADVISED:

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

***THIS IS THE CLOSING COMMENT

BERGE FORD IS THE ONE'S WHO REFERED THIS CUSTOMER TO CAC. WHY WOULD YOU OPEN A CONCERN CONTACT WHEN WE ARE AWARE OF THE PROBLEM, BEING THAT FORD HAS NOT MADE PARTS AVAILABLE FOR THIS RECALL IN OVER 3 MONTHS. CUSTOMER ARE ALREADY FRUSTRATED WITH FORD MOTOR COMPANY AND STARTING TO GET FRUSTRATED WITH DEALER-SHIP. WHY ARE PARTS TAKING SO LONG FOR A SAFETY RECALL.

*****PLEASE RESPOND TO GARRETT BLACKWELL, OWNER RELATIONS MANAGER*****

09/11/98

MASTER OWNER RELATIONS SYSTEM J1

14.21.02

=====
0217WS GRP: KX02 CONCERN CONTACT VEH TYPE: CAR
LDS ANGELES 71 ZN/TR: 02 CONTACT NBR: 109307474 OPENED: 01/02/1998
VIN: 1ZVPT20C5L5 ENGINE: C CLOSED: 01/15/1998
=====

1998/01/08

###THE FOLLOWING CAUSAL CODE(S) REMOVED FROM CONTACT - 1204

*** PARTS DELAY OVER 30 DAYS ***

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- CALLED THE DEALER 8 WEEKS AGO TO GET THE RECALL WORK PERFORMED
- WAS TOLD THAT THERE IS A DELAY IN THE PARTS FOR THE RECALL
- WOULD LIKE THE RECALL WORK PERFORMED ON THE VEHICLE
- HAS NOT HEARD FROM THE DEALER ABOUT THE RECALL
- THE SEAT BELT TRACK IS NOT WORKING PROPERLY

PER CUSTOMER, DEALER SAYS:

- NO CONTACT PERSON GIVEN - PARTS MANAGER
- BACKORDER ON PARTS

CUSTOMER SEEKS:

- RECALL WORK PERFORMED

CAC ADVISED:

RE PART DELAY:

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

DELAYS

RE RECALL:

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

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

0093LJ GMP: 06 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: M1 CONTACT NBR: 109308497 OPENED: 01/02/1998
VIN: 1ZVPT20C5L5 ENGINE: C CLOSED: 01/14/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WATERTOWN STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 78000 WSD:
DEALER NAME: WATERTOWNFORD, INC. SALES CODE: 113569 P & A: 01178
CAUSAL CODES: 1012 1204 1209 SYMPTOMS: 104100
ORIGIN: G0 TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/06/1998
ACK. CODE: ASSIST CODE: 0 AWARD AMT: 0 SURVEY: Y (Y DR N)

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

COMMENTS:

1998/01/02

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

CUSTOMER SAYS:

-I WAS SENT A SAFTY RECALL LETTER TO MY HOME ON NY 1990 PROBE
-THE DEALER WAS UNABLE TO COMPLETE THE RECALL
-THE PART HAS BEEN ON BACK ORDER SINCE OCTOBER/1997
-I AM GOING TO GO TO THE FEDERAL GOVERNMENT BECAUSE FORD IS CAUSING ME TO
BRAKE THE LAW

PER CUSTOMER, DEALER SAYS:

-WE DO NOT HAVE AN ESTIMATED ARRIVAL TIME FOR THE PART
-WE NEED A MOTOR AND THE PART IS ON A NATIONAL BACK ORDER

CUSTOMER SEEKS:

-RECALL COMPLETED

CAC ADVISED:

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

- ADVISED CUSTOMER TO CALL BACK WITH VIN#
- *****NEXT REPRESENTATIVE*****-PLEASE VERIFY RECALL INVOLVEMENT AND
UPGRADE INFORMATION CONTACT TO CONCERN WITH REGIONAL ASSISTANCE
BECAUSE OF 30 DAY PARTS DELAY

THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 109308198

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
0093LJ GRP: 06 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: M1 CONTACT NBR: 109308497 OPENED: 01/02/1998
VIN: 1ZVPT20C5L5 ENGINE: C CLOSED: 01/14/1998
=====

1998/01/02

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- I HAVE A RECALL ON MY SEATBELT
- NOW THE DRIVER SIDE POWER SEATBELT GETS STUCK BECAUSE THE TRACK HAS WORN
- IN 10/97 I WENT TO WATERTOWN FORD FOR MY SEATBELT RECALL BUT THE PART WAS ON NATIONAL BACK ORDER & THEY HAD NO PARTS
- I WENT TO FUCILLO FORD ON 11/12/97 BECAUSE THEY SAID THEY COULD DO IT BUT WHEN I GOT THERE I WAITED FOR HALF THE DAY FOR THEM TO LOOK AT MY VEHICLE FOR 3 MINUTES & TELL ME THE SAME THING WE DON'T HAVE THE PARTS BECAUSE THEY ARE ON NATIONAL BACK ORDER. I PREFER TO GO TO WATERTOWN FORD
- NO ONE HAS NOTIFIED ME & I WANT MY SEATBELT REPAIRED
- I AM GOING TO GO TO THE FEDERAL GOVERNMENT BECAUSE FORD IS CAUSING ME TO BRAKE THE LAW

PER CUSTOMER, DEALER SAYS:

- TERRI, SERVICE ADVISOR, THE PART IS ON NATIONAL BACK ORDER, WE WILL NOTIFY YOU WHEN

CUSTOMER SEEKS:

- RECALL INFORMATION
- PART AVAILABILITY
- LOANER VEHICLE

CAC ADVISED:

- OPEN RECALL ON SEATBELTS: 96S48 & 96S99
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. KELLY SHERMAN (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- CUSTOMER STATES THAT FUCILLO FORD DID NOT COMPLETE PART OF RECALL AS SERVICE RECORDS INDICATE
- LOANERS ARE NOT A PROVISION OF THE WARRANTY.
- CONTACT MR. KELLY SHERMAN (SVC. MGR.) FOR CLARIFICATION OF THE DEALERSHIP'S POLICY ON ALTERNATIVE TRANSPORTATION.
- MAY REQUIRE AN APPOINTMENT

##THE FOLLOWING SYMPTOM CODE(S) WERE REMOVED: 104000

1998/01/02

##THIS IS THE CLOSING COMMENT

WE ORIGINALLY HAD PARTS ON ORDER FOR CUSTOMER, BUT CUSTOMER CALLED AND TOLD US HE WAS GOING TO HAVE RECALL DONE AT FUCILLO'S BECAUSE THEY HAD PARTS IN STOCK WE VOIDED RD AND CANCELLED PARTS ORDER. WE WERE UNAWARE THAT CUSTOMER HAD NOT HAD RECALL COMPLETED UNTIL WE RECEIVED THIS MORS II CONTACT. SPOKE TO CUSTOMER ON PHONE 1-8-98 AND TOLD HIM WE WOULD GO AHEAD AND REORDER PARTS. I TOLD HIM I WOULD LET HIM KNOW WITHIN THE NEXT FEW DAYS THEIR AVAILABILITY AND THE APPROXIMATE DATE WE WILL RECEIVE THEM.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

4259YM GRP: 14 INFORMATION CONTACT VEH TYPE: CAR
DENVER 58 ZN/TR: A3 CONTACT NBR: 109312805 OPENED: 01/05/1998
VIN: 1ZVPT21U1L5 ENGINE: U CLOSED: 01/05/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] BUILDING [REDACTED]
CITY: DENVER STATE: CO ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 10700 WSD:
DEALER NAME: BARBEE'S FREEWAY FD SALES CODE: 156005 P & A: 03148
CAUSAL CODES: 0405 SYMPTONS: 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:

1998/01/05

CUSTOMER SAYS:

- COMPLAINT ABOUT POOR TREATMENT BY DEALERSHIP
- TOOK VEHICLE IN JUNE 1997 TO HAVE RECALL ON THE SEATBELT PERFORMED
- VEHICLE WAS IN THE DEALERSHIP FOR ABOUT THREE WEEKS
- WAS ORIGINALLY TOLD THAT THE SEATBELT WOULD BE IN SEPTEMBER
- CUSTOMER WOULD LIKE TO BE RECONTACTED REGARDING THIS ISSUE

*

PER CUSTOMER, DEALER SAYS:

- FORD WILL NOT GIVE THEM THE PARTS UNTIL MAY OR JUNE OF 1998

*

CUSTOMER SEEKS:

- COMPLAINT ABOUT POOR DEALERSHIP SERVICE

*

CAC ADVISED:

- DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED
- CONTACT CUST. REL. MGR./SERV. MGR> FOR FURTHER EXPLANATION.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

2212AW GRP: 01 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: A2 CONTACT NBR: 109312916 OPENED: 01/05/1998
VIN: 1ZVPT21UXLS ENGINE: U CLOSED: 01/13/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] ON RD
CITY: MIDDLETOWN STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 85000 WSD:
DEALER NAME: CHARLIE WATSON FORD SALES CODE: 147482 P & A: 02018
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 47 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/06/1998
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:

1998/01/05

*** NAVIS: ORIGINAL ***

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548/86599 ***

CUSTOMER SAYS:

-MY SEATBELT IS NOT OPERATING
-MY BROTHER SAID THERE WAS A RECALL ON THEM

PER CUSTOMER, DEALER SAYS:

-NO CONTACT

CUSTOMER SEEKS:

-RECALL INFORMATION ON SEATBELTS

CAC ADVISED:

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

1998/01/08

###THIS IS THE CLOSING COMMENT

DEALER CONTACTED CUSTOMER ADVISED THEM AS TO DEALER AND FORD POSITION CANNOT
ORDER PARTS WITHOUT VEHICLE PROMISE DATE OF PARTS RELEASE IS MARCH OWNER AWARE
LOANER AVAILABLE BUT WILL NOT MAKE VEHICLE AVAILABLE WILL CONTACT DEALER IN P
ROJECTED MARCH PROMISE DATE TO SEE IF PARTS BEING RELEASED DOESNT WANT LOANER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

4685JS GRP: 11 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: C1 CONTACT NBR: 109316550 OPENED: 01/08/1998
VIN: 1ZVPT21UXL5 ENGINE: U CLOSED: 01/18/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: INDIANAPOLIS STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 85000 WSD:
DEALER NAME: SHARP FORD SALES CODE: 147025 P & A: 04874
CAUSAL CODES: 1012 10RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 47 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/08/1998
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: N (Y OR N)

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

COMMENTS:
1998/01/08

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

CUSTOMER SAYS:

- THE DRIVE MECHANISM IS LOCKED UP ON THE DRIVERS SIDE POWER SEATBELT
- DEALERSHIP ORDERED PART ON 11/24/97

PER CUSTOMER, DEALER SAYS:

- SERVICE DEPARTMENT REFERRED TO CAC
- PARTS ARE ON BACKORDER - COULD BE UP TO SIX MONTHS

CUSTOMER SEEKS:

- REPAIR OF VEHICLE

CAC ADVISED:

RE: REPAIR OF VEHICLE

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

- REQUEST MR. RICK GRUBBS (SVC MGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS
DAYS

1998/01/08

###THIS IS THE CLOSING COMMENT

DEALER UNABLE TO COMPLT SAFETY RECALL 96548 / 96599, DUE TO BACK ORDERED PARTS
WE SPECIAL ORDERED F7SZ61610D45B 11/26/1997, WE CONTACTED RENKIM CORP.
01/08/1998 AS PER FOMDCD LETTER DATED 12/17/1996 SPEAKING TO SUSAN LAKMOY, SHE
STATES "NO AVAILABLE DATES OF WHEN PART WILL COME OFF BACK ORDER". I'VE
ADVISED SZM (BOB RIVET) 01/08/1998 12:15PM AND ASK FOR ASSIST.
THANK YOU RICK GRUBBS SERVICE MANAGER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
4685J5 GRP: 11 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: C1 CONTACT NBR: 109316550 OPENED: 01/06/1998
VIN: 1ZVPT21UXL5 ENGINE: U CLOSED: 01/16/1998
=====

1998/01/09

ER FOR INDEFINITE TIME, S2R BOB RIVET HAS BEEN ADVISED. THIS DUE TO SAFETY
ISSUE ON RECALL 96S48 AND 96S99 AND BACK ORDERED PARTS

THANK YOU RICK GRUBBS
SERVICE MANAGER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 9130EH GRP: 11 INFORMATION CONTACT VEH TYPE: CAR
 DENVER 56 ZN/TR: A1 CONTACT NBR: 109317338 OPENED: 01/06/1998
 VIN: 1ZVPT21U5L5 ENGINE: U CLOSED: 01/06/1998

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED] 3376
 CITY: COLORADO SPRINGS STATE: CO ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 127000 WSD:
 DEALER NAME: ACADENY, LLC SALES CODE: 156201 P & A: 03134
 CAUSAL CODES: 1012 1203 SYMPTOMS: 104100
 ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1998/01/06

*** VEHICLE INVOLVED IN RECALL 96S48 ***
 *** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-CURRENT CONCERN: DRIVERSIDE SEAT BELT IS JAMMED
 -I AM DISSATISFIED WITH FORD'S DELAY
 -THIS IS A SAFETY HAZARD

*
 PER CUSTOMER, DEALER SAYS:

-CUSTOMER NEEDS NEW RESTRAINT SYSTEM
 -PARTS ARE NOT AVAILABLE UNTIL 4/98

*
 CUSTOMER SEEKS:
 -PART DELAY INFORMATION

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

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

 7706AP GRP: 10 INFORMATION CONTACT VEH TYPE: CAR
 SAN FRAN 72 ZN/TR: B1 CONTACT MBR: 109327484 OPENED: 01/08/1998
 VIN: 1ZVPT22L6LS ENGINE: L CLOSED: 01/08/1998

