

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3440TH GRP: XX17 INFORMATION CONTACT VEH TYPE: CAR  
KANSAS CITY 53 ZN/TR: D1 CONTACT NBR: 108994801 OPENED: 10/03/1997  
VIN: L ENGINE: CLOSED: 10/03/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: MO ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 50000 WSD:  
DEALER NAME: YATES-SUNTRUP FORD SALES CODE: 153074 P & A: 02722  
CAUSAL CODES: 1204 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:

1997/10/03  
\*\*\* NAVIS: ORIGINAL \*\*\*  
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

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

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 4400RC GRP: XX11 CONCERN CONTACT VEH TYPE: CAR  
 DETROIT 4B ZN/TR: B1 CONTACT NBR: 108996949 OPENED: 10/06/1997  
 VIN: 1ZVPT20C7L5 ENGINE: C CLOSED: 11/17/1997  
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 LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED] M1:  
 ADDRESS: [REDACTED]  
 CITY: WHITE LAKE STATE: MI ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 90 MODEL: FORD  
 MILEAGE: 80000 WSD:  
 DEALER NAME: FLANNERY FORD INC SALES CODE: 148050 P & A: 02752  
 CAUSAL CODES: 2801 1204 1203 SYMPTOMS: 104100  
 ORIGIN: GO TRANS. OST/RGN: 48 TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE: 11/10/1997  
 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:

1997/10/06  
 \*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 \*\*\*  
 \*\*\* NAVIS: SUBSEQUENT \*\*\*  
 CUSTOMER SAYS:  
 -THE SEAT BELT TRACKS DO NOT WORK ON THE DRIVERS SIDE  
 -THE REPAIR IS ON RECALL  
 -THE DEALER SAYS THEY HAVE ORDERED THE PART  
 -THEY WERE INFORMED THE PART IS ON NATIONAL BACK ORDER  
 \*  
 PER CUSTOMER, DEALER SAYS:  
 \*\*\*PER:MR. CONRAD DEAN:SERVICE MANAGER\*\*\*\*\*  
 -TOLD THE CUSTOMER THAT THE PART IS ON ORDER  
 -TOLD THE CUSTOMER THE PART WILL NOT BE IN UNTIL DECEMBER  
 -TOLD THE CUSTOMER TO CALL FORD AND SEE IF HE CAN GET ANYTHING DONE  
 \*  
 CUSTOMER SEEKS:  
 -RECALL REPAIR  
 \*  
 CAC ADVISED:  
 -INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
 -REQUEST MR. CONRAD DEAN(SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS  
 DAYS  
 1997/11/10  
 ###THIS IS THE CLOSING COMMENT  
 JENNIFER BAUGHMAN INVESTIGATING TO TRACK PARTS FOR TRACK AND MOTOR  
 ASSY FOR SEATBELT,

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

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B756DB	GRP: 04	CONCERN CONTACT	VEH TYPE: CAR
CINCINNATI	47	ZN/TR: [REDACTED]	CONTACT NBR: 108999045
VIN: 1ZVPT20C8L5 [REDACTED]		ENGINE: C	OPENED: 10/06/1997
			CLOSED: 10/24/1997

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: HAMILTON	STATE: OH	ZIP: [REDACTED]
HOME PHONE: [REDACTED]	BUS. PHONE: [REDACTED]	
MODEL YEAR: 90	MODEL: PROBE	
MILEAGE: 94000	WSD:	
DEALER NAME: KERRY FORD INC	SALES CODE: 147008	P & A: 01977
CAUSAL CODES: 1203	SYMPTOMS: 104100	
ORIGIN: 60	TRANS. DST/RGN: 47	TRANS. DATE:
SERVICE/SALES: 1		CONTACT DATE: 10/15/1997
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:

1997/10/06  
\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 & 96599 \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*  
CUSTOMER SAYS:  
- #800 FROM INFORMATION  
- I RECEIVED A POST CARD REMINDER OF A RECALL  
\*  
PER CUSTOMER, DEALER SAYS:  
- NO CONTACT  
\*  
CUSTOMER SEEKS:  
- RECALL INFORMATION  
\*  
CAC ADVISED:  
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
- REQUEST MR. BILL ENDERLE(SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS  
1997/10/17  
###THIS IS THE CLOSING COMMENT  
DEALER INSPECTED CAR PER RECALL. PARTS TO COMPLETE RECALL NOT AVAILABLE. DEALER ORDERED PARTS AND RETURNED CAR TO CUSTOMER.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
6491AD GRP: 04 CONCERN CONTACT VEH TYPE: CAR  
SDR 10 ZN/TR: U1 CONTACT NBR: 109004516 OPENED: 10/07/1997  
VIN: 1ZVPT21U8L5 ENGINE: U CLOSED: 10/15/1997  
-----

LAST NAME: [REDACTED] STATUS: CLDSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: ESTACADA STATE: OR ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 118000 WSD:  
DEALER NAME: FAMILY FORD SALES CODE: 174405 P & A: 08510  
CAUSAL CODES: 1012 3105 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 74 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 10/08/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/10/07

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 9854B \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- THE LETTER SAID TO WAIT UNTIL FEBRUARY 15, 1997
- THE DRIVER'S SIDE SEAT BELT IS LOCKED UP

PER CUSTOMER, DEALER SAYS:

- PER SERVICE MANAGER, IN AUGUST THEY SAID THAT THEY WOULD ORDER THE PART BUT RECENTLY SAID THAT THE PARTS WILL NOT BE AVAILABLE UNTIL DECEMBER
- PER SERVICE MANAGER, HE CANNOT FREE THE LOCKED UP SEAT BELT

CUSTOMER SEEKS:

- TO HAVE THE RECALL PERFORMED

CAC ADVISED:

RE: REPAIR

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

RE: BACKORDER

- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
- THE PARTS THAT ARE TO BE REPAIRED ARE ON MAJOR BACKORDER (PER IRDB)
- OUTBOUND CALL MADE TO JANET, SERVICE ADVISOR
- PER JANET, ANOTHER DEALERSHIP HAS THE PARTS FOR THE RECALL

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====  
6491AD GRP: 04 CONCERN CONTACT VEH TYPE: CAR  
SOR 10 ZN/TR: 11 CONTACT NBR: 109004516 OPENED: 10/07/1997  
VIN: 1ZVPT21U5L5 ENGINE: U CLOSED: 10/16/1997  
=====

1997/10/08

###THIS IS THE CLOSING COMMENT

\*\*\* CSM HEIDI MCGREGOR CLOSING CONTACT \*\*\*

SPOKE TO JANET IN THE SERVICE DEPARTMENT. THIS PART IS ON NATIONAL  
BACKORDER. ANOTHER DEALERSHIP IN THE AREA HAS THE PART IN STOCK AND DEALER  
WILL REFER THEM TO THAT DEALERSHIP SO THE RECALL CAN BE PERFORMED.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

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0844RJ	GRP: XX09	CONCERN CONTACT	VEH TYPE: CAR	
SEATTLE	74	ZN/TR: A3	CONTACT NBR: 109006172	OPENED: 10/07/1997
VIN:	1ZVPT21U7LS	ENGINE: U	CLOSED: 10/22/1997	

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		NI:			
ADDRESS:					
CITY:	HEAD	STATE:	WA	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	100000	WSD:			
DEALER NAME:	EMPIRE FORD INC	SALES CODE:	174200	P B A:	08649
CAUSAL CODES:	1012 10RA	SYMPTOMS:	104100		
ORIGIN:	G0	TRANS. DST/RGN:	74	TRANS. DATE:	
SERVICE/SALES:	1	CONTACT DATE:	10/14/1997		
ACK. CODE:		ASSIST CODE: W	AWARD AMT:	O SURVEY:	Y (Y OR N)

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

COMMENTS:

1997/10/07

\*\*\* PARTS DELAY OVER 30 DAYS \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 96S48/96S99 \*\*\*  
CUSTOMER SAYS:  
- CUSTOMER TOOK THE VEHICLE TO THE DEALER IN 11/96 FOR RECALL 96S48/96S99  
- THE PARTS HAVE BEEN ON ORDER SINCE 11/96

PER CUSTOMER, DEALER SAYS:  
- THE HAVE ONE TRACK AND WILL ATTEMPT TO REPLACE ONE TRACK

CUSTOMER SEEKS:  
- WHEN WILL THE PART BE AVAILABLE

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

1997/10/14

PER PARTS SOURCES PARTS MAY NOT BE AVAILABLE UNTIL 1-1998  
TOLD CUSTOMER THAT WE WOULD TRY TO GET PARTS ASAP AND CHECK ALL SOURCES

1997/10/15

###THIS IS THE CLOSING COMMENT  
ADVISED CUSTOMER THAT PARTS ARE NOT AVAILABLE AT THIS TIME CUSTOMER STATE CONCERN FOR SAFETY ADVISE CUSTOMER TO WEAR LAP BELT TO MEET WASH. STATE LAWS AND THAT VEH IN THE PAST DIDNOT HAVE PASS. RESTRAINTS CUSTOMER NOT HAPPY BUT UNDERSTANDS PARTS CONCERN JUST THINKS THE TIME DELAY IS TO LONG  
JIM GILMORE SERV.MANG.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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6989WJ GRP: 05 CONCERN CONTACT VEH TYPE: CAR  
SDR 10 ZN/TR: 01 CONTACT NBR: 109008329 OPENED: 10/08/1997  
VIN: 1ZVPT20CXL5 ENGINE: C CLOSED: 11/14/1997  
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LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] NI: [REDACTED]  
ADDRESS: [REDACTED] 03  
CITY: CHARLETTA STATE: SC ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 68000 WSD:  
DEALER NAME: DICKERSONMDTOR CD I SALES CODE: 121798 P & A: 01098  
CAUSAL CODES: 1215 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: 21 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 11/06/1997  
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:

1997/10/08

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

\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

-DRIVERSIDE AND PASSENGER SEATBELT NEED REPLACED

-HAVING A HARD TIME GETTING THE PARTS

\*

PER CUSTOMER, DEALER SAYS:

-NO DEALER CONTACT

\*

CUSTOMER SEEKS:

-RECALLS PERFORMED

\*

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR. JIM DICKERSON (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

1997/11/07

###THIS IS THE CLDSING COMMENT

\*\*\* CSM COMMENTS - BBLAKE1 \*\*\*

- CSM REVIEWED CONTACT W/SVC MGR

- CUSTOMER WAS CONTACTED AND RECALL PERFORMED

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

2669CS GRP: 01 INFORMATION CONTACT VEH TYPE: CAR  
HOUSTON 57 ZN/1R: B1 CONTACT NBR: 109021823 OPENED: 10/10/1997  
VIN: 1ZVPT20C0L5 ENGINE: C CLOSED: 10/10/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: HOUSTON STATE: TX ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 105000 WSD:  
DEALER NAME: CHAMPION FORD INC SALES CODE: 152049 P & A: 04527  
CAUSAL CODES: 3103 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: Q SURVEY: (Y OR N)

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

COMMENTS:

1997/10/10

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

\*\*\* NAVIS; SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- \*\*CUSTOMER'S STEP FATHER STEVE FULTON IS CALLING
- WE RECEIVED A RECALL LETTER FOR THE SEAT BELTS
- THE CAR HAS BEEN AT THE DEALERSHIP FOR OVER 2 MONTHS NOW
- THE DEALERSHIP DID NOT HAVE THE PARTS IN STOCK
- THE DEALERSHIP ORDERED THE PARTS ON A EMERGENCY STATUS
- THE DEALERSHIP CALLED ME YESTERDAY
- I DON'T FEEL THAT THE DEALERSHIP IS AT FAULT
- I FEEL THAT FORD IS RESPONSIBLE FOR ISSUING A RECALL AND NOT HAVING ENOUGH PARTS
- IT IS SAD THAT FORD IS RELYING OF A SOLE SUPPLIER FOR ITS PARTS

PER CUSTOMER, DEALER SAYS:

- PER MIKE ROBINSON (SERVICE ADVISOR)
- FORD ISSUED A LETTER STATING THAT PARTS WILL NOT BE AVAILABLE UNTIL THE END OF THIS YEAR
- YOU CAN EITHER COME AND PICK UP YOUR CAR OR LEAVE IT HERE AT THE DEALERSHIP UNTIL THE PARTS COME IN

CUSTOMER SEEKS:

- PART FOR RECALL REPAIRS

CAC ADVISED:

- CSR VERIFIED THAT CAR IS INVOLVED IN RECALL 98S48 LEFT SIDE PA
- \*\*\*CSR MADE OBC TO DEALERSHIP FOR MORE INFORMATION
- PER MIKE ROBINSON (SERVICE ADVISOR)
- THE DAI'S SYSTEM REMARKS STATES THAT THIS PART IS ON BACK-ORDER UNTIL THE END OF THE YEAR

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====  
2669CS GRP: 01 INFORMATION CONTACT VEH TYPE: CAR  
HOUSTON 57 ZN/TR: B1 CONTACT NBR: 109021823 OPENED: 10/10/1997  
VIN: 1ZVPT20C0L5 ENGINE: C CLOSED: 10/10/1997  
=====

1997/10/10

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

1997/10/13

PARTS MGR, JOHNNY GARCIA, CONTACTED MARKET AREA SPECIALIST TO REQUEST HELP IN POSSIBLY EXPEDITING/LOCATING PART.

MAS ADVISED:

- PART NUMBER F72Z61610D45B IS CURRENTLY ON NATIONAL BACKORDER FROM MAZDA  
- PART IS ACTUALLY THE NUMBER ONE D99D PART OF THE TOP TEN D99 LINES  
- MAS CANNOT EXPEDITE SHIPMENT, DELAY IS NATIONAL BASED ON NATIONAL RECALL  
- PRC WILL FILL ALL EMR ORDERS AS SOON AS POSSIBLE  
- MAS OFFERED TO CONTACT CUSTOMER ON DEALER'S BEHALF IN ORDER TO EXPLAIN THE SITUATION AND TAKE THE HEAT OFF OF THE DEALERSHIP.  
- DLR ADVISED HE WOULD CALL THE MAS IF THE PHONE CALL WAS NECESSARY

1998/03/09

\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

-STEVEN FULTON IS CALLING BACK AGAIN  
-WAITING FOR A PARTS DELAY FOR A SEATBELT RECALL  
-THE CUSTOMER HAS BEEN WAITING FOR 5 MONTHS ON THIS RECALL  
-CUSTOMER IS WA

PER CUSTOMER, DEALER SAYS:

-EXPECTED SHIP DATE FOR THE MOTORIZED SEATBELT WILL BE THE FIRST OF THE YEAR  
PARTS MGR, JOHNNY GARCIA, CONTACTED MARKET AREA SPECIALIST TO REQUEST HELP IN POSSIBLY EXPEDITING/LOCATING PART.

MAS ADVISED:

- PART NUMBER F72Z61610D45B IS CURRENTLY ON NATIONAL BACKORDER FROM MAZDA  
- PART IS ACTUALLY THE NUMBER ONE D99D PART OF THE TOP TEN D99 LINES  
- MAS CANNOT EXPEDITE SHIPMENT, DELAY IS NATIONAL BASED ON NATIONAL RECALL  
- PRC WILL FILL ALL EMR ORDERS AS SOON AS POSSIBLE  
- MAS OFFERED TO CONTACT CUSTOMER ON DEALER'S BEHALF IN ORDER TO EXPLAIN THE SITUATION AND TAKE THE HEAT OFF OF THE DEALERSHIP.  
- DLR ADVISED HE WOULD CALL THE MAS IF THE PHONE CALL WAS NECESSARY

CUSTOMER SEEKS:

-RECALL FIXED

CAC ADVISED:

-MADE OBC TO DEALERSHIP  
-PER JOHNNY GARCIA  
-(MARKET AREA SPECIALIST [REDACTED])

(NEW NUMBER)  
COULD BE REACHED REGARDING THIS CONTACT AND POSSIBLY EXPLAIN WHAT CAN BE DONE FOR THE CUSTOMER AT THIS POINT

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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8094TW   GRP: XX11   INFORMATION CONTACT   VEH TYPE: CAR
UNKNOWN  99   ZN/TR:   CONTACT NBR: 109026066   OPENED: 10/13/1997
VIN:     1ZVPT21U8LS   ENGINE: U   CLOSED: 10/13/1997
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LAST NAME: [REDACTED]   STATUS: CLOSED
TITLE: [REDACTED]     FIRST NAME: [REDACTED]   MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WONDERLAKE     STATE: IL   ZIP: [REDACTED]
HOME PHONE: [REDACTED]   BUS. PHONE: [REDACTED]
MODEL YEAR: 90       MODEL: PROBE
MILEAGE: 116000     WSD:
DEALER NAME: [REDACTED]   SALES CODE: [REDACTED]   P & A:
CAUSAL CODES: 1204 1203   SYMPTOMS: 104100
ORIGIN: GO           TRANS. DST/RGN: [REDACTED]   TRANS. DATE:
SERVICE/SALES: 1     CONTACT DATE:
ACK. CODE: [REDACTED]   ASSIST CODE: [REDACTED]   AWARD ANT: [REDACTED]   O SURVEY: (Y OR N)

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

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1997/10/13
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- RECALL PARTS ARE ON BACK ORDER FOR PASSENGER SIDE
- PROBLEM WITH BACKORDER
+
PER CUSTOMER, DEALER SAYS:
- PARTS FOR PASSENGER SIDE ON BACK ORDER UNTIL DECEMBER
- DON'T DRIVE THE CAR
+
CUSTOMER SEEKS:
- PARTS 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
- CONTACT DEALER TO HAVE RECALL ON DRIVERS SIDE COMPLETED 98599

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09/11/98

MASTER OWNER RELATIONS SYSTEM !!

14.21.02

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6407CG GRP: 01 CONCERN CONTACT VEH TYPE: CAR  
NEW YORK 13 ZN/TR: CONTACT NBR: 109026665 OPENED: 10/13/1997  
VIN: 12VPT20C5L5 ENGINE: C CLOSED: 11/24/1997  
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LAST NAME: STATUS: CLOSED  
TITLE: FIRST NAME: MI:  
ADDRESS: [REDACTED]  
CITY: FAIRFIELD STATE: CT ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 98 MODEL: PROBE  
MILEAGE: 77000 WSD:  
DEALER NAME: MILLER FORD INC SALES CODE: 113203 P & A: 03645  
CAUSAL CODES: 1001 3001 1203 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: 13 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 11/17/1997  
ACK. CODE: ASSIST CODE: D AWARD ANT: 0 SURVEY: N (Y OR N)

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

COMMENTS:

1997/10/13

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

\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- DRIVER SIDE MOTORIZED SEAT BELT DOES NOT WORK AT ALL
- PASSENGER SIDE SEEMS TO BE WORKING ALL RIGHT
- CUSTOMER'S INDEPENDENT MECHANIC CALLED MILLER FORD LAST WEEK ABOUT THE PARTS

PER CUSTOMER, DEALER SAYS:

- SERVICE ADVISOR, NO NAME, AT MILLER FORD TOLD CUSTOMER'S INDEPENDENT MECHANIC THAT THE PARTS FOR THE RECALLS WILL NOT BE AVAILABLE UNTIL JANUARY 1998
- MILLER FORD HAS NOT SPOKEN TO THE CUSTOMER NOR INSPECTED THE VEHICLE

CUSTOMER SEEKS:

- VEHICLE REPAIRED

CAC ADVISED:

RE: RECALLS 96S48 AND 96S99

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

1997/11/17

###THIS IS THE CLOSING COMMENT

AS OF TODAY PARTS MANAGER HAS TOLD SERVICE MANAGER THAT RECALL PARTS WILL NOT BE AROUND UNTIL 3/15/1998 FOR CUSTOMERS RECALLS, PARTS ARE BACK-ORDERED  
DEALER CANNOT PERFORM SERVICE UNTIL PARTS BECOME AVAIL. PLEASE CLOSE CONTACT BOB V.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

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6407CG GRP: 01 CONCERN CONTACT VEH TYPE: CAR  
NEW YORK 13 ZN/TR: F1 CONTACT NBR: 109026665 OPENED: 10/13/1997  
VIN: 1ZVPT20C5L5 [REDACTED] ENGINE: C CLOSED: 11/24/1997  
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1997/12/19

\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- #BOD FROM MANUAL
- CALLING ON SAME CONCERN

\*

PER CUSTOMER, DEALER SAYS:

- PER SERVICE, PARTS ON BACK ORDER

\*

CUSTOMER SEEKS:

- PARTS STATUS

\*

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

75855A GRP: 01 CONCERN CONTACT VEH TYPE: CAR  
DETRDIT 48 ZN/TR: A1 CONTACT NBR: 109029855 OPENED: 10/14/1997  
VIN: 12VPT22L7L5 ENGINE: L CLOSED: 10/31/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: MI ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 115000 WSD:  
DEALER NAME: RAY WHITEFIELD FORD SALES CODE: 14B044 P & A: 02996  
CAUSAL CODES: 2912 1012 1203 SYMPTOMS: 104100  
ORIGIN: 60 TRANS. DST/RGN: 48 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 10/24/1997  
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:  
1997/10/14  
\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S89 AND 96S48  
\*\*\* NAVIS: ORIGINAL \*\*\*  
CUSTOMER SAYS:  
- SHE IS INVOLVED IN THE SEATBELT RECALL  
- HER VEHICLES SEATBELTS DO NOT WORK PROPERLY  
\*  
PER CUSTOMER, DEALER SAYS:  
- THESE PARTS ARE ON BACKORDER  
\*  
CUSTOMER SEEKS:  
- REPAIR OF HER VEHICLES SEATBELT  
\*  
CAC ADVISED:  
RE: PARTS DELAY  
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION  
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS  
RE: RECALL  
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
- REQUEST MR MAFF ZELENAK CUST REL MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS  
1997/10/24  
##THIS IS THE CLOSING COMMENT  
CALLED CUSTOMER AN TOLD HER AS SDON PARTS COME AVAILBE WE WILL SET UP A TIME FOR HER TO BRING VEHICLE IN FOR RECALL TO BE PERFORMED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

```

=====
9138LS  GRP: 09  INFORMATION CONTACT  VEH TYPE: CAR
SDR      10  2N/TR: L1  CONTACT NBR: 109034265  OPENED: 10/14/1997
VIN:     1ZVPT20C4L5  ENGINE: C  CLOSED: 10/14/1997
=====

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=====
LAST NAME:  [REDACTED]  STATUS: CLOSED
TITLE:      [REDACTED]  FIRST NAME: [REDACTED]  MI: [REDACTED]
ADDRESS:    [REDACTED]
CITY:      MAYBEE  STATE: MI  ZIP: [REDACTED]
HOME PHONE: [REDACTED]  BUS. PHONE: [REDACTED]
MODEL YEAR: 90  MODEL: PROBE
MILEAGE: 1  WSD:
DEALER NAME: RUSS TANSEL FORD SL  SALES CODE: 148430  P & A: 02915
CAUSAL CODES: 1204  SYMPTOMS: 104100
ORIGIN:  G0  TRANS. DST/RGN:  TRANS. DATE:
SERVICE/SALES: 1  CONTACT DATE:
ACK. CODE:  ASSIST CODE:  AWARD ANT:  Q SURVEY: (Y OR N)

```

```

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

```

COMMENTS:

```

1997/10/14
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- CUSTOMER TOOK VEHICLE IN FOR RECALL REPAIRS IN AUGUST
- CALLED DEALERSHIP RECENTLY FOR A REPAIR DATE
*
PER CUSTOMER, DEALER SAYS:
- PARTS WILL NOT BE IN UNTIL MARCH FOR SEATBELT RECALL
*
CUSTOMER SEEKS:
- REPAIR
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
-

```

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====  
3277RR GRP: 10 INFORMATION CONTACT VEH TYPE: CAR  
SEATTLE 74 ZN/TR: A3 CONTACT NBR: 109034785 OPENED: 10/14/1997  
VIN: 1ZVPT20C4L5 ENGINE: C CLOSED: 10/14/1997  
=====

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: SPOKANE STATE: WA ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 55000 WSD:  
DEALER NAME: MCCOLLUM FORD SALES SALES CODE: 174202 P & A: 08503  
CAUSAL CODES: 1012 1203 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:

1997/10/14

\*\*\* NAVIS: SUBSEQUENT \*\*\*

\*\*\* VEHICLE INVOLVED IN RECALL 96599 \*\*\*

\*\*\* VEHICLE INVOLVED IN RECALL 96548 \*\*\*

CUSTOMER SAYS:

-SEATBELT IS NOT WORKING  
-THERE IS A RECALL ON THIS

PER CUSTOMER, DEALER SAYS:

-PARTS ARE ON NATIONAL BACKORDER AND WILL NOT BE AVAILABLE UNTIL DECEMBER

CUSTOMER SEEKS:

-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 11

14.21.02

=====  
4781BF GRP: 02 CONCERN CONTACT VEH TYPE: CAR  
CINCINNATI 47 ZN/TR: D1 CONTACT NBR: 109042310 OPENED: 10/16/1997  
VIN: 1ZVPT20C7L5 ENGINE: C CLOSED: 10/24/1997  
=====

=====  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: MT WASHINGTON STATE: KY ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 98000 WSD:  
DEALER NAME: BILL COLLINS FORD I SALES CODE: 147022 P & A: 05695  
CAUSAL CODES: 1012 10RA SYMPTOMS: 104100  
ORIGIN: G0 TRANS. DST/RGN: 47 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 10/16/1997  
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:

1997/10/16

\*\*\* VEHICLE INVOLVED IN RECALL 98299 \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 96548 \*\*\*  
\*\*\* PARTS DELAY OVER 60 DAYS \*\*\*  
\*\*\* NAVIS: ORIGINAL \*\*\*

CUSTOMER SAYS:

-BOON FROM DEALERSHIP  
-VEHICLE INVOLVED IN SEATBELT RECALL  
-HAS BEEN WAITING ON THE PART FOR TWO MONTHS  
-FEELS THE VEHICLE IS UNSAFE TO DRIVE BECAUSE THE SEATBELTS ARE INOPERABLE

PER CUSTOMER, DEALER SAYS:

-PART WILL NOT BE AVAILABLE UNTIL AFTER JANUARY  
-CONTACT FORD MOTOR COMPANY

CUSTOMER SEEKS:

-ARRIVAL TO PART FOR REPAIRS

CAC ADVISED:

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

###THIS IS THE CLOSING COMMENT

ADVISED OWNER WE CONTACTED FORD PARTS DIVISION AND THEY AGAIN SAID IT WOULD BE AFTER THE FIRST OF THE YEAR BEFORE THE PARTS WERE AVAILABLE. PLEASE CLOSE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
4761BF GRP: 02 CONCERN CONTACT VEH TYPE: CAR  
CINCINNATI 47 ZN/TR: D1 CONTACT NBR: 109042310 OPENED: 10/16/1997  
VIN: 1ZVPT20C7L5 ENGINE: C CLOSED: 10/24/1997  
-----

1997/10/17

CUSTOMER SAYS:

- MR FAWBUSH IS CALLING BACK
- HE THOUGHT IT WAS A NUMBER DIFFERENT FROM THE ONE HE CALLED YESTERDAY

CUSTOMER SEEKS:

- PART

CAC ADVISED:

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

\*\*\* VEHICLE INVOLVED IN RECALL 96299 \*\*\*

\*\*\* VEHICLE INVOLVED IN RECALL 96548 \*\*\*

\*\*\* PARTS DELAY OVER 60 DAYS \*\*\*

\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:MR. TOM FAWBUSH, BROTHER

- CALLING BACK WITH THE SAME CONCERN
- THERE IS A RECALL ON THE SEATBELT

PER CUSTOMER, DEALER SAYS:

- WON'T BE ABLE TO GET THE PART UNTIL THE FIRST OF THE YEAR

CUSTOMER SEEKS:

- PART FOR THE REPAIR OR A LOANER VEHICLE
- TO LODGE A COMPLAINT

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

-----  
4699BK GRP: 05 INFORMATION CONTACT VEH TYPE: CAR  
ORLANDO 24 ZN/TR: E1 CONTACT NBR: 1090479/1 OPENED: 10/17/1997  
VIN: 1ZVPT20C0L5 [REDACTED] ENGINE: C CLOSED: 10/17/1997  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] NI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: FL ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] EXT: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 65000 WSD:  
DEALER NAME: KEN MARKSFORD INC SALES CODE: 124205 P & A: 04807  
CAUSAL CODES: 1012 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)

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

COMMENTS:

1997/10/17

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

\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- WENT TO HAVE SEATBELT REPAIRED UNDER RECALL
- DEALERSHIP ORDERED THE PARTS
- WRONG PARTS CAME IN
- DEALERSHIP REORDERED THE PARTS AUGUST 1, 1997
- NOW DEALERSHIP IS SAYING THEY CANNOT GET THE PARTS
- CONTACTED A HOT LINE AND THEY ARE SAYING THE PARTS WILL NOT BE AVAILABLE UNTIL JANUARY
- DAUGHTER IS DRIVING VEHICLE AND CUSTOMER IS WORRIED ABOUT THE SAFETY OF DAUGHTER DRIVING 200 MILES EVERY OTHER WEEKEND TO TAKE CLASSES

PER CUSTOMER, DEALER SAYS:

- REORDERED THE PARTS

CUSTOMER SEEKS:

- TO HAVE PARTS SO SEATBELT CAN BE REPLACED

CAC ADVISED:

- PER TECH QUAD PARTS HAVE TO BE ORDERED FROM JAPAN
- PARTS WILL NOT BE IN UNTIL THE END OF DECEMBER
- CUSTOMER IS UPSET THAT THE LAWS AND THE INSURANCE COMPANY SAYS DAUGHTER MUST WEAR A SEAT BELT
- BECAUSE THE SEATBELT CANNOT BE REPAIRED WITHOUT THE PARTS DAUGHTER CANNOT WEAR A SEATBELT
- IF DAUGHTER IS IN AN ACCIDENT WHO IS LIABLE IF SHE IS HURT BECAUSE SHE CANNOT USE THE SEAT BELT
- ADVISED CUSTOMER WILL DOCUMENT INFORMATION, HAVE NO FURTHER INFORMATION TO OFFER

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

3363RL GRP: XX07 INFORMATION CONTACT VEH TYPE: CAR  
BOSTON 11 2N/TR: A1 CONTACT NBR: 109054262 OPENED: 10/20/1997  
VIN: 1ZVPT21U0L5 ENGINE: U CLOSED: 10/20/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: BILLERICA STATE: MA ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PRD8E  
MILEAGE: 62000 WSD:  
DEALER NAME: IVERSEN FORD SALES SALES CODE: 111475 P & A: 08869  
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:

1997/10/20

\*\*\* VEHICLE INVOLVED IN RECALL 96548. \*\*\*

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

CUSTOMER SAYS:

- CUSTOMER NEEDS A NEW PART FOR A SEATBELT F72Z81610D45B

PER CUSTOMER, DEALER SAYS:

- PER IVERSEN FORD, SAID THAT THE PART IS ON NATIONAL BACKORDER AND THERE IS NOTHING THERE CAN DO

CUSTOMER SEEKS:

- GET THE SEATBELT PIECE

CAC ADVISED:

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

DELAYS

1997/11/05

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

CUSTOMER SAYS:

- RECALL NOT BEING PERFORMED ON VEHICLE DUE DUE DELAY IN PARTS

- PART HAS BEEN ORDERED SINCE 9/9/97

- LAST CONTACT WITH DEALER WAS 10/20/97

- PART STILL ON NATIONAL BACK ORDER

- TRACK HAS BEEN REMOVED BY DEALER

PER CUSTOMER, DEALER SAYS:

- BACKORDER DELAY ON THE PART OF FORD

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

3363RL GRP: XX07 INFORMATION CONTACT VEH TYPE: CAR  
BOSTON 11 ZN/TR: A1 CONTACT NBR: 109054202 OPENED: 10/20/1997  
VIN: 1ZVPT21U0L5 ENGINE: U CLOSED: 10/20/1997  
=====

1997/11/05

\*  
CUSTOMER SEEKS:  
- WOULD LIKE FORD'S ASSISTANCE IN ACQUIRING PART TO PERFORM 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 11

14.21.02

=====

0332KS	GRP: XX02	CONCERN CONTACT	VEH TYPE: CAR
SAN FRAN	72	ZN/TR: B1	CONTACT NBR: 109055630
VIN: 1ZVPT20C5L6		ENGINE: C	OPENED: 10/20/1997
			CLDSED: 11/12/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	SAN FRANCISCO	STATE:	CA	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	93000	WSD:			
DEALER NAME:	SERRAMONTE FORD INC	SALES CODE:	172024	P & A:	07737
CAUSAL CODES:	3001 1203	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:	72	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	10/21/1997
ACK. CODE:		ASSIST CODE: W	AWARD AMT:	O SURVEY:	N (Y OR N)

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

COMMENTS:

1997/10/20

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S4B AND 96S99 \*\*\*

\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- CUSTOMER CALLING BACK WITH THE VIN TO CHECK ON RECALLS
- I AM HAVING TROUBLE WITH THE SEATBELTS
- IT DOES NOT WORK AT ALL
- ALL THESE SEATBELTS DO IS MAKE A NOISE THEY DON'T MOVE AT ALL
- ARE THERE ANY RECALLS FOR THIS PARTICULAR CONCERN