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: SAN FRANCISCO STATE: CA ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 115000 WSD:
 DEALER NAME: S & C FORD SALES CODE: 172001 P & A: 07877
 CAUSAL CODES: 1204 3001 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:

1998/01/08

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- THE DRIVER SEAT BELT STUCK IN THE MIDDLE OF THE TRACK
- WILL NOT RECLINE
- I ALWAYS WERE MY SEAT BELT, AND I AM A LITTLE NERVOUS ABOUT IT
- MY VEHICLE IS INVOLVED IN THE RECALL FOR THE SEAT BELTS
- TOOK VEHICLE TO THE DEALERSHIP

PER CUSTOMER, DEALER SAYS:

- SERVICE WRITER TOLD CUSTOMER THAT THE PARTS WOULD NOT BE AVAILABLE TILL MARCH

CUSTOMER SEEKS:

- TO GET THE SEAT BELTS FIXED

CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

582455 GRP: 02 CONCERN CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: A1 CONTACT NBR: 109328902 OPENED: 01/08/1998
VIN: 12VPT20C4L5 ENGINE: C CLOSED: 02/05/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: SAN LORENZO STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 57000 WSD:
DEALER NAME: HAYWARD FORD SALES CODE: 172013 P & A: 07729
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 72 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/29/1998
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:

1998/01/08

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

CUSTOMER SAYS:

- SEAT BELT IS STUCK IN MID POSITION AND IT WON'T GO UP OR DOWN

PER CUSTOMER, DEALER SAYS:

- THE PART FOR THE SEAT BELT RECALL WILL BE IN IN MARCH

CUSTOMER SEEKS:

- VEHICLE REPAIRED

CAC ADVISED:

REFER TO CONTACT 109324499

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

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

1998/01/29

***THIS IS THE CLOSING COMMENT

THE REQUIRED PARTS ARE ON D99 UNTIL @ MARCH.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
6682JB GRP: 06 INFORMATION CONTACT VEH TYPE: CAR
LDS ANGELES 71 ZN/TR: A1 CONTACT NBR: 109346526 OPENED: 01/13/1998
VIN: 1ZVPT21U1L5 ENGINE: U CLOSED: 01/13/1998
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] RCLE [REDACTED]
CITY: CLUVER CITY STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 90000 WSD:
DEALER NAME: AIRPORT MARINA FORD SALES CODE: 171015 P & A: 05563
CAUSAL CODES: 1203 1204 SYMPTOMS: 104100
ORIGIN: G0 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1998/01/13

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-JS INVOLVED IN SEAT BELT
-TOOK TO DEALER 9-97 AND VEHICLE IS STILL NOT REPAIRED
-HAS A RENTAL THAT INSURANCE COMPANY IS PAYING FOR

PER CUSTOMER, DEALER SAYS:

-PART SHOULD BE IN IN DECEMBER

CUSTOMER SEEKS:

-TO HAVE VEHICLE REPAIRED AS SOON AS POSSIBLE
-A COMPARABLE LOANER VEHICLE PAID FOR BY FORD

CAC ADVISED:

-MADE OBC TO DEALER, SPOKE WITH DAN THEROUX, SERVICE MANAGER AT DEALER:
-CUSTOMER SHOULD NOT BE PAYING FOR ANY RENTAL ASSISTANCE, I HAVE A BILL FOR
OVER \$1000 IN RENTAL COVERAGE
-PART IS ON D-99 (NATIONAL BACK-ORDER)"

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
47618F GRP: 02 CONCERN CONTACT VEH TYPE: CAR
HOUSTON 57 ZN/TR: B2 CONTACT NBR: 109349593 OPENED: 01/14/1998
VIN: 1ZVPT20C0L5 ENGINE: C CLOSED: 01/26/1998
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED] LANE
CITY: CHANNELVIEW STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PRU8E
MILEAGE: 90000 WSD:
DEALER NAME: A C COLLINS FORD, I SALES CODE: 152039 P & A: 04496
CAUSAL CODES: 1012 1203 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/17/1998
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1998/01/14

THIS CONTACT OPENED DUE TO DNP 95870
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98599 ***
CUSTOMER SAYS:
-SEAT BELT IS INOPERABLE
-VEHICLE IS INVOLVED IN SEAT BELT RECALL
-DEALERSHIP DOES NOT KNOW WHEN THE PART WILL ARRIVE TO PERFORM RECALL
-VEHICLE HAS BEEN AT DEALERSHIP THREE WEEKS
-UNABLE TO PASS TEXAS SAFETY INSPECTION

PER CUSTOMER, DEALER SAYS:
PER ROYCE IN SERVICE:
-PART IS ON BACKORDER

CUSTOMER SEEKS:
-ARRIVAL OF PART TO HAVE RECALL PERFORMED

CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY
TO THE REGIO
-REQUEST MR. DAVID EVANS (SVC MGR) CONTACT THE CUSTOMER WITHIN BUSINESS
DAYS

1998/01/18

SER MGR GOT WITH PARTS MGR TO GET AN UPDATE ON PART. PART WAS STILL ON ORDER.
DEALERSHIP CONTACTED RECALL HOTLINE, THEY AUTHORIZED A FREE RENTAL UNTIL RECAL
L WAS COMPLETED.

1998/01/19

##THIS IS THE CLOSING COMMENT
[REDACTED] WAS MADE AWARE OF VEHICLE COMPLETION ON FRIDAY THE 18TH. SER MGR
CAME IN SAT. THE 17TH FOR CUSTOMER TO RETURN THE RENTAL CAR AND PICKUP THEIR
CAR.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3690DK GRP: 02 INFORMATION CONTACT VEH TYPE: CAR
KANSAS CITY S3 ZN/TR: B2 CONTACT MBR: 109352943 OPENED: 01/15/1998
VIN: L ENGINE: CLOSED: 01/15/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: OTTUMWA STATE: IA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 80 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: OTTUMWA FORD L-M IN SALES CODE: 153735 P & A: 03447
CAUSAL CODES: 1012 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:

1998/01/15

NO VIN AVAILABLE

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-THERE IS A RECALL ON THE SEAT BELT AND I HAVE BEEN WAITING ABOUT A YEAR FOR THE PART

*

PER CUSTOMER, DEALER SAYS:

#800 REFERRAL

-MIKE SPILMAN SAID THEY HAVE NO IDEA WHEN THE SEAT BELT PART IS GOING TO COME IN

*

CUSTOMER SEEKS:

-PART TO FIX RECALL

*

CAC ADVISED:

MADE OBC TO BRIAN BLUMER(PARTS MGR):

THERE IS A TSB FOR THE TRACK AND MOTOR ASSEMBLY. THERE IS A PROBLEM WITH THE SUPPLIER GETTING THE PARTS TO US. WE HAVE A BUNCH ON BACK ORDER. UNFORTUNATELY THERE IS NOT A RELEASE DATE CURRENTLY

- 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

2459EB GRP: XX12 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: F1 CONTACT NBR: 108581832 OPENED: 06/24/1997
VIN: 1ZVPT20C2L5 ENGINE: C CLOSED: 07/10/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] APT D
CITY: WILMINGTON STATE: DE ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MDDEL: PROBE
MILEAGE: 160000 WSD:
DEALER NAME: CHAPMAN FORD SALES, SALES CODE: 116213 P & A: 01402
CAUSAL CODES: 30MR SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 18 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 06/24/1997
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:
1997/06/24

*** 2 REPAIR ATTEMPTS ***
*** POSSIBLE 12/12 SERVICE PART COVERAGE *** REPAIR DATE: 2/25/97 MILEAGE:
12000
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-REPLACED SEAT BELTS AND MOTOR UNDER RECALL (2/97)
-TOOK BACK TO THE DEALER ONCE OR TWICE AFTER NO DATES AVAILABLE
-NOW THE BELTS DON'T WORK
-SEAT BELTS WERE FINE BEFORE RECALL
-IS STILL WAITING FOR CAPS THAT GO ON EMERGENCY RELEASE
*
PER CUSTOMER, DEALER SAYS:
-JIM ANTONELLI, SERVICE
-BRING THE VEHICLE IN MAY HAVE TO PAY A DIAGNOSTIC FEE
*
CUSTOMER SEEKS:
-CONCERN RESOLVED
-NO DIAGNOSTIC FEE
*
CAC ADVISED:
RE: CONCERN
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER AND REGIONAL
OFFICE
-REQUEST MR. FRED D'AIUTO (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS
DAYS
RE: DIAGNOSTIC FEE
- DEALERSHIP MAY CHARGE FOR DIAGNOSTIC TIME
- IF DETERMINED TO BE WARRANTY/ESP REPAIR, DIAGNOSTIC FEE IS COVERED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
2459EB GRP: XX12 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: F1 CONTACT NBR: 108581822 OPENED: 06/24/1997
VIN: 1ZVPT20C2L8 [REDACTED] ENGINE: C CLOSED: 07/10/1997
=====

1997/07/03

###THIS IS THE CLOSING COMMENT

CANNOT VERIFY CONCERN - CUST CANNOT DEMONSTRATE PROBLEM & CANCELLED APPT FOR
7/2/97.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
7032HI GRP: XX03 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: 01 CONTACT NBR: 108613488 OPENED: 07/02/1997
VIN: 12VPT21UXLE ENGINE: U CLOSED: 07/10/1997
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: LOUISVILLE STATE: KY ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 60000 WSD:
DEALER NAME: STAR FORDAT OXMOOR SALES CODE: 147020 P & A: 05659
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 47 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 07/03/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/05/27
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- PASSENGER SEAT BELT NEEDS TO BE REPLACED PER RECALL 98548
- HAS ALREADY REPAIRED DRIVER SEATBELT RECALL 98599
- PASSENGER SEATBELT IS WORKING PROPERLY
*
PER CUSTOMER, DEALER SAYS:
- PASSENGER SEATBELT RECALL HAS BEEN REPAIRED
*
CUSTOMER SEEKS:
- CLARIFICATION OF RECALL REPAIR
*
CAC ADVISED:
- VEHICLE IS INVOLVED IN THIS RECALL 98548
- CONTACT DEALER FOR REPAIR INFORMATION
- SUPPORT RECALL LETTER
1997/07/02
THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 108475216
*** NAVIS: ORIGINAL ***
*** VEHICLE INVOLVED IN RECALL 96548 ***
CUSTOMER SAYS:
- BEEN TO DEALERSHIP 7 TIMES FOR THIS RECALL REPAIR ON HER SEAT BELT
- THEY ALREADY DID THE DRIVES SIDE, AND SHE GOT A POST CAR SAYING TO BRIGN
IT IN GAIN, I WANT THE PASSENGER SIDE REPLACED
- AFTER FIRST RECALL REPAIR, THERE WERE SCREWS LEFT IN BACK SEAT
- ASKED THAT THEY BE PUT BACK AND IT TOOK TWO TIMES TO GET HIM TO PUT IT
BACK
- FOR RECALL 86548, SAYS THE MAN WHO DOES IT IS OFF TODAY, SO I WENT TO
ANOTHER DEALER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7032HI GRP: XK03 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: D1 CONTACT NBR: 108613488 OPENED: 07/02/1997
VIN: 1ZVPT21UXL5 ENGINE: U CLOSED: 07/10/1997

1997/07/02

- THE NEXT DEALER SAYS THE PART IS OUT, AND WON'T LOOK AT IT UNTILL THE
PART IS IN
- DEALER HAS NOT INSPECTED TEH PASSENGER SIDE SEALT BELT

*
PER CUSTOMER, DEALER SAYS:

- JERALD SAYS PART IS NOT IN AT THIS TIME, CALL BACK NEXT WEEK TO SEE IF THE
PART IS IN

*
CUSTOMER SEEKS:

- IS THE PASSENGER SIDE GOIGNTD BE REPLACED WHEN SHE TAKES CAR IN FOR RECALL
REPAIR

- HAS THE DEALER DREDERED THE PART

*
CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MS. MARY LOU LEIDGEN (CUST REL MNGR/ SVC MNGR) TO CONTACT THE
CUSTOMER WITHIN 2 BUSINESS DAYS ABOUT THE INSPECTION OF YOUR VEHICLE
- YOUR VEHICLE IS INVOLVED IN RECALL 96548

1997/07/03

###THIS IS THE CLOSING COMMENT

PHONED CUSTOMER, WILL ORDER SEAT BELT & CALL CUST WHEN PART COMES IN; PARTS AR
E ON BACK ORDER & MAY TAKE A WHILE TO COME IN

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
3791GM GRP: XX12 INFORMATION CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: A2 CONTACT NBR: 108616341 OPENED: 07/02/1997
VIN: 12VPT21U5L5 ENGINE: U CLOSED: 07/02/1997
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: IRVING STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: WESTWAY FORD SALES CODE: 152013 P & A: 02586
CAUSAL CODES: 1013 2801 0405 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: Q SURVEY: (Y DR N)

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

COMMENTS:

1997/07/02

*** NAVIS: SUBSEQUENT ***
*** MILEAGE UNAVAILABLE ***

CUSTOMER SAYS:

- CUSTOMER DOES NOT WANT TO SHARE THE HER BASIC INFORMATION/MILEAGE
- THE PART FOR THE SEAT BELT WAS SUPPOSED TO BE ORDERED IN DECEMBER 1996
- THE VEHICLE WAS IN FOR WEEK AND THE CUSTOMER WAS UNDER THE IMPRESSION THAT THE PART WAS BEING PUT ON
- CALLED THE DEALERSHIP ON 6-30-97 TO SEE IF THE PART HAD BEEN PUT ON
- 7-2-97 VEHICLE WENT BACK IN AT 8AM FOR THE SEAT BELT PART, THE PART WAS NOT IN AS OF YET
- CUSTOMER IS VERY UPSET AT THIS POINT

*
PER CUSTOMER, DEALER SAYS: ALEX DREXIL (SERVICE MANAGER)

- THE PART WAS NEVER ORDERED
- THE PART MAY BE IN NEXT WEDNESDAY
- GAVE THE CUSTOMER THE 800 NUMBER

*
CUSTOMER SEEKS:

- WANTS TO MAKE A DEALERSHIP COMPLAINT
- WANTS THE SEAT BELT 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

 2669CS GRP: 01 CONCERN CONTACT VEH TYPE: CAR
 PHILADELPHIA 18 ZN/TR: C1 CONTACT NBR: 108634041 OPENED: 07/08/1997
 VIN: 1ZVPT20C8L5 ENGINE: C CLOSED: 09/17/1997

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: BORDENTOWN STATE: NJ ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 89000 WSD:
 DEALER NAME: TOWN FORD, INC. SALES CODE: 118217 P & A: 01078
 CAUSAL CODES: 1215 1012 SYMPTOMS: 104100
 ORIGIN: GO TRANS. DST/RGN: 16 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 09/09/1997
 ACK. CODE: ASSIST CODE: F AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/07/08

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

CUSTOMER SAYS:

- VEHICLE WAS INVOLVED IN SEAT BELT RECALL
- PART ARE ON BACK ORDER

PER CUSTOMER, DEALER SAYS:

- PARTS ARE ON BACK ORDER
- RECEIVED BOO#

CUSTOMER SEEKS:

- RECALL PARTS

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

1997/07/09

HAVE APPDINTMENT FOR 07/10/97-WILL UPDATE ON THURSDAY

1997/07/28

CHECKED ON PARTS 07/29/97-STILL ON BACK ORDER STATIS-RECALL 96548
 96589-WILL UPDATE NEXT WEEK.