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- RECALL INFORMATION

CAC ADVISED:

RE:NEXT STEP:

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

RE:RECALL:

- CUSTOMER IS INVOLVED IN SAFETY RECALL FOR THE SAFETY BELTS

1997/11/05

###THIS IS THE CLOSING COMMENT

CALLED CUST SET APPT FOR 10/30/97. CUST CAME WE INSPECTED FOR SEATBELT RECALL  
NESS. TO ORDER PARTS, CUST IS GOING TO TAKE VEHICLE BECAUSE IT TAKES FOREVER  
TO GET THESE RECALL PARTS. WE WILL CALL CUSTOMER WHEN THEY ARE IN.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

\*\*\*\*\*  
9266PH GRP: 10 CONCERN CONTACT VEH TYPE: CAR  
NEW YORK 13 2N/TR: E1 CONTACT NBR: 109057759 OPENED: 10/20/1997  
VIN: 1ZVPT2101L5 ENGINE: U CLOSED: 10/29/1997  
\*\*\*\*\*

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: YORKTOWN HTS STATE: NY ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 90000 WSD:  
DEALER NAME: CURRY FORD SALES CODE: 113116 P & A: 03690  
CAUSAL CODES: 1012 1215 2802 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: 13 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 10/20/1997  
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:

1997/10/20

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

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

CUSTOMER SAYS:

- CUSTOMER RECEIVED RECALL NOTICE ABOUT A YEAR AGO
- AT THAT TIME WAS TOLD TO WAIT AS THERE WERE OTHER CUSTOMERS WHO HAD THE CONCERN WHICH NEEDED TO BE ADDRESSED FIRST
- 10/6/97 NOW THE CUSTOMER HAS THE SAME CONCERN
- THE SEATBELT IS STUCK IN ITS TRACK (DRIVERS SIDE)
- THE CUSTOMER WANTS TO HAVE IT NOTED THAT SHE DOES NOT HAVE A CONCERN WITH THE WAY THE DEALERSHIP IS TREATING HER BUT WITH FORD INABILITY TO PROVIDE THE PARTS

PER CUSTOMER, DEALER SAYS:

- HAVE NOT FOUND THE PART
- THE PART IS ON BACKORDER
- MAY TAKE WEEKS TO GET THE PART - PER TONI
- GOT THE PHONE NUMBER FROM [REDACTED] (LAST NAME UNKNOWN) - IN SALES

CUSTOMER SEEKS:

- TO HAVE THE SEATBELT REPAIRED

CAC ADVISED:

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

BUSINESS DAYS

1997/10/21

###THIS IS THE CLOSING COMMENT

SERVICE MANAGER SPOKE TO CUSTOMER, PART STILL NOT RECEIVED, CUSTOMER WILL BE NOTIFIED AS SOON AS PART IS RECEIVED AND APPOINTMENT WILL BE MADE TO HAVE VEHICLE REPAIRED.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
9266PH GRP: 10 CONCERN CONTACT VEH TYPE: CAR  
NEW YORK 13 ZN/TR: F1 CONTACT NBR: 109057759 OPENED: 10/20/1997  
VIN: 12VPT21U1L [REDACTED] ENGINE: U CLDSED: 10/29/1997  
-----

1997/10/22

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

CUSTOMER SAYS:

-

\*

CUSTOMER SEEKS:

-

\*

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

=====

7501SM	GRP: 14	CONCERN CONTACT	VEH TYPE: CAR
CHICAGO	41	ZN/TR: A2	CONTACT NBR: 109064708
VIN: 1ZVPT20C8LS		ENGINE: C	OPENED: 10/22/1997
			CLOSED: 11/03/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:		STATE:	IL	TIP: [REDACTED]
HOME PHONE:		BUS. PHONE:		
MODEL YEAR: 80		MODEL:	PROBE	
MILEAGE: 139000		WSD:		
DEALER NAME: DICK JAMES FORD CDM		SALES CODE: 141044		P & A: 01507
CAUSAL CODES: 1209		SYMPTOMS: 104100		
ORIGIN: GD		TRANS. DST/RGN: 41		TRANS. DATE:
SERVICE/SALES: 1				CONTACT DATE: 10/24/1997
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:

1997/10/22

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

CUSTOMER SAYS:

- CUSTOMER WAS STOPPED AND TICKETED FOR SEATBELT CONCERN
- WANTS RECALL WORK PERFORMED

\*

PER CUSTOMER, DEALER SAYS:

- PART NOT IN STOCK

-

CUSTOMER SEEKS:

- TO HAVE THE RECALL WORK PERFORMED

\*

CAC ADVISED:

OUTBOUND CALL TO DEALERSHIP, MR. SHERMAN MOORE:

- PART NOT IN STOCK

RE: RECALL

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

1997/10/27

##THIS IS THE CLDSING COMMENT

CUSTOMER TO THIS DATE HAS NOT BEEN IN TO SERVICE VEHICAL

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
 4914MH GRP: XK05 INFORMATION CONTACT VEH TYPE: CAR  
 CINCINNATI 47 ZN/TR: C1 CONTACT NBR: 109069328 OPENED: 10/22/1997  
 VIN: 1ZVPT20C1L5 ENGINE: C CLOSED: 10/22/1997  
 -----

-----  
 LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
 ADDRESS: [REDACTED]  
 CITY: COLUMBUS STATE: IN ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 90 MODEL: PROBE  
 MILEAGE: 80000 WSD:  
 DEALER NAME: RENNER MOTORS INC SALES CODE: 147515 P & A: 04766  
 CAUSAL CODES: 1012 1204 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:

1987/10/22

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

CUSTOMER SAYS:

-THE RETRACTOR FOR THE PROBE HAS BEEN ON A RECALL SINCE ABOUT 5 MOS  
 -THE SEATBELT RETRACTOR DOES NOT WORK AND IS STUCK AND EVERYTIME SOMEONE USES  
 THE CAR THEY GET HIT IN THE HEAD  
 -CUSTOMER SAYS THIS PART IS INVOLVED IN A RECALL  
 -CUSTOMER HAS BEEN WAITING FOR AT LEAST 5-6 MOS NOW FOR THIS REPLACEMENT AND  
 IS VERY CONCERNED BECAUSE THIS POSSES A SAFETY CONCERN FOR HIS DAUGHTER WHO  
 DRIVES THE VEHICLE

PER CUSTOMER, DEALER SAYS:

-PER RENNER FORD IN INDIANA, THIS PART IS ON NATIONAL BACKORDER  
 -PER JOHN, THIS IS STILL A BACKORDER PROBLEM

CUSTOMER SEEKS:

-THE PART FOR THE SAFETY OF HIS DAUGHTER

CAC ADVISED

-CONTACT MADE A CONCERN BECAUSE THE SAFETY RECALL IS STILL OPEN  
 -ADVISED CUSTOMER TO CONTACT HIS PART MANAGER AT HIS SERVICING DEALERSHIP FOR  
 THE LATEST UPDATES  
 -INFORMED CUSTOMER OF THE INFO IN THE SYSTEM ON THE BACKORDER SITUATION WITH  
 THIS PARTICULAR RECALL  
 - INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION  
 - INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART  
 DELAYS  
 -CANNOT VERIFY THE SEATBELT RECALL INFO WITHOUT THE VIN

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7115TR GRP: 2202 CONCERN CONTACT VEH TYPE: CAR  
ATLANTA 21 ZN/TR: E2 CONTACT NBR: 109079729 OPENED: 10/24/1997  
VIN: 1ZVPT20C4LE ENGINE: C CLOSED: 12/01/1997

LAST NAME: STATUS: CLOSED  
TITLE: FIRST NAME: NI:  
ADDRESS: CITY: GOLD HILL STATE: NC ZIP:  
HOME PHONE: BUS. PHONE:  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 80000 WSD:  
DEALER NAME: CLONINGERFORD INC SALES CODE: 121618 P & A: 00916  
CAUSAL CODES: 1203 1220 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: 21 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 11/24/1997  
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:

1997/10/24

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

CUSTOMER SAYS:

- RECEIVED RECALL LETTER ON THE SEAT BELT
- DEALER FIXED THE LEFT HAND SIDE (1/97) BUT DID NOT FIX THE RIGHT HAND SIDE
- NOW THE LEFT HAND SIDE IS NOT WORKING AND THE RIGHT HAND SIDE WAS NEVER FIXED
- DEALER WANTS HER TO BRING VEHICLE TO LOOK AT WHY THE LEFT HAND SIDE IS NOT WORKING

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- WANTS VEHICLE REPAIRED PROPERLY

CAC ADVISED:

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

- INFORMED CUSTOMER OF RECALL 96599 AND SUGGESTED SHE GET THAT FIXED

PER WARRANTY MANUAL (4-2):

- THE DEALER REQUEST REIMBURSEMENT FOR THE COMPLETION OF THE SERVICE RECALL THROUGH ACES II CLAIMS PAYMENT SYSTEM, INCLUDING REIMBURSEMENT FOR: A) SERVICE

1997/11/24

\*\*\*THIS IS THE CLOSING COMMENT

CALLED RECALL HQRTS PART FOR RECALL 96599 ON BACK ORDER RELEASE DATE 3/98  
CALLED CUST INFORMED OF BACK ORDER SITUATION AND WOULD ADVISE WHEN PART RELEA  
SED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

\*\*\*\*\*  
Q883TS GRP: XKO2 INFORMATION CONTACT VEH TYPE: CAR  
SDR 10 ZN/TR: L1 CONTACT NBR: 109081963 OPENED: 10/27/1997  
VIN: 1ZVP120C1L5 ENGINE: C CLOSED: 10/27/1997  
\*\*\*\*\*

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: NAPOLEON STATE: OH ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 96000 WSD:  
DEALER NAME: KORHUMEL FORD SALES CODE: 148074 P & A: 0145B  
CAUSAL CODES: 1012 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: {Y OR N}

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

COMMENTS:

1997/10/27  
\*\*\* NAVIS: SUBSEQUENT \*\*\*  
CUSTOMER SAYS:  
- HAS SEAT BELT RECALL FOR DRIVER'S SIDE AND FRONT PASSENGER SEAT BDTH ARE INOPERABLE  
\*  
PER CUSTOMER, DEALER SAYS:  
- BACKORDER ON SEAT BELT  
- WILL CALL WHEN ORDER COMES IN  
\*  
CUSTOMER SEEKS:  
- SEAT BELT REPLACEMENT  
\*  
CAC ADVISED:  
- CONTACT DEALER FOR EXPECTED ARRIVAL OF SEAT BELT PART  
- THERE IS A NATIONWIDE BACKORDER ON THIS PART

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

9130EH GRP: 11 INFORMATION CONTACT VEH TYPE: CAR  
NEW YORK 13 ZN/TR: A1 CONTACT NBR: 109086816 OPENED: 10/28/1997  
VIN: L ENGINE: CLOSED: 10/28/1997

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: FORDS STATE: NJ ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 84000 WSD:  
DEALER NAME: LOMAN FORD INC SALES CODE: 113057 P & A: 03623  
CAUSAL CODES: 1012 1010 SYMPTOMS: 104100  
ORIGIN: G0 TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD ANT: O SURVEY: (Y OR N)  
  
BUILD DATE: CALIBRATION:  
ESP INFO: EXPIRES:  
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:  
1997/10/28  
\*\*\* PARTS DELAY OVER 30 DAYS \*\*\*  
\*\*\*NO VIN AVAILABLE\*\*\*  
CUSTOMER SAYS:  
-I RECEIVED RECALL ON SEATBELT  
-CURRENT CONCERN: SEATBELT HARNESS IS NOT WORKING(DRIVER SIDE)  
-DEALER ORDERED THE PARTS, DEALER STATES PARTS NEEDED ARE ON NATIONAL BACK ORDER  
-PARTS WERE ORDERED 9/97. IT HAS BEEN OVER 1 MONTH  
\*  
PER CUSTOMER, DEALER SAYS:  
-WE DO NOT HAVE A TIME FRAME AS TO WHEN PARTS WILL ARRIVE  
-PARTS NEEDED ARE ON NATIONAL BACK ORDER  
\*  
CUSTOMER SEEKS:  
-PART NEEDED TO REPAIR SEATBELT 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 11

14.21.02

6657JB GRP: XX08 INFORMATION CONTACT VEH TYPE: CAR  
CHICAGO 41 ZN/TR: F1 CDNTACT NBR: 109089054 OPENED: 10/28/1997  
VIN: 1ZVPT20C2LE ENGINE: C CLOSED: 10/28/1997

LAST NAME: STATUS: CLOSED  
TITLE: FIRST NAME: MI:  
ADDRESS: CITY: EDGERTON STATE: MT ZIP:   
HOME PHONE: BUS. PHONE:   
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 100000 WSD:  
DEALER NAME: GORDIE BOUCHER FLM SALES CODE: 141129 P & A: 06183  
CAUSAL CODES: 1012 0206 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:

1997/10/28

\*\*\* VEHICLE INVOLVED IN RECALL 96599 \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 98548 \*\*\*  
\*\*\* VEHICLE INVOLVED IN OMP 95B70 \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*  
\*\*\* 8 DAYS OUT OF SERVICE \*\*\*

CUSTOMER SAYS:

-HAD RECALL FOR SAFETY BELT  
-THE SEAT BELT FOR THE DRIVER IS NOT WORKING  
-HAS BEEN AT THE DEALERSHIP SINCE 10-20-97  
-PART HAS BEEN ON ORDER SINCE 9/97

PER CUSTOMER, DEALER SAYS:

PER WOMAN IN SERVICE DEPARTMENT:  
-HAVING DIFFICULTY GETTING PARTS

CUSTOMER SEEKS:

-PART INFORMATION  
-RENTAL

CAC ADVISED:

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

RE: PART INFORMATION

-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

-----  
 1716LW GRP: 10 INFORMATION CONTACT VEH TYPE: CAR  
 DENVER 56 ZN/TR: 81 CONTACT NBR: 109004947 OPENED: 10/29/1997  
 VIN: 1ZVPT21U2L5 ENGINE: U CLOSED: 10/29/1997  
 -----

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: 90 MODEL: PROBE  
 MILEAGE: 150000 MSD:  
 DEALER NAME: BUTTERFIELD FORD SALES CODE: 156025 P & A: 08404  
 CAUSAL CODES: 1012 SYMPTOMS: 104100  
 ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE:  
 ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/10/29

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

CUSTOMER SAYS:

- GOT A LETTER FROM FORD ABOUT A RECALL ON THE SEATBELTS
- THE DEALER CAN'T GET A NEW RAIL FOR MY VEHICLE
- WE HAVE BEEN ON ORDER SINCE JULY FOR THESE SEATBELT RAILS

PER CUSTOMER, DEALER SAYS:

-

CUSTOMER SEEKS:

- VEHICLE REPAIRED
- SEATBELT TRACKS

CAC ADVISED:

- DBC TO DEALER,
- PER BOB HALLAM/PARTS DIR,
- THE PARTS ARE ON D-99, THERE ARE NONE IN STOCK
- WE WILL TRY TO FIND THESE PARTS AT OTHER FORD/LM DEALERS

09/11/98

MASTER OWNER RELATIONS SYSTEM (1)

14.21.02

7706AP GRP: 10 INFORMATION CONTACT VEH TYPE: CAR  
SEATTLE 74 ZN/TR: B3 CONTACT NBR: 109095516 OPENED: 10/29/1997  
VIN: 1ZVPT20C2L5 ENGINE: C CLOSED: 10/29/1997

LAST NAME: STATUS: CLOSED  
TITLE: FIRST NAME: MI:  
ADDRESS: ET  
CITY: BEAVERTON STATE: OR ZIP:  
HOME PHONE: BUS. PHONE:  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 76000 WSD:  
DEALER NAME: DAMEROW BEAVERTON F SALES CODE: 174017 P & A: 08729  
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:

1997/10/29

\*\*\* NAVIS: PROGRAM \*\*\*

CUSTOMER SAYS:

- HAD A SEAT BELT RECALL, TOOK THE VEHICLE TO THE DEALERSHIP IN 3/8/97 FOR THIS RECALL
- SINCE GOING TO THE DEALERSHIP IN MARCH, THE SEAT BELT BROKE ABOUT A WEEK AGO
- CONTACTED THE DEALERSHIP AGAIN
- HAS BEEN WAITING FOR 6 MONTHS FOR THE SEAT BELT TO BE REPAIRED

PER CUSTOMER, DEALER SAYS:

- TOLD CUSTOMER IN MARCH THAT THEY WOULD ORDER THE PART TO REPAIR THE BELT
- PAUL HARDIN, ASS. SERVICE MNGR, TOLD CUSTOMER LAST WEEK WHEN THE CUSTOMER CALLED THEM ABOUT THE SEAT BELT, TOLD CUSTOMER TO CALL BACK IF SHE HAS NOT HEARD FROM THEM
- WOULD BE PUTTING ANOTHER ORDER IN FOR THE PART
- INFORMED CUSTOMER THAT THERE IS A NATIONAL BACK ORDER FOR THIS PART

CUSTOMER SEEKS:

- WANTS THE SEAT BELT TO GET REPAIRED

CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====  
BOO3CW GRP: 04 CONCERN CONTACT VEH TYPE: CAR  
MEMPHIS 23 ZN/TR: A1 CONTACT NBR: 109095576 DPENED: 10/29/1997  
VIN: 1ZVPT20C9L5 ENGINE: C CLOSED: 12/02/1997  
=====

=====  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: N. LITTLE ROCK STATE: AR ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 122780 WSD:  
DEALER NAME: NORTH POINT FORD, I SALES CODE: 123205 P B A: 08033  
CAUSAL CODES: 1012 1204 10RA SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 23 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 11/07/1997  
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:

1997/10/28

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

CUSTOMER SAYS:

-MR. LIPPIATT CALLING.

-I HAVE A RECALL LETTER FOR THE SEAT BELT RECALL.

-THE DRIVER SIDE SEAT BELT IS STUCK.

-THIS IS A SAFETY ISSUE AND I KNOW MY WIFE WILL DIE IF SHE IS IN AN ACCIDENT  
BECAUSE SHE CANNOT USE THE SEAT BELT.

\*NORTH POINT FORD.

PER CUSTOMER, DEALER SAYS:

-PER PAUL POPE, WE HAVE PLENTY OF RIGHT SIDE SEAT BELTS AND HAVE ORDERS IN  
FOR THE LEFT SIDE.

-PER PAUL POPE, WE PLACED AN ORDER ON AUGUST 21 AND WE WILL NOT HAVE THE PART  
UNTIL NEXT YEAR.

-PER PAUL POPE, WE CANNOT REPAIR THE VEHICLE UNTIL WE GET BOTH PARTS.

\*

CUSTOMER SEEKS:

-THE SEAT BELT REPAIRED.

\*

CAC ADVISED:

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

-REQUEST MR. DAVID LYNCH /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

1997/11/25

###THIS IS THE CLOSING COMMENT

CUST INFORMED THAT PART HAS BEEN ORDERED AND IS ON NATIONAL BACK ORDER---WE WI  
LL KEEP THEM INFORMED OF PROGRESS

09/11/98                    MASTER OWNER RELATIONS SYSTEM II                    14.21.02  
-----  
8003CW    GRP: 04            CONCERN CONTACT                    VEH TYPE: CAR  
MEMPHIS        23    2N/TR: A1            CONTACT NBR: 109095576            OPENED: 10/29/1997  
VIN:            1ZVPT20C9L                    ENGINE: C                    CLOSED: 12/02/1997  
-----

1998/01/28

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

\*\*\* NAVIS: PROGRAM \*\*\*

CUSTOMER SAYS:

-MR. MARK LIPPIAT IS CALLING

-MY WIFE'S DRIVER SIDE SEATBELT HAS RETRACTED HALF WAY AND SITS AROUND HER  
NECK

-I AM AFRAID THAT SHE WILL BE KILLED IF SHE IS IN AN ACCIDENT

\*

PER CUSTOMER, DEALER SAYS:

-PARTS ARE ON BACKORDER

-WE WILL NOT OBTAIN PARTS UNTIL 2/98 OR 3/98

\*

CUSTOMER SEEKS:

-RECALL PERFORMED

\*

CAC ADVISED:

-CONSULTED WITH TEAM LEADER

-WILL NOTIFY REGION OF CONCERN TO SEE IF ANYTHING FURTHER CAN BE DONE

-CUSTOMER SHOULD CONTACT DEALERSHIP FOR ANY FURTHER INFORMATION

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

3880GT	GRP: XMOB	CONCERN CONTACT	VEH TYPE: CAR
DETROIT	48	ZN/TR: A1	CONTACT NBR: 109099208
VIN:	L	ENGINE:	DPENED: 10/30/1997
			CLOSED: 01/29/1998

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CANCELLED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	CANTON	STATE:	MI	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]		
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	105000	W50:			
DEALER NAME:	JACK DEMMER FORD IN	SALES CODE:	148018	P & A:	02771
CAUSAL CODES:	1203 1207 1012	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:	48	TRANS. DATE:	
SERVICE/SALES:	1	CONTACT DATE:			
ACK. CODE: H	ASSIST CODE:	AWARD AMT:		O SURVEY:	Y (Y OR N)

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

COMMENTS:

1997/10/30

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

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

CUSTOMER SAYS:

- IS AT THE DEALERSHIP FOR ALMOST 3 WEEKS
- HAD A SEATBELT RECALL---TOOK TO JACK DEMMER FORD
- WAS SUPPOSED TO CALL THE CUSTOMER AND LET THEM KNOW WHEN IT WAS SUPPOSED TO BE READY
- HAS NOT RECEIVED THEIR VEHICLE
- WAS SUPPOSED TO RECEIVE A RENTAL CAR---TOLD THAT IF SHE COULD GET THERE BY 5:30 THEY WOULD GET A RENTAL CAR-----GOT THERE IN 5 MINUTES IT WAS GIVEN
- HAVE NO VEHICLE TO DRIVE
- DID NOT WANT WORK PERFORMED IF IT WOULD COST THEM THEIR CAR FOR THIS LONG

PER CUSTOMER, DEALER SAYS:

- SEATBELTS DO NOT WORK---IT IS ILLEGAL TO DRIVE IN MICHIGAN WITHOUT OPERABLE SEATBELTS

CUSTOMER SEEKS:

- LOANER VEHICLE
- WANTS VEHICLE TO BE REPAIRED ---- NEEDS HER VEHICLE

CAC ADVISED:

- MADE OBC TO DEALERSHIP, SPOKE WITH PHIL SMITH, SERVICE MANAGER, SAYS THAT THE SHIP DATE FOR THE PART WILL BE IN DECEMBER
- NO LOANER VEHICLE WILL BE PROVIDED

1998/01/29

CONTACT CANCELLED BY SYSTEM - IN HOLD 90 DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====  
0883TS GRP: XX02 CONCERN CONTACT VEH TYPE: CAR  
LOS ANGELES 71 ZN/TR: B1 CONTACT NBR: 109099739 OPENED: 10/30/1997  
VIN: 1ZVPT20C1L5 ENGINE: C CLOSED: 11/06/1997  
=====

=====  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: COSTA MESA STATE: CA ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PRDBE  
MILEAGE: 80000 WSD:  
DEALER NAME: THEODDRE ROBINS INC SALES CODE: 171095 P & A: 05508  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: 71 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 10/30/1997  
ACK. CODE: ASSIST CODE: R AWARD AMT: 200 SURVEY: N (Y OR N)  
=====

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

COMMENTS:

1997/10/30

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

\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- INFORMED OF RECALL FOR SEAT BELTS
- FEELS SAFETY IS COMPROMISED BECAUSE DOES NOT HAVE SHOULDER STRAP
- MAKE COMPLAIN KNOWN TO SUPERVISOR

PER CUSTOMER, DEALER SAYS:

- DRIVER'S SEAT BELT DISINTEGRATED IN HAND
- SEAT BELTS WON'T BE AVAILABLE UNTIL DECEMBER

CUSTOMER SEEKS:

- SAFE LOANER VEHICLE

CAC ADVISED:

- LOANER IS NOT AVAILABLE BECAUSE OF RECALL
- WILL DOCUMENT CONCERN AND HAVE SUPERVISOR VIEW

THE VEHICLE IS DRIVABLE WITH THE LAP BELT OPERATIONAL AS THE PARTS ARE ON D-99 BACK ORDER. THE CUSTOMER WAS PROVIDED A LOANER AT THE DEALERSHIP'S EXPENSE DURING THE PRELIMINARY DETERMINATION OF PART REQUIREMENTS AND AVAILABILITY. THE DEALER SHIP WILL NOT PROVIDE A LOANER UNTIL DECEMBER SINCE THE CAR IS OPERABLE AND WAS IN THE SAME CONDITION BEFORE THE RECALL WAS ISSUED. PARTS DELAYS ARE FOR RESPONSIBILITY, NOT THE DEALERSHIP.

###THIS IS THE CLOSING COMMENT

THE CUSTOMER IS DRIVING HER VEHICLE WITH 80341 MILES ON IT UNTIL THE RECALL PARTS BECOME AVAILABLE.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

-----  
0883T5 GRP: XA02 CONCERN CONTACT VEH TYPE: CAR  
LOS ANGELES 71 ZN/TR: 01 CONTACT NBR: 109099739 OPENED: 10/30/1997  
VIN: 1ZVPT2OC1L5 ENGINE: C CLOSED: 11/06/1997  
-----

1998/01/02

CUSTOMER SAYS:

- HAVING PROBLEMS WITH A RECALLED SEAT BELT
- BROUGHT VEHICLE IN TO HAVE RECALL DONE
- RECEIVED A LETTER EXPLAINING HOW TO GO ABOUT SEEKING FURTHER ACTION AGAINST FORD
- HAS CALLED DEALERSHIP 3 TIMES THEY HAVE NOT CALLED HER BACK
- WAS TOLD TODAY THAT THEY HAVE PART OF THE SEAT BELT THEY ARE TRYING TO FIND A PART LOCALLY IF THEY CAN'T THEN IT WON'T BE UNTIL MARCH
- THEY TOOK APART DRIVERSIDE SEAT BELT AND PUT BOLTS IN ASHTRAY
- CUSTOMER FEELS THAT THIS IS VERY UNSAFE

PER CUSTOMER, DEALER SAYS:

- WAS TOLD TODAY THAT THEY HAVE PART OF THE SEAT BELT THEY ARE TRYING TO FIND A PART LOCALLY IF THEY CAN'T THEN IT WON'T BE UNTIL MARCH WHEN THEY CAN COMPLETE THE REPAIR

CUSTOMER SEEKS:

- REPAIR FOR SEAT BELT 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

3887LM GRP: XA06 INFORMATION CONTACT VEH TYPE: CAR  
SDR 10 ZN/TR: J1 CONTACT NBR: 109104530 OPENED: 10/31/1997  
VIN: 1ZVPT20C2L5 ENGINE: C CLOSED: 10/31/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: RAVENNA STATE: OH ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 11 WSD:  
DEALER NAME: CHARLIE CUSACK FORD SALES CODE: 144040 P & A: 02288  
CAUSAL CODES: 1204 SYMPTOMS: 104100  
ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: Q SURVEY: (Y OR N)

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

COMMENTS:

1997/10/31

\*\*\* MILEAGE UNAVAILABLE \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 96548 AND 96599 \*\*\*  
\*\*\* NAVIS; SUBSEQUENT \*\*\*

CUSTOMER SAYS:

-THE DEALERSHIP IS TELLING ME THE PART FOR THE SEATBELT RECALL IS ON BACKORDER  
UNTIL MARCH  
-WHAT CAN WE DO ABOUT THAT

PER CUSTOMER, DEALER SAYS:

-PART WILL NOT BE AVAILABLE UNTIL MARCH

CUSTOMER SEEKS:

-RECALL 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

=====  
7115TR GRP: XX02 CONCERN CONTACT VEH TYPE: CAR  
ATLANTA 21 ZN/TR: D2 CONTACT NBR: 109109863 OPENED: 11/03/1997  
VIN: 1ZVPT20C6L5 ENGINE: C CLOSED: 11/12/1997  
=====

=====  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: LAUREL HILL STATE: NC ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 60000 WSD:  
DEALER NAME: CHAMPION FORD LINCO SALES CODE: 121775 P & A: 00093  
CAUSAL CODES: 1203 2901 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 21 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 11/04/1997  
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:

1997/11/03

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

CUSTOMER SAYS:

- WANTED INFORMATION ON RECALL BECAUSE OTHER FORD PROBE IS
- NO CURRENT PROBLEMS

CAC ADVISED:

- INFORMED CUSTOMER THAT VEHICLE IS INVOLVED IN RECALL AND CALL THE DEALER FOR IMMEDIATE SCHEDULING
- INFORMATION DOCUMENTED AND FORWARDED TO DEALER

1997/11/05

###THIS IS THE CLOSING COMMENT  
PROVIDED CUSTOMER WITH REQUESTED INFORMATION AND ORDERED PARTS FOR RECALL

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

7583DB	GRP: 17	CONCERN CONTACT	VEH TYPE: CAR
KANSAS CITY	53	ZN/TR: 01	CONTACT NBR: 109112090
VIN: 12VPT20COLS		ENGINE: C	OPENED: 11/03/1997
			CLOSED: 11/11/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	SAINT CHARLES	STATE:	MO	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	80000	WSD:			
DEALER NAME:	SUNTRUP FORD INC	SALES CODE:	153072	P & A:	09074
CAUSAL CODES:	1204 3105 1203	SYMPTOMS:	104100 104298		
ORIGIN:	GO	TRANS. DST/RGN:	53	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	11/03/1997
ACK. CODE:		ASSIST CODE: W	AWARD AMT:		0 SURVEY: Y (Y OR N)

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

COMMENTS:  
1997/11/03

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

CUSTOMER SAYS:

- BOOM FROM LETTER ASKING HER TO CALL CAC BACK
- RECEIVED RECALL LETTER FOR THE SEAT BELT, IT WAS WORKING FINE BEFORE SHE BROUGHT IT INTO THE DEALERSHIP
- TOOK VEHICLE TO DEALERSHIP ON 8/29/97 AND THEY INSPECTED THE SEAT BELT
- THEY SAID PARTS NEEDED TO BE REPLACED BUT WERE ON BACKORDER
- THEY DID NOT REPLACE ANY PARTS ON THAT DATE
- AFTER SHE GOT IT BACK, IT WOULD NOT RETRACT QUICKLY AND KEPT MAKING A CLICKING NOISE
- THE SEAT BELT LIGHT ALSO STAYED ON
- CALLED THE DEALERSHIP MANY TIMES BUT NOBODY EVER CALLED ME BACK ON THIS CONCERN, WAS TRYING TO TALK TO MR. MIKE HAMPE IN SERVICE
- WHAT CAN I DO ABOUT GETTING THIS RECALL PERFORMED?

PER CUSTOMER, DEALER SAYS:

- NO CURRENT CONTACT

CUSTOMER SEEKS:

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

-----  
75930B GRP: 17 CONCERN CONTACT VEH TYPE: CAR  
KANSAS CITY 53 ZN/TR: 01 CONTACT NBR: 109112090 OPENED: 11/03/1997  
VIN: 1ZVPT20C0LS [REDACTED] ENGINE: C CLOSED: 11/11/1997  
-----

1997/11/03  
-WAS RECALL EVER PERFORMED?  
-GET SEAT BELT SYSTEM FIXED NOW

CAC ADVISED:  
\*\*PREVIOUS CONTACT WAS #109083591 FROM A LETTER CUSTOMER WROTE IN  
\*\*\*OBC TO MR. RON VERDETTI (SVC MGR):  
-INFORMED HIM OF ABOVE SITUATION AND HE SAID THE RECALL PART WAS ORDERED ON  
8/28/97 THEN IT WENT ON BACKORDER. THEY REORDERED IT AS CRITICAL ON 10/10/97  
BUT STILL HAVE NOT RECEIVED IT. THEY WILL CALL HER AS SOON AS IT COMES IN.  
THE OTHER CONCERNS WILL BE REPAIRED WHEN THE RECALL IS PERFORMED.  
-INFORMED CUSTOMER OF ABOVE AND SHE WILL WAIT FOR THE DEALERSHIP'S PHONE CALL  
TO BRING THE VEHICLE BACK IN FOR REPAIR.

1997/11/04  
CONTACTED  
###THIS IS THE CLOSING COMMENT  
CUSTOMER WAS ADVISED TODAY THAT PARTS WERE UPDATED TO CRITICAL ORDER STATUS AND  
D ARE ON NATIONAL BACK ORDER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====  
OOGSHN GRP: XX05 CONCERN CONTACT VEH TYPE: CAR  
CINCINNATI 47 ZN/TR: B1 CONTACT NBR: 109118109 OPENED: 11/04/1997  
VIN: 1ZVPT21U5L5 ENGINE: U CLOSED: 11/24/1997  
=====

=====  
LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED] STREET [REDACTED]  
CITY: COLUMBUS STATE: OH ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] EXT: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 126102 WSD:  
DEALER NAME: GRAHAM FORD INC SALES CODE: 147312 P & A: 02232  
CAUSAL CODES: 1005 1209 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 47 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 11/05/1997  
ACK. CODE: ASSIST CODE: 0 AWARD AMT: O SURVEY: N (Y OR N)

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

COMMENTS:

1997/11/04

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

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 98S4B \*\*\*

CUSTOMER SAYS:

- I NEED TO HAVE THE SEATBELT RECALL REPAIRED
- THE DRIVER SIDE SEATBELT IS STUCK IN THE MIDDLE OF THE WINDOW

PER CUSTOMER, DEALER SAYS:

- THE PARTS ARE IN FOR THE RECALL
- THE PART THAT CAME IN WAS THE WRONG ONE

CUSTOMER SEEKS:

- TO HAVE THE SEATBELT RECALL REPAIRED
- TO SET AN APPOINTMENT FOR THIS

CAC ADVISED:

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

1997/11/17

##THIS IS THE CLOSING COMMENT

SEAT BELT PARTS ARE 099 DLR WILL PERFORM RECALL WHEN FORD CAN SUPPLY PARTS DLR  
CONTINUES TO CK STATUS OF PARTS AND WILL SCHEDULE CUST WHEN PARTS ARRIVE. JE

09/11/98

MASTER OWNER RELATIONS SYSTEM I1

14.21.02

=====  
2783KH GRP: 17 CONCERN CONTACT VEH TYPE: CAR  
DETROIT 48 ZN/TR: A1 CONTACT NBR: 109122300 OPENED: 11/05/1997  
VIN: 1ZVPT22L9L5 ENGINE: L CLOSED: 11/12/1997  
=====

=====  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: TAYLOR STATE: MI ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 57000 WSD:  
DEALER NAME: SOUTHGATEFORD SALES CODE: 148026 P & A: 02761  
CAUSAL CODES: 1204 12RA SYMPTOMS: 104100  
ORIGIN: 60 TRANS. DST/RGN: 48 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 11/05/1997  
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:

1997/11/05

\*\*\* PARTS DELAY OVER 90 DAYS \*\*\*  
\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALLS 98S48 AND 96S89 \*\*\*  
\*\*\* NAVIS; ORIGINAL \*\*\*

CUSTOMER SAYS:

- BOO# PER SAFETY HOTLINE  
- I RECEIVED THE LETTERS REGARDING THE SEAT BELT RECALLS  
- I HAVE TRIED TO HAVE THE RECALLS DONE AND I'M GETTING THE RUNAROUND FROM  
THE DEALERSHIP  
- I HAVE HAD 3 APPOINTMENTS WITH THE DEALERSHIP TO HAVE THE RECALLS DONE:  
4/97, 9/97 AND 11/8/97  
- EACH TIME THE DEALERSHIP HAS TOLD ME THAT THEY DIDN'T HAVE THE PARTS

PER CUSTOMER, DEALER SAYS:

- PER JOAN, SVC WRITER: PARTS WON'T BE AVAILABLE UNTIL JANUARY

CUSTOMER SEEKS:

- RECALL REPAIRS COMPLETED

CAC ADVISED:

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

RE: OUT CALL

- CONTACTED DEALERSHIP FOR ADDITIONAL INFORMATION  
- PER MARK: TRACKS ARE AVAILABLE BUT THE MOTORS ARE 168 DAYS AWAY  
- PER JOAN BEVAK, SVC WRITER: WE WON'T HAVE ANY PARTS UNTIL AT LEAST  
DECEMBER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
2783KH GRP: 17 CONCERN CONTACT VEH TYPE: CAR  
DETROIT 48 ZN/TR: A1 CONTACT NBR: 109122300 OPENED: 11/05/1997  
VIN: 1ZVPT22L9L5 ENGINE: L CLOSED: 11/12/1997  
-----

1997/11/05

###THIS IS THE CLOSING COMMENT

CUSTOMER WAS TOLD SHE COULD LEAVE VEHICLE TO HAVE RECALL DONE. A LOANER  
VEHICLE HAD ALREADY BEEN SAVED FOR HER. SHE REFUSED TO LEAVE IT. THE RECALL  
PARTS ARE ON BACK ORDER AND THERE'S NOTHING WE CAN DO AT THIS TIME TO MAKE  
THIS PROCESS ANY QUICKER.

OK TO CLOSE

W,CLARK

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====  
600BAC GRP: X)D1 CONCERN CONTACT VEH TYPE: CAR  
PITTSBURGH 44 ZN/TR: A3 CONTACT NBR: 109130737 OPENED: 11/08/1997  
VIN: 1ZVPT2OC3L5 ENGINE: C CLOSED: 11/29/1997  
=====

=====  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: NJ ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 60000 WSD:  
DEALER NAME: CAMPUS FORD OF MORG SALES CODE: 144543 P & A: 07407  
CAUSAL CODES: 1207 1204 1203 SYMPTOMS: 104100  
ORIGIN: 00 TRANS. DST/RGN: 44 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 11/18/1997  
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: N (Y OR N)

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

COMMENTS:

1997/11/05

\*\*\*NO VIN AVAILABLE\*\*\*

CUSTOMER SAYS:

PER MS. JAMIE KUROWSKI

- I RECIEVED A RECALL ON MY SEAT BELT IN THE SUMMER
- IT WAS NOT REPAIRED AT THAT TIME BECAUSE THERE WAS NOT A PROBLEM
- NOW THE DEALERSHIP DOES NOT HAVE THE PART AVAILABLE

PER CUSTOMER, DEALER SAYS:

- PART IS ON BACK ORDER, PART WILL BE IN, IN JANUARY

CUSTOMER SEEKS:

- RESOLUTION

CAC ADVISED:

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

1997/11/08

THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 109124738

\*\*\* THIS CONTACT OPENED DUE TO ONP 98E70

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

\*\*\* NAVIS: PROGRAM \*\*\*

CUSTOMER SAYS:

- MR. KUROWSKI IS CALLING
- THE HOME PHONE NUMBER IS FOR MR. ROBERT KUROWSKI (NEW JERSEY)
- THE DAY TIME NUMBER IS FOR MS. JAMIE KUROWSKI (WEST VIRGINIA)
- THE DRIVER SIDE SEAT BELT IS STUCK IN THE FORWARD POSITION
- THE CUSTOMER'S DAUGHTER HAS THE VEHICLE AT COLLEGE IN MORGANTOWN, WEST VIRGINIA
- THE CUSTOMER IS TROUBLED THAT THE SEAT BELT WILL NOT OPERATE UNTIL 1/98 WHEN

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====

600BAC	GRP: AA01	CONCERN CONTACT	VEH TYPE: CAR
PITTSBURGH	44	ZN/TR: A3	CONTACT NBR: 109130737
VIN: 12VPT20C3L5		ENGINE: C	OPENED: 11/06/1997
			CLOSED: 11/29/1997

=====

1997/11/06

THE PARTS ARE AVAILABLE

PER CUSTOMER, DEALER SAYS:  
- PER CAMPUS FORD (MORGANTOWN, WV) AND LDMANS FORD (NJ) THE PARTS TO REPAIR THE SEAT BELT ARE NOT AVAILABLE UNTIL 1/98

CUSTOMER SEEKS:  
- LOANER VEHICLE  
- TO HAVE THE SEAT BELT REPAIRED AND ONP 95B70 COMPLETED

CAC ADVISED:  
\*\*LOANER VEHICLE  
- PER TEAM LEADER JO CULP, LOANER VEHICLES ARE BEING PROVIDED FOR CUSTOMER'S WHOSE VEHICLES DO NOT HAVE OPERATING SEAT BELTS UNTIL THE PARTS ARE AVAILABLE TO REPAIR THE CONCERN  
\*\*OUTBOUND CALL TO FRANK HANKEY, CUSTOMER RELATIONS MANAGER AT CAMPUS FORD  
- THE CUSTOMER IS ELIGIBLE FOR A LOANER VEHICLE UNTIL THE PARTS FOR REPAIR ARE AVAILABLE  
- THE DEALER WILL CONTACT THE 800 NUMBER IN THE DEALER LETTER FOR VERIFICATION OF THE LOANER REIMBURSEMENT  
- THE DEALER WILL CALL THE CUSTOMER TO ARRANGE THE LOANER AND ORDER PARTS TO COMPLETE THE RECALLS  
\*\*TO HAVE THE SEAT BELT REPAIRED AND ONP 95B70 COMPLETED  
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
- REQUEST MR. FRANK HANKEY (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

###THE FOLLOWING SYMPTOM CODE(S) WERE REMOVED: 104000  
###THE FOLLOWING CAUSAL CODE(S) REMOVED FROM CDNTACT - 1012  
CONTACT IS UPDATED BY SYSTEM

1997/11/07

THIS CONTACT OPENED DUE TO ONP 95B70

\*\*\* VEHICLE INVOLVED IN RECALL 96S48 AND 98598 \*\*\*

CUSTOMER SAYS:  
- NEEDS TO GO BACK TO WEST VIRGINIA TO SCHOOL LOANER VEHICLE WAS OKAYED TO LEAVE WEST VIRGINIA AND COME TO NEW JERSEY  
- LDMAN CAN LOOK AT VEHICLE TOMORROW MORNING, DOES NOT KNOW HOW LONG REPAIR WILL TAKE  
- STUCK IN FORWARD POSITION  
- SPOKE TO KAREN ZERNACK AT LDMANS FORD

PER CUSTOMER, DEALER SAYS:  
- CALL CAC FOR VERIFICATION

CUSTOMER SEEKS:  
- LOANER VEHICLE FOR OPEN RECALL ON SEATBELTS

CAC ADVISED:  
- CONTINUE TO WORK WITH FRANK HANKEY, AT CAMPUS FORD

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

-----  
600BAC GRP: XX01 CONCERN CONTACT VEH TYPE: CAR  
PITTSBURGH 44 ZN/TR: A3 CONTACT NBR: 109130737 OPENED: 11/06/1997  
VIN: 1ZVPT2003LE [REDACTED] ENGINE: C CLOSED: 11/29/1997  
-----

1997/11/21

###THIS IS THE CLOSING COMMENT

OWNER CAME IN WE PUT IN RENTAL,RECALL PARTS D99//SEAT BELT PARTS

1997/12/28

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

CUSTOMER SAYS:

-FATHER OF THE OWNER WANTS A LOANER VEHICLE

\*

PER CUSTOMER, DEALER SAYS:

-THEY DO NOT PROVIDE LOANER VEHICLES.

\*

CUSTOMER SEEKS:

-WANTS A LOANER VEHICLE

\*

CAC ADVISED:

RE: LOANER VEHICLE

- NO ESP

- NO TRANSPORTATION ASSISTANCE PROVIDED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====  
2212AM GRP: 01 CONCERN CONTACT VEH TYPE: CAR  
SEATTLE 74 ZN/TR: A1 CONTACT NBR: 109134638 OPENED: 11/07/1997  
VIN: 1ZVPT22L8L ENGINE: L CLOSED: 12/13/1997  
=====

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: MELNA STATE: MT ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 1 WSD:  
DEALER NAME: THE NEW CAPITAL MOT SALES CODE: 174657 P & A: 01424  
CAUSAL CODES: 1203 0406 1203 SYMPTOMS: 104100 104000  
ORIGIN: GO TRANS. DST/RGN: 74 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:

1997/11/07

\*\*\* NAVIS: SUBSEQUENT \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 96548/96599 \*\*\*  
CUSTOMER SAYS: FATHER CALLING  
-SEATBELTS ARE NOT WORKING CORRECTLY  
-TRIED CONTACTING DEALER FOR APPOINTMENT

\*  
PER CUSTOMER, DEALER SAYS:  
-UNRESPONSIVE

\*  
CUSTOMER SEEKS:  
-REPAIR OF VEHICLE

\*  
CAC ADVISED:  
-PLEASE CONTACT FATHER AT WORK NUMBER  
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
-REQUEST MS.DAWNA MORGAN (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2  
BUSINESS DAYS

1997/11/20

CUSTOMER HAS CONCERN REGARDING HIS SAFETY BELT RECALL. THERE IS A PARTS BACK-  
DER. DEALER ORDERED AND RECEIVED MAZDA PARTS - THEY WERE INCOMPATABLE. PARTS  
MANAGER THEN MADE 27 PHONE CALLS AND FOUND THE NECESSARY PARTS. THEY WERE  
FLOWN IN. CUSTOMER WAS NOTIFIED AND WANTED A 4PM APPT. THAT WAS NOT POSSIBLE  
FOR THE DEALERSHIP SO THE CUSTOMER REQUESTS AN APPT IN MID-DECEMBER.

1997/12/12

\*\*\*THIS IS THE CLOSING COMMENT  
CUSTOMER CAME IN FOR REPAIR OF SEAT BELT. PARTS WERE OBTAINED, REPAIRS MADE  
CUSTOMER IS HAPPY.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

2212AW	GRP: 01	CONCERN CONTACT	VEH TYPE: CAR
SEATTLE	74	ZN/TR: A1	CONTACT NBR: 109134638
VIN:	1ZVPT22L8L	ENGINE: L	OPENED: 11/07/1997
			CLOSED: 12/13/1997

=====

1997/12/13

###THIS IS THE CLOSING COMMENT

\*\* FCSD SEATTLE REGION \*\* CHRISTOPHER J. GIDDENS/CSM  
CLOSING CONTACT PER ABOVE COMMENTS.

\*

CJG

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

899377	GRP: 14	CONCERN CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: D1	CONTACT NBR: 109134717
VIN:	12VPT20C1LE	ENGINE: C	OPENED: 11/07/1997
			CLOSED: 12/18/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	WALLACE	STATE:	SC	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	90000	WSD:			
DEALER NAME:	HOLMAN FORD-MERCURY	SALES CODE:	121689	P B A:	00974
CAUSAL CODES:	1012 10RA	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:	21	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	12/11/1997
ACK. CODE:		ASSIST CODE: F	AWARD AMT:		O SURVEY: Y (Y DR N)

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

COMMENTS:

1997/11/07

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

\*\*\* PARTS DELAY OVER 30 DAYS \*\*\*

CUSTOMER SAYS:

- I HAVE A RECALL ON MY SEATBELTS
- THE PARTS MANAGER AT THE DEALERSHIP SAYS THE PARTS HE NEEDS ARE ON BACK ORDER
- WE HAVE BEEN WAITING FOR OVER 3 MONTHS, THIS IS TOO LONG
- WE HAVE GOTTON 2 WARNING TICKETS FROM THE STATE POLICE ABOUT OUR SEATBELTS, WHO IS GOING TO PAY IF WE GET A TICKET FOR THIS?
- IS THERE ANYTHING FORD CAN DO TO GET THE PART SOONER
- I DO NOT KNOW THE PART #

PER CUSTOMER, DEALER SAYS:

- THE PART IS ON BACK ORDER

CUSTOMER SEEKS:

- REPAIR
- PARTS INFORMATION

CAC ADVISED:

- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. JERRY BOONE (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

\*\*\*\*\*  
0993TT GRP: 14 CONCERN CONTACT VEH TYPE: CAR  
SDR 10 ZN/TR: 01 CONTACT NBR: 109134717 OPENED: 11/07/1997  
VIN: 1ZVPT20C1L ENGINE: C CLOSED: 12/18/1997  
\*\*\*\*\*

1997/11/13

PARTS MGR. HAS TRIED TO CONTACT CUSTOMER 3 TIMES ON 11-10-97, 11-11-97, 11-12-97. CUSTOMER UNAVAILABLE HAS LEFT MESSAGE FOR CUSTOMER TO RETURN CALL. CUSTOMER HAS NOT RETURNED CALL. CUSTOMERS VEHICLE REQUIRES REPLACEMENT OF BOTH SEAT BELT MOTOR AND TRACK ASSY. BOTH ARE INOP. AND HAVE BEEN REMOVED BY ANOTHER DEALER AND ORDERED BY OTHER DEALER AND ON BACKORDER. AS PER CUSTOMER ON LAST VISIT. PART WAS ORDERED BY OUR PARTS DEPT. AND ARE ON BACKORDER AS PER DOES2 POSSIBLE RELEASE DATES ARE FEB. AND MAR. OF 1998.

1997/12/11

PARTS MANAGER HAS STILL NOT BEEN ABLE TO MAKE CONTACT WITH CUSTOMER, HAS LEFT MESSAGE FOR CUSTOMER TO CALL SEVERAL TIMES SINCE LAST UPDATE TO ADVISE CUSTOMER OF PARTS STATUS AND CUSTOMER HAS NEVER RETURNED CALL. PARTS ARE STILL ON D99 STATUS AND HAVE NOT BEEN RECEIVED.

\*\*\*THIS IS THE CLOSING COMMENT

\*\*\* CSM COMMENTS - BBLAKE1 \*\*\*

- CSM REVIEWED CONTACT W/SVC MGR AND PARTS MGR
- SEE THEIR COMMENTS
- CSM TO TRY TO HELP GET PART IN SOONER AND CONTACT DLR

1997/12/30

CUSTOMER SAYS:

- THERE IS A SEATBELT RECALL ON VEHICLE
- HAVE BEEN WAITING SINCE AUG 2, 1997 FOR THE PART
- HAVE BEEN TOLD THE PART IS ON NATIONAL BACK ORDER
- CUSTOMER IS UPSET BECAUSE HE HAS GOTTEN TWO TICKETS FROM THE STATE POLICE BECAUSE HE WAS NOT USING THE SEATBELTS
- CUSTOMER SAYS HE CANNOT AFFORD TO KEEP PAYING TICKETS

PER CUSTOMER, DEALER SAYS:

- PARTS ARE ON NATIONAL BACK ORDER D99

CUSTOMER SEEKS:

- WHEN WILL THE PARTS COME IN

CAC ADVISED:

- PER TECH QUAD
- PARTS ARE ON D99
- OUT CALL TO DEALERSHIP SPOKE WITH RAYMOND TIBBS, PULLIAM MOTORS IN COLUMBIA SOUTH CAROLINA, AND YOUNG FORD IN CHARLOTTE, NORTH CAROLINA SHOWS PARTS IN STOCK SEPERATELY
- RAYMOND TIBBS FROM HOLMAN WILL CONTACT THESE DEALERSHIPS TO SEE IF THE PART IS IN STOCK
- RECOMMENDED CUSTOMER STAY IN TOUCH WITH THE DEALERSHIP

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====  
BOS7TA GRP: XK01 INFORMATION CONTACT VEH TYPE: CAR  
DETROIT 48 ZN/TR: A2 CONTACT NBR: 109136150 OPENED: 11/07/1997  
VIN: L ENGINE: CLOSED: 11/07/1997  
=====

=====  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI:  
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]  
CITY: DETROIT STATE: MI TIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 154000 WSD:  
DEALER NAME: AVIS FORDING SALES CODE: 148028 P & A: 02750  
CAUSAL CODES: 1203 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)

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

COMMENTS:

1997/11/07

\*\*\*NO VIN AVAILABLE\*\*\*

CUSTOMER SAYS:

- THERE IS A RECALL FOR THE SEATBELT
- HAVE HAD TROUBLE GETTING THESE SEATBELTS
- WHAT HAPPENS WHILE WE WAIT FOR SEATBELTS

\*AVIS

PER CUSTOMER, DEALER SAYS:

- MOTOR AND TRACK IS BROKEN ON DRIVERS SIDE
- PARTS FOR REPAIR WILL NOT BE READY UNTIL 1998

CUSTOMER SEEKS:

- RECALL INFORMATION

CAC ADVISED:

- CALL BACK WITH VIN
- \*\* NEXT CSR VERIFY RECALL STATUS AND UPGRADE AS NEEDED

\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- TOOK VEHICLE IN FOR SEATBELT RECALL AND WAS ADVISED THAT THE PART WILL NOT BE AVAILABLE UNTIL 1998
- HOW LONG WILL THE REPAIR TAKE
- THE SEAT BELT MOTOR IS NOT WORKING
- WOULD OTHER DEALERSHIPS HAVE THE PART

PER CUSTOMER, DEALER SAYS:

- PART ON BACK ORDER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
B057TA GRP: XXQ1 INFORMATION CONTACT VEH TYPE: CAR  
DETROIT 4B ZN/TR: A2 CONTACT NBR: 10913G150 OPENED: 11/07/1997  
VIN: L ENGINE: CLOSED: 11/07/1997  
-----

1997/11/07

CUSTOMER SEEKS:

- RECALL REPAIR COMPLETED

-

CAC ADVISED:

- THE PARTS IS ON BACK ORDER DUE TO THE RECALL

- THE ESTIMATED TIME FOR REPAIR IS 1 DAY BUT COULD TAKE LONGER DEPENDING ON  
DEALERS SCHEDULE

- PROVIDE NAMES FOR DELAERS IN LANSING AND OKEMOS, MI

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====  
8857DC GRP: 05 INFORMATION CONTACT VEH TYPE: CAR  
ATLANTA 21 ZN/TR: B4 CONTACT NBR: 109147641 OPENED: 11/11/1997  
VIN: 12VPT20C3L5 ENGINE: C CLOSED: 11/11/1997  
=====

=====  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]  
CITY: LAWRENCEVILLE STATE: GA ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 110000 WSD:  
DEALER NAME: BOOMERSHINE FORD SALES CODE: 121025 P & A: 00410  
CAUSAL CODES: 0206 SYMPTOMS: 104100  
ORIGIN: 00 TRANS. DST/RGM: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/11/11

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

CUSTOMER SAYS:

-RECALL FOR SEATBELT WORK BEING DONE AT THE DEALER  
-DEALER WOULD LIKE CUSTOMER TO SIGN WAIVER STATING HE IS DRIVING THE CAR WHILE  
THE SEAT BELT IS INOPERABLE DUE TO PARTS ORDER FOR RECALL WORK  
-CUSTOMER WOULD LIKE A LOANER CAR  
-HUSBAND CALLING FOR WIFE

PER CUSTOMER, DEALER SAYS:

-UNABLE TO GIVE A LOANER  
-WOULD LIKE CUSTOMER TO SIGN A WAIVER IF HE WANTS TO DRIVE CAR BEFORE RECALL  
WORK IS COMPLETED

CUSTOMER SEEKS:

-LOANER CAR WHILE RECALL WORK IS BEING DONE

CAC ADVISED:

- NO ESP  
- NO TRANSPORTATION ASSISTANCE PROVIDED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

7628PG	GRP: 14	CONCERN CONTACT	VEH TYPE: CAR
NEW YORK	13	ZN/TR: N1	CONTACT NBR: 109150587
VIN: 1ZVPT20C5L5		ENGINE: C	OPENED: 11/12/1997
			CLOSED: 11/21/1997

=====

LAST NAME:		FIRST NAME: GEORGE	STATUS: CLOSED
TITLE:		MI:	
ADDRESS:			
CITY: BINGHAMTON		STATE: NY	ZIP: [REDACTED]
HOME PHONE:		BUS. PHONE: [REDACTED]	
MODEL YEAR: 90		MODEL: PROBE	
MILEAGE: 115000		WSD:	
DEALER NAME: FEDUKE FORD, INC.	SALES CODE: 113208	P & A: 00535	
CAUSAL CODES: 1204 1012 3103	SYMPTOMS: 104100		
ORIGIN: 00	TRANS. DST/RGN: 13	TRANS. DATE:	CONTACT DATE: 11/13/1997
SERVICE/SALES: 1			O SURVEY: Y (Y OR N)
ACK. CODE:	ASSIST CODE: W	AWARD AMT:	

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

COMMENTS:  
1997/11/12

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48, 98S99 \*\*\*  
\*\*\* NAVIS: ORIGINAL \*\*\*

CUSTOMER SAYS:

- DEALERSHIP STATES THE PART IS ON BACKORDER FOR THE RECALL
- FIRST BROUGHT THE CAR IN JANUARY FOR THE RECALL

PER CUSTOMER, DEALER SAYS:

- PER SERVICE, CALL FORD, THEY CANNOT GET THE PART

CUSTOMER SEEKS:

- REPAIRS
- PART INFORMATION

CAC ADVISED:

RE: RECALL REPAIRS

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. KENN HOOKER (CUST REL MNGR) TO CONTACT THE CUSTOMER

\*\*\* SPOKE WITH PARTS DEPARTMENT, PART IS ON NATIONAL BACKORDER, PLEASE CONTACT CUSTOMER WHEN PART BECOMES AVAILABLE\*\*\*

RE: PART BACKORDER

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

1997/11/14

###THIS IS THE CLOSING COMMENT

THIS CUSTOMERS PARTS ARE ON BACK ORDERED AND ARE NOT BEING SUPPLIED BY FORD MO  
TOR COMP. AT THIS TIME WE CANT PERFORM A REPAIR SVC MANAGER KEN HOOKER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
Q240MB GRP: 04 CONCERN CONTACT VEH TYPE: CAR  
NEW YORK 13 ZM/TR: K1 CONTACT NBR: 109151911 OPENED: 11/12/1997  
VIN: 1ZVP721U8L5 [REDACTED] ENGINE: U CLOSED: 11/24/1997  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: CT ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 93000 WSD:  
DEALER NAME: STEVENS FORD INC SALES CODE: 113212 P & A: 03874  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: 13 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 11/17/1997  
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/11/12

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

CUSTOMER SAYS:

-BOON# FROM MIKE IN PARTS OF STEVENS FORD.  
-CUSTOMER HAS BEEN WAITING SINCE JUNE OF 1997 FOR SEATBELT PARTS.  
-NO CURRENT SYMPTOMS OTHER THAN DRIVER AND PASSENGER SIDE SEATBELTS DO NOT WORK.  
-SHOULDER HARNESS ON BOTH SIDES AND THE PASSENGER SIDE LAP BELT ARE IN  
-SEATBELTS ARE AUTOMATIC.

PER CUSTOMER, DEALER SAYS:

-MIKE IN PARTS IS TELLING CUSTOMER PARTS ARE ON BACK ORDER AND THE PAST DATES THAT HE HAS GIVEN HER, WERE INACCURATE.

CUSTOMER SEEKS:

-TO LOCATE THE PARTS FOR THE VEHICLE.  
-TO VENT FRUSTRATION OF HAVING TO WAIT SO LONG FOR PARTS.

CAC ADVISED:

- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION  
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS  
-I MADE AN OUTBOUND CALL TO PAUL IN THE SERVICE DEPARTMENT, HE INFORMED ME THAT THE PASSENGER SIDE FRONT SEAT BELT IS IN AND THE DRIVER SIDE DOES NOT HAVE A DATE BUT IT IS EXPECTED.

1997/11/17

###THIS IS THE CLOSING COMMENT

STILL AWAITING PARTS FOR SEAT BELT/CURRENTLY BACK ORDERED STATUS D99/SVC/MGR

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

4262JD GRP: 10 INFORMATION CONTACT VEH TYPE: CAR  
LOS ANGELES 71 ZN/TR: B1 CONTACT NBR: 109151996 OPENED: 11/12/1997  
VIN: L ENGINE: CLOSED: 11/12/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: CA ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 83000 WSD:  
DEALER NAME: DAVID WILSON'S FORD SALES CODE: 171054 P & A: 00751  
CAUSAL CODES: 1203 1012 0206 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/11/12

\*\*\*NO VIN AVAILABLE\*\*\*

CUSTOMER SAYS:

- MY SEATBELTS ARE ON RECALL, THEY ARE BOTH BROKEN. THE DRIVER SIDE IS BROKEN SO YOU CAN'T WEAR IT
- 11/5/97 I WENT TO THE DEALER TO HAVE THE RECALL WORK DONE, BUT THE DEALER DID NOT HAVE THE PART.
- THE PASSANGER SIDE WAS FIXED, BUT THEY HAD TO ORDER THE PART FOR THE DRIVER SIDE
- 11/12/97 I WENT TO THE DEALER TODAY FOR THE SECOND TIME. I DDNT HAVE A SEATBELT. IT IS THE LAW TO WEAR YOUR SEAT BELT IN CALIFORNIA
- THE PART IS ON NATIONAL BACKORDER

PER CUSTOMER, DEALER SAYS:

- THE PART IS ON NATIONAL BACKORDER

CUSTOMER SEEKS:

- TO HAVE VEHICLE REPAIRED
- LOANER VEHICLE

CAC ADVISED:

- MADE DBC TO DEALER SPOKE WITH HENRY
- INFORMED HENRY THAT FORD IS PAYING FOR RENTAL VEHICLES FOR THIS RECALL. PROVIDED HIM WITH THE NUMBER HE NEEDS TO CALL TO ARRANGE THIS
- HENRY SAID HE WOULD CALL MR WEBER BACK

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
O240MB GRP: 04 CONCERN CONTACT VEH TYPE: CAR  
PITTSBURGH 44 ZN/TR: C1 CONTACT NBR: 109153023 OPENED: 11/12/1997  
VIN: 1ZVPT20COL5 ENGINE: C CLOSED: 12/01/1997  
-----

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: CLEVELAND STATE: OH ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 61000 WSD:  
DEALER NAME: SOUTHWESTFORD SALES SALES CODE: 144124 P & A: 02209  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 44 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 11/13/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:  
1997/11/12

\*\*\* NAVIS: SUBSEQUENT \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 90S84 \*\*\*  
\*\*\*NO VIN AVAILABLE\*\*\*

CUSTOMER SAYS:

-BOO# FROM DON OF SOUTHWEST FORD  
-THIS IS THE WIFE CALLING.  
-MR PALMER WAS IN A CAR ACCIDENT ON NOVEMBER 5, 1997. HE BURSTED THE FRONT WINDSHIELD WITH HIS HEAD. HE DID NOT HAVE TO GO TO THE HOSPITAL.  
-CUSTOMERS VEHICLE IS INVOLVED IN A RECALL THAT AFFECTS THE SAFETY RETRAINT ON THE FRONT DRIVER SIDE.  
-PARTS WERE ORDERED AUGUST 1, 1997

PER CUSTOMER, DEALER SAYS:

-DON IN THE SERVICE DEPARTMENT INFORMED CUSTOMER THAT THE PART IS ON BACK ORDER AND HE DOES NOT HAVE AN ANTICIPATED DATE.

CUSTOMER SEEKS:

-WHAT IS TAKING SO LONG FOR THIS PART?

CAC ADVISED:

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

1997/11/24

###THIS IS THE CLOSING COMMENT  
CONTACTED CUSTOMER EXPLAINED PART ON NATIONAL BACK ORDER. WILL CONTACT CUSTOMER WHEN PART HAS ARRIVED.

98537E GRP: 01 INFORMATION CONTACT VEH TYPE: CAR  
MEMPHIS 23 ZN/TR: B2 CONTACT NBR: 109155932 OPENED: 11/13/1997  
VIN: 1ZVPT20C7L5 ENGINE: C CLOSED: 11/13/1997

LAST NAME: STATUS: CLOSED  
TITLE: FIRST NAME: MI:  
ADDRESS:  
CITY: CAR CITY STATE: KY ZIP:  
HOME PHONE: BUS. PHONE:  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 90000 WSD:  
DEALER NAME: GREENWOODFORD SALES CODE: 123052 P & A: 05672  
CAUSAL CODES: 1012 SYMPTOMS: 104100  
ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:  
1997/11/13  
\*\*\* NAVIS: SUBSEQUENT \*\*\*  
CUSTOMER SAYS:  
- I TOOK VEHICLE INTO THE DEALERSHIP FOR RECALL WORK TO BE COMPLETED  
- THE DRIVER'S SIDE HARNESS DOESN'T MOVE  
\*  
PER CUSTOMER, DEALER SAYS:  
- IT WILL BE SIX WEEKS BEFORE PART ARRIVES  
\*  
CUSTOMER SEEKS:  
- TO HAVE VEHICLE REPAIRED IMMEDIATELY  
\*  
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

-----  
1733SK GRP: 15 CONCERN CONTACT VEH TYPE: CAR  
PITTSBURGH 44 ZN/TR: C1 CONTACT NBR: 109156409 OPENED: 11/13/1997  
VIN: 1ZVPT20C3L5 ENGINE: C CLOSED: 12/03/1997  
-----

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: ROCKY RIVER STATE: OH ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 87000 WSD:  
DEALER NAME: JOHN M LANCE FORD I SALES CODE: 144121 P & A: 02284  
CAUSAL CODES: 1012 3103 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 44 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 11/17/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)  
-----

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

COMMENTS:

1997/11/13

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

CUSTOMER SAYS:

- RECALL INFORMATION
- I HAVE WAITED FOR 2 MONTHS FOR THE PARTS
- I DO HAVE THE BROKEN SEAT BELT

PER CUSTOMER, DEALER SAYS:

- THEY ARE BACKORDERED
- FORD RECALLED THIS AND DIDN'T ORDER THE PART

CUSTOMER SEEKS:

- RECALL INFORMATION AND 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'S VEHICLE IS INVOLVED IN RECALL 96548 AND 96599
- CUSTOMER TO CONTACT THE DEALERSHIP'S SERVICE DEPARTMENT FOR ASSISTANCE IN HAVING RECALL PERFORMED
- MADE OBC RE: PARTS DELAY
- SHE NEEDS THE COMPLETE ASSEMBLY AND THEY ARE ON BACKORDER WITH NO PROMISE DATE WE'LL GO ONLINE AND CONTACT HER WITH INFORMATION PER TIM PRICE EXT 240

1997/11/28

###THIS IS THE CLOSING COMMENT

CUSTOMER WAS PUT INTO A LOANER CAR UNTIL PARTS ARE RELEASED FROM FORD FOR SEAT BELT RECALL REPAIR WHICH MAY NOT BE UNTIL MARCH 1998.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

```

=====
O6D4MR  GRP: XX16  INFORMATION CONTACT  VEH TYPE: CAR
UNKNOWN  99  ZN/TR:  CONTACT NBR: 108804491  OPENED: 08/18/1997
VIN: 12VPT2OC1L5  ENGINE: C  CLOSED: 08/18/1997
=====

```

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=====
LAST NAME:  TITLE:  FIRST NAME:  STATUS: CLOSED
ADDRESS: 38C  MI:
CITY: YHRNNDON  STATE: CO  ZIP:
HOME PHONE:  BUS. PHONE:
MODEL YEAR: 90  MODEL: PROBE
MILEAGE: 91000  WSO:
DEALER NAME:  SALES CODE:  P & A:
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:

1997/08/18

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

CUSTOMER SAYS:

- HAS BEEN TRYING TO GET RECALL PERFORMED SINCE HE BECAME AWARE OF IT

\*

PER CUSTOMER, DEALER SAYS:

- PARTS ARE ON BACKORDER

\*

CUSTOMER SEEKS:

- TO HAVE RECALL PERFORMED

\*

CAC ADVISED:

- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION

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

DELAYS

-

09/11/88

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
1593CT GRP: XX13 CONCERN CONTACT VEH TYPE: CAR  
BOSTON 11 ZN/TR: B2 CONTACT NBR: 108355340 OPENED: 04/23/1997  
VIN: 1ZVPT20CXLS [REDACTED] ENGINE: C CLOSED: 06/16/1997  
-----

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: HARWICH STATE: MA ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 120000 WSD:  
DEALER NAME: FORD OF HYANNIS, IN SALES CODE: 111636 P & A: 01827  
CAUSAL CODES: 1005 10RA SYMPTOMS: 104100  
ORIGIN: 8D TRANS. DST/RGN: 11 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 06/05/1997  
ACK. CODE: ASSIST CODE: F AWARD ANT: O SURVEY: Y (Y OR N)  
-----

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

COMMENTS:

1997/04/23

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 98528 & 96599 \*\*\*  
\*\*\* PARTS DELAY OVER 30 DAYS \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

-THE MOTORIZED SAFETY BELT ON THE PASSENGER AND DRIVER'S SIDE ARE NOT  
FUNCTIONING PROPERLY  
-THE DEALERSHIP INFORMED HER OF THE RECALL 4 MONTHS AGO AND THEY STILL HAVE  
NOT  
RECEIVED THE PARTS.  
-HER FATHER WON'T LET HER DRIVE VEHICLE UNTIL THE SEAT BELTS ARE REPLACED.