1997/08/19

PARTS STILL ON BACKORDER AS OF 08/19/97

1997/09/03

STILL ON BACK ORDER 09/03/97, WILL UPDATE LATER

1997/09/05

PARTS ARE HERE-HAVE APPDINTMENT FOR 09/09/97

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====
266905 GRP: 01 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 18 ZN/TR: C1 CONTACT NBR: 108634041 OPENED: 07/08/1997
VIN: 1ZVPT20C8L5 ENGINE: C CLOSED: 09/17/1997
=====

1997/09/10
###THIS IS THE CLOSING COMMENT
CUSTOMER CAME IN FOR APPOINTMENT-INSTALLED O
RDERED PARTS FOR SEAT BELT RECALL.CUSTOMER IS HAPPY TO GET RESOLVED.THIS IS TH
E CLOSING COMMENTS.

1997/10/15
*
SL ADVISED:
- SL OBC TO CUSTOMER AND CONFIRMED THAT RECALL HAS BE COMPLETED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

4648BC	GRP: XX04	INFORMATION CONTACT	VEH TYPE: CAR
DETROIT	48	ZN/TR: A1	CONTACT NBR: 108653085
VIN:	1ZVPT22L1L	ENGINE: L	OPENED: 07/14/1997
			CLOSED: 07/14/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:	6020 OLD ORCHARD DR				
CITY:	BLOOMFIELD	STATE:	MI	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	80000	WSD:			
DEALER NAME:	FAIRLANE FORD SALES	SALES CODE:	148020	P & A:	03050
CAUSAL CODE5:	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:

1997/07/14

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- SHE IS CALLING ABOUT RECALL 98S4B, SHE GOT THE LETTER FROM FORD
- SHE TOOK HER VEHICLE TO THE DEALERSHIP
- THE PART WAS ORDERED ON 6/10/97

PER CUSTOMER, DEALER SAYS:

- PER RACHAEL, PARTS DEPARTMENT, THE PART IS ON BACK ORDER
- NO TIME FRAME

CUSTOMER SEEKS:

- PART FOR THE VEHICLE

CAC ADVISED:

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

9211MN GRP: OC CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: 81 CONTACT NBR: 108692171 OPENED: 07/22/1997
VIN: 1ZVPT22L7L5 ENGINE: L CLOSED: 09/22/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: HOBOKEN STATE: NJ ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 87000 WSD:
DEALER NAME: WARNOCK FORD SALES CODE: 113451 P & A: 03679
CAUSAL CODES: 0406 1001 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 09/15/1997
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:

1997/07/22

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

NO VIN AVAILABLE

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- RECEIVED A RECALL LETTER CONCERNING SEAT BELTS
- TOOK IT TO WARNOCK FORD TWO WEEKS AGO
- DEALER NEVER CALLED BACK

PER CUSTOMER, DEALER SAYS:

- CALL BACK NEXT WEEK TO SEE IF THEY HAVE THE PART

CUSTOMER SEEKS:

- VEHICLE REPAIRED

CAC ADVISED:

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

BUSINESS DAYS-

1997/07/29

*** NAVIS: SUBSEQUENT ***

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

CUSTOMER SAYS:

- RECEIVED A RECALL LETTER CONCERNING SEAT BELTS
- TOOK IT TO WARNOCK FORD TWO WEEKS AGO
- DEALER NEVER CALLED BACK

PER CUSTOMER, DEALER SAYS:

- CALL BACK NEXT WEEK TO SEE IF THEY HAVE THE PART

*****OUTBOUND CALL: BEBE FERNANDEZ:SERVICE MANAGER*****

- ADVISED CAC THAT HE WILL CONTACT CUSTOMER TODAY ABOUT CONCERN

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9211MM GRP: OC CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZM/TR: B1 CONTACT NBR: 108692171 OPENED: 07/22/1997
VIN: 12VPT22L7L5 ENGINE: L CLDSED: 09/22/1997

1997/07/29

*
CUSTOMER SEEKS:
- VEHICLE REPAIRED
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. EDWARD GARTNER (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS-

1997/09/02

DEALER IS WAITING ON PARTS FOR RECALL PART ON NATION BACK ORDER DEALER HAS BEE
N STAYING IN CONTACT WITH CUST ON WEEKLY BASIS TO GIVE UPDATE ON PART AVAILABL
ITY

1997/09/09

CALLED CUST TOLD STILL ON A NATIONAL BACK ORDER

1997/09/15

##THIS IS THE CLOSING COMMENT
CUST VEHICLE IS IN FOR SERVICE TODAY TO HAVE PARTS FOR RECALL INSTALLED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1844KZ	GRP: XX04	INFORMATION CONTACT	VEH TYPE: CAR
WASHINGTON	27	ZN/TR: B1	CONTACT NBR: 108701944
VIN: L		ENGINE:	OPENED: 07/24/1997
			CLOSED: 07/24/1997

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]			M1:	
ADDRESS:	[REDACTED]				
CITY:	CATANZA	STATE:	VA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]		
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	109000	WSD:			
DEALER NAME:	BERGLUND FORD	SALES CODE:	1270B1	P & A:	06717
CAUSAL CODES:	1204 1215	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:			
DPEN RECALL:		OWNER NOTIFIED:		MICRO:	

COMMENTS:

1997/07/24

NO VIN AVAILABLE

CUSTOMER SAYS:

- THE VEHICLE IS CURRENTLY AT THE FORD DEALERSHIP FOR A RECALL TO THE SEATBELT
- THE SEATBELT WOULD SOMETIMES CATCH AND NOT SLIDE CORRECTLY
- THE DEALERSHIP DOES NOT HAVE THE PART IN STOCK AND NEEDS TO ORDER THE PART

PER CUSTOMER, DEALER SAYS:

- PER JOHNNY, SERVICE: CUSTOMER SHOULD CONTACT FORD AS I'M NOT AWARE OF WHY THE

CUSTOMER SEEKS:

- WHY THE RECALL WAS ISSUED

CAC ADVISED:

- DEALERSHIP IS THE BEST TECHNICAL RESOURCE
- MR. RON PARKER (CUST. REL MGR) IS IN THE BEST POSITION TO ASSIST YOU.
- THE RECALL WAS FOR THE SEAT BELT SHOULDER STRAP STICKING DUE TO THE TRACK BEING DEFECTIVE
- THE DEALERSHIP MAY NEED TO ORDER THE PART IF THEY DETERMINE THE VEHICLE NEEDS THE APPROPRIATE REPAIRS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

1281LB GRP: XX16 CONCERN CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: A1 CONTACT NBR: 108715001 OPENED: 07/28/1997
VIN: 1ZVPT20C8LS ENGINE: C CLOSED: 08/18/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: EL PASO STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 111000 WSD:
DEALER NAME: CASA FORDING SALES CODE: 152210 P & A: 20455
CAUSAL CODES: 1203 1012 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 08/07/1997
ACK. CODE: ASSIST CODE: P AWARD AMT: 0 SURVEY: N (Y OR N)

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

COMMENTS:

1987/07/28
+++ NAVIS: SUBSEQUENT +++
CUSTOMER SAYS:
- BOO# FROM DEALER
- GOT 2 NOTICES FOR RECALL 98S48 LEFT SIDE PASSENGER BELT
- DEALER STILL DOES NOT HAVE THE PARTS
- THE DEALER SEEMS TO IGNORE HER
*
PER CUSTOMER, DEALER SAYS:
- SAFETY BELT DELIVERY DATE 1/10/87
*
CUSTOMER SEEKS:
- RECALL REPAIR
*
CAC ADVISED:
REGARDING RECALL/DMP 98S48 LEFT SIDE PA
- REQUEST WILL WAULTLETSVC MGR TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS DAYS
REGARDING RECALL/DMP
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART
DELAYS
1997/08/11
###THIS IS THE CLOSING COMMENT
APPT HAS BEEN SETJ

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

2976LL GRP: XX07 INFORMATION CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: D1 CONTACT NBR: 108738321 OPENED: 08/01/1997
VIN: 1ZVPT20C8L5 ENGINE: C CLDSED: 08/01/1997

LAST NAME: [REDACTED] STATUS: CLDSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: SOMERSET STATE: KY ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 91000 WSD:
DEALER NAME: BILL COLLINS FORD I SALES CODE: 147022 P & A: 05695
CAUSAL CODES: 1012 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CDNTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

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

COMMENTS:

1997/08/01

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- TOOK VEHICLE IN FOR RECALL 88548 4/97
- PART IS ON NATIONAL BACKORDER

PER CUSTOMER, DEALER SAYS:

- AS OF 8/1/97 THEY ARE AWAITING PARTS

CUSTOMER SEEKS:

- TO RECEIVE PARTS AND HAVE RECALL PERFORMED

CAC ADVISED:

- PARTS ARE ON BACKORDER, CONTINUE TO WORK WITH PARTS MANAGER AT DEALERSHIP TO DETERMINE AVAILABILITY OF PARTS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

2400CJ GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: C2 CONTACT NBR: 108755261 OPENED: 08/06/1997
VIN: 1ZVPT22L4L5 ENGINE: L CLOSED: 08/15/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MONROE STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 120000 WSD:
DEALER NAME: FRIENDLY FORD INC SALES CODE: 14B434 P & A: 02662
CAUSAL CODES: 1012 1203 30RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 08/07/1997
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:

1997/08/08

*** 13 DAYS OUT OF SERVICE ***
*** VEHICLE INVOLVED IN RECALL 96S99 AND 96S48 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- VEHICLE HAS BEEN AT THE DEALERSHIP SINCE 7/25
- THE CUSTOMER IS GIVING THE DEALERSHIP TO FRIDAY TO REPAIR THE VEHICLE
- SHE WANTS TO PICK IT UP EVEN IF THE MOTOR IS NOT IN THE VEHICLE

PER CUSTOMER, DEALER SAYS:

- LARGE DEMAND FOR THE MOTORS AND THEY ARE ON BACK ORDER
- DOES HAVE THE TRACK INSTALLED BUT THEY ALSO NEED A MOTOR FOR THE SEAT
BELT
- WANTS THE CUSTOMER TO SIGN A WAIVER THAT THE CUSTOMER IS TAKING THE
VEHICLE

CUSTOMER SEEKS:

- NEEDS THE MOTOR FOR THE SEAT BELT PER RECALL

CAC ADVISED:

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

1997/08/08

###THIS IS THE CLOSING COMMENT
SEAT BELT MOTOR REPLACED-----CUSTOMER PICKED UP VEHICLE 08/08/97

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

878885 GRP: XX05 INFORMATION CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: C2 CONTACT NBR: 108760254 OPENED: 08/07/1997
VIN: 1ZVPT21U3L5 ENGINE: U CLOSED: 08/07/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: FLATROCK STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 116000 WSD:
DEALER NAME: SUPERIOR FORD INC SALES CODE: 148047 P & A: 00807
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: G0 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y DR N)

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

COMMENTS:
1997/08/07

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- BOO# FROM THE PHONE BOOK
- NEEDED TO HAVE A RECALL PERFORMED
- THE MOTORIZED SEATBELT IS STUCK IN THE MIDDLE POSITION ON THE DRIVERS SIDE
- THE DEALER ORDERED THE PARTS BUT THERE WAS A BACK-ORDER DELAY FOR IT TO BE PERFORMED
- SUBMIT A COMPLAINT
- WILL HOLD FORD RESPONSIBLE FOR AN ACCIDENT

PER CUSTOMER, DEALER SAYS:

- THE PARTS ARE ON BACK-ORDER DELAY

CUSTOMER SEEKS:

- WANTS THE SEATBELT REPAIRED
- WANTS TO COMPLAIN ABOUT THE PROBLEM

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

=====

B087LB GRP: 05 CONCERN CONTACT VEH TYPE: CAR
 KANSAS CITY 53 2N/TR: B1 CONTACT NBR: 108768930 OPENED: 08/11/1997
 VIN: 1ZVPT20C3L5 ENGINE: C CLOSED: 08/19/1997

=====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: PMAHA STATE: NE ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 110000 WSD:
 DEALER NAME: JOHN MARKEL INC SALES CODE: 153020 P & A: 07232
 CAUSAL CODES: 1203 SYMPTOMS: 104100
 DRIGIN: GD TRANS. DST/RGN: 53 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 08/12/1997
 ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/08/11
 *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 AND 96599 ***
 *** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:
 - WOULD LIKE RECALLS ON VEHICLE ON SEAT BELTS
 - NO CURRENT PROBLEMS WITH THE VEHICLE