PER CUSTOMER, DEALER SAYS:

-ORDERED THE WRONG PART INITIALLY AND NOW THEY ONLY HAVE ONE SIDE AND ARE  
WAITING FOR THE OTHER ONE.

CUSTOMER SEEKS:

-TO GET THE PARTS TO THE DEALERSHIP SO SHE CAN HAVE HER SEAT BELTS REPAIRED

CAC ADVISED:

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

1997/08/04

HAVE BEEN TRYING TO REACH CUSTOMER BY PHONE. WILL CONTINUE TO TRY.

1997/08/08

TALKED TO CUSTOMER THIS AM. WORK WAS SATISFACTORILY DONE LAST WEEK. APPOINTM  
ENTS ARE BEING MADE FOR RECALLS TO BE PERFORMED NEXT WEEK. CUSTOMER WILL BE OF  
FERED A LOANER VEHICLE FOR THE DAY THE RECALLS WILL BE PERFORMED.

09/11/98

MASTER OWNER RELATIONS SYSTEM LI

14.21.02

-----  
1593CT GRP: XX13 CONCERN CONTACT VEN TYPE: CAR  
BOSTON 11 ZN/TR: B2 CONTACT NBR: 108355340 OPENED: 04/23/1997  
VIN: 1ZVPT20CXL5 [REDACTED] ENGINE: C CLOSED: 06/16/1997  
-----

1997/06/09

###THIS IS THE CLOSING COMMENT  
SEE PREVIOUS COMMENTS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

9837CH	GRP: XX14	CONCERN CONTACT	VEH TYPE: CAR
ATLANTA	21	ZN/TR: A2	CONTACT NBR: 10B358626
VIN: 12VPT22L2L5		ENGINE: L	OPENED: 04/24/1997
			CLOSED: 05/05/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	BIRMINGHAM	STATE:	AL	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	114000	WSD:			
DEALER NAME:	ADAMSON FORD, L.L.C	SALES CODE:	121011	P & A:	00417
CAUSAL CODES:	1204 1104	SYMPTOMS:	104100 703000		
ORIGIN:	GO	TRANS. DST/RGN:	21	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	04/28/1997
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:

1997/04/24

CUSTOMER SAYS:

- SEAT BELT IS NOT WORKING
- DEALERSHIP TOLD HIM THERE WAS A RECALL ON VEHICLE AND THAT HE COULD COME IN AND GET IT REPAIRED
- CUSTOMER TOOK IT TO DEALERSHIP AND THEY DID NOT HAVE PARTS
- WINDSHIELD WIPER IS ALSO NOT WORKING
- DEALERSHIP SAYS HE NEEDS TO REPLACE THE MOTOR
- CAR IS SHAKING AND CONTINUOUSLY CUTTING OFF
- FEELS HIS VALVE IS DEFECTIVE LIKE THE RECALL 92E34

PER CUSTOMER, DEALER SAYS:

- DEALERSHIP SAID HE WILL CHARGE FOR THE MOTOR

CUSTOMER SEEKS:

- WANTS THE VEHICLE REPAIRED UNDER THE RECALL 92E34

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MRS. JULIA BRYANT, CUST REL MNGR, TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

9937CH	GRP: X114	CONCERN CONTACT	VEH TYPE: CAR
ATLANTA	21	ZN/TR: 82	CONTACT NBR: 10835962G
VIN: 1ZVPT22L2L5		ENGINE: L	OPENED: 04/24/1997
			CLOSED: 05/05/1997

=====

1997/04/25

\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- SISTER CALLING WHO WORKS FOR FORD IN DETROIT
- RECEIVED LETTER ABOUT RECALL NUMBER 92E34
- NEED TO HAVE EGR VALVE REPLACED

PER CUSTOMER, DEALER SAYS:

- DEALERSHIP SAID NO ASSISTANCE

CUSTOMER SEEKS:

- IS VEHICLE INVOLVED IN RECALL 92E34

CAC ADVISED:

- NO RECALL ON 92E34 ON THIS CAR

1997/04/28

THE CLOSING COMMENT  
WOULD LIKE VEH. EGR VALVE REPLACE UNDER A RECALL THERE IS NOT A  
FACTORY RECALL ON THIS VEHICLE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

256509 GRP: X09 CONCERN CONTACT VEH TYPE: CAR  
PITTSBURGH 44 ZN/TR: B1 CONTACT NBR: 108365929 OPENED: 04/25/1997  
VIN: 1ZVPT20C8L5 ENGINE: C CLOSED: 05/05/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: ERIE STATE: PA ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 80000 WSD:  
DEALER NAME: CHAMPION FORD SALES SALES CODE: 144208 P & A: 00765  
CAUSAL CODES: 1203 0208 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: 44 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 04/28/1997  
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:  
1997/04/25

- \*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48/98S99 \*\*\*
- \*\*\* NAVIS: SUBSEQUENT \*\*\*
- CUSTOMER SAYS:
  - SEATBELT, POWER ARE RECALLED
  - DEALER HAS VEHICLE CURRENTLY
  - POLICE/STATE SAY FMC DEALER CAN WRITE LETTER STATING CURRENT SITUATION AND SHE WILL NOT BE TICKETED
- PER CUSTOMER, DEALER SAYS:
  - 8-8 WEEKS FOR PART, NATIONAL BACKORDER
  - NO RESPONSE TO WHETHER THEY'LL WRITE LETTER
- CUSTOMER SEEKS:
  - LETTER REGARDING STATUS SO ABLE TO DRIVE VEHICLE
  - LOANER
  - REPAIR EXPEDITED
- CAC ADVISED:  
LETTER FROM DEALERSHIP:
  - DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED
  - CONTACT JAMES HOURIGAN, CUST. REL. MGR. FOR FURTHER EXPLANATION.
- REPAIR:  
96S48/98S99 RECALLS:
  - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
  - REQUEST MR. JAMES HOURIGAN, CUST REL MGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- LOANER:
  - LOANERS ARE NOT A PROVISION OF THE WARRANTY.
  - CONTACT MR. JAMES HOURIGAN, CUST REL MGR FOR CLARIFICATION OF THE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
2565CG GRP: XX09 CONCERN CONTACT VEH TYPE: CAR  
PITTSBURGH 44 ZN/TR: B1 CONTACT NBR: 108365929 OPENED: 04/25/1997  
VIN: 1ZVPT20C8L5 ENGINE: C CLOSED: 05/05/1997  
-----

1997/04/25

DEALERSHIP'S POLICY ON ALTERNATIVE TRANSPORTATION.  
- MAY REQUIRE AN APPOINTMENT

1997/04/28

###THIS IS THE CLOSING COMMENT

DEALER WILL WORK WITH THE CUSTOMER TO PROCURE PARTS AS QUICKLY AS POSSIBLE. THE  
HE CONCERN WITH THE SEATBELTS IS DIRECTLY RELATED TO THE RECALL AS FAR AS THE  
DEALER CAN TELL. DEALER IS GOING TO ATTEMPT TO HAVE FORD PROVIDE A RENTAL FOR  
THE DURATION OF REPAIRS.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
3835LS GRP: 10 CONCERN CONTACT VEH TYPE: CAR  
PHILADELPHIA 16 ZN/TR: D1 CONTACT NBR: 108368161 OPENED: 04/28/1997  
VIN: 1ZVPT20C0L51 ENGINE: C CLOSED: 05/29/1997  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: NORRISTOWN STATE: PA ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 70000 WSD:  
DEALER NAME: KEYSER & MILLER FOR SALES CODE: 11641B P & A: 01492  
CAUSAL CODES: 1203 1012 3103 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 16 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 04/28/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/04/28  
\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 \*\*\*  
CUSTOMER SAYS:  
- I HAVE TO HAVE THE SEAT BELT FIXED  
- I BROUGHT IT IN IN DECEMBER OF 1996 AND STILL HAVE NOT HEARD ANYTHING  
- WEDNESDAY I HAVE TO HAVE THE CAR INSPECTED AND WITHOUT THE SEATBELT  
I WON'T BE ABLE TO DRIVE THE CAR ANYMORE  
- I HAVE BEEN CALLING FOR 3 MONTHS AND THEY KEEP TELLING ME THEY DO NOT KNOW  
WHERE THE PART IS  
- I CALLED BACK TODAY AND SPOKE TO DAVE  
- THE ONLY SOLUTION THE DEALER HAS IS TO GIVE ME A LOANER CAR  
- MY DAUGHTER DRIVES THIS CAR AND SHE IS 19 SO THEY WILL NOT GIVE IT TO HER  
- I ALREADY SPOKE TO MY INSURANCE COMPANY AND THEY WILL COVER MY DAUGHTER ON  
THE LOANER CAR  
+  
PER CUSTOMER, DEALER SAYS:  
- (DAVE) PROVIDED CAC NUMBER AT CUSTOMER'S REQUEST  
\*  
CUSTOMER SEEKS:  
- RECALL PERFORMED OR LOANER FOR DAUGHTER  
\*  
CAC ADVISED:  
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
- REQUEST MR. RICHARD YEAGER (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2  
BUSINESS DAYS  
MADE DBC TO RICHARD:  
- NO PROJECTION ON WHEN THE PART IS TO BE DELIVERED  
- NATIONAL BACKORDER  
- WILL CHECK WITH HIS INSURANCE COMPANY IF THE LETTER IS OK TO RENT CAR TO  
DAUGHTER

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

3636LS    GRP: 10            CONCERN CONTACT                    VEH TYPE: CAR  
PHILADELPHIA 16    ZN/TR: D1            CONTACT NBR: 1083681121            OPENED: 04/28/1997  
VIN:                1ZVPT20C0LS [REDACTED]            ENGINE: C                    CLOSED: 05/29/1997  
=====

1997/05/22  
###THIS IS THE CLOSING COMMENT  
PPLIED RENTAL CAR. COMPLETED 06/22/97

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

9997CH GRP: XX14 INFORMATION CONTACT VEH TYPE: CAR  
DALLAS 52 ZN/TR: C1 CONTACT NBR: 108269137 OPENED: 04/28/1997  
VIN: 1ZVPT21U6L5 ENGINE: U CLOSED: 04/28/1997

LAST NAME: STATUS: CLOSED  
TITLE: FIRST NAME: MI:  
ADDRESS: STATE: TX ZIP:   
CITY: BUS. PHONE: 999-999-9999  
HOME PHONE: 999-999-9999 MODEL: PROBE  
MODEL YEAR: 90 MILEAGE: 1 WSD:  
DEALER NAME: DON DAVISFORD INC SALES CODE: 152016 P & A: 02417  
CAUSAL CODES: 1219 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/04/28

CUSTOMER SAYS:

- THERE IS A RECALL ON HER VEHICLE
- SAID THEY WOULD CALL HER AND THEY NEVER DID
- WANTS TO KNOW WHY IT'S GOING TO SIX MONTHS
- FEELS THAT IF FORD IS GOING TO HAVE RECALLS THEY NEED TO HAVE A PART

PER CUSTOMER, DEALER SAYS:

- TOLD THEM THERE WOULD BE A SIX MONTH WAIT ON PARTS

CUSTOMER SEEKS:

- WANTS THE VEHICLE REPAIRED AS SOON AS POSSIBLE
- WANTS THE DEALERSHIP TO CONTACT HER

CAG ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

-----  
 8BB2CY GRP: XX04 INFORMATION CONTACT VEH TYPE: CAR  
 DALLAS 52 2N/TR: D2 CONTACT NBR: 108368438 OPENED: 04/28/1997  
 VIN: 12VPT20CXLS ENGINE: C CLOSED: 04/28/1997  
 -----

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
 ADDRESS: [REDACTED]  
 CITY: OKLAHOMA CITY STATE: OK ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 90 MODEL: PROBE  
 MILEAGE: 80000 WSD:  
 DEALER NAME: FRED JONES FD OF OK SALES CODE: 152201 P & A: 08957  
 CAUSAL CODES: 1203 SYMPTOMS: 104100  
 ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE:  
 ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/04/28

\*\*\* VEHICLE INVOLVED IN RECALL 98S48, 96S99 \*\*\*

\*\*\* NAVIS; SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- RECEIVED RECALL NOTICE ABOUT SHOULDER RESTRAINT
- TOOK TO FRED JONES THREE DIFFERENT TIMES FOR RECALL
- SAYS IT IS STILL ON BACK ORDER
- PART IS ON BACK ORDER AND HAS BEEN FOR SIX MONTHS

\* PER CUSTOMER, DEALER SAYS:(BILL LUTZ)

-NO CONTACT

\* CUSTOMER SEEKS:

-WANTS RECALL INFORMATION

\* CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

-----  
107888 GRP: 02 CONCERN CONTACT VEH TYPE: CAR  
WASHINGTON 27 ZN/TR: B1 CONTACT NBR: 108369761 OPENED: 04/28/1997  
VIN: 1ZVPT20C3LE ENGINE: C CLOSED: 06/11/1997  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: CALLAO STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 99000 WSD:  
DEALER NAME: BILL TALLEY FORD IN SALES CODE: 127073 P & A: 06724  
CAUSAL CODES: 1204 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 27 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 06/04/1997  
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/04/28

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

\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- DEALERSHIP HAS A BACK ORDER ON PARTS FOR RECALL 96S48
- VEHICLE CANNOT BE DRIVEN WITHOUT SAFETY BELTS
- ANY LOANER VEHICLES AVAILABLE FROM DEALERSHIPS

PER CUSTOMER, DEALER SAYS:

- PART IS BACKORDERED

CUSTOMER SEEKS:

- PART FOR RECALL 96S48
- LOANER VEHICLE

CAC ADVISED:

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

BUSINESS DAYS

1997/06/04

##THIS IS THE CLOSING COMMENT

PER CSM SUSAN BLAIR:

- THIS CUST HAS NEVER BEEN TO THIS DEALER. THIS CONTACT SHOULD PROBABLY HAVE BEEN OPENED UP AT RICHMOND MOTOR CO SINCE THEY ARE THE ONES THAT PERFORMED THE RECALL. ALSO THE SVC MGR LISTED IN THIS CONTACT IS FROM FARNHAM MOTORS NOT BILL TALLEY.
- THIS RECALL HAS BEEN COMPLETED AS OF 4/30/97.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

2180LH GRP: XX02 CONCERN CONTACT VEH TYPE: CAR  
HOUSTON 57 ZN/TR: C1 CONTACT NBR: 108373349 OPENED: 04/29/1997  
VIN: 1ZVPT21U8L5 ENGINE: U CLOSED: 06/10/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: SAN ANTONIO STATE: TX ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 97000 WSD:  
DEALER NAME: GILLESPIEFORD SALES CODE: 152057 P & A: 04545  
CAUSAL CODES: 1203 10RA SYMPTOMS: 104100  
ORIGIN: 00 TRANS. DST/RGN: 52 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 06/03/1997  
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:  
1997/04/29  
\*\*\* PARTS DELAY OVER 30 DAYS \*\*\*  
\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 AND 96599 \*\*\*  
\*\*\* NAVIS: ORIGINAL \*\*\*  
CUSTOMER SAYS:  
-1-BOO REQUESTED FROM DEALERSHIP  
-SEATBELTS ARE INVOLVED IN A RECALL  
-PARTS HAVE BEEN FOR 2 MONTHS  
\*  
PER CUSTOMER, DEALER SAYS:  
-PASSENGER SIDE PARTS ON BACKORDER  
\*  
CUSTOMER SEEKS:  
-TO GET THE PARTS  
-TO HAVE RECALL PERFORMED  
\*  
CAC ADVISED:  
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY  
TO THE REGIONAL OFFICE.  
-REQUEST MR. IDNY NDRA (CUST. REL MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS  
DAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

=====

2180LH	GRP: XX02	CONCERN CONTACT	VEH TYPE: CAR
HOUSTON	57 ZN/TR: C1	CONTACT NBR: 108373349	OPENED: 04/29/1997
VIN:	1ZVPT21U6L5	ENGINE: U	CLOSED: 06/10/1997

=====

1997/05/21

\*\*\* PARTS DELAY OVER 30 DAYS \*\*\*  
CUSTOMER SAYS:  
-CALLING BACK TO SAY PART TO PERFORM RECALL STILL NOT IN  
-PART ORIGINALLY ORDERED 2/27/97

PER CUSTOMER, DEALER SAYS:  
-NO CONTACT

CUSTOMER SEEKS:  
-TO GET THE PARTS  
-TO HAVE RECALL PERFORMED

CAC ADVISED:  
-MADE DBC TO DEALER: PER SCOTT ALLEN, HE WILL CALL SPECIAL PHONE NUMBER TO  
ORDER AND CALL CUSTOMER BACK TO ADVISE WHEN PART WILL BE RECEIVED  
-IF NO RECORD, HE WILL RE-ORDER FOR CUSTOMER

1997/08/03

##THIS IS THE CLOSING COMMENT  
PARTS HAVE ARRIVED FOR THESE RECALLS. WE HAVE LEFT SEVERAL MESSAGES FOR THE  
CUSTOMER TO CALL AND SET A TIME UP TO PERFORM THE RECALLS. AS SOON AS THEY  
CALL WE WILL PERFORM THE RECALLS. THE PARTS DELAY WAS OVER 4 MONTHS LONG.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====  
43110A GRP: XX11 INFORMATION CONTACT VEH TYPE: CAR  
LOS ANGELES 71 ZN/TR: D1 CONTACT NBR: 108375728 OPENED: 04/29/1997  
VIN: L ENGINE: CLOSED: 04/29/1997  
=====

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: PHOENIX STATE: AZ ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 96000 WSD:  
DEALER NAME: DON SANDERSON FORD SALES CODE: 171171 P & A: 20301  
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 OR N)

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

COMMENTS:

1997/04/29

\*\*\*NO VIN AVAILABLE\*\*\*

CUSTOMER SAYS: ■

- HAS A LETTER FOR THE RECALL ON THE SEAT BELTS
- BEEN WAITING SINCE FEBRUARY 6TH FOR THE PARTS
- CLAIM CHECK IS 8B41

\*

PER CUSTOMER, DEALER SAYS:

- WE WILL CALL YOU WHEN THE COME IN
- THEY ARE ON NATIONAL RECALL

■

CUSTOMER SEEKS:

- TO LET FORD KNOW THAT SHE IS HOLDING FORD RESPONSIBLE FOR ANY DAMAGES

\*

CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

B230TH	GRP: XX06	CONCERN CONTACT	VEH TYPE: CAR
LOS ANGELES	71 ZN/TR: 04	CONTACT NBR: 108377876	OPENED: 04/29/1997
VIN: 12VPT20C1L5		ENGINE: C	CLOSED: 05/22/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:	NORWALK	STATE:	CA	ZIP:
HOME PHONE:		BUS. PHONE:		
MODEL YEAR:	90	MODEL:	PROBE	
MILEAGE:	150000	WSD:		
DEALER NAME:	DOWNEY FORD	SALES CODE:	171049	P & A: 02262
CAUSAL CODES:	1012 10RA	SYMPTOMS:	104100	
ORIGIN:	00	TRANS. DST/RGN:	71	TRANS. DATE:
SERVICE/SALES:	1			CONTACT DATE: 05/15/1997
ACK. CODE:		ASSIST CODE: G	AWARD AMT:	100 SURVEY: Y (Y OR N)

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

COMMENTS:  
1997/04/28

\*\*\* 24 DAYS OUT OF SERVICE \*\*\*  
\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 & 96599 \*\*\*  
\*\*\* NAVIS: ORIGINAL \*\*\*

CUSTOMER SAYS:  
-#800 OBTAINED FROM THE OWNERS MANUAL  
-NO DAYTIME PHONE AVAILABLE  
-WOULD LIKE TO KNOW SINCE VEHICLE IS INVOLVED IN THE SEATBELT RECALL; IF HE WOULD BE PROVIDED A RENTAL  
-DEALER IS PROVIDING CUSTOMER WITH A LOANER; BUT CHARGING CUSTOMER A TAX FEE  
-VEHICLE HAS BEEN SITTING AT THE DEALER SINCE MARCH 25TH 1997; AWAITING FOR SEATBELTS PARTS TO COME INTO THE DEALER

PER CUSTOMER, DEALER SAYS:  
-NO CONTACT

CUSTOMER SEEKS:  
-RENTAL COVERAGE UNDER THE SEATBELT RECALL  
-FINAL RESOLUTION TO CONCERN

CAC ADVISED:  
\*\*\*PARTS DELAY CONCERN\*\*\*  
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.  
-REQUEST MR JIM JOHNSON (CUST REL MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS \*\*\*LOANER  
-NO LOANER OFFERED ON THIS PROGRAM.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

-----  
8230TH GRP: XX08 CONCERN CONTACT VEH TYPE: CAR  
LOS ANGELES 71 ZN/TR: C1 CONTACT NBR: 108377876 OPENED: 04/29/1997  
VIN: 12VPT20C1L5 ENGINE: C CLOSED: 05/22/1997  
-----

1997/04/30

THE SHOULDER BELT RECALL DOES PROVIDE FOR TRANSPORTATION ASSISTANCE IF PARTS  
NEED TO BE ORDERED TO COMPLETE THE RECALL. WE ARE STILL WAITING FOR PARTS TO  
COMPLETE THE RECALL. THEY ARE ON BACKORDER AND FORD DOES NOT HAVE A FIRM DATE  
FOR SHIPMENT. EVIDENTLY THEY NEED FAR MORE THAN WAS ANTICIPATED WHEN THE  
CONTACTED THE RECALL HOT LINE ABOUT THE TAX ON THE RENTAL CAR. THEY TOLD US  
THAT THEY DO NOT PAY THE TAX. THEY WILL PAY A MAXIMUM OF \$25.00 PER DAY. WE  
HAVE LEFT A MESSAGE WITH OUR CSM ABOUT THE TAX. WE FEEL THAT THIS SHOULD NOT  
BE A CUSTOMER RESPONSIBILITY FOR SUCH A LONG TERM PROJECT.  
JIM JOHNSON-SERVICE MANAGER

1997/05/12

WE ARE STILL WAITING FOR A RESPONSE FROM OUR CSM ABOUT THE TAX ON THE RENTAL  
CAR. JIM JOHNSON-SERVICE MANAGER

1997/05/15

###THIS IS THE CLOSING COMMENT  
CSM HAS AGREED TO PAY FOR THE TAX ON THE RENTAL FOR THIS CUSTOMER ON A ONE  
TIME ONLY BASIS. JIM JOHNSON-SERVICE MANAGER

09/11/98 MASTER OWNER RELATIONS SYSTEM II 11.21.02

-----  
9740VR GRP: 14 CONCERN CONTACT VEH TYPE: CAR  
NEW YORK 13 ZN/TR: 11 CONTACT NBR: 108385366 OPENED: 05/01/1997  
VIN: 12VPT20C7L5 ENGINE: C CLOSED: 05/21/1997  
-----

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: 88000 WSD:  
DEALER NAME: NEWINS BAY SHORE FD SALES CODE: 113096 P & A: 03809  
CAUSAL CODES: 1203 10RA SYMPTOMS: 104100  
ORIGIN: 60 TRANS. DST/RGN: 13 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 05/09/1997  
ACK. CODE: ASSIST CODE: 0 AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/05/01

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

CUSTOMER SAYS:

- THE DRIVER'S SEAT BELT LOCKED UP ON THE VEHICLE
- THE PASSENGERS SEAT BELT IS JAMMING WHILE RETRACTING
- THE PARTS HAS BEEN ON ORDER SINCE 2-25-97

PER CUSTOMER, DEALER SAYS:

- THE PARTS ARE ON ORDER AND WE ARE WAITING FOR THE PARTS TO COME IN

CUSTOMER SEEKS:

- TO HAVE THE VEHICLE REPAIRED
- THE STATUS OF THE PART

CAC ADVISED:

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

BUSINESS DAYS

1997/05/14

##THIS IS THE CLOSING COMMENT  
PARTS ON BACK ORDER SOPFROM FOMOCO. DEALER IS TRYING TO IN BEST EFFORT TO SATI  
SFY CUSTOMER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

7898AE	GRP: 09	CONCERN CONTACT	VEH TYPE: CAR
SEATTLE	74	ZN/TR: A2	CONTACT NBR: 108388137
VIN: 1ZVPT22L3L5		ENGINE: L	OPENED: 05/01/1997
			CLOSED: 05/13/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	FIELSON AFB	STATE:	AK	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	120000	WSD:			
DEALER NAME:	SEEKINS FORD-LINCOLN	SALES CODE:	174542	P & A:	08821
CAUSAL CODES:	12RA	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:	74	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	05/02/1997
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:

1997/05/01

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

CUSTOMER SAYS:

- DEALERSHIP ORDERED PARTS FOR RECALL BACK IN JANUARY, AND STILL HAS NOT RECEIVED RECALL WORK.

PER CUSTOMER, DEALER SAYS:

- WE MAY HAVE PUT THE SEAT BELTS IN ANOTHER VEHICLE.

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.ERIC STONER (CUST. REL MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/05/06

###THIS IS THE CLOSING COMMENT

PER CHRIS AT FORD PARTS WILL BE SHIPPED WITHIN THE WEEK.CUSTOMER NOTIFIED BY - MR CLAXTON (ASST PARTS MANAGER) 5-2-97.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

```

=====
90865J  GRP: XK02  INFORMATION CONTACT  VEH TYPE: CAR
UNKNOWN  99  ZN/TR:  CONTACT NBR: 108398253  OPENED: 05/05/1997
VIN: 12VPT20C9L5  ENGINE: C  CLOSED: 05/05/1997
=====

```

```

=====
LAST NAME:  TITLE:  FIRST NAME  STATUS: CLOSED
ADDRESS:  MI:
CITY:  CASTLETON  STATE:  NY  ZIP:
HOME PHONE:  BUS. PHONE:
MODEL YEAR:  90  MODEL:  PROBE
MILEAGE:  104000  WSD:
DEALER NAME:  SALES CODE:  P & A:
CAUSAL CODES:  1012  SYMPTOMS:  104100
DRIGIN:  GO  TRANS. DST/RGN:  TRANS. DATE:
SERVICE/SALES:  1  CONTACT DATE:
ACK. CODE:  ASSIST CODE:  AWARD AMT:  O SURVEY: (Y OR N)

```

```

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

```

COMMENTS:

1997/05/05

- \*\*\* NAVIS: SUBSEQUENT \*\*\*
- CUSTOMER SAYS:
- IS THERE A DELAY ON THE PARTS NEED
- 
- PER CUSTOMER, DEALER SAYS:
- NATIONAL BACK ORDER
- 
- CUSTOMER SEEKS:
- CONFIRM PART BACK ORDER TO REPAIR 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

=====

B985TN	GRP: XX17	CONCERN CONTACT	VEH TYPE: CAR
PHILADELPHIA	16	ZN/TR: F1	CONTACT NBR: 108400599
VIN: 1ZVPT20C3L5		ENGINE: C	OPENED: 05/08/1997
			CLOSED: 05/24/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	BEAR	STATE:	DE	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:		MODEL:	PROBE		
MILEAGE:	1	WSD:			
DEALER NAME:	CARMAN FORD, INC.	SALES CODE:	116219	P & A:	01228
CAUSAL CODES:	1203	SYMPTOMS:	104100 104000		
ORIGIN:	GO	TRANS. DST/RGN:	16	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	05/16/1997
ACK. CODE:		ASSIST CODE: W	AWARD AMT:	O SURVEY:	Y (Y OR N)

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

COMMENTS:

1997/05/06

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

CUSTOMER SAYS:

- CUSTOMER CALLING BACK REITERATING THE SAME CONCERNS WITH THE SEATBELT
- THE CUSTOMER HAS BEEN WAITING FOR A FEW WEEKS TO HAVE THE RECALL DONE
- HAS BEEN WORKING WITH CARMAN AND WINNER FORD DEALERSHIPS AND NEITHER HAS CALLED HIM WITH INFORMATION ON THE PART THAT IS NEEDED FOR THE REPAIR

\*  
PER CUSTOMER, DEALER SAYS:  
- NO CONTACT

\*  
CUSTOMER SEEKS:

- TO HAVE THE SEATBELT RECALL PERFORMED

\*  
CAC ADVISED:

++NON-VLC++OUTBOUND CALL

PER WILLIAM D.:

- WILL CONTACT THE CUSTOMER WITH INFORMATION ON THE PART

1997/05/07

###THIS IS THE CLOSING COMMENT

THIS IS THE THIRD TIME I HAVE HAD TO CLOSE THIS CASE IN ERROR. CUSTOMER IS AT CARMAN FORD IN NEW CASTLE, DE, NOT WINNER FORD. CUSTOMER IS WORKING WITH CARMAN'S SERVICE MANAGER, WILLIAM DUFFY. IN GETTING HER CAR FIXED. CUSTOMER HAS NEVER BEEN TO THIS DEALERSHIP EVER. PLEASE SEND CONTACT TO APPROPRIATE DEALER. THANK YOU.