*
 PER CUSTOMER, DEALER SAYS:
 - NO CONTACT

*
 CUSTOMER SEEKS:
 - RECALLS ON VEHICLE

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

1997/08/12
 ###THIS IS THE CLOSING COMMENT
 INSPECTED BOTH SEAT BELTS PER RECALL 96548 AND 96599. WILL HAVE TO REPLACE BOT
 H THE TRACK AND MOTOR ASSEMBLY ON THE DRIVER SIDE MOTOR ASSEMBLY IS ON NATIONA
 L BACK ORDER AND NOT AVAILABLE LOCALLY. THE CUST IS LEAVEING TOWN RECDMEND HE
 HAVE RECALLS PREFORMD AT HIS NEW ARRIVAL AND DESTINATION.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

4954RH GRP: XX09 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: C1 CONTACT NBR: 108772472 OPENED: 08/11/1997
VIN: 1ZVPT20C9L5 ENGINE: C CLOSED: 08/29/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WALDORF STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 156400 WSD:
DEALER NAME: WALDDRF FORD, INC. SALES CODE: 127047 P & A: 00149
CAUSAL CODES: 1012 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 27 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 08/22/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/08/11

*** NAVIS: ORIGINAL ***

*** VEHICLE INVOLVED IN RECALL 98S48 LEFT SIDE PA ***

CUSTOMER SAYS:

-CUSTOMER HAS BEEN WAITING FOR PARTS FOR OVER THREE WEEKS

PER CUSTOMER, DEALER SAYS:

-PARTS DELAY HAVE NO IDEA WHEN PARTS WILL BE AVAILABLE

CUSTOMER SEEKS:

-RECALL PERFORMED

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR.ROSS JUERGENS TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/08/19

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- HAS BEEN WAITING A FEW WEEKS FOR SEAT BELT TO PERFORM RECALL

PER CUSTOMER, DEALER SAYS:

- BACK-ORDER DELAY

CUSTOMER SEEKS:

- 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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

4954RH GRP: XX09 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: C1 CONTACT NBR: 108772472 OPENED: 09/11/1997
VIN: 1ZVPT20C9L5 ENGINE: C CLOSED: 08/29/1997

1997/08/22

###THIS IS THE CLOSING COMMENT

** CSM C. RETTENMAIER **

THE PARTS NEEDED TO PERFORM THIS RECALL HAVE BEEN DIFFICULT TO OBTAIN SINCE
THE BEGINNING OF THE RECALL. THE ISSUE IS WITH THE SUPPLIER IN JAPAN. FORD IS
DOING ITS BEST TO ALLEVIATE THE SUPPLY ISSUE, BUT HAS HAD LITTLE OR NO SUCCESS
IN IMPROVING THE THE SITUATION. AS SOON AS TH PARTS ARRIVE, I'M SURE THE
DEALER WILL BE HAPPY TO REPAIR THE CAR. UNTIL THEN, THERE IS NO FURTHER ACTION
THAT CAN BE TAKEN TO HELP.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

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=====
8003CW  GRP: 04  INFORMATION CONTACT  VEH TYPE: CAR
PITTSBURGH  44  ZN/TR: A1  CONTACT NBR: 108789255  OPENED: 08/14/1997
VIN: 1ZVPT21U4L5  ENGINE: U  CLOSED: 08/14/1997
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=====
LAST NAME:  TITLE:  FIRST NAME: MOSHENG  STATUS: CLOSED
ADDRESS:  MI:
CITY:  PITTSBURGH  STATE:  PA  ZIP:
HOME PHONE:  BUS. PHONE:
MODEL YEAR: 90  MODEL: PROBE
MILEAGE: 78000  WSD:
DEALER NAME: MCKEAN FORD  SALES CODE: 144009  P & A: 07354
CAUSAL CODES: 1203  SYMPTOMS: 104100
ORIGIN:  GD  TRANS. DST/RGN:  TRANS. DATE:
SERVICE/SALES: 1  CONTACT DATE:
ACK. CODE:  ASSIST CODE:  AWARD AMT:  O SURVEY: (Y OR N)

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

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COMMENTS:

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1997/08/14
*** VEHICLE INVOLVED IN RECALL 98S48 ***
CUSTOMER SAYS:
-BRIAN FROMM CALLING
-A FRIEND OF MINE JUST BOUGHT A USED CAR AND WE HAVE A RECALL LETTER DATED
IN 1998.
-800# FROM INFORMATION.
*
PER CUSTOMER. DEALER SAYS:
-PER DALE, WE CANNOT PERFORM THE RECALL UNTIL NOVEMBER.
*
CUSTOMER SEEKS:
-TO EXPEDITE THE REPAIR.
*
CAC ADVISED:
-INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
-INFORMED CUSTOMER PARTS MANAGER, MR. MARK LENIGAN, CAN PROVIDE MOST CURRENT
UPDATES ON PART DELAYS.

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09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

9172LH GRP: XX07 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: AI CONTACT NBR: 108795029 OPENED: 08/14/1997
VIN: 1ZVPT20C1L5 ENGINE: C CLOSED: 09/11/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: NA
CITY: LOS ANGELES STATE: CA ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 10000 WSD:
DEALER NAME: MIDWAY FORD SALES SALES CODE: 171011 P & A: 05488
CAUSAL CODES: 2801 1204 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 09/04/1997
ACK. CODE: ASSIST CODE: D AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/08/14

*** VEHICLE INVOLVED IN RECALL 98S49 ***
*** VEHICLE INVOLVED IN RECALL 98S99 ***

CUSTOMER SAYS:

PER MR HERNANDEZ:

-I AM THE FIRST OWNER OF THIS VEHICLE
-I SOLD IT TO MY FRIEND ANA PENA.
-TODAY MY FRIEND WENT TO GET THE RECALL DONE, THE DEALER SAID THEY HAD GIVEN
THE PARTS TO DO MY RECALL TO SOMEONE ELSE. AND THEY TOLD ME TO CONTACT THE
CAC TO GET MORE PARTS TO DO THE RECALL

PER CUSTOMER, DEALER SAYS:

-AND THEY TOLD ME TO CONTACT THE CAC TO GET THE PARTS TO DO THE RECALL

CUSTOMER SEEKS:

-HOW CAN I GET THE PARTS TO DO THE RECALL

CAC ADVISED:

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

1997/08/04

###THIS IS THE CLOSING COMMENT

REORDERED PARTS FOR RECALL PARTS ARE ON BACKORDER WITH NO EST. TIME FOR ORDER
TO BE FILLED PER RECALL CENTER. HAVE MADE NUMEROUS ATTEMPTS TO CONTACT CUSTO
MER TO UP DATE THEM ON THE PARTS SITUATION WITH NO ANSWER AT PHONE NUMBER. SE
NDING LETTER WITH PARTS ORDER INFORMATION AND WILL CONTACT CUSTOMER WHEN PARTS
ARE AVAIL. RICHARD HOLDERBAUM

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
2224VK GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: B1 CONTACT NBR: 108797493 OPENED: 08/15/1997
VIN: 1ZVPT20C5L5 ENGINE: C CLOSED: 09/02/1997
=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PETERSBURG STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 110000 WSD:
DEALER NAME: PETERSBURG FORD , I SALES CODE: 127492 P & A: 06686
CAUSAL CODES: 1203 1012 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 27 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 08/21/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/08/15

*** VEHICLE INVOLVED IN RECALL 1 *** (96548)(96599)

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-VEHICLE WENT INTO THE DEALERSHIP FOR RECALL ON THE RESTRAINT SYSTEM
-HE ORIGINALLY ORDER THE PARTS ON HIS SEATBELTS ON 7/10/97 BECAUSE THEY
WEREN'T WORKING PROPERLY
-HE RECIEVE A RECALL NOTICE IN THE MAIL TWO WEEKS LATER INFORMING HIM ABOUT
PROBLEMS WITH SEATBELTS, SO HE CALLED THE DEALERSHIP TO INFORM THEM OF THE
-DEALERSHIP SAID IT WOULD TAKE ABOUT 30 DAYS TO RECEIVE THE PART.
-HE HAS TO GO TO SCHOOL IN GEORGIA AND FEELS VERY UNSAFE WITH DRIVING THE
VEHICLE

PER CUSTOMER, DEALER SAYS:

-TOLD CUSTOMER THEY ARE WAITING FOR THE PARTS TO BE SENT BY FORD.

CUSTOMER SEEKS:

-TO FORD MOTOR COMPANY TO EXPEDITE THE REPAIRS A LITTLE QUICKER.

CAC ADVISED:

- VERIFIED VEHICLE INVOLVEMENT IN RECALL (96548)(96599)
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART
DELAYS

1997/08/26

###THIS IS THE CLOSING COMMENT

CUSTOMER CAME IN ON 8-21. PARTS WERE HERE. COMPLETED RECALL

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

1805CR GRP: 06 INFORMATION CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: E1 CONTACT NBR: 108804578 OPENED: 08/18/1997
VIN: 1ZVPT22L9L ENGINE: L CLOSED: 08/18/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 35000 WSD:
DEALER NAME: CRYSTAL FORD LTD SALES CODE: 127002 P & A: 06677
CAUSAL CODES: 1012 1203 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/08/18

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

*** PARTS DELAY OVER 30 DAYS ***

CUSTOMER SAYS:

- MY VEHICLE IS INVOLVED IN THE SAFETY BELT RECALL
- THE DEALERSHIP DOES NOT HAVE THE PARTS IN AND WILL NOT HAVE THEM BECAUSE OF THE UPS STRIKE
- IS THERE ANOTHER WAY TO HAVE THE PARTS SHIPPED OUT

PER CUSTOMER, DEALER SAYS:

- DUE TO THE UPS STRIKE IT'S TAKING A LITTLE LONGER TO GET THE NECESSARY PARTS IN

CUSTOMER SEEKS:

- SAFETY BELT RECALL WORK PERFORMED

CAC ADVISED:

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

** CUSTOMER CONTACTED FORD RECALL HOTLINE **

CUSTOMER SAYS:

- THAT THE PART HAS BEEN ON BACKORDER FOR MORE THAN 30 DAYS
- CUSTOMER REFUSES TO CONTINUE TO CALL CAC

PER CUSTOMER, DEALER SAYS: (KEITH- SERVICE WRITER)

- THAT THE PART IS ON BACKORDER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

1805CR GRP: 06 INFORMATION CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: F1 CONTACT NBR: 108204578 OPENED: 08/18/1997
VIN: 1ZVPT22L9L ENGINE: L CLOSED: 08/18/1997

1997/08/18

CUSTOMER SEEKS:

- TO OBTAIN THE PART FOR 96S48

*

FORD RECALL HOTLINE ADVISED:

- THAT THE RECALL HOTLINE IS A DEALER PARTS ORDERING FACILITY
- RECALL HOTLINE RECOMMENDS THAT CUSTOMER CONTINUE TO WORK WITH DEALERSHIP
TOWARDS A RESOLUTION- JEFF BLODM IS CUST. REL. MGR. OR CAC

*

PER OUTBOUND CALL TO DEALERSHIP (JEFF BLODM)

- ADVISED DEALER THAT RENTAL UNIT FOR 96S48 R/M IS APPLICABLE FOR DURATION
OF BACKORDER

** SUPE AT FORD RECALL HOTLINE- TOSHA LILAC-MCINTYRE (800) 325-5621 **

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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2683JC  GRP: OP  INFORMATION CONTACT  VEH TYPE: CAR
PITTSBURGH  44  ZN/TR: B2  CONTACT NBR: 108808150  OPENED: 08/19/1997
VIN:  L  ENGINE:  CLOSED: 08/19/1997
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LAST NAME:  [REDACTED]  FIRST NAME:  [REDACTED]  STATUS: CLOSED
TITLE:  [REDACTED]  MI:
ADDRESS:  [REDACTED]
CITY:  ROCHESTER  STATE:  NY  ZIP:  [REDACTED]
HOME PHONE:  [REDACTED]  BUS. PHONE:  [REDACTED]
MODEL YEAR:  90  MODEL:  PRD8E
MILEAGE:  1  WSD:
DEALER NAME:  VANDERSTYNE FORD IN SALES CODE: 144123  P & A: 00616
CAUSAL CODES: 1012  SYMPTOMS: 104100
DRIGIN:  00  TRANS. DST/RGN:  TRANS. DATE:
SERVICE/SALES:  1  CONTACT DATE:
ACK. CODE:  ASSIST CODE:  AWARD AMT:  Q SURVEY: (Y OR N)

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

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COMMENTS:
1997/08/19

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***EXECUTIVE REFERRAL VIA MR. ROSS ROBERTS OFFICE***
CUSTOMER SAYS:
- NEEDS SAFETY RECALL PERFORMED ON VEHICLE FOR RESTRAINT BELT SYSTEM

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*
PER CUSTOMER, DEALER SAYS:
- NO PARTS AVAILABLE
*OUT CALL TO MR. JERRY KRAMER:
- SPOKE WITH WOODY FOR MR. KRAMER UNAVAILABLE
- THE PART IS ON BACK ORDER UNTIL NOVEMBER
*****THANKS WOODY!!*****

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*
CUSTOMER SEEKS:
- VEHICLE REPAIRED

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*
SL ADVISED:
- ATTEMPTED OUT CALL TO CUSTOMER HOWEVER UNAVAILABLE 8/18, SPOKE WITH
CUSTOMER'S WIFE
- LEFT DETAILED MESSAGE FOR MR. MOLINARI AT WORK AND ADVISED OF BACK ORDER
SITUATION
- NO FURTHER ACTION AVAILABLE DUE TO BACKORDERED RECALL ITEM

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09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

3529LB	GRP: 02	CONCERN CONTACT	VEH TYPE: CAR
BOSTON	11	ZN/TR: 03	CONTACT NBR: 108808B12
VIN:	1ZVPT20C8L5	ENGINE: C	OPENED: 08/19/1997
			CLOSED: 08/27/1997

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	HILLSIDE	STATE:	NY	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]		
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	67000	WSD:			
DEALER NAME:	SAYBROOK FORD INC	SALES CODE:	111419	P & A:	08844
CAUSAL CODES:	1204 1209	SYMPTOMS:	104100		
ORIGIN:	GD	TRANS. DST/RGN:	11	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	08/20/1997
ACK. CODE:		ASSIST CODE: R	AWARD AMT:	O SURVEY:	Y (Y OR N)

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

COMMENTS:

1997/08/19
*** VEHICLE INVOLVED IN RECALL 96548 96599 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-SEAT BELT RECALL
*
PER CUSTOMER, DEALER SAYS:
-UNABLE TO GET PARTS
*
CUSTOMER SEEKS:
-WHY CAN HE NOT GET THE PART
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. DON SUPER (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
1997/08/20
###THIS IS THE CLOSING COMMENT
MR BONJOUR IS AWARE THAT SAYBROOK FORD IS AWAITING THE NECESSARY PARTS NEEDED TO COMPLETE THIS RECALL THAT WERE ORDERED ON 07/14/1997 AND ARE STILL ON BACK ORDER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 B786RS GRP: XA05 INFORMATION CONTACT VEH TYPE: CAR
 CINCINNATI 47 ZN/TR: E1 CONTACT NBR: 108811576 OPENED: 08/19/1997
 VIN: 1ZVPT21U1LS ENGINE: U CLOSED: 08/19/1997

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: OH ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 108000 WSD:
 DEALER NAME: BODD COUNTY FORD IN SALES CODE: 147405 P & A: 01940
 CAUSAL CODES: 1012 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:
 1997/08/19

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

- NEED TO HAVE THE SEATBELT RECALL PERFORMED
- THE PART IS ON BACK-ORDER DELAY
- WAS ORDERED AT LEAST 6 MONTHS AGO
- HAS GOTTEN 2 SEATBELT TICKETS BECAUSE OF THIS PROBLEM

PER CUSTOMER, DEALER SAYS:

- DO NOT KNOW WHEN IT WILL BE IN

CUSTOMER SEEKS:

- INFORMATION ON THE BACK-ORDER

CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3321RN GRP: 02 CONCERN CONTACT VEH TYPE: CAR
ATLANTA 21 2N/TR: E1 CONTACT NBR: 108811906 OPENED: 08/19/1997
VIN: 1ZVPT22L7L5 ENGINE: L CLOSED: 09/04/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: CONOVER STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 80000 WSD:
DEALER NAME: GARRETT B DYER FORD SALES CODE: 121682 P & A: 01021
CAUSAL CODES: 3002 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 21 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 08/19/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/08/19

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

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- NOT HAPPY WITH THE DEALERS IN HER AREA, TOOK THE VEHICLE TO THE DEALER FOR THE SEAT BELTS AND THE DEALER TOLD HER THAT IT WAS FINE. SHE LEFT THE DEALER AND THE BELT LOCKED UP ON HER. THE DEALER ORDERED PARTS. SHE TOOK THE VEHICLE TO THE DEALER AGAIN YESTERDAY AND THEN THE DEALER CALLED HER AT THE END OF THE DAY AND TOLD HER THAT THEY DID NOT GET THE PARTS IN

PER CUSTOMER, DEALER SAYS:

- WAITING FOR PARTS TO COME IN

CUSTOMER SEEKS:

- TO HAVE THE VEHICLE FIXED

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. TOM MITCHEM (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER AS SOON AS THE PARTS COME IN

1997/08/28

###THIS IS THE CLOSING COMMENT

SEAT TRACK AND MOTOR ASSEMBLY HAS BEEN ORDERED FROM DIRECT CALLING TO FORD MOTOR COMPANY. WE ARE STILL WAITING FOR PARTS TO ARRIVE. THE TRACK AND MOTOR ASSEMBLY ARE NOT AVAILABLE THRU ORDER PROCESSING CENTER. WHEN PARTS ARRIVE OWNER WILL BE NOTIFIED. IF FORD WOULD SUPPLY PARTS QUICKER WE WOULD NOT HAVE THIS PROBLEM. TOMMY MITCHEM

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
8571TC GRP: XX07 INFORMATION CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: A1 CONTACT NBR: 108816227 OPENED: 08/20/1997
VIN: 1ZVPT20C1L5 [REDACTED] ENGINE: C CLOSED: 08/20/1997
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CHESAPEAKE STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 70000 WSD:
DEALER NAME: CAVALIER FORD SALES CODE: 127051 P & A: 06633
CAUSAL CODES: 1012 1203 10RA SYMPTONS: 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:

1997/08/20

*** PARTS DELAY OVER 30 DAYS ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-BOOK-WARRANTY BOOKLET

-VEHICLE IS INVOLVED IN THE SEAT BELT RECALL

-HAVE BEEN TRYING TO HAVE THE VEHICLE SERVICED FOR 8 MONTHS FOR THIS RECALL

-DEALERSHIP KEEPS TELLING ME THAT THEY DO NOT HAVE THE PARTS IN STOCK TO

REPAIR THE VEHICLE

-WHAT HAPPENS WHEN THIS VEHICLE IS AN ACCIDENT

*

PER CUSTOMER, DEALER SAYS:

-CANNOT REPAIR VEHICLE BECAUSE OF BACKORDER ON NEEDED PARTS

*

CUSTOMER SEEKS:

-PARTS INFORMATION

*

CAC ADVISED:

- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

8571TC GRP: XX07 INFORMATION CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: A1 CONTACT NBR: 108816227 OPENED: 08/20/1997
VIN: 1ZVPT20C1L5 ENGINE: C CLOSED: 08/20/1997

1997/10/09

*** NAVIS: ORIGINAL ***

*** PARTS DELAY OVER 30 DAYS ***

CUSTOMER SAYS:

- SHE HAS BEEN WAITING ON PARTS FOR A RECALL FOR 1 YEAR
- THE SEATBELTS DO NOT WORK PROPERLY

PER CUSTOMER, DEALER SAYS:

- THE PARTS ARE STILL ON NATIONAL BACK ORDER
- THEY ARE ONLY FIXING THE CARS UNDER WARRANTY FIRST AND THEN THE RECALLS

CUSTOMER SEEKS:

- SHE WANTS THE CAR FIXED
- SHE WANTS THE PART IN NOW, SHE WILL NOT WAIT

CAC ADVISED:

- I WOULD CONTACT RYLAND MAYBERRY (PARTS MANAGER) ONLY.

09/11/99

MASTER OWNER RELATIONS SYSTEM II

14.21.02

75B5SA GRP: 01 INFORMATION CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: G1 CONTACT NBR: 10BB231G5 OPENED: 08/21/1997
VIN: 1ZVPT20C6L5 ENGINE: C CLOSED: 08/21/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: ELIANT HILL STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 94226 WSD:
DEALER NAME: FRONT ROYAL MOTORS SALES CODE: 127472 P & A: 00044
CAUSAL CODES: 1203 1012 SYMPTOMS: 104100
ORIGIN: 00 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:

1997/08/21

*** PARTS DELAY OVER 30 DAYS ***
*** VEHICLE INVOLVED IN RECALL 98548 AND 98599 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- HAVE BEEN WAITING FOR THE PARTS FOR THE RECALL SINCE JUNE 9, 1997

PER CUSTOMER, DEALER SAYS:

- DEALER ORDERED THE PARTS AND THEY STILL HAVE NOT COME IN YET
CSR MADE DEC TO JERRY WHO SAID THAT THE PARTS ARE ON BACK ORDER AND HE IS TRYING HIS BEST TO GET THE PARTS

CUSTOMER SEEKS:

- THE RECALL TO BE COMPLETED

CAC ADVISED:

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

CUSTOMER SAYS:

-RE-ITERATING SAME CONCERNS
-HAVING DIFFICULTY OPTIANING A PART FOR A SEAT BELT

PER CUSTOMER, DEALER SAYS:

-PART IS ON BACK ORDER

CUSTOMER SEEKS:

-TO HAVE THE PARTS-EXPIDITED TO THE CUSTOMER
-LOANER VEHICLE REQUEST

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

75865A	GRP: 01	INFORMATION CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: G1	CONTACT NBR: 108823165
VIN:	1ZVPT20C6LS	ENGINE: C	DPENED: 08/21/1997
			CLOSED: 08/21/1997

=====

1997/08/21

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
- RE-ITERATED THE SAME CONCERNS
- TOLD CUSTOMER WE ARE DOING EVERYTHING TO EXPIDITE MATTERS
- THAT THERE IS NO WAY TO PUT THE CUSTOMER IN A SPECIAL CRITERIA AND EXPIDITE MATTERS BECAUSE SHE HAS TO GO TO SCHOOL

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
2400CJ GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: D1 CONTACT NBR: 108825372 OPENED: 08/22/1997
VIN: 1ZVPT21U5L8 [REDACTED] ENGINE: U CLOSED: 09/05/1997
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: ST AUGUSTINE STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 18000 WSD:
DEALER NAME: GARBER FORD-MERCURY SALES CODE: 124455 P & A: 04886
CAUSAL CODES: 1012 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 24 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 08/25/1997
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:

1997/08/22

*** VEHICLE INVOLVED IN RECALL 98548 AND 96599 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- JAN 15/1997 TOOK VEHICLE IN TO THE DEALERSHIP FOR SEAT BELT RECALL
- DID NOT WANT TO BRING THE VEHICLE IN UNTIL THE PARTS WERE AVAILABLE
- PREFER TO TAKE IT TO ANOTHER DEALERSHIP. GREEN COVE SPRINGS, FL

PER CUSTOMER, DEALER SAYS:

- PARTS WERE ON BACK ORDER PER BOZINE

CUSTOMER SEEKS:

- VEHICLE REPAIRED

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MS. MARLA HESS (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

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

1997/08/29

###THIS IS THE CLOSING COMMENT

CUSTOMER CAME IN ON 08/25/97 AND RECALLS WERE PERFORMED ON VEHICLE.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

76575B GRP: XX11 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: B1 CONTACT NBR: 108844590 OPENED: 08/27/1997
VIN: 1ZVPT21U5L5 ENGINE: U CLOSED: 09/25/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: SANTA ANNA STATE: CA ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 85000 WSD:
DEALER NAME: DAVID WILSON'S FORD SALES CODE: 171054 P & A: 00751
CAUSAL CODES: 1203 SYMPTOMS: 104100 403800
ORIGIN: 00 TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 09/02/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/08/27

*** NAVIS: ORIGINAL ***

*** VEHICLE INVOLVED IN RECALL 96S48, 96S99, 94E54 ***

CUSTOMER SAYS:

- VEHICLE IS INVOLVED IN THREE RECALLS
- VEHICLE HAS BEEN IN TO THE DEALERSHIP TWICE, AND NOTHING HAS BEEN DONE, CUSTOMER HAD TO CALL TO FIND OUT THAT NOTHING COULD BE DONE
- IT HAS BEEN A MONTH, THE CUSTOMER KEEPS TRYING TO HAVE THESE RECALLS PERFORMED
- SHE GETS A DIFFERENT STORY EVERY TIME SHE CONTACTS THIS DEALERSHIP

PER CUSTOMER, DEALER SAYS:

- CATALYTIC CONVERTER IS IN, SEAT BELTS ARE NOT IN YET

CUSTOMER SEEKS:

- TO HAVE THE RECALL WORK PERFORMED

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. STEVE QUEZADA (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 3 BUSINESS DAYS

1997/08/09

TIM, PLEASE UPDATE CONTACT WITH CURRENT STATUS. IF THERE IS A PART ISSUE CONCERN, LET ME KNOW.
THANK YOU. D.SIMS, CSM MARKET B1

1997/09/18

###THIS IS THE CLOSING COMMENT

CUSTOMER WAS ADVISED THAT PARTS ARE ON BACK ORDER. NO TIME HAS BEEN GIVEN FOR RELEASE.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
0618K1 GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: A1 CONTACT NBR: 108846005 OPENED: 08/27/1997
VIN: 1ZVPT20C3L5 ENGINE: C CLOSED: 10/01/1997
=====

=====
LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PITTSBURGH STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 78000 WSD:
DEALER NAME: MCKEAN FORD SALES CODE: 144009 P & A: 07354
CAUSAL CODES: 1012 1203 SYMPTOMS: 104100 203200 404330
ORIGIN: 00 TRANS. DST/RGN: 44 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 09/17/1997
ACK. CODE: ASSIST CODE: 0 AWARD AMT: 0 SURVEY: N (Y OR N)

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

COMMENTS:

1997/08/27

THIS CONTACT OPENED DUE TO DNP 94B70

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- DRIVER'S SIDE POWER SEAT BELT IS NOT WORKING ALONG THE TRACK
- WANTS TO HAVE THE RECALL PERFORMED ON THE SEAT BELT

PER CUSTOMER, DEALER SAYS:

- PER DALE, SERVICE PERSON, AND PARTS PERSON, NO NAME, AT MCKEAN FORD GAVE CUSTOMER THE INFORMATION THAT THE PARTS WILL NOT BE AVAILABLE UNTIL 12-11-97
- BACKORDER

CUSTOMER SEEKS:

- WANTS TO HAVE THE RECALL PERFORMED ON THE SEAT BELT

CAC ADVISED:

RE: SEAT BELT RECALL BACK-ORDER

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

RE: DNP 95B70

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

NON-VLC OUTBOUND CALL MADE TO JOHN RYAN, PARTS MANAGER, FOR FURTHER INFORMATION

- SUPPLIER WAS TO START PRODUCTION OF PARTS 08-06-97
- PARTS ARE EXPECTED TO BE OFF BACKORDER BY 12-11-97

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

=====

0618KL	GRP: XA04	CONCERN CONTACT	VEH TYPE: CAR
PITTSBURGH	44	ZN/TR: A1	CONTACT NBR: 108846665
VIN:	1ZVPT20C9L5	ENGINE: C	OPENED: 08/27/1997
			CLOSED: 10/01/1997

=====

1997/09/24
###THIS IS THE CLOSING COMMENT
CALLED CUSTOMER ON 9/17/1997 AND TOLD THEM PARTS WERE IN . THEY SAID THEY WOUL
D CALL BACK TO SET UP PPT AND NEVER DID.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
4400RC GRP: XX11 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 15 ZN/TR: C1 CONTACT NBR: 108852680 OPENED: 08/28/1997
VIN: 1ZVPT21U0L5 ENGINE: U CLOSED: 09/04/1997
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: RUNNEMEDE STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 120000 WSD:
DEALER NAME: WINNER FORD SALES CODE: 116010 P & A: 01248
CAUSAL CODES: 1203 1012 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 16 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 08/29/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/08/28

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-SHE HAS BEEN UNABLE TO GET THE RECALL PERFORMED ON HER VEHICLE
-SHE HAS TRIED TO HAVE THE WORK DONE FOR SIX MONTHS
-THE DEALERSHIP TOLD HER THAT THEY HAD THE PART IN AND WHEN SHE GOT THERE IT
WAS NOT IN

PER CUSTOMER, DEALER SAYS:

****PER:NAME UNKNOWN:SERVICE DEPT.*****

-TOLD THE CUSTOMER THAT THE PART WAS ON BACK ORDER

CUSTOMER SEEKS:

-RECALL INFORMATION

CAC ADVISED:

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

9510KC GRP: XX13 INFORMATION CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: C1 CONTACT NBR: 10885544 OPENED: 08/28/1997
VIN: 12VPT21U1L5 ENGINE: U CLOSED: 08/29/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] NI: [REDACTED]
ADDRESS: [REDACTED] APT F
CITY: MANSFIELD STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 80000 WSD:
DEALER NAME: FORD OF MANSFIELD SALES CODE: 144075 P & A: 02178
CAUSAL CDDES: 1203 1012 SYMPTOMS: 104100
ORIGIN: G0 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/08/29
*** VEHICLE INVOLVED IN RECALL 96548 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- THE VEHICLE HAS BEEN AT THE DEALERSHIP FOR A MONTH AND HALF
*
PER CUSTOMER, DEALER SAYS:
PER TERRY KICK (SERVICE ADVISOR):
- THEY HAVE THE SEAT BELT FOR THE PASSENGER SIDE BUT NOT FOR THE DRIVER'S SIDE
- THEY HAVE NO IDEA WHEN PARTS WILL BE AVAILABLE FOR THE VEHICLE
- THEY CURRENTLY HAVE ONE VEHICLE THAT WILL NOT HAVE THE SEAT BELT UNTIL
DECEMBER
*
CUSTOMER SEEKS:
- PARTS FOR SEAT BELT RECALL ARE ON 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
REGARDING RECALL/DNP
- REQUEST CUST REL MGR/SVC MGR TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS
DAYS REGARDING RECALL/DNP

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 6670KR GRP: 17 INFORMATION CONTACT VEH TYPE: CAR
 ATLANTA 21 ZN/TR: E2 CONTACT NBR: 108860857 OPENED: 09/02/1997
 VIN: 1ZVPT21U7L5 ENGINE: U CLOSED: 09/02/1997

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: DURHAM STATE: NC ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 102000 MSD:
 DEALER NAME: UNIVERSITY FORD INC SALES CODE: 121751 P & A: 06634
 CAUSAL CODES: 1204 SYMPTOMS: 104100
 ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
 1997/09/02

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

CUSTOMER SAYS:

- TOOK VEHICLE IN ON JULY 28
- ALL RECALLS COMPLETED EXCEPT DRIVERS SIDE SEAT BELT ASSEMBLY
- THE OLD SHOULDER SEAT BELT WAS TAKEN OUT AND NOTHING WAS REPLACED. IT HAS BEEN 5 WEEKS THAT HAVE HAD TO DRIVE AROUND WITHOUT A SEAT BELT.

*
 PER CUSTOMER, DEALER SAYS:

- PART IS NOT AVAILABLE
- WILL CALL CUSTOMER WHEN THE PART COMES IN

*
 CUSTOMER SEEKS:

- SEAT BELT FIXED

*
 CAC ADVISED:

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

 3349TJ GRP: XX07 INFORMATION CONTACT VEH TYPE: CAR
 SAN FRAN 72 ZN/TR: B1 CONTACT NBR: 108878988 OPENED: 09/05/1997
 VIN: 1ZVPT21UBLS ENGINE: U CLOSED: 09/05/1997

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: SUNNYVILLE STATE: CA ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 50000 WSD:
 DEALER NAME: FRONTIER FORD SALES CODE: 172036 P & A: 07891
 CAUSAL CODES: 1012 SYMPTOMS: 104100
 ORIGIN: GO TRANS. DST/RON: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
 1997/09/05
 *** NAVIS: ORIGINAL ***
 CUSTOMER SAYS:
 - CALLED IN REFERENCE TO 98548
 - SHOLDER BELT DOES NOT WORK ON DRIVER SIDE
 *
 PER CUSTOMER, DEALER SAYS:
 - PER SERVICE MANAGER THE PART THAT IS NEEDED IS ON DELAY. NOT SUER WHEN THE PART WILL BE IN
 *
 CUSTOMER SEEKS:
 - TO KNOW WHEN THE PART WILL BE IN
 *
 CAC ADVISED:
 - INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
 - INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

0930AS GRP: OC CONCERN CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: A2 CONTACT NBR: 108887146 OPENED: 09/08/1997
VIN: 1ZVPT21UXL5 ENGINE: U CLOSED: 09/16/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: TONEY STATE: AL ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 165000 WSD:
DEALER NAME: WOODY ANDERSON FORD SALES CODE: 121717 P & A: 05892
CAUSAL CODES: 3001 0208 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 21 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 09/09/1997
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:

1997/09/08

*** VEHICLE INVOLVED IN RECALL 92E21, 94E54, 96548, 96599 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- THE CUSTOMER IS CALLING ABOUT RECALLS ON THE VEHICLE, THE DEALERSHIP HAS SAID THAT THE PARTS WILL BE DELAYED UNTIL THANKSGIVING
- THE CUSTOMER'S PROBLEM IS THAT SHE DOESN'T WANT TO HAVE TO BUY EXTRA INSURANCE TO COVER THE RENTAL CAR

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- RENTAL CAR REIMBURSEMENT

CAC ADVISED:

RE: RECALL INVOLVEMENT

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

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

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: LOANER VEHICLE

- NO ESP
- NO TRANSPORTATION ASSISTANCE PROVIDED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

0330AS GRP: OC CONCERN CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: A2 CONTACT NBR: 108887146 OPENED: 09/08/1997
VIN: 1ZVPT21UXL6 [REDACTED] ENGINE: U CLOSED: 09/16/1997

1997/09/09

###THIS IS THE CLOSING COMMENT

THE PROBLEM IS THAT FORD NEEDS TO HAVE PARTS BEFORE THEY RECALL THOUSANDS OF VEHICLES. WE HAVE HAD VEHICLES DOWN ON THE LOT FOR MORE THAN 3 MONTHS ON THIS Y TO PROVIDE INSURANCE WHEN FORD RECALLS A VEHICLE AND DEMANDS THAT WE DEADLINE THAT VEHICLE. IF FORD WOULD LIKE TO PROVIDE IT PLEASE LET US KNOW; PLEASE CLOSE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

0814CV GRP: xx17 CONCERN CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: 03 CONTACT NBR: 108888922 OPENED: 09/09/1997
VIN: 1ZVPT21U3L5 ENGINE: U CLOSED: 09/18/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BARTLESVILLE STATE: OK ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 111000 WSD:
DEALER NAME: DON THORNTON FORD I SALES CODE: 152311 P & A: 07066
CAUSAL CODES: 1203 2910 10RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 09/10/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: Q SURVEY: Y (Y OR N)

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

COMMENTS:

1997/09/09

*** NAVIS: PROGRAM ***

***CONTACT OPENED DUE TO RECALL 96548 AND 96588 ***

*** PARTS DELAY OVER 60 DAYS ***

CUSTOMER SAYS:

-BOTH RESTRAINT SYSTEMS ARE BROKEN
-HAD RECEIVED A RECALL NOTICE ON SEATBELTS
-IT HAS BEEN 3 MONTHS ALREADY-WHERE ARE PARTS

PER CUSTOMER, DEALER SAYS:

-NO RECENT CONTACT

CUSTOMER SEEKS:

-RECALL PERFORMED-WHERE ARE SEATBELTS?

CAC ADVISED:

OUTBOUND CALL TO MR. JIM SIMMONS SVC MGR:

- ADVISED CUSTOMER IS A VERY LOYAL CUSTOMER

- REQUEST MR. JIM SIMMONS SVC MGR TO CONTACT CUSTOMER SAME DAY

***CSR PLACED A CALL TO TRY AND ASSIST CUSTOMER, EVEN THOUGH HE HAD 111000 MILES, AND SPOKE WITH JIM SIMMONS IN SERVICE. HE CHECKED INTO THE SITUATION AND SAID THAT RIGHT SIDE IS IN. LEFT WON'T BE IN TILL DECEMBER. CUSTOMER CAN SET UP AN APPOINTMENT FOR RIGHT SIDE. CSR SENT AN OPEN CONCERN CONTACT WITH REGIONAL ASSISTANCE.

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

-REQUEST MR. JIM SIMMONS (SVC MGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

0814CV	GRP: XX17	CONCERN CONTACT	VEH TYPE: CAR
DALLAS	52	ZN/TR: D3	CONTACT NBR: 108888922
VIN:	1ZVPT21U3L5	ENGINE: U	OPENED: 09/09/1997
			CLOSED: 09/18/1997

=====

1997/09/11

###THIS IS THE CLOSING COMMENT

CALLED CUSTOMER..HE SAID THAT HE HAD ALREADY EXPLAINED TO THE OWNER
RELATIONS ANALYST, HE WOULD WAIT UNTIL THE LEFT SIDE PART WAS IN TO HAVE
THE REPAIRS MADE.

DEALERS QUESTION IS,WHY WAS A CONCERN CONTACT OPEN WHEN THE ANALYST SPDKE
WITH THE SERVICE MANAGER WHILE HE HAD THE CUSTOMER ON THE OTHER LINE??

JIM SIMMONS

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

B510KC GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: D2 CONTACT NBR: 108891499 OPENED: 09/09/1997
VIN: 1ZVPT21U2L5 [REDACTED] ENGINE: U CLOSED: 09/19/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: GORLES STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 100000 WSD:
DEALER NAME: DDN SEELYE FORD INC SALES CODE: 148576 P & A: 09708
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 4B TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 09/11/1997
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:

1997/09/09

- *** VEHICLE INVOLVED IN RECALL 98599 ***
- *** VEHICLE INVOLVED IN RECALL 9254B ***
- *** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- THE SEAT BELT IS STOPPED WORKING
- DAUGHTER IS DRIVING THE VEHICLE AND IT IS NOT SAFE FOR HER TO DRIVE
- IT IS AGAINST THE LAW NOT TO DRIVE WITH THE SEAT BELTS NOT OPERATING

PER CUSTOMER, DEALER SAYS:

- THE PART WILL NOT BE AVAILABLE UNTIL POSSIBLY DECEMBER

CUSTOMER SEEKS:

- BACKORDER DELAY ON THE SEAT BELTS

CAC ADVISED:

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

1997/08/12

I EXPLAINED TO THE CUSTOMER ABOUT THE NATIONAL BACK ORDER SITUATION AND ASSURED THEM WE WOULD CALL THEM AS SOON AS PARTS ARE AVAILABLE.

THANK YOU SINCERELY JIM V

###THIS IS THE CLOSING COMMENT

COMMENTS ARE THE SAME AS BEFORE THANK YOU SINCERELY JIM VANDENBERG

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

2265MM GRP: 17 CONCERN CONTACT VEH TYPE: CAR
DENVER 86 ZN/TR: B1 CONTACT NBR: 108904744 OPENED: 09/11/1997
VIN: 1ZVPT22LXL5 [REDACTED] ENGINE: L CLOSED: 09/25/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: SALT LAKE CITY STATE: UT ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 98 MODEL: PROBE
MILEAGE: 35000 MSD:
DEALER NAME: HENRY S DAY CO SALES CODE: 156024 P & A: 08437
CAUSAL CODES: 1203 10RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 56 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 09/15/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: Q SURVEY: Y (Y OR N)

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

COMMENTS:
1997/09/11

*** VEHICLE INVOLVED IN RECALL 98548 ***
*** VEHICLE INVOLVED IN RECALL 96599 ***
CUSTOMER SAYS:
-MY CAR WAS INVOLVED IN A SEAT BELT RECALL
-I TOOK IT TO THE DEALERSHIP TO HAVE THE RECALL PERFORMED
-WHEN THEY PUT THE RECALL PIECE ON MY VEHICLE, THE VEHICLE DID NOT WORK PROPERLY
-THE DEALERSHIP SAID THEY WOULD ORDER THE PART
-MY CAR HAS BEEN AT THE DEALERSHIP FOR 40 DAYS STRAIGHT
*
PER CUSTOMER, DEALER SAYS:
-THEY HAVE ORDERED THE PART
*
CUSTOMER SEEKS:
-TO GET THE PART SO SHE CAN GET HER CAR BACK
*
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

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====

2265MM	GRP: 17	CONCERN CONTACT	VEH TYPE: CAR
DENVER	56	ZN/TR: B1	CONTACT NBR: 108904744
VIN: 1ZVPT22LXL5		ENGINE: L	OPENED: 09/11/1997
			CLOSED: 08/25/1997

=====

1997/09/15
CUSTOMER SAYS:
- DEALERSHIP HAD NOT CONTACTED HER REGARDS TO THE PART
- DOES NOT UNDERSTAND WHY IT TAKES 60 DAYS TO GET A PART BACK
*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT
*
CUSTOMER SEEKS:
- JUST WANTS HER CAR BACK
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS

1997/09/18
###THIS IS THE CLOSING COMMENT
TALKED TO [REDACTED] ON THE PHONE 9/15/97 INFORMED HER THE PART IS STILL BACK OR DERED AND AT LEAST TWO WEEKS OUT. WE WILL CONTACT HER IMMEDIATLY WHEN PART IS RECIEVED.