1997/05/14

TO CHANGE TO SERVICING DEALERSHIP  
TO REFLECT SERVICING DEALERSHIP

09/11/98

MASTER OWNER RELATIONS SYSTEM IJ

14.21.02

=====

0985TN	GRP: XX17	CONCERN CONTACT	VEH TYPE: CAR
PHILADELPHIA 16	ZN/TR: FI	CONTACT NBR: 108400599	OPENED: 05/06/1997
VIN: 12VPT20C3L5	[REDACTED]	ENGINE: C	CLOSED: 05/24/1997

=====

1997/05/17

###THIS IS THE CLOSING COMMENT

I CALLED [REDACTED] HIS PARTS ARE IN. OUR PARTS DEPARTMENT HAS SENT HIM A  
CARD STATING PARTS ARE IN. [REDACTED] WILL CALL BACK TO LET US KNOW WHEN HE  
CAN COME IN FOR THE BELT REPLACEMENT

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

96BIL5	GRP: XX06	CONCERN CONTACT	VEH TYPE: CAR
NEW YORK	13 ZN/TR: 11	CONTACT NBR: 108405304	OPENED: 05/06/1997
VIN: 1ZVPT20C6L5		ENGINE: C	CLOSED: 06/26/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:				MI:	
ADDRESS:					
CITY:	PATCHOGUE	STATE:	NY	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	70000	WSD:			
DEALER NAME:	PATCHOGUE 112 FORD	SALES CODE:	113101	P & A:	03826
CAUSAL CODES:	1012 10RA	SYMPTOMS:	104100		
ORIGIN:	00	TRANS. DST/RGN:	13	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	06/04/1997
ACK. CODE:		ASSIST CODE: R	AWARD AMT:		Q SURVEY: Y (Y OR N)

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

COMMENTS:

1997/05/06

\*\*\* NAVIS: SUBSEQUENT \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 96S99 \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 86S48 \*\*\*  
\*\*\* PARTS DELAY OVER 30 DAYS \*\*\*

CUSTOMER SAYS:

- DRIVER AND PASSENGER SEAT BELTS HAVE STOP WORKING
- PARTS HAVE BEEN ON ORDER FOR THE PAST 2 MONTHS
- FEELS VERY UNSAFE IN THE VEHICLE

PER CUSTOMER, DEALER SAYS:

- PARTS ARE ON ORDER

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. GREG (CUST. REL MNGR/ SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

08/11/88

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
9681LS GRP: XX06 CONCERN CONTACT VEH TYPE: CAR  
NEW YORK 13 ZN/TR: 11 CONTACT NBR: 108405304 OPENED: 05/08/1997  
VIN: 1ZVPT20C6L5 ENGINE: C CLOSED: 08/26/1997  
-----

1997/05/13

\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

-SEATBELTS HAVE NOT BEEN FIXED CAR HAS BEEN AT DEALERSHIP SINCE FEBRUARY

\*

PER CUSTOMER, DEALER SAYS:

-PARTS ARE ON BACKORDER

\*

CUSTOMER SEEKS:

-REPAIR OF SEATBELT

\*

CAC ADVISED:

- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION

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

DELAYS

1997/06/19

###THIS IS THE CLOSING COMMENT

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
 7797CS GRP: XX05 CONCERN CONTACT VEH TYPE: CAR  
 WASHINGTON 27 2N/TR: C1 CONTACT NBR: 108494487 OPENED: 06/02/1997  
 VIN: 1ZVPT21U9L5 ENGINE: U CLOSED: 06/11/1997  
 -----

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
 ADDRESS: [REDACTED]  
 CITY: REHOBOTH BCH STATE: DE ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 90 MODEL: PROBE  
 MILEAGE: 75000 WSD:  
 DEALER NAME: BOULEVARD AUTO SALES SALES CODE: 127583 P & A: 01268  
 CAUSAL CODES: 1203 SYMPTOMS: 104100  
 ORIGIN: GO TRANS. DST/RGM: 27 TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE: 06/04/1997  
 ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/06/02  
 \*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 & 96599 \*\*\*  
 \*\*\* NAVIS: SUBSEQUENT \*\*\*  
 CUSTOMER SAYS:  
 -SHE ORDERED THE PART AT VENTERS FORD FOR HER SEAT BELTS THAT ARE ON RECALL  
 ON 12/16/96  
 -THE PARTS WERE ON BACK ORDER  
 -VENTERS FORD DIDN'T HAVE THE PARTS AFTER THE HOLIDAY  
 -THE SEAT IS JAMMED IN A LOCKED POSITION HALF WAY ON THE DRIVERS SIDE  
 -HER VEHICLE CUT OFF ON HER WHILE DRIVING SHE HAD TO HAVE IT TOWED TO  
 HASTING FORD  
 -HASTING'S FORD SAID IT WAS DUE TO VENTERS FORD NOT DISCONNECTING SEAT BELTS  
 FROM THE BATTERY  
 -HASTING'S INSTALLED THE BATTERY AND DISCONNECTED THE SEAT BELTS FROM THE  
 BATTERY  
 \*  
 PER CUSTOMER, DEALER SAYS:  
 -VENTERS FORD-THE PART IS NOW IN FOR THE RECALL  
 \*  
 CUSTOMER SEEKS:  
 -WANTS REIMBURSEMENT FROM THE BATTERY SHE HAD INSTALLED AND THE TDW  
 -RECALL WORK PERFORMED  
 \*  
 CAC ADVISED:  
 -INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
 -REQUEST MR. TJARK BATEMAN(CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2  
 BUSINESS DAYS  
 -REFERRED TO VENTERS FORD DEALERSHIP FOR REIMBURSEMENT

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

779705 GRP: XX05 CONCERN CONTACT VEH TYPE: CAR  
WASHINGTON 27 ZN/TR: C1 CONTACT NBR: 108494487 OPENED: 06/02/1997  
VIN: 1ZVPT21U9L5 [REDACTED] ENGINE: U CLOSED: 05/11/1997  
=====

1997/06/04  
###THIS IS THE CLOSING COMMENT  
CALLED CUSTOMER,JUST MOVED FROM N.C.,TO DE AND WE ARE GOING TO PERFORM RECALLS  
FOR SEA BELTS AND SUBMIT BILL FOR DEAD BATTERY DUE TO SEAT BELT HANGING UP.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

7593DB GRP: 17 CONCERN CONTACT VEH TYPE: CAR  
CINCINNATI 47 ZN/TR: C1 CONTACT NBR: 108577251 OPENED: 08/23/1997  
VIN: 1ZVPT21U4L5 ENGINE: U CLOSED: 07/10/1997

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: GREENWOOD STATE: IN ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 1 WSD:  
DEALER NAME: SHARP FORD SALES CODE: 147025 P B A: 04674  
CAUSAL CODES: 1Q12 2B01 0408 SYMPTOMS: 104100  
ORIGIN: 00 TRANS. DST/RGN: 47 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 07/03/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: 318 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/08/23

\*\*\* PARTS DELAY OVER 30 DAYS \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 98S99 \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 98S48 \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS: MOTHER CALLING:

-BOOM FROM DEALERSHIP (NO NAMES)  
-CALLED DEALERSHIP IN DECEMBER 1998 WHEN THEY RECEIVED THE RECALL LETTERS  
-THEY KEEP SAYING THE PARTS ARE ON BACKORDER BUT IT HAS BEEN SIX MONTHS  
-ALREADY HAD TO REPLACE THE WHOLE TRACK ON THE DRIVER'S SIDE AT HER EXPENSE  
-NOW THE SEAT BELT ON THE PASSENGER SIDE WILL NOT MOVE IN THE TRACK  
-WANTS RECALLS PERFORMED AND REIMBURSEMENT FOR WHEN SHE HAD TO PAY FOR REPAIR

PER CUSTOMER, DEALER SAYS:

-NO CURRENT CONTACT

CUSTOMER SEEKS:

-RECALLS PERFORMED  
-REIMBURSEMENT FOR PAID REPAIR

CAC ADVISED:

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

1997/06/24

DLR SERV MANAGER ATTEMPTED TO CALL CUSTOMER 16:33, 06/24/1997 AT 317-888-5124  
HOWEVER THERE WAS NO ANSWER

THANK YOU RICK GRUBBS SERVICE MANAGER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

75930B	GRP: 17	CONCERN CONTACT	VEH TYPE: CAR
CINCINNATI	47	ZN/TR: C1	CONTACT NBR: 108577251
VIN: 12VPT21U4L5		ENGINE: U	OPENED: 06/23/1997
			CLOSED: 07/10/1997

=====

1997/06/26

DLR SERV MANAGER CONTACTED MR PAVEY 06/27/97 AT APROX 10:30 AM. I HAVE ALSO CONTACTED RENKIM WHO SUPPLIES THE PARTS FOR THE FACTORY RECALL. I HAVE FOUND THAT OUR RECORDS SHOW PARTS WERE ORDERED 1/22/97, HOWEVER RENKIM STATES ORDER NEVER RECIEVED??? PARTS ARE NOW ORDERED, THE SHOULD BE HERE IN 3 TO 5 WORKING DAYS. AT THAT TIME I WILL EXPEDITE AND PRIORITIZE THE REPAIR AND SUBMIT CUST PAID RECIEPTS AT THAT TIME. MR PAVEY IS AWARE OF ALL AND SEEMS SATISFIED THUS FAR THANK YOU RICK GRUBBS SERV MANAGER

1997/06/30

DEALER SERVICE MANAGER AWAITS SPECIAL ORDER PARTS TO COME IN, EXPECTED TUE. OR WED 07/01, OR 07/02. AT THAT TIME I WILL CONTACT CUSTOMER AND EXPEDITE REPAIR THANK YOU RICK GRUBBS

1997/07/01

07/02/1997, DEALER SERVICE MANAGER AWAITS SPCL ORDER PARTS, WILL CONTACT CUST AS SOON AS PARTS ARRIVE THANK YOU RICK GRUBBS

1997/07/02

SPECIAL ORDERED PARTS ARE NOW HERE, I CALLED CUSTOMER AND LEFT MSG WITH SON FOR MRS PAVEY TO RETURN CALL. IM ATTEMPTING TO MAKE APPT FOR TOMM. 7/03/97 TO INSTALL PARTYS AND PUT THIS TO FINAL REST. ALTERNATE TRANSPORTATION WILL BE OFFERED. THANK YOU RICK GRUBBS SERVICE MANAGER

1997/07/03

###THIS IS THE CLOSING COMMENT  
CUSTOMER HAS BEEN ADVISED UNIT IS READY FOR PICK UP

THANK YOU  
RICK GRUBBS SERV MANAGER

09/11/98

MASTER OWNER RELATIONS SYSTEM IT

14.21.02

=====

0087KG	GRP: XX05	CONCERN CONTACT	VEH TYPE: CAR
MEMPHIS	23	ZN/TR: A2	CDNTACT NBR: 108589198
VIN: 1ZVPT21U3LC		ENGINE: U	OPENED: 06/25/1997
			CLOSED: 07/03/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:					
ADDRESS:					
CITY:	ROGERS	STATE:	AR	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	30000	WSD:			
DEALER NAME:	BOB MALDONEY FORD-ME	SALES CODE:	129220	P B A:	05227
CAUSAL CODES:	1207 1204	SYMPTOMS:	104100		
ORIGIN:	GD	TRANS. DST/RGN:	23	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	06/25/1997
ACK. CODE:		ASSIST CODE: R	AWARD AMT:	O SURVEY:	Y (Y DR N)

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

COMMENTS:

1997/06/25  
 \*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 & 96599 \*\*\*  
 \*\*\* NAVIS: SUBSEQUENT \*\*\*  
 CUSTOMER SAYS:  
 - I AM VERY UPSET WITH FORD  
 - I AM CURRENTLY RECORDING OUR CONVERSATION  
 - THE DRIVER'S SIDE SEAT BELT IS COMPLETELY GONE, THE RIGHT ONE IS OKAY  
 - I CAN'T BELIEVE THAT IT IS GOING TO TAKE THIS LONG TO PERFORM A RECALL  
 \*  
 PER CUSTOMER, DEALER SAYS:  
 - IT IS GOING TO TAKE TWO MONTHS  
 \*  
 CUSTOMER SEEKS:  
 - TO HAVE RECALL PERFORMED  
 \*  
 CAC ADVISED:  
 - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
 - REQUEST MR. SHERMAN MC COOL(SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS  
 \*\*\*OBC MADE TO RENKIM RECALL INFORMATION: RAIL AND MOTOR AS FAR AS THEY KNOW ARE NOT ON BACKORDER  
 \*\*\*OBC MADE TO DEALERSHIP SPOKE TO SHERMAN MCCOOL, SERVICE MANAGER  
 - CUSTOMER NEVER CALLED TO BRING VEHICLE IN  
 1997/06/26  
 ###THIS IS THE CLOSING COMMENT  
 CALL CUSTOMER AND HAD PARTS IN STOCK TO DO RECALL ON SEAT BELTS. TOOK CUSTOMER HOME AND HE WILL RETURN TODAY TO PICK UP CAR.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
8771CA GRP: XX01 CONCERN CONTACT VEH TYPE: CAR  
KANSAS CITY 53 ZN/TR: A1 CONTACT NBR: 108594187 OPENED: 08/26/1997  
VIN: 1ZVPT20C4L5 ENGINE: C CLOSED: 07/04/1997  
-----

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: MISSION STATE: KS ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 35000 WSD:  
DEALER NAME: SHAWNEE MISSION FOR SALES CODE: 153010 P & A: 05925  
CAUSAL CODES: 1203 2013 SYMPTOMS: 104100  
ORIGIN: 00 TRANS. DST/RGN: 53 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 05/27/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)  
-----

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

COMMENTS:  
1997/08/26

\*\*\* THIS CONTACT OPENED DUE TO DNP 96548  
\*\*\* POSSIBLE 12/12 SERVICE PART COVERAGE \*\*\* REPAIR DATE: 3/4/97 MILEAGE:  
32470  
\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- CUSTOMER IS CALLING BACK IN REGARDS TO THE RECALL
- THE DRIVERS SIDE SEATBELT IS NOT WORKING PROPERLY
- 3/4/97, 32,470 MILES, DEALER PERFORMED THE RECALL FOR THE DRIVERS SIDE BACK
- THE PASSENGER SIDE HAS NOT BEEN PERFORMED YET (RECALL 96548)
- CUSTOMER OPTED NOT TO BRING THE VEHICLE TO HAVE THE DRIVERS SIDE REPAIRED UNTIL ALL PARTS ARE IN

PER CUSTOMER, DEALER SAYS:

- 3/1997, THE RECALL 96548 PARTS ARE ON BACK ORDER
- 5/1997 DEALER STATES THAT THEY WILL LOOK INTO THE PARTS ORDER
- NO CURRENT CONTACT

CUSTOMER SEEKS:

- WOULD LIKE TO HAVE THE DRIVER'S SEAT BELT FIXED AND THE PASSENGER SIDE

CAC ADVISED:

- RE: 12/12 WARRANTY ON RECALL 96599. RECALL 96548 STILL OPEN.
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MS. JENNIFER HUTTON (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/06/27

###THIS IS THE CLOSING COMMENT

I LEFT A MESSAGE FOR CUSTOMER TO CONTACT ME AND THAT I HAVE THE PARTS TO COMPLETE THE RECALLS ON HER VEHICLE AND THAT WE COULD SET UP AN APPOINTMENT PLEASE CALL!!!

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

\*\*\*\*\*  
67106V GRP: KX14 CONCERN CONTACT VEH TYPE: CAR  
ATLANTA 21 ZN/TR: E3 CONTACT NBR: 108582353 OPENED: 06/24/1997  
VIN: 1ZVPT20C9L5 ENGINE: C CLDSED: 07/08/1997  
\*\*\*\*\*

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: CARY STATE: NC ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 122000 WSO:  
DEALER NAME: CROSSROADS FORD, IN SALES CODE: 121028 P & A: 00998  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 21 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 07/01/1997  
ACK. CODE: ASSIST CODE: D AWARD AMT: O SURVEY: N (Y OR N)

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

COMMENTS:

1997/06/24

\*\*\* VEHICLE INVOLVED IN RECALL 96S99 96S48 \*\*\*  
\*\*\* NAVIS: ORIGINAL \*\*\*

CUSTOMER SAYS:

- THE CUSTOMER JUST RECEIVED A REMINDER CARD CONCERNING THE SEATBELT RECALL
- SHE HAS BEEN TRYING TO GET THIS DONE SINCE NOVEMBER 1996

PER CUSTOMER, DEALER SAYS:

- IN THE PAST THE DEALERSHIP HAS TOLD THE CUSTOMER THAT THE PART IS NOT YET AVAILABLE
- TODAY THEY TOLD THE CUSTOMER THAT THERE IS NO RECORD OF HER ORDER AT THE DEALERSHIP

CUSTOMER SEEKS:

- TO GET HER SEATBELT RECALL PERFORMED

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. KEN KINCAID CUST REL MNGR TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

1997/08/27

CONTACTED CUSTOMER ON 8-26-97 AND SHE INFORMED [REDACTED] THAT SHE HAD TALKED TO SOMEONE AT THE DEALERSHIP AND PARTS WERE ON ORDER FOR HER VEHICLE, BUT SHE COULD NOT REMEMBER WHO SHE HAD TALKED TO, ANOTHER CALL WAS MADE ON 8-27-97 AND SHE WILL BRING HER VEHICLE TO THE DEALERSHIP TO BE CHECKED SO THAT THE CORRECT PARTS CAN BE ORDERED FOR HER VEHICLE

1997/07/01

###THIS IS THE CLOSING COMMENT

CUSTOMER WAS TO COME TO THE DEALERSHIP SO THAT THE CORRECT PARTS COULD BE ORDERED FOR HER VEHICLE BUT SHE DID NOT SHOW.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
G140KB GRP: 13 CONCERN CONTACT VEH TYPE: CAR  
MEMPHIS 23 ZN/TR: B2 CONTACT NBR: 108791135 OPENED: 07/31/1997  
VIN: 1ZVPT20COL5 ENGINE: C CLOSED: 08/11/1997  
-----

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: OWENSBORO STATE: KY ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 70000 MSD:  
DEALER NAME: ALEXANDERFORD, LINC SALES CODE: 123196 P & A: 05865  
CAUSAL CODES: 1215 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: 23 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 08/01/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: N (Y OR N)  
-----

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

COMMENTS:

1997/07/31

\*\*\* VEHICLE INVOLVED IN RECALL 96599 \*\*\*

\*\*\* VEHICLE INVOLVED IN RECALL 96548 \*\*\*

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

CUSTOMER SAYS:

-CALLER IS [REDACTED] SHE IS THE DRIVER OF THE VEHICLE, WHICH IS TITLED TO HER FATHER, [REDACTED]

-BROUGHT VEHICLE INTO DEALERSHIP FOR SEAT BELT RECALLS, GOT VEHICLE BACK 7/30/97, THEY HAD HER CAR FOR 3 1/2 WEEKS AND GAVE HER A LOANER VEHICLE, BUT WHEN SHE WENT TO PICK IT BACK UP THE REPAIRS TO THE PASSENGER SIDE ARE NOT DONE, AND THE DEALERSHIP IS TELLING HER SOME OF THE PASSENGER SIDE PROBLEM IS NOT PART OF THE RECALL

-SHE ADVISED DEALERSHIP TO FIX PASSENGER SIDE EVEN IF IT IS NOT PART OF  
-SHE PICKED THE VEHICLE UP AFTER SERVICE DEPARTMENT HOURS SO SHE DID NOT RECEIVE ANY PAPERWORK, SO SHE'S NOT SURE IF THEY DID ANY WORK ON HER CAR AT ALL

\*  
PER CUSTOMER, DEALER SAYS:

-THEY CANNOT BE SURE IF ANY WORK WAS DONE OR NOT ON THE VEHICLE; SAID NO ONE WAS AVAILABLE TO HELP CUSTOMER AT TIME SHE CALLED

\*  
CUSTOMER SEEKS:

-TO KNOW IF ANY WORK WAS DONE ON HER VEHICLE  
-TO KNOW IF THE RECALL WORK WAS ACTUALLY COMPLETED  
-TO SPEAK WITH SOMEONE IN SERVICE ABOUT HER VEHICLE

\*  
CAC ADVISED:

RE OPEN RECALLS:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

0140KB	GRP: 13	CONCERN CONTACT	VEH TYPE: CAR
MEMPHIS	23	ZN/TR: B2	CONTACT NBR: 108731136
VIN:	1ZVPT20C0L5	ENGINE: C	DPENED: 07/31/1997
			CLOSED: 08/11/1997

=====

1997/08/04

###THIS IS THE CLOSING COMMENT

ASM JEFF FORD TALKED TO CUSTOMER VIA TELEPHONE 8/1/97. ALL RECALLS HAVE BEEN COMPLETED ON HER VEHICLE AND ADDITIONAL REPAIR TO ONE SEAT BELT WAS ALSO COMPLETED ON CUSTOMERS AUTHORIZATION. ACCORDING TO THE CUSTOMER ONE OF THE SEATBELTS IS NOT WORKING AS SHE THINKS IT SHOULD. CUSTOMER HAS BEEN ADVISED TO RUN THE VEHICLE BACK BY DEALERSHIP AT HER CONVIENCE AND WE WILL CHECK FOR PROPER OPERATION. NO FURTHER ASSISTANCE NEEDED AT THIS TIME.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

B571TC	GRP: X>07	CONCERN CONTACT	VEH TYPE: CAR
NEW YORK	13	ZN/TR: D1	CONTACT NBR: 108776641
VIN: 12VPT21U6L5		ENGINE: U	OPENED: 08/12/1997
			CLOSED: 08/27/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	EAST MEADOW	STATE:	NY	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	65000	WSD:			
DEALER NAME:	COUNTRY FORD LTD	SALES CODE:	113082	P & A:	03856
CAUSAL CODES:	1203	SYMPTOMS:	104100		
ORIGIN:	GD	TRANS. DST/RGN:	13	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	08/13/1997
ACK. CODE:		ASSIST CODE: W	AWARD AMT:	O SURVEY:	Y (Y OR N)

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

COMMENTS:

1997/08/11

CUSTOMER SAYS:

- JUST PURCHASED A 90 PROBE
- THE SEATBELTS ARE NOT WORKING
- WAS TOLD BY THE DEALERSHIP THAT IT WAS A RECALL

PER CUSTOMER, DEALER SAYS:

- VEHICLE IS INVOLVED IN A RECALL

CUSTOMER SEEKS:

- RECALL INFORMATION

CAC ADVISED:

- NEED VEHICLE IDENTIFICATION NUMBER
- \*\*NEXT CSR CUSTOMER TO CALL BACK WITH THE VEHICLE IDENTIFICATION NUMBER\*\*

1997/08/12

THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 108769632

\*\*\* VEHICLE INVOLVED IN RECALL 96599 \*\*\*

\*\*\* VEHICLE INVOLVED IN RECALL 96548 \*\*\*

CUSTOMER SAYS:

- CALLBACK
- ARE THERE ANY RECALLS ON THIS VEHICLE

CUSTOMER SEEKS:

- RECALL INFORMATION

CAC ADVISED:

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

CONTACT IS UPDATED BY SYSTEM

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

8571TC GRP: XX07 CONCERN CONTACT VEH TYPE: CAR  
NEW YORK 13 ZN/TR: 01 CONTACT NBR: 108776651 OPENED: 08/12/1997  
VIN: 1ZVPT21U6LS ENGINE: U CLOSED: 08/27/1997

1997/08/14  
###THIS IS THE CLOSING COMMENT  
CONTACTED CUST SET APPOINT TO HAVE RECALLS PERFORMED

1997/08/18 DAVE REID  
\*\*\* NAVIS: SUBSEQUENT \*\*\*  
CUSTOMER SAYS:  
- CALLING BACK:  
- THE CUSTOMER TOOK THE VEHICLE IN FOR THE SEAT BELT RECALL

PER CUSTOMER, DEALER SAYS:  
- THE PART IS OUT OF STOCK (FOR THE DRIVERS SIDE) AND IT WILL TAKE SEVERAL WEEKS TO GET THE PART - SERVICE NO NAME  
\*  
CUSTOMER SEEKS:  
- TO GET THE PART FASTER  
\*

CAC ADVISED:  
- DEALERSHIP IS THE BEST PARTS RESOURCE  
- MR STEVE ALLI (PARTS MGR) OR DAVID REID (SERVICE MANAGER) IS IN THE BEST POSITION TO ASSIST YOU.  
TEAM LEADER CAC  
CUSTOMER RECONTACTED CAC AND INDICATES THERE IS NO RESOLUTION.  
PLEASE DO NOT CLOSE CONCERN CONTACTS UNTIL THE SITUATION HAS BEEN RESOLVED.  
PLEASE PROVIDE THE FOLLOWING CLOSING COMMENTS:  
TYPE OF REPAIR.  
WHAT WAS THE FINAL RESOLUTION OF CONCERN?  
THANK YOU

1997/08/20  
###THIS IS THE CLOSING COMMENT  
ATTN. ANALYST CARTER THIS CUSTOMER WAS CONTACTED AND EXPLAINED PROCEDURE FOR RECALL 96599, RECALL 96548 AND THAT PARTS MIGHT HAVE TO BE ORDERED AFTER INSPECTION PROCEDURE. CONTACT CLOSED AS PER PROCEDURE. UPON CONTACT TO REMKIN WE WERE INFORMED THAT THEY HAVE A BACK ORDER PROBLEM ON THIS PART THIS IS NOT A DEALER PROBLEM. \* WERE IS COMPANY STANDARD # 8 \*  
\*\*\*COMPANY SUPPORT MATERIALS AND ADEQUATE PARTS WILL BE AVAILABLE PRIOR TO DEALERS SELLING A NEW VEHICLE OR THE COMPANY ANNOUNCING A RECALL \*\*\*

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

8993TT GRP: 14 INFORMATION CONTACT VEH TYPE: CAR  
PHILADELPHIA 18 ZN/TR: C1 CONTACT NBR: 109097847 OPENED: 10/30/1997  
VIN: 1ZVPT21U0L5 ENGINE: U CLOSED: 10/30/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: ROBBINSVILLE STATE: NJ ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 85000 WSD:  
DEALER NAME: POTTER & HILLMAN FO SALES CODE: 116445 P B A: 01274  
CAUSAL CODES: 0407 1104 1207 SYMPTOMS: 104100  
ORIGIN: G0 TRANS. DST/R&N: 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:

1997/10/30

\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- OUR DEALERSHIP KEPT OUR CAR FOR THE SEATBELT RECALL -96599
- THEY WERE KIND ENOUGH TO PROVIDE A LOANER CAR UNTIL THE REPAIRS CAN BE MADE
- CAN FORD HELP US WITH THE COLLISION COVERAGE ON THE LOANER?
- THE DEALERSHIP STAFF HAVE BEEN FRIENDLY, HELPFUL AND KNOWLEDGEABLE
- THEY HAVE GONE OUT OF THEIR WAY TO HELP US

PER CUSTOMER, DEALER SAYS:

- DUE TO PARTS DELAY WE WILL HAVE TO KEEP THE CAR UNTIL MARCH OF 1998
- WE WILL PROVIDE A LOANER UNTIL THEN

CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE FOR COLLISION COVERAGE

CAC ADVISED:

- WARRANTY HAS EXPIRED
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

-----  
7797CS GRP: XX05 CONCERN CONTACT VEH TYPE: CAR  
NEW YORK 13 2N/TR: E1 CONTACT NBR: 108408998 OPENED: 05/07/1997  
VIN: 1ZVPT22L5L5 ENGINE: L CLOSED: 05/28/1997  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: NORTH BAY STATE: NY ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 88000 WSD:  
DEALER NAME: MONAHAN FORD CORP. SALES CODE: 113028 P & A: 03664  
CAUSAL CODES: 1012 SYMPTOMS: 104100  
ORIGIN: 00 TRANS. DST/RGN: 13 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 05/19/1997  
ACK. CODE: ASSIST CODE: R AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/05/07

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

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

CUSTOMER SAYS:

-HE HAS A RECALL ON HIS VEHICLE FOR THE SEAT BELT  
-THE DEALERSHIP DIDN'T HAVE THE PART IN AT THE TIME FOR REPAIR  
-HE WANTS TO KNOW IF THE PARTS ARE AVAILABLE

PER CUSTOMER, DEALER SAYS:

-THE PARTS ARE ON BACK ORDER  
-PARTS WILL BE IN AROUND THE 1ST WEEK OF MAY

CUSTOMER SEEKS:

-PARTS AVAILABILITY

CAC ADVISED:

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

1997/05/21

###THIS IS THE CLOSING COMMENT  
CAR WAS REPAIRED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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=====
4125DP   GRP: XX10   INFORMATION CONTACT   VEH TYPE: CAR
PITTSBURGH 44  ZN/TR: A4   CONTACT NBR: 108407244   OPENED: 05/07/1997
VIN:      L          ENGINE:          CLOSED: 05/07/1997
=====

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LAST NAME: ██████████   FIRST NAME: ██████████   STATUS: CLOSED
TITLE: ██████████      MI:
ADDRESS: ██████████
CITY:    GREENSBURG    STATE: PA   ZIP: ██████████
HOME PHONE: ██████████   BUS. PHONE: ██████████
MODEL YEAR: 80          MODEL: PROBE
MILEAGE: 70000         WSD:
DEALER NAME: FORD OF GREENSBURG   SALES CODE: 144414   P & A: 07479
CAUSAL CODES: 1012     SYMPTOMS: 104100
ORIGIN: 80            TRANS. DST/RGN:      TRANS. DATE:
SERVICE/SALES: 1     CONTACT DATE:
ACK. CODE:          ASSIST CODE:    AWARD AMT:      O SURVEY: (Y OR N)

```