1997/10/08
CUSTOMER SAYS:
- RECALL PART DELIVERED TO THE DEALERSHIP
- VEHICLE HAS BEEN AT THE DEALERSHIP 2 MONTHS WAITING FOR A RECALL PART
*
PER CUSTOMER, DEALER SAYS:
- BRIAN CLARK, SERVICE MANAGER-GOING TO CONTACT CUSTOMER ONCE THE PART ARRIVES AT THE DEALERSHIP
*
CUSTOMER SEEKS:
- HOW LONG DOES IT TAKE FOR A PART TO ARRIVE AT A DEALERSHIP
*
CAC ADVISED:
*RE: PART DELAY:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
- REMAIN IN CONTACT WITH THE PARTS DEPARTMENT, MIKE STOCKS, 801 973 7030

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

B571TC	GRP: XX07	CONCERN CONTACT	VEH TYPE: CAR
WASHINGTON	27	ZN/TR: C1	CONTACT NBR: 108906998
VIN: 1ZVPT22L0L		ENGINE: L	OPENED: 09/12/1997
			CLOSED: 09/25/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	WALDORF	STATE:	MD	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	156900	WSD:			
DEALER NAME:	WALDORF FORD, INC.	SALES CODE:	127047	P & A:	00149
CAUSAL CODES:	1012 1203 10RA	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:	27	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	09/18/1997
ACK. CODE:		ASSIST CODE: R	AWARD AMT:		G SURVEY: Y (Y OR N)

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

COMMENTS:
1997/09/12
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-BOOK-DIRECTORY ASSISTANCE
-HAVE BEEN TRYING SINCE MARCH 6TH TO HAVE THIS RECALL PERFORMED
-FEEL THAT THE DEALERSHIP HAS BEEN UNRESPONSIVE TO MY CALLS
-HAVE TOLD ME NUMEROUS TIME THAT THEY WOULD CALL ME BACK WITH INFORMATION,
YET THEY HAVE NOT
*
PER CUSTOMER, DEALER SAYS:
-
*
CUSTOMER SEEKS:
-RECALL/PARTS AVAILABILITY
*
CAC ADVISED:
-EXPLAINED TO THE CUSTOMER ABOUT THE MAJOR BACKORDER ON THIS PART
-INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
-INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART
DELAYS
1997/09/18
###THIS IS THE CLOSING COMMENT
** CSM C. REYENMAIER **
THIS IS THE NUMBER 1 BACKORDERED PART FOR FORD MOTOR COMPANY. THERE IS NO
ACTION THAT CAN BE TAKEN TO EXPEDITE THE PART AS THIS IS A SUPPLIER ISSUE.
DEALER WILL REPAIR CUSTOMER'S VEHICLE AS SOON AS THEY RECEIVE PARTS. CONTACT
CLOSED.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

B989AM GRP: XX13 INFORMATION CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: A1 CONTACT NBR: 108907178 OPENED: 09/12/1997
VIN: 1ZVPT22L5L6 ENGINE: L CLOSED: 09/12/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: HALL FORD SALES CODE: 127060 P & A: 06642
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y DR N)

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

COMMENTS:

1997/09/12

*** MILEAGE UNAVAILABLE ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
*** NAVIS: SUBSEQUENT ***
*** LETTER DATED 09/01/97 ***

CUSTOMER SAYS:

- THE OWNER [REDACTED] IS IN GERMANY
- THE SAFETY BELT MALFUNCTIONED AND HAD A RECALL ON IT
- THE LEFT DRIVER SIDE SHOULDER IS STUCK
- THE VEHICLE STAYED IN THE SHOP FOR 4 WEEKS

PER CUSTOMER, DEALER SAYS:

PER SOMEONE AT THE SERVICE DEPARTMENT
- THE SEATBELT PART IS ON BACKORDER

CUSTOMER SEEKS:

- RECALL PERFORMED AS SOON AS POSSIBLE

CAC ADVISED:

- CUSTOMER IS NOT LISTED IN DIRECTORY ASSISTANCE
- CSR FORWARDED A PC01 TO THE CUSTOMER
- NEXT CSR, PLEASE FIND OUT WHICH DEALERSHIP THE CUSTOMER IS WORKING WITH AND
HANDLE THE CUSTOMER'S ISSUE CORRECTLY, THANK YOU *** NOTE: IMAGING DOCUMENT
IDENTIFICATION NUMBER (DOCID): 62124030

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

1862CH GRP: XX10 INFORMATION CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: A1 CONTACT NBR: 108941561 OPENED: 09/22/1987
VIN: 1ZVPT22L5L5 ENGINE: L CLOSED: 09/22/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: JOHN MI:
ADDRESS: [REDACTED]
CITY: NEWPORT NEWS STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 129000 W50:
DEALER NAME: HALL FORD SALES CODE: 127080 P & A: 06642
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:

1997/09/22

*** PARTS DELAY OVER 30 DAYS ***

*** VEHICLE INVOLVED IN RECALL 96548 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- BEEN WAITING SINCE JANUARY FOR SAFETY BELT TO BE REPLACED

*

PER CUSTOMER, DEALER SAYS:

- BACKORDER ON PARTS

*

CUSTOMER SEEKS:

- WHEN WILL PART BE IN

*

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
0330AS GRP: OC INFORMATION CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: B1 CDCONTACT NBR: 108907666 OPENED: 09/12/1997
VIN: 1ZVPT21U3L5 ENGINE: U CLOSED: 09/12/1997
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CAMPBELL STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 70000 WSD:
DEALER NAME: FRONTIER FORD SALES CODE: 172038 P & A: 07891
CAUSAL CODES: 3001 2801 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: Q SURVEY: (Y OR N)

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

COMMENTS:

1987/09/12

+++ VEHICLE INVOLVED IN RECALL 98S4B AND 98S99 +++

CUSTOMER SAYS:

- 800# FRONTIER FORD DEALERSHIP
- VEHICLE IS INVOLVED IN A RECALL AND THE PART IS ON BACKORDER

PER CUSTOMER, DEALER SAYS:

- PER FRONTIER FORD, THE PARTS ARE ON NATIONAL BACK ORDER THEY WILL NOTIFY HER WHEN THE PART COMES IN

CUSTOMER SEEKS:

- RESOLUTION TO CONCERN

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

1997/11/05

SL ADVISED:

- SL CONTACTED DEALER SPOKE WITH HERO (SERV. ADV.) IN REGARD TO THE SEATBELT
- HERO SAID HIS INFORMATION SHOWS THE PART ON BACK ORDER UNTIL DECEMBER
- HERO ALSO SAYS THAT THE CUSTOMER ONLY NEEDS THE LEFT HAND SEATBELT NOT THE RIGHT, HOWEVER CUSTOMER NEEDS BOTH RAIL AND MOTOR
- SL IS LOOKING INTO THE SITUATION CURRENTLY
- FORD HAS CONTACTED VENDOR FOR ASSISTANCE. PART IS BEING SHIPPED TOMORROW,
- SL ADVISED PAM/PARTS. MGR. PART WILL ARRIVE FOR THIS VEHICLE WITHIN THE NEXT FEW DAYS.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

0330AS	GRP: OC	INFORMATION CONTACT	VEH TYPE: CAR
SAN FRAN	72	ZN/TR: B1	CONTACT NBR: 108907666
VIN:	1ZVPT21U3L5	ENGINE: U	OPENED: 09/12/1997
			CLOSED: 09/12/1997

=====

1997/11/05

SL ADVISED:

- SL CONTACTED CUSTOMER AND TOLD HER THAT THE PART SHOULD BE AT THE DEALER TOMORROW
- SL HAS REQUESTED THE CUSTOMER CALL THE DEALER AND MAKE AN APPOINTMENT
- SL ALSO REQUESTED THE DEALER CONTACT THE CUSTOMER WHEN THE PART IS IN TOMORROW

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

B116TM GRP: 14 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: A1 CONTACT NBR: 108908387 OPENED: 09/12/1997
VIN: 1ZVPT21U6LS ENGINE: U CLOSED: 09/26/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: MT ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PRDDE
MILEAGE: 112000 WSD:
DEALER NAME: BITTERROOT FORD SALES CODE: 174607 P & A: 08374
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 74 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 09/19/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y DR N)

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

COMMENTS:

1997/09/12

*** CONTACT OPEN DUE TO INVOLVEMENT IN RECALLS 98548 & 96599 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-CUSTOMER'S SEATBELT IS LOCKED IN THE BACK POSITION

PER CUSTOMER, DEALER SAYS:

-UNABLE TO CHECK RECALL INVOLVEMENT - COMPUTERS ARE DOWN.

CUSTOMER SEEKS:

-RECALL INFORMATION

CAC ADVISED:

RE: RECALL 96548 & 96599

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MS. THERESA ROYAN (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS

1997/09/19

##THIS IS THE CLOSING COMMENT

AN APPOINTMENT WAS ALREADY MADE FOR THIS CUSTOMER TO HAVE THE SEATBELT RECALL
DONE WHEN I CALLED. THE PARTS HAVE BEEN ORDERED AND SHE IS IN A LOANER VEHICL
E.

0644RJ GRP: XX09 CONCERN CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: A1 CONTACT NBR: 108909591 OPENED: 09/12/1997
VIN: 1ZVPT20C2L5 ENGINE: C CLOSED: 09/22/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: BEVERLY STATE: ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 85000 WSO:
DEALER NAME: THOMAS FORD SALES I SALES CODE: 111045 P & A: 08822
CAUSAL CODES: 1012 1208 10RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 11 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 09/15/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: Q SURVEY: N (Y OR N)

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

COMMENTS:

1997/08/12
*** VEHICLE INVOLVED IN RECALL 96S48 ***
*** PARTS DELAY DVER 30 DAYS ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- TOOK THE VEHICLE TO THE DEALER IN EARLY AUGUST FOR RECALL 96S48
- THE DEALER KEPT THE VEHICLE FOR A WEEK BUT WERE UNALBE TO REPAIR THE VEHICLE UNTILL THE PART COMES IN
- THE DRIVER'S SIDE SEAT BELT STAYS LOCK IN A POSITION WHERE HE IS PROTECTED. BUT IT WON'T RETRACT WHEN THE DOOR IS OPEN
*
PER CUSTOMER, DEALER SAYS:
- SERVICE MANAGER TOLD THE CUSTOMER THAT THE PART IS ON A NATIONAL BACK ORDER
*
CUSTOMER SEEKS:
- FILE A COMPLAINT ABOUT THE BACKORDER
1997/09/15
##THIS IS THE CLDSING COMMENT
WE DID NOT KEEP VEHICLE FOR A WEEK CUSTOMER LEFT VEHICLE PARTS ARE ON BACK ORDER WE WILL CALL CUSTOMER AS SOON AS PARTS COME IN I DID CALL AND LEFT MESS AGE WITH MY ZONE REP. TO SEE IF FORD WOULD LIKE TO PUT CUSTOMER IN VEHICLE HAV E NOT HEARD BACK FROM REP. YET.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

1246SD GRP: 13 INFORMATION CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: E2 CONTACT NBR: 108920160 OPENED: 09/16/1997
VIN: 1ZVPT21U7L5 ENGINE: U CLOSED: 09/16/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: FORD
MILEAGE: 101000 MSD:
DEALER NAME: CROWN FORD LINCOLN- SALES CODE: 141625 P & A: 02766
CAUSAL CODES: 1012 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: D SURVEY: (Y OR N)

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

COMMENTS:

1997/09/16

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

CUSTOMER SAYS:

-CUSTOMER SAYS DEALERSHIP ORDERED PARTS ABOUT TWO WEEKS AGO
-WIRE IS HANGING AND GREASE COMES OUT AND RUIN HIS CLOTHES

PER CUSTOMER, DEALER SAYS:

-PART IS ON BACK ORDERED

CUSTOMER SEEKS:

-GET THE PARTS

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
MEMPHIS 23 ZN/TR: B2 CONTACT NBR: 108930581 OPENED: 09/18/1997
VIN: 1ZVPT21U0L5 ENGINE: U CLOSED: 09/29/1997
=====

LAST NAME: [REDACTED] STATUS [REDACTED]
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: NASHVILLE STATE: TN ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 110000 WSD:
DEALER NAME: TOWN & COUNTRY FORD SALES CODE: 123040 P & A: 05734
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 23 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 09/19/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: Q SURVEY: Y (Y OR N)

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

COMMENTS:

1997/09/18
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 & 96599 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-BEEN TRYING TO HAVE SEAT BELT RECALL COMPLETED SINCE 04/11/97; FINALLY GOT IT
IN BUT PART IS ON BACK-ORDER; DEALER JUST PUT IN ON EMERGENCY ORDER TODAY
*
PER CUSTOMER, DEALER SAYS:
-HAVE PUT PART ON EMERGENCY ORDER
*
CUSTOMER SEEKS:
-TO EXPEDITE ARRIVAL OF PART
*
CAC ADVISED:
-APOLOGIZED FOR PARTS DELAY; INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO
THE DEALER; REQUEST MARK EDWARDS (PARTS MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
1997/09/22
##THIS IS THE CLDSING COMMENT
PARTS FOR RECALL ARE ON BACKORDER. WE WILL CONTACT THE CUSTOMER AND PERFORM TH
E RECALL AS SOON AS PARTS ARE MADE AVAILABLE FOR US TO COMPLETE RECALL FOR CUS
TOMERS VEHICLE.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
464BBC GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: CONTACT NBR: 108942868 OPENED: 09/22/1997
VIN: 1ZVPT21U0LE ENGINE: U CLOSED: 10/09/1997
=====