```

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

```

COMMENTS:

1997/05/07

\*\*\* PARTS DELAY OVER 30 DAYS \*\*\*

\*\*\*NO VIN AVAILABLE\*\*\*

CUSTOMER SAYS:

-INVOLVED IN RECALL FOR SEAT BELTS

-AWAITING PARTS SINCE 1/19/97

\*

PER CUSTOMER, DEALER SAYS:

-GAVE 800 #

\*

CUSTOMER SEEKS:

-PART DELAY STATUS

\*

CAC ADVISED:

\*\*NEXT CSR ADVISE\*\*

-OBTAIN VIN TO VERIFY RECALL

-IF RECALL IS EVIDENT, CHANGE CONTACT TO A CONCERN WITH #RA

1997/08/08

\*

PER CUSTOMER, DEALER SAYS:

- PARTS MANAGER/DEALERSHIP GAVE CUSTOMER 800#

\*

CUSTOMER SEEKS:

- CUSTOMER HAD BEEN WAITING FOR 3 MONTHS

- CUSTOMER IS CONCERNED BY THE POLICE TRAFFIC

\*

CAC ADVISED:

- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION

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

DELAYS

- CSR CONFIRMS RECALL ON SEAT BELTS 96548 AND 96599

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
 1844KZ GRP: XA04 INFORMATION CONTACT VEH TYPE: CAR  
 SEATTLE 74 ZN/TR: A2 CONTACT NBR: 108424020 OPENED: 05/12/1997  
 VIN: L ENGINE: CLOSED: 05/12/1997  
 -----

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] MI:  
 ADDRESS: [REDACTED] FIRST NAME: [REDACTED]  
 CITY: BELLINGHAM STATE: WA ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 90 MODEL: PROBE  
 MILEAGE: 90000 WSD:  
 DEALER NAME: DTEHL FORD SALES CODE: 174524 P & A: 08514  
 CAUSAL CODES: 1204 0406 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 INFD: EXPIRES:  
 OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:  
 1997/05/12

\*\*\*NO VIN AVAILABLE\*\*\*

CUSTOMER SAYS:

- PER MOTHER CALLING ON BEHALF OF DAUGHTER
- DAUGHTER BROUGHT THE VEHICLE IN BEFORE DECEMBER OF 1996
- THE CUSTOMER HAS BEEN WAITING FOR THE RECALL TO BE PERFORMED
- THE DEALERSHIP HAS BEEN UNRESPONSIVE AND DID NOT ORDER THE PARTS UNTIL FEBRUARY

PER CUSTOMER, DEALER SAYS:

- PER GEORGE, SERVICE: WE HAVE JUST GOT SOME PARTS IN FOR ANOTHER CUSTOMER AND WE CAN USE THOSE PARTS TO PERFORM THE RECALL ON CUSTOMER'S VEHICLE

CUSTOMER SEEKS:

- TO FIND OUT IF THERE WAS A BACKORDER ON THE PARTS

CAC ADVISED:

- CSR EXPLAINED THAT THERE IS A DELAY ON THE PARTS FOR THE RECALL

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

750888 GRP: 01 INFORMATION CONTACT VEH TYPE: CAR  
CHICAGO 41 ZN/TR: A2 CONTACT NBR: 108428108 DPENED: 05/13/1997  
VIN: 1ZVPT20C5L5 ENGINE: C CLDSED: 05/13/1997

LAST NAME: STATUS: CLOSED  
TITLE: FIRST NAME: MI:  
ADDRESS: CHICAGO STATE: IL ZIP:  
HOME PHONE: BUS. PHONE:  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 89000 WSO:  
DEALER NAME: BOB OCONNOR FORD IN SALES CODE: 141004 P & A: 01576  
CAUSAL CODES: 0416 0426 SYMPTOMS: 104100  
ORIGIN: 00 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:

1997/05/13

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

CUSTOMER SAYS:

- THE FRONT AUTOMATIC SEAT BELT DOES NOT WORK ON THE DRIVER SIDE OF VEHICLE
- I BROUGHT THE VEHICLE IN FOR THE RECALL OF THE SEAT BELT ON 10/07/96
- THE DEALERSHIP DID NOT HAVE THE PART SO I WAITED UNTIL APRIL 13 AND THEY NOW WANT ME TO PAY \$65 FOR A DIAGNOSTIC FEE

PER CUSTOMER, DEALER SAYS:

- THE RECALL KIT DID NOT SOLVE THE PROBLEM WITH YOUR VEHICLE
- WE CAN RESEARCH THE PROBLEM BUT THE DIAGNOSTIC FEE WILL BE \$65

CUSTOMER SEEKS:

- SEEKS TO FIND OUT WHY SHE WILL HAVE TO PAY \$65 TO HAVE REPAIRS DONE ON A

CAC ADVISED:

- DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE.
- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP
- DEALERSHIP IS THE BEST TECHNICAL RESOURCE
- MS. LORI ZIMMERMAN (SERVICE MANAGER) IS IN THE BEST POSITION TO ASSIST YOU.
- 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

3B70LE GRP: XX11 INFORMATION CONTACT VEH TYPE: CAR  
SDR 10 ZN/TR: RI CONTACT NBR: 108433092 OPENED: 05/14/1997  
VIN: 1ZVPT21UXL5 ENGINE: U CLOSED: 05/14/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: HIRSHING STATE: MN ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 1 WSD:  
DEALER NAME: NORTHWOODS FORD LIN SALES CODE: 158473 P & A: 09313  
CAUSAL CODES: 1204 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:

1997/05/14

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

\*\*\* NAVIS: PROGRAM \*\*\*

CUSTOMER SAYS:

- HAD SEATBELTS REPLACED IN DEC 1998
- THE PASSENGER SIDE IS NOT WORKING NOW
- THE DEALER SAYS THE PART IS ON A 90 WAIT

\*

PER CUSTOMER, DEALER SAYS:

- NO FURTHER CONTACT

\*

CUSTOMER SEEKS:

- IS THE PART REALLY ON A 90 WAIT

\*

CAC ADVISED:

- MADE OBC TO DEALER SPOKE WITH LARRY IN PARTS: AT LAST CHECK THERE WAS A 90 WAIT ON THE RECALL PARTS. DEALER WILL LOOK INTO IT AGAIN AND UPDATE THE CUSTOMER ACCORDINGLY.
- CUSTOMER HUNG UP BEFORE THIS INFO COULD BE SHARED WITH HER.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3312AH GRP: OP INFORMATION CONTACT VEH TYPE: CAR  
SDR 10 ZN/TR: R1 CONTACT NBR: 108433104 OPENED: 05/14/1997  
VIN: 1ZVPT21UXL5 ENGINE: U CLOSED: 05/14/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: HIBBING STATE: MN ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 47000 WSD:  
DEALER NAME: NORTHWOODS FORD LIM SALES CODE: 158473 P & A: 09313  
CAUSAL CODES: 1012 SYMPTOMS: 104100  
ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:  
1997/05/14  
\*\*\* NAVIS: SUBSEQUENT \*\*\*  
CUSTOMER SAYS:  
- CALLED BACK REGARDING SEAT BELT CONCERN.  
- TOOK VEHICLE TO THE DEALER IN 4/97.  
\*  
PER CUSTOMER, DEALER SAYS:  
- ALAN VINE/SERVICE MANAGER, HAS TO ORDER PARTS AND WILL TAKE 90 DAYS TO RECEIVE THE PARTS.  
\*  
CUSTOMER SEEKS:  
- WANTS TO KNOW WHEN PARTS WILL BE AVAILABLE.  
\*  
CAC ADVISED:  
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION  
- INFORMED CUSTOMER LARRY CARRUTH/PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

-----  
1791CR GRP: XA04 INFORMATION CONTACT VEH TYPE: CAR  
HOUSTON 57 ZN/TR: A2 CONTACT NBR: 108438866 OPENED: 05/15/1997  
VIN: 1ZVPT20CXLS [REDACTED] ENGINE: C CLOSED: 05/15/1997  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: E  
ADDRESS: [REDACTED]  
CITY: CORRIGAN STATE: TX ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 100000 MSD:  
DEALER NAME: BULLOCK MOTOR CO IN SALES CODE: 152153 P & A: 04588  
CAUSAL CODES: 1017 1215 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/05/15

\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- BOO# FROM INFORMATION
- TOOK THE VEHICLE TO THE DEALERSHIP ON 5/9/97

\*

PER CUSTOMER, DEALER SAYS:

- ORDERED THE PART FOR THE RECALL ON 11/16/96
- ARE WAITING FOR THE PART TO COME IN

\*

CUSTOMER SEEKS:

- GET THE VEHICLE REPAIRED

\*

CAC ADVISED:

OBC TO MR. JAY BRANDENBURG SERVICE MANAGER

- THE DRIVER'S SIDE IS REPLACED
- IS WAITING FOR THE UNIT FOR THE PASSANGER SIDE
- ORDERED THE PART FOR THE PASSANGER'S SIDE ON 5/13/97
- PART WILL BE IN ON 5/16/97

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 I1

14.21.02

=====

6710BV	GRP: XX14	INFORMATION CONTACT	VEH TYPE: CAR
NEW YORK	19	ZN/TR: G1	CONTACT NBR: 108442816
VIN: 1ZVPT21U1L5		ENGINE: U	OPENED: 05/16/1997
			CLOSED: 05/16/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLDSED
TITLE:				MI:	
ADDRESS:					
CITY:	NEWINGTON	STATE:	CT	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	80000	WSD:			
DEALER NAME:	POUGHKEEPSIE FORD I	SALES CODE:	113537	P & A:	03524
CAUSAL CODES:	1012	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:		TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	
ACK. CODE:		ASSIST CODE:		O SURVEY:	(Y OR N)
		AWARD AMT:			

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

COMMENTS:

1997/05/16

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

CUSTOMER SAYS:

- TRYING TO HAVE THE RECALL PERFORMED
- CALLS OCCASIONALLY TO SEE IF THE PARTS ARE AVAILABLE

PER CUSTOMER, DEALER SAYS:

- THE PARTS ARE BACK ORDERED RIGHT NOW

CUSTOMER SEEKS:

- ARE THESE PARTS AVAILABLE

CAC ADVISED:

- EXPLAINED THAT AS SOON AS THE PARTS ARE AVAILABLE THEY WILL BE SHIPPED TO THE DEALERSHIP

1997/07/28

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

CUSTOMER SAYS:

- THE CUSTOMER HAS BEEN TRYING TO GET A RECALL DONE ON THE VEHICLE
- THE CUSTOMER HAS BEEN WAITING SINCE DECEMBER TO HAVE THE RECALL PERFORMED ON THE VEHICLE
- THE RECALL STILL HAS NOT BEEN PERFORMED ON THE VEHICLE

PER CUSTOMER, DEALER SAYS:

- PER SERVICE DEPARTMENT, AT MORANDE FORD
- THE CUSTOMER'S NAME IS STILL ON THE LIST TO HAVE THIS RECALL DONE ON THE VEHICLE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====  
G710BV GRP: XX14 INFORMATION CONTACT VEH TYPE: CAR  
NEW YORK 13 ZN/TR: G1 CONTACT NBR: 108442816 OPENED: 05/16/1997  
VIN: 1ZVPT21U1LS [REDACTED] ENGINE: U CLOSED: 05/16/1997  
=====

1997/07/28

\*

CUSTOMER SEEKS:

- WHEN THE PART WILL BE IN, SO THE RECALL CAN BE PERFORMED

\*

CAC ADVISED:

- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7379AR GRP: XA15 CONCERN CONTACT VLC VEH TYPE: CAR  
CHICAGO 41 2N/TR: A2 CONTACT NBR: 108446540 OPENED: 05/19/1997  
VIN: 1ZVPT22L4LS ENGINE: L CLOSED: 06/04/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: RICHTON PARK STATE: IL ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 110000 WSD:  
DEALER NAME: OLYMPIA FIELDS FORD SALES CODE: 141043 P & A: 01527  
CAUSAL CODES: 2910 1204 10RA SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 41 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 05/28/1997  
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:  
1997/05/19

\*\*\* VEHICLE INVOLVED IN RECALL 96S99 AND 96S48 \*\*\*  
\*\*\* PARTS DELAY OVER 30 DAYS \*\*\*  
\*\*\* NAVIS: ORIGINAL \*\*\*  
CUSTOMER SAYS:  
-THE DEALERSHIP HAS ORDERED PARTS FOR HIS RECALL  
-THEY ORDERED THE PARTS IN EARLY MARCH, AND THEY ARE STILL NOT IN  
\*  
PER CUSTOMER, DEALER SAYS:  
-NO CONTACT  
\*  
CUSTOMER SEEKS:  
-WHERE IS THE PART  
\*  
CAC ADVISED:  
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY  
TO THE REGIONAL OFFICE.  
-REQUEST MR. AL THOMPSON (CUST. REL MNGR) CONTACT THE CUSTOMER WITHIN 2  
BUSINESS DAYS  
-OBC TO TONY IN PARTS  
-THE PART WAS CALLED IN AND WE WERE TOLD THAT THERE WOULD BE A 8 WEEK WAIT  
-IT WAS ORDERED 3/6/97 AND THE PART IS NOT IN YET

1997/05/28  
###THIS IS THE CLDSING COMMENT  
CALLED CUSTOMER AND LEFT MESSAGE ON RECORDER TO SCHEDULE  
APPT. TO INSPECT AND ORDER PARTS PER RECALL 96S99 AND 96S49 CUSTOMER HAS NOT  
CALLED BACK TO SCHEDULE APPT.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

9997CH GRP: XX14 CONCERN CONTACT VEH TYPE: CAR  
ORLANDO 24 ZN/TR: D1 CONTACT NBR: 108446903 OPENED: 05/19/1997  
VIN: 12VPT20C4L5 ENGINE: C CLOSED: 05/28/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: JACKSONVILLE STATE: FL ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 7800 WSD:  
DEALER NAME: MIKE SHADFORD SALES CODE: 124207 P & A: 04867  
CAUSAL CODES: 1204 SYMPTONS: 104100  
ORIGIN: GO TRANS. DST/RGN: 24 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 05/19/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/05/19  
\*\*\* VEHICLE INVOLVED IN RECALL 96S48 AND 96599 \*\*\*  
CUSTOMER SAYS:  
-HER SEAT BELT IS NOT WORKING  
-THERE IS A RECALL ON HER SEAT BELT AND SO FAR SHE'S HAD TO WAIT 14 WEEKS AND  
DEALERSHIP STILL HAS NOT RECEIVED THE PARTS TO REPAIR THE VEHICLE  
\*  
PER CUSTOMER, DEALER SAYS:  
-THE PARTS ARE ON BACKORDER  
\*  
CUSTOMER SEEKS:  
-WHEN WILL DEALERSHIP BE RECEIVING THE PARTS TO REPAIR HER VEHICLE  
\*  
CAC ADVISED:  
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
-REQUEST MR. RICK POEHLMAN, CUST REL MNGR, TO CONTACT THE CUSTOMER WITHIN 2  
BUSINESS DAYS\*  
CAC ADVISED:  
1997/05/21  
###THIS IS THE CLDSING COMMENT  
DEALER RECEIVED SOP PARTS 5/20/97. ADVISED CUSTOMER AND CUST IS TO CALL BACK  
TO SCHEDULE A TIME CONVENIENT FOR HER. SJ

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

-----  
4321TM GRP: XX17 CONCERN CONTACT VEH TYPE: CAR  
BOSTON 11 ZN/TR: B1 CONTACT NBR: 108451704 OPENED: 05/20/1997  
VIN: 1ZVPT22L8L5 [REDACTED] ENGINE: L CLOSED: 06/18/1997  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: MA ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 120000 WSD:  
DEALER NAME: WAYSIDE FORD, INC. SALES CODE: 111463 P & A: 08878  
CAUSAL CODES: 1012 12RA SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 11 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 06/11/1997  
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:

1997/05/20

\*\*\* VEHICLE INVOLVED IN RECALL 98599 \*\*\*

\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

-SEAT BELT IS BROKEN AND SEAT BELT IS ON RECALL.  
-VEHICLE WAS BROUGHT IN TO DEALERSHIP FOR REPLACEMENT OF SEATBELT IN MARCH  
AND THE PART IS STILL ON BACKORDER.

PER CUSTOMER, DEALER SAYS:

- AS OF MAY 20,TH DEALER STATES THE SEAT BELT PART IS STILL  
ON BACKORDER AND IS UNSURE WHEN PART WILL BE AVAILABLE.

CUSTOMER SEEKS:

-INFORMATION ON HOW LONG PART WILL BE ON BACKORDER  
-PROPER REPAIR OF VEHICLE

CAC ADVISED:

RE:PROPER REPAIR OF VEHICLE

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

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

RE:BACKORDER OF PART

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

1997/05/22

THE PART HAS BEEN ORDERED AND WE EXPECT THE PART IN EARLY NEXT WEEK WE WILL TH  
EN SCHEDULE [REDACTED] AN APPOINTMENT

1997/05/29

PART STILL HAS NOT ARRIVED

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

-----  
4321TM GRP: XX17 CONCERN CONTACT VEH TYPE: CAR  
BOSTON 11 ZN/TR: B1 CONTACT NBR: 108451704 OPENED: 05/20/1997  
VIN: 1ZVPT22L8LS [REDACTED] ENGINE: L CLOSED: 06/18/1997  
-----

1997/06/04

MR RICHARDS SEAT BELT PARTS HAVE STILL NOT ARRIVED

1997/06/11

###THIS IS THE CLOSING COMMENT

WE ARE INSTALLING THE ORDERED SEAT BELT PARTS TODAY AND WILL RETURN THE VEHICLE TO THE CUSTOMER

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7418KJ GRP: XA17 CONCERN CONTACT VEH TYPE: CAR  
CHICAGO 41 2N/TR: E2 CONTACT NBR: 108454705 OPENED: 05/20/1997  
VIN: 1ZVPT20C2L5 ENGINE: C CLOSED: 06/04/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: OSMOSH STATE: WI ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 96000 WSD:  
DEALER NAME: GORDIE BOUCHER FORD SALES CODE: 141376 P & A: 02807  
CAUSAL CODES: 3001 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RBN: 41 TRANS. DATE:  
SERVICE/SALES: ( CONTACT DATE: 05/27/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/05/20

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

\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

-JUST BOUGHT VEHICLE  
-4/29, DEALER ORDERED PARTS FOR SEATBELT RECALL  
-THE TITLE IS NOT BRANDED

PER CUSTOMER, DEALER SAYS:

-TOM, CANNOT PERFORM THE RECALL BECAUSE THE TITLE IS BRANDED

CUSTOMER SEEKS:

-HOW DO I GET THE TITLE UNBRANDED

CAC ADVISED:

RE RECALL REPAIR:

-A VEHICLE IS STILL ELIGIBLE TO HAVE SAFETY RECALLS PERFORMED IF THE TITLE HAS BEEN BRANDED  
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
-REQUEST MR. SCOTT STIELDW, SVC MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

RE CLEARING TITLE:

-SEND A COPY OF THE CLEARED TITLE AND A LETTER FROM THE BRANDING STATE OR INSURANCE CARRIER STATING THAT THE TITLE WAS NEVER BRANDED OR THAT IT WAS BRANDED IN ERROR TO THE WARRANTY ADMINISTRATION OFFICE  
-PROVIDED ADDRESS TO WARRANTY ADMINISTRATION

1997/05/28

##THIS IS THE CLOSING COMMENT

CONTACTED THE CUSTOMER AND SET APPOINTMENT. TITLE IS BRANDED BUT IT DOES NOT AFFECT THE RECALL STATUS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

9999RS	GRP: XXXX	INFORMATION CONTACT	VEH TYPE: CAR
MEMPHIS	23	ZN/TR: C2	CONTACT NBR: 108455094
OPENED: 05/20/1997			
VIN: 1ZVPT20C8L		ENGINE: C	CLOSED: 05/20/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	SULPHUR	STATE:	LA	ZIP: [REDACTED]
HOME PHONE:		BUS. PHONE:	[REDACTED]	
MODEL YEAR:	90	MODEL:	PROBE	
MILEAGE:	1	WSD:		
DEALER NAME:	DON SHETLER FORD IN	SALES CODE:	123275	P & A: 06435
CAUSAL CODES:	1203 3105	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:

1997/05/20

\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- MY CAR HAS BEEN ON RECALL.
- I HAVE BEEN WAITING FOR A PART SINCE 12/98.
- WHEN I BROUGHT MY CAR IN FOR THE REPAIR ON 5/20/97, I WAS INFORMED THAT THE PART IS NOT IN, AND MAY NEVER HAVE BEEN ORDERED.

PER CUSTOMER, DEALER SAYS:

- PER SERVICE ADVISOR(NO NAME)- THE PART IS NOT IN AND IT MAY HAVE NOT BEEN ORDERED.

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
- PER KEN MCCOMB (SERVICE MANAGER)- THE PART NEEDED IS IN.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

-----  
 3671CP GRP: 17 INFORMATION CONTACT VEH TYPE: CAR  
 HOUSTON 57 ZN/TR: B1 CONTACT NBR: 108460375 OPENED: 05/21/1997  
 VIN: 12VPT21U6L5 ENGINE: U CLOSED: 05/21/1997  
 -----

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
 ADDRESS: [REDACTED] CITY: [REDACTED] STATE: TA ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 90 MODEL: PROBE  
 MILEAGE: 1 WSD:  
 DEALER NAME: PLANET FORD SALES CODE: 152032 P & A: 02091  
 CAUSAL CODES: 1012 SYMPTOMS: 104100  
 ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE:  
 ACK. CODE: ASSIST CODE: AWARD AMT: Q SURVEY: (Y OR N)

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

COMMENTS:  
 1997/05/21

CUSTOMER SAYS:

- CUSTOMER DOES NOT HAVE THE VIN
- CUSTOMER RECEIVED A RECALL LETTER IN REGARDS TO THE SEAT BELT
- CUSTOMER HAS ORDERED THE PART IN FEBRUARY 1996

PER CUSTOMER, DEALER SAYS:

- DEALERSHIP HAS BEEN BOUGHT AND SOLD AND DOES NOT KNOW IF THE PART IS AVAILABLE

CUSTOMER SEEKS:

- CUSTOMER WOULD LIKE TO KNOW IF THE DEALERSHIP HAS THE PART IN STOCK

CAC ADVISED:

- CSR UPDATED THE ADDRESS
- REFER TO DEALERSHIP MAX JONES/ CUSTOMER RELATION MANAGER FOR AVAILABILITY

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

750888	GRP: 01	INFORMATION CONTACT	VEH TYPE: CAR
DETROIT	48	ZN/TR: 02	CONTACT NBR: 108463248
VIN:	1ZVPT21U3L5	ENGINE: U	OPENED: 05/22/1997
			CLOSED: 05/22/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	KALAMAZOO	STATE:	MI	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	75000	WSD:			
DEALER NAME:	DDN SEELYE FORD INC	SALES CODE:	148576	P & A:	09708
CAUSAL CODES:	1204	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RQM:		TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	
ACK. CODE:		ASSIST CODE:		AWARD AMT:	
				Q SURVEY:	(Y OR N)

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

COMMENTS:

1997/05/22

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

CUSTOMER SAYS:

- I WANT TO KNOW ABOUT THE SAFETY BELT RECALL
- I TOOK MY VEHICLE IN TO BE REPAIRED UNDER THE RECALL ABOUT 2 MONTHS AGO
- I HAVE BEEN WAITING ON THE DEALER TO FIX MY VEHICLE FOR 2 MONTHS

PER CUSTOMER, DEALER SAYS:

- WE DONT HAVE THE PARTS TO FIX THE VEHICLE YET
- CHECK BACK WITH US NEXT WEEK

CUSTOMER SEEKS:

- REPAIRS TO VEHICLE UNDER THE WARRANTY

CAC ADVISED:

REGARDING RECALL 96548/96599

- REQUEST JIM VANDENBURG (SERVICE MANAGER) TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS DAYS REGARDING RECALL (96548/96599)

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

9495KA GRP: XXOP CONCERN CONTACT  
BOSTON 11 ZN/TR: C2 CONTACT NBR: 107742090 VEH TYPE: CAR  
VIN: 1ZVPT20C6M5 ENGINE: C OPENED: 11/08/1996  
CLOSED: 11/19/1996

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: NASHUA STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 60000 MSD:  
DEALER NAME: NASHUA FORD, INC. SALES CODE: 111474 P & A: 00828  
CAUSAL CODES: 1209 SYMPTOMS: 104100 404000  
ORIGIN: GO TRANS. DST/RGN: 11 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 11/08/1996  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1996/11/08

\*\*\* VEHICLE INVOLVED IN ODP 95B70 \*\*\*  
\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 AND 96599 \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

-VEHICLE IS INVOLVED IN THE 2 SEAT BELT RECALLS AND A FUEL INJECTOR RECALL  
-DEALER CANNOT REPAIR THE VEHICLE UNTIL JANUARY  
-CUSTOMER IS CONCERNED ABOUT THE SAFETY OF DRIVING THE VEHICLE  
-THE DRIVE SIDE SEAT BELT WILL NOT WORK  
-PASSENGER SIDE IS BARELY WORKING  
-ALSO, WHEN SHE STOPS THE VEHICLE VIBRATES LIKE IT IS GOING TO CUT OFF  
-WHEN SHE STARTS TO GO AGAIN IT IS FINE

PER CUSTOMER, DEALER SAYS:

-THEY CANNOT GET THE PARTS UNTIL JANUARY FOR THE SEATBELTS OR THE WIRE HARNESS

CUSTOMER SEEKS:

-RECALLS PERFORMED AS SOON AS POSSIBLE

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
-REQUEST MR. GORDON FORSYTHE (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2  
BUSINESS DAYS  
-THE FUEL INJECTOR RECALL IS ACTUALLY AN ODP FOR THE WIRING HARNESS IN THE  
FUEL PUMP ELECTRICAL CIRCUIT

1996/11/12

###THIS IS THE CLOSING COMMENT

CUSTOMER WAS IN FOR RECALLS ON 11-2-96. VEHICLE CHECK OUT AND PARTS WERE ORDER  
ED. PARTS ARE ON NATIONAL BACK ORDER. WE WILL CONTACT CUSTOMER TO INSTALL PART  
S AS SOON AS THEY COME IN. PLEASE CLOSE CONTACT. GORDON FORSYTHE SERVICE MANAG  
ER.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

2585CG	GRP: XX09	CONCERN CONTACT	VEH TYPE: CAR
SDR	10 ZN/TR: M2	CONTACT NBR: 107758335	OPENED: 11/12/1998
VIN: 1ZVPT20C2M5		ENGINE: C	CLOSED: 11/23/1998

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	COBBERS COVE	STATE:	TX	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]	
MODEL YEAR:	91	MODEL:	PROBE	
MILEAGE:	94000	WSD:		
DEALER NAME:	COVE FORDINC	SALES CODE:	152504	P & A: 02627
CAUSAL CODES:	1208 1104	SYMPTOMS:	104100 104200 302400	
ORIGIN:	GO	TRANS. DST/RGN:	52	TRANS. DATE:
SERVICE/SALES:	1			CONTACT DATE: 11/12/1998
ACK. CODE:		ASSIST CODE: R	AWARD AMT:	Q SURVEY: N (Y DR N)

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

COMMENTS:  
1998/11/12

\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- GOT 800# FROM INFORMATION
- NEED INFORMATION ON SAFETY BELT RECALLS
- REAR SEAT BELT CAME UNLATCHED AND CAR SEAT WAS TURNED TO WRONG SIDE
- EMERGENCY BRAKE DOESN'T WORK, VEHICLE STILL ROLLS, EVEN WHEN IT'S IN FIRST GEAR

PER CUSTOMER, DEALER SAYS:

- NO COMMENT

CUSTOMER SEEKS:

- REPAIR OF FRONT BELTS ON RECALL
- REPAIR OF REAR BELT/DIAGNOSIS OF EMERGENCY BRAKE CONCERN

CAC ADVISED:

96548/99:

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

REAR BELTS/VEHICLE ROLLS:

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

1998/11/16

\*\*\*THIS IS THE CLOSING COMMENT

INSPECTED VEHICLE FOR RECALL. DRIVERS SIDE SEAT BELT NEEDS TO BE REPLACED. REPAIR ORDER IS OPEN AND PARTS ON ORDER. PARTS ARE ON BACK ORDER. WHEN WE RECEIVE THE PARTS FROM FORD WE WILL INSTALL ASAP. PLEASE CLOSE CONTACT. CUSTOMERS VEHICLE WILL BE REPAIRED.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

2555CG	GRP: XA09	CONCERN CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: M2	CONTACT NBR: 107758335
VIN:	12VPT20C2M5	ENGINE: C	OPENED: 11/12/1996
			CLOSED: 11/23/1996

=====

1996/12/11

\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- PREVIOUS CONCERN WITH SEATBELT.
- SEATBELT IS STILL BROKEN AFTER RECALL REPAIR.

PER CUSTOMER, DEALER SAYS:

- APPOINTMENT SET FOR MONDAY.

CUSTOMER SEEKS:

- RESOLUTION TO CONCERN.

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- SINCE APPOINTMENT ALREADY SET, WILL NOT HAVE CUSTOMER SERVICE MANAGER CONTACT CUSTOMER.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
600BAC GRP: X201 CONCERN CONTACT VEH TYPE: CAR  
CINCINNATI 47 2N/TR: B2 CONTACT NBR: 107766906 OPENED: 11/14/1996  
VIN: 1ZVPT20C3M5 ENGINE: C CLOSED: 12/17/1996  
-----

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: BROADWAY STATE: OH ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 100200 WSD:  
DEALER NAME: BOB CHAPMAN FORD IN SALES CODE: 147041 P & A: 02246  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 47 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 11/25/1996  
ACK. CODE: ASSIST CODE: R AWARD AMT: 3,634 SURVEY: Y (Y OR N)  
-----

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

COMMENTS:

1996/11/14

\*\*\* THIS CONTACT OPENED DUE TO ONP 95870 \*\*\*  
\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 AND 96299 \*\*\*  
\*\*\* NAVIS: ORIGINAL \*\*\*

CUSTOMER SAYS:

- SHERYL, OWNERS WIFE, CALLING
- DRIVER AND PASSENGER SIDE SEAT BELT DO NOT OPERATE
- VEHICLE TO DEALERSHIP ABOUT 4 WEEKS AGO TO HAVE SEAT BELT RECALLS PERFORMED
- DEALERSHIP DID NOT HAVE MOTOR FOR SEATBELT AND ADVISED CUSTOMER THAT WHEN PARTS WERE AVAILABLE WOULD CONTACT CUSTOMER
- CUSTOMER CONTACTED DEALERSHIP 11/13 AND DEALERSHIP HAD NO INFORMATION ON PART
- CUSTOMER WOULD LIKE THE VEHICLE REPAIRED

PER CUSTOMER, DEALER SAYS:

- CUSTOMER CONTACTED DEALERSHIP 11/13 AND DEALERSHIP HAD NO INFORMATION ON PART

CUSTOMER SEEKS:

- TO HAVE RECALLS PERFORMED

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. ROBERT CHAPMAN (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- CUSTOMER WAS NOT AWARE OF INVOLVEMENT IN ONP 95870 AND WAS INFORMED OF INVOLVEMENT AND WOULD LIKE TO HAVE COMPLETED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

600BAC	GRP: XX01	CONCERN CONTACT	VEH TYPE: CAR
CINCINNATI	47	ZN/TR: B2	CONTACT NBR: 107766906
VIN: 1ZVPT20C3M5		ENGINE: C	OPENED: 11/14/1996
			CLOSED: 12/17/1996

=====

1996/11/14

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

\*\*\* VEHICLE INVOLVED IN DNP 95B70 \*\*\*

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

CUSTOMER SAYS:

-CALLING BACK

\*

PER CUSTOMER, DEALER SAYS: (PER TRDY. SRVC ADVISOR)

-I CALLED, THERE IS A BACKORDER

-WE HAVE NO IDEA HOW LONG IT IS GOING TO BE

\*

CUSTOMER SEEKS:

-COULD THERE BE A BACKORDER ON THIS PART?

\*

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR ROBERT CHAPMAN (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

-DEALERSHIP IS THE BEST TECHNICAL RESOURCE

-MR ROBERT CHAPMAN (CUST REL MGR) IS IN THE BEST POSITION TO ASSIST YOU.

1996/12/10

PARTS CAME IN, CUSTOMER NOTIFIED, REPAIR PERFORMED 11-25-96. VEHICLE RELEASED

TO CUSTOMER, NO FURTHER ACTION AT THIS TIME. LARRY BURKHARDT, SERVICE MANAGE

R

##THIS IS THE CLOSING COMMENT

11-25-96 PARTS INSTALLED FOR SEAT BELT RECALL. VEHICLE RELEASED TO CUSTOMER.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

2789JN GRP: XX10 INFORMATION CONTACT VEH TYPE: CAR  
DETROIT 4B ZN/TR: D2 CONTACT NBR: 10776858 OPENED: 11/18/1996  
VIN: 12VPT21U5MS ENGINE: U CLOSED: 11/19/1996

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: COMSTOCK PARK STATE: MI ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 120123 WSD:  
DEALER NAME: KELLER FORD INC SALES CODE: 148070 P & A: 09696  
CAUSAL CODES: 1215 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:  
1996/11/18

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

CUSTOMER SAYS:

-HE TOOK THE VEHICLE TO THE DEALERSHIP FOR A SEATBELT CONCERN  
-800 NUMBER FROM OWNERS GUIDE  
-HE CALLED THE DEALERSHIP THIS MORNING TO HAVE THE RECALL WORK DONE  
-HE TOOK THE DAY OFF TO DEAL WITH THIS CONCERN  
-NO THE DEALERSHIP STATES THAT THE PART IS ON EMERGENCY ORDER

PER CUSTOMER, DEALER SAYS:

-THEY CANNOT FIX IT BECAUSE THEY DO NOT HAVE THE PARTS  
-WE DO NOT CARRY LOANER VEHICLES  
-HE WILL HAVE TO BRING THE VEHICLE IN LATER

CUSTOMER SEEKS:

-LOANER VEHICLE

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
-JOAN HUNT IS IN THE BEST POSITION TO ASSIST

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====

OG04MR	GRP: XX16	CONCERN CONTACT	VEH TYPE: CAR
SAN FRAN	72	ZN/TR: A2	CONTACT NBR: 107786093
VIN: 1ZVPT21U8M5		ENGINE: U	OPENED: 11/19/1996
			CLOSED: 01/07/1997

=====

LAST NAME:		FIRST NAME: LOUISE	STATUS: CLOSED
TITLE:		MI:	
ADDRESS:			
CITY: FALLON	STATE: NV	ZIP:	
HOME PHONE:		BUS. PHONE:	
MODEL YEAR: 91		MODEL: PROBE	
MILEAGE: 86000		WSD:	
DEALER NAME: FALLON FORD-MERCURY	SALES CODE: 172479	P & A: 07758	
CAUSAL CODES: 1209	SYMPTOMS: 104100		
ORIGIN: 00	TRANS. DST/RGN: 72	TRANS. DATE:	
SERVICE/SALES: 1		CONTACT DATE: 12/04/1996	
ACK. CODE:	ASSIST CODE: R	AWARD AMT:	Q SURVEY: N (Y DR N)

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

COMMENTS:

1996/11/19

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

CUSTOMER SAYS:

- HAS RECALL NOTICE FOR THE SEAT BELTS IN HER VEHICLE
- TOOK INTO DEALERSHIP BECAUSE IT WAS NOT ENGAGING
- THE DEALER CALLED AND SAID THEY HAD THE PART AVAILABLE TO REPAIR IT

PER CUSTOMER, DEALER SAYS:  
- THEY HAVE THE PART IN NOW

CUSTOMER SEEKS:

- TO KNOW IF THIS IS THE RIGHT PART FOR THE FINAL FIX

CAC ADVISED:

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

1996/11/25

11/25/96 PER SERVICE MANAGER. CUSTOMER HAS APPOINTMENT ON 12/4/96 TO INSTALL 5  
EATBELT TRACK FOR RECALL 96S48.

1996/12/31

12/31/96 PER SERVICE MANAGER-SEAT BELT MOTOR HAD TO BE ORDERED FOR DRIVERS SIDE  
E PER RECALL. WORK WAS PERFORMED ON 12/4/96.

###THIS IS THE CLOSING COMMENT

12/31/96- RECALL WORK WAS PERFORMED ON 12/4/96- REPLACEMENT OF DRIVERS SIDE SE  
AT BELT MOTOR

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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-----
1593CT  GRP: XX13  CONCERN CONTACT  VEH TYPE: CAR
MEMPHIS  23  ZN/TR: B2  CONTACT NBR: 108173907  OPENED: 03/05/1997
VIN: 1ZVPT21U4MS  ENGINE: U  CLOSED: 04/21/1997
-----

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-----
LAST NAME:  TITLE:  FIRST NAME:  STATUS: CLOSED
ADDRESS:  MI:
CITY:  WARTRACE  STATE:  TN  ZIP:
HOME PHONE:  BUS. PHONE:
MODEL YEAR:  91  MODEL:  PROBE
MILEAGE:  91000  WSD:
DEALER NAME:  QUALITY FORD-MERCUR  SALES CODE:  123269  P & A:  01646
CAUSAL CODES:  1208  SYMPTOMS:  104100
ORIGIN:  GO  TRANS. DST/RQN:  23  TRANS. DATE:
SERVICE/SALES:  1  CONTACT DATE:  04/05/1997
ACK. CODE:  ASSIST CODE:  W  AWARD AMT:  O SURVEY:  Y (Y DR N)

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```

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

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COMMENTS:

1997/03/05

CUSTOMER SAYS:

- SPOKE TO TWO/THREE PEOPLE AT QUALITY FORD
- HAVE BEEN WAITING FOR FOUR MONTHS
- DOES NOT HAVE VIN, HIS SONS VEHICLE
- WILL CALL BACK TOMORROW WITH VIN

PER CUSTOMER, DEALER SAYS:

- NO COMMENT

CUSTOMER SEEKS:

- REIMBURSEMENT

CAC ADVISED:

- REQUEST CUSTOMER TO RECONTACT CAC WITH VIN FOR ASSISTANCE
- \*\*\*NEXT CSR\*\*\*
- OBTAIN THE INFORMATION, AND UPGRADE IF NECESSARY
- REFERRED THE CUSTOMER TO THE CUSTOMER RELATIONS MANAGER, ROY BOITMOTT,
- FOR FURTHER ASSISTANCE

THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 108020606

\*\*\* THIS CONTACT IS OPENED DUE TO DPEN RECALL 96948 & 96599 \*\*\*

\*\*\* NAVIS: PROGRAM \*\*\*

CUSTOMER SAYS:

- HAD SEATBELT REPLACED ON 10/15/96 BEFORE HE RECEIVED RECALL LETTER (10/7/96
- RELEASE DATE)
- CALLING BACK WITH VIN NUMBER

PER CUSTOMER, DEALER SAYS:

- FRED (SERVICE) SAID HE WAS TRYING TO FIND OUT WHAT WAS GOING ON

CUSTOMER SEEKS:

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

1593CT GRP: XX13 CONCERN CONTACT VEH TYPE: CAR  
MEMPHIS 23 ZN/TR: 82 CONTACT NBR: 108173907 OPENED: 03/05/1997  
VIN: 1ZVPT21U4M5 ENGINE: U CLOSED: 04/21/1997  
=====

1997/03/05

-TO BE REIMBURSED FOR THE RECALL WORK HE HAD DONE PREVIOUS TO  
RECEIVING THE CUSTOMER LETTER

\*

CAC ADVISED:

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

-PLEASE ADVISE IF CUSTOMER IS ELIGIBLE FOR RECALL REIBURSEMENT  
\*\*\*RELEASE DATE ON CUSTOMER LETTER IS 10/7/96 BUT LETTER CUSTOMER\*\*\*  
RECEIVED WAS POSTMARKED 10/18/96 AND SIMPLY HAD OCTOBER 1996  
ON THE LETTER. (HE RECEIVED LETTER AFTER REPAIR HAD BEEN  
COMPLETED)

1997/04/14

###THIS IS THE CLOSING COMMENT  
CUSTOMER RECEIVED REFUND UNDER RECALL 98S48 AND 98S99 PROBE SAFETY RESTRAINTS  
THAT HE HAD PAID FOR.CUSTOMER CONCERN RESOLVED.

08/11/98

MASTER OWNER RELATIONS SYSTEM I1

14.21.02

=====

0541MP	GRP: XX09	INFORMATION CONTACT	VEH TYPE: CAR
CHICAGO	41	ZN/TR: A3	CONTACT NBR: 108615715
VIN: 1ZVPT20CBMS		ENGINE: C	OPENED: 07/02/1997
			CLOSED: 07/02/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	NORMAL	STATE:	IL	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	91	MODEL:	PROBE		
MILEAGE:	140000	WSD:			
DEALER NAME:	DENVISON FORD INC	SALES CODE:	141246	P B A:	20146
CAUSAL CODES:	1012	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:		TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	
ACK. CODE:		ASSIST CODE:		AWARD AMT:	
				D SURVEY:	(Y OR N)

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

COMMENTS:

1997/07/02

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

CUSTOMER SAYS:

- DEALERSHIP IS NOT FOLLOWING UP ON THE RECALL THAT HIS VEHICLE IS INVOLVED IN 96548 AND 96599
- TOOK VEHICLE IN WHEN HE FIRST GOT THE RECALL IN NOVEMBER
- THEY FIXED THE DRIVERSIDE BUT THE PASSENGER SIDE IS STILL STUCK MIDWAY TOWARDS THE FORWARD POSITION

PER CUSTOMER, DEALER SAYS:

- PART IS ON BACK ORDER
- HAVE TO BRING VEHICLE BACK IN FOR ANOTHER INSPECTION

CUSTOMER SEEKS:

- SEAT BELT REPAIRED

CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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=====
1020J5  GRP: XX13  CONCERN CONTACT  VEH TYPE: CAR
SDR      10  ZN/TR: E2  CONTACT NBR: 108583400  OPENED: 06/24/1997
VIN:     12VPT20CBM5  ENGINE: C  CLOSED: 07/15/1997
=====

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LAST NAME: ██████████  FIRST NAME: ██████████  STATUS: CLOSED
TITLE: ██████████  MI: ██████████
ADDRESS: ██████████
CITY:     MOUNTAIN HOME  STATE: AR  ZIP: ██████████
HOME PHONE: ██████████  BUS. PHONE: ██████████
MODEL YEAR: 91  MODEL: PROBE
MILEAGE: 70000  WSD:
DEALER NAME: CURRENT RIVER FORD  SALES CODE: 123255  P & A: 08065
CAUSAL CODES: 1012 0407  SYMPTOMS: 104100
ORIGIN: GO  TRANS. DST/RGN: 23  TRANS. DATE:
SERVICE/SALES: 1  CONTACT DATE: 07/08/1997
ACK. CODE: ASSIST CODE: F  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:
1997/08/24
*** VEHICLE INVOLVED IN DMP 9884B, 96599 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- RECEIVED A LETTER ABOUT THE SEATBELT RECALL
- WAITING TWO WEEKS FOR PARTS
- HE HAS A GOOD DEALERSHIP
*
PER CUSTOMER, DEALER SAYS:
- WAITING ON PARTS
*
CUSTOMER SEEKS:
- VEHICLE TO BE REPAIRED
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. BOB NETHERLAND (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
1997/07/08
###THIS IS THE CLOSING COMMENT
*** CSM T. ALBE ***
- VEHICLE HAS BEEN REPAIRED AND RETURNED TO CUSTOMER
- NO FURTHER ACTION REQUIRED AT THIS TIME

```

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

18745C GRP: XX10 INFORMATION CONTACT VEH TYPE: CAR  
SDR 10 ZN/TR: E2 CONTACT NBR: 108584163 OPENED: 06/24/1997  
VIN: 12VPT20CBMS ENGINE: C CLOSED: 06/24/1997

LAST NAME: STATUS: CLOSED  
TITLE: FIRST NAME: MI:  
ADDRESS:  
CITY: STATE: AR ZIP:  
HOME PHONE: BUS. PHONE:  
MODEL YEAR: 81 MODEL: PROBE  
MILEAGE: 69000 WSD:  
DEALER NAME: CURRENT RIVER FORD SALES CODE: 123255 P & A: 08085  
CAUSAL CODES: 1012 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/06/24

\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

-DEALERSHIP HAS HAD THE VEHICLE FOR TWO WEEKS

-WAITING TO RECEIVE A PART FOR OPEN RECALL

PER CUSTOMER, DEALER SAYS:

-WAITING ON PART

CUSTOMER SEEKS:

-ASSISTANCE ON GETTING PART IN ORDER TO GET VEHICLE BACK

CAC ADVISED:

-CONTACT SERVICE MANAGER TO FIND OUT WHY THIS PROCESS IS TAKING SO LONG, CHUCK ALDRICH

-CONTACT CUSTOMER RELATIONS MANAGER REGARDING NON-TECHNICAL INFORMATION

1997/07/01

RECEIVED PARTS ON 06-26-97 AND REPAIRED VEHICLE ON 08-27-97. CUSTOMER PICKED UP VEHICLE AND WAS SATISFIED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7873CJ GRP: 10 INFORMATION CONTACT VEH TYPE: CAR  
UNKNOWN 99 ZN/TR: CONTACT NBR: 109430995 OPENED: 02/05/1998  
VIN: 1ZVPT21U6M5 ENGINE: U CLOSED: 02/05/1998

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: ANN ARBOR STATE: MI ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 100000 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:

COMMENTS:  
1998/02/05

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S4B AND 96S4B \*\*\*  
\*\*\* NAVIS; SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- THE VEHICLE IS INVOLVED IN THE RECALL FOR THE SEATBELTS
- THE LAP BELT IS NOT WORKING
- HAS TO DRIVE THE VEHICLE WITH NO SEATBELT AND FEELS IT IS UNSAFE

PER CUSTOMER, DEALER SAYS:

- THE PARTS ARE STILL ON BACK ORDER

CUSTOMER SEEKS:

- TO GET A RENTAL VEHICLE

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

\*\*\* NAVIS; SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- CUSTOMER IS CALLING BACK
- WANTS THE DEALERSHIP TO GIVE HIM A LOANER VEHICLE

PER CUSTOMER, DEALER SAYS:

- NO LOANER VEHICLE

CUSTOMER SEEKS:

- LOANER VEHICLE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

7873CU	GRP: 10	INFORMATION CONTACT	VEH TYPE: CAR
UNKNOWN	99	ZN/TR:	CONTACT NBR: 109430995
VIN:	1ZVPT21U6M5	ENGINE: U	OPENED: 02/05/1998
			CLOSED: 02/05/1998

=====

1998/02/05

\*  
CAC ADVISED:

- NO ESP
- NO TRANSPORTATION ASSISTANCE PROVIDED

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

BO87LB GRP: 05 INFORMATION CONTACT VEH TYPE: CAR  
SAM FRAN 72 ZN/TR: A1 CONTACT NBR: 109426237 OPENED: 02/04/1998  
VIN: M ENGINE: CLOSED: 02/04/1998

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: SACRAMENTO STATE: CA ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 111000 WSD:  
DEALER NAME: DOWNTOWN FORD SALES SALES CODE: 172201 P & A: 07863  
CAUSAL CODES: 1012 1205 10RA 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 INFD: EXPIRES:  
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:  
1998/02/04

\*\*\*NO VIN AVAILABLE\*\*\*  
\*\*\* PARTS DELAY OVER 30 DAYS \*\*\*  
CUSTOMER SAYS:  
- WAITING FOR THE SEAT BELT PART TO COME IN TO FIX UNDER RECALL  
- HAS BEEN WAITING OVER 3 MONTHS FOR THE PART  
- DOES NOT FEEL THAT THE VEHICLE IS SAFE  
\*  
PER CUSTOMER, DEALER SAYS:  
- NO CONTACT PERSON GIVEN  
\*  
CUSTOMER SEEKS:  
- RECALL PERFORMED/PART TO 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 11

14.21.02

-----  
78730J GRP: 10 CONCERN CONTACT VEH TYPE: CAR  
SDR 10 ZN/TR: G1 CONTACT NBR: 109415402 OPENED: 02/02/1998  
VIN: 12VPT21U1N5 ENGINE: U CLOSED: 02/10/1998  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: NEWPORT STATE: VA ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: [REDACTED]  
MILEAGE: 111000 WSD:  
DEALER NAME: HOLIDAY MOTOR CORP SALES CODE: 127509 P & A: 06779  
CAUSAL CODES: 1209 1012 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 27 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 02/02/1998  
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:

1998/02/02

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

CUSTOMER SAYS:

- THE VEHICLE IS INVOLVED IN THE SEATBELT RECALL

PER CUSTOMER, DEALER SAYS:

- CAN NOT GET THE PART

CUSTOMER SEEKS:

- TO GET THE CONCERN WITH THE VEHICLE RESOLVED

CAC ADVISED:

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

1998/02/03

###THIS IS THE CLOSING COMMENT

MOTOR FOR SHOULDER HARNESS COMING FROM VENDOR AND FORD WILL RELEASE TO DEALERS  
. CUST. STILL HAS LAP BELT TO USE. CUST. DEMANDED LOANER VEHICLE WHICH WAS DENIED.  
NO ASSIST, AVAILABLE ON RECALL FOR LOANER.

09/11/98

MASTER OWNER RELATIONS SYSTEM IJ

14.21.02

5939JM GRP: 09 CONCERN CONTACT  
ORLANDO 24 ZN/TR: C2 CONTACT NBR: 109414127 VEH TYPE: CAR  
VIN: 1ZVPT20C1ME ENGINE: C OPENED: 02/02/1998  
CLOSED: 02/11/1998

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: WINTER HAVEN STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: [REDACTED] MODEL: PROBE  
MILEAGE: 60000 WSD:  
DEALER NAME: WINTER HAVEN FORD SALES CODE: 124425 P & A: 04840  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: 80 TRANS. DST/RGN: 24 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 02/04/1998  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1988/02/02

\*\*\* NAVIS: SUBSEQUENT \*\*\*  
\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 & 96599 \*\*\*  
-ARE THERE ANY RECALLS

PER CUSTOMER, DEALER SAYS:  
-NO CONTACT

CUSTOMER SEEKS:  
-RECALL INFORMATION

CAC ADVISED:  
RE:RECALL  
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
-REQUEST MR.WILLIAM TOBIAS (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2  
BUSINESS DAYS

1998/02/04

##THIS IS THE CLOSING COMMENT  
SERVICE MGR,WILLIAM TOBIAS,TALKED TO CUSTOMER AND CUSTOMER HAS AN APPOINTMENT  
TO COME IN TO HAVE THE RECALL DONE ON 02-09-98

1998/03/04

\*\*\* NAVIS: SUBSEQUENT \*\*\*  
CUSTOMER SAYS:  
-MY VEHICLE IS INVOLVED IN RECALL 96548  
-I HAVE BEEN WAITING FOR A PART FOR 3 WEEKS  
-I CONTACTED THE DEALERSHIP TO CHECK ON THE PART, BUT WAS ON HOLD FOR HAVE  
BEEN ON HOLD FOR 30 MINUTES  
-I DO NOT EVEN KNOW IF THE DEALERSHIP ORDERED THE PART

PER CUSTOMER, DEALER SAYS:  
-WE DO NOT HAVE ANY INFORMATION ON RECALL

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====

5939JM	GRP: 09	CONCERN CONTACT	VEH TYPE: CAR
ORLANDO	24	ZN/TR: C2	CONTACT NBR: 109414127
VIN:	1ZVPT20C1M5	ENGINE: C	OPENED: 02/02/1998
			CLOSED: 02/11/1998

=====

1998/03/04

\*  
CUSTOMER SEEKS:  
-RECALL PERFORMED

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

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

6889WJ	GRP: 05	INFORMATION CONTACT	VEH TYPE: CAR
BOSTON	11	ZN/TR: B2	CONTACT NBR: 109398000
VIN: M		ENGINE:	OPENED: 01/28/1998
			CLOSED: 01/28/1998

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:			
ADDRESS:	[REDACTED]				
CITY:	CRANSTON	STATE:	R1	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]		
MODEL YEAR:	91	MODEL:	PROBE		
MILEAGE:	87000	WSD:			
DEALER NAME:	DUNNE FORD SALES IN	SALES CODE:	111018	P & A:	09008
CAUSAL CODES:	1215 1012	SYMPTOMS:	104100		
ORIGIN:	60	TRANS. DST/RGN:		TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	
ACK. CODE:	ASSIST CODE:	AWARD AMT:		O SURVEY:	(Y OR N)

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

COMMENTS:

1998/01/28

\*\*\*NO VIN AVAILABLE\*\*\*

CUSTOMER SAYS:

- FATHER CALLING FOR DAUGHTER (SALINA)
- SHE CURRENTLY DRIVES THE VEHICLE
- THE VEHICLE IS INVOLVED IN A RECALL WITH THE SEAT BELTS
- THE BELT IS ACTUALLY STUCK IN THE MIDDLE OF THE TRACK
- THE DEALERSHIP INITIALLY LOOKED AT THE VEHICLE ON NOVEMBER THE 24TH
- THE PARTS ARE STILL NOT HERE

PER CUSTOMER, DEALER SAYS:

- WAITING FOR THE PART

CUSTOMER SEEKS:

- RECALL COMPLETED ON SEAT BELTS

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. MIKE DUNNE III (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- THE DEALERSHIP HAS INSTRUCTIONS IN THE DEALER LETTER SO THEY CAN ADJUST THE SEATBELT SO IT STILL BE USED A SAFETY DEVICE
- THEY CAN MANUALLY MOVE THE BELT IN THE TRACK DEVICE
- DUE TO MANY DEALERSHIPS REPLACING WRONG COMPONENTS IN THE SAFETY RECALL THERE IS CURRENTLY A SHORTAGE OF THESE PARTS
- PLEASE CALL BACK WITH VIN
- UPGRADE TO CONCERN

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

7154TS GRP: 01 CONCERN CONTACT VEH TYPE: CAR  
ATLANTA 21 ZN/TR: A2 CONTACT NBR: 109396470 OPENED: 01/27/1998  
VIN: 1ZVPT20C9MS ENGINE: C CLOSED: 02/09/1998

LAST NAME: STATUS: CLOSED  
TITLE: FIRST NAME: MI:  
ADDRESS: CITY: HUNTSVILLE STATE: AL ZIP:  
HOME PHONE: BUS. PHONE:  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 100000 WSO:  
DEALER NAME: WOODY ANDERSON FORD SALES CODE: 121717 P & A: 05882  
CAUSAL CODES: 1012 1203 SYMPTOMS: 104100 801900  
ORIGIN: 80 TRANS. DST/RGN: 21 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 01/30/1998  
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:  
1998/01/27  
\*\*\* VEHICLE INVOLVED IN RECALL 96548 AND 96599 \*\*\*  
CUSTOMER SAYS:  
- THE SEAT BELT PART HAS BEEN ORDERED SINCE SEPTEMBER  
- SHE HAS NOT HEARD ANYTHING FROM THE DEALERSHIP ABOUT THE FORD DEALERSHIP  
- SHE CONTACTED THE DEALERSHIP ON 1-26-1997 AND WAS TOLD TO CONTACT CUSTOMER ASSISTANCE CENTER, THEY DO NOT HAVE THE PART  
\*  
PER CUSTOMER, DEALER SAYS:  
RE: WOODY ANDERSON FORD, GUNNER IN SERVICE  
- THE RIGHT SIDE SEAT BELT IS IN  
\*  
CUSTOMER SEEKS:  
- PART INFORMATION  
\*  
CAC ADVISED:  
RE: RECALL 96548 AND 96599  
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
- REQUEST MR. BOBBY WHITE (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS  
RE: BACK ORDER DELAY  
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION  
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS  
1998/02/02  
\*\*\*THIS IS THE CLOSING COMMENT  
CUSTOMER CAME IN FRI. 01/30/1998 AND WAS INFORMED THAT THE PART IS STILL ON BACK ORDER. P. S. TO WHOM IT MAY CONCERN, IT WOULD BE HELPFULL IF FORD WOULD HAVE ALL PARTS IN STOCK BEFORE THE RECALLED THOUSANDS OF VEHICLES, PLEASE CLOSE!

08/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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=====
4493TD  GRP: 05  INFORMATION CONTACT  VEH TYPE: CAR
ATLANTA 21  ZN/TR: A2  CONTACT NBR: 109101105  OPENED: 11/06/1997
VIN: M  ENGINE:  CLOSED: 11/06/1997
=====