=====
LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: ROSENILLE STATE: CA ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 30000 WSD:
DEALER NAME: FUTURE FORD SALES CODE: 172206 P B A: 07749
CAUSAL CODES: 1203 SYMPTOMS: 104100
DRIGIN: GO TRANS. DST/RGN: 72 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 09/24/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: Q SURVEY: Y (Y OR N)
=====

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

COMMENTS:

1997/09/22

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

CUSTOMER SAYS:

- THEY ARE AWARE THAT THERE IS A RECALL FOR THE SEAT BELT
- THE DRIVERS SIDE SEAT BELT LOCK UP LIKE THE VEHICLE HAS BEEN IN AN ACCIDENT
- IT DOES THIS WHEN OPENING THE DOOR, SPORADICALLY
- THEY TOOK IT TO THE DEALERSHIP TO HAVE THE RECALL DONE
- HE DID NOT HAVE THE DEALERSHIP ADDRESS THE TIGHTENING ISSUE

PER CUSTOMER, DEALER SAYS:

- PER SERVICE ADVISOR, KEVIN, THEY HAVE TO ORDER SOME PARTS FOR THE VEHICLE TO DO THE RECALL

CUSTOMER SEEKS:

- RECALL INFORMATION

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

1997/10/02

###THIS IS THE CLOSING COMMENT

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

8525J0	GRP: XX09	CONCERN CONTACT	VEH TYPE: CAR
MEMPHIS	23 ZN/TR: 07	CONTACT NBR: 108956558	OPENED: 09/24/1997
VIN: 1ZVPT20C5L5		ENGINE: C	CLOSED: 10/27/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	ELLISVILLE	STATE:	MS	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]	
MODEL YEAR:	90	MODEL:	PROBE	
MILEAGE:	129000	MSD:		
DEALER NAME:	LAUREL FORD-LINC-ME	SALES CODE:	123359	P & A: 06496
CAUSAL CODES:	1203	SYMPTOMS:	104100	
ORIGIN:	GD	TRANS. DST/RGN:	23	TRANS. DATE:
SERVICE/SALES:	1			CONTACT DATE: 09/25/1997
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:

1997/09/24

*** NAVIS: SUBSEQUENT ***96548 AND 96599*****

CUSTOMER SAYS:

- PHONE IS SAME
- THE VEHICLE IS INVOLVED IN BOTH RECALLS AND THE SEATBELT HAS BROKEN
- THE DEALER HAS ORDERED THE PARTS BEFORE BUT THEN GAVE THEM AWAY TO ANOTHER CUSTOMER

PER CUSTOMER, DEALER SAYS:

- THEY SAID THEY WOULD FIX IT

CUSTOMER SEEKS:

CAC ADVISED:

- VEHICLE IS NOT INVOLVED IN THIS RECALL
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. PAT BRENNAN/ROBERT MORGAN TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/10/10

##THIS IS THE CLOSING COMMENT

SPOKE WITH CUSTOMER AND PARTS ARE ON BACK ORDERED DUE 2/15/98. RECOMMEND CONTACT BE CLOSED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

8525JD	GRP: XX09	CONCERN CONTACT	VEH TYPE: CAR
MEMPHIS	23	ZN/TR: C3	CONTACT NBR: 108856558
VIN: 12VPT20C5L		ENGINE: C	OPENED: 09/24/1997
			CLOSED: 10/27/1997

=====

1997/10/14

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 & 96S99 ***
*** PARTS DELAY OVER 30 DAYS ***
*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

-TOOK VEHICLE TO COURTESY FORD FOR THE SEAT BELT RECALL
-THE MOTORIZED PART STOPPED IN THE MIDDLE AND IT'S NO LONGER WORKING

PER CUSTOMER, DEALER SAYS:

-PARTS WDN'T BE AVAILABLE UNTIL 2/98

CUSTOMER SEEKS:

-SEAT BELT 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

1997/10/20

CUSTOMER SAYS:

- CALLING BACK WITH THE SAME CONCERNS
- THE SEAT BELT HAS GONE COMPLETELY OUT

PER CUSTOMER, DEALER SAYS:

- BACK ORDERED PART

CUSTOMER SEEKS:

- HAVE PART RUSHED

CAC ADVISED:

- SUPPORTED PREVIOUS CSR

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7032H1 GRP: XX03 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: N1 CONTACT NBR: 108963595 OPENED: 09/26/1997
VIN: 1ZVPT22L1L5 ENGINE: L CLOSED: 10/29/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: NE ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 80 MDDEL: PROBE
MILEAGE: 86000 WSD:
DEALER NAME: GENEVA MOTORS INC SALES CODE: 153804 P & A: 07108
CAUSAL CODES: 1204 3103 12RA SYMPTOMS: 104100 301000
ORIGIN: G0 TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/22/1997
ACK. CODE: ASSIST CODE: F AWARD AMT: Q SURVEY: Y (Y OR N)

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

COMMENTS:

1997/09/26

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 & 86599 ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- I WENT IN 3 MONTHS AGO FOR MY RECALL, AND THE PART IS STILL NOT IN
- I CALLED THREE WEEKS AGO AND THERE WAS NO UPDATE
- I HAD GONE TO THIS DEALERSHIP BEFORE FOR A BRAKE CONCERN AND WAS TOLD NOTHING WAS WRONG
- NOW I HAVE TO GET THE WHOLE BRAKE SYSTEM FIXED

PER CUSTOMER, DEALER SAYS:

- REESE - I AM NOT AWARE OF A SEAT BELT ASSEMBLY
- TODD (PARTS) THE PART IS ON EMERGENCY BACKORDER

CUSTOMER SEEKS:

- WHERE IS THE PART?
- WHY DID THEY TELL ME NOTHING WAS WRONG WITH THE BRAKES?

CAC ADVISED:

RE WPRKMANSHIP:

- DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED
- CONTACT MR. MIKE TAYLOR CUST. REL. MGR./SERV. MGR. FOR FURTHER EXPLANATION.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

7012H1	GRP: XK03	CONCERN CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: N1	CONTACT NBR: 108963595
VIN:	1ZVPT22L1L5	ENGINE: L	OPENED: 09/26/1997
			CLOSED: 10/29/1997

=====

1997/09/26

RE RECALL:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. TODD SIMACEK (PART MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS

RE PART:

- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART
DELAYS
- TODD (IN PARTS) WILL TRY TO LOCATED THE PART TA OTHER DEALERS AND WILL
CALL YOU WITH THE RESULTS OF HIS SEARCH

1997/10/22

##THIS IS THE CLDSING COMMENT

CSM TIM CLARK, TCLARK19

SPOKE WITH BRYCE JENKINS, SERVICE MANAGER.
CUSTOMER'S VEHICLE HAS BEEN REPAIRED.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

83805B GRP: 15 CONCERN CONTACT VEH TYPE: CAR
TWIN CITIES 58 ZN/TR: A1 CONTACT NBR: 108971402 OPENED: 09/29/1997
VIN: 1ZVPT20CXLS ENGINE: C CLOSED: 10/07/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: STATE: MN ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 40036 WSD:
DEALER NAME: MONTAVON MOTORS INC SALES CODE: 158494 P & A: 08263
CAUSAL CODES: 1012 3103 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 58 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 09/30/1997
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:

1997/09/29

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

*** PARTS DELAY OVER 30 DAYS ***

CUSTOMER SAYS:

- HAS A RECALL ON HIS SAFETY BELT
- THE DEALER DOES NOT HAVE THE SAFETY BELT FOR ONE SIDE OF THE VEHICLE
- IT HAS BEEN 3 MONTHS

PER CUSTOMER, DEALER SAYS:

- THEY HAVE ONE SIDE IN BUT THEY ARE WAITING FOR THE OTHER SIDE

CUSTOMER SEEKS:

- WHEN WILL THE PART BE IN
- **** OUT BOUND CALL TO THE DEALER ****

CAC ADVISED:

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

1997/09/30

###THIS IS THE CLOSING COMMENT

CUSTOMER WAS CALLED 09/30/97 AND INFORMED OF THE STATUS OF HIS PART. PARTS WILL BE AVAILABLE 3/98 PER FORDS BACK ORDER PRINT OUT. IF YOU CANNOT SUPPLY THE PART DON'T OPEN A C.A.R. WHEN YOU CALLED US AND WERE TOLD THE SAME INFORMATION YES TERDAY. WE CAN ONLY BUY THE PART FROM FORD. DON'T THROW THE MONKEY ON OUR BACKS WHEN IT IS YOUR PROBLEM THAT IS CAUSING THE PROBLEM WITH THE CUSTOMER. WE HAVE ALREADY TRIED TO LOCATE PARTS FROM OTHER DEALERS.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
2338CR GRP: 17 INFORMATION CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: G1 CONTACT NBR: 108985778 OPENED: 10/02/1997
VIN: 1ZVPT20C6L5 ENGINE: C CLOSED: 10/02/1997
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WALKTIL STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 40000 VSD:
DEALER NAME: SUNSHINE FORD INC SALES CODE: 113304 P & A: 03605
CAUSAL CODES: 1204 1012 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/10/02

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

CUSTOMER SAYS:

-VEHICLE IS INVOLVED IN THE SEATBELT RECALL
-THE PARTS ARE ON NATIONAL BACKORDER

PER CUSTOMER, DEALER SAYS:

-THE PARTS ARE ON NATIONAL BACKORDER
-THE PARTS WILL NOT BE AVAILABLE UNTIL MARCH

CUSTOMER SEEKS:

-WANTS THE PARTS
-WANTS THE CAR BOUGHT BACK IF IT CAN NOT BE REPAIRED QUICKLY

CAC ADVISED:

RE: BUYBACK

-FORD'S GOAL IS TO PROPERLY REPAIR CUSTOMER'S VEHICLE
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

RE: RECALL PARTS

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3916WH GRP: XX15 INFORMATION CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: CP CONTACT NBR: 108986276 DPENED: 10/02/1987
VIN: 1ZVPT21U1L5 ENGINE: U CLOSED: 10/02/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: NORTH CHARLESTON STATE: SC ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 120000 WSO:
DEALER NAME: PALMETTO FORD INC SALES CODE: 121290 P & A: 01125
CAUSAL CODES: 1012 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: Q SURVEY: (Y OR N)

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

COMMENTS:

1997/10/02

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- DEALERSHIP BROKE THE SEAT BELT HARNESS AND THE PART IS ON NATIONAL BACK ORDER
- CUSTOMER FEELS THAT THE DEALERSHIP SHOULD PROVIDE THE CUSTOMER WITH A LOANER VEHICLE SO THAT SHE IS NOT BREAKING THE LAW WITHOUT A SEAT BELT
- CUSTOMER WOULD HAVE APPRECIATED SOME ALTERNATIVE POSSIBILITIES FOR HAVING THE SEAT BELT TEMPORARILY FIXED UNTIL THE PART COMES IN

PER CUSTOMER, DEALER SAYS:

- PER SERVICE ADVISOR, MARK CAMPBELL
- INFORMED CUSTOMER NOT TO DRIVE THE VEHICLE
- NOT REQUIRED TO PROVIDE CUSTOMER WITH A LOANER VEHICLE

CUSTOMER SEEKS:

- REPAIR TO VEHICLE
- LOANER VEHICLE

CAC ADVISED:

- RE REPAIR TO VEHICLE:
- REFERRED CUSTOMER TO THE SERVICE MANAGER FOR ASSISTANCE, BOB COWART
- RE LOANER VEHICLE:
- NO ESP
- NO TRANSPORTATION ASSISTANCE PROVIDED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3440TH GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 2N/TR: D1 CONTACT NBR: 108986581 OPENED: 10/02/1997
VIN: L ENGINE: CLOSED: 10/03/1997

LAST NAME: [REDACTED] STATUS: CANCELLED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: ST. LOUIS STATE: MO ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PRDDE
MILEAGE: 50000 WSD:
DEALER NAME: YATES-SUNTRUP FORD SALES CODE: 153074 P & A: 02722
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: 0 ASSIST CODE: AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/10/02

CONTACT OPENED WITHOUT REQUIRED INFORMATION

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- WANT SOME RECALL INFORMATION
- WANT TO KNOW IF THE RECALL PARTS ARE ON BACKORDER
- THE LENGTH OF TIME OF REPAIR/REPLACEMENT OF PART IS NOT SAFE DUE TO THE RESTRAINT BEING A SAFETY ISSUE.

*
PER CUSTOMER, DEALER SAYS:

- CALL #800

*
CUSTOMER SEEKS:

- RECALL PARTS INFORMATION

*
CAC ADVISED:

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

1997/10/03

CUSTOMER SAYS:

- CANCEL CONTACT

*
PER CUSTOMER, DEALER SAYS:

- CANCEL CONTACT

*
CUSTOMER SEEKS:

- CANCEL CONTACT

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

3440TH	GRP: XX17	CONCERN CONTACT	VEH TYPE: CAR
KANSAS CITY	53	ZN/TR: D1	CONTACT NBR: 108986581
VIN:	L	ENGINE:	OPENED: 10/02/1997
			CLOSED: 10/03/1997

=====

1997/10/03

*
CAC ADVISED:
CANCEL CONTACT
THIS CONTACT HAS BEEN CANCELLED
CONTACT SHOULD HAVE BEEN CLOSED INFO.