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LAST NAME: ██████████  FIRST NAME: ██████████  STATUS: CLOSED
TITLE: ██████████  MI:
ADDRESS: ██████████
CITY: HUNTSVILLE  STATE: AL  ZIP: ██████████
HOME PHONE: ██████████  BUS. PHONE: ██████████
MODEL YEAR: 91  MODEL: PROBE
MILEAGE: 107000  WSD:
DEALER NAME: WOODY ANDERSON FORD SALES CODE: 121717  P & A: 05892
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:

```

COMMENTS:

1997/11/06

\*\*\*NO VIN AVAILABLE\*\*\*

CUSTOMER SAYS:

- THERE IS A RECALL OUT ON MY VEHICLE
- TOOK THE VEHICLE TO THE DEALERSHIP IN SEPTEMBER FOR THE RECALL TO THE SEATBELT
- I CALLED THE DEALERSHIP TODAY ABOUT REPAIRING MY VEHICLE
- I'VE BEEN WAITING SINCE SEPTEMBER

\*

PER CUSTOMER, DEALER SAYS:

- HAVE TO ORDER THE PARTS
- PARTS ARE ON BACK ORDER

\*

CUSTOMER SEEKS:

- REPAIR OF THE VEHICLE/RECALL PERFORMED

\*

CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

7077PP GRP: 02 CONCERN CONTACT VEH TYPE: CAR  
LOS ANGELES 71 ZN/TR: 01 CONTACT NBR: 109378356 OPENED: 01/22/1998  
VIN: 1ZVPT21U9M3 ENGINE: U CLOSED: 02/11/1998

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 1 WSD:  
DEALER NAME: LOU GRUBBFORD SALES CODE: 171178 P & A: 20323  
CAUSAL CODES: 1203 1012 3001 SYMPTOMS: 104100  
ORIGIN: 00 TRANS. DST/RGN: 71 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 02/04/1998  
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:

1998/01/22

\*\*\* MILEAGE UNAVAILABLE \*\*\*  
\*\*\* VEHICLE INVOLVED IN ONP 99870 \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 98599 \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 98548 \*\*\*  
\*\*\* NAVIS: ORIGINAL \*\*\*

CUSTOMER SAYS:

- MY SAFTEY BELT IS UNDER RECALL  
- I AM STILL WAITING FOR A PART  
- THE SAFTEY BELT FUSE WAS REMOVED BECAUSE THE SAFTEY BELT WAS DRAINING THE BATTERY  
- I NEED THOSE SEATBELTS

PER CUSTOMER, DEALER SAYS:

- THERE IS A BACKORDER

CUSTOMER SEEKS:

- TO HAVE THE RECALL PERFORMED

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
- REQUEST MR. JIM FITCH (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  
- USE YOUR LAP BELT

1998/02/04

###THIS IS THE CLOSING COMMENT

HAVE SEAT BELT INSTOCK FOR CUSTOMER TO PERFORM RECALL WAITING FOR CUSTOMER TO RETURN FOR REPAIR. PLEASE CLOSE THANK YOU JIM FITCH.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

7658KH	GRP: 06	CONCERN CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: C1	CONTACT NBR: 109359829
VIN:	12VPT20CKM5	ENGINE: C	DPENED: 01/16/1998
			CLDSED: 02/04/1998

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:		STATE:	PA	ZIP:	
CITY:		BUS. PHONE:			
HOME PHONE:		MODEL:	PROBE		
MODEL YEAR:	91	WSD:			
MILEAGE:	1	SALES CODE:	118456	P & A:	07404
DEALER NAME:	UNIVERSITY FORD	SYMPTOMS:	104100		
CAUSAL CODES:	0208 3104	TRANS. DST/RGN:	16	TRANS. DATE:	
ORIGIN:	GO	CONTACT DATE:	01/22/1998		
SERVICE/SALES:	1	O SURVEY:	Y (Y OR N)		
ACK. CODE:		ASSIST CODE: W	AWARD AMT:		

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

COMMENTS:

1998/01/18

- \*\*\* MILEAGE UNAVAILABLE \*\*\*
- \*\*\* VEHICLE INVOLVED IN RECALL 96548 & 98598 \*\*\*
- \*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- [REDACTED] IS CALLING (DAUGHTER)
- [REDACTED] NUMBER [REDACTED] -ANYTIME AFTER 9:00 AM
- VEHICLE IS INVOLVED IN THE SEAT BELT RECALL
- THE DRIVER SIDE SEAT BELT IS NOT WORKING
- THE PASSENGER SIDE SEAT BELT IS WORKING

PER CUSTOMER, DEALER SAYS:

- PER DAVE SEAT BELTS ARE ON BACK ORDER
- THEY HAVE IT ON EMERGENCY STATUS

CUSTOMER SEEKS:

- TO GET THE PARTS IN FOR THE SEAT BELT

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MS. CINDY BRYAN (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- LOANERS ARE NOT A PROVISION OF THE WARRANTY.
- CONTACT MS.CINDY BRYAN (SVC.MGR./CUST REL MGR.) FOR CLARIFICATION OF THE DEALERSHIP'S POLICY ON ALTERNATIVE TRANSPORTATION.
- MAY REQUIRE AN APPOINTMENT
- MADE OBC TO MR. MUNDY
- PER MR. MUNDY THE RENKIM PROGRAM IS OVER
- MADE OBC TO RENKIM
- PER TRACY THE PROGRAM IS STILL IN EFFECT
- DEALER WILL HAVE TO CALL AN GET AN APPROVAL FOR A LOANER

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

=====
7658KH GRP: 06 CONCERN CONTACT VEH TYPE: CAR
SDR IO ZN/TR: C1 CONTACT NBR: 109359829 OPENED: 01/16/1998
VIN: 1ZVPT20CXMB [REDACTED] ENGINE: C CLOSED: 02/04/1998
=====

1998/01/28

##### THIS IS THE CLOSING COMMENT
WE WERE VERY ACCOMODATING TO MS [REDACTED] WHEN SHE CAME IN FOR OTH
ER RECALLS, EITHER BY GIVING HER A COURTESY CAR OR SHUTTLING HWR WHEREVER SHE'
D LIKE TO GO. THE SEATBLTS IN QUESTION ON THE CURRENT RECALL ARE ON BACK ORDER
AND WE CANNOT PROVIDE HER WITH A VEHICLE TO DRIVE UNTIL THEY COME IN. THE SAME
COURTESY WILL BE OFFERED TO HER WHEN THE PARTS COME IN AND SHE CAN SCHEDULE T
O HAVE HER RECALL PERFORMED.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

64515H GRP: 14 INFORMATION CONTACT VEH TYPE: CAR  
CHICAGO 41 ZN/TR: 01 CONTACT NBR: 109353847 OPENED: 01/15/1998  
VIN: 1ZVPT22L5ME ENGINE: L CLOSED: 01/15/1998

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: CHICAGO STATE: IL ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 117000 WSD:  
DEALER NAME: NORTHSIDEFORD, INC. SALES CODE: 141038 P & A: 01607  
CAUSAL CODES: 1203 2013 1104 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:

1998/01/15

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

CUSTOMER SAYS:

- 96548 AND 98509
- TOOK HER VEHICLE IN A MONTH AGO FOR RECALL
- SHE HAVE NOT HAD THE RECALL SERVICED
- SHE TOOK HER VEHICLE IN 8/96 TO ALLAN FORD IN BLODMFIELD , MI FOR REPLACEMENT FOR WINDOW MOTOR
- THE MOTOR RATTLED AFTER THE REPAIR AND THEY TOLD HER NOT TO WORRY ABOUT
- DURING CHRISTMAS 97 THE WINDOW IS STICKING
- CAN SHE HAVE THIS REPLACED FOR FREE SINCE THIS HAS BEEN A PROBLEM

PER CUSTOMER, DEALER SAYS:

- THEY ORDERED THE PARTS
- THE PARTS ARE ON NATIONAL BACK ORDER
- THEY WILL CALL FORD TODAY FOR AN ESTIMATED DELIVERY DATE

CUSTOMER SEEKS:

- PART INFORMATION
- WINDOW PART REPLACED FOR FREE

CAC ADVISED:

- WORKMANSHIP ISSUES MUST BE ADDRESSED AT DEALER
- CONTACT MR./MS. ( CUST REL MGR/SERV. MGR ) FOR ASSISTANCE.
- WARRANTY HAS EXPIRED
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR
- INFORMED CUSTOMER THAT THE SEATBELTS PARTS ARE ON BACK ORDER

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

-----  
 7537TV GRP: 09 INFORMATION CONTACT VEH TYPE: CAR  
 NEW YORK 13 ZN/TR: B1 CONTACT NBR: 109349924 OPENED: 01/14/1998  
 VIN: 1ZVPT20C2M5 ENGINE: C CLOSED: 01/14/1998  
 -----

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
 ADDRESS: [REDACTED]  
 CITY: WAYNE STATE: NJ ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 91 MODEL: PROBE  
 MILEAGE: 70000 WSD:  
 DEALER NAME: WAYNE MOTORS INC SALES CODE: 314324 P & A: 11234  
 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: MICRD:

COMMENTS:  
 1998/01/14

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

CUSTOMER SAYS:

- ARE THERE ANY RECALLS ON THE VEHICLE
- THE PARTS FOR THE SEATBELTS ARE ON BACKORDER, IS THERE A WAY TO CHECK ON THE STATUS

\*

CUSTOMER SEEKS:

- CHANGE OF ADDRESS
- PART INFORMATION

\*

CAC ADVISED:

RE: PART INFORMATION

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

RE: ADDRESS CHANGE

- THE ADDRESS CHANGE HAS BEEN DONE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

11.21.02

-----  
0519RA GRP: 10 INFORMATION CONTACT VEH TYPE: CAR  
CINCINNATI 47 ZN/TR: F1 CONTACT NBR: 109345504 OPENED: 01/13/1998  
VIN: 1ZVPT20C4MS ENGINE: C CLOSED: 01/13/1998  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: MARSHALL STATE: NC ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 93000 WSD:  
DEALER NAME: DON SMITHFORD LINC- SALES CODE: 147457 P & A: 02042  
CAUSAL CODES: 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:

1998/01/13

\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- SEAT BELT ON DRIVER SIDE IS NOT WORKING
- SEAT BELT WAS ORDERED

PER CUSTOMER, DEALER SAYS:

- SEAT BELT IS ON BACK ORDER

CUSTOMER SEEKS:

- SEAT BELT

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

=====

4699BK	GRP: 05	CONCERN CONTACT	VEH TYPE: CAR
CINCINNATI	47	ZN/TR: 01	CONTACT NBR: 109343128
VIN:	1ZVPT21U8M5	ENGINE: U	OPENED: 01/13/1998
			CLOSED: 01/23/1998

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:	LOUISVILLE	STATE:	KY	ZIP:
HOME PHONE:		BUS. PHONE:		
MODEL YEAR:	91	MODEL:	PROBE	
MILEAGE:	98000	WSD:		
DEALER NAME:	STAR FORDAT OXMOOR	SALES CODE:	147020	P & A: 05659
CAUSAL CODES:	1204 1012	SYMPTOMS:	104100	
ORIGIN:	GO	TRANS. DST/RGN:	47	TRANS. DATE:
SERVICE/SALES:	1			CONTACT DATE: 01/14/1998
ACK. CODE:		ASSIST CODE: R	AWARD AMT:	0 SURVEY: Y (Y OR N)

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

COMMENTS:

1998/01/13

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 05548 \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*  
\*\*\* CUSTOMER REQUESTING SERVICE AT THIS DEALERSHIP \*\*\*  
CUSTOMER SAYS:  
- SEAT BELT HAD A RECALL  
- DEALERSHIP ORDERED PARTS JULY, 1997  
- HAVE CALLED THE DEALERSHIP EVERY MONTH FOR 8 MONTHS  
- DEALERSHIP IS STILL SAYING THE PARTS ARE NOT IN  
- PART NUMBER F72261610045B AND F72261610044B- LEFT AND RIGHT SEATBELT

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

CUSTOMER SEEKS:  
- WHEN WILL THE PARTS COME IN

CAC ADVISED:  
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.  
- REQUEST MS MARY LOU LEIDGEN, CUST. REL MNGR, CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS-

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====

46998K	GRP: 05	CONCERN CONTACT	VEH TYPE: CAR
CINCINNATI	47	ZN/TR: D1	CONTACT NBR: 109343128
VIN:	12VPT21UBM5	ENGINE: U	OPENED: 01/19/1998
			CLOSED: 01/23/1998

=====

1998/01/13

CUSTOMER SAYS:

- I CALLED IN TO THE CAC ON 1-12-98 AND AM WAITING TO HEAR BACK ABOUT THE PARTS DELAY

\*

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

\*

CUSTOMER SEEKS:

- TO FIND OUT ABOUT MY PARTS THAT HAVE BEEN ORDERED

\*

CAC ADVISED:

- THE INFORMATION WAS FORWARDED INTO THE DEALERSHIP AND TO THE REGIONAL OFFICE  
- THE CUST REL MGR AT THE DEALERSHIP WAS REQUESTED TO CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS

1998/01/16

###THIS IS THE CLOSING COMMENT

LEFT MESSAGE FOR CUST TO RETURN CALL; PARTS ARE STILL ON BACK ORDER; VEH DOES NOT NEED PASSENGER SIDE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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=====
70940J  GRP: XX02  CONCERN CONTACT  VEH TYPE: CAR
SDR      10  ZN/TR: N2  CONTACT NBR: 109331525  OPENED: 01/09/1998
VIN:     1ZVPT20C7M5  ENGINE: C  CLOSED: 01/27/1998
=====

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LAST NAME: ██████████  FIRST NAME: ██████████  STATUS: CLOSED
TITLE: ██████████  MI: ██████████
ADDRESS: ██████████
CITY: CLINTON  STATE: MO  ZIP: ██████████
HOME PHONE: ██████████  BUS. PHONE: ██████████
MODEL YEAR: 91  MODEL: PROBE
MILEAGE: 140000  WSD:
DEALER NAME: GREGG SMITH FORD L- SALES CODE: 153462  P & A: 05080
CAUSAL CODES: 1204 1207  SYMPTOMS: 104100
ORIGIN: GO  TRANS. DST/RGN: 53  TRANS. DATE:
SERVICE/SALES: 1  CONTACT DATE: 01/20/1998
ACK. CODE: ASSIST CODE: R  AWARD AMT:  O 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:

1998/01/09

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 98599 & 96548\*\*\*

\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- DRIVERSIDE SEATBELT DOES NOT WORK
- THE ENTIRE TRACK HAS BROKEN OFF
- HE HAS ALREADY RECIEVED A TICKET FOR NO SEATBELT AND HAVE A CONCERN FOR HIS SAFETY

PER CUSTOMER, DEALER SAYS:

- PARTS FOR DRIVERSIDE SEATBELT NOT AVAILABLE AND DONT KNOW WHEN IT WILL BE

CUSTOMER SEEKS:

- INFORMATION ON SEATBELT PARTS

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. CHUCK ROBERTS (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- PER RECALL 98599 DEALER LETTER, DEALERS MAY CALL RENKIM AT 800-325-5621 TO SEE IF RENTAL/LOANER VEHICLES ARE AVAILABLE THROUGH THIS RECALL

1998/01/20

CSM COMMENTS AUNDERW2

- SPOKE WITH CHUCK ROBERT SERVICE MANAGER
- VEHICLE PARTS ARRIVED ON 1/14
- SCHEDULED FOR APPT. FOR 1/21/98 TO BE REPAIRED
- PLEASE CLOSE

###THIS IS THE CLOSING COMMENT

- SEE PRIOR COMMENTS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

4761BF GRP: D2 CONCERN CONTACT VEH TYPE: CAR  
CINCINNATI 47 ZN/TR: D1 CONTACT NBR: 109324141 OPENED: 01/07/1998  
VIN: 12VPT20CBMS ENGINE: C CLOSED: 01/28/1998

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: KY ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 90000 MSD:  
DEALER NAME: STAR FORDAT DXMDDR SALES CODE: 147020 P & A: 05659  
CAUSAL CODES: 1204 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 47 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 01/13/1998  
ACK. CODE: ASSIST CODE: R AWARD AMT: Q SURVEY: Y (Y OR N)

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

COMMENTS:  
1998/01/07

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

THIS CONTACT OPENED DUE TO DNP 95870

\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- J ORIGINALLY TOOK THE VEHICLE IN ON 3.11.97
- MY DRIVER'S SIDE SEATBELT DOES NOT WORK AT ALL
- I WOULD LIKE TO HAVE THE RECALL PERFORMED

PER CUSTOMER, DEALER SAYS:

PER RICK CULP:

RE RECALL:

- PART HAS NOT ARRIVED FOR RECALL
- DOES NOT KNOW WHEN PARTS WILL BE AVAILABLE

RE DNP:

- HAS NOT ADDRESS

CUSTOMER SEEKS:

- TO HAVE RECALL PERFORMED

CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====  
4761BF    GRP: 02    CONCERN CONTACT    VEH TYPE: CAR  
CINCINNATI    47    ZN/TR: D1    CONTACT NBR: 109324141    OPENED: 01/07/1998  
VIN:    1ZVPT20C8M5          ENGINE: C    CLOSED: 01/28/1998  
=====

1998/01/12

\*\*\* NAVIS: PROGRAM \*\*\*

CUSTOMER SAYS:

-I WAS SUPPOSE TO RECEIVE A PHONE CALL FROM THE DEALERSHIP WITHING TWO DAYS  
AND HAVE NOT RECEIVED IT  
-I WOULD LIKE TO SPEAK TO A SUPERVISOR REGARDING THE REPAIRS

CUSTOMER SEEKS:

-SPEAK WITH SUPERVISOR

CAC ADVISED:

-THERE IS NO SUPERVISOR THAT CAN ASSIST WITH CONCERNS AT THE DEALERSHIP  
-CONTACT THE CUSTOMER RELATIONS MANAGER FOR FURTHER ASSISTANCE

\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

-NO ONE CONTACTED MR. HICKS CONCERNING GETTING HIS CAR IN REGARDING THE  
-THEY WERE SUPPOSE TO BE IN, IN DECEMBER.  
-FEELS IT IS A SAFETY ISSUE  
-BILL COLLINS FORDS LOST CUSTOMERS VEHICLE WHEN CUSTOMER BROUGHT VEHICLE IN  
FOR THE RECALL  
-CUSTOMER HAD TO FIND HIS OWN VEHICLE.

PER CUSTOMER, DEALER SAYS:

-STARKS FORD SAYS THE PARTS ON BACK-ORDER

CUSTOMER SEEKS:

-PARTS FOR RECALL

CAC ADVISED:

RE: PARTS DELAY

- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION  
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART  
DELAYS  
- SUPPORTS LAST CSR'S DECISION REGARDING SUPERVISORS REQUEST

1998/01/16

###THIS IS THE CLOSING COMMENT

CUST WILL BRING CAR IN AT HIS CONVENIENCETO CHECK SEAT BELT; TOLD CUST THAT IF  
ONLY TRACK IS NEEDED, WE CAN GET THE PART RIGHT AWAY; IF TRACK & MOTOR ARE NEE  
DED, IT WILL BE AT LEAST 3 MONTHS; WILL DO RECALL 95870 WHEN CUST COMES IN FOR

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
4761BF GRP: 02 CONCERN CONTACT VEH TYPE: CAR  
CINCINNATI 47 ZN/TR: D1 CONTACT NBR: 109324141 OPENED: 01/07/1998  
VIN: 1ZVPT20C8M5 ENGINE: C CLOSED: 01/28/1998  
-----

1998/01/20

\*\*\* NAVIS: PROGRAM \*\*\*

CUSTOMER SAYS:

- MR. HICKS IS CALLING.
- HE IS CALLING WITH CONCERNS ABOUT THE RECALL ON THE SEATBELT.
- CUSTOMER HAD NOT RECEIVED ANY RETURN CALLS FROM MARY LOU LEIDGEN.
- CUSTOMER HAS NOT GOTTEN ANYWHERE IN GETTING THE VEHICLE REPAIRED.
- CUSTOMER IS TIRED OF WAITING FOR THE PART.

PER CUSTOMER, DEALER SAYS:

- BILL COLLINS FORD SENT THE CUSTOMER SOME MAIL THAT SAYS THAT THEY HAVE THE PARTS IN STOCK.

CUSTOMER SEEKS:

- TO KNOW WHEN THE PART IS COMING IN.

CAC ADVISED:

- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. ANDY CREWS (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- EXPRESSED THE COMMENTS LEFT BY THE DEALERSHIP TO THE CUSTOMER.

1998/01/21

\*\*\* VEHICLE INVOLVED IN RECALL 98599 \*\*\*

\*\*\* VEHICLE INVOLVED IN ONP 95B70 \*\*\*

\*\*\* NAVIS: PROGRAM \*\*\*

CUSTOMER SAYS:

- MR. HICKS CALLING
- DRIVER'S SIDE SEAT BELT ISN'T WORKING AT ALL
- HE DOESN'T KNOW IF IT IS THE TRACK OR THE MOTOR THAT NEEDS TO BE REPLACED
- MARCH 24, 1997 DEALER INSPECTED AND SAID THEY ORDERED PARTS. SINCE THEN THEY HAVE HAD PERSONNEL CHANGES AND THEY DON'T KNOW WHAT PART THEY NEED.

PER CUSTOMER, DEALER SAYS:

- MAY TAKE 3 MONTHS FOR MOTOR
- TRACK THEY CAN GET RIGHT AWAY
- YESTERDAY [REDACTED] AID IF THE LAP BELT FUNCTIONS HIS REPAIR ISN'T

CONSIDERED AN EMERGENCY REPAIR

- DNP 95B70 WAS A CAR BY CAR BASIS. THAT NOT ALL VEHICLES INCLUDED IN THIS DNP ACUTALLY NEED THE REPAIRS

CUSTOMER SEEKS:

- TO KNOW IF WHAT DEALER TOLD HIM WAS TRUE ON SEAT BELT ORDER AND ONP

CAC ADVISED:

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====  
47818F GRP: 02 CONCERN CONTACT VEH TYPE: CAR  
CINCINNATI 47 ZN/TR: D1 CONTACT NBR: 109324141 OPENED: 01/07/1998  
VIN: 1ZVPT20C8N5 ENGINE: C CLOSED: 01/28/1998  
=====

1998/01/21

- ACCORDING TO THE ONP LETTER IN SYSTEM ONP 95870 THE SERVICE IS DONE ON ALL VEHICLES THAT RECEIVE THIS LETTER. IT DOESN'T STATE THAT DEALER WILL INSPECT AND PERFORM SERVICE IF NECESSARY.
- OBC TO DEALERSHIP. SPOKE WITH SM, ANDY CREWS.
- CUSTOMER SHOULD ASK JIMMY MITCHEL THE SHOP FOREMAN AND HE WILL INSPECT THE BELT. IF THEY CAN THEY WILL DO A TEMPORARY FIX WITH THE TRACK AND COMPLETE
- IF THEY CANNOT TEMPORARILY REPAIR SEAT BELT THEY WILL TRY TO PUT CUSTOMER IN A LOANER VEHICLE.
- THEY WILL PULL UP ONP LETTER AND REVIEW WITH CUSTOMER WHEN HE COMES IN AS WELL.

- CUSTOMER IS GOING TO DEALERSHIP TODAY

###THIS IS THE CLOSING COMMENT

LEIDGEN MADE ARRANGEMENTS W/CUST TO COME IN @ 11 A.M. ON 1/21; CUST DID NOT SHDN UP UNTIL 1:30; MARY LOU MADE ARRANGEMENTS W/SER ADV TO WRITE UP VEHICLE & INSPECT FOR RECALL; CUST UPSET THAT MARY LOU DR JIMMY MITCHELL NOT AVAILABLE AT THAT TIME & LEFT; WE HAVE INFORMED CUST THAT VEH MUST BE INSPECTE D SO WE CAN DETERMINE WHAT PART WE NEED

CUSTOMER SAYS:

- CUSTOMER CALLING TO SPEAK WITH A SUPERVISOR
- CUSTOMER STATES THAT HE DOES NOT WANT TO SPEAK WITH THE CUSTOMER RELATIONS MANAGER
- WENT BACK TO THE DEALERSHIP AND NEITHER OF THE DEALERSHIP PERSONNEL WOULD COME OUT TO SPEAK WITH THEM
- MS. LEIDGEN REQUEST THE CUSTOMERS TO RECONTACT THE DEALERSHIP TO HAVE THE CONCERN WITH THE DEALERSHIP

\*

PER CUSTOMER, DEALER SAYS:

- NO INFORMATION

v

CUSTOMER SEEKS:

- ADDITIONAL INFORMATION ON COMPLAINT REGARDING DEALERSHIP

\*

CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
692BYC GRP: 14 CONCERN CONTACT VEH TYPE: CAR  
ATLANTA 21 ZN/TR: E3 CONTACT NBR: 109317578 OPENED: 01/06/1998  
VIN: 1ZVPT20C3M5 ENGINE: C CLOSED: 01/14/1998  
-----

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI:  
ADDRESS: [REDACTED] RD  
CITY: JACKSONVILLE STATE: NC ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 81 MODEL: PROBE  
MILEAGE: 119000 WSD:  
DEALER NAME: SANDERS FORD INC SALES CODE: 121643 P & A: 06658  
CAUSAL CODES: 1203 10RA SYMPTOMS: 104100  
ORIGIN: G0 TRANS. DST/RGN: 21 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 01/07/1998  
ACK. CODE: ASSIST CODE: W AWARD AMT: Q SURVEY: Y (Y OR N)  
-----

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

COMMENTS:

1998/01/06

\*\*\* VEHICLE INVOLVED IN RECALL 98548 AND 98598 \*\*\*  
\*\*\* PARTS DELAY OVER 8 MONTHS \*\*\*  
\*\*\* NAVIS: PROGRAM \*\*\*

CUSTOMER SAYS:

- WE TOOK THE VEHICLE IN FOR REPAIR
- THE DRIVERSIDE SEAT BELT IS BROKEN
- THE REPLACEMENTS WERE ORDERED IN JULY.
- LAST TIME CUSTOMER CALLED WAS IN SEPTEMBER
- WE TRY TO CALL AT LEAST ONCE A MONTH TO FIND OUT WHEN THE SEAT BELTS
- WILL BE AVAILABLE.

PER CUSTOMER, DEALER SAYS:

- SANDERS FORD
- 910 455 1911

CUSTOMER SEEKS:

- TO KNOW WHEN THE PARTS WILL BE AVAILABLE. THE SEATBELTS ARE COMPLETELY
- INDOPERATIVE.
- TO KNOW WHAT OTHER OPTIONS ARE AVAILABLE TO THE CUSTOMER.

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY
- TO THE REGIONAL OFFICE.
- REQUEST MR. RDN STIRAT SVC MGR CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS-

1998/01/07

##THIS IS THE CLOSING COMMENT

SPOKE TO CUSTOMER ON 01/07/1998. THE CUSTOMER CONTACTED FORD DUE TO THE  
PROBLEM EXPERIENCED IN BURLINGTON. [REDACTED] HAS AN APPOINTMENT ON  
01/08/1998 TO HAVE HER CONCERNS CORRECTED.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

3083P0	GRP: 14	INFORMATION CONTACT	VEH TYPE: CAR
SOR	10	ZN/TR: H1	CONTACT NBR: 109301733
VIN:	M	ENGINE:	OPENED: 12/30/1997
			CLOSED: 12/30/1997

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	LOUIS TOWN	STATE:	IL	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]		
MODEL YEAR:	91	MODEL:	PROBE		
MILEAGE:	70000	WSD:			
DEALER NAME:	COLEMAN FORD LINC-M	SALES CODE:	141637	P & A:	01366
CAUSAL CODES:	1215	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:		TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	
ACK. CODE:		ASSTST CODE:		AWARD AMT:	
				Q SURVEY:	(Y OR N)

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

COMMENTS:  
1997/12/30  
\*\*\* PARTS DELAY OVER 30 DAYS \*\*\*  
\*\*\*NO VIN AVAILABLE\*\*\*  
CUSTOMER SAYS:  
- MY VEHICLE IS UNDER A RECALL  
\*  
PER CUSTOMER, DEALER SAYS:  
- NO CONTACT  
\*  
CUSTOMER SEEKS:  
- WHEN WILL THE SEAT BELT 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

=====

1850SW	GRP: 17	CONCERN CONTACT	VEH TYPE: CAR
NEW YORK	13	ZN/TR: GI	CONTACT NBR: 109299434
VIN: 12VPT20C1M5		ENGINE: C	OPENED: 12/29/1997
			CLOSED: 01/06/1998

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:		STATE:	NY	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	91	MODEL:	PROBE		
MILEAGE:	89000	WSD:			
DEALER NAME:	POLIGHKEEPSIE FORD I	SALES CODE:	113537	P & A:	03624
CAUSAL CODES:	1207 0406	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:	13	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	12/30/1997
ACK. CODE:		ASSIST CODE: D	AWARD AMT:		Q SURVEY: Y (Y DR N)

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

COMMENTS:

1987/12/28

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 86S48 \*\*\*

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

CUSTOMER SAYS:

- BOO# FROM YELLOW PAGES
- CUSTOMER UPSET WITH THE TREATMENT AT THE DEALERSHIP
- VEHICLE SEATBELTS HAVE BEEN RECALLED
- CUSTOMER HAS BEEN WAITING TEN MONTHS FOR THIS RECALL TO BE PERFORMED
- HAS TO HAVE THE VEHICLE INSPECTED AND THIS CANNOT BE DONE WITHOUT THE SEATBELTS
- WENT TO THE DEALERSHIP THREE TIMES FOR THIS RECALL
- EACH TIME, THE DEALERSHIP MADE AN APPOINTMENT AND DID NOT HAVE THE PARTS AVAILABLE
- RENTAL VEHICLE UNTIL THE RECALL IS PERFORMED

PER CUSTOMER, DEALER SAYS:

- PARTS WILL NOT BE IN UNTIL THE END OF MARCH

CUSTOMER SEEKS:

- DOCUMENT CONCERNS
- RENTAL VEHICLE

CAC ADVISED:

- \*\*\*OBC TO CHRISTINE WALDO, CUSTOMER RELATIONS MANAGER:
- RECORDS SHOW THAT CUSTOMER HAS NOT BEEN AT THE DEALERSHIP SINCE 10/18/1998
- WILL CONTACT THE CUSTOMER TODAY ON THIS MATTER

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02  
-----  
1850SW BRP: 17 CONCERN CONTACT VEH TYPE: CAR  
NEW YORK 12 ZN/TR: G1 CONTACT NBR: 109299434 OPENED: 12/29/1997  
VIN: 1ZVPT20C1M5 ENGINE: C CLOSED: 01/06/1998  
-----

1997/12/30

###THIS IS THE CLOSING COMMENT  
THIS VEH + OWNER HAVE NOT BEEN TO THIS DEALERSHIP SINCE 10/18/1996-THERE  
MUST BE ANOTHER DLR THAT THIS MORSEII CONCERNS-OUR PARTS DEPT HAS NO PARTS  
ON ORDER FOR THIS OWNER OR VEHICLE. WE WILL BE HAPPY TO PERFORM THE RECALL  
BUT THIS OWNER MUST COME TO THIS DEALERSHIP  
###THIS IS THE CLOSING COMMENT  
CUST HAS SVC APPT 1/2/98 FOR SEAT BELT RECALL PER PHONE CONVERSATION WITH  
C.WALDO\*(CUST REL)

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

0559KR	GRP: 05	CONCERN CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: M1	CONTACT NBR: 109282847
VIN:	1ZVPT20C6M5	ENGINE: C	OPENED: 12/19/1997
			CLOSED: 01/19/1998

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	MARFA	STATE:	TX	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]		
MODEL YEAR:	97	MODEL:	PROBE		
MILEAGE:	120000	WSD:			
DEALER NAME:	HARLOW'S FORD-MERCU	SALES CODE:	152590	P & A:	02476
CAUSAL CODES:	1203 04MR	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:	52	TRANS. DATE:	
SERVICE/SALES:	1	CONTACT DATE:	01/12/1998		
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:

1997/12/19

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 98S4B & 96S9B \*\*\*  
\*\*\* NAVIS: PROGRAM \*\*\*

CUSTOMER SAYS:

- RECEIVED A RECALL NOTICE BACK IN NOVEMBER OF 1995 FOR THE SEATBELTS
- TOOK TO A FORD DEALERSHIP
- THEY ORDERED THE WRONG PART
- WENT BACK AGAIN IN APRIL AND SAID THEY NEEDED TO ORDER THE PARTS
- IN JUNE HE WENT BACK AND THEY HAD ORDERED THE WRONG PARTS
- HAS MADE FOUR TRIPS TRYING TO GET THIS RECALL PERFORMED
- THE LAST TIME HE ASKED TO HAVE THEM ORDER THE PARTS AND HE WOULD HAVE THEM PUT ON
- EACH TIME HE WENT HE HAD TO LEAVE THE VEHICLE AND COME BACK AND IT WAS STILL NOT REPAIRED

PER CUSTOMER, DEALER SAYS:

- SUGGESTED THEY TAKE THE VEHICLE IN FEBRUARY OF 96
- WERE WAITING FOR PARTS

CUSTOMER SEEKS:

- TO HAVE THE RECALL PERFORMED

CAC ADVISED:

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

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02  
-----  
0559KR GRP: 05 CONCERN CONTACT VEH TYPE: CAR  
SDR 10 ZN/TR: M1 CONTACT NBR: 109282847 OPENED: 12/19/1997  
VIN: 12VPT20C6M5 ENGINE: C CLOSED: 01/19/1998  
-----

1998/01/12

###THIS IS THE CLOSING COMMENT

\*\*\* CSM JGIBNEY \*\*\*

PER HERB HARLOW (OWNER)

- HAVE ORDERED PARTS TO PERFORM THE RECALL
- HAVING DIFFICULTY CONTACTING THE CUSTOMER
- WILL PERFORM THE RECALL WHEN THE PARTS ARRIVE LATER THIS WEEK

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

-----  
B491AD GRP: 04 CONCERN CONTACT VEH TYPE: CAR  
CINCINNATI 47 ZN/TR: D1 CONTACT NBR: 109261932 OPENED: 12/16/1997  
VIN: M ENGINE: CLOSED: 12/29/1997  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: NEWBURG STATE: IN ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 70000 WSD:  
DEALER NAME: TOWN & COUNTY FORD SALES CODE: 147231 P & A: 01456  
CAUSAL CODES: 1203 1116 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 47 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 12/22/1997  
ACK. CODE: 0 ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/12/15  
CONTACT OPENED WITHOUT REQUIRED INFORMATION  
\*\*\* VIN NOT AVAILABLE - VEHICLE AT DEALERSHIP \*\*\*

CUSTOMER SAYS:  
- THE SEAT BELT MOTOR QUIT ON THE VEHICLE  
- WAS INFORMED THAT THERE WAS A RECALL  
- WANTS THE VEHICLE BOUGHT BACK

PER CUSTOMER, DEALER SAYS:  
RE: DANNY  
- SAID THAT THERE WERE THREE RECALLS ON THE VEHICLE  
- THEY COULD NOT LET THE CUSTOMER HAVE THE VEHICLE BACK AND THAT THEY WOULD  
HAVE TO RENT THE CUSTOMER A CAR  
- NOW SAID THAT THE PART WOULD BE IN IN MARCH  
- TOLD THE CUSTOMER THAT THEY COULD COME AND DRIVE THE VEHICLE TO MAINTAIN  
THE VEHICLE  
- SUGGESTED THAT FORD MAY PURCHASE THE VEHICLE BACK FROM THE CUSTOMER

CUSTOMER SEEKS:  
- TO SEE ABOUT THE PART  
- FEELS THAT THE DEALERSHIP SHOULD BE HELD RESPONSIBLE FOR HAVING THE  
VEHICLE ON THEIR LOT  
- WOULD LIKE THE VEHICLE BOUGHT BACK AND WANTS TO NOTE THAT THIS WOULD SAVE  
THE COMPANY \$2000- \$3000

CAC ADVISED:  
RE: BUYBACK  
- FORD'S GOAL IS TO PROPERLY REPAIR CUSTOMER'S VEHICLE  
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
- REQUEST MR.DENNIS PEPPER (CUST REL MGR/SERV MGR) TO CONTACT CUSTOMER  
WITHIN TWO BUSINESS DAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02  
-----  
6491AD GRP: 04 CONCERN CONTACT VEH TYPE: CAR  
CINCINNATI 47 ZN/TR: D1 CONTACT NBR: 109261932 OPENED: 12/15/1997  
VIN: M ENGINE: CLOSED: 12/29/1997  
-----

1997/12/15

RE: DEALERSHIP DRIVING THE VEHICLE AROUND  
- DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED  
- CONTACT DENNIS PEPPER (SERV. MGR) FOR FURTHER EXPLANATION.  
RE: RECALL PARTS BACKORDER  
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION  
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS

1997/12/22

##THIS IS THE CLOSING COMMENT  
FORD TELLS US WE CANT GET A SEAT BELT FOR THE CAR UNTIL FEBRUARY. WE HAVE THE CUSTOMER IN A RENTAL. HIS REQUEST IS THAT FORD SHOULD BUY BACK HIS VEHICLE WITH THE MONEY FORD IS SPENDING ON A RENTAL AND HE WILL BUY A NEW FORD WITH THE MONEY. THE BEST ESTIMATE WE HAVE FOR RENTAL EXPENSE IS 8,000 DOLLARS. HIS REQUEST MAKES ALOT OF SENSE TO US. FORD SHOULD THINK ABOUT HIS REQUEST,

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

71630J GRP: 15 CONCERN CONTACT VEH TYPE: CAR  
WASHINGTON 27 ZN/TR: A1 CONTACT NBR: 109260088 OPENED: 12/12/1997  
VIN: 1ZVPT20C1M5 ENGINE: C CLOSED: 12/24/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: NORFOLK STATE: VA ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 100336 WSD:  
DEALER NAME: CAVALIER FORD SALES CODE: 127051 P & A: 08633  
CAUSAL CODES: 10RA SYMPTOMS: 104100  
ORIGIN: 00 TRANS. DST/RGN: 27 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 12/17/1997  
ACK. CODE: ASSIST CODE: D AWARD AMT: D SURVEY: Y (Y OR N)

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

COMMENTS:

1997/12/12

- \*\*\* UNIQUE CIRCUMSTANCES PER JBRyant \*\*\*
- \*\*\* PARTS DELAY OVER 30 DAYS \*\*\*
- \*\*\* VEHICLE INVOLVED IN RECALLS 96S48, 96S99 \*\*\*

CUSTOMER SAYS:

- LAST YEAR, AUTOMATIC SEATBELTS WERE ON RECALL
- TRIED TO TAKE IN FOR RECALL IN JULY, BUT THE DEALERSHIP STATED THAT THEY HAVE TO ORDER PARTS AGAIN
- DEALERSHIP HAS ORDERED PARTS AND SOLD THEM THREE TIMES NOW
- \* CAVALIER FORD

PER CUSTOMER, DEALER SAYS:

- PER SERVICE MANAGER, DON, HAVE ORDERED THE PART AGAIN
- PARTS WILL NOT BE IN UNTIL JANUARY OR FEBRUARY

CUSTOMER SEEKS:

- TO HAVE THE RECALL PERFORMED AS SOON AS POSSIBLE
- TO FILE A COMPLAINT AGAINST THE DEALERSHIP

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER AS WELL AS A COPY TO THE REGIONAL OFFICE
- REQUEST MR. STEVE PAINE, SVC MNGR, TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
7163DJ GRP: 15 CONCERN CONTACT VEH TYPE: CAR  
WASHINGTON 27 ZM/TR: A1 CONTACT NBR: 109260088 OPENED: 12/12/1997  
VIN: 1ZVPT20C1M5 [REDACTED] ENGINE: C CLOSED: 12/24/1997  
-----

1997/12/16

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

CUSTOMER SAYS:

- CUSTOMER IS CALLING BACK ABOUT THE SAME CONCERNS
- WE WERE TOLD TO CALL BACK IF WE DID NOT HEAR ANYTHING FROM THE DEALER
- IT HAS BEEN TWO BUSINESS DAYS, AND WE HAVE NOT BEEN CONTACTED

\*

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

\*

CUSTOMER SEEKS:

- TO BE CONTACTED BY THE DEALER
- TO HAVE RECALL WORK PERFORMED

\*

CAC ADVISED:

- INFORMATION WAS FORWARDED TO THE DEALER
- CONTACT DEALER AND ASK TO SPEAK TO MR PAINE (SERV MGR)

1997/12/17

##THIS IS THE CLOSING COMMENT

J. SLOAN CSM

- THE PARTS TO REPAIR THE VEHICLE ARE ON BACK ORDER
- THE VEHICLE IS WAY BEYOND 5/50 OPENING CRITERIA.
- NEXT CSR PLEASE ADVISE CUSTOMER TO CONTINUE WORKING WITH THE DEALERSHIP TO OBTAIN THE REQUIRED PARTS.
- CONTACT CLOSED, BEYOND OPENING CRITERIA.

\*\*\*\*\*  
856315 GRP: XX15 INFORMATION CONTACT VEH TYPE: CAR  
PITTSBURGH 44 ZN/TR: A2 CONTACT NBR: 109259426 OPENED: 12/12/1997  
VIN: M ENGINE: CLOSED: 12/12/1997  
\*\*\*\*\*

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: MI:  
ADDRESS: [REDACTED]  
CITY: NEW BRIGHTON STATE: PA ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 62000 WSD:  
DEALER NAME: BEGLIN MOTOR SALES SALES CODE: 144407 P & A: 07608  
CAUSAL CODES: 1012 0206 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGM: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y DR N)

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

COMMENTS:  
1997/12/12  
CUSTOMER SAYS:  
-VEHICLE WAS INVOLVED IN RECALL FOR SEAT BELT  
-PARTS HAVE BEEN ON BACK-ORDER FOR ONE YEAR AND A HALF  
-SEAT BELT NOW COMPLETELY GONE OUT  
-WANTS TO KNOW WHEN PART WILL BE AVAILABLE  
-ILLEGAL TO DRIVE IN STATE WITHOUT SEAT BELT  
-WANTS TO KNOW IF CAN BE PROVIDED A RENTAL/LOANER VEHICLE  
-NO VIN AVAILABLE  
\*  
PER CUSTOMER, DEALER SAYS:  
-DEALERSHIP SERVICE DEPARTMENT SAYS PART ON BACK-ORDER AND ARE ON EMERGENCY  
PRIORITY DELIVERLY  
\*  
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

08/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====  
6491AD GRP: 04 INFORMATION CONTACT VEH TYPE: CAR  
HOLSTON 57 ZN/TR: B1 CONTACT NBR: 109251075 OPENED: 12/10/1997  
VIN: 1ZVPT20C9M5 ENGINE: C CLOSED: 12/10/1997  
=====

=====  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: TOMBALL STATE: TX ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 82799 WSD:  
DEALER NAME: TOMBALL FORD INC SALES CODE: 152055 P & A: 06042  
CAUSAL CODES: 1215 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:

1997/12/10

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

CUSTOMER SAYS:

- RECEIVED A RECALL NOTICE IN OCTOBER 1998 FOR THE SEATBELT PROBLEMS
- IN FEBRUARY, THE DRIVER'S SIDE SEATBELT LOCKED UP ON THE CUSTOMER
- THEY PERFORMED A 98S48 RECALL AND 98S99
- THE PASSENGER SIDE SEATBELT WAS JUST PERFORMED

PER CUSTOMER, DEALER SAYS:

- THEY ARE STILL HAVING A BACKORDER ON THE SEAT BELT PARTS
- PER STEVE, SERVICE MANAGER, THE RECALL HAS BEEN PERFORMED
- THE FORD REPRESENTATIVE HAD DENIED ASSISTANCE

CUSTOMER SEEKS:

- TO HAVE THE RECALL RE-PERFORMED

CAC ADVISED:

- WARRANTY HAS EXPIRED
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR
- RECALLS ARE PERFORMED ONE TIME ONLY

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

48898K GRP: 05 CONCERN CONTACT VEH TYPE: CAR  
CHICAGO 41 ZN/TR: A2 CONTACT NBR: 109250471 OPENED: 12/10/1997  
VIN: 1ZVPT20C9M5 ENGINE: C CLOSED: 01/09/1998

LAST NAME: STATUS: CLOSED  
TITLE: FIRST NAME: MI:  
ADDRESS: CITY: THORNHILL STATE: IL ZIP:  
HOME PHONE: BUS. PHONE:  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 43000 WSD:  
DEALER NAME: DLYMPIA FIELDS FORD SALES CODE: 141043 P & A: 01527  
CAUSAL CODES: 1012 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: 41 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 01/02/1998  
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:

1997/12/10

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 98548 & 98589

CUSTOMER SAYS:

- SEATBELT PART HAS NOT COME IN
- SEATBELT BRACKET BROKEN
- SEATBELT KEEP TRYING TO CONNECT
- THIS IS BRINGING THE BATTERY DOWN
- ALSO IT IS AGAINST THE LAW IN THE STATE OF ILLINOIS TO DRIVE WITHOUT A SEATBELT

- FORD WILL BE LIABLE FOR THIS

PER CUSTOMER, DEALER SAYS:

- PARTS ORDER AUGUST 19, 1997
- PARTS WILL BE IN MARCH, 1998

CUSTOMER SEEKS:

- VEHICLE REPAIRED OR A LOANER VEHICLE UNTIL PARTS COME IN

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
  - REQUEST MR. AL THOMPSON, CUST REL MNGR, TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- CAC ADVISED

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====  
4888BK GRP: 05 CONCERN CONTACT VEH TYPE: CAR  
CHICAGO 41 ZN/TR: A2 CONTACT NBR: 109250471 OPENED: 12/10/1997  
VIN: 1ZVPT2OC9MS ENGINE: C CLOSED: 01/09/1998  
=====

1997/12/16

\*\*\* PARTS DELAY OVER 90 DAYS \*\*\*  
\*\*\* NAVIS: ORIGINAL \*\*\*

CUSTOMER SAYS:

- CUSTOMER IS CALLING BACK
- AS OF TODAY, SHE WILL CONTACT THE STATE ATTORNEY GENERAL
- FORD SHOULD PAY FOR THE LOANER VEHICLE

PER CUSTOMER, DEALER SAYS:

- THE EARLIEST RELEASE DATE OF THE PART WOULD BE MARCH OF 98

CUSTOMER SEEKS:

- PART INFORMATION
- LOANER VEHICLE

CAC ADVISED:

RE: PART INFORMATION

- 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

1998/01/02

###THIS IS THE CLOSING COMMENT

THE DEALERSHIP HAS THE CUSTOMER CURRENTLY IN A LOANER VEHICLE.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

4101DG GRP: 06 CONCERN CONTACT VEH TYPE: CAR  
LOS ANGELES 71 ZN/TR: C1 CONTACT NBR: 109248429 OPENED: 12/09/1997  
VIN: 1ZVPT20CKMS ENGINE: C CLOSED: 12/17/1997

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: LA PUENTE STATE: CA ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 106000 WSD:  
DEALER NAME: DOWNEY FORD SALES CODE: 171049 P & A: 02282  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: 71 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 12/10/1997  
ACK. CODE: ASSIST CODE: D AWARD AMT: D SURVEY: Y (Y DR N)

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

COMMENTS:

1997/12/09

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

CUSTOMER SAYS:

- 3 TIMES FOR THE SEAT BELTS
- THEY DONOT FULLY RETRACT SOMETIMES
- HAPPENS INTERMITTENTLY

PER CUSTOMER, DEALER SAYS:

- PER SERVICE WRITER, NO NAME
- WE CANT DUPLICATE THE CONCERN

CUSTOMER SEEKS:

- COMPLIANT ON DEALERSHIP

CAC ADVISED:

- ADVISED CUSTOMER TO CONTACT DEALERSHIP AS SOON AS INTERMITTENT CONCERN IS NOTICED
- OPEN RECALL 98599 RIGHT SIDE PASSENGER

1997/12/10

###THIS IS THE CLOSING COMMENT

CUSTOMER CONTACTED 12-10-97 CUSTOMER WAS ADVISED PART WILL BE ORDERED FOR BOTH SIDES ON VEHICLE ONE SIDE(LEFT) WILL BE A SERVICE PART WARRANTY THE OTHER WILL BE THE RECALL CUSTOMER WILL PROBABLY HAVE TO WAIT 4 MONTHS FOR PARTS THEY ARE D